

Model: OR-C2		Date: 20-Sep-13	No.: RD184001
Subject: Data Overwrite Security Unit Type I		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Please revise the following in the Service Manual.

Data Overwrite Security Unit Type I (D362)

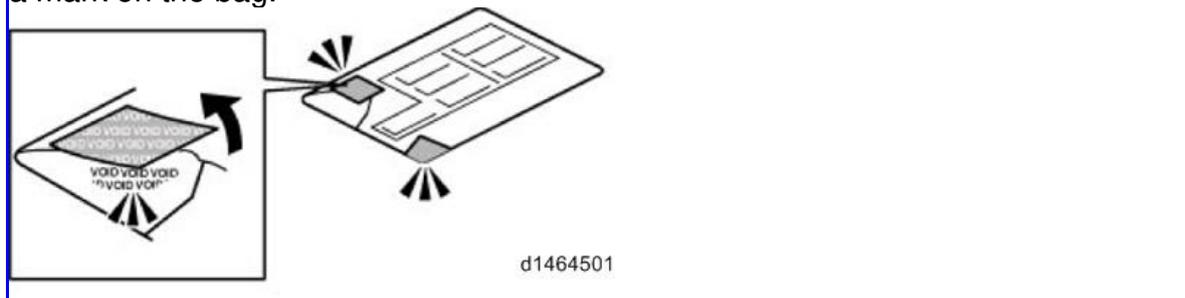
Note

The machine's hard disk stores all document data from the Copier, Printer, and Scanner functions. It also stores the data of users' Document Server and code counters, and the Address Book. To prevent data on the hard disk being leaked before disposing of the machine, you can overwrite all data stored on the hard disk (Erase All Memory). You can also automatically overwrite temporarily-stored data (Auto Erase Memory).

Component List

IMPORTANT:

Before opening the corrugated envelope, make sure that the seal has not been broken or peeled off. If the seal has been broken or peeled off (even partially), this is considered an arrival defect. Note that once the seal is peeled off, this will leave a mark on the bag.



Description	Part number	Qty
Data Overwrite Security SD Card	D3625111C	1
Comments Sheet	D3777250	1
Operating Instructions CD-ROM	D3777900A	1

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Installation Procedure

⚠ CAUTION:

Before you begin this procedure, make sure to turn off the main power switch, and then remove the power cord from the outlet. If you do not, this may result in electrical shock and/or a machine failure.

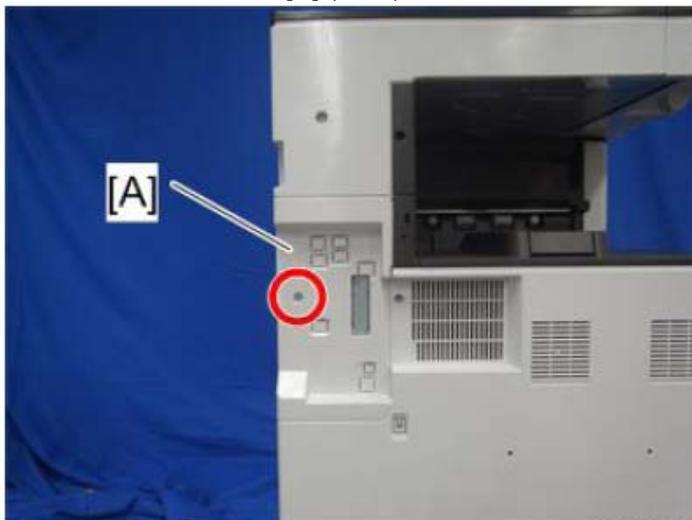
IMPORTANT:

Confirm the following settings and then change them if necessary, as described below. If you do need to change them, inform the customer that this is necessary in order to install the option.

1. Make sure that the following are **not** at their factory default values:
 - Supervisor login name and password
 - Administrator login name and password
2. Make sure that Admin. Authentication is **ON**.
[System Settings] – [Administrator Tools] – [Administrator Authentication Management] – [Admin. Authentication]
3. Make sure that Administrator Tools is **enabled (selected)**.
[System Settings] – [Administrator Tools] – [Administrator Authentication Management] – [Available Settings]

Note: See the Operating Instructions (Security Guide) for the factory default values.

1. Disconnect the network cable from the machine.
2. Remove the controller cover [A] (🔩 ×1).



3. Push the SD card for the **Data Overwrite Security Unit Type I (D362)** slowly into Slot 2 [A], until you hear a click.

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IMPORTANT:

If you wish to merge multiple applications onto a single SD card, do the merge now before moving onto the next step.

4. Insert the power cord into the outlet, and then turn on the main power switch.
5. Access System/Copy SP mode.
6. Do this step **only if you are installing the option on a machine that is already in use** (not a new machine):
 - If the customer wishes to **continue using the same hard disk:**
Execute all three SP modes below.
 - SP5-801-014 (Clear DCS Setting)**
 - SP5-832-001 (HDD Formatting (ALL))**
 - SP5-832-002 (HDD Formatting (IMH))**
 - If customer wishes to **replace the hard disk with a new one:**
Execute **SP5-801-014** only.

Note: If the customer continues using the same hard disk, the overwriting of the data stored on the disk before the option is installed cannot be guaranteed. It is highly recommended to replace the hard disk with a new one.

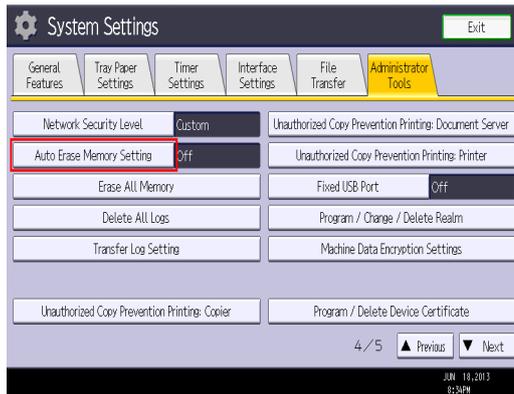
7. Set **SP5-836-001 (Capture Function (0:Off 1:On))** to a value of **0** (disable).
8. Execute **SP5-878-001 ([Option Setup : Data Overwrite Security])**.
Note: If the installation fails, "Installation failed" is displayed when this SP is executed.
9. Print out the System Settings List and make sure that the option was installed successfully.
10. Turn off the main power switch.
11. Reattach the controller cover.
12. Reconnect the network cable.
13. Insert the power cord into the outlet and turn on the main power switch.
14. Execute **SP5-990-005** (SP print mode Diagnostic Report).
15. Make sure that ROM number "**D3775912B**" and firmware version "**1.02m**" appear in both of the following areas on the report (**they must match**):
 - "ROM Number / Firmware Version" – "HDD Format Option"
 - "Loading Program"

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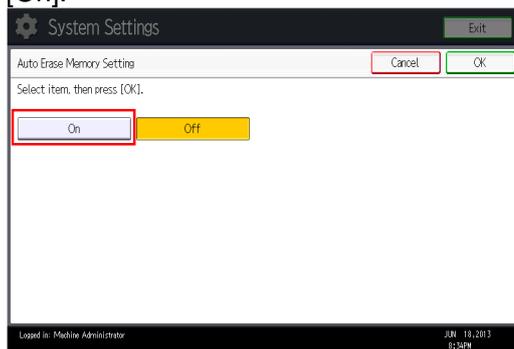
Configuring “Auto Erase Memory” (Performed by the Customer)

The following procedure is performed by the customer once the above Installation Procedure has been completed.

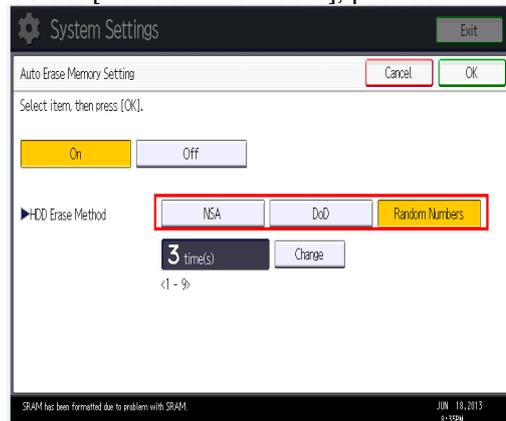
1. Press [System Settings].
2. Press [Administrator Tools].
3. Press [Next] three times.
4. Press [Auto Erase Memory Setting].



5. Press [On].



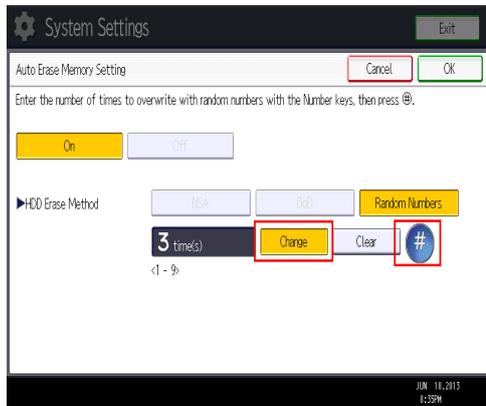
6. Select the method of overwriting.
 If you select [NSA] or [DoD], proceed to Step 9.
 If you select [Random Numbers], proceed to Step 7.



7. Press [Change].
8. Enter the number of times that you want to overwrite using the ten keys, and then press [#].

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Note: The Random Numbers method overwrites the data using random numbers. You can set the overwrite to be performed anywhere from 1-9 times, with a default of 3 times.



9. Press [OK].
10. Make sure that the Data Overwrite icon is displayed in the bottom right hand corner of the screen.
11. Take a test copy, and then make sure that the Data Overwrite icon changes from “Dirty” (solid) to “Dirty” (blinking), and then to “Clear”.

Note:

- If the Data Overwrite icon does not change to Clear, check to see if there are any active Sample Print or Locked Print jobs. A Sample Print or Locked Print job can only be overwritten after it has been executed.
- The Dirty icon blinks while an overwrite is in progress.
- If you use your machine for a while with Auto Erase Memory disabled, and then suddenly enable it, the overwrite process may take 10 or more hours depending on HDD usage.

Data Overwrite icon:

- Clear (There is no temporary data to be overwritten)



- Dirty (There is temporary data to be overwritten)



Model: OR-C2		Date: 13-Aug-13	No.: RD184002
Subject: (Asia Only) 'Cannot connect with DHCP server.' is displayed on the BASIC model.		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The following message is displayed on the BASIC model, even though this model does not need to connect to the network.

"Cannot connect with DHCP Server.
Contact the administrator. "

CAUSE

SP5-985-001 (Device Setting - On Board NIC) is set to "2: Function limitation".

SOLUTION

Set SP5-985-001 to a value of "0: Disable".

Affected S/N:

Product Name	Product Code	Destination	S/N
MP 3053	D183-29	Asia	E753H780001
			E753H780002
			E753H780003
			E753H780004
			E753H780005
			E753H780006
MP 3353	D184-29	Asia	E763H780001
			E763H780002
			E763H780003
			E763H780004
			E763H780005

Model: OR-C2	Date: 28-Aug-13	No.: RD184003
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Subject: Firmware Release Note: Extended JS		Prepared by: T.Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02.15	D7575755	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.02.15	1st Mass production

Reissued: 04-Feb-14

Model: OR-C2, <i>OR-C2_SOP</i>	Date: 28-Aug-13	No.: RD184004a
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RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: T.Nihe	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.04:02	D1825500B	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
1.04:02	1st Mass production

Reissued: 06-Apr-15

Model: OR-C2, OR-C2_SOP	Date: 28-Aug-13	No.: RD184005e
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RTB Reissue

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

Subject: Firmware Release Note: GWFCU3.8-5(WW)		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **GWFCU3.8-5(WW)**.

Version	Program No.	Effective Date	Availability of RFU
<i>07.00.00</i>	<i>D7595537G</i>	<i>April 2015 production</i>	<i>Available</i>
06.00.00	D7595537F	March 2014 production	Available
05.00.00	D7595537E	December 2013 production	Available
04.00.00	D7595537D	October 2013 production	Available
03.00.00	D7595537C	October 2013 production	Available
02.00.00	D7595537B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>07.00.00</i>	<i>Symptom corrected:</i> <i>1. Result of transmission is counted as "Sent FAX without department code" at SEP code reception.</i> <i>2. File reception (printout) error when receiving from specific senders.</i>
06.00.00	Symptom corrected: Blank sheets are printed out when a FAX is received under the following conditions: - FAX memory is installed - An incoming FAX brings the machine out of Energy Saver mode - The FAX was sent using Super Fine resolution

Reissued: 06-Apr-15

Model: OR-C2, OR-C2_SOP	Date: 28-Aug-13	No.: RD184005e
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Version	Modified Points or Symptom Corrected
05.00.00	Symptom corrected: SC899 (detailed code:fcs) may occur when the machine recovers from Energy Saver mode.
04.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode.
03.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode. Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info). IMPORTANT: To apply the above change, you must install the following firmware also: Fax (D1825535B), Ver. 02.00.00
02.00.00	1st Mass production

Reissued: 21-May-15

Model: OR-C2	Date: 28-Aug-13	No.: RD184007c
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RTB Reissue

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

Subject: Firmware Release Note: NetworkDocBox		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	D1825545C	May 2015 production	Available
1.01	D1825545B	April 2015 production	Available
1.00	D1825545A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.02	Symptom corrected: Minor bug correction
1.01	Symptom corrected: Changes were applied for the domestic (Japan) model only.
1.00	1st Mass production

Model: OR-C2	Date: 28-Aug-13	No.: RD184009
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Subject: Firmware Release Note: Option Netware		Prepared by: T.Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
12.56	D7575760	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
12.56	1st Mass production

Reissued: 10-Jun-15

Model: OR-C2	Date: 28-Aug-13	No.: RD184011c
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RemoteFax		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
04.00.00	D1825536D	May 2015 production	Available
03.00.00	D1825536C	September 2014 production	Available
02.00.00	D1825536B	January 2014 production	Available
01.00.00	D1825536A	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
04.00.00	Symptom Corrected: A job is cancelled and garbled characters are displayed if the user logs in with a username that contains Chinese characters.
03.00.00	Symptom corrected: Cannot receive an IP Fax
02.00.00	Symptom corrected: The user names for stored FAX documents are displayed as garbled characters when the user signs in with User Authentication and sends a LAN-FAX from a PC with a Chinese language OS.
01.00.00	1st Mass production

Reissued: 10-Jun-15

Model: OR-C2	Date: 28-Aug-13	No.: RD184011c
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Reissued: 21-May-15

Model: OR-C2	Date: 28-Aug-13	No.: RD184015b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Web Uapl		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	<i>D1825540C</i>	<i>May 2015 production</i>	<i>Available</i>
1.01	D1825540B	September 2014 production	Available
1.00	D1825540A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

"Available" The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.02	<i>Symptom corrected:</i> <i>- Minor bug correction.</i>
1.01	Symptom corrected: Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.
1.00	1st Mass production

Reissued: 1-Feb-14

Model: OR-C2, OR-C2_SOP	Date: 28-Aug-13	No.: RD184016a
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Subject: Firmware Release Note: aics		Prepared by: T.Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D7575759A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

"Available" The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Reissued: 18-Dec-13

Model: OR-C2	Date: 28-Aug-13	No.: RD184017a
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RTB Reissue

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

Subject: Firmware Release Note: animation		Prepared by: T.Nihe	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<i>5.00</i>	<i>D1825541B</i>	<i>October 2013 production</i>	<i>Available</i>
4.00	D1825541A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>5.00</i>	<i>Minor change in ARDF paper jam animation.</i>
4.00	1st Mass production

Reissued: 10-Aug-16

Model: OR-C2 / OR-C2_SOP	Date: 28-Aug-13	No.: RD184019c
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RTB Reissue

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

Subject: Firmware Release Note: PDF		Prepared by: R. Tsurumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	D7575733C	September 2016 production	Available
1.01	D7575733B	March 2014 production	Available
1.00	D7575733A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

"Available" The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.02	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - PDF file may not be printed via direct print if the PDF file contains True Type fonts. - Printing might be slow when a spreadsheet containing many cells with patterns that are different from the default pattern in the following setting is printed from Microsoft Excel 2013: Select "Format Cell", select the "Fill" tab, and change the "Pattern Style" setting - When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size.(GFPR#RC14090006) - The number of copies specified by the PjL command in a PDF job cannot

Reissued: 10-Aug-16

Model: OR-C2 / OR-C2_SOP	Date: 28-Aug-13	No.: RD184019c
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Version	Modified Points or Symptom Corrected
	<i>be overwritten to "1" by using certain applications that use the SDK interface, such as Enhanced Locked Print NX v2, implemented on the device.</i>
1.01	<p>Other changes:</p> <ol style="list-style-type: none"> Jobs are sorted instead of stacked even if number of copies are changed in SDK (printPlus), if the sort/stack option is not specified in the SDK. <p>Symptom corrected:</p> <ol style="list-style-type: none"> If odd pages are specified for duplex jobs on the SDK preview screen, even pages are displayed. PDF Direct jobs containing a mask that was created using tiling, will be reset. SC899 occurs when printing PDF files that contain composite fonts. Limitcheck error occurs when printing jobs that contain extremely small images that are difficult to draw. Number of copies might not take effect if printing PDF files using SDK (printPlus).
1.00	1st Mass production

Reissued: 24-Jan-14

Model: OR-C2 / OR-C2_SOP	Date: 28-Aug-13	No.: RD184020a
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RTB Reissue

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

Subject: Firmware Release Note: PS3		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D7575731A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 09-Mar-17

Model: OR-C2/OR-C2_SOP	Date: 20-Jun-13	No.: RD184023e
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RTB Reissue

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

Subject: Firmware Release Note: browser		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06.00	D7575754G	March 2017 production	Available
1.05.00	D7575754F	June 2015 production	Available
1.04.00	D7575754E	October 2014 production	Available
1.03.00	D7575754D	November 2013 production	Available
1.02.00	D7575754C	November 2013 production	Available
1.01.00	D7575754B	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
1.06.00	<p>Other Changes:</p> <ul style="list-style-type: none"> - Support for TLS 1.0, TLS 1.1, and TLS 1.2. <p>Symptom corrected:</p> <ul style="list-style-type: none"> - When a certain page is loaded or printed, an SC899 might occur.
1.05.00	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
1.04.00	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - SC899 may occur when performing continuous scanning.

Reissued: 09-Mar-17

Model: OR-C2/OR-C2_SOP	Date: 20-Jun-13	No.: RD184023e
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Version	Modified Points or Symptom Corrected
1.03.00	Specification change: 1. Support for Korean in Asia-Pacific models. Symptom Corrected: 1. Machine does not display the legacy scanner application properly, after the new ESA application installed.
1.02.00	Symptom corrected: - When using specific proxy servers, the error "400 – Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted.
1.01.00	1st Mass production

Reissued:2-Oct-13

Model: OR-C2	Date: 20-Sep-13	No.: RD184024a
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RTB Reissue

The items in *italics* were added or revised.

Subject: SC899 (detailed code: fcs)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC899 may occur when the machine starts to recover from Sleep mode (STR mode) under the following conditions:

- The FAX option is installed
- Java VM (SP5-730-001: 1) is enabled

Note:

- The SP Model is shipped with SP5-730-001: 1 enabled by default.
- The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info) as shown below.

7990-01	SC Detailed Info.	Latest SC: File Na	
		Latest SC: Genera	0
		Latest SC: Value	0
-02		Last 1 SC: File Na	

CAUSE

The machine enters Sleep mode while performing certain VM operations, and cannot do both at the same time properly. As a result, the machine cannot return to normal operating mode later.

Note: The energy consumed in Sleep mode is less than in Energy Saver mode.

SOLUTION

● **Temporary Solution**

Set **SP5-730-001** (Java VM Platform setting) to a value of **0**, **OR**

Set **SP5-191-001** (STR mode setting) to a value of **0**.

Reissued:2-Oct-13

Model: OR-C2

Date: 20-Sep-13

No.: RD184024a

● Final Solution

Update the System/Copy and Java VM firmware to the following versions:

System/Copy: Ver. **1.02** (program No. D1825530C) or newer

Java VM: Ver. **11.12.01** (program No. D1825566C_edc) or newer

Affected Units**Asia:**

MODEL NAME	CODE	SERIAL NUMBER
MP 2553SP	D182-69	E743H660001~E743H660006 E743H760001~E743H760057
MP 3053	D183-29	E753H680001~E753H680005 E753H780001~E753H780006
MP 3053SP	D183-69	E753H660001~E753H660063 E753H760001~E753H760098
MP 3353	D184-29	E763H780001~E763H780005
MP 3353SP	D184-69	E763H660001~E763H660018 E763H760001~E763H760034

Other regions:

No affected units

Model: OR-C2		Date: 17-Oct-13	No.: RD184025
Subject: FSM Correction for Troubleshooting (Jammed Paper at the Bridge Unit)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following descriptions were corrected.

Areas **in bold** were added, and those ~~crossed out~~ were deleted.

6. Troubleshooting

- Other Problems

- Jammed Paper at the Bridge Unit

Paper jam may occur when A3 paper or larger is output from the ~~internal finisher~~ **bridge unit**. This is because the paper is caught in the step between the bridge unit and ~~internal~~ **external** finisher. In this case, it is possible to avoid the jam by attaching the wide extension tray.

Reissued: 26-Sep-14

Model: OR-C2_SOP	Date: 26-Nov-13	No.: RD184027b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RemoteFax		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
04.00.00	D1835536B	September 2014 production	Available
03.00.00	D1835536A	January 2014 production	Available
02.00.00	D1835536	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
04.00.00	Symptom corrected: Cannot receive an IP Fax
03.00.00	Symptom corrected: 1. The user names for stored FAX documents are displayed as garbled characters when the user signs in with User Authentication and sends a LAN-FAX from a PC with a Chinese language OS. 2. The machine may stall when the Smart Operation Panel option is installed.
02.00.00	1st Mass production

Reissued: 04-Jun-15

Model: OR-C2/OR-C2_SOP	Date: 26-Nov-13	No.: RD184033e
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RTB Reissue

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

Subject: Firmware Release Note: Extended JS		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.09.00</i>	<i>D7575755E</i>	<i>June 2015 production</i>	<i>Not available</i>
1.08.00	D7575755D	October 2014 production	Not available
1.07.00	D7575755C	August 2014 production	Not available
1.06.01	D7575755B	November 2013 production	Not available
1.05.00	D7575755A	November 2013 production	Not available
1.02.15	D7575755	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.09.00</i>	<i>Symptom corrected:</i> <i>1. SC899 may occur when the user starts up the MFP browser.</i> <i>2. The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.</i>
1.08.00	Symptom corrected: Minor changes were applied for the Japan domestic model only.
1.07.00	Symptom corrected: 1. Scanning that requires cookies and a proxy fails 2. SC899 occurs when a character string containing"%s" is exported to the debug log.
1.06.01	Symptom corrected: Cannot scan using the MFP Browser when the platen cover is open.
1.05.00	Other change: Supports the Korean model
1.02.15	1st Mass production

Model: OR-C2/OR-C2_SOP	Date: 26-Nov-13	No.: RD184034
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Subject: Firmware Release Note: Option Netware		Prepared by: T.Shinmura	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
12.56	D7575760	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
12.56	1st Mass production

Reissued:20-Dec-13

Model: OR-C2	Date: 27-Nov-13	No.: RD184036a
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RTB Reissue

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

Subject: FSM Correction for Booklet Finisher SR3150 (D686) / Finisher SR3140 (D687) Installation Procedure		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Correction

The areas in **bold** were added.

Note: Step 18 in the following changes to the installation procedure is a new step, to be added before step 18 in the old procedure.

