

Reissued: 29-Mar-12

Model: S-C5	Date: 21-Mar-12	No.: RD127001b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 for eDC)		Prepared by: H. Tamaki	
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 **Java VM v10 for eDC**.

Version	Program No.	Effective Date	Availability of RFU
10.04.02	D6405750H_edc	April 2012 production	Not available
10.03.01	D6405750G_edc	March 2012 production	Not available
10.02.00	D6405750F_edc	February 2012 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
10.04.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode. An "OutOfMemory" error occurs due to lack of device memory when some programs are running. SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed. Garbled characters can be included in the FAX "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.

Reissued: 29-Mar-12

Model: S-C5	Date: 21-Mar-12	No.: RD127001b
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Version	Modified Points or Symptom Corrected
10.03.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Even when the file type has been fixed at "PDF/A", other types of PDF files can be created. 2. User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application. 3. The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -> User changes the screen (e.g. Copier to Home screen) -> User returns to original screen with dialog 4. Cannot login following a series of repeated logins and logouts. 5. The stack size cannot be changed. 6. "OutOfMemoryException" occurs. 7. "StateMachine" cannot be stopped or canceled correctly. 8. A time-out occurs in Muffling mode. 9. Some of the login User IDs acquired by the application appear blank. 10. SC899 sometimes occurs at the conclusion of an SSL session. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet. 2. The threshold for triggering "Memory full" was changed. 3. Supports VM Card eDC-i1.2.
10.02.00	Initial release

Reissued: 29-Mar-12

Model: S-C5	Date: 12-Mar-12	No.: RD127002b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 UpdateTool)		Prepared by: H. Tamaki	
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 **Java VM v10 UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
10.04.02	D6405750H_upd	April 2012 production	Not available
10.03.01	D6405750G_upd	March 2012 production	Not available
10.02.00	D6405750F_upd	February 2012 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
10.04.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode. An "OutOfMemory" error occurs due to lack of device memory when some programs are running. SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed. Garbled characters can be included in the fax "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.
10.03.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Even when the file type has been fixed at "PDF/A", other types of PDF files can be created. User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application. The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -> User changes the screen (e.g. Copier to Home screen) -> User returns to original screen with dialog Cannot login following a series of repeated logins and logouts. The stack size cannot be changed. "OutOfMemoryException" occurs. "StateMachine" cannot be stopped or canceled correctly.

Reissued: 29-Mar-12

Model: S-C5	Date: 12-Mar-12	No.: RD127002b
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none">8. A time-out occurs in Muffling mode.9. Some of the login User IDs acquired by the application appear blank.10. SC899 sometimes occurs at the conclusion of an SSL session. <p>Other changes:</p> <ol style="list-style-type: none">1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet.2. The threshold for triggering "Memory full" was changed.3. Supports VM Card eDC-i1.2.
10.02.00	Initial release

Model: S-C5	Date: 06-Apr-12	No.: RD127003
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Subject: Firmware Release Note: Bank_1		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Bank_1**.

Version	Program No.	Effective Date	Availability of RFU
01.010:02	D6615500A_bank1	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
01.010:02	1st Mass production

Model: S-C5	Date: 06-Apr-12	No.: RD127004
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Subject: Firmware Release Note: Bank_2		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Bank_2**.

Version	Program No.	Effective Date	Availability of RFU
01.010:02	D6615500A_bank2	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
01.010:02	1st Mass production

Reissued: 29-Sep-16

Model: S-C5	Date: 06-Apr-12	No.: RD127006i
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RTB Reissue

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

Subject: Firmware Release Note: Fax		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

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

Version	Program No.	Effective Date	Availability of RFU
10.00.00	D1275784M	September 2016 production	Available
09.00.00	D1275784L	June 2015 production	Available
08.00.00	D1275784K	February 2015 production	Available
07.00.00	D1275784J	August 2014 production	Available
06.00.00	D1275784H	August 2013 production	Available
05.00.00	D1275784G	November 2012 production	Available
04.00.00	D1275784F	August 2012 production	Available
03.00.00	D1275784E	June 2012 production	Available
02.00.00	D1275784D	May 2012 production	Available
01.03.00	D1275784C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
10.00.00	Other changes: - Added support for adhering to the Lot 6 regulation of the EU in European devices.
09.00.00	Other changes: In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX. This firmware is dependent on Fax firmware v09.00.00 (D1275784L) or later, so please be sure to update it.
08.00.00	Symptom corrected: SC899 may occur on the main machine if a Remote FAX is sent from the sub machine.
07.00.00	Symptom Corrected: [Simplified display only]: Icons on the Home Screen created by the user to link with specific programs do not call (link with) those programs correctly.

Reissued: 29-Sep-16

Model: S-C5		Date: 06-Apr-12	No.: RD127006i
Version	Modified Points or Symptom Corrected		
06.00.00	<p>Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.</p> <p>This firmware is dependent on the following firmware module. Please be sure to update this: NetworkDocBox (D1275792F) or later</p>		
05.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. An unlimited number of notification emails for the communication results are sent out under the following conditions: <ul style="list-style-type: none"> - The sending of this notification email to sender has been enabled, and - The sender's address or group address to which the sender belongs has been selected as a destination for the notification email 2. The FAX function cannot be used after the machine recovers from Energy Saver mode. 		
04.00.00	<p>Symptom corrected: The FAX function cannot be accessed by pressing the function key or icon on the Home screen while a FAX-related alert/warning is displayed.</p>		
03.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. "Machine settings have been updated" is displayed on the FAX screen whenever the user logs in using Facsimile User Authentication. 2. Only TTI1 can be selected when programming the initial settings if TTI is set to "By FAX address". 		
02.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The FAX screen cannot be accessed using the function key or from the Home screen if Facsimile Document Capture is enabled. 2. The red LED stays lit even after a new toner bottle is installed following Toner End, or paper is reloaded following Paper End. 3. An error occurs if data is exported using Birdie when the machine is in Energy Saver mode. 		
01.03.00	1st Mass production		

Reissued: 22-Aug-13

Model: S-C5	Date: 06-Apr-12	No.: RD127007d
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: NetworkDocBox		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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 **NetworkDocBox**.

Version	Program No.	Effective Date	Availability of RFU
2.02	D1275792F	August 2013 production	Available
2.01	D1275792E	November 2012 production	Available
1.01	D1275792D	August 2012 production	Available
1.00	D1275792C	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
2.02	<p>Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.</p> <p>This firmware is dependent on the following firmware module. Please be sure to update this: FAX (D1275784H) or later</p>
2.01	<p>Other changes: Supports Fax Connection Unit Type C</p>
1.01	<p>Symptom corrected: If "SmartDeviceMonitor for Admin Accounting Report Package" is used to clear the device's user counters, the time that the counters were cleared is not recorded.</p> <p>Other changes: The status of the HDD Encryption and Data Overwrite features (enabled/disabled) can be checked via Web Service and @Remote.</p>
1.00	1st Mass production

Reissued: 29-Sep-16

Model: S-C5	Date: 06-Apr-12	No.: RD127010b
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RTB Reissue

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

Subject: Firmware Release Note: RemoteFax		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

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

Version	Program No.	Effective Date	Availability of RFU
<i>03.00.00</i>	<i>D1275785E</i>	<i>September 2016 production</i>	<i>Available</i>
02.00.00	D1275785D	August 2014 production	Available
01.03.00	D1275785C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>03.00.00</i>	<i>Other changes:</i> - <i>Added support for adhering to the Lot 6 regulation of the EU in European devices.</i>
02.00.00	Symptom corrected: Cannot receive an IP Fax.
01.03.00	1st Mass production

Reissued: 06-Jan-15

Model: S-C5	Date: 06-Apr-12	No.: RD127014c
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RTB Reissue

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.05</i>	<i>D1275788F</i>	<i>February 2015 production</i>	<i>Available</i>
1.04	D1275788E	March 2014 production	Available
1.03	D1275788D	March 2013 production	Available
1.02	D1275788C	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>1.05</i>	<i>Symptom corrected:</i> - <i>Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.</i>
1.04	Symptom corrected: Scan to E-mail might fail even if the email size is 44,300 KB or less when the following conditions are met: - The HDD is not installed. - "Scanner Features" > "Send Settings" > "Max. E-mail Size" is set to "On", and the size is set to 44,301 KB or more. This firmware is dependent on the following firmware modules. Please be sure to update all of them: - System/Copy firmware v3.18 (D1275780R) or later - Scanner firmware v01.08 (D1275786G) or later
1.03	Symptom Corrected: On Web Image Monitor, in “Device Management > Configuration > Scanner > Default Settings for Normal Screens on Device”, the device might be unable to change the settings of the options because of an unavailable Java applet.
1.02	1st Mass production

Model: S-C5	Date: 06-Apr-12	No.: RD127017
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Subject: Firmware Release Note: PS3		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1275797A	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: 04-Oct-13

Model: S-C5	Date: 06-Apr-12	No.: RD127018b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PDF		Prepared by: K.Moriizumi	
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 **PDF**.

Version	Program No.	Effective Date	Availability of RFU
1.03	D1275798C	October 2013 production	Available
1.02	D1275798B	March 2013 production	Available
1.01	D1275798A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.03	<p>Other changes: PDF Direct jobs containing incorrect data in cross reference section will be reset.</p> <p>Symptom corrected: Text does not appear on the printout if the text coordinates in the PDF data are 32786 or a higher value.</p> <p>PDF Direct jobs will be reset as following:</p> <ul style="list-style-type: none"> - Jods created by specific Mac OS X application. - Jods created by specific application such as PDFNet. - Jobs specified by huge graphic images as patterns. <p>- Device might stall if available memory is less than 900 KB for printing.</p>
1.02	Symptom corrected: Printing certain web pages from Safari or PDF created by iOS/Mac OS using AirPrint could cause the system to stall.
1.01	1st Mass production

Reissued: 06-Jan-14

Model: S-C5	Date: 06-Apr-12	No.: RD127019b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
3.12.24	D1275794C	February 2015 production	Available
3.12.23	D1275794B	June 2012 production	Available
3.12.22	D1275794A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
3.12.24	Symptom corrected: Transparencies might be blacked out of printed pages. (GFPR#RE13040026)
3.12.23	Symptom corrected: Transparencies are blacked out of printed pages.
3.12.22	1st Mass production

Reissued: 22-Mar-12

Model: AI-C2, GR-C1, S-C5	Date: 13-Jun-12	No.: RD129020a
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Subject: Firmware Release Note: PCL Font		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.13	1st Mass production

Model: GR-C1, S-C5	Date: 02-Apr-12	No.: RD117025
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Subject: Firmware Release Note: Font EXP		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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	D1275800	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: S-C5, S-C5vw	Date: 06-Apr-12	No.: RD127020
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Subject: Firmware Release Note: Option Netware		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D6595781	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: 12-Feb-16

Model: S-C5	Date: 06-Apr-12	No.: RD127021e
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RTB Reissue

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

Subject: Firmware Release Note: EXJS		Prepared by: Y.Suzuki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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 **EXJS**.

Note:

"EXJS" is the new application to run Ricoh's unique extended JavaScript, and stands for **EX**tended **J**ava **S**cript. This function had been incorporated in browser application on GW controller. But on GW+ controller, it began to be provided as the new firmware "EXJS".

Version	Program No.	Effective Date	Availability of RFU
1.18.00	D6595782E	November 2015 production	Not Available
1.17.00	D6595782D	January 2015 production	Not Available
1.16.00	D6595782C	June 2014 production	Not Available
1.15.00	D6595782B	January 2013 production	Not Available
1.03.00	D6595782A	June 2012 production	Not Available
1.02.00	D6595782	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.18.00	<p>Specification Change:</p> <ul style="list-style-type: none"> - Support for the Portuguese orthography. <p>Symptom corrected:</p> <ul style="list-style-type: none"> - SC899 may occur when the user starts up the MFP browser.
1.17.00	<p>Symptom corrected</p> <p>SC899 occurs when a character string containing "%s" is exported to the debug log.</p>
1.16.00	<p>Symptom corrected:</p> <p>Cannot scan using the MFP Browser when the platen cover is open.</p> <p>Other changes:</p> <p>Support for Korean model</p>
1.15.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Image data scanned using the Browser (sent to the server in .xml format) may not be rotated in accordance with the setting. 2. A scanning job using the Browser cannot be cancelled if an original jam occurs (Job Cancel button is not displayed and Stop button has no effect).