2. Installation

- Booklet Finisher SR3150 (D686) / Finisher SR3140 (D687)

Accessory Check:

Booklet Finisher SR3150 / Finisher SR3140

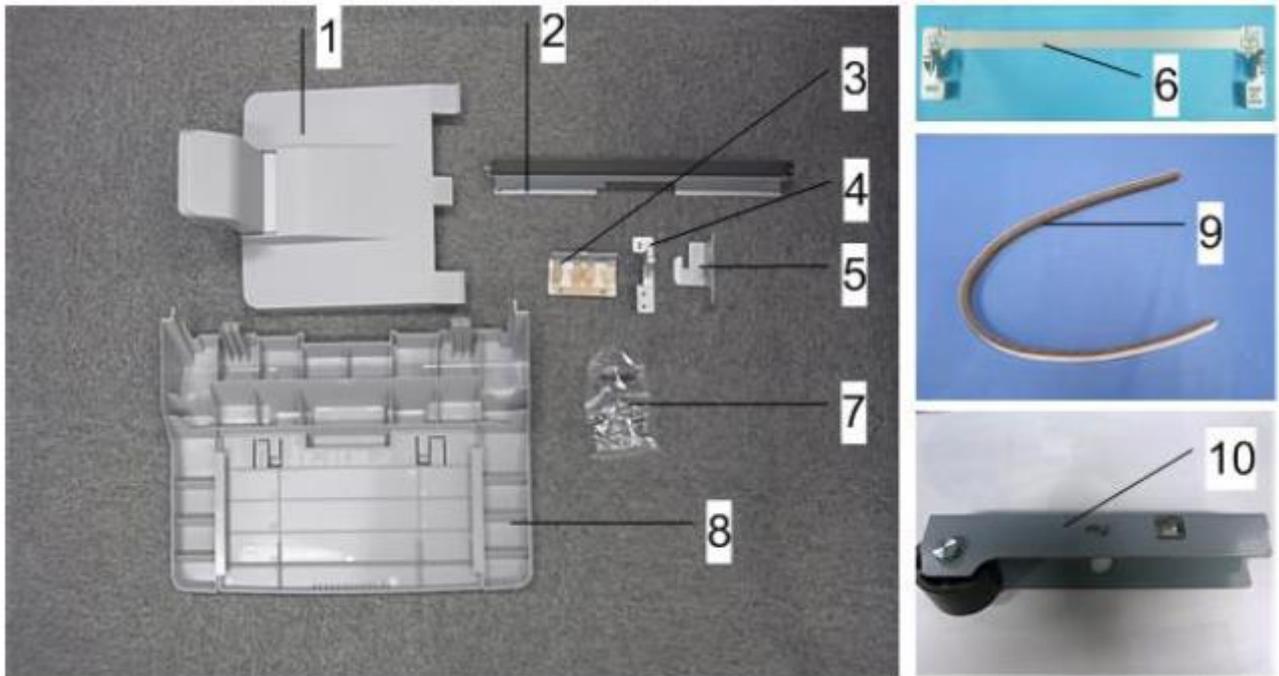
No	Description	Q'ty	Remarks
1	Tray	1	SR3150 only
2	Guide Plate	1	Not used
3	Ground Plate Joint Bracket	1	
4	Front Bracket	1	Deleted from December 2013 production
5	Rear Bracket	1	Not used Deleted from December 2013 Production
6	Connecting Bracket (Assy)	1	Added from December 2013 production
7	Screws - M4 × 12	4	Not used
7	Tapping screws - M3 × 6	4	
7	Tapping screw - M4 × 8	1	
8	Shift Tray	1	
9	Cushion	1	Not used
10	Arm Of The Anti-tip Component	1	SR3140 only

Reissued:20-Dec-13

Model: OR-C2

Date: 27-Nov-13

No.: RD184036a

**Installation Procedure:**

- When you install the Front and Rear Brackets, do STEPS 16 AND 17, and skip step 18.
- When you install the Connecting Bracket (Assy), go to STEP 18.

16. Attach the connecting bracket that comes with the finisher adapter [A] to the finisher (🔩 x 1: M4×25: supplied with the finisher adapter).

Do not use the connecting bracket that comes with the finisher.

17. Attach the connecting bracket that comes with the finisher [B] to the finisher (🔩 x 2: M4×25: supplied with the finisher adapter).



d1822036

Reissued:20-Dec-13

Model: OR-C2

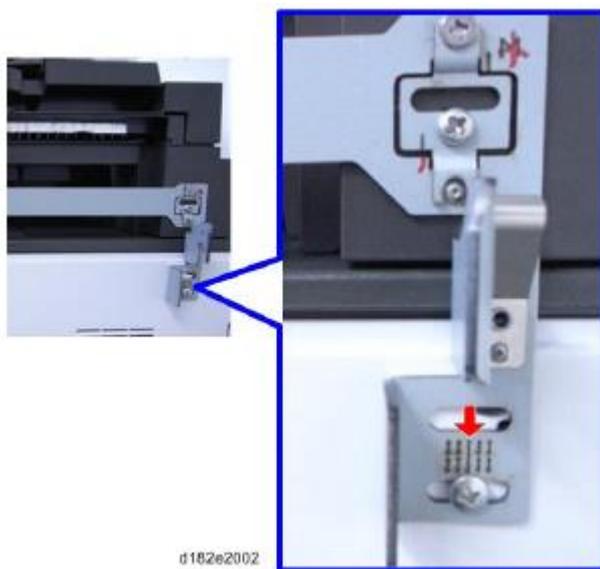
Date: 27-Nov-13

No.: RD184036a

18. Attach the connecting bracket that comes with the finisher [A] to the finisher (⚙ x 3: M4x25: supplied with the finisher adapter).

**★ Important**

Make sure to tighten the screw in the center position of the opening, as shown below.



Model: OR-C2		Date: 17-Jan-14	No.: RD184038
Subject: Controller Board Replacement Alert & SC842-02		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The PM alert for the controller board (“Replacement of controller board is now necessary.”) is displayed on the bottom of operation panel earlier than designed, if one or more SDK applications are installed.

Note: SC842-02 appears when the “Machine Status” is checked (after tapping the [Check Status] button), but the machine will work fine.

CAUSE

Firmware bug (the reference value used to trigger the alert for the controller board was 1/10 of the threshold stored in the NAND Flash memory).

SOLUTION

Update the firmware as follows.

- Regular operation panels:
 - System/Copy: **Ver. 1.05** (program No. D1825530E) or newer
- Smart Operation Panels (SOP):
 - System/Copy: **Ver. 1.05** (program No. D1835530A) or newer

Reissued: 21-Nov-14

Model: OR-C2 / OR-C2_SOP/Cor-C1/Cor-C1_SOP/Gim-MF1d	Date: 24-Jan-14	No.: RD184039a
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RTB Reissue

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

Subject: Firmware Release Note: PS3 Font		Prepared by: Y. Saitoh	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.11	1st Mass production

Model: OR-C2		Date: 12-Feb-14	No.: RD184044
Subject: Procedure of Package Firmware Update		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Update Procedure for Package Firmware

OVERVIEW

- The release of firmware packages has begun. These packages are comprised of multiple individual firmware modules (Example: System/Copy, Engine, other). In parallel with this, the individual modules will continue to be released separately.
- This RTB explains the update procedure for firmware packages.

1. SFU (Smart Firmware Update): Updating package firmware over the network

- This feature is accessible from the machine operation panel, via the new [Firmware Update] menu in SP mode. From this menu, it is possible to download firmware as well as install the new firmware on the machine.
- There are two methods to perform an SFU: Update immediately or update at the next visit. With the second method, a technician can schedule a future firmware download (to be performed automatically), and then manually install this firmware at the next service visit.
- The firmware download may take several tens of minutes depending on the network environment. For this reason, the second method (update at the next visit) is recommended.

NOTE:

- To use this feature, the machine in question must have an embedded @Remote appliance installed. It cannot be used on machines that connect to @Remote via non-embedded intermediary appliance.
- The machine in question must also have an HDD installed.

2. Updating package firmware via an SD card

- For models that have package firmware available, package firmware update can also be performed using the conventional SD card method. This is done by writing the package firmware directly to the SD card and then installing the firmware in the conventional way.

Types of firmware update files, supported update methods:

	SFU	SD	RFU
Individual firmware	X	○	○
Package firmware	○	○	X

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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3. Supported firmware

The firmware has been modified to support SFU. The following table shows the supported System/Copy versions.

Model	Program	Part number	Version
MP 2553SP/ 3053/ 3053SP/ 3353/ 3353SP	System/Copy	D1825530D	1.04
MP 2553ZSP/ 3053ZSP/ 3353ZSP	System/Copy	D1835530	1.03

Package file: xxxxxxxx.pkg
 Package firmware required for SFU

4. Methods

The following three methods are available for updating package firmware.

1. SFU (Firmware update from operation panel)
2. Update at the next visit (Reserve)
 - 2-1 below for how to program the update to be performed later
 - 2-2 below for how to view information for programmed updates
 - 2-3 below for how to install the downloaded firmware on the machine
3. Update via SD card

1. SFU (Firmware update from operation panel)

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



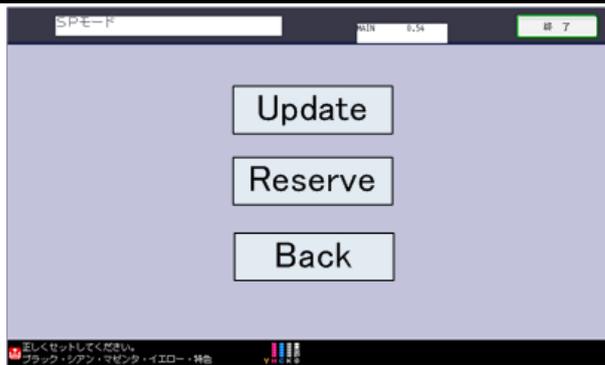
d176f2107

Error codes:

- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E59 There is no HDD installed on the machine.
- E60 The machine does not support installation of an HDD.
- E68 SFU is not ready (Package firmware does not exist)

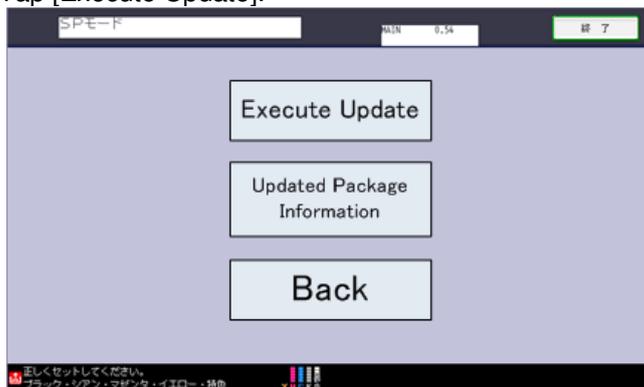
2. Tap [Update].

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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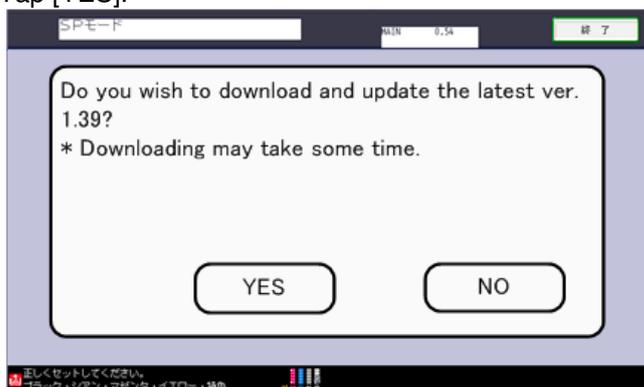
d176f2110

3. Tap [Execute Update].



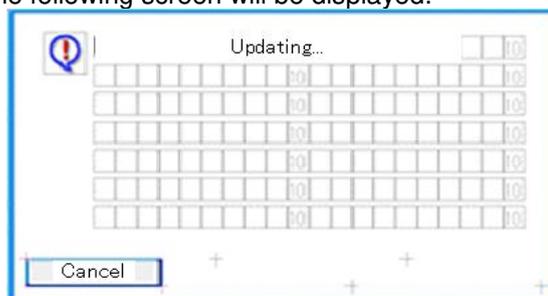
d176f2116

4. Tap [YES].



d176f2117

The following screen will be displayed.



Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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Once all of the firmware data has been downloaded, the following screen will be displayed. The machine will then automatically reboot itself.



2. Update at the next visit (Reserve)

As mentioned above, it is possible to set the machine to download the package firmware necessary for SFU in advance, and then perform the actual installation at the next service visit. This eliminates the need to wait for the firmware to download at the service visit.

2-1 How to set the machine to download firmware later (RESERVE)

PROCEDURE:

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



d176f2107

Error codes:

- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E59 There is no HDD installed on the machine.
- E60 The machine does not support installation of an HDD.
- E68 SFU is not ready (Package firmware does not exist)

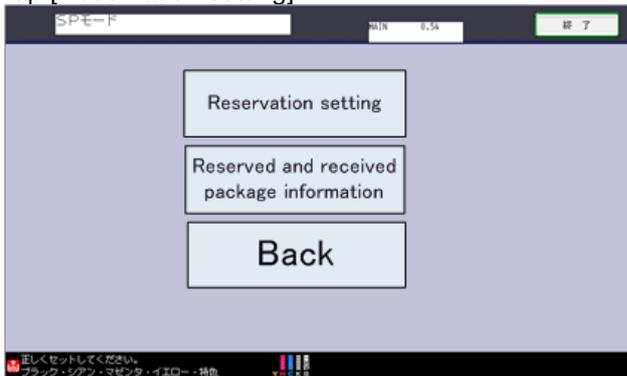
2. Tap [RESERVE].

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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d176f2110

3. Tap [Reservation setting].



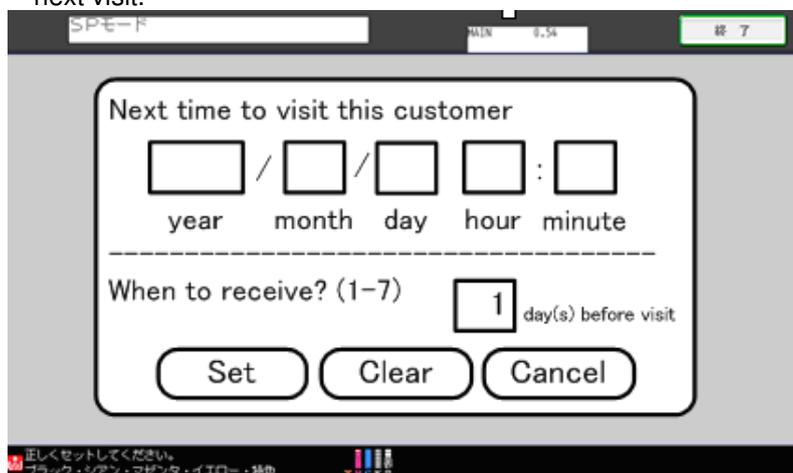
d176f2122

4. Confirm whether or not the package firmware has been downloaded to the machine.

If the package firmware has not been downloaded to the machine yet:

- The reservation settings screen will be displayed. Enter the following information.

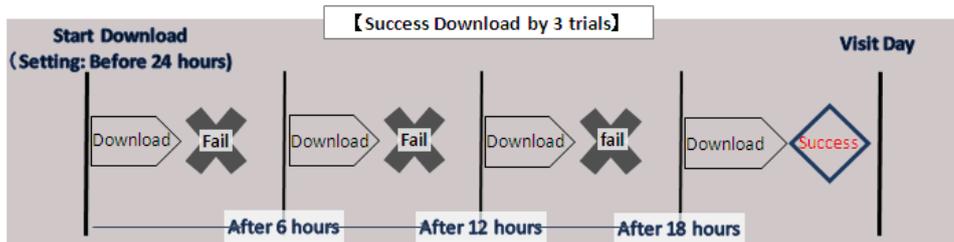
- **"Next time to visit this customer":**
The package firmware will be automatically downloaded by this time/date.
- **"When to receive? (1-7)":**
The download of the package firmware will begin the specified amount of time in advance of the next visit.



d176f2124

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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Note: In the two diagrams below, the firmware was set to be downloaded by the day preceding the next scheduled visit. In the first diagram, the download was successful on the first try. In the second diagram, the download failed three times and was successful on the fourth try.



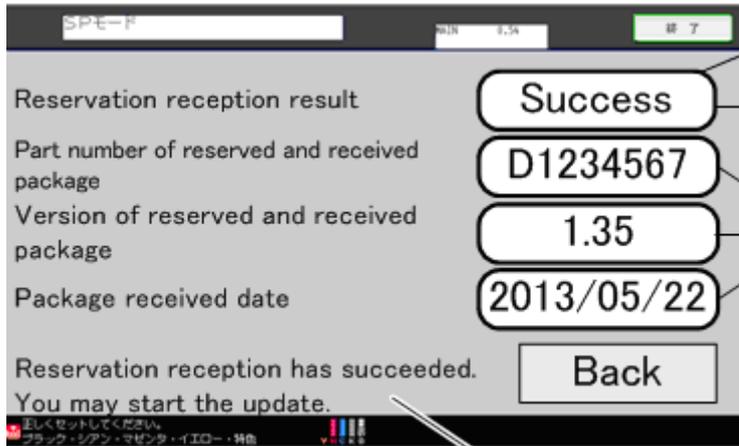
Note:

- ✧ If the firmware download fails or cannot be completed due to network settings/condition, no power to the machine, or other reason, the machine will continue retrying every six hours until the scheduled deadline (up to a maximum of four tries). For example, if the download is set for the day before the next visit, the machine will attempt the download at 24 hours before the visit, and then continue trying every six hours (max. four tries total).
- ✧ Therefore, if the download cannot be completed successfully by the time of the next scheduled visit, the machine will stop trying to download the firmware.
- ✧ The retry is only performed in cases where the firmware download has failed.
- ✧ If the machine is in Energy Saver mode when the download is scheduled to begin, the download will be performed in the background and the machine/panel will stay in Energy Saver mode.
- ✧ The download will continue uninterrupted even if the user initiates a print job, copy job, or other operation while the download is in progress.
- ✧ The download will be terminated if the user turns the power off while the download is in progress.

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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If the package firmware has already been downloaded to the machine:

- The following screen will be displayed.
- After the flow of operations for update at next service visit has been completed, it is possible to program (Reserve) a future download.



Note: If package firmware has already been downloaded to the machine's hard drive, it is not possible to program another scheduled download (reservation). A new reservation can be made by executing an upload of the firmware in the hard drive, as this will delete the downloaded firmware file.

2-2. How to check the firmware downloaded with RESERVE

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



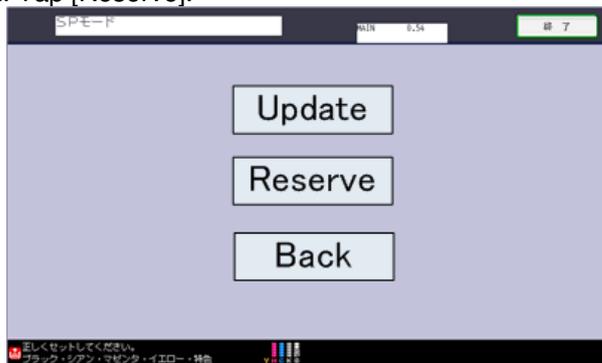
d176f2107

Error codes:

- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E59 There is no HDD installed on the machine.
- E60 The machine does not support installation of an HDD.
- E68 SFU is not ready (Package firmware does not exist)

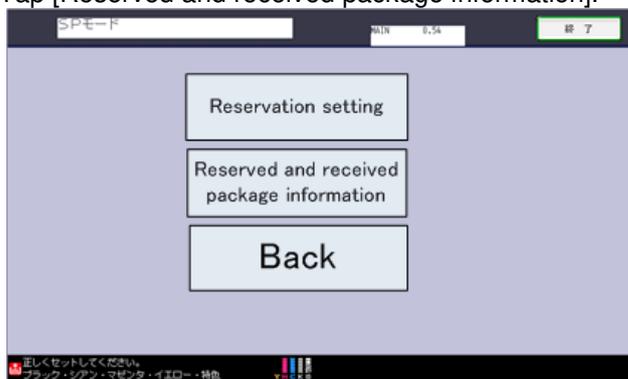
Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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2. Tap [Reserve].



d176f2110

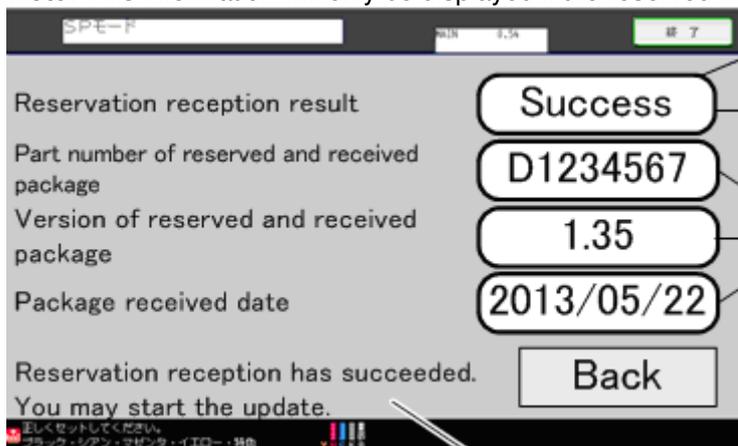
3. Tap [Reserved and received package information].



d176f2122

4. Check the information displayed.

Note: This information will only be displayed if the reserved firmware has already been downloaded.



IMPORTANT: If the data items appear as shown below (“-”), return to PROCEDURE 2-1 and redo the firmware reserve settings.

Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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2-3. How to install firmware downloaded with RESERVE

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



d176f2107

Error codes:

- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E59 There is no HDD installed on the machine.
- E60 The machine does not support installation of an HDD.
- E68 SFU is not ready (Package firmware does not exist)

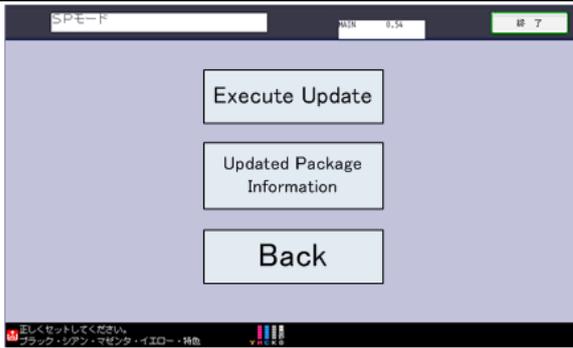
2. Tap [Update].



d176f2110

3. Tap [Execute Update].

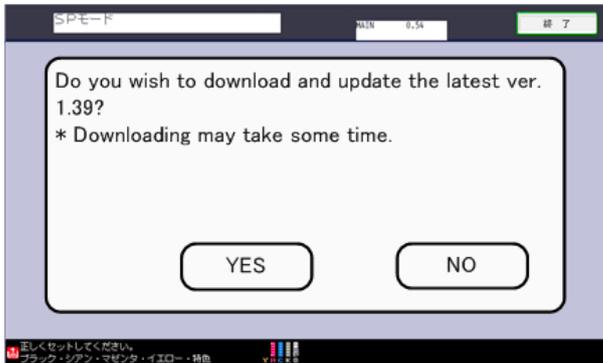
Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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d176f2116

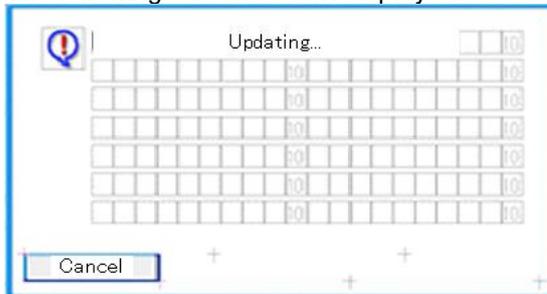
4. Tap [YES].

Note: This screen is only displayed if the reserved firmware has already been downloaded to the machine. This dialog ensures that the most recent version can be installed in the machine, even if the version already downloaded is not the latest version.

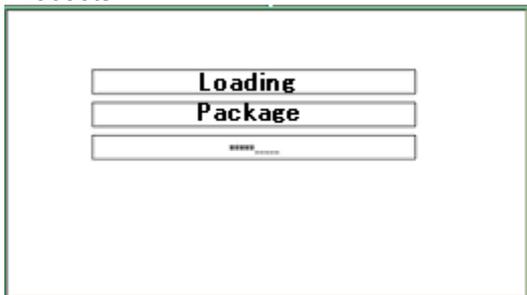


d176f2117

The following screen is then displayed:



Once the update has been completed, the following screen is displayed and the machine automatically reboots.



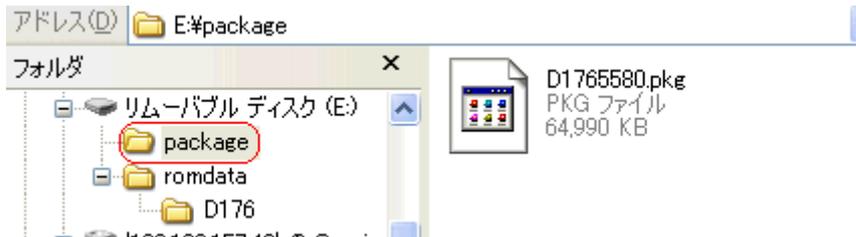
Model: OR-C2	Date: 12-Feb-14	No.: RD184044
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3. How to update package firmware using an SD card

PROCEDURE

Writing the package firmware to the SD card:

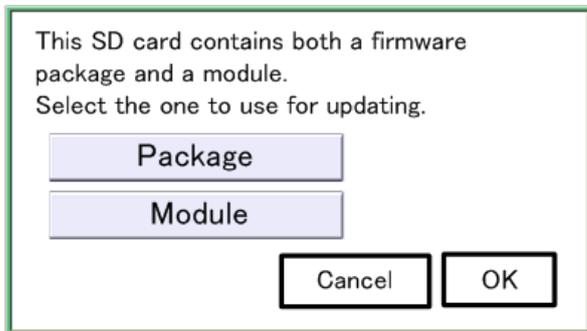
1. Create a new folder inside the SD card and name it “package”. Then, copy the package firmware (xxxxxxx.pkg) to this folder.



- IMPORTANT:**
1. This folder must be named “package” in order for the update to work. If you copy the package firmware into the “romdata” folder, the update will not work.
 2. Only one version of the package firmware should be copied in the folder. If you copy multiple version of package firmware in SD card, machine select only one version of firmware randomly.

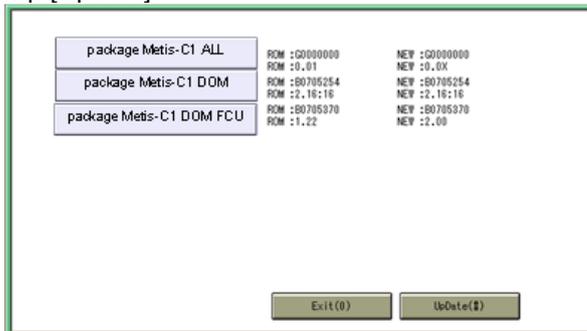
Installing the package firmware written to the SD card:

2. Turn the machine main power OFF.
3. Insert the SD card containing the package firmware into the SD card slot.
4. Turn the machine main power ON.
5. Tap [Package] and then [OK] when the following screen appears.



d176f2128

6. Tap [Update].



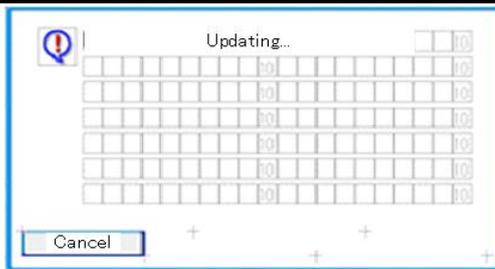
d176f2127

The following screen will appear:

Model: OR-C2

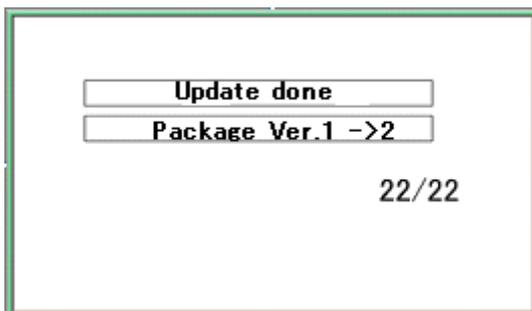
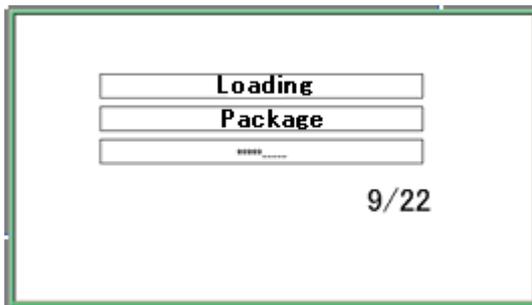
Date: 12-Feb-14

No.: RD184044



The progress of the update will be displayed as follows.

- In this example, 9 of 22 items have been updated.
- When the update is complete, "Update done" is displayed.



Model: OR-C2		Date: 14-Feb-14	No.: RD184045
Subject: Blank sheets are printed out when receiving a fax		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Blank sheets are printed out when a fax is received under the following conditions:

- Fax memory is installed
- An incoming fax brings the machine out of Energy Saver mode
- The fax was sent using Super Fine resolution

CAUSE

Firmware bug

SOLUTION**● Temporary solution**

Set **SP5-191-001** (STR mode setting) to a value of **0**.

● Permanent solution

Update the **GWFCU3.8-5(WW)** firmware to **Ver. 06.00.00** (program No. **D7595537F**) or newer.

Reissued: 30-Jul-15

Model: OR-C2 / OR-C2_SOP/Cor-C1/Cor-C1_SOP/Gim-MF1d/GR-C2_SOP	Date: 04-Feb-14	No.: RD184040b
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RTB Reissue

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

Subject: Firmware Release Note: PCL Font		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.14	M1095273	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
1.14	1st Mass production

Reissued: 21-Nov-14

Model: OR-C2 / OR-C2_SOP/Cor-C1/Cor-C1_SOP/Gim-MF1d	Date: 04-Feb-14	No.: RD184041a
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RTB Reissue

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

Subject: Firmware Release Note: PCL Font		Prepared by: Y. Saitoh	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1475581	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: OR-C2	Date: 12-Mar-14	No.: RD184046
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Subject: Parts Catalog Correction (TRANSFER/SEPARATION UNIT:ASS'Y)	Prepared by: T. Nihei
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

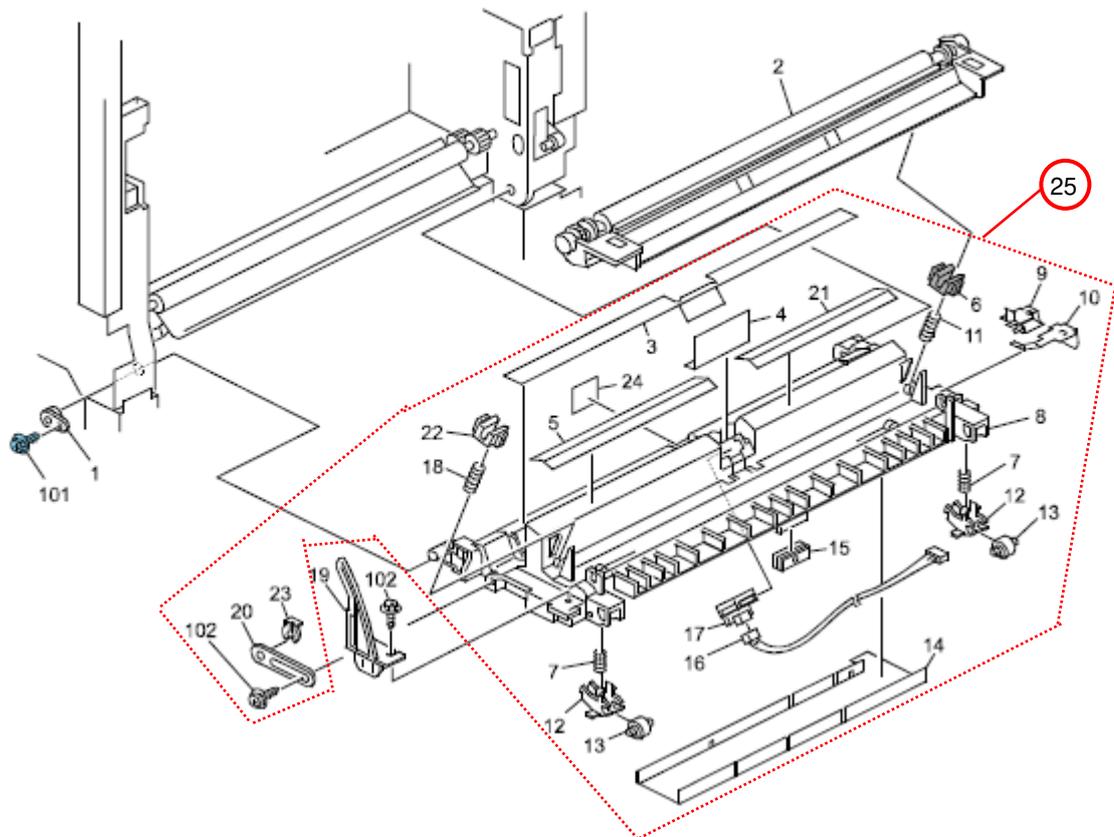
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1823821	COVER:TRANSFER/SEPARATION UNIT:C2:ASS'Y	0-1	-	33	25	

Change: The parts boxed in red in the illustration were registered as an assembly.

Reason: To meet requests from the field.

16.Transfer/Separation Section (D182/D183/D184)



Reissued: 31-May-16

Model: OR-C2_SOP	Date: 3-Apr-14	No.: RD184047f
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RTB Reissue

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

Subject: Firmware Release Note: NetworkDocBox		Prepared by: R. Tsurumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D1835545E</i>	<i>May 2016 production</i>	<i>Available</i>
1.05	D1835545D	April 2015 production	Available
1.04	D1835545C	January 2015 production	Available
1.03	D1835545B	November 2014 production	Available
1.02	D1835545A	August 2014 production	Available
1.01	D1835545	March 2014 production	Available
1.00	D1825545A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<i>Symptom corrected:</i> - <i>If a user logs in to a device via Basic Authentication just after the device is started up, the Smart Operation Panel application may not work as expected.</i>
1.05	Symptom corrected: Changes were applied for the domestic (Japan) model only.
1.04	Other changes: - Supported RICOH SmartSDK v1.04.
1.03	Symptom corrected: - SC997 will occur if a user logs in to an MFP via an SDK application when the device management software is collecting the Volume Use Counter.
1.02	Specification Change: - Supported RICOH SmartSDK v1.02.
1.01	Symptom corrected:

Reissued: 31-May-16

Model: OR-C2_SOP		Date: 3-Apr-14	No.: RD184047f
Version	Modified Points or Symptom Corrected		
	- When Device Log Collection is conducted approximately 4,000 times by using Device Manager NX Accounting, unexpected behavior might occur.		
1.00	1st Mass production		

Reissued:14-May-14

Model: OR-C2c	Date: 07-May-14	No.: RD184048b
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RTB Reissue

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

Subject: FSM correction for Service Table (Retrieving the Debug Logs)		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Correction:

The following **IMPORTANT** notes in **bold** were added.

5. Service Table

Capturing the Debug Logs

Retrieving the Debug Logs

Procedure for Retrieving the Debug Log

1. Insert the SD card into the slot on the side of the operation panel.

IMPORTANT:

- ***It is recommended to use the SD card provided as a service part. This is because the log data can be acquired much faster than when using commercially available SD cards.***

2. Enter SP mode.

3. Set the start date of the log with SP5-857-101 (Start date of debug log output)

e.g.: March 28, 2013: input 20130328 (yyyymmdd)

- Set the date three days earlier than the occurrence of the problems.

Reissued:14-May-14

Model: OR-C2c

Date: 07-May-14

No.: RD184048b

4. Set the end date of the log with SP5-857-102 (End date of debug log output)

e.g.: March 31, 2013: input 20130331 (yyyymmdd)

5. Execute SP5-857-103 (Get a debug log of all) to write the debug log to the SD card.

If the transfer is finished successfully, 'completed' is displayed on the touch panel

display.

- The approximate time it takes to transfer the debug log is as follows. Transfer time may be affected by the type or format of the SD card. (It is recommended that you format the SD card using the Panasonic SD Formatter (freeware)).
- Controller debug log (GW debug log): 2 - 20 minutes
- Engine debug log: 2 minutes
- Operation panel debug log: 2 - 20 minutes

6. Make sure that the SD card access LED is off, then remove the SD card.

- If 'failed' appears on the touch panel display, turn the power off, and then recover from step 1 again.

The debug logs are saved with the following file names.

Controller debug log (GW debug log)	/LogTrace/machine number/watching/ yyyymmdd_hhmmss_unique identification number.gz
Engine debug log	/LogTrace/machine number/engine/ yyyymmdd_hhmmss.gz
Operation panel debug log	/LogTrace/machine number/opepanel/ yyyymmdd_hhmmss.tar.gz

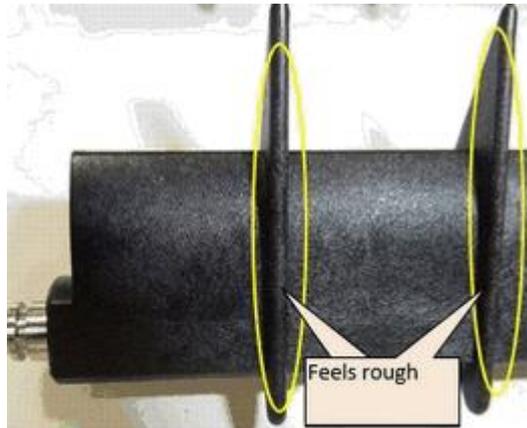
Model: OR-C2		Date: 20-Jun-14	No.: RD184050
Subject: Countermeasure against "Dog earing" problem		Prepared by: T.Shinmura	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Dog ears may occur with some paper brands.

CAUSE

The paper catches on the rough surface of the lower gate pawl (P/N AF025045).



Model: OR-C2	Date: 20-Jun-14	No.: RD184050
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SOLUTION

In the field

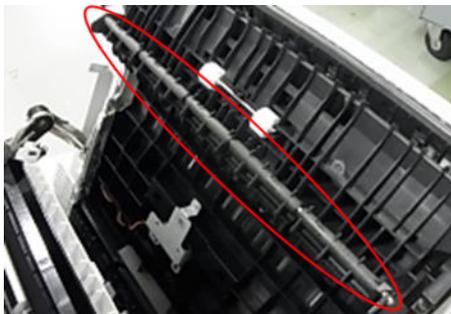
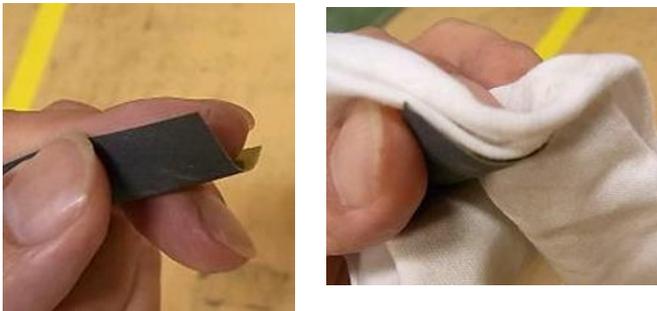
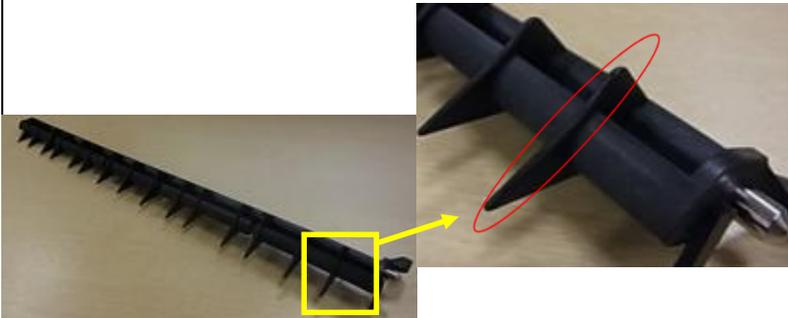
Do the following procedure.

Tools:

P/N D1449452

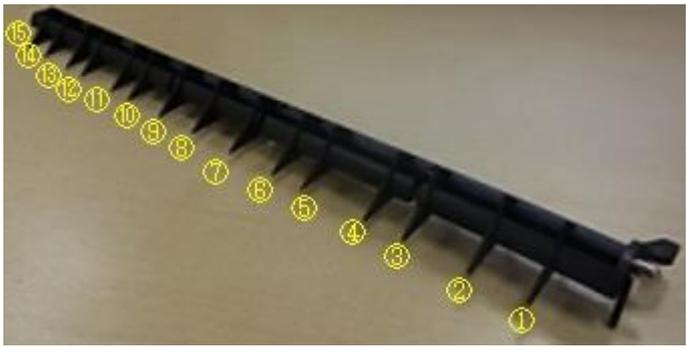
Water-resistant sandpaper (600-grade, 30mm x 50mm)



	Part	Instructions
1	<p>GATE PAWL:LOWER (AF025045)</p> 	<p>-Open the machine's right cover. -Remove the lower gate pawl (AF025045).</p>
2	<p>Sandpaper</p> 	<p>-Bend the sandpaper and hold it as shown in the photo on the left.</p> <p>Note: You can also use a cloth between the sandpaper and your finger, as shown in the photo on the right.</p>
3	<p>GATE PAWL:LOWER (AF025045)</p> 	<p>Touch both tips of the gate pawl and check for any sharp or rough edges.</p>

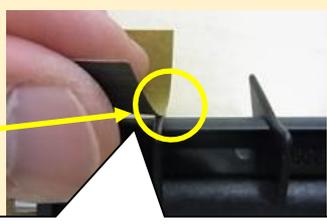
Model: OR-C2	Date: 20-Jun-14	No.: RD184050
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4



-Use a file to smooth down the edges (marked with numbers in the photo) of each of the 15 pawls.

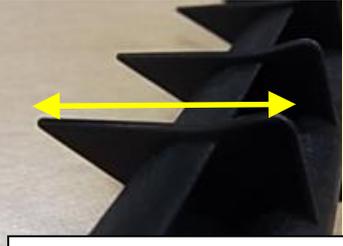
IMPORTANT!



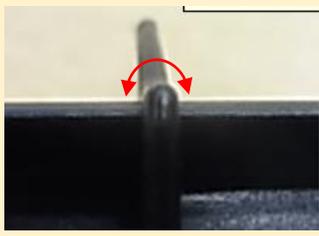
Use sandpaper directly on this

Make sure that the sandpaper contacts the entire surface of the rib, so that you smoothen the surface evenly.

IMPORTANT!

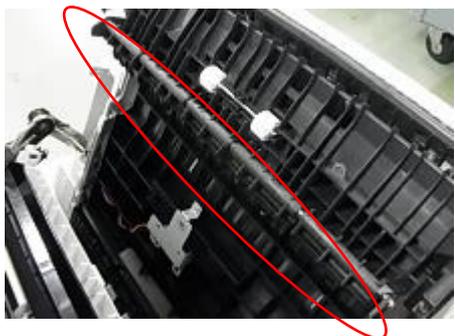


Back and forth along the direction of the arrow



Rub the sandpaper back and forth 5-10 times along the surface and direction shown in the photo on the left.

Model: OR-C2	Date: 20-Jun-14	No.: RD184050
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5	 <p data-bbox="287 526 558 571">Verify by touch</p> <p data-bbox="710 526 909 571">D1204830</p>	<p>-Touch the areas you filed down and make sure the sharp/rough edges are now smooth. They should be equivalent to the paper feed surfaces of P/N D1204830.</p>
6	<p>GATE PAWL:LOWER (AF025045)</p> 	<p>-After completing the above steps, reattach P/N AF025045.</p> <p>-Make some prints and check to see that dog ears don't occur.</p>

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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RTB Reissue

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

Subject: Firmware Release Note: CheetahSystem		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

For USA/Europe/Asia model

Version	Program No.	Effective Date	Availability of RFU
<i>1.51</i>	<i>D1501442K</i>	<i>February 2017 production</i>	<i>Not Available</i>
1.50	D1501442J	October 2016 production	Not Available
1.49	D1501442H	August 2016 production	Not Available
1.48	D1501442G	July 2016 production	Not Available
1.47	D1501442F	April 2016 production	Not Available
1.46	D1501442E	March 2016 production	Not Available
1.45	D1501442D	January 2016 production	Not Available
1.44	D1501442C	November 2015 production	Not Available
1.43	D1501442B	October 2015 production	Not Available
1.42	D1501442A	October 2015 production	Not Available
1.41	D1501442	October 2015 production	Not Available
1.40	D1501440Z	June 2015 production	Not Available
1.39	D1501440Y	May 2015 production	Not Available
1.38	D1501440X	March 2015 production	Not Available
1.37	D1501440W	December 2014 production	Not Available
1.35	D1501440T	October 2014 production	Not Available
1.34	D1501440S	September 2014 production	Not Available
1.33	D1501440R	August 2014 production	Not Available
1.32	D1501440Q	June 2014 production	Not Available
1.30	D1501440P	April 2014 production	Not Available

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
1.29	D1501440N	March 2014 production	Not Available
1.28	D1501440M	January 2014 production	Not Available
1.25	D1501440L	December 2013 production	Not Available
1.24	D1501440K	December 2013 production	Not Available
1.22	D1501440J	November 2013 production	Not Available
1.20	D1501440G	October 2013 production	Not Available
1.19	D1501440F	August 2013 production	Not Available
1.17	D1501440E	1st Mass production	Not Available

For China/Taiwan model

Version	Program No.	Effective Date	Availability of RFU
1.51	D1501459K	February 2017 production	Not Available
1.50	D1501459J	October 2016 production	Not Available
1.49	D1501459H	August 2016 production	Not Available
1.48	D1501459G	July 2016 production	Not Available
1.47	D1501459F	April 2016 production	Not Available
1.46	D1501459E	March 2016 production	Not Available
1.45	D1501459D	January 2016 production	Not Available
1.44	D1501459C	November 2015 production	Not Available
1.43	D1501459B	October 2015 production	Not Available
1.42	D1501459A	October 2015 production	Not Available
1.41	D1501459	October 2015 production	Not Available
1.40	D1501457Z	June 2015 production	Not Available
1.39	D1501457Y	May 2015 production	Not Available
1.38	D1501457X	March 2015 production	Not Available
1.37	D1501457W	December 2014 production	Not Available
1.35	D1501457T	October 2014 production	Not Available
1.34	D1501457S	September 2014 production	Not Available
1.33	D1501457R	August 2014 production	Not Available
1.32	D1501457Q	June 2014 production	Not Available
1.30	D1501457P	April 2014 production	Not Available
1.29	D1501457N	March 2014 production	Not Available
1.28	D1501457M	January 2014 production	Not Available
1.25	D1501457L	December 2013 production	Not Available
1.24	D1501457K	December 2013 production	Not Available
1.22	D1501457J	November 2013 production	Not Available
1.21	D1501457H	October 2013 production	Not Available
1.20	D1501457G	October 2013 production	Not Available
1.19	D1501457F	August 2013 production	Not Available
1.17	D1501457E	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

For USA/Europe/Asia model

Version	Modified Points or Symptom Corrected
1.51	Symptom corrected:

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	<p>1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults.</p> <p>2. The "Start" button in Quick Scanner might unexpectedly be disabled.</p> <p>Other changes: Affected models: MP C2003/2503 Smart Operation panel models only</p> <p>3. The banner message that appears when a tray ascend/descend error occurs was changed to indicate the tray. For this release to take effect, make sure to update animation v.14.00 (D1765564D) or later as a set.</p>		
1.50	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Applications may disappear from the home screen, if logged on to a machine set with the custom authentication. - The screen may suddenly black out while using the operation panel. <p>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</p>		
1.49	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Operation panel does not start up, if the machine was left unused for an extended period in energy saver mode. - Keys on the preview screen become unresponsive, if repeatedly logged in to and logged out of the screen on the simple scanner application. - If an address of a user registered with an authentication without a fax address is selected in the simple FAX application, the selection cannot be canceled. - Cannot scroll the address list in the simple FAX application depending on the number of the addresses contained in the list. - The operation panel may stall with the message "Please wait" displayed, if a non-legacy (classic) application is used for an extended period. - The operation panel may stall with the message "Processing" displayed, if attempted to start up the on-demand print application. 		
1.48	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Through the Stagefright vulnerability (CVE-2015-1538), a malicious attack can be conducted when an infected video file on a USB memory drive, an SD card, or a website is played. - Copy/Scanner/Fax show the state of jobs as being conducted immediately after the device is rebooted. - Webpages might not be displayed properly in the web browser when connected to a proxy server. - Operation panel stalls at the log in screen. <p>Others: Security of user information was enhanced in the process of obtaining Smart Operation Panel logs.</p>		
1.47	<p>Symptom corrected: The Cheetah operation panel may falsely detect a multi-touch.</p>		
1.46	<p>Error Correction:</p>		

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<p>When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured:</p> <ul style="list-style-type: none"> - Wi-Fi Direct: Set to "Enable" (default: Disable) - Port Forwarding: Set to "Enable" (default: Enable) - Interface Settings: Set to "Machine Network" (default: Machine Network) <p>Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.</p>
1.45	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)." <p>Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later.</p> <p>MP C2003/C2503 : 2.15(D1765550T) MP C3003/C3503 : 3.15(D1465575B) MP C4503/C5503/C6003 : 3.16(D1485553C)</p> <ul style="list-style-type: none"> - Some touch panel coordinates are shifted.
1.44	<p>Symptom corrected: Operation panel may stall, if it is kept ON for an extended period.</p>
1.43	<p>Specification Change: Alert message appears when attempted to download files that are not supported of the format, for example, PDF.</p> <p>Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with Legacy UI version 1.29 or later.</p>
1.42	<p>Specification Change: More detailed logs can be collected.</p> <p>Symptom corrected: HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.</p>
1.41	<p>Symptom corrected: Security issues was resolved.</p>
1.40	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Screen may flicker, if System Auto Reset is performed while displaying the preferred application. - The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.
1.39	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. "Wi-Fi Direct" in the Wireless & Networks settings has been renamed to "Wireless Direct". 2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions: <ul style="list-style-type: none"> - The Proxy settings are enabled on the SOP and, - The domain name (specified as a proxy server) cannot be resolved.
1.38	<p>Symptom corrected:</p>

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"> Users may access the app menu screen without Administrator privileges. Apps may take a long time to be installed when the operation panel is connected via direct connection. Files cannot be forwarded from SOP apps to external Web servers.
1.37	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is specified to 'quick' and the wireless & networks interface setting is specified to 'machine'.
1.35	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The Copy Interrupt screen is not displayed when the Interrupt key is pressed. [Android App]: An error occurs when trying to download the log data. [Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation). [Streamline NX] (SDK app): The following occurs after logging out of Streamline NX: <ul style="list-style-type: none"> A different SDK app is displayed and the user cannot switch over to another app, or A different SDK app is displayed, followed by Streamline NX
1.34	<p>Symptom corrected:</p> <ol style="list-style-type: none"> [Operation Panel Browser]: Cannot print except when the language is set to English or Japanese. [Operation Panel Browser]: Cannot print if the user logs in with a blank password. Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly. The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login. "Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app. Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen. The login screen is not displayed after logging out of Stren. No machine operations are possible following a cancelled login. Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed. Logout is possible when the logout lock is enabled. The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. SC998 occurs when card authentication package is installed. The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX. Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app. The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment.