Reissued: 12-Feb-16

Model: S-C5	Date: 06-Apr-12	No.: RD127021e
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Version	Modified Points or Symptom Corrected
1.03.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Machine Administrators are able to use functions that are normally reserved for general users. 2. The user ID and password (User Authentication) appear in the URL column of the Scan Sending Log. 3. The machine cannot detect the postcard-sized originals. 4. The machine may stall when the user scans a nonstandard sized document for storage to the machine hard drive using the browser. 5. The machine may stall if the user presses the Stop key immediately after starting a scan job using the browser. 6. The machine fails to delete scanning data from Document Box. 7. The machine may stall when the total down loaded file size is just 500MB. 8. It is impossible to scan the document by using browser during printing. 9. Some wording corrected. 10. The scanning fails without size setting just after turning the main power on. 11. The machine may not go the energy saver mode when displaying "Print?" after select PDF link button. 12. Other minor bug corrections were applied. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The file name for multi-page PDF files sent using the browser was changed as follows: Old: Both B/W and full-color modes used "****.pdf". New: B/W mode will use "****_mono.pdf", and full-color mode will use "****_r.pdf". 2. When authentication is enabled, the user only needs to log-in once in order to use the browser function. Note: Previously, users were required to log-in twice. 3. The serial number of IC card can be read by IC card reader and browser option.
1.02.00	1st Mass production

Reissued: 27-Sep-16

Model: S-C5	Date: 06-Apr-12	No.: RD127022g
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RTB Reissue

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

Subject: Firmware Release Note: FCU		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

This RTB has been issued to announce the firmware release information for the **FCU (GWFCU3.5-7(WW))**.

Version	Program No.	Effective Date	Availability of RFU
09.00.00	D655570L	September 2016 production	Available
08.00.00	D655570K	April 2016 production	Available
07.00.00	D655570J	June 2015 production	Available
06.00.00	D655570H	November 2014 production	Available
05.00.00	D655570G	November 2012 production	Available
04.00.00	D655570F	August 2012 production	Available
03.00.00	D655570E	June 2012 production	Available
02.00.00	D655570D	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
09.00.00	Support for ErP Lot 6 compliance.
08.00.00	Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.
07.00.00	Other changes: In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX. This firmware is dependent on Fax firmware v09.00.00 (D1275784L) or later, so please be sure to update it.
06.00.00	Symptom corrected: The display for the number of jobs (remaining) that can be sent is not reduced after a Direct Transmission job is completed, and no Direct Transmission, Memory Transmission, or Memory Reception jobs can be performed.
05.00.00	Symptom corrected: 1. The machine may print out an incoming FAX without forwarding it, even though the SUB code has been set and the machine is being used as a forwarding station. Other changes: 2. The following bit switch was added. Note: This allows the user to instruct the machine what to do when the forwarding of an incoming FAX fails/succeeds.

Reissued: 27-Sep-16

Model: S-C5	Date: 06-Apr-12	No.: RD127022g
Version	Modified Points or Symptom Corrected	
	USER 45 BIT3 0: Follow Reception File Settings (default) regardless of forwarding results 1: Follow Reception File Settings if forwarding fails, do not print if forwarding is successful	
04.00.00	Symptom corrected: Multiple notification emails are sent out when the Results Notification feature is used.	
03.00.00	Other changes: Minor bug corrections were applied.	
02.00.00	1st Mass production	

Reissued: 22-Mar-12

Model: AI-C2, GR-C1, S-C5	Date: 20-Feb-12	No.: RD129012a
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Subject: Firmware Release Note: PS3 Font		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.11	1st Mass production

Reissued: 02-Feb-17

Model: S-C5	Date: 23-Jul-12	No.: RD127023e
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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

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

Version	Program No.	Effective Date	Availability of RFU
1.08.0	D6595780F	February 2017 production	Available
1.07.0	D6595780E	November 2015 production	Available
1.06.0	D6595780D	June 2014 production	Available
1.05.0	D6595780C	November 2012 production	Available
1.04.0	D6595780B	June 2012 production	Available
1.03.0	D6595780A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.08.0	<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.
1.07.0	<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.
1.06.0	<p>Specification Change:</p> <p>Browser supporting Korean language.</p>
1.05.0	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A security warning dialog is displayed even if an effective server certification is installed. 2. Japanese is displayed on the website which uses Accept-Language of the HTTP protocol.
1.04.0	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A warning dialog is displayed whenever the self-signed certificate page is opened. 2. IC cards needs to be placed on the reader twice. 3. Transmission of an image from an EXJS application to the server fails. 4. The vertical scroll bar is always displayed. 5. Other minor bug corrections.
1.03.0	1st Mass production

Reissued: 02-Feb-17

Model: S-C5	Date: 23-Jul-12	No.: RD127023e
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Model: S-C5		Date: 26-Jul-12	No.: RD127024
Subject: Multiple email notifications when fax is sent/received.		Prepared by: H.Tamaki	
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 checked="" type="checkbox"/> Tier 2

SYMPTOM

Multiple email notifications are sent out when a fax is sent or received.

Case 1:

Multiple notifications are sent to the second and subsequent members of a group address (two to the second, three to the third, etc.) when using the Send Fax Notification, Receive Fax Notification, and Folder Transfer Notification features.

Note: This does not occur with encrypted addresses.

Case 2:

An endless number of notifications are sent to the sender if the same name is selected in both of the following settings.

Note: This cannot be solved by rebooting the MFP.

“E-mail TX results” [Sender name] – (Select name) – [OK] – [Email TX results] – [OK]

“E-mail TX results” [TX mode] – [Email TX results] – (Select name) – [OK]

CAUSE

FCU program bug

Model: S-C5

Date: 26-Jul-12

No.: RD127024

SOLUTION

For Case 1:

Update the FCU firmware to **Ver. 04.00.00** (D6555570F) or later.

For Case 2:

- Advise the customer to do the following:

1. Disconnect the LAN cable from the machine.
2. Press the "User tools/Counter" key.
3. Press [Address Book Management].

Note: If access is denied, try again several times. It may just be that an email task is in progress.

4. Select the name of the sender from the list of registered names.
5. Press [Email].
6. Press [Change].
7. Press [Delete all].
8. Press [OK].

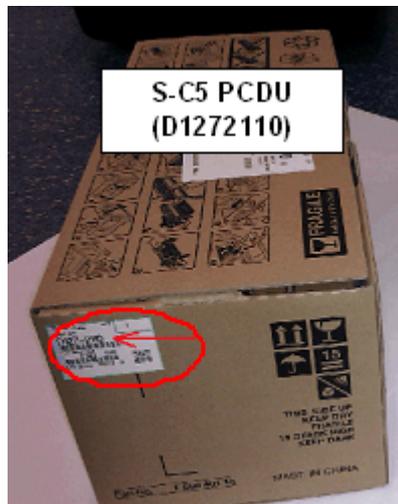
- Update the FCU firmware to **Ver. 04.00.00** (D6555570F) or later.

*We recommend confirming the FCU firmware version at installation. (Fax model/option)

Model: S-C5		Date: 07-Aug-12	No.: RD127025
Subject: Wrong box used for S-C5 PCDU		Prepared by: M.Saiki	
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

Important Information about the Carton for the S-C5 PCDU

- Please note that some PCDUs for the S-C5 (P/N D1272110) were mistakenly packed inside the cartons normally used for the S-C4 supply PCDU.
 - Note:** The carton for the S-C5 PCDU is blank, and does not have any printed instructions.
- Therefore, please be sure to sort your stock according to the following:
 - S-C5 PCDU: Has a part number label affixed to the side of the carton
 - S-C4 PCDU: Does not have this part number label affixed to the side of the carton
- The correct carton is used for the S-C5 PCDU from August 2012 production.
 - Note:** These two PCDUs are not interchangeable.



Model: S-C5		Date: 23-Aug-12	No.: RD127026
Subject: SP5-747-204 and -205 has been added		Prepared by: M. Saiki	
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

Important Changes Made to the Browser Option

- The vertical scroll bar can now be enabled/disabled. To make this possible, the following SP mode was added:

SP5-747-204: Vertical scroll bar display mode

- 0: Always display (**Default value**)
- 1: Display when pressing "Program" key

- The page change and SSL certificate confirmation dialogs can now be enabled/disabled. To make this possible, the following SP mode was added:

SP5-747-205: Confirmation dialog display setting

Value	Page change confirmation dialog	SSL certificate confirmation dialog
0 (Default value)	Display	Display
1	Not display	Display
2	Not Display	Not display
3	Display	Not display

Note:

- If enabled, the "Page change confirmation dialog" is displayed when the user moves from the current page to a different one.
- The "SSL certificate confirmation dialog" is displayed when an SSL-related problem occurs.
- If the customer is using an internal (original) Web application, i.e. a fully trusted application, this SP can be set to "2" (do not display either dialog).

- The above two changes are effective from the following versions:

Model	Browser version	EXJS version	Specification version
Model St-C5/GR-C1	1.04.0	1.03.00	2.03
Model Ap-C3/At-C3/AI-C2	2.00.0	1.11.0	2.01

Important:

- Do not use the following SP modes on versions older than the ones in the table above. If you do, errors may occur.
- **SP5-747-206** is displayed, but it should not be used in the field.

Model: S-C5		Date: 27-Sep-12	No.: RD127027
Subject: Service Manual Correction (Fax option)		Prepared by: M. Saiki	
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

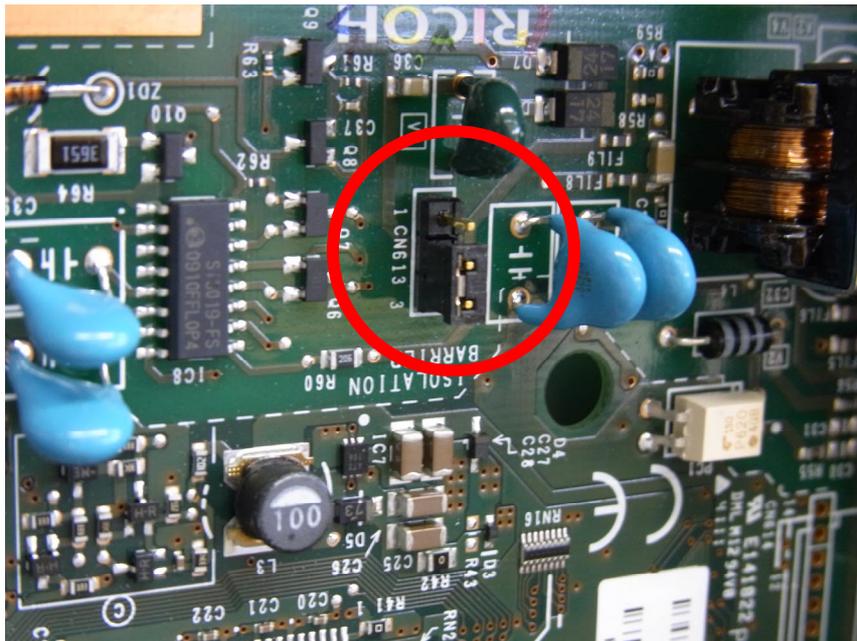
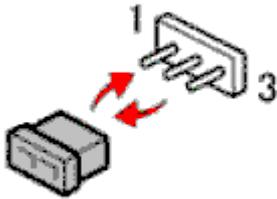
Service Manual Correction

Fax Option

Add the following to the Installation Procedure.

For installation in Brazil, move the jumper switch (CN613) on the fax board so that the edge is anchored at "1" (so that the middle pin and the "1" pin are covered).

Note: In its default position, the switch covers the middle and "3" pin.



Model: S-C5	Date: 05-Oct-12	No.: RD127028
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
00.20.00	D6605780	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
00.20.00	1st Mass production

Model: S-C5	Date: 20-Oct-12	No.: RD127029
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Subject: Firmware Release Note: LCDC version up tool		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

LCDC version up tool 1

Version	Program No.	Effective Date	Availability of RFU
1.18.1	D1271450	October 2012 production	Available

LCDC version up tool 2

Version	Program No.	Effective Date	Availability of RFU
1.18.2	D1271451	October 2012 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
1.18.1 1.18.2	<p>Symptom corrected:</p> <p>The LCD touch screen does not turn on when the main power switch is turned on (but machine functions work) or when the machine recovers from Energy Saver mode (but the machine can receive/print out print jobs).</p> <p>Note: See RTB RD#127030 for details.</p> <p>*IMPORTANT: To apply this correction, you must install both of these firmware versions, in this order: LCDC version update tool #1 v1.18.1 (D1271450), and then: LCDC version update tool #2 v1.18.2 (D1271451)</p>

Model: S-C5		Date: 19-Oct-12	No.: RD127030
Subject: The touch screen does not turn on		Prepared by: M.Saiki	
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

1. The LCD touch screen does not turn on when the main power switch is turned on, but the machine functions can work.
2. The LCD touch screen does not turn on when the machine recovers from Energy Saver mode, but the machine can receive and print out print jobs.