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<p>17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button).</p> <p>18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.</p>
1.33	<p>Symptom corrected: "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.</p>
1.32	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> Cannot return to Ready/stand-by mode from Sleep mode due to leakage current. An error occurs when processing the SSID and password of a Wi-Fi direct network. Cannot access NAT connection in quick recovery. Icons do not show up after reconnection. Incorrect user account access rights are sent to the SSDK application. <p>Other changes:</p> <ol style="list-style-type: none"> Supports Web application API V1.02. Supports QR code applications The WiFi channel was changed. G1.5 system remote F/W update
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password. A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing"). An error dialog is displayed and login is not possible if the user tries the login without a user name. <p>Other changes:</p> <ol style="list-style-type: none"> Web application API V1.01 Supports business signage apps for the Smart Operation Panel.
1.29	<p>Specification Change</p> <p>1. Supports Wi-Fi Direct Printing</p> <p>Error Corrected:</p> <ol style="list-style-type: none"> Garbled Chinese characters Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot. Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job. The machine does not recover from Energy Saver mode. Translation errors in Russian. Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode. The previous screen appears if the user logs out from the 'linkage failed' screen. Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed. Wording errors in several languages were corrected (Cloud FAX).

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> 10. Stop key does not respond while the user is logged out. 11. LUI is displayed when a system reset is performed after completing import/export. 12. Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.
1.28	<p>Specification change: Added support for using external tools to install applications on the Smart Operation Panel.</p>
1.25	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed. <p>Other changes:</p> <ul style="list-style-type: none"> 2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. <p>IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.</p>
1.24	<p>Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.</p> <p>Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.</p>
1.22	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF.
1.20	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.
1.19	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction
1.17	1st Mass production

For China/Taiwan model

Version	Modified Points or Symptom Corrected
1.51	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults. 2. The "Start" button in Quick Scanner might unexpectedly be disabled. <p>Other changes: Affected models: MP C2003/2503 Smart Operation panel models only</p>

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	<p>3. The banner message that appears when a tray ascend/descend error occurs was changed to indicate the tray. For this release to take effect, make sure to update animation v.14.00 (D1765564D) or later as a set.</p>		
1.50	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Applications may disappear from the home screen, if logged on to a machine set with the custom authentication. - The screen may suddenly black out while using the operation panel. <p>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</p>		
1.49	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Operation panel does not start up, if the machine was left unused for an extended period in energy saver mode. - Keys on the preview screen become unresponsive, if repeatedly logged in to and logged out of the screen on the simple scanner application. - If an address of a user registered with an authentication without a fax address is selected in the simple FAX application, the selection cannot be canceled. - Cannot scroll the address list in the simple FAX application depending on the number of the addresses contained in the list. - The operation panel may stall with the message "Please wait" displayed, if a non-legacy (classic) application is used for an extended period. - The operation panel may stall with the message "Processing" displayed, if attempted to start up the on-demand print application. 		
1.48	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Through the Stagefright vulnerability (CVE-2015-1538), a malicious attack can be conducted when an infected video file on a USB memory drive, an SD card, or a website is played. - Copy/Scanner/Fax show the state of jobs as being conducted immediately after the device is rebooted. - Webpages might not be displayed properly in the web browser when connected to a proxy server. - Operation panel stalls at the log in screen. <p>Others: Security of user information was enhanced in the process of obtaining Smart Operation Panel logs.</p>		
1.47	<p>Symptom corrected: The Cheetah operation panel may falsely detect a multi-touch.</p>		
1.46	<p>Error Correction: When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured:</p> <ul style="list-style-type: none"> - Wi-Fi Direct: Set to "Enable" (default: Disable) - Port Forwarding: Set to "Enable" (default: Enable) - Interface Settings: Set to "Machine Network" (default: Machine Network) 		

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.
1.45	Symptom corrected: <ul style="list-style-type: none"> - Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)." Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later. MP C2003/C2503 : 2.15(D1765550T) MP C3003/C3503 : 3.15(D1465575B) MP C4503/C5503/C6003 : 3.16(D1485553C) <ul style="list-style-type: none"> - Some touch panel coordinates are shifted.
1.44	Symptom corrected: Operation panel may stall, if it is kept ON for an extended period.
1.43	Specification Change: Alert message appears when attempted to download files that are not supported of the format, for example, PDF. Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with Legacy UI version 1.29 or later.
1.42	Specification Change: More detailed logs can be collected. Symptom corrected: HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.
1.41	Symptom corrected: Security issues was resolved.
1.40	Symptom corrected: <ul style="list-style-type: none"> - Screen may flicker, if System Auto Reset is performed while displaying the preferred application. - The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.
1.39	Symptom corrected: <ol style="list-style-type: none"> 1. "Wi-Fi Direct" in the Wireless & Networks settings has been renamed to "Wireless Direct". 2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions: <ul style="list-style-type: none"> - The Proxy settings are enabled on the SOP and, - The domain name (specified as a proxy server) cannot be resolved.
1.38	Symptom corrected: <ol style="list-style-type: none"> 1. Users may access the app menu screen without Administrator privileges. 2. Apps may take a long time to be installed when the operation panel is connected via direct connection. 3. Files cannot be forwarded from SOP apps to external Web servers.
1.37	Symptom corrected: <ol style="list-style-type: none"> 1. Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	specified to 'quick' and the wireless & networks interface setting is specified to 'machine'.
1.35	Symptom corrected: 1. The Copy Interrupt screen is not displayed when the Interrupt key is pressed. 2. [Android App]: An error occurs when trying to download the log data. 3. [Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation). 4. [Streamline NX] (SDK app): The following occurs after logging out of Streamline NX: - A different SDK app is displayed and the user cannot switch over to another app, or - A different SDK app is displayed, followed by Streamline NX
1.34	Symptom corrected: 1. [Operation Panel Browser]: Cannot print except when the language is set to English or Japanese. 2. [Operation Panel Browser]: Cannot print if the user logs in with a blank password. 3. Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly. 4. The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login. 5. "Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app. 6. Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen. 7. The login screen is not displayed after logging out of Stren. 8. No machine operations are possible following a cancelled login. 9. Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed. 10. Logout is possible when the logout lock is enabled. 11. The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. 12. Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. 13. SC998 occurs when card authentication package is installed. 14. The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX. 15. Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app. 16. The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment. 17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button). 18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.
1.33	Symptom corrected "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.
1.32	Symptoms corrected:

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"> Cannot return to Ready/stand-by mode from Sleep mode due to leakage current. An error occurs when processing the SSID and password of a Wi-Fi direct network. Cannot access NAT connection in quick recovery. Icons do not show up after reconnection. Incorrect user account access rights are sent to the SSDK application. <p>Other changes:</p> <ol style="list-style-type: none"> Supports Web application API V1.02. Supports QR code applications The WiFi channel was changed. G1.5 system remote F/W update
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password. A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing"). An error dialog is displayed and login is not possible if the user tries the login without a user name. <p>Other changes:</p> <ol style="list-style-type: none"> Web application API V1.01 Supports business signage apps for the Smart Operation Panel.
1.29	<p>Error Corrected:</p> <ol style="list-style-type: none"> Garbled Chinese characters Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot. Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job. The machine does not recover from Energy Saver mode. Translation errors in Russian. Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode. The previous screen appears if the user logs out from the 'linkage failed' screen. Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed. Wording errors in several languages were corrected (Cloud FAX). Stop key does not respond while the user is logged out. LUI is displayed when a system reset is performed after completing import/export. Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.
1.28	<p>Other changes:</p> <p>Added support for using external tools to install applications on the Smart Operation Panel.</p>
1.25	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed. <p>Other changes:</p>

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<p>2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.</p>
1.24	<p>Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.</p> <p>Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.</p>
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The application icon does not respond after the machine reboots automatically after an SC. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF. <p>Important: These firmware changes only apply to the China (CHN) model (only this model is supported).</p>
1.21	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The browser displays the page that was last viewed in the previous session if the user opens the default browser after another has logged out, or after the machine has auto-reset itself. The display language is changed but the name of the ESA application remains displayed in the first language. <p>Important: The above changes apply only to the CHN model.</p>
1.20	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Some touch panel coordinates are shifted. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.
1.19	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. Minor bug correction
1.17	1st Mass production

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147054e
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RTB Reissue

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

Subject: Firmware Release Note: ClockWidget for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.08	<i>D1501453D_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.07	D1501453C_forEDC	June 2015 production	Not Available
1.06	D1501453B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.08	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.07	Symptom corrected: It may not be restored from the sleep mode.
1.06	Initial release

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147057d
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RTB Reissue

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

Subject: Firmware Release Note: LanguageWidget for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
1.11	<i>D1501454C_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.10	D1501454B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
1.11	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.10	Initial release

Reissued: 11-Nov-16

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147066e
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RTB Reissue

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

Subject: Firmware Release Note: ScanToME for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.11	<i>D1501444E_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.10	D1501444D_forEDC	January 2014 production	Not Available
1.09	D1501444C_forEDC	December 2013 production	Not Available
1.08	D1501444B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.11	<i>Other changes: Minor bug correction.</i>
1.10	Symptom corrected: - Minor bug correction
1.09	Other changes: - The Smart Operation Panel supports unified Portuguese.
1.08	Initial release

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147071d
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RTB Reissue

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

Subject: Firmware Release Note: TonnerWidget for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
1.08	<i>D1501455C_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.07.1	D1501455B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
1.08	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.07.1	Initial release

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 12-Aug-13	No.: RD147044d
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RTB Reissue

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

Subject: Firmware Release Note: CSPF		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.08.6	<i>D1501456E_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.08.3	D1501456D_forEDC	December 2013 production	Not Available
1.08.2	D1501456C_forEDC	June 2013 production	Not Available
1.07.1	D1501456B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.08.6	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.08.3	Symptom corrected: The Copy icon appears later than expected when the Screen Start-up Mode is set to "Quick."
1.08.2	Other change: Support to local cloud service (JPN model only)
1.07.1	1st Mass production

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147048f
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RTB Reissue

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

Subject: Firmware Release Note: Banner for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.13</i>	<i>D1501448H_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.12	D1501448G_forEDC	October 2014 production	Not Available
1.11	D1501448F_forEDC	June 2014 production	Not Available
1.10	D1501448E_forEDC	March 2014 production	Not Available
1.09	D1501448D_forEDC	January 2014 production	Not Available
1.08	D1501448C_forEDC	August 2013 production	Not Available
1.07.2	D1501448B_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>1.13</i>	<i>Symptom corrected: The screen may suddenly black out while using the operation panel.</i> <i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.12	Symptom corrected: The operational panel display cannot be switched to the FAX screen while the ECO screen is being displayed.
1.11	Specification change: Supports the Function Priority setting.
1.10	Error Correction: Translation errors in Russian were corrected.

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147048f
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Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: - Minor bug correction
1.08	Symptom corrected: The login name is spelled incorrectly if the user logs in using a simplified Chinese user name.
1.07.2	1st Mass production

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 26-Nov-13	No.: RD147064e
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RTB Reissue

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

Subject: Firmware Release Note: START_RICOH for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
1.26	<i>D1501435D_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.25	D1501435C_forEDC	December 2013 production	Not Available
1.22	D1501435B_forEDC	November 2013 production	Not Available
1.17.1	D1501435A_forEDC	June 2013 production	Not Available
-	D1501435_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
1.26	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.25	Other changes: Minor changes were applied for the Japanese domestic model.
1.22	Other changes: The icon for the photo manager app was added to the launcher screen for "start.ricoh".
1.17.1	Other change: The design of the "start.ricoh" icon displayed on the home screen was changed.

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147067e
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RTB Reissue

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

Subject: Firmware Release Note: SimpleFAX		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.30	<i>D1501447F</i>	<i>October 2016 production</i>	<i>Not Available</i>
1.29	D1501447E_forEDC	July 2016 production	Not Available
1.28	D1501447D_forEDC	March 2014 production	Not Available
1.23	D1501447C_forEDC	December 2013 production	Not Available
1.11	D1501447B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.30	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.29	Symptom Corrected: 1. If an address that is not registered with a fax number is selected from the Simple FAX application with the Card Authentication Package V2, the selection cannot be canceled. 2. If the machine is registered with 45*n+5 addresses, the scroll up function does not work when trying to select an address from the Simple FAX application.
1.28	Error Correction 1. The Simple FAX recipient input screen may turn black in the history full or job near-full conditions. 2. The Simple FAX may stall when one address is selected after 500 or more destinations

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 15-Nov-13

No.: RD147067e

Version	Modified Points or Symptom Corrected
	are selected. 3. An error occurs 90 seconds after the machine is put into Silent mode directly from the destination input screen, and the machine displays the Simple FAX screen (instead of the Home screen) when recovering from Silent mode.
1.23	Symptom corrected: 1. "Unreadable Direction" cannot be selected after the Original Orientation is changed from this setting to "Readable Direction". Other changes: 2. Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Initial release

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147072j
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RTB Reissue

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

Subject: Firmware Release Note: SimpleCopy for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.19	<i>D1501445K_forEDC</i>	<i>January 2017 production</i>	<i>Not Available</i>
1.18	D1501445J_forEDC	November 2016 production	Not Available
1.17	D1501445H_forEDC	October 2014 production	Not Available
1.16	D1501445G_forEDC	June 2014 production	Not Available
1.14	D1501445F_forEDC	March 2014 production	Not Available
1.13	D1501445E_forEDC	December 2013 production	Not Available
1.12	D1501445D_forEDC	November 2013 production	Not Available
1.11	D1501445C_forEDC	October 2013 production	Not Available
1.10	D1501445B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.19	<i>Symptom corrected: Simple copy application may appear incorrectly and become inoperable after recovering from the energy saving mode.</i>
1.18	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.
1.17	Symptom corrected: 1. The Smart Operation Panel stalls when the machine recovers from Energy Saver mode if the user booted up Simple Copy from the app. history list when the machine entered Energy Saver.

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147072j
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Version	Modified Points or Symptom Corrected
	2. The following error message is displayed if the user boots up Simple Copy just after the machine enters Energy Saver mode: "Cannot make copies. The function selected cannot be configured. Please try again."
1.16	Symptom corrected: 1. The Copy zoom setting was changed from 「82% A4->B5 B4->B5」 to 「82% B4->A4 B5->A5」. Other changes: 2. The specification was changed for the machine's error notification to the Flair API when the machine is in Simple Copy mode.
1.14	Other changes: Supports business signage apps for the Smart Operation Panel.
1.13	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.12	Symptom corrected: Minor bug correction
1.11	Symptom corrected: [MP C8002/6502 series only]: The replacement alert for the lubricant bar is not displayed at bar replacement, and the machine cannot perform any jobs.
1.10	Initial release

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 14-Feb-14	No.: RD147096i
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RTB Reissue

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

Subject: Firmware Release Note: Web Browser NX for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **Web Browser NX for eDC**.

Version	Program No.	Effective Date	Availability of RFU
1.405.0	<i>D1501434J_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.404.0	D1501434H_forEDC	September 2016 production	Not Available
1.403.0	D1501434G_forEDC	September 2015 production	Not Available
1.402.0	D1501434F_forEDC	May 2015 production	Not Available
1.401.0	D1501434E_forEDC	October 2014 production	Not Available
1.301.0	D1501434D_forEDC	October 2014 production	Not Available
1.201.0	D1501434C_forEDC	June 2014 production	Not Available
1.101.0	D1501434B	March 2014 production	Not Available
1.02.0	D1501434A	March 2014 production	Not Available
1.01.0	D1501434_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.405.0	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.404.0	Other changes: Support for user code authentication in applications that use Web Browser NX.
1.403.0	Symptom corrected: Security issues was resolved.
1.402.0	Symptom corrected: - When a print job or scan job is being executed, the System Auto Reset timer might

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 14-Feb-14

No.: RD147096i

Version	Modified Points or Symptom Corrected
	not be set.
1.401.0	Other changes: - Supported RICOH SmartSDK v1.04.
1.301.0	Other changes: - Supported RICOH SmartSDK v1.03.
1.201.0	Other changes: - Supported RICOH SmartSDK v1.02.
1.101.0	Other changes: - Supported APIs for web applications v1.01.
1.02.0	Specification change The wording "What Is Web Browser NX?" is displayed after the browser NX application boots up.
1.01.0	1st Mass production

Reissued: 17-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 03-Sep-14	No.: RD147122b
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RTB Reissue

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

Subject: Firmware Release Note: CH1a_QRCodeforSDC for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **CH1a_QRCodeforSDC for eDC**.

Version	Program No.	Effective Date	Availability of RFU
1.0.1	<i>D1501429A_forEDC</i>	<i>November 2016 production</i>	<i>Not available</i>
1.0.0	D1501429_forEDC	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.0.1	<i>Other changes: Minor bug correction.</i>
1.0.0	- Initial release.

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147051e
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RTB Reissue

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

Subject: Firmware Release Note: Announce for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.11	<i>D1501449F_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.10	D1501449E_forEDC	October 2014 production	Not Available
1.09	D1501449D_forEDC	March 2014 production	Not Available
1.08.1	D1501449A_forEDC	March 2014 production	Not Available
1.07.1	D1501449B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.11	<i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i>
1.10	Symptom corrected: Cannot close the ECO screen if the FAX Substitute Reception button is pressed.
1.09	Japanese domestic only
1.08.1	Error Correction Wrong translation in Russian
1.07.1	Initial release

Reissued: 15-Mar-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147055c
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RTB Reissue

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

Subject: Firmware Release Note: IWnnIME for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.7	D1501452_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
2.1.7	<i>The version was upgraded for firmware management purpose on the server. No changes made to the firmware.</i>
	----- Initial release

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 29-Nov-13	No.: RD147060n
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RTB Reissue

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

Subject: Firmware Release Note: LegacyUI		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.31	<i>D1501443T_forEDC</i>	<i>March 2017 production</i>	<i>Not Available</i>
1.30	D1501443S_forEDC	November 2016 production	Not Available
1.29	D1501443R_forEDC	October 2015 production	Not Available
1.28	D1501443Q_forEDC	October 2015 production	Not Available
1.27	D1501443P_forEDC	March 2015 production	Not Available
1.26	D1501443N_forEDC	October 2014 production	Not Available
1.25	D1501443M_forEDC	June 2014 production	Not Available
1.24	D1501443L_forEDC	June 2014 production	Not Available
1.23	D1501443K_forEDC	April 2014 production	Not Available
1.22	D1501443J_forEDC	March 2014 production	Not Available
1.21	D1501443H_forEDC	December 2013 production	Not Available
1.19	D1501443F_forEDC	October 2013 production	Not Available
1.18	D1501443E_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
1.31	<i>Symptom corrected: Status check LED may turn off even when an error remains uncorrected.</i>
1.30	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 29-Nov-13	No.: RD147060n
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Version	Modified Points or Symptom Corrected
1.29	Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with CheetahSystem version 1.43 or later.
1.28	Symptom corrected: SC672-11 may occur when continuously running print jobs.
1.27	Symptom corrected: A system auto-reset occurs while operations are being performed on the operation panel.
1.26	Symptom corrected: 1. Cannot return to the Streamline NX login screen if the machine repeatedly enters and exits Energy Saver mode. 2. The screen will turn black if the user logs in via card authentication while the Streamline NX is in Energy Saver mode.
1.25	Symptom corrected: 1. Screen freezes with the message "Please Wait" in legacy application after legacy UI data is updated. Other changes: 2. Supports the SDK/J application priority setting.
1.24	Symptom corrected: [Smart Operation Panel only]: The machine may not recover from Energy Saver mode.
1.23	Other changes: Deleted unnecessary function to print out event logs.
1.22	Symptom collected The display freezes if the machine is repeatedly put into and then recovered from Energy Saver mode from the Smart Operation Panel.
1.21	Symptom corrected: The icon for an SDK application disappears from the display when the machine recovers from Energy Saver mode.
1.19	Other changes: A touch screen function was added to the preview screen. IMPORTANT: To apply the above change, in addition to this firmware, make sure to update the System/Copy firmware to Ver.2.24 or later and all applications that use this feature to the supported versions.
1.18	1st Mass production

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147069g
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RTB Reissue

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

Subject: Firmware Release Note: StateInfo for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.22	<i>D1501450K_forEDC</i>	<i>March 2017 production</i>	<i>Not Available</i>
1.21	D1501450J_forEDC	November 2016 production	Not Available
1.20	D1501450H_forEDC	June 2014 production	Not Available
1.16	D1501450F_forEDC	March 2014 production	Not Available
1.13	D1501450E_forEDC	January 2014 production	Not Available
1.12	D1501450D_forEDC	December 2013 production	Not Available
1.11	D1501450C_forEDC	October 2013 production	Not Available
1.10	D1501450B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.22	<i>Symptom corrected: If an error occurs and the check status button is pressed to verify the error detail, the screen does not switch to the application screen.</i>
1.21	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.
1.20	Specification Change: Supported priority application start-up

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 15-Nov-13

No.: RD147069g

Version	Modified Points or Symptom Corrected
1.16	Error Correction 1. The display returns to the Home screen (when it should not). 2. Translation errors in Russian were corrected. 3. Two-byte text characters appear in tabs.
1.13	Symptom corrected: - Minor bug correction
1.12	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Symptom corrected: The status display window does not close after the machine reboots automatically due to an SC.
1.10	Initial release

Reissued: 14-Nov-16

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 24-Jan-14	No.: RD147090d
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RTB Reissue

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

Subject: Firmware Release Note: PersonalizationService for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
1.30	<i>D1501433C_forEDC</i>	<i>November 2016 production</i>	<i>Not Available</i>
1.29.1	D1501433B_forEDC	March 2014 production	Not Available
1.28	D1501433A	January 2014 production	Not Available
1.25	D1501433_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
1.30	<i>Other changes: Minor bug correction.</i>
1.29.1	Specification Change 1. Start.ricoh can be specified as the storage location for Personalization Service information. 2. Technicians can now issue Tenant IDs and Tenant Passwords for start.ricoh. 3. In cases where Lynx or start.ricoh is specified as the place to save information, the history log data of client application can be saved to this place.
1.28	Symptom corrected: - Minor bug correction
1.25	Initial release

Reissued: 15-Mar-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 24-Jan-14	No.: RD147091c
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RTB Reissue

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

Subject: Firmware Release Note: iWnnIME_Greek for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.7	D1501436_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
2.1.7	<i>The version was upgraded for firmware management purpose on the server. No changes made to the firmware.</i> ----- Spec change: Supported Greek characteristic IME

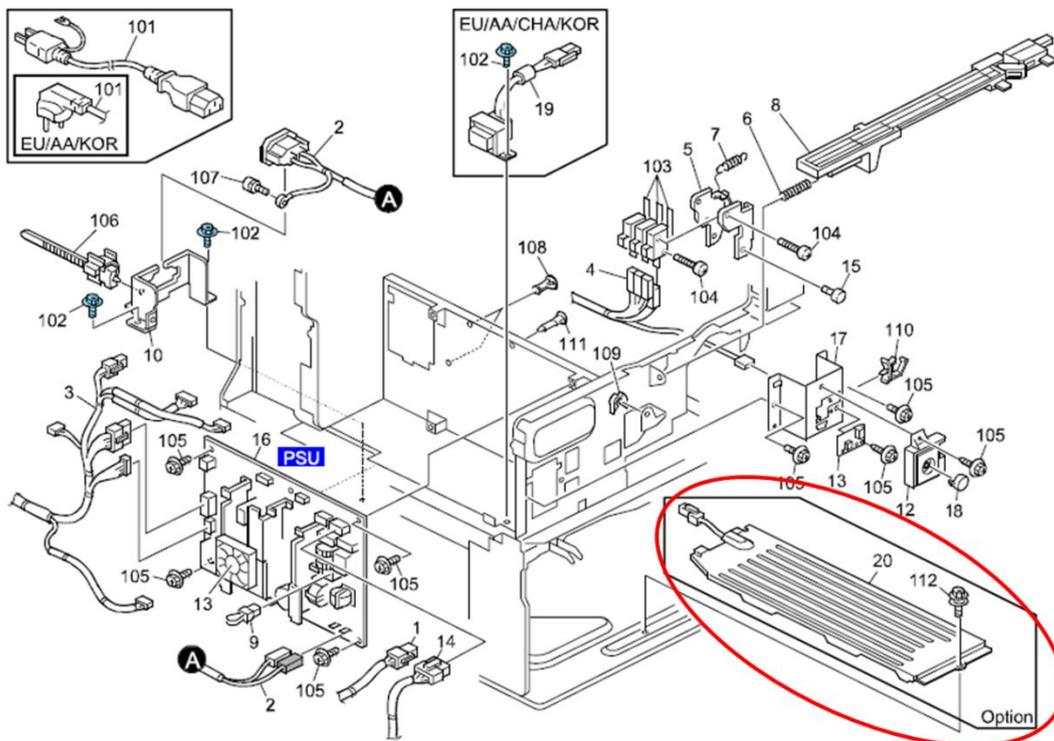
Model: Or-C2		Date: 25-Sep-14	No.: RD184051
Subject: Parts Catalog Revision		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part numbers were corrected (the ones in the Parts Catalog are incorrect).

Note: Only the P/Ns were changed. The shape of each part remains the same.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
D1820076	D1202702	HEATER:NICHROME WIRE:120V:9W:NA	1	X/X	67	20	
D1820077	D1202705	HEATER:NICHROME WIRE:230V:9W	1	X/X	67	20	

33.Electrical Section 5 (D182/D183/D184)



Model: General RTB		Date: 23-Oct-14	No.: RGene074
Subject: Smart Operation Panel Major Update Procedure		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

The Smart Operation Panel will be updated to add new functions and make the software performance more stable. The updated version will be called Smart Operation Panel Phase 2. This bulletin is to inform you of the update procedure for the field machines of the following models.

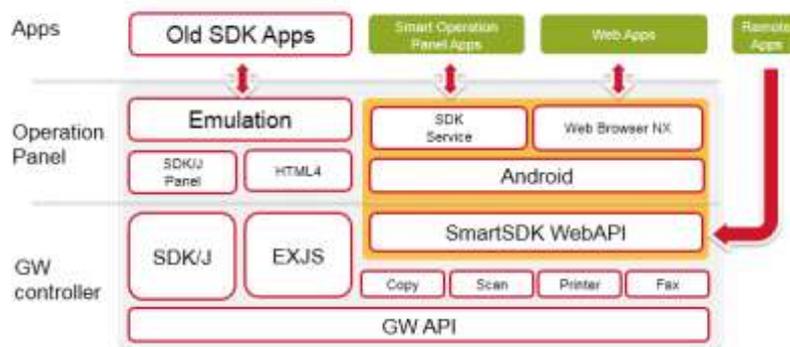
- Met-C1abcde (D146/D147/D148/D149/D150)
- Met-C1yz (D176/D177)
- Or-C2 (D182/D183/D184)
- Z-C2 (D191/D193)

(1) Upgraded points on Smart Operation Panel Phase 2

- RICOH SmartSDK (v1.02.00) support
- Application Launcher (Priority App Setting) support
- SDK applications support
- RICOH Smart Device Connector support
- Several bug-fixes

Note: RICOH Smart SDK is a software development kit for developing applications that use MFP functions via the web API. This web API is integrated with GW firmwares and provides GW functions from outside of the GW controller. The functions are available as:

- Applications on the Smart Operation Panel
- Web applications
- Applications on a smart device



This update procedure includes installing “SDKService” and “WebBrowser NX” as new modules. These new modules are required for using the web API. When applications on the Smart Operation Panel use GW functions, the applications operate via “SDKservice”. “Web Browser NX” is a web browser that specifically uses the web API, so only web applications that are used on the Smart Operation Panel take advantage of this module.

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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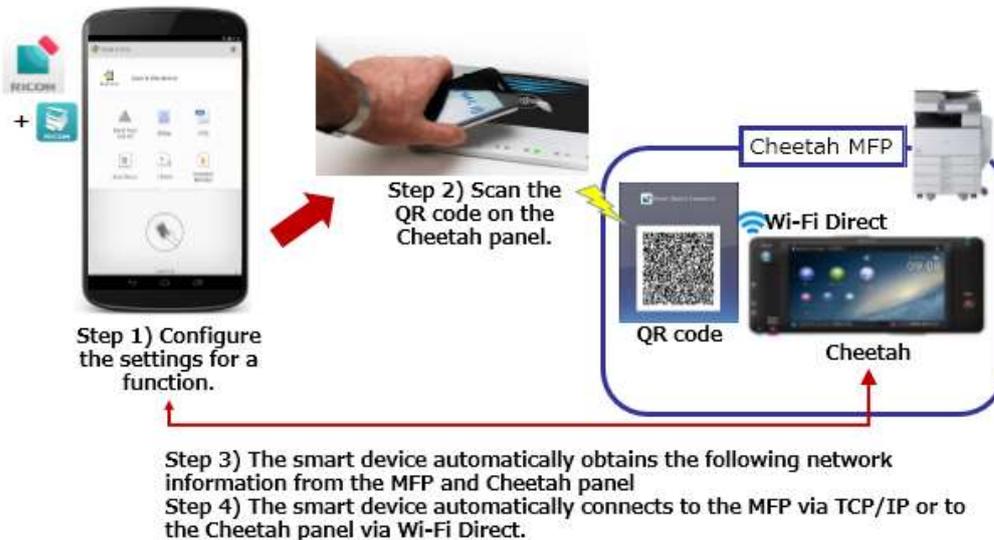
Note: The following SDK applications are supported on the Smart Operation Panel:

- GlobalScan NX v2.2.1 or later
- CAP/ELP-NX v2.2.3 or later

However, these applications have limitations on the Smart Operation Panel. For details about the limitations, please refer to each application announcement.

Note: Ricoh Smart Device Connector is an application for Android-based or iOS-based smart devices, which provides users with the ability to use basic MFP functions via a smart device. When using this application, users need to establish a connection between the smart device and the MFP. On Android smart devices, many of those devices can read NFC tags, so establishing a connection is done via NFC. However, iOS smart devices need to scan a QR code to connect to an MFP.

The final step in this Technical Bulletin explains how to install the “QRcode” application, which provides the ability to display the QR code on the Smart Operation Panel. This application should be installed when the customer uses Ricoh Smart Device Connector on an iOS smart device.



Model: General RTB

Date: 23-Oct-14

No.: RGene074

To update to the current version of the panel, please conduct the appropriate procedure below.

Procedure

To update and install firmware and applications, conduct the appropriate procedure(s):

- 1) Prepare SD cards for application, firmware, and Java VM updates and installations
- 2) Update the Smart Operation Panel firmware
- 3) Update the applications on Smart Operation Panel
- 4) Update the MFP firmware, including Java VM
- 5) Install “SDKService” (Smart Operation Panel application)
- 6) Install “Web Browser NX” (Smart Operation Panel application)
- 7) Install the “QRcode” (Smart Operation Panel application)

Note: Install “SDKService” and “Web Browser NX” in the correct order. “SDKService” and “Web Browser NX” need to be installed on Smart Operation Panel, but “SDKService” must be installed before “Web Browser NX” is installed. If “Web Browser NX” is accidentally installed before “SDKService” is installed, the Smart Operation Panel application that uses “SmartSDK” cannot start up and an error message will appear. If “Web Browser NX” is accidentally installed first, reinstall “SDKService” and “Web Browser NX” in the correct order.

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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Target firmware/application version

Smart Operation Panel firmware versions:

Cor-C1 and later models initially support RICOH SmartSDK v1.02 and later.

Firmware Type	Version		
	Model Met-C1	Model OR-C2	Model Z-C2
Cheetah System	1.32	1.33	
Cheetah System (China/Taiwan)	1.32	1.33	
Announce	1.09		
Banner	1.11		
StateInfo	1.20		
SimpleCopy	1.16		
SimpleScan	1.13		
LegacyUIData2nd*	1.00	-	
LegacyUI	1.25		
WebBrowser NX	1.201.0		
SDKService	1.03.09		
QRCodeforSDC	1.0.0		

*It must not be installed on Met-C1yz.

GW firmware versions:Firmware Type	Version				
	Model Met-C1ab	Model Met-C1cde	Model Met-C1yz	Model OR-C2	Model Z-C2
SystemCopy	3.04		2.04	1.11	1.05
Web Support	2.05		1.04	2.02	2.01
NetworkDocBox	2.04	2.05	1.03	1.02	1.02
Network Support	12.88			12.89	13.63
Scanner	02.27	02.16	02.02	02.03	02.03
Printer	2.11	2.11	2.03	1.11	1.03
Fax	11.22.04	09.00.00	06.00.00	08.00.00	04.00.00
Java VM	11.22.04			11.23.00	12.04.09

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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1) Prepare SD cards for application, firmware, and Java VM updates and installations

Two separate SD cards are required to conduct these procedures.

SD card for updating and installing Smart Operation Panel firmware and applications, and GW firmware

1-1-1) Place the zip file for the Smart Operation Panel firmware “update_sig.zip” in the root directory.

1-1-2) Create an “app” folder and a “romdata” folder in the root directory of the SD card:



1-1-3) Place the Smart Operation Panel application into the “app” folder on the SD card. Please note that the inclusion of “LegacyUIData2nd” depends on the device model.*

1-1-4) Place the GW firmware files—depending on the model—into the “romdata” folder on the SD card.

*All applications except “LegacyUIData” and “LegacyUIData2nd” can be placed in the “app” folder at the same time.

SD card for updating Java VM

1-2-1) Download the update module “Java VM v11 Update Tool”.

1-2-2) Unzip the file. Copy the whole “sdk” folder to the root of the SD card.

2) Update the Smart Operation Panel firmware

2-1) Insert the SD card into the SD card slot of Panel.

2-2) Log on to Recovery mode.

2-3) Select “update form sdcard” and push the “Home” key.

2-4) Select “update_sig.zip” and push the “Home” key.

2-5) When “Continue Update” appears, push the “Home” key to start updating the version of the Smart Operation Panel firmware.

2-6) When “Install from sdcard complete” appears, select “Reboot system now” and push the “Home” key to restart Panel.

3) Update the applications on Smart Operation Panel

3-1) Go into screen service mode.

3-2) Uninstall “LegacyUIData”.* This step should only be performed on the Met-C1abcde.

3-3) Insert the SD card into the SD card slot of Panel.

3-4) Select “Applications”, press “Install”, and then push “Install from SD card”.

3-5) Press “Select all” and then push “Install”.

3-6) When the result of updating the application appears, confirm that it is the correct updated version, and then press and hold down the “Panel reboot button”.

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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*Uninstallation can be done by navigating from “Applications” to “Install” and then pressing “Uninstall” in screen service mode.

Note: The method of updating “LegacyUIData” differs between the Met-C1abcde and other models that can have Smart Operation Panel installed. On the Met-C1abcde, a problem has been found in “LegacyUIData”, so we have released “LegacyUIData2nd” for the Met-C1abcde to solve this issue. Therefore, the method of updating “LegacyUIData” differs depending on the model.

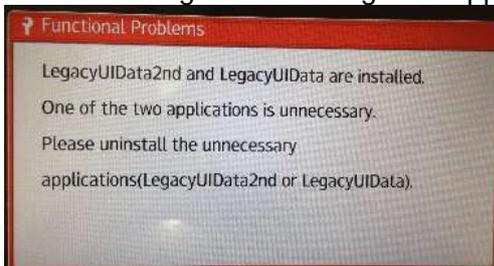
Met-C1abcde:

- 1) Uninstall “LegacyUIData”
- 2) Install “LegacyUIData2nd”

Note: Do not reboot Panel and the MFP between these steps.

Other models (Met-C1yz, OR-C2, and Z-C2):

Do not install “LegacyUIData2nd”. In addition, updating “LegacyUIData” is not necessary. If “LegacyUIData” and LegacyUIData2nd are both accidentally installed, the following error message will appear. In this case, please delete “LegacyUIData2nd”.



4) Update the MFP firmware, including Java VM

Update MFP firmware update

- 4-1-1) Turn off the device.
- 4-1-2) Insert the SD card in the service slot of the MFP.
- 4-1-3) Turn on the device.
- 4-1-4) Wait until the update screen starts. When it appears, “Please Wait” will be displayed.
- 4-1-5) Check whether a program installation screen is displayed. That screen should appear when software modules are loaded onto the SD card.
- 4-1-6) Select the module by using the module selection button or 10-key pad. The selected module will be highlighted, and “Verify” and “Update” will be displayed.
- 4-1-7) Press the “Update” or “#” key, and perform the update.
- 4-1-8) During the firmware update, a “Firmware update/verification progress screen” will appear.
- 4-1-9) When the firmware update is finished, turn off the device and remove the SD card.
- 4-1-10) Turn on the device and check whether the machine is operating normally.

Update Java VM

- 4-2-1) If the boot priority application is set to the ESA application, switch to the copy application.
- 4-2-2) Insert the SD card that was previously prepared for updating the Java VM into the service slot, and then turn on the device.

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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- 4-2-3) After booting Java VM, the application will start being updated. "Updating SDK/J" will appear in the banner message of the panel display.
- 4-2-4) When the update is complete, "Update SDK/J done SUCCESS" will appear in the banner message of the touchscreen display. Turn off the device and remove the SD card from the slot.
- 4-2-5) Reconfigure the heap size by selecting "Extended Feature Settings", navigating to "Administrator Tools", and setting the value in "Heap/Stack Size Settings".

5) Install "SDKService" (Smart Operation Panel application)

- 5-1) Go into screen service mode.
- 5-2) Insert the SD card into the SD card slot of Panel.
- 5-3) Select "Applications", press "Install", and then push "Install from SD card".
- 5-4) Select only "SDKService" and press "Install".
- 5-5) When the result of updating "SDKService" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

6) Install "Web Browser NX" (Smart Operation Panel application)

- 6-1) Go into screen service mode.
- 6-2) Insert the SD card into the SD card slot of Panel.
- 6-3) Select "Applications", press "Install", and then push "Install from SD card".
- 6-4) Select only "Web Browser NX" and press "Install".
- 6-5) When the result of updating "Web Browser NX" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

7) Install "QRcode" (Smart Operation Panel application)

- 7-1) Go into screen service mode.
- 7-2) Insert the SD card into the SD card slot of Panel.
- 7-3) Select "Applications", press "Install", and then push "Install from SD card".
- 7-4) Select only "QRcode" and press "Install".
- 7-5) When the result of installing the "QRcode" application appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

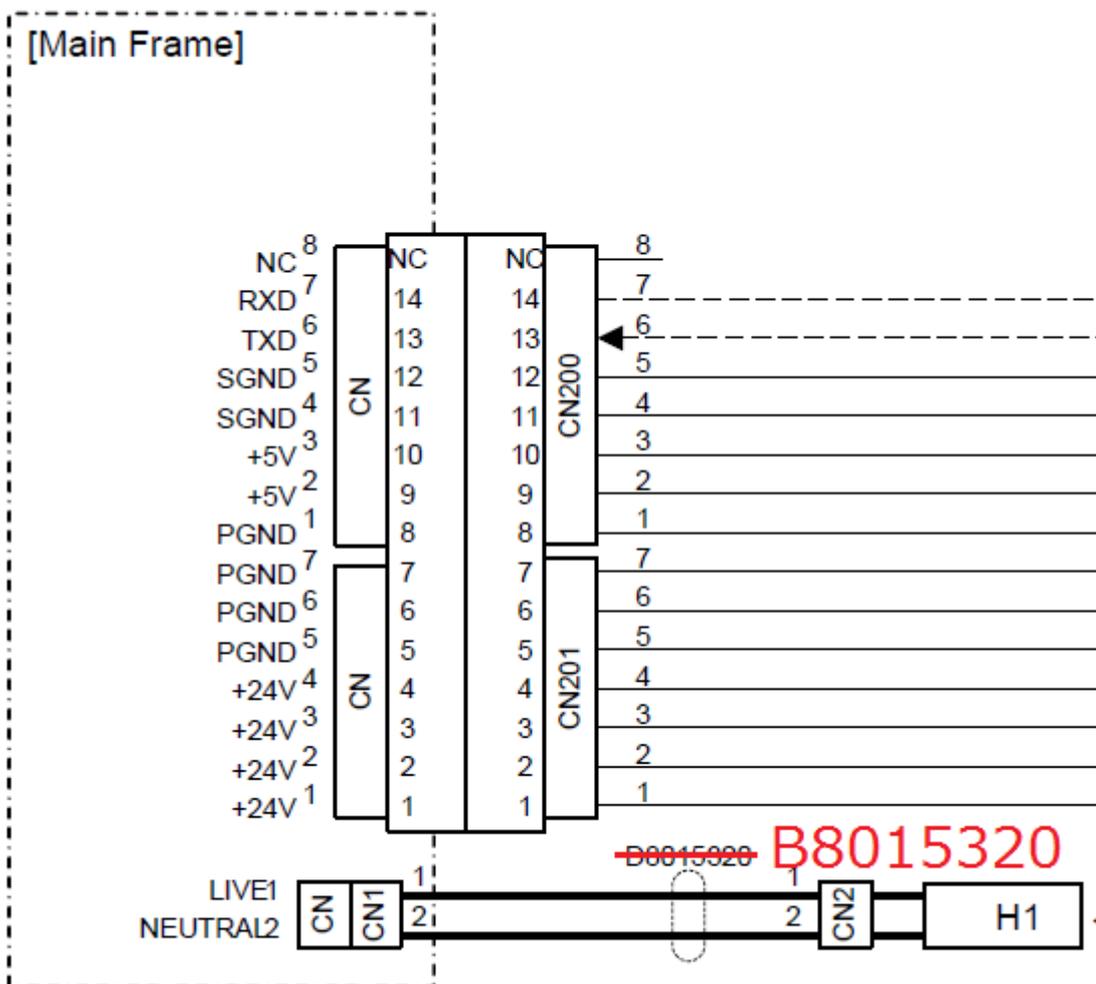
Model: Orval-C2		Date: 5-Nov-14	No.: RD184052
Subject: P to P Revision (Harness for Tray Heater)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

P-to-P Revision

The following corrections were made.

D746 Point To Point Diagram (11/14)

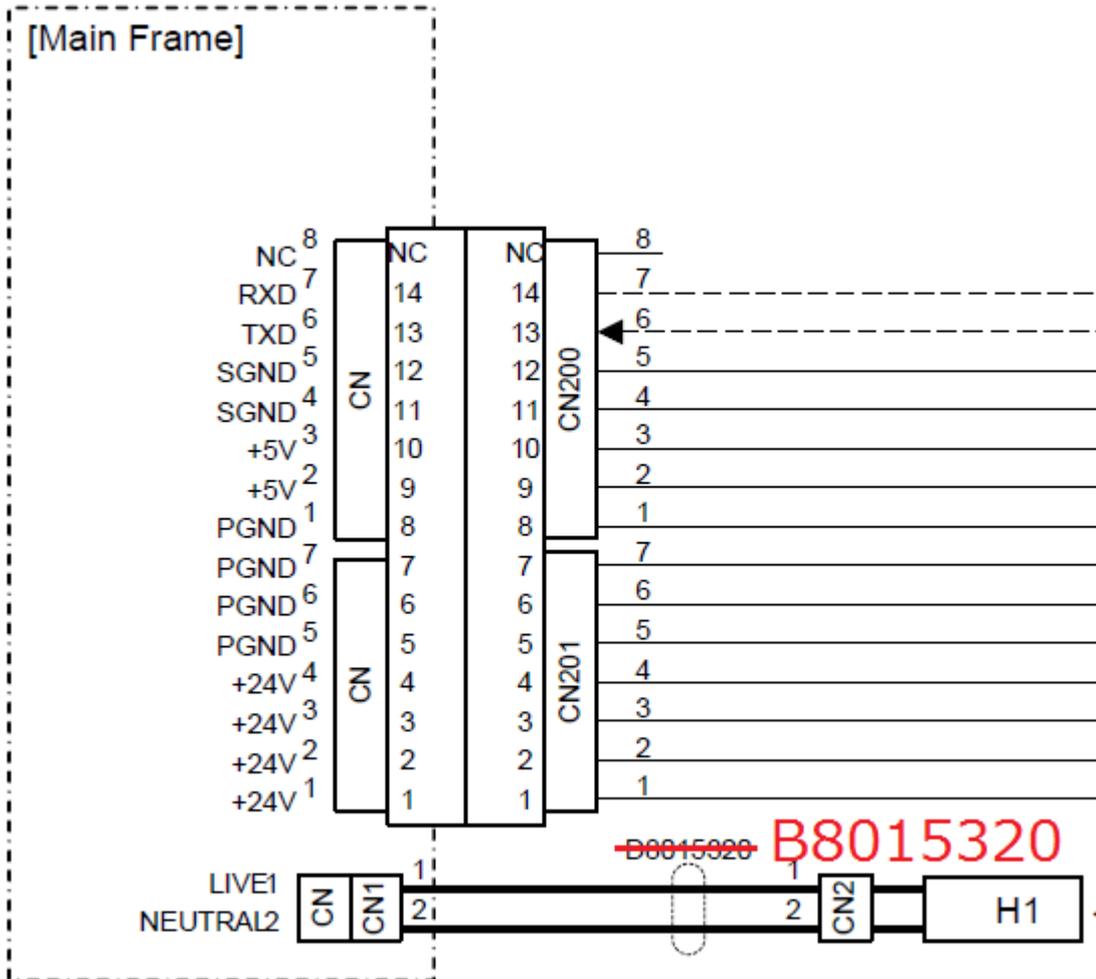
Incorrect P/N	Correct P/N	Name	Page
D8015320	B8015320	HARNESS - HEATER	11/14



Model: Orval-C2	Date: 5-Nov-14	No.: RD184052
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D747 Point To Point Diagram (13/14)

Incorrect P/N	Correct P/N	Name	Page
D8015320	B8015320	HARNESS - HEATER	13/14



Reissued: 20-Feb-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147073f
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RTB Reissue

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

Subject: Firmware Release Note: SimpleScan for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.16	D1501446H	February 2017 production	Not Available
1.15	D1501446G	November 2016 production	Not Available
1.14	D1501446F	July 2016 production	Not Available
1.13	D1501446E_forEDC	March 2014 production	Not Available
1.12	D1501446D_forEDC	December 2013 production	Not Available
1.11	D1501446C_forEDC	November 2013 production	Not Available
1.10	D1501446B_forEDC	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.16	Symptom corrected: 1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults. 2. The "Start" button in Quick Scanner might unexpectedly be disabled.
1.15	Other changes: Minor bug correction.
1.14	Symptoms corrected: If a device is configured with Authentication priority mode and then resumes operations after being in energy-saving mode, the device's screen will not turn on.