CAUSE

LCDC firmware bug

SOLUTION

Machines in production:

The LCDC firmware was modified (v1.18, P/N D1271491; applied from Oct. 2012).

Important: This version was installed at the factory using a special tool, and so will not be released. In the field, update to the versions shown below.

In the field:

Temporary

Until you can update the firmware, turn the machine main power OFF/ON.

Permanent:

Install the following two firmware versions (**see Update Procedure below**):

	Version	Parts Number	Remarks
LCDC version update tool #1	1.18.1	D1271450	Contains the modification for the firmware's boot area
LCDC vesion update tool #2	1.18.2	D1271451	Contains the modification for this issue

Important:

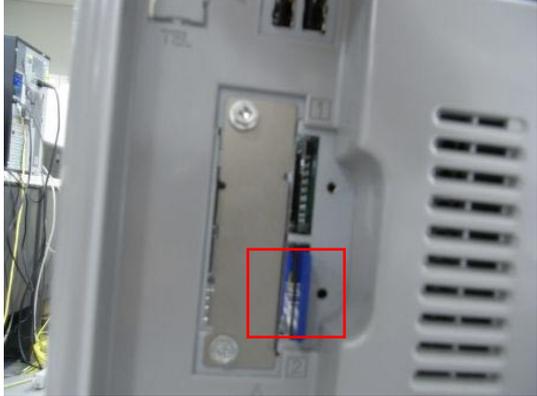
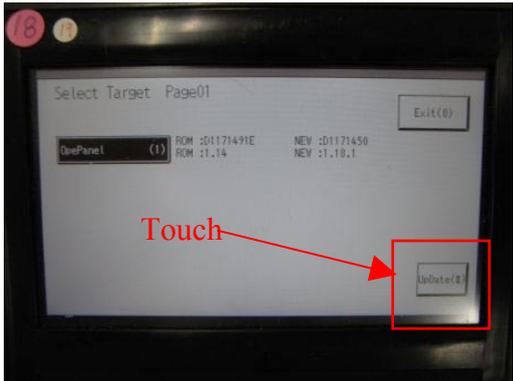
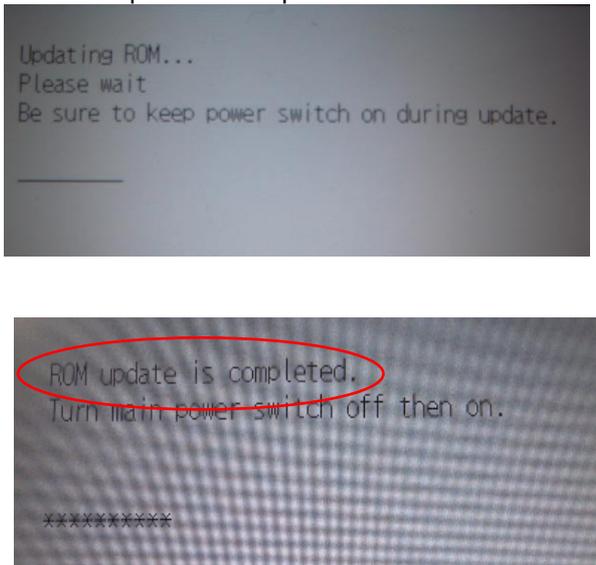
- Make sure to update these firmware versions in order (version 1.18.1 first, and then 1.18.2).
- After the update, make sure that "D1271451_1.18.2" is displayed.

Model: S-C5	Date: 19-Oct-12	No.: RD127030
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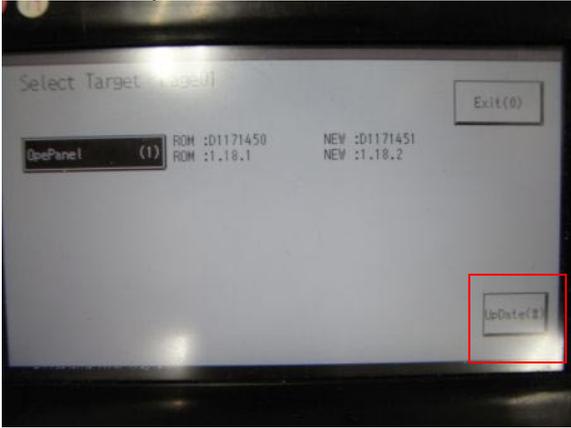
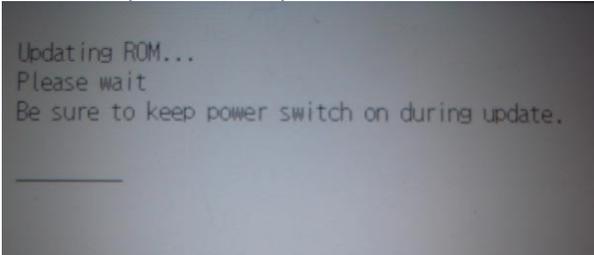
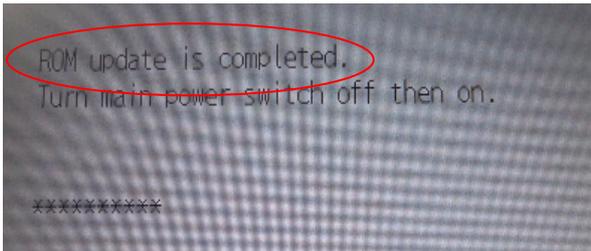
Update Procedure

No	Task	Important Notes	Photograph	Remarks
1. Create an SD card pattern for the ROM update.				
1-1	Create an SD card for D1271450 and D1271451 as usual.			
2. Update the firmware.				
2-0	Turn the main power switch OFF.	After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.	 <p style="text-align: center;">Main Power indicator</p>	
2-1	Remove the SD card slot cover.	Screw×1	 <p style="text-align: center;">screw</p>	

Model: S-C5	Date: 19-Oct-12	No.: RD127030
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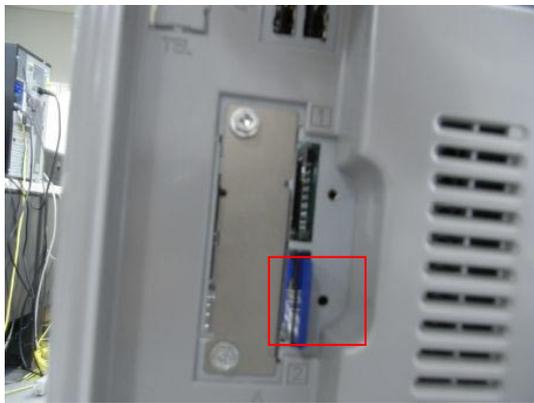
<p>2-2</p>	<p>Insert the SD card into the lower slot.</p>	<p>This is the same SD card from Step 1-1.</p> 	<p>The main power switch should still be OFF.</p>
<p>2-3</p>	<p>Turn the main power switch ON.</p>	<p>After a short interval, the part number and version will appear on the LCD. NEW: D1271450 NEW: 1.18.1</p> <p>Touch "OpePanel (1)", and then touch "Update (#)" to start the update.</p> 	<p>Never switch the machine off while the firmware is downloading.</p>
<p>2-4</p>	<p>Updating is in progress.</p>	<p>"ROM update is completed" appears on the LCD once the update is complete.</p> 	<p>If this message does not appear after at least 10 minutes, turn the main power switch OFF. (see Step 2-5).</p> <p>Then, do Step 2-3 again.</p>

Model: S-C5	Date: 19-Oct-12	No.: RD127030
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2-5	Turn the main power switch OFF.	<p>After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.</p> 	
2-8	Turn the main power switch ON.	<p>After a short interval, the part number and version will appear on the LCD. NEW: D1271451 NEW: 1.18.2</p> <p>Touch "OpePanel (1)", and then touch "Update (#)" to start the update.</p> 	<p>Never switch the machine off while the firmware is downloading.</p> <p>SC672-12 will be displayed if the update is performed with the same tool twice.</p>
2-9	Updating is in progress.	<p>"ROM update is completed" appears on the LCD once the update is complete.</p>  	<p>If this message does not appear after at least 10 minutes, turn the main power switch OFF (see Step 2-10).</p> <p>Then, do Step 2-8 again.</p>

Model: S-C5	Date: 19-Oct-12	No.: RD127030
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2-10	Turn the main power switch OFF.	<p>After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.</p> 	
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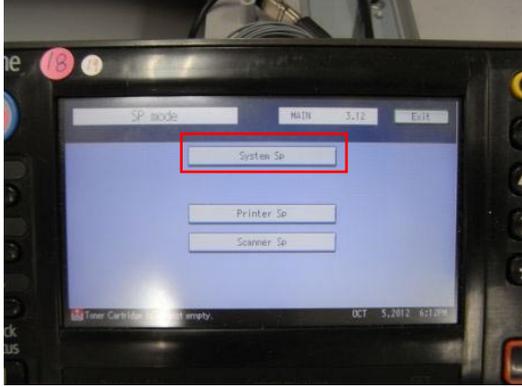
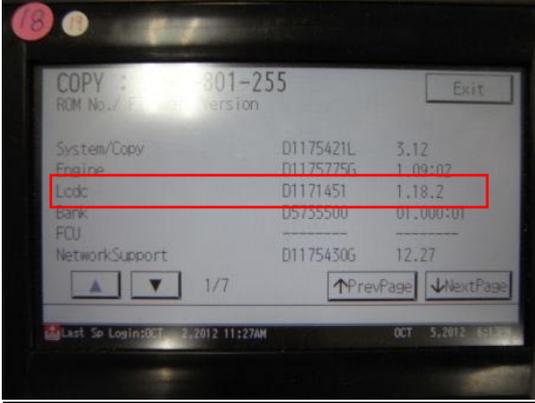
2-11	<p>Remove the SD card from the slot.</p> 	
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3. Confirm the firmware version

3-1	Turn the main power switch ON.	<p>The Home screen appears on the LCD.</p> 	<p>After you turn the main power switch OFF, wait at least 10 seconds. Then, turn the main power switch ON.</p>
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3-2	Enter SP mode		
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Model: S-C5	Date: 19-Oct-12	No.: RD127030
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<p>3-3</p>	<p>Touch "System SP".</p> 	
<p>3-4</p>	<p>Enter SP7801-255. Push "7", "8", "0", "1", "2", "5", "5", and then "#", in that order.</p> 	
<p>3-5</p>	<p>The SYSTEM: SP-7-801-255 screen appears.</p> <p>Make sure that the part number and version of the LCDC firmware are as follows: D1271451 1.18.2</p> 	
<p>3-6</p>	<p>Touch the #Exit button on the panel <u>twice</u>.</p> <p>Return to the SP mode home screen.</p>	

Model: S-C5	Date: 19-Oct-12	No.: RD127030
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3-7	Touch the #Exit" button.	Return to the Home screen. 	
3-8	Turn the main power switch OFF.	After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.	
3-9	Reattach the SD card slot cover.	Screw×1 	

Model: S-C5		Date: 04-Dec-12	No.: RD127031
Subject: Correction of Printer Bit Switch		Prepared by: K. Moriizumi	
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

Printer Service Mode

SP1-XXX (Service Mode)

1001	Bit Switch		
005	Bit Switch 5	0	1
	bit 4	Increase max number of the stored jobs to 1000 750 jobs.	Disable (100) Enable (1000 750)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000 750. The default is 100.	