Reissued: 20-Feb-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147073f
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Version	Modified Points or Symptom Corrected
1.13	Symptom corrected: - Minor bug correction.
1.12	Other changes: - Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Symptom corrected: - Users who do not have the rights to set Program Defaults in QuickScanner still might be able to set it.
1.10	Initial release

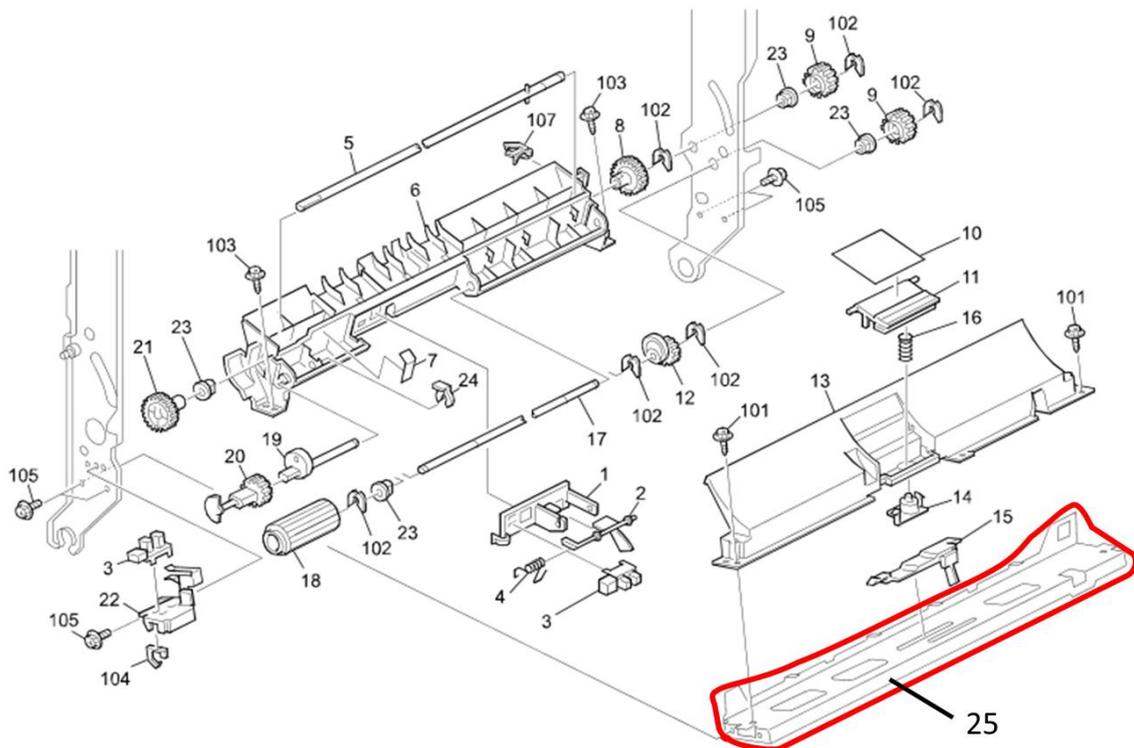
Model: OR-C2		Date: 28-Nov-14	No.:RD184053
Subject: Parts Catalog Correction (STAY:LOWER)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
—	D1204627	STAY:LOWER	0-1	-	51	25	

Change: The parts boxed in red in the illustration were registered as an assembly.

Reason: To meet requests from the field.

25.Duplex Section 5 (D182/D183/D184)



Reissued: 16-Dec-14

Model: OR-C2c	Date: 5-Dec-14	No.: RD184054a
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RTB Reissue

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

Subject: Parts information(SD Card) and FSM Correction(Log storing procedure with no HDD machine)		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Change/Reason: The following SD cards were added to Service parts, and the Service Manual was revised accordingly.

IMPORTANT: Each SD card is used for a different purpose (See below).

New part number	Description	Notes
B6455030	SD-CARD:SERVICE PARTS:2GB:ASS'Y	<ul style="list-style-type: none"> This SD card is used to update the firmware on machines with an HDD installed. This SD card has twice the capacity as B6455020.
B6455040	SD-CARD:SERVICE PARTS:8GB:ASS'Y	<ul style="list-style-type: none"> This SD card is for storing the debug log from machines that do not have an HDD installed.

Service Manual Revision

The areas in **bold** were added.

5. Service Table

Capturing the Debug Logs

Overview

With this feature, you can save debug logs that are stored in the machine (HDD or operation panel or **8GB SD Card**) on an SD card. It allows the Customer Engineer to save and retrieve error information for analysis.

The Capturing Log feature saves debug logs for the following three.

- Controller debug log
- Engine debug log
- Debug log of the operation panel

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Model: OR-C2c	Date: 5-Dec-14	No.: RD184054a
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★ Important

In older models, a technician enabled the logging tool after a problem occurred. After that, when the problem had been reproduced, the technician was able to retrieve the debug log.

However, this new feature saves the debug logs at the time that problems occur. Then you can copy the logs to an SD card.

You can retrieve the debug logs using a SD card without a network.

Analysis of the debug log is effective for problems caused by the software. Analysis of the debug log is not valid for the selection of defective parts or problems caused by hardware.

For everyday storage of the debug log, make sure to use the 8GB SD card provided as a service part. Note that this SD card cannot be used to retrieve selected portions of the log for problem analysis. It can only be used for long-term storage of the entire debug log.

TITLE: Types of debug logs that can be saved

Type	Storage Timing	Destination (maximum storage capacity)
Controller debug log (GW debug log)	<ul style="list-style-type: none"> Saved at all times 	HDD (4 GB) Compressed when written to an SD card from the HDD (from 4 GB to about 300 MB) 8GB SD card
Engine debug log	<ul style="list-style-type: none"> When an engine SC occurs When paper feeding/output stop by jams When the machine doors are opened during normal operation 	HDD (Up to 300 times) 8GB SD card
Operation panel debug log	<ul style="list-style-type: none"> When a controller SC occurs When saving by manual operation with the Number keys and the Reset key (Press "Reset", "0", "1" and "C"(hold for 3 seconds)) When the operation unit detects an error When the operation panel detects an error 	Operation panel (400 MB /Up to 30 times) When updating the firmware for the operation panel, the debug logs are erased. 8GB SD card

↓ Note

Debug logs are not saved in the following conditions.

While erasing all memory

While data encryption equipment is installed

While changing the firmware configuration

Forced power OFF (accidentally disconnecting the outlet)

Engine debug log in shutdown

When the power supply to the HDD is off because of energy saving (engine OFF mode /STR mode)

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Model: OR-C2c	Date: 5-Dec-14	No.: RD184054a
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Security of the Operation Log

The following operation logs related to security are not saved.

- User ID
- Password
- IP address
- Telephone number
- Encryption key
- Transition to SP mode

Also the following operation logs are not saved.

- Number keys (0 to 9) on the operation panel
- Soft keyboard on the touch panel display
- External keyboard

Storing the Debug Logs with SD Card

If there is no hard disk installed on the machine, the debug log data can be stored to an SD card.

Required parts/firmware:

- System/Copy firmware, ver. 1.07 or later
- 8GB SD Card (B6455040)

1. Insert the initialized SD Card into SD slot 2 at the rear of the machine.



2. Access SP mode.

3. Set SP 5-857-002 to a value of "3(SD)".

Reissued: 16-Dec-14

Model: OR-C2c	Date: 5-Dec-14	No.: RD184054a
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SP Mode(Service) X-XXX-XXX

5846 ▶ UCS Setting	Group ▲ Page ▲ Line ▲ Line ▼ Page ▼ Group ▼	COPY : SP-5-857-002 Save Debug Log Target (2:HDD 3:SD) Initial 2
5847 ▶ Rep Resolution Reduction		
5848 ▶ Web Service		
5849 ▶ Installation Date		
5850 Address Book Function		
5851 Bluetooth		
5853 Stamp Data Download		
5856 Remote ROM Update		
5857 ▼ Save Debug Log		
1 On/Off		
2 Target (2:HDD 3:SD)	<input type="button" value="↑PrevPage"/> <input type="button" value="↓NextPage"/>	

Last Sp Login 5 DEC 2014 8:40 5 DEC 2014 8:49

4. Tap "Execute" in SP 5-857-120.

Note: The folder "LogTraceServiceSlotSd" is generated inside the SD card

SP Mode(Service) X-XXX-XXX

5856 Remote ROM Update	Group ▲ Page ▲ Line ▲ Line ▼ Page ▼ Group ▼	COPY : SP-5-857-120 Save Debug Log Make LogTrace Dir <input type="button" value="EXECUTE"/>
5857 ▼ Save Debug Log		
1 On/Off		
2 Target (2:HDD 3:SD)		
101 Debug Logging Start Date		
102 Debug Logging End Date		
103 Acquire All Debug Logs		
104 Acquire Only Controller Debug		
105 Acquire Only Engine Debug Logs		
107 Acquire Only Opepanel Debug Lo		
120 Make LogTrace Dir	<input type="button" value="↑PrevPage"/> <input type="button" value="↓NextPage"/>	

5 DEC 2014 8:50

Reissued: 16-Dec-14

Model: OR-C2c	Date: 5-Dec-14	No.: RD184054a
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5. Turn the machine main power switch OFF/ON.

[Retrieving the Debug Logs](#)

[Procedure for Retrieving the Debug Log](#)

Model: Model OR-C2		Date: 10-Jan-14	No.: RD184037
Subject: CC-CERTIFIED IN 2013 Machine		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Installing the OR-C2 models as a CC-CERTIFIED Machine compliant with IEEE Std 2600.1™-2009

Do the following seven steps if you want to install the OR-C2 models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.1™-2009.

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

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

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 7 - 8

Important:

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

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

See the following pages for Step 3 to Step 7.

Model: Model OR-C2

Date: 10-Jan-14

No.: RD184037

3. Install Printer/Scanner Unit Type M7, or Printer Unit Type M7 and Scanner Enhance Option Type M7.

Installation Procedure for Printer/Scanner Unit Type M7, or Printer Unit Type M7 and Scanner Enhance Option Type M7

If the customer purchases the Basic model, install Printer/Scanner Unit Type M7, or Printer Unit Type M7 and Scanner Enhance Option Type M7. For details, see "Printer and Printer/Scanner Options" in "2. Installation", Model OR-C2 Machine Code: D182/D183/D184 Field Service Manual.

4 Install Fax Option Type M7.

Installation Procedure for Fax Option Type M7

Install Fax Option Type M7.

For the detailed installation procedure, see "Fax Unit (D759)" in "1. Installation", Fax Option Type M7 Machine Code: D759 Field Service Manual.

Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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5. Enable the HDD Encryption Unit.

 Enabling the Encryption Settings

This must be specified by the machine administrator.

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

Important

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

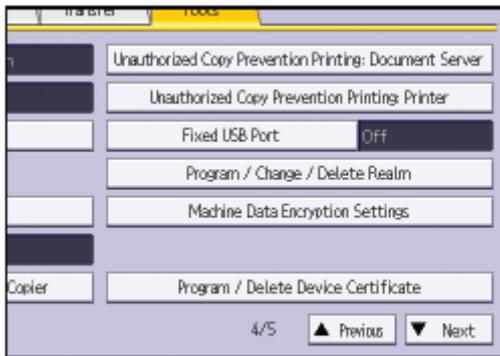
5.1 The machine administrator logs in from the control panel.

5.2 Press [System settings].

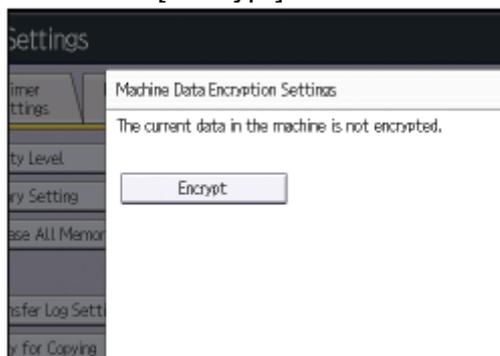
5.3 Press [Administrator Tools].

5.4 Press [Machine Data Encryption Settings].

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



5.5 Press [Encrypt].



Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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5.6 Select the [Format All Data] to reset all of the data.

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

5.7 Press the [Print on Paper] and press the [Start] key.

5.8 Hand the customer the printout of the encryption key.

5.9 Press [OK].

5.10 Press [Exit].

5.11 Press [Exit].

5.12 Log out.

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

Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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6. Prohibit a use of Java™ Platform.

Disable the functions of "Java™ Platform setting (SP5-730-001)".

7. Make sure the machine contains the correct firmware.

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

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

Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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Firmware versions with which the OR-C2 models first achieved CC-CERTIFICATION:
(December 2013)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.01	D1825530B
Network Support	12.72.2	D1825544A
Fax	01.01.00	D1825535A
RemoteFax	01.00.00	D1825536A
NetworkDocBox	1.00	D1825545A
Web Support	1.00	D1825539A
Web Uapl	1.00	D1825540A
animation	4.00	D1825541A
Scanner	01.00	D7575704A
Printer	1.00	D7575701A
PCL	1.03	D7575706A
PCL Font	1.14	M1095273
Data Erase Onb	1.03m	D3775913
GWFCU3.8-5(WW)	01.00.00	D7595537A
Engine	1.04:02	D1825500B
OpePanel	1.02	D1821490A

Ic Key and Ic Hdd versions with which the OR-C2 models first achieved CC-CERTIFICATION:
(December 2013)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	3330

Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D184-7512 MP 2553/3053/3353 series
Read This First
- D143-7348 Notes for Security Guide
- D184-7502 MP 2553/3053/3353 series
User Guide

CD-ROMs

- D182-7706 Manuals
MP 2553/3053/3353 series
A
- D757-7804 Printer/Scanner Drivers and Utilities
RICOH MP 2553/3053/3353 series
LANIER MP 2553/3053/3353 series
SAVIN MP 2553/3053/3353 series

Online Documents

- D146-7587 Notes on Security Functions
- D184-7577 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.1™-2009

<For EU>

Paper Documents

- D184-7511 MP 2553/3053/3353 series
Read This First
- D143-7348 Notes for Security Guide
- A232-8561A Safety Information

CD-ROMs

- D182-7706 Manuals
MP 2553/3053/3353 series
A
- D757-7807 Printer/Scanner Drivers and Utilities
RICOH MP 2553/3053/3353 series
MP 2553/3053/3353 series
infotec MP 2553/3053/3353 series

Online Documents

- D146-7587 Notes on Security Functions
- D184-7577 Notes for Administrators:
Using This Machine in a Network Environment

Model: Model OR-C2	Date: 10-Jan-14	No.: RD184037
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Compliant with IEEE Std 2600.1™-2009

<For Asia>

Paper Documents

- D184-7502 MP 2553/3053/3353 series
User Guide
- D184-7514 MP 2553/3053/3353 series
Read This First
- D143-7349 Notes for Security Guide

CD-ROMs

- D182-7706 Manuals
MP 2553/3053/3353 series
A
- D757-7810 Printer/Scanner Drivers and Utilities
RICOH MP 2553/3053/3353 series
Gestetner MP 2553/3053/3353 series
LANIER MP 2553/3053/3353 series

Online Documents

- D146-7587 Notes on Security Functions
- D184-7577 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.1™-2009

Model: OR-C2c	Date: 11-Dec-14	No.: RD184055
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Subject: Parts Catalog Correction		Prepared by: A.Ishida	
From: Improvement for reverse feeding in ARDF			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old P/N	New P/N	Description	Q'ty	Int	Set	Page	Index	Note
D6844721	D6844722	ORIGINAL TABLE	1-1	X/X	O/O			
D6844676	D6844677	TOSHIN BAR SPRING:REVERSE	4-4	X/X	O/O			

Change:

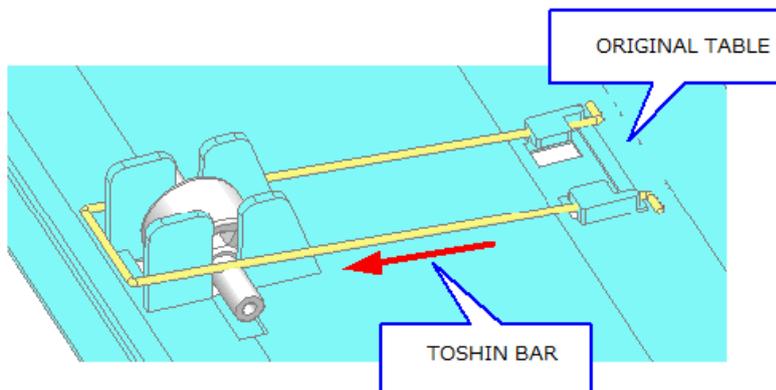
- 1) Added a fixed-position rib to the original table.
- 2) Lengthened the TOSHIN BAR.

Reason: To further improve ARDF reverse feed performance.

IMPORTANT:

To install, do the following.

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



Model: MET-C1b		Date: 19-Jan-15	No.: RD147130
Subject: Smart Operation Panel is unable to connect to the network		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Symptom

Smart Operation Panel is sometimes unable to connect to the network when "Screen Startup Mode" is set to "Quick" (as the default, this setting is set to "Normal"). If Smart Operation Panel cannot connect to the network, the following applications and functions cannot work properly:

- Web Browser
- Web Browser NX
- Scan to Me
- Installing an application via the eDC server

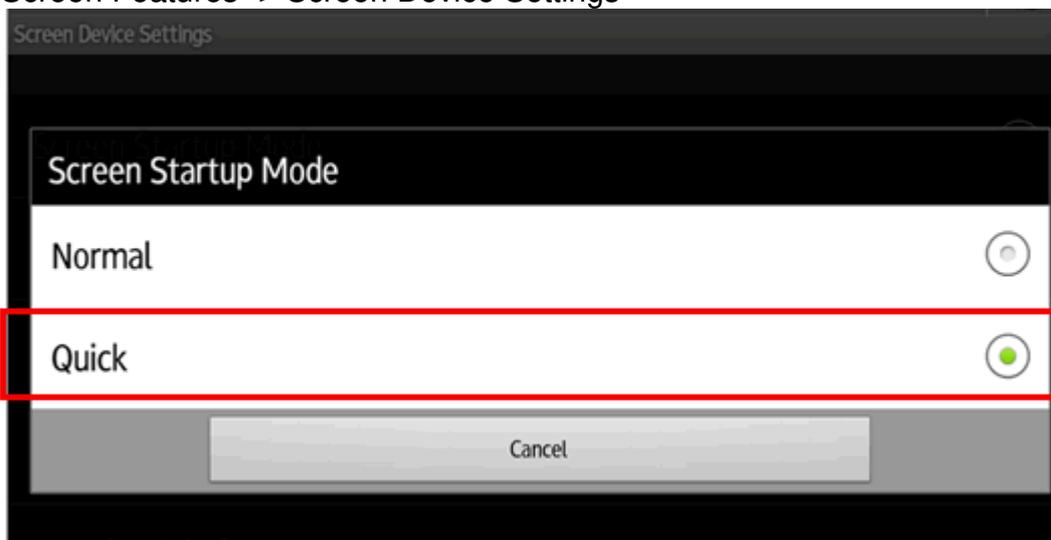
Applications that use the network function on the device (GW controller) are not affected, such as the printer, scanner, and Web Image Monitor.

Occurrence conditions:

When all of the following conditions are met, this issue might occur:

- "Screen Startup Mode" is set to "Quick"

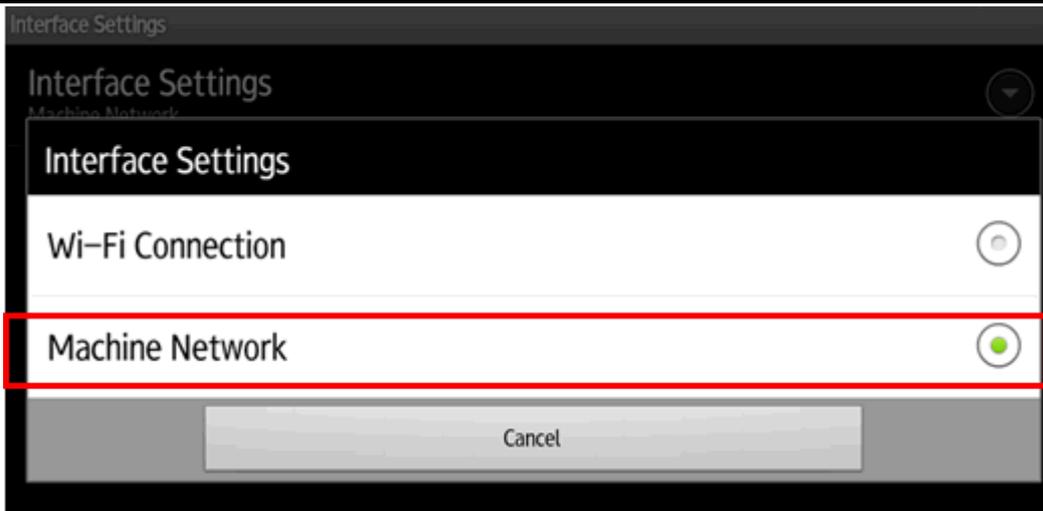
Screen Features -> Screen Device Settings



- "Interface Settings" is set to "Machine Network"

Screen Features -> Wireless & network settings -> Interface Settings -> Interface Settings

Model: MET-C1b	Date: 19-Jan-15	No.: RD147130
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Applicable Models: D146/D147, D176/D177, D200/D201/D202, D249/D250/D251, D182/D183/D184

Cause

Smart Operation Panel uses the device's network function via a USB cable between Smart Operation Panel and the device when it connects to the network. For this communication, Smart Operation Panel obtains the IP address from the DHCP service on the device's controller.

Because of the slow booting of the controller, Smart Operation Panel starts obtaining the IP address before the connection between Smart Operation Panel and the device is completely established. In addition, the process for retrying to obtaining the IP address does not work properly. This results in Smart Operation Panel being unable to connect to the network.

Workaround:

Rebooting the device might solve the problem. The USB connection between Smart Operation Panel and the device is affected by the timing of when the Android OS establishes that connection, but the details about the process of establishing the connection are not clear.

Solution

Update the "CheetahSystem" firmware on the following machines to v1.37 or newer if the symptom occurs:

- For US, European, and Asian (except for Chinese and Taiwanese) models: D1501457W
- For Chinese and Taiwanese models: D1501440W

Reissued: 21-Jan-15

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

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

Subject: Firmware Release Note: Data Erase Onb		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03m	D3775913	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.03m	1st Mass production Supported: Model MET-C1k Supported: Model MET-C1ab, MET-C1ab_SOP, AI-C2, K-C4, OR-C2

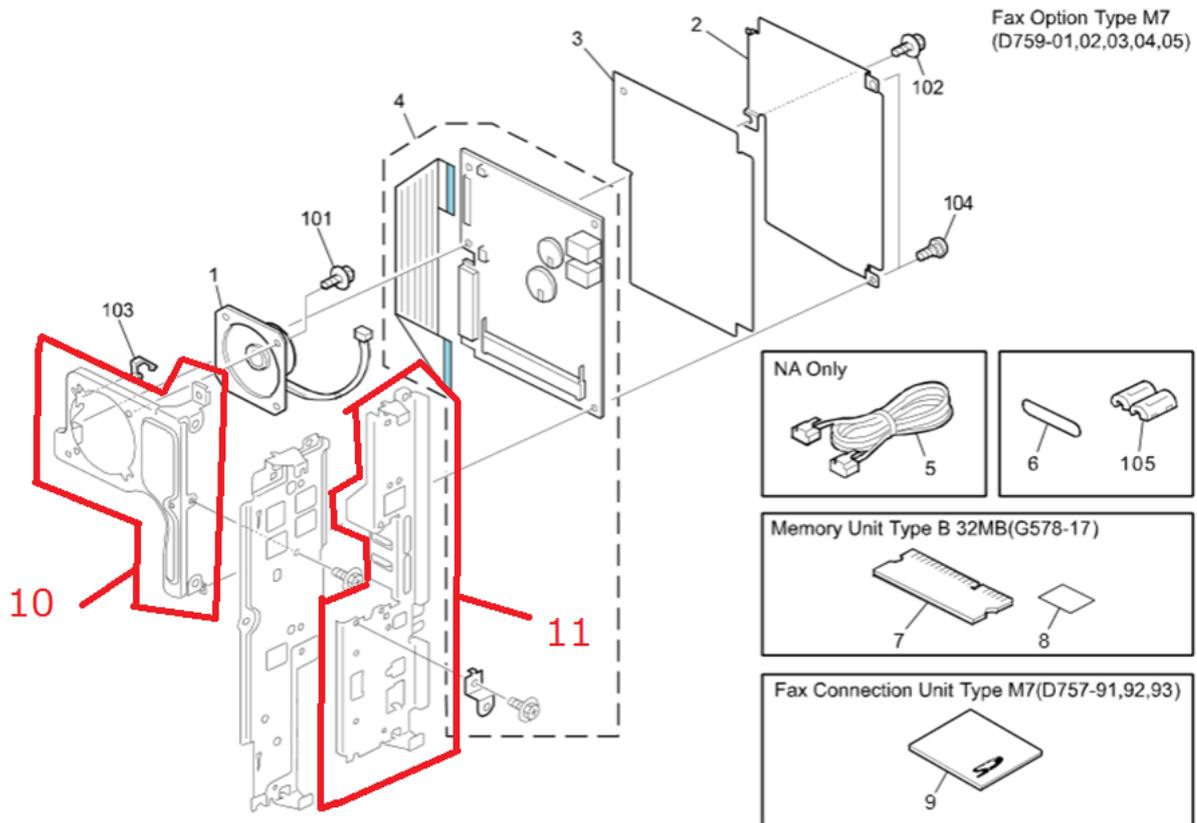
Model:OR-C2c		Date: 30-Jan-15	No.: RD184056
Subject: Parts information(FCU)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change: The parts boxed in red in the illustration were registered as service parts.

Reason: To meet requests from the field.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1825731	PANEL:FCU:PEEN	0-1	-	3	10	
	D1825868	PANEL:CTL:PEEN	0-1	-	3	11	

1. FAX Option (D759)



Reissued: 06-Feb-15

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

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

Subject: Firmware Release Note: SD card for Fonts Type D		Prepared by: N. Yoshida	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193046b
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RTB Reissue

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

Subject: Firmware Release Note: SCANTOFOLDERHELPER		Prepared by: Y. Fukuzaki
From: Connectivity Support Sect., MFP/P Tech Service Dept.		
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input checked="" type="checkbox"/> Other (Firmware) <input checked="" type="checkbox"/> Tier 2	

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.2	<i>D1505532B</i>	<i>June 2015 production</i>	<i>Not Available</i>
1.1	D1505532B	Initial release	Not Available

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

Version	Modified Points or Symptom Corrected
1.2	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. If a user logs off from authentication in Scan to Folder Helper on a screen other than the first screen, when a user logs on and reopens the application, the last screen from that session will be displayed.</i> <i>2. If an invalid IP address was set as the destination in Scan to Folder Helper and the Home key is pressed while the IP address is being accessed, when the application is reopened, the application will stall when the Next button is pressed.</i> <p><i>This firmware is dependent on the following firmware modules. Please be</i></p>

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193046b
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Version	Modified Points or Symptom Corrected
	<p>sure to update all of them:</p> <p>- System/copy: <i>Model Met-C1 ab v3.11 or later (D1465550X)</i> <i>Model Met-C1 cde v3.12 or later (D1485550Y)</i> <i>Model Met-C1 xyz v2.11 or later (D1765550N)</i> <i>Model Cor-C1 v1.11 or later (D2025550M)</i> <i>Model Z-C2 v1.07 or later (D1935771G)</i> <i>Model OR-C2 v1.14 or later (D1835530K)</i></p> <p>- CheetahSystem: <i>v1.39 or later (D1501440Y)</i></p> <p>- SDKService: <i>v1.06.01 or later (D1501437F)</i></p>
1.1	Initial release

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193047b
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RTB Reissue

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

Subject: Firmware Release Note: IDCARDCOPY		Prepared by: Y. Fukuzaki	
From: Connectivity Support Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.2	D1505531A	June 2015 production	Not Available
1.1	D1505531A	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.2	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When ID Card Copy is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening ID Card Copy, it takes approximately 30 seconds to display the first screen of the application. 2. When the "Stop" key is pressed after scanning only one side of a document and then "Continue Printing" is selected, the following problems occur: <ul style="list-style-type: none"> - An error message for Quick Copy will be displayed above the screen.

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193047b
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Version	Modified Points or Symptom Corrected
	<p>- <i>The second screen will remain even while the job is being printed.</i></p> <p>3. <i>When the "Stop" key is pressed while scanning one side of a document, the message "You do not have the privileges to use the following function. Auto Color Sel." will be displayed.</i></p> <p><i>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</i></p> <ul style="list-style-type: none"> - <i>System/copy firmware:</i> <i>Model Met-C1ab: v3.11 or later (D1465550X)</i> <i>Model Met-C1cde: v3.12 or later (D1485550Y)</i> <i>Model Met-C1xyz: v2.11 or later (D1765550N)</i> <i>Model Cor-C1: v1.11 or later (D2025550M)</i> <i>Model Z-C2: v1.07 or later (D1935771G)</i> <i>Model OR-C2: v1.14 or later (D1835530K)</i> <ul style="list-style-type: none"> - <i>CheetahSystem:</i> <i>v1.39 or later (D1501440Y)</i> <ul style="list-style-type: none"> - <i>SDKService:</i> <i>v1.06.01 or later (D1501437F)</i>
1.1	Initial release

Model: Or-C2c		Date: 14-Apr-15	No.: RD184058
Subject: Maintenance table for Scanner rails		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The areas highlighted in **bold** and ~~crossed out~~ were added/deleted.

Mainframe

Item	EM	60K	120K	600K	NOTE
Scanner/Laser Optics					
Reflector		C			Optics cloth
1st Mirror	C	C			Optics cloth
2nd Mirror	C	C			Optics cloth
3rd Mirror	C	C			Optics cloth
Scanner Guide Rails		C			Do not use alcohol. Apply lubrication as needed. When the oil runs out, a squeaking noise may occur.
Platen Sheet Cover	C	C			Replace the platen sheet, if necessary. Dry cloth or alcohol
Exposure Glass	C	C			Dry cloth or alcohol
Toner Shield Glass	C	C			Optics cloth
APS Sensor		C			Dry cloth or blower brush

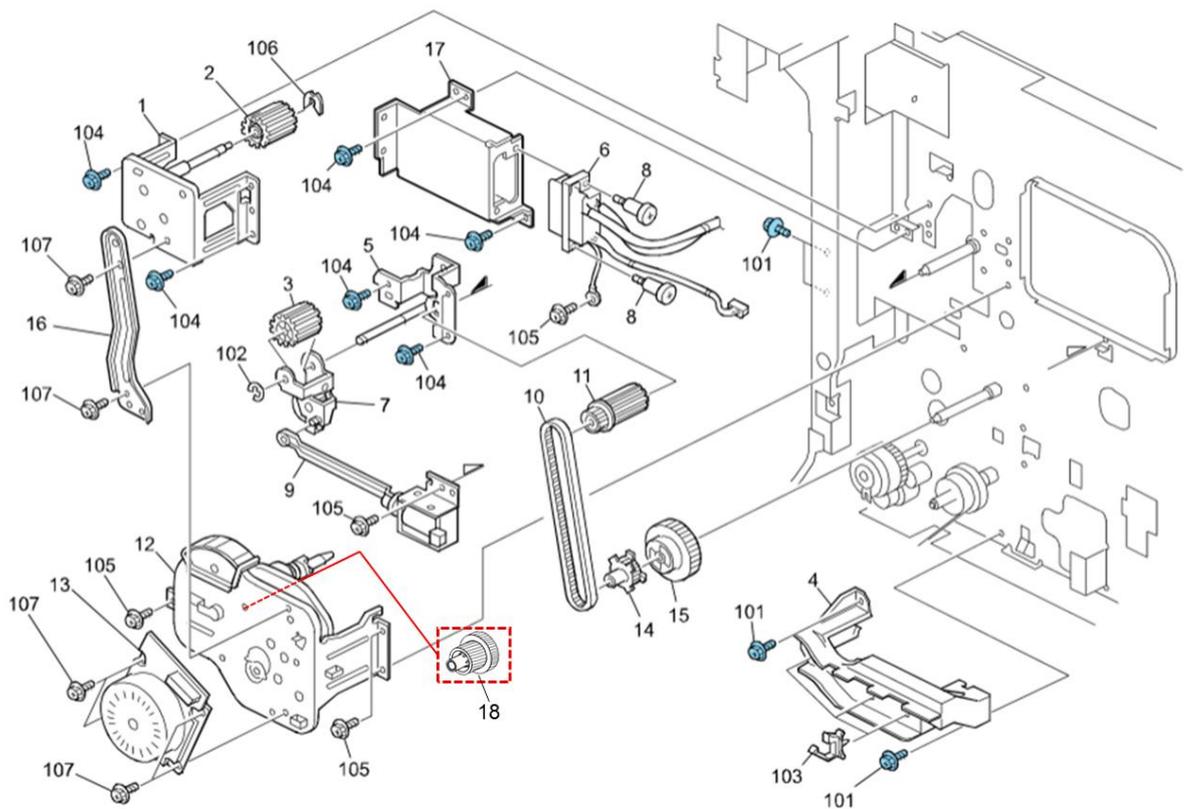
Model: OR-C2		Date: 25-May-15	No.:RD184059
Subject: Parts Catalog Correction "Drive Section 1"		Prepared by: J.Kitagawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
—	AB010401	GEAR:DEVELOPMENT:NO.1	0-1	-	53	18	

Change: The parts boxed in red in the illustration were registered as a service parts.(Black Gear)

Reason: To meet requests from the field.

26.Drive Section 1 (D182/D183/D184)



Model: OR-C2	Date: 29-May-15	No.: RD184060
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Subject: Parts Catalog Correction (Manual Feed Assy)		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part numbers were corrected.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
D1202605	D1822634	MANUAL FEED TABLE:ASS'Y	1		25	*	

Model: Cor-C1c		Date: 28-May-15	No.: RD197053
Subject: Troubleshooting for SC721-70		Prepared by: T.Hirakawa	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

SC721 (Tray Lift Motor Error) occurs on the SR3140/SR3150 finisher.

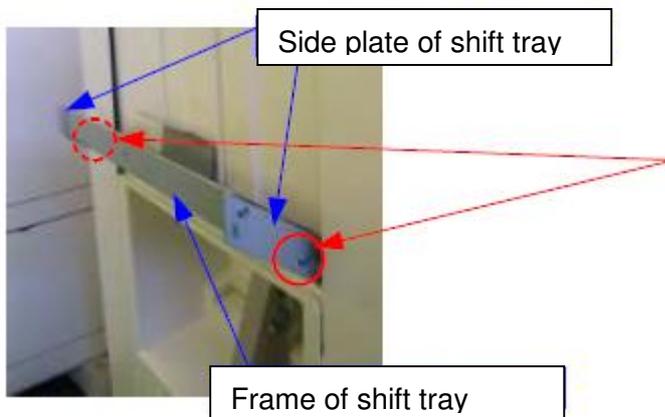
CAUSE

There is a difference in level on the frame of the side plate tray. If the screw is tightened too tightly, the side plate may deform.



SOLUTION

Attach the sheet (P/N: D6833644) between the frame and the side plate in the areas circled.



Model: Cor-C1c

Date: 28-May-15

No.: RD197053

Installation Procedure

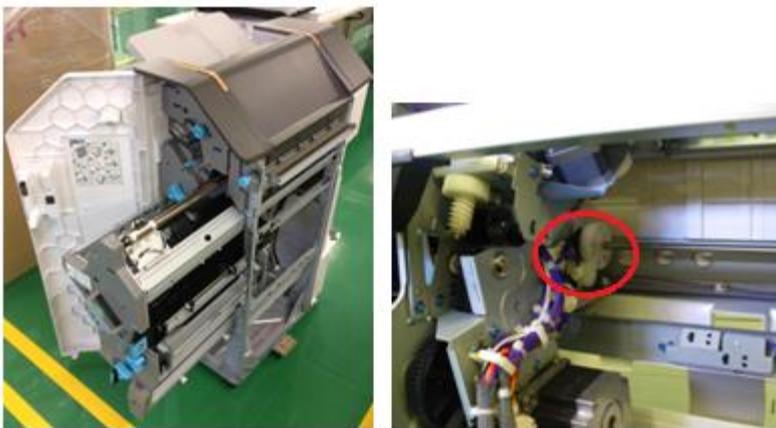
1. Remove the finisher.
2. Access the tray upper motor.

SR3140

Access the tray upper motor in the area circled in red (from underneath).

**SR3150**

Pull the booklet staple unit to access the motor.



Model: Cor-C1c

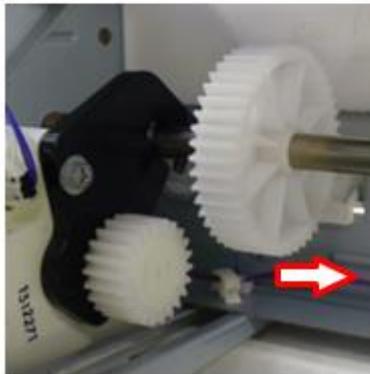
Date: 28-May-15

No.: RD197053

3. Remove the snap ring



4. Shift the drive gear to the side (in the direction of the red arrow) while holding the up-and-down frame.



5. Remove the base frames (4 screws).

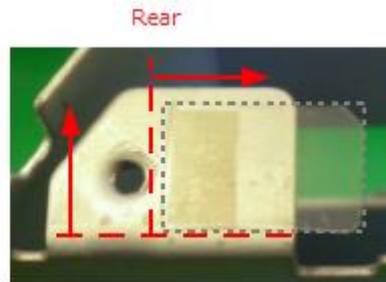
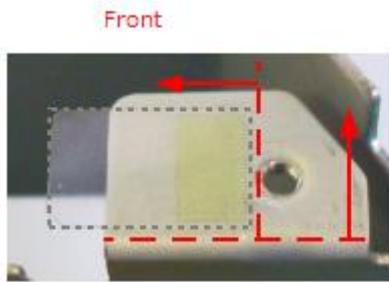


Model: Cor-C1c

Date: 28-May-15

No.: RD197053

6. Attach the sheets to each base frame.



7. Reattach the base frames and the drive gear.

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 07-Jul-15	No.: RD193049
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Subject: Firmware Release Note: CONFERENCECONCIERGE		Prepared by: Y. Fukuzaki
From: Connectivity Support Sect., MFP/P Tech Service Dept.		
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Product Safety <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.1	D1505530B	June 2015 production	Not Available

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

Version	Modified Points or Symptom Corrected
1.1	Symptom corrected: 1. When Conference Concierge is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening Conference Concierge, it takes approximately 30 seconds to display the first screen of the application. 2. If the document is set as landscape even though there is no tray that is set to A4 landscape, Conference Concierge might not be able to staple the upper-left side. 3. If Letter-size paper is set as landscape and the staple is to be positioned on the upper-left side, scanning might stop after one side of the document has been scanned.

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/
MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP

Date: 07-Jul-15

No.: RD193049

Version	Modified Points or Symptom Corrected
	<p>4. In Conference Concierge, after printing with upper-left-side stapling, when printing with two staples set, the orientation of the paper might differ from the configured setting.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</p> <ul style="list-style-type: none">- System/copy: Model Met-C1 ab v3.11 or later (D1465550X) Model Met-C1 cde v3.12 or later (D1485550Y) Model Met-C1 xyz v2.11 or later (D1765550N) Model Cor-C1 v1.11 or later (D2025550M) Model Z-C2 v1.07 or later (D1935771G) Model OR-C2 v1.14 or later (D1835530K) - CheetahSystem: v1.39 or later (D1501440Y) - SDKService: v1.06.01 or later (D1501437F)

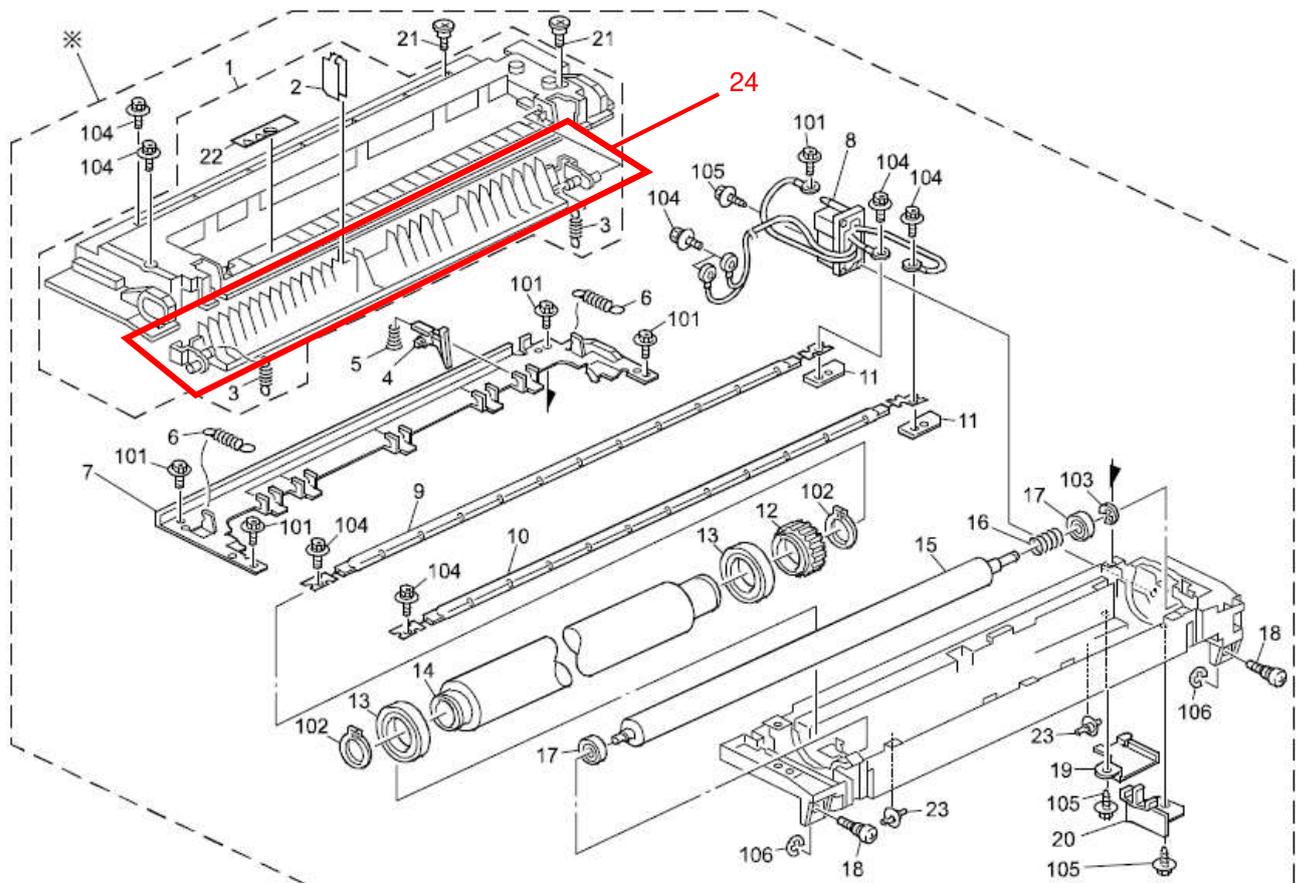
Model: OR-C2a/b/c		Date: 1-Sept-15	No.: RD184061
Subject: Parts catalog added. "Fusing Section 1"		Prepared by: Norito Yasuda	
From: 1st Tech Service Sect. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
—	D1204156	GUIDE PLATE:FUSING:UPPER	1	-	35	24	

Change: The guide plate outlined in red was registered as a service part.

Reason: To meet requests from the field.

17.Fusing Section 1 (D182/D183/D184)



Model: Or-C2		Date: 8-Oct-15	No.: RD184062
Subject: Manual correction - Caution for PSU replacement		Prepared by: J Kitagawa	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Please add the following caution to the field service manual in the following section:
Replacement and Adjustment > PCBs and Other Items > PSU

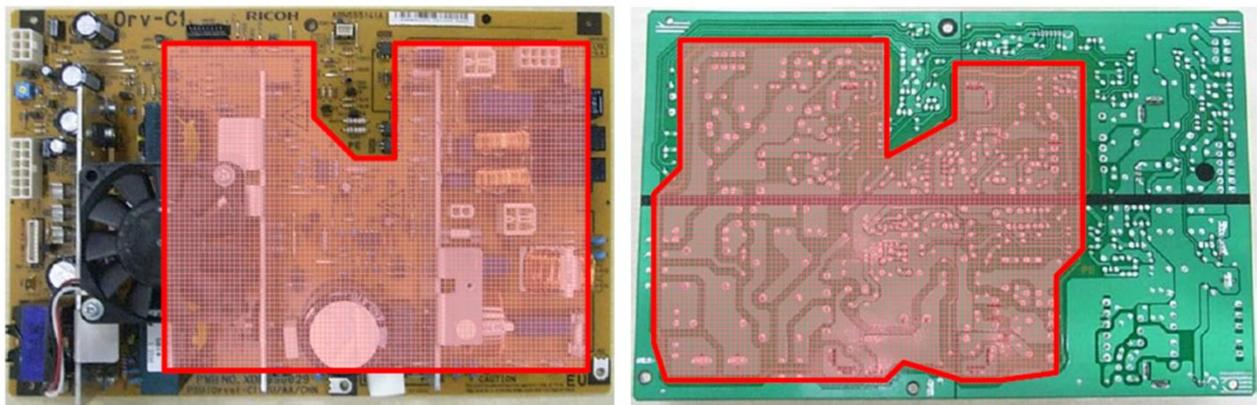
Part number	Part description
AZ230255	POWER SUPPLY UNIT:247W:DOM/NA:ORV-C1
AZ230257	POWER SUPPLY UNIT:247W:EU/AA/CHN:ORV-C1

⚠ CAUTION:

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

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

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



Model: OR-C2		Date: 13-Nov-15	No.: RD184063
Subject: Request for mylar replacement when installing the Document Feeder DF3090		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Request at installation)	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Request

When installing the Document Feeder (DF3090), replace the mylar originally attached to its exposure glass with the new mylar included as an accessory to the Document Feeder. Scan quality, especially at the trailing edge of the original, is better with the new mylar.

Replace the mylar for the following combination of the mainframe and DF3090:

- DF3090 manufactured **from** October 2015 and main unit manufactured **before** October 2015 production.

S/N information

Main unit	Document Feeder (DF3090)
Before October 2015 production	From October 2015 production
e.g.	
E74 5f9 xxxxx, E74 5f8 xxxxx, E75 5f9 xxxxx, E75 5f8 xxxxx, E76 5f9 xxxxx, E76 5f8 xxxxx,	E93 5fA xxxxx, E93 5fB xxxxx, E93 5fC xxxxx,

e.g. E74**yfm**xxxxx

y: Right most digit of the year of production

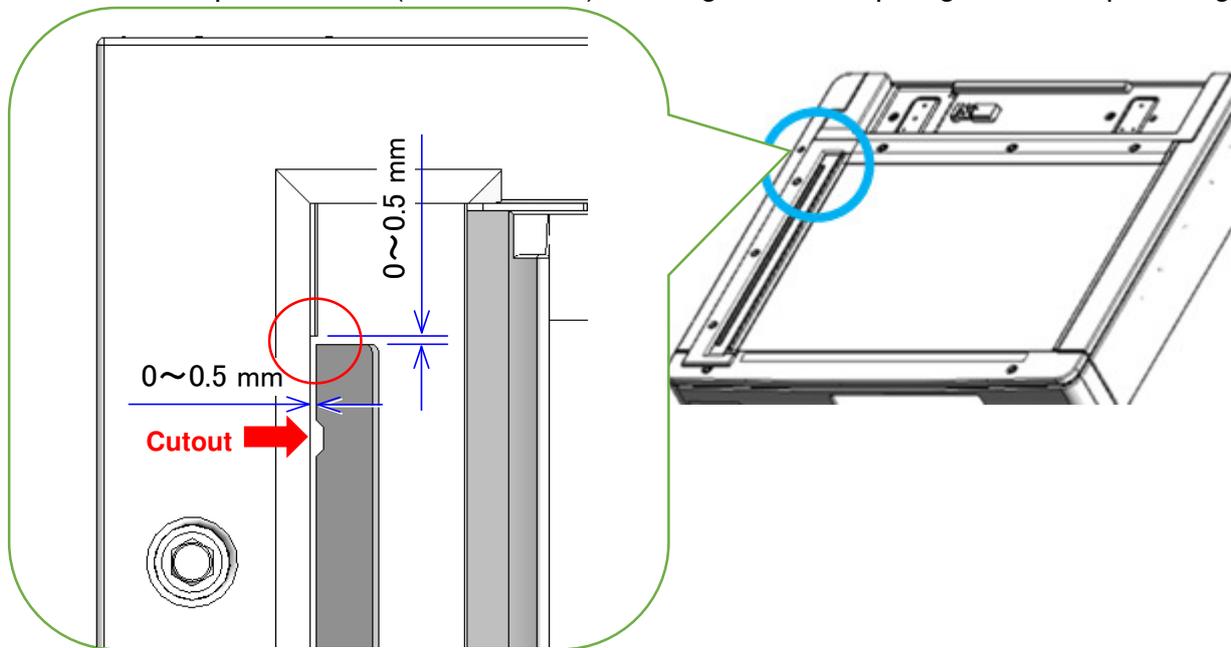
m: Production month

Model: OR-C2	Date: 13-Nov-15	No.: RD184063
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Mylar Replacement Procedure:

Note:

- If the mylar could not be attached properly, remove it and attach a new one at your next visit.
 - Without the new mylar, feeding thick paper for more than 90K pages may cause jitter.
1. Remove the mylar originally attached from the document feeder exposure glass.
 2. Wipe the document feeder exposure glass with cloth.
 3. Attach the new mylar.
 - The cutout on the mylar faces to the left.
 - Set the top left corner (circled in red) flush against the top edge of the exposure glass.