Model: S-C5		Date: 26-Apr-13	No.: RD127033
Subject: Installation procedure for Optional Counter Interface Type A		Prepared by: K. Moriizumi	
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

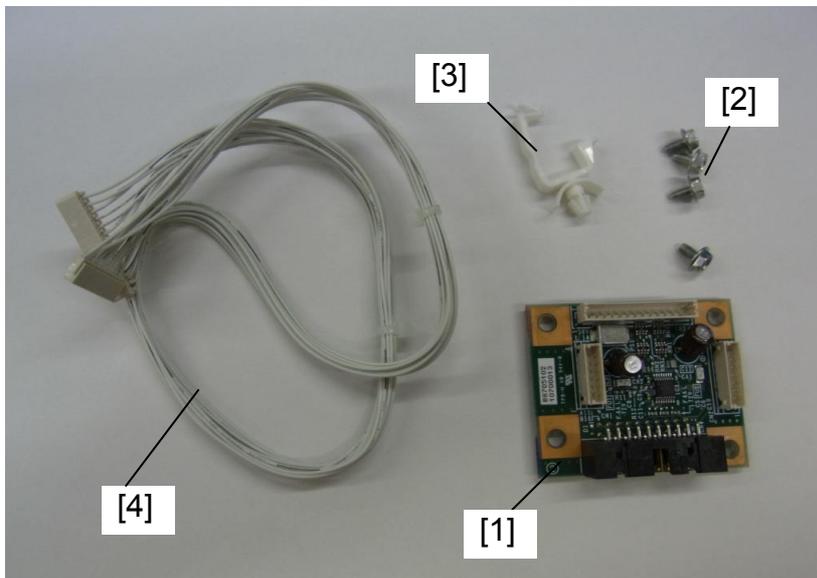
Add the following procedure.

2. Installation

Optional Counter Interface Type A (B870)

Component check

Installation of this unit requires the following components. All other components included in this kit are not used for installation on this machine.



No.	Description	Q'ty
1	Counter Interface board (MKB)	1
2	Screw: M3 x 6	4
3	Clamp	1
4	Harness	1

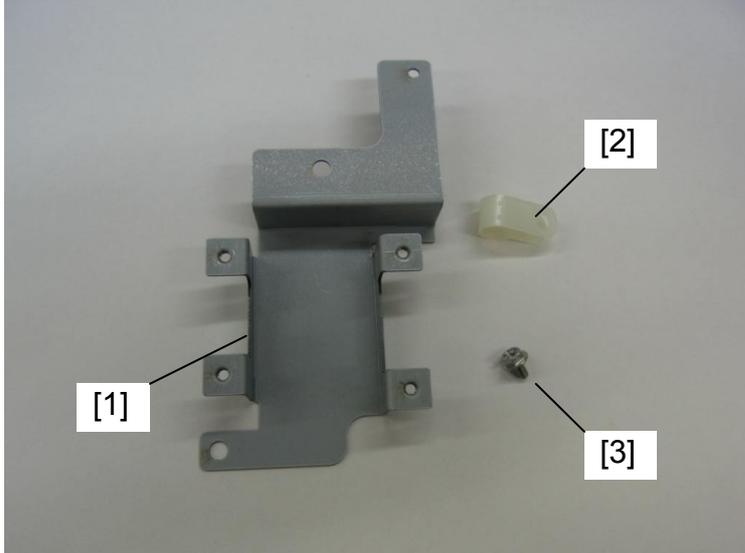
Model: S-C5

Date: 26-Apr-13

No.: RD127033

Other required parts

The following parts are required to install this kit, but they are not included in the kit.



No.	Description	Part Number	Q'ty
1	Bracket: MKB	D1271319	1
2	Nylon Clip – 5N	11050061	1
3	Screw: M3 x 8	03603008N	1

Model: S-C5

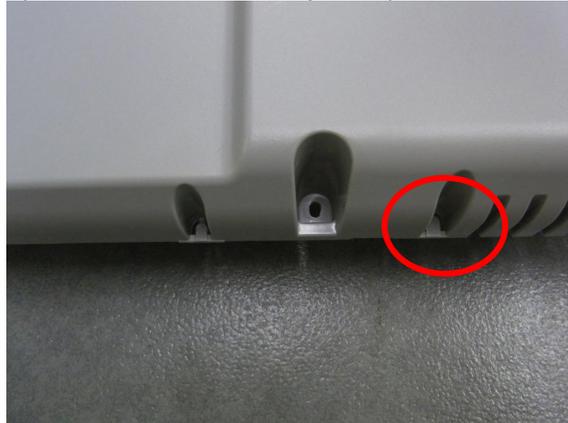
Date: 26-Apr-13

No.: RD127033

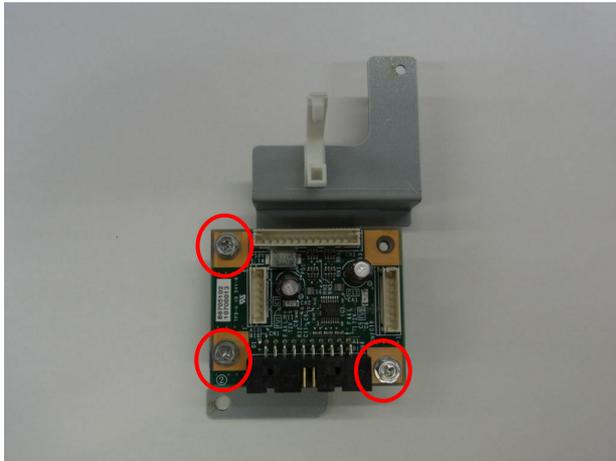
Installation Procedure**CAUTION:**

Unplug the copier power cord before starting the following procedure.

1. Remove the rear cover.
2. Remove the cut-out in the rear cover (circled in red in the photo).



3. Attach the MKB bracket and harness clamp to the MKB (3 screws).

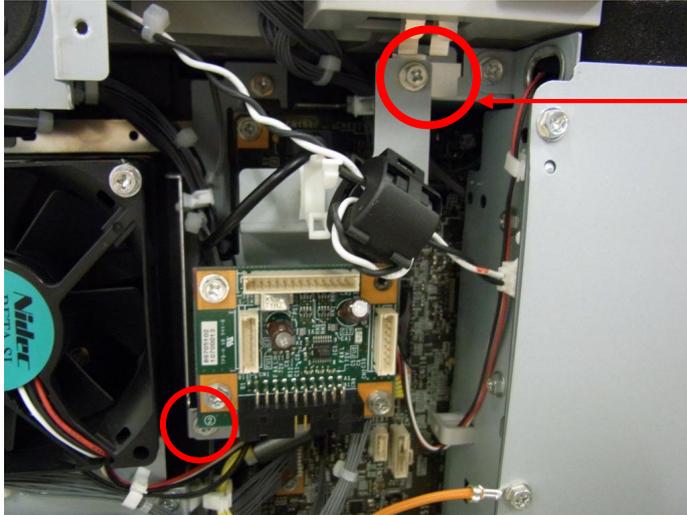


Model: S-C5

Date: 26-Apr-13

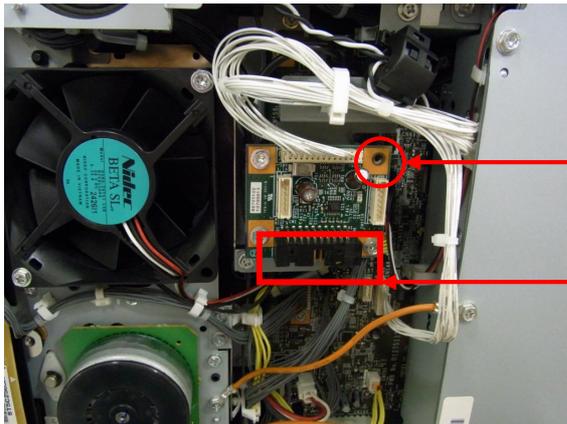
No.: RD127033

4. Attach the MKB + bracket to the copier (2 screws).



Use this screw, which is fixed to the machine.

5. Connect one end of the MKB harness to **CN3** (13 pins) on the **MKB**.
6. Connect the other end of the MKB harness to **CN149** (13 pins) on the **BICU**.



Use this screw for the grounding line of the vendor's harness (if needed).

Use **CN4** (20 pins) for connection of the vendor's harness

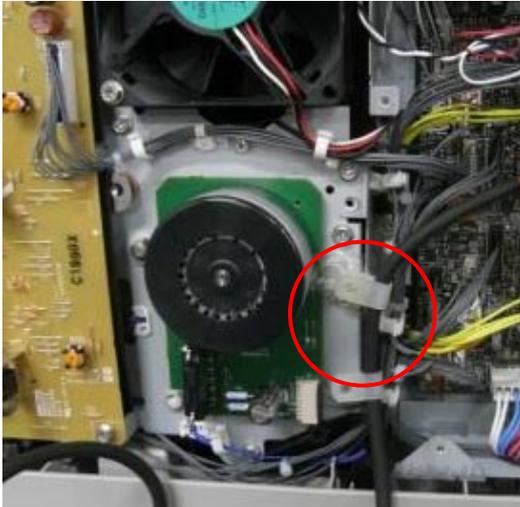
Model: S-C5

Date: 26-Apr-13

No.: RD127033

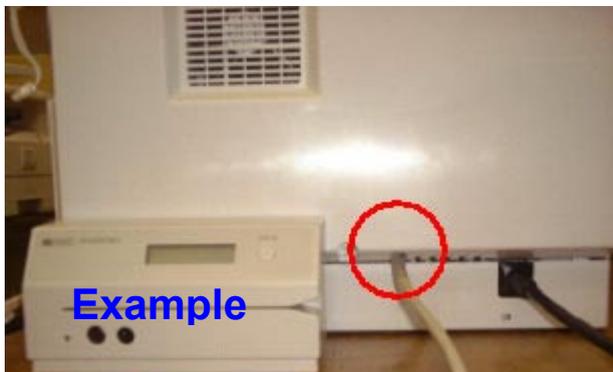
7. Connect the vendor's harness for the external key counter device to **CN4** (20 pins) on the **MKB**.

Important: Secure the vendor's harness with a nylon clip and screw (M3 x 8).



8. Reattach the rear cover.

Important: Route the vendor's harness through the cut-out hole shown in Step 2.



Model: S-C5		Date: 07-May-13	No.: RD127034
Subject: Service Manual Correction_Controller Options		Prepared by: M.Saiki	
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

Installation Procedure for S-C5 Controller Options

The following Controller options for S-C5 were missing from the Field Service Manual. Please refer to this RTB for the installation procedures.

Name	Machine code
Browser unit Type G	D659-05/08/09
Bluetooth Interface Unit Type D	D566-01
File format converter Type E	D377-04
SD card for Netware printing Type I	D659-01
Copy Data Security unit Type F	B829-07

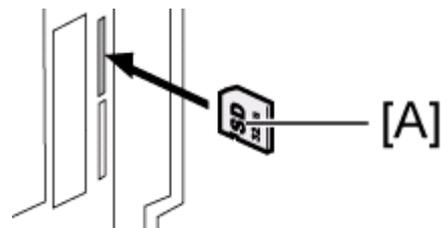
Model: S-C5	Date: 07-May-13	No.: RD127034
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Browser Unit Type G

Installation Procedure

⚠ CAUTION

- Unplug the main machine power cord before you do the following procedure.



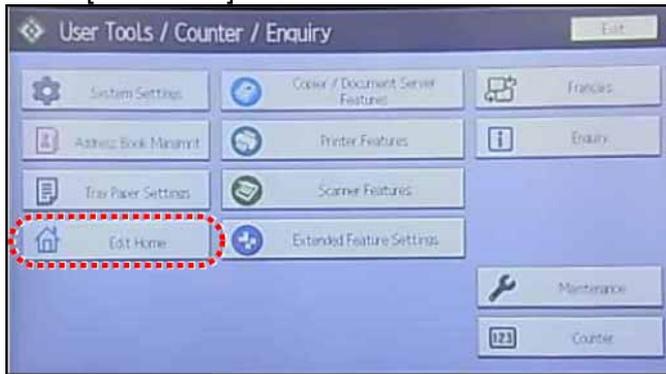
1. Turn the SD-card label face [A] of the browser unit to the rear of the machine. Then, push it slowly into SD slot 1 (upper) until you hear a click.
2. Plug in and turn on the main power switch.
3. Push the "User Tools" key.
 - If an administrator setting is registered for the machine, steps 5 and 6 are required. Otherwise, skip to step 6.
4. Push the "Login/ Logout" key.
5. Login with the administrator user name and password.
6. Touch "Extended Feature Settings" twice on the LCD.
7. Touch "Install" on the LCD.
8. Touch "SD Card".
9. Touch the "Browser" line.
10. Under "Install to" touch "Machine HDD" and touch "Next".
11. When you see "Ready to Install", check the information on the screen to confirm your previous selection.
12. Touch "OK". You will see "Installing the extended feature... Please wait.", and then "Completed".
13. Touch "Exit" to go back to the setting screen.
14. Install the key for "Browser Unit" to the place, where you want.
15. Keep the SD card in the place after you install the application program from the card to HDD. This is because: The SD card can be the only proof that the user is licensed to use the application program. You may need to check the SD card and its data to solve a problem in the future.

Browser Icon Addition

This procedure allows the browser icon to appear on the home screen of the operation panel.

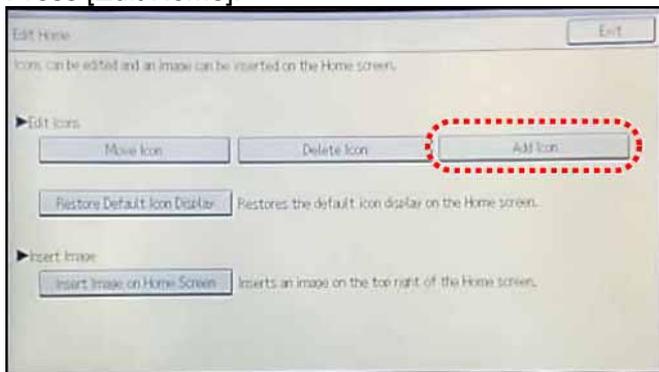
Model: S-C5	Date: 07-May-13	No.: RD127034
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1. Press [User Tools].



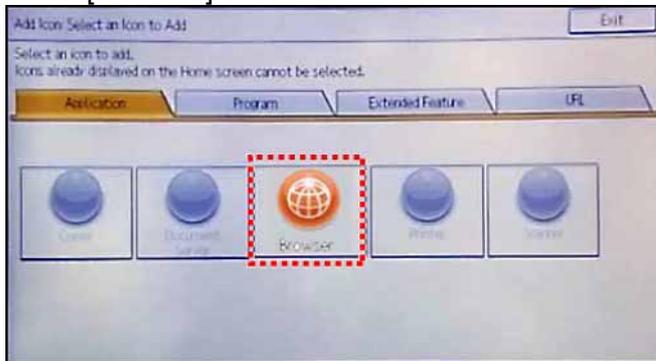
d1440144

2. Press [Edit Home].



d1440145

3. Press [Add Icon].



d1440146b

4. Press [Browser].



d1440147

5. Press a [Blank] to set a location for the browser icon.
6. Press [Exit] to end the browser icon addition.

Model: S-C5	Date: 07-May-13	No.: RD127034
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Bluetooth Interface Unit Type D

⚠ CAUTION

▪ Unplug the main machine power cord before you do the following procedure.
 You can only install one of the following network interfaces at a time: (IEEE 802.11a/g, g (Wireless LAN), Bluetooth).



⚠ CAUTION

- Do not remove the Bluetooth unit while the power of the machine is on.
1. Turn off the power of the machine, and then unplug the power cable from the wall outlet.
 2. Insert the Bluetooth Interface adapter [A] into the USB connector (Either USB connector can be connectable).
 3. Plug the power cable and turn on the power of the machine.
 4. Make sure that the machine can recognize the option, enter the printer user mode. Then print the configuration page.
 User Tools → Printer Settings → List Test Print → Config. Page
 All installed options are shown in the "System Reference" column.

ⓘ Note

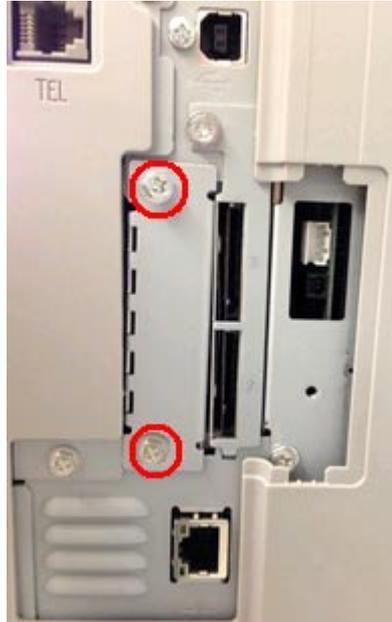
- The Bluetooth interface unit and the Wireless LAN interface unit cannot be used simultaneously.

Model: S-C5	Date: 07-May-13	No.: RD127034
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File Format Converter Type E

CAUTION

Unplug the main machine power cord before you do the following procedure. You can only install one of the following interfaces at one time: (File format converter, IEEE 802.11a/g, g (Wireless LAN), IEEE1284, Bluetooth).



1. Remove the slot cover (2).
2. Install the file format converter into the slot and then fasten it with screws.
3. Plug in and turn on the main power switch.
4. Check or set the following SP codes with the values shown below.

SP No.	Title	Setting
SP5-836-001	Capture Setting (0:Off 1:On)	"1"
SP5-836-002	Panel Setting	"0"

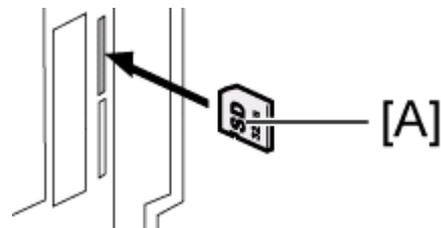
5. Check the operation.
6. Make sure that the machine can recognize the option, enter the printer user mode. Then print the configuration page.
 User Tools → Printer Settings → List Test Print → Config. Page
 All installed options are shown in the "System Reference" column.

Model: S-C5	Date: 07-May-13	No.: RD127034
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SD Card for Netware Printing Type J

⚠ CAUTION

- Unplug the main machine power cord before you do the following procedure.

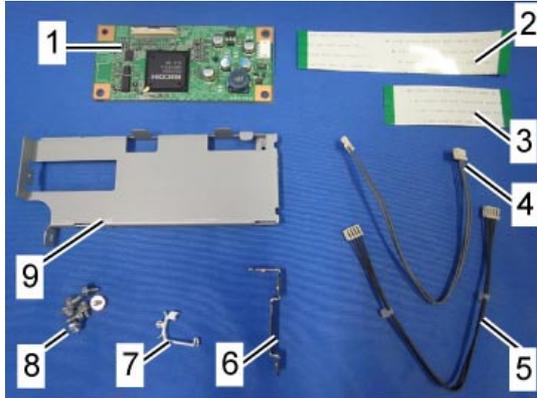


1. Insert the SD card (Netware Printing) in SD slot 1 (upper) with its label face [A] to the rear of the machine, and then turn on the machine
2. Make sure that the machine can recognize the option, enter the printer user mode. Then print the configuration page.
 User Tools → Printer Settings → List Test Print → Config. Page
 All installed options are shown in the "System Reference" column.

Model: S-C5	Date: 07-May-13	No.: RD127034
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Copy Data Security Unit Type F

Component Check



d120i225

No.	Description	Q'ty	For this model
1	ICIB-3	1	Yes
2	Flexible cable: Long	1	Not used
3	Flexible cable: Short	1	Not used
4	Harness	1	Not used
5	Harness with bands	1	Not used
6	Small Bracket	1	Not used
7	Saddle Clamp	1	Not used
8	Screws: M3x6	6	Yes
9	Bracket 1	1	Yes

Installation Procedure

⚠ CAUTION

- Unplug the main machine power cord before you do the following procedure.
1. Remove rear cover
 2. Remove controller box



3. Attach bracket 1 [A] to the ICIB-3 [B]

Model: S-C5	Date: 07-May-13	No.: RD127034
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7. Attach the copy data security unit board with bracket to CN111.
8. Reassemble the machine.

User Tool Setting

9. Plug in and turn on the main power switch.
10. Go into the User Tools mode, and select System Settings > Administrator Tools > Copy Data Security Option > "On".
11. Exit User Tools.
12. Check the operation.

Note

- The machine will issue an SC165 error if the machine is powered on with the ICIB-3 removed and the "Data Security for Copying" feature set to "ON".
- The machine will issue an uncertain SC165 error if the machine is powered on with the defective ICIB-3 and the "Data Security for Copying" feature set to "OFF".
- When you remove this option from the machine, first set the setting to "OFF" with the user tool before removing this board. If you forget to do this, "Data Security for Copying" feature cannot appear in the user tool setting. And then SC165 will appear every time the machine is switched on, and the machine cannot be used.

Make sure that the machine can recognize the option, enter the printer user mode. Then print the configuration page.

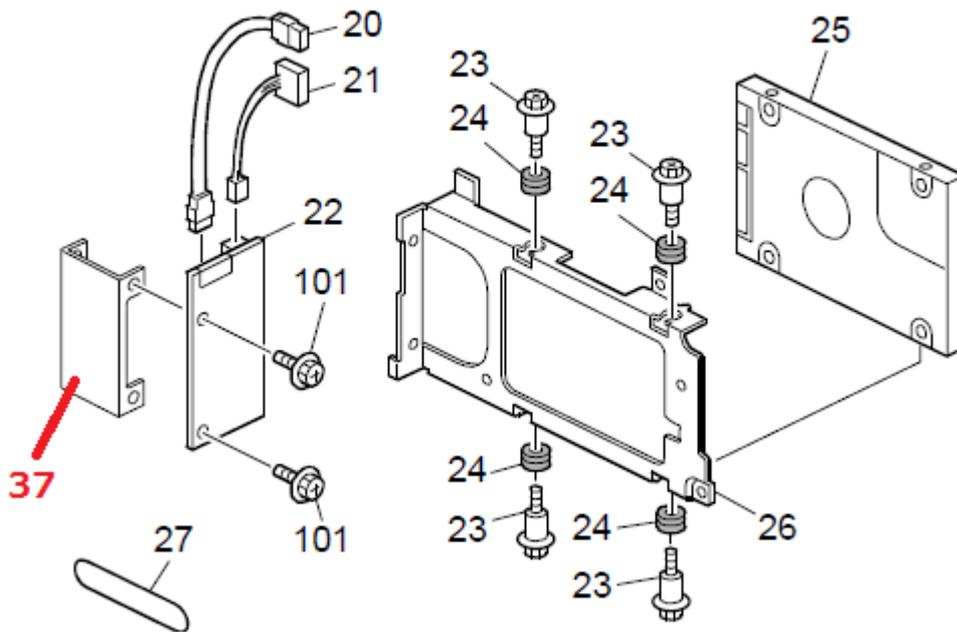
User Tools → Printer Settings → List Test Print → Config. Page
 All installed options are shown in the "System Reference" column.

Model: S-C5		Date: 15-Aug-13	No.: RD127035
Subject: Bracket: HDD option		Prepared by: K. Moriizumi	
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
	D1271320	BRACKET:SATIE:ST-5	1		3	37	

Change/Reason: Parts Catalogue correction.

D659-00



Model: S-C5		Date: 17-Dec-13	No.: RD127036
Subject: Parts Catalog Correction for ARDF Decal		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
D6066032	M1604930	DECAL:SIDE FENCE	1-1	X/X	-	-	Set as X/O
D6066033	M1604933	DECAL:ORIGINAL TABLE:NA	1-1	X/X	-	-	

Change: The two decals were changed.

Reason: To ensure that the operator does not overload the DF tray with too many originals (which can cause original jams).

Important: If one of the decals needs to be replaced, make sure to install both of the new parts shown above **together as a set**.

Model: S-C5		Date: 16-Jan-14	No.: RD127037
Subject: FSM Correction (SC530 and SC532)		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 checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC description was missing from the Service Manual.

6. Troubleshooting

- SC Tables

- Engine SC Code Description

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
530	D	Exhaust fan Motor error
		The machine does not detect the motor lock signal for 10 seconds while the motor is running.
		<ul style="list-style-type: none"> • Fan harness disconnected or damaged • Fan blocked • Fan damaged
		<ul style="list-style-type: none"> • Turn main power switch or power switch OFF/ON • Replace the fan

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
532	D	CTL fan motor error
		The machine does not detect the motor lock signal for 10 seconds while the motor is running.
		<ul style="list-style-type: none"> • Fan harness disconnected or damaged • Fan blocked • Fan damaged
		<ul style="list-style-type: none"> • Turn main power switch or power switch OFF/ON • Replace the fan

Model: S-C5		Date: 25-Feb-14	No.: RD127038
Subject: FSM Correction (SC302, 391, 401, 402 and 411)		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

- SC Tables

- Engine SC Code Description

No.		Symptom	Possible Cause
Definition			
302	B	High-voltage charge error	
		The maximum rate of PWM duty (50%) occurs ten times in series (20msec x 10). This error doesn't happen when the front door (the inter lock) opens.	<ul style="list-style-type: none"> · Defective the MD PCU · Defective harness connected to the HVP
391	B	Development bias error	
		The maximum rate of PWM duty (50%) occurs 10 times in series (20msec x 10). This error doesn't happen when the front door (the inter lock) opens.	<ul style="list-style-type: none"> · Defective the MD PCU · Defective harness connected to the HVP
401	B	Transfer roller leak error (positive electrode)	
		<ul style="list-style-type: none"> · The feedback voltage of the transfer roller has been more than the certain voltage for 200msec. (Open detecting condition) · The feedback voltage of the transfer roller has been insufficient for 200msec. (Leak detecting condition) 	<ul style="list-style-type: none"> · Defective harness connected to HVP · Defective the MD transfer unit

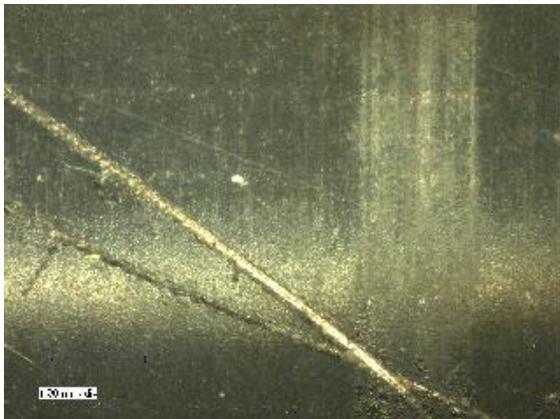
Model: S-C5	Date: 25-Feb-14	No.: RD127038
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		This error doesn't happen when the front door (the inter lock) opens.	
402	B	Transfer roller leak error (negative electrode)	
		The feedback voltage of the transfer roller has been more than the certain voltage (more than 4.5V) for 200msec. This error doesn't happen when the front door (the inter lock) opens.	<ul style="list-style-type: none"> · Defective the MD transfer unit · Defective harness connected to the HVP
411	B	Separation high-voltage error	
		The maximum rate of PWM duty (50%) occurs ten times in series (20msec x 10). This error doesn't happen when the front door (the inter lock) opens.	<ul style="list-style-type: none"> · Defective the MD discharge plate · Defective harness connected to the HVP

Model: S-C5		Date: 05-Mar-14	No.: RD127039
Subject: Thermistor Cover		Prepared by: K. Moriizumi	
From: 3rd 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

If you find some scratches on the fusing roller, it is possible that the customer tried to remove the jammed paper from the fusing unit by using a sharp object.



In this case, the thermistor may be damaged.

**CAUSE**

The thermistor and its harness are visible and touchable.

Model: S-C5

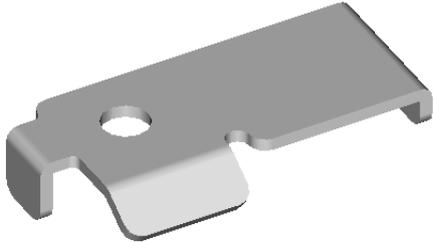
Date: 05-Mar-14

No.: RD127039

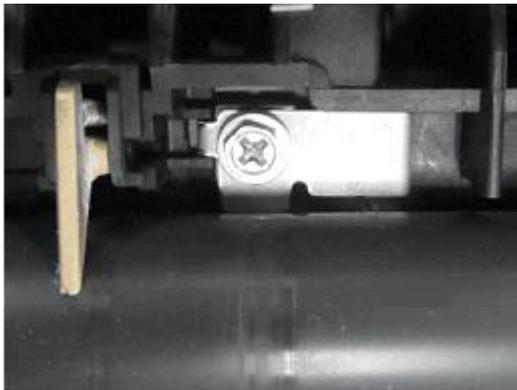
SOLUTION

First, instruct the customer not to use a sharp object when removing jammed paper.

Next, if the thermistor and its harness are visible, add the thermistor cover (p/n: D1274180) by the following procedure.



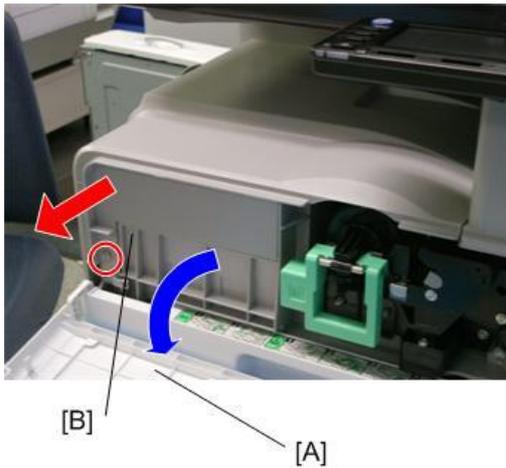
D1274180: Thermistor Cover



Model: S-C5	Date: 05-Mar-14	No.: RD127039
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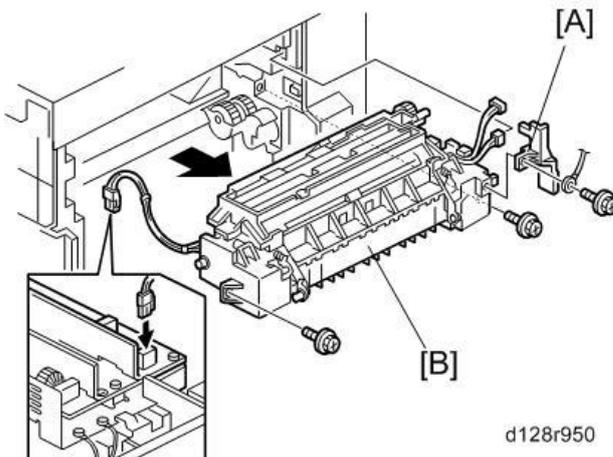
IMPORTANT: Before handling the fusing unit, make sure that the unit is cool enough. The fusing unit can be very hot.

1. Open the front door [A].
2. Remove the copy tray [B] (one screw).



d127r902.jpg

3. Open the right door.
4. Remove the connector cover [A] (one screw).
5. Remove the fusing unit [B] (two screws, four connectors).



d128r950

Model: S-C5

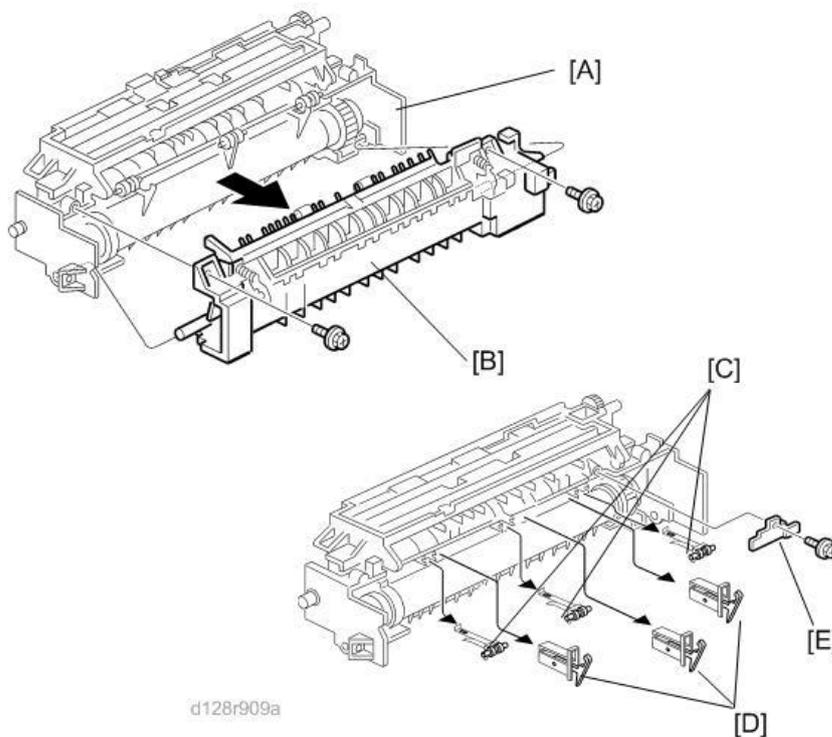
Date: 05-Mar-14

No.: RD127039

6. Separate the fusing unit into two sections: the hot roller section [A] and the pressure roller section [B] (two screws).
After removing the screws, lower the pressure roller section about halfway and then slide it toward the front side to detach it.
7. Remove the support rollers [C].
8. Remove the hot roller stripper pawls [D].

IMPORTANT: Take care not to damage the hot roller stripper pawls and the tension springs.

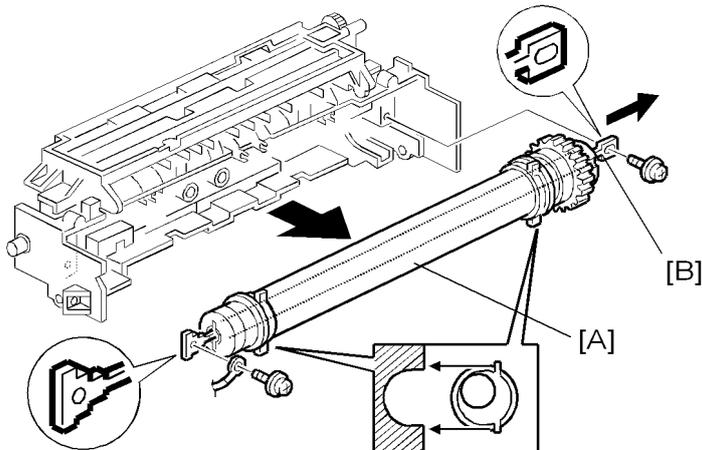
9. Remove the spacer [E] (one screw).



d128r909a

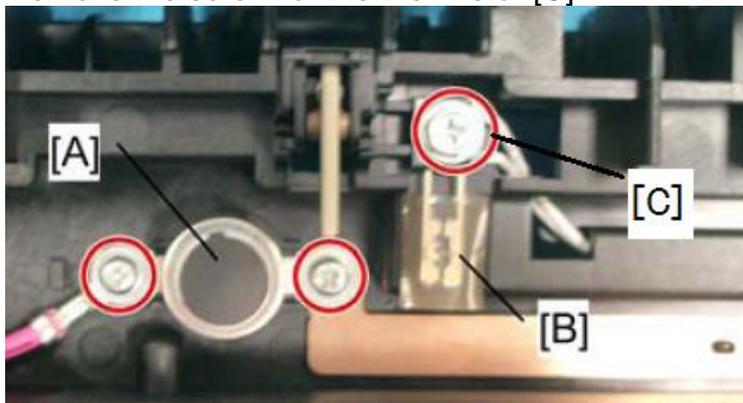
Model: S-C5	Date: 05-Mar-14	No.: RD127039
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10. Remove the hot roller assembly [A] (two screws).

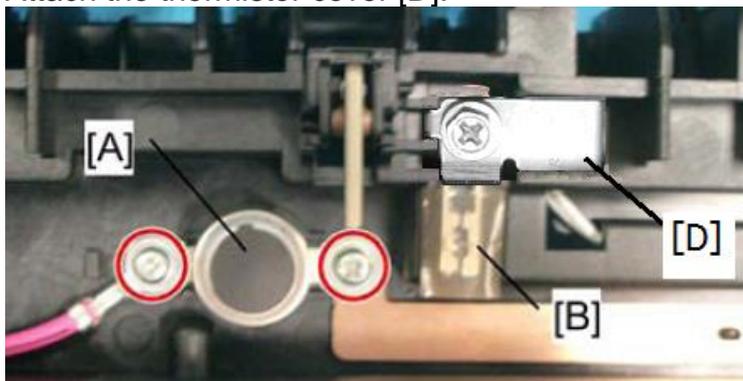


b130r911

11. Remove the screw for the thermistor [C].



12. Attach the thermistor cover [D].



13. Reassemble the machine.

Reassembling

Make sure of the following:

- That the thermistor is in contact with the hot roller.
- That the hot roller turns smoothly.

Model: S-C5		Date: 14-Mar-14	No.: RD127040
Subject: Parts Catalog Correction (Electrode Plate)		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
D1272198		SPRING PLATE:TRANSFER/DISCHARGE	1-0	X/O	-	-	
	D1273803	PLATE:ELECTRODE PLATE:DISCHARGE:ASS'Y	0-1	-	-	-	

Change: The spring plate was deleted and an electrode plate was added.

Reason: To further improve product safety during the removal of jammed paper.

IMPORTANT: If the spring plate needs to be replaced, install the new electrode plate instead.

Model: S-C5		Date: 23-May-14	No.: RD127041
Subject: Transfer Roller cleaning instruction		Prepared by: Y.Saitoh	
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

A squeaking noise may be generated.

CAUSE

The surface of the bearings on the transfer roller has become dirty.

SOLUTION

Do the procedure below.

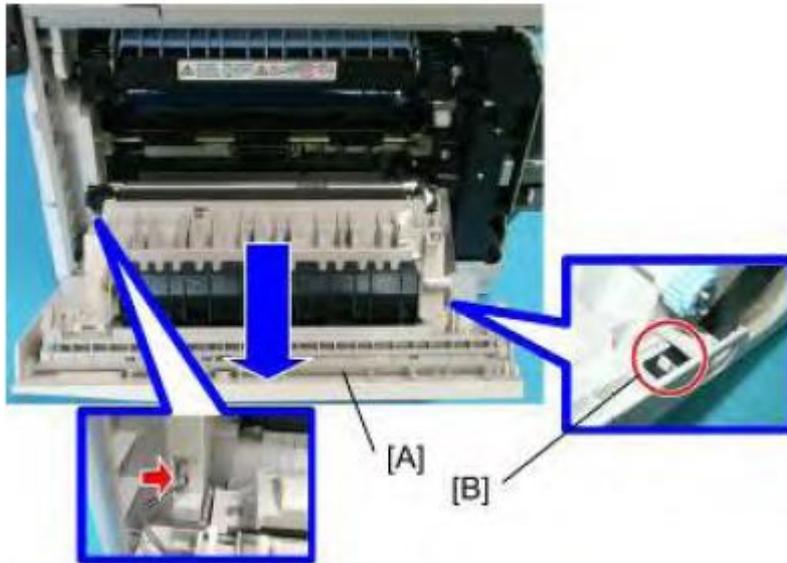
Model: S-C5

Date: 23-May-14

No.: RD127041

PROCEDURE

1. Open the right cover [A] (Photo 1).
2. Release the strap [B] (Photo 1).
3. Open the door fully.
4. Detach the right door (clamp x 1).

**Photo 1**

Model: S-C5	Date: 23-May-14	No.: RD127041
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5. Raise the levers [A]/[B] at the ends of the image transfer roller (Photo 2).
6. Release the image transfer roller [C] (Photo 2).

IMPORTANT: Make sure to return the springs [D] to their original positions when reassembling (Photo 2).

⚠ CAUTION

- Do not touch the transfer roller with your bare hands.
- Do not scratch the transfer roller. The transfer roller is easily damaged.

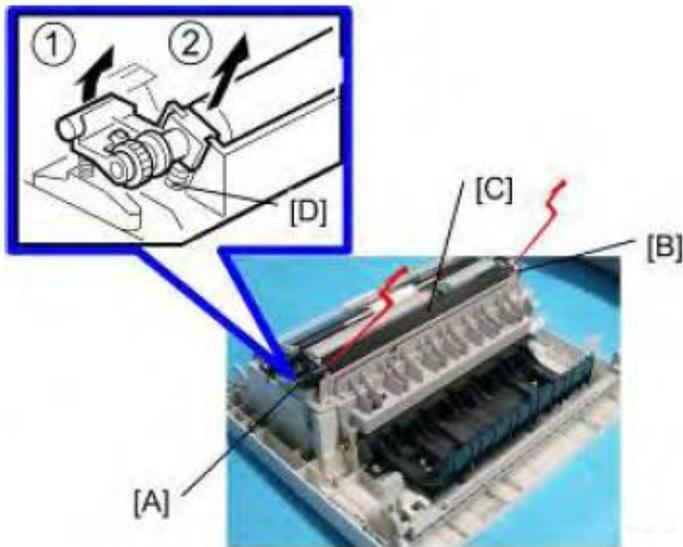


Photo 1

7. Remove the bearings from the Transfer Roller.



Technical Bulletin

Model: S-C5

Date: 23-May-14

No.:

Model: S-C5

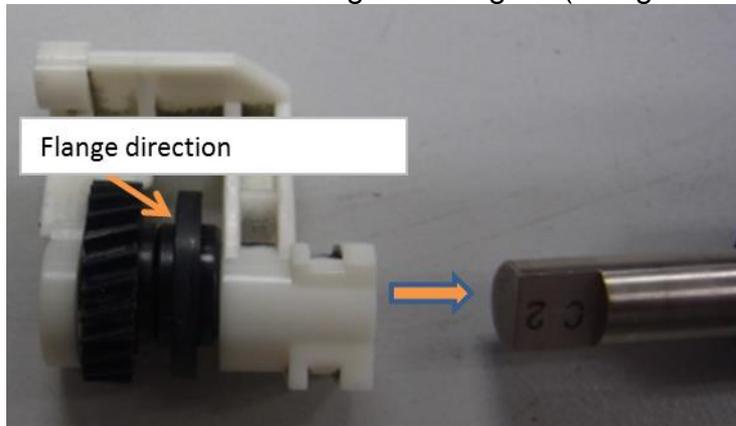
Date: 23-May-14

No.: RD127041

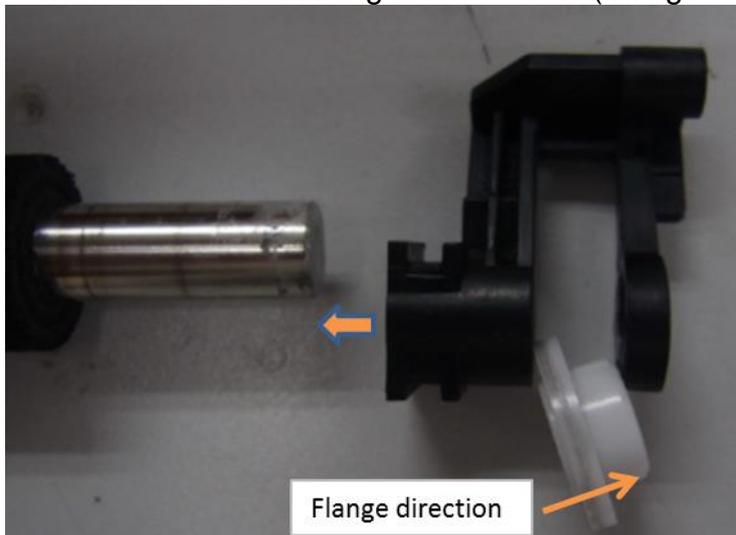
10. Reassemble the bearings and transfer roller.

IMPORTANT: Make sure the combination of gears and rollers is correct.

Front end --- White bearing + Black gear (Flange towards black roller) + Black roller.



Rear end --- Black bearing + White roller (Flange towards rear side).



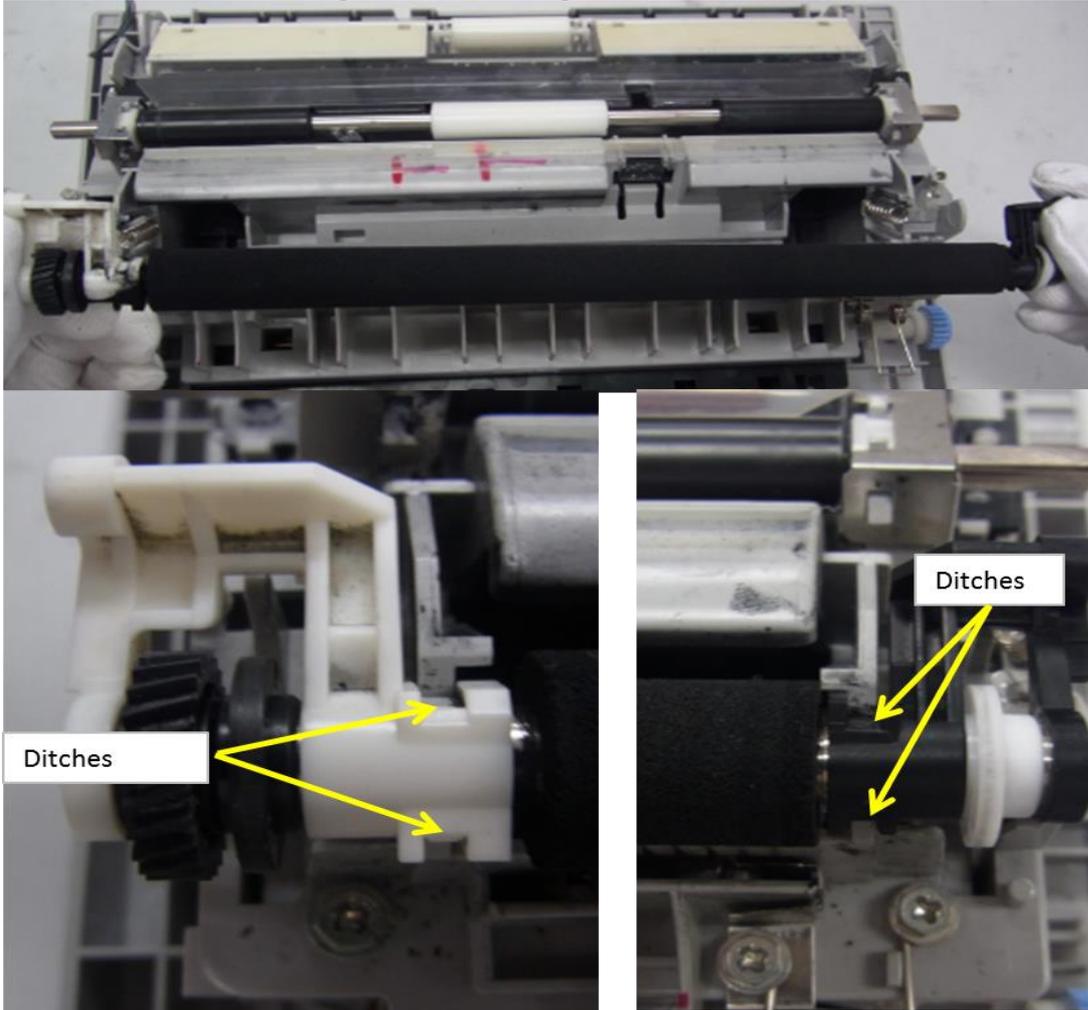
Model: S-C5

Date: 23-May-14

No.: RD127041

11. Reinstall the Transfer Roller and the Right Door.

IMPORTANT: Fit the groove into the guide of the transfer case.



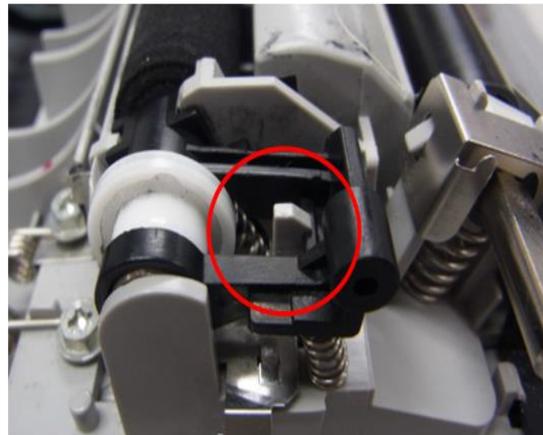
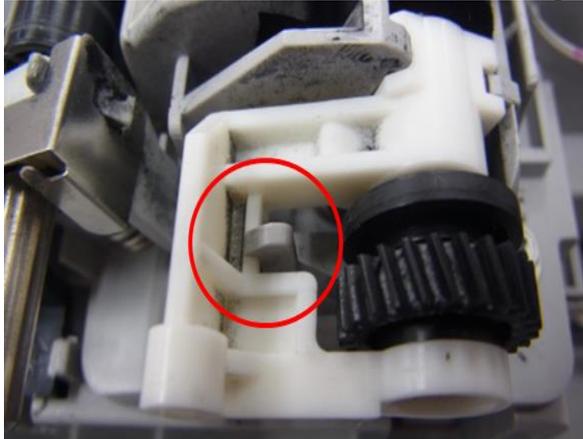
Model: S-C5

Date: 23-May-14

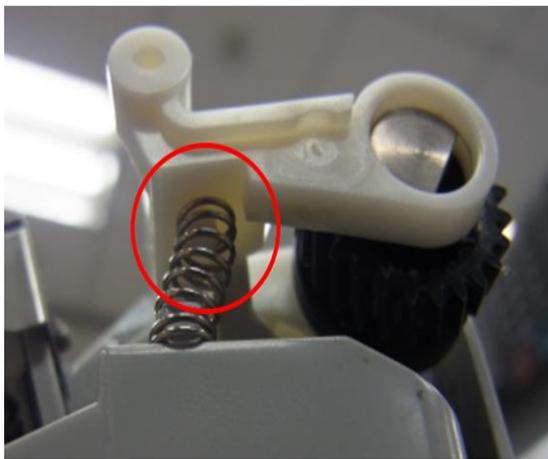
No.: RD127041

12. Check if the transfer roller assembly has been installed correctly.

IMPORTANT: Check that the claw grip has been set correctly, as shown.



IMPORTANT: Check that the locating pin is inside the spring.



13. Reinstall the Right Door.

14. Check if the symptom (noise) still occurs.

15. If it still occurs, apply grease to the surface of the Transfer Roller shaft.

IMPORTANT: Apply the grease to the front (D-cut) end of the shaft.

Model: S-C5		Date: 27-Aug-14	No.: RD127042
Subject: FSM correction		Prepared by: Y.Saitoh	
From: 3rd 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

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

This RTB informs service manual corrections for S-C5.

Service Manual Corrections: Appendices

Page	Contents
<i>p.10 6</i>	<i>Description for SP7504:</i>
	<i>7504*</i> <i>[Paper Jam Count by Location]</i> <i>[0 to 9999 / 0 / 1 / step]</i>
	<i>Displays the total number of the paper jams classified by timing and location.</i>
	<i>-01 At Power On</i>
	<i>-04 Bank: Transport Sensor 1:On</i>
	<i>-05 Bank: Transport Sensor 2:On</i>
	<i>-08 Registration Sensor (Bypass): On</i>
	<i>-09 Registration Sensor (Duplex): On</i>
	<i>-17 Registration: On</i>
	<i>-20 Paper Exit: On</i>
	<i>-27 Exit Unit Entrance: On</i>
	<i>-52 Bank: Transport 1: Off</i>
	<i>-53 Bank: Transport 2: Off</i>
	<i>-57 Registration Sensor: Off</i>
<i>-60 Paper Exit: Off</i>	
<i>-67 Duplex Exit: Off</i>	

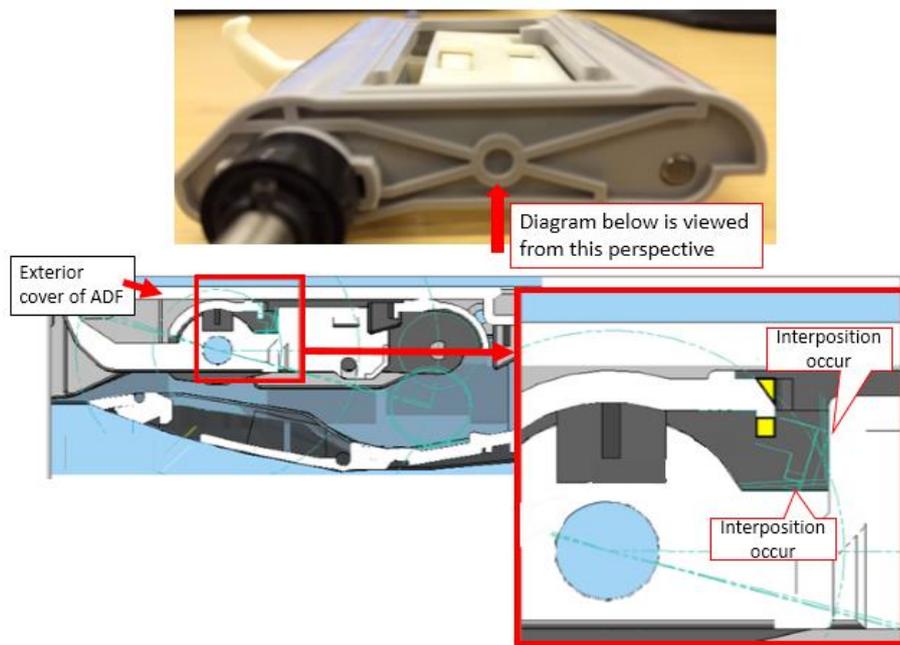
Model: S-C5		Date: 17-Oct-14	No.: RD127043
Subject: Jam004		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input 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

Jam 004 (misfeed) occurs.

CAUSE

1. The customer uses an unsupported thin paper type (approx. 0.33gsm or thinner), which causes the ADF feed unit to interfere with the movement of the pick-up roller. As a result, the pick-up roller cannot be lowered to the proper position.



OR:

2. The separation cushion is not attached properly at the factory, causing the Mylar to stick outside the feed area [A]. As a result, the original catches on the Mylar.
See the diagram on the next page.

Model: S-C5	Date: 17-Oct-14	No.: RD127043
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[A] (Symptom)



[B] (Normal)



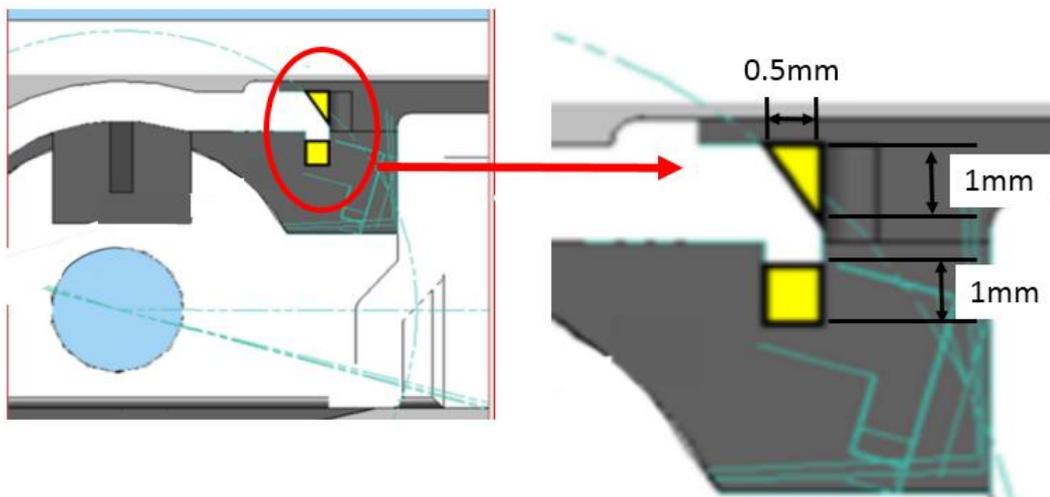
SOLUTION

Production line:

The shape of the ADF feed unit was changed as shown below.

Note:

- The areas in yellow were cut away to prevent interference.
- See **Cut-in serial numbers** below.



Model: S-C5	Date: 17-Oct-14	No.: RD127043
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Cut-in S/N

The ADF feed unit modification described above was applied to machines in production from the following serial numbers.

	Model	S/N
Stella-C5	D127-17	W904P300001
	D127-29	W904P400634
	D128-17	W914P301465
	D128-27	W914P305422
	D128-29	W914P307085

In the field:

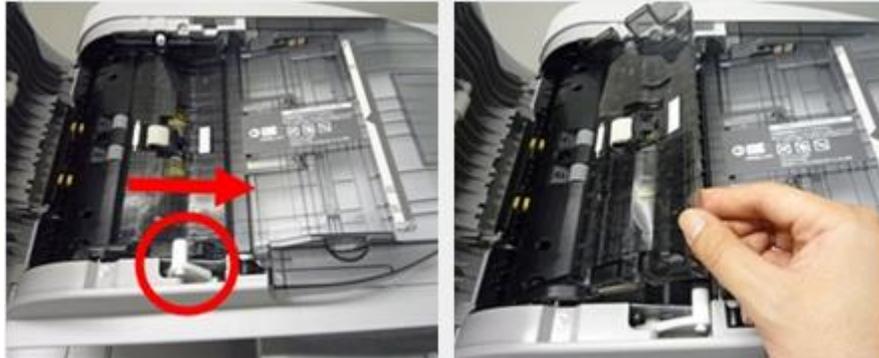
- **If the customer is using an unsupported thin paper type** (approx. 0.33gsm or thinner), replace the ADF feed unit (P/N D6062122; HOLDER:PICKUP ROLLER).
- **In all other cases**, do the **Procedure** on the next page.

Model: S-C5	Date: 17-Oct-14	No.: RD127043
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Procedure

1. Remove the paper feed unit.
2. Remove the separation guide plate.

* If you knock down the lock lever (the red frame) in the direction of the red arrow, you can lift the separation guide plate. Then, remove the part by bending it.



3. Remove the separation pad holder.

* Because the separation pad holder may fly out, please remove the part by pushing the lever (the red frame) while holding the part.



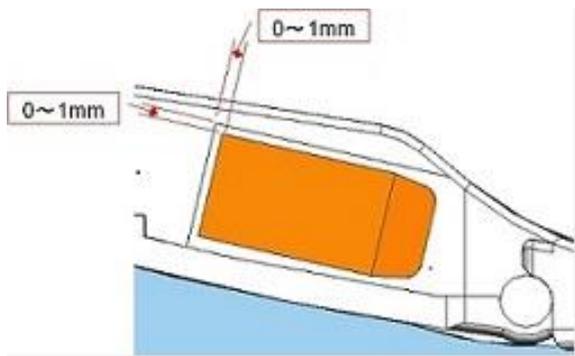
4. Replace the separation cushion (with P/N D6063119) **OR**, cut off the portion of the Mylar that is sticking out.

Model: S-C5	Date: 17-Oct-14	No.: RD127043
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If replacing the separation cushion:

Important: Do not simply reattach the same cushion. Be sure and replace it with a new one. This is because the adhesive strength of a used cushion is less.

1. Remove the Cushion: Separation.
2. Clean the attachment area with alcohol.
3. Attach the new Cushion: Separation using the diagram below as a guide.

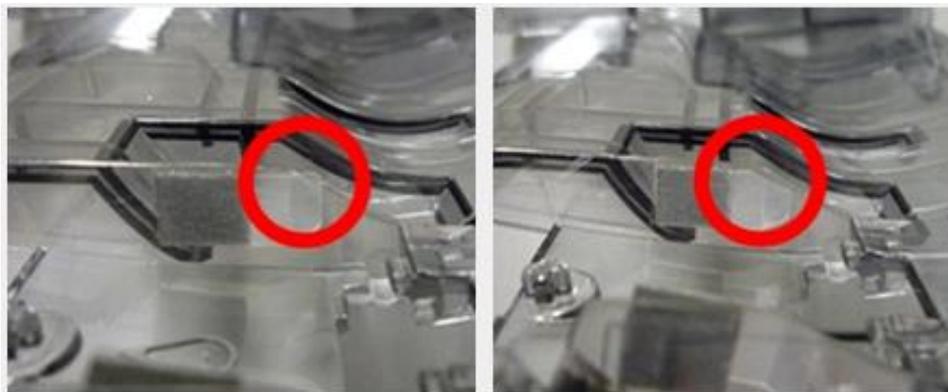


If cutting the Mylar:

Note: This will not affect the function of the Mylar. This Mylar prevents the separation cushion from peeling off.

<Before>

<After>



Model: S-C5

Date: 17-Oct-14

No.: RD127043

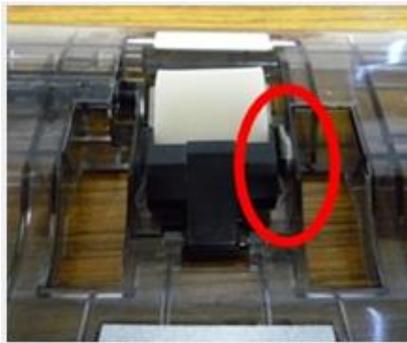
5. Confirm the following:

- Make sure the paper does not catch on the Mylar in the feed area.

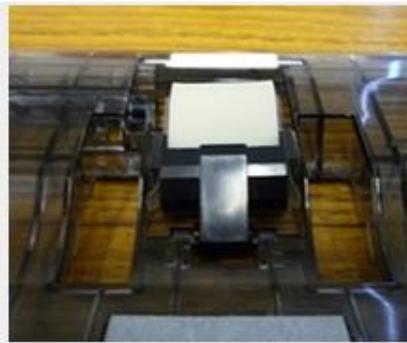


- Make sure the Mylar **does not** slide under the separation pad holder when you attach the holder [B].

[A] Incorrect



[B] Correct



Model: S-C5		Date