View from the side:



Part Information:

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

Model: Cor-C1/Cor-C1_SOP/Gim-MF1d/ Gim-MF1dM/GR-C2/GR-C2_SOP/ Lef-C1/OR-C2/OR-C2_SOP	Date: 21-Jan-16	No.: RD184064
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Subject: Firmware Release Note: PCL Font		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.14	M1095273	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
1.14	1st Mass production

Model: Cor-C1/Cor-C1_SOP/Gim-MF1d/Gim-MF1dM/ GR-C2/GR-C2_SOP/Lef-C1/MET-C1ab/MET -C1ab_SOP/ MET -C1k/ MET -C1yz/ MET -C1yz_SOP/OR-C2/OR-C2_SOP	Date: 29-Jan-16	No.: RD184065
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Subject: Firmware Release Note: Font EXP		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1475581	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

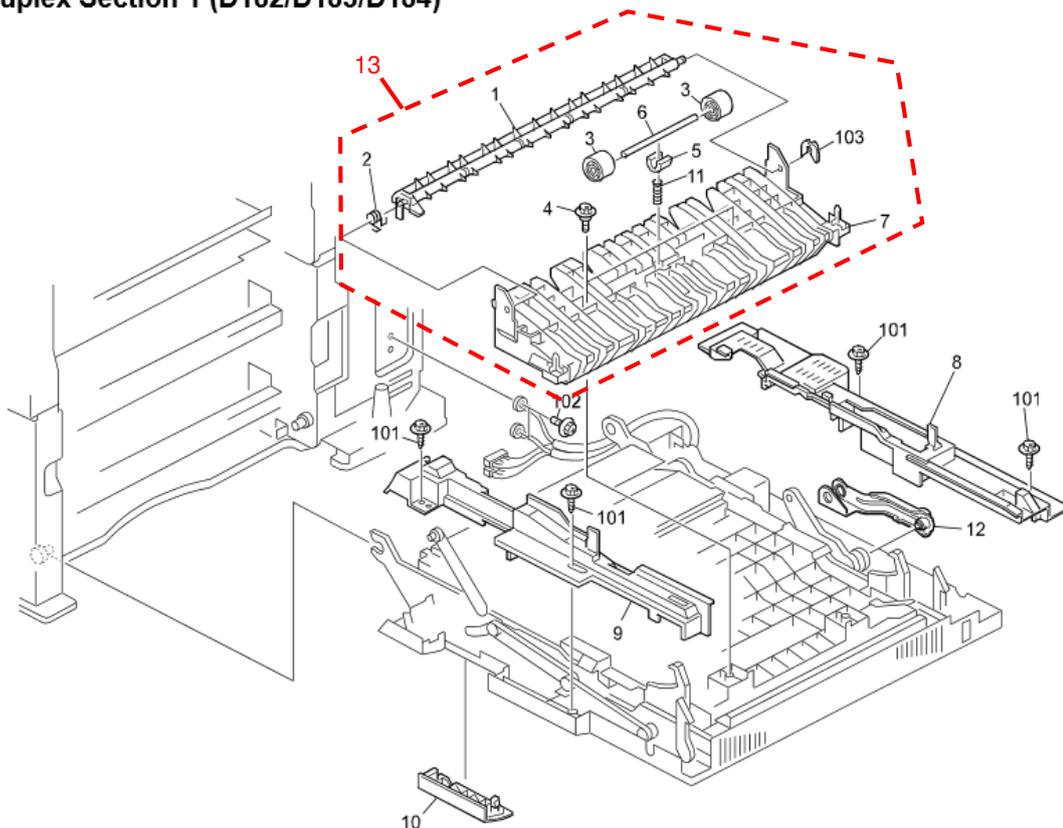
Model: OR-C2		Date: 09-Mar-16	No.: RD184066
Subject: Part Catalog Correction - missing p/n in Duplex Section 1		Prepared by: Norito Yasuda	
From: 1st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change:

- Part number of the Arm was corrected.
- Part number of the Guide Plate was added.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D1204673	ARM:STOPPER:PEEN	1	-	43	12	-
-	D1204674	GUIDE PLATE:GATE:ASS'Y	1	-	43	13	-

21.Duplex Section 1 (D182/D183/D184)



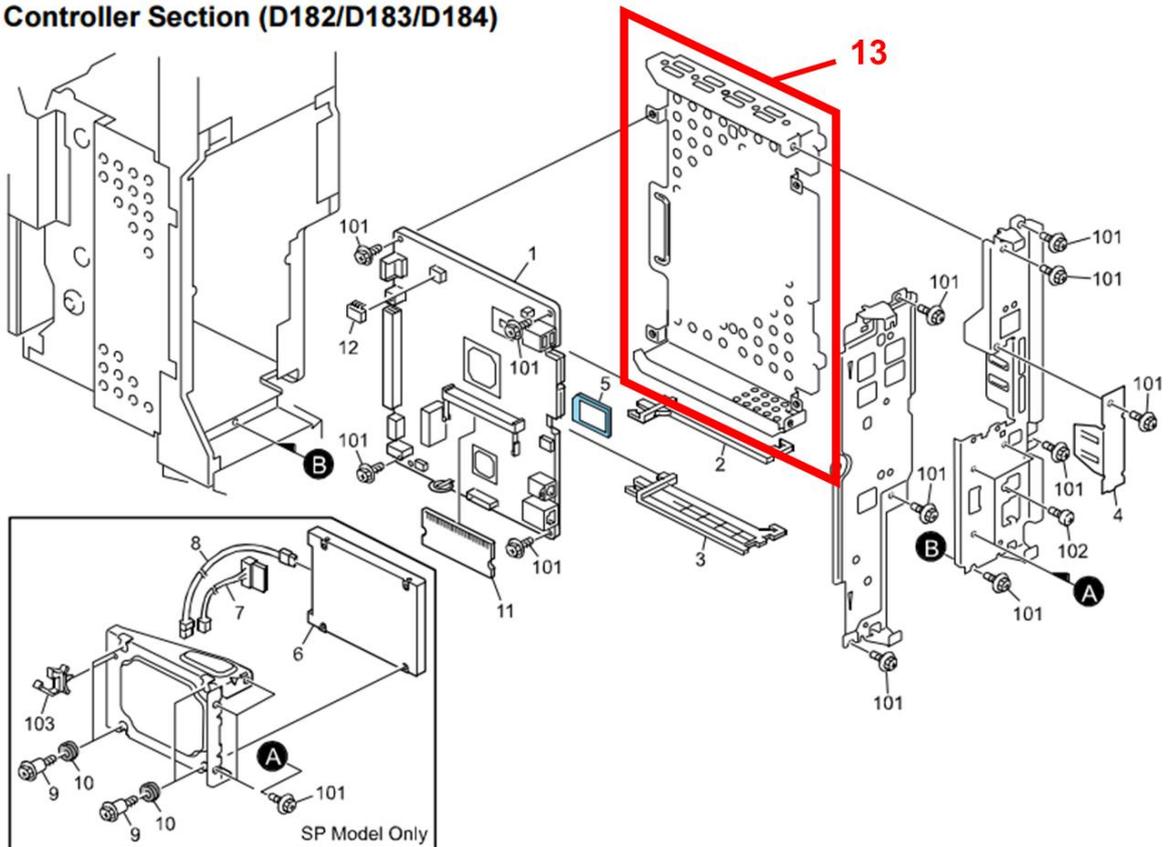
Model: OR-C2		Date: 28-Mar-16	No.: RD184067
Subject: Part Catalog Correction (Controller Section)		Prepared by: J.Kitagawa	
From: 1st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change: The bracket outlined in red was registered as a service part.

Reason: To meet requests from the field.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D1825859	BRACKET:CTL:PEEN	1	-	69	13	-

34. Controller Section (D182/D183/D184)



Model: OR-C1/C2		Date: 26-Apr-16	No.:RD120064
Subject: Toner wax is emitted from the paper exit unit as a gas		Prepared by: T. Hirakawa	
From: FQM Group1 FQM Department			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Wax contained in the toner adheres to the surface of the fusing roller and is emitted from the paper exit unit as a gas.

CAUSE

There is a bend in the lower frame of the fusing unit, preventing the center thermistor from touching the roller surface at the correct position. This results in an overshoot of the fusing temperature. As a result, the wax contained in the toner may stick to the surface of the hot roller, after which it evaporates and is emitted from the machine as white smoke.

SOLUTION

Attach the new metal plate (P/N: D1209902 (SPACER: THERMISTOR)) under the thermistor (center) to the affected units. See **PROCEDURE** below.

PROCEDURE

IMPORTANT: Only install the metal plate on the affected fusing units. If you install it on an unaffected unit, image quality issues may occur.

1. Make sure the fusing unit is an affected unit (See “**Affected S/N of Fusing Units**” below).

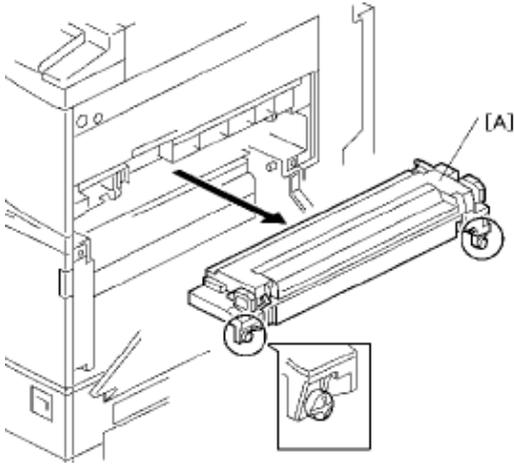


Model: OR-C1/C2

Date: 26-Apr-16

No.:RD120064

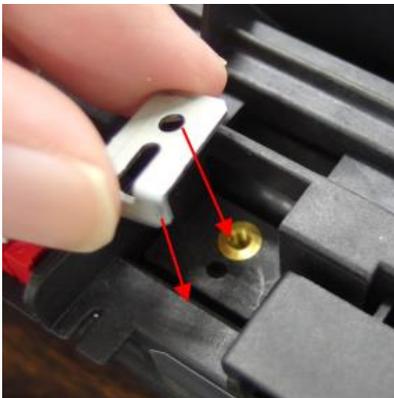
2. Open the duplex unit.
3. Remove the fusing unit [A] (🔩 x2).



4. Remove the plate (center) and thermistor from the rear side of the fusing unit (🔩 x1).



5. Clean the thermistor with a dry cloth.
6. Attach the metal plate.

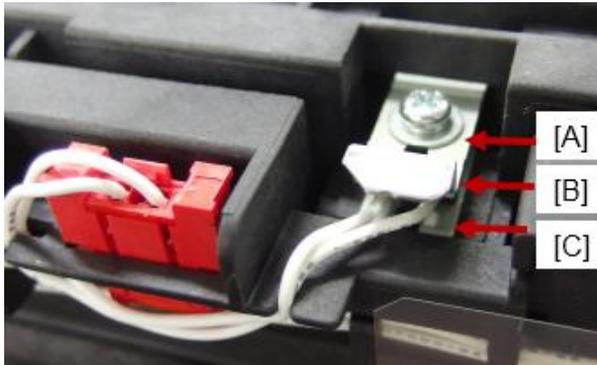


Model: OR-C1/C2

Date: 26-Apr-16

No.:RD120064

7. Attach the thermistor [B] and plate [A] to the metal plate [C] (🔩 x1).

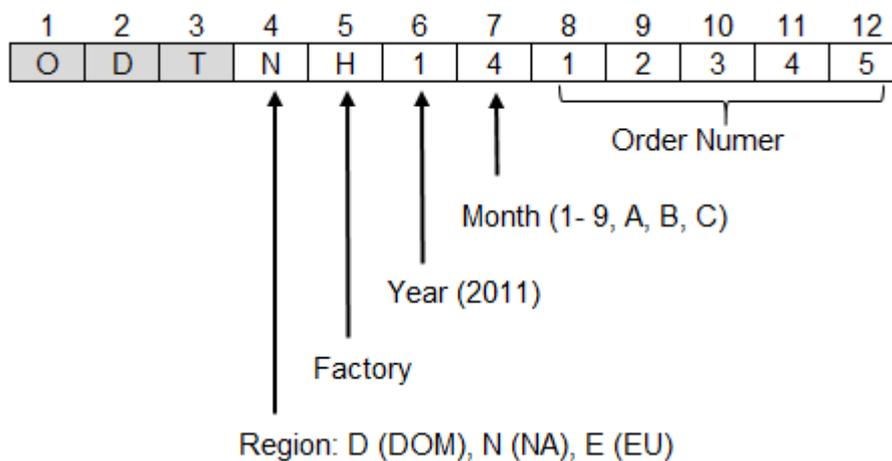


Affected S/N of fusing units

110V: ODTNH1C01496 - ODTNH30800052

220V: ODTEH1C04545 - ODTEH30700700

Reading the lot number:



Reissued: 27-Jun-19

Model:Orval-C2c	Date: 26-Apr-16	No.: RD184068a
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RTB Reissue

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

Subject: Toner Spill		Prepared by: K. Moriizumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Since this is the margin change, they can be used without problems regardless of the lot.

SYMPTOM

The toner spills out when the bottle is pulled out of the machine.

Affected models: OR-C2a/b/c (D182/D183/D184)

**CAUSE**

Partial peeling of the seal on the toner supply unit (Factory assembly problem).

As a result, when the toner bottle is pulled out, the toner cap may get stuck in the toner supply unit. Toner gets into the unit and obstructs the toner chuck to slide.

SOLUTION

Replace the toner supply unit with P/N D1203505.

Modified part lot number: 010216-

IMPORTANT: The assembly procedure at the factory was improved in Feb. 2016. However, the part number was not changed. Refer to the lot number mentioned above to determine whether the unit is modified or not.

Reissued: 27-Jun-19

Model:Orval-C2c	Date: 26-Apr-16	No.: RD184068a
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Lot number identification:

011215: 1st December 2015 production

Reissued: 05-Jan-17

Model: AI-C2/AP-C3/AT-C3/MT-C5/Ch-C1/Cor-C1/MET-C1ab/MET-C1ab_ch/MET-C1cde/MET-C1cde_ch/MET-C1yz/MET-C1yz_ch/MET-C2ab/MET-C2cde/MET-C2yz/OR-C2/OR-C2_ch/ MT-C6/Ch-C2/Cor-C1.5	Date: 23-Feb-12	No.: RD129022c
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RTB Reissue

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

Subject: Firmware Release Note: SG3-ND		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
<i>09</i>	<i>D3BV5570</i>	<i>November 2016 production</i>	<i>Available</i>
08	D5455575B	June 2015 production	Available
07	D5455575A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>09</i>	<i>By changed the standard of FAX, the firmware is corrected.</i>
08	Symptom corrected: Only Japanese domestic market
07	1st Mass production

Model: Or-C2		Date: 26-Apr-16	No.: RD184068
Subject: Manual correction - SC 818-00 description added.		Prepared by: J Kitagawa	
From: 2nd MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Please add the following table in the field service manual in section: Troubleshooting > SC800(Controller)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC818-00	D	Watchdog timer error
		The system program fell into a bus-hold state or an endless loop of the program interruption occurred, causing other process to stop.
		<ul style="list-style-type: none"> • System program defective • Controller board defective • Optional board defective
		<ul style="list-style-type: none"> • Turn the main power off/on. • Replace the controller board.

Reissued: 11-Jul-16

Model: Or-C2c	Date: 8-Jun-16	No.: RD184070a
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RTB Reissue

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

Subject: Fusing unit wrong wiring		Prepared by: T. Hirakawa	
From: 1st FQM Sec., FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input checked="" type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The fuse on the PSU blows and the circuit breaker at the customer site is tripped when the main switch is turned ON after the service-parts fusing unit is replaced with another service-parts fusing unit.

Affected fusing units:

Pat number	Description	The affected S/No. of the fusing unit
D1204001	FUSING UNIT:NA:ASS'Y	<i>Dec.2014 to Mar. 2016 production units</i>
D1204002	FUSING UNIT:EU:ASS'Y	<i>Dec.2014 to Mar. 2016 production units</i>
D1204003	FUSING UNIT:TWN:ASS'Y	<i>Dec.2014 to Mar. 2016 production units</i>

Reading the lot number:

S/No. **ODTEH62000884: February 2016 production**

S/No. ODTRFYM XXXXXX (13 digits)

ODT: Unit code

R: Region (D: DOM, N: NA, E: EU)

F: Factory (P: SRD, H: Shindoh)

Y: Year (4: 2014, 5: 2015, 6: 2016)

M: Month (1 -9, A: Oct, B: Nov, C: Dec)

Note:

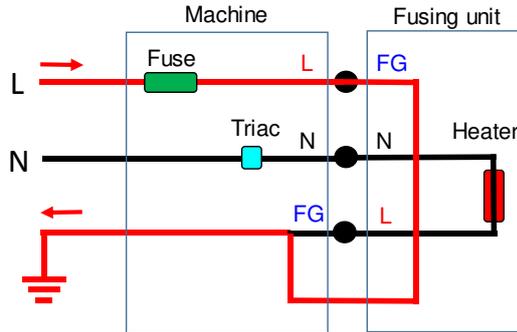
- This does not occur if the fusing unit was originally installed in the machine at the factory.
- The occurrence of this symptom depends on the wiring conditions and grounding of the power source. See the following for details.

Reissued: 11-Jul-16

Model: Or-C2c	Date: 8-Jun-16	No.: RD184070a
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#1. Case

- LN: Normal
- Grounding



Overcurrent

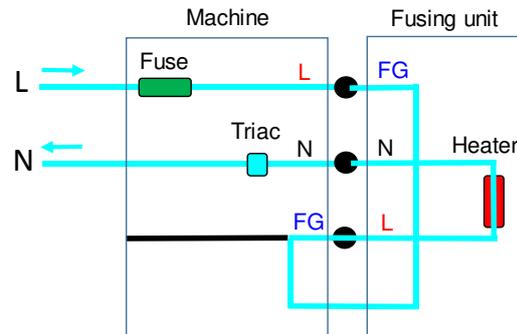
- Fuse blows
- Circuit Breaker trips
- Electrical leakage breaker trips

Short circuit b/w frame and power source (L) until breaker trips

- Electrical shock

#2. Case

- LN: Normal
- No grounding



No overcurrent

- No blown fuse
- No circuit breaker trip
- No electrical leak, breaker trips

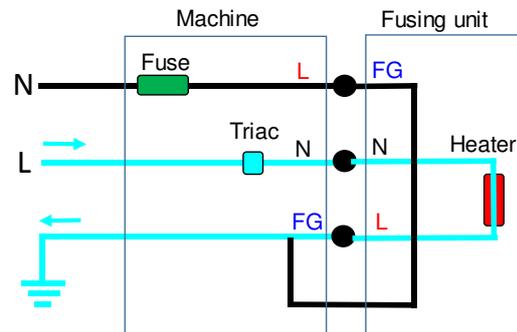
Short circuit b/w frame and power source (L)

- Electrical shock

#3. Case

- LN: Opposite
- Grounding

Note:
If the power source cord has three pins, LN is normal.



No overcurrent

- No fuse blow
- No circuit breaker trip
- Electrical leakage breaker trips

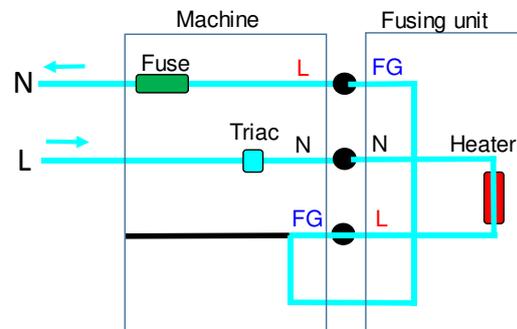
Short circuit b/w frame and power source (L) until breaker trips

- Electrical shock

#4. Case

- LN: Opposite
- No grounding

Note:
If the power source cord has three pins, LN is normal.



No overcurrent

- No blown fuse
- No circuit breaker trip
- No electrical leakage, breaker trips

Short circuit b/w frame and power source (L)

- Electrical shock

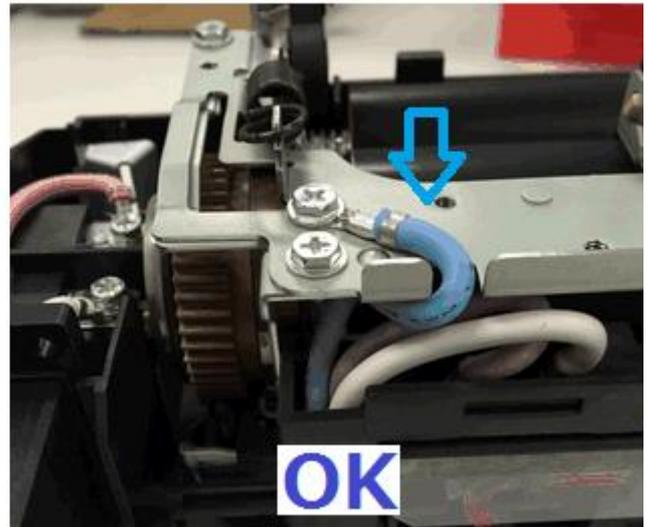
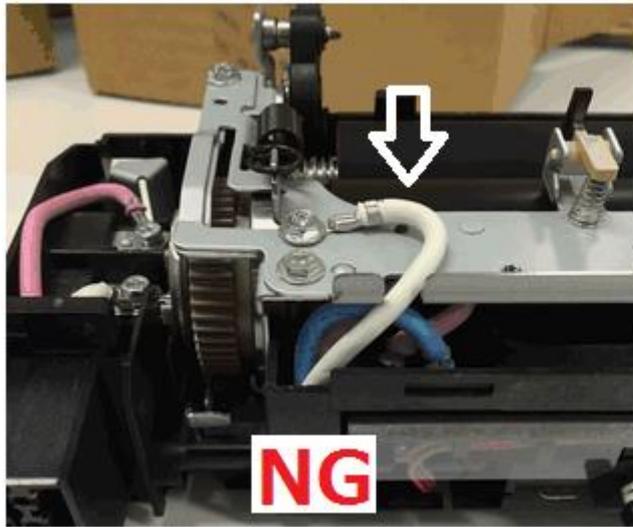
Reissued: 11-Jul-16

Model: Or-C2c	Date: 8-Jun-16	No.: RD184070a
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CAUSE

The wiring was done incorrectly at the factory. Specifically, the blue wire (FG) should be screwed to the metal frame, but instead, the white wire (L) is used for grounding. In addition, the testing device used to detect such errors was not working properly.

Note: Insulation and pressure resistance tests are performed on fusing units to detect incorrect wiring, jacket damage, harness pinching, and other errors.



SOLUTION

In the field

- When you replace the fusing unit in the field (with a new service-parts unit), make sure that the blue lot is wired to the frame on the new unit, as shown in the “OK” photo above.
- ~~**If the harness has been incorrectly wired, do not use this unit. Report this to your regional headquarters together with the S/N of the unit, and order a new unit.**~~
- **If the wiring is incorrect, please rewire it correctly.**

Reissued: 11-Jul-16

Model: Or-C2c	Date: 8-Jun-16	No.: RD184070a
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Note:

- If there is a blue circle stamped on the label of the service-parts box, this means that the unit has been checked and has undergone insulation and pressure resistance testing (at the Service Parts Center).
- ***If the lot number is G010616 or later, the unit has undergone insulation and pressure resistance testing. (There is no blue circle stamped.)***

**Reading the lot number:*****G020516: 2nd May 2016 production (G: suffix, DD, MM, YY)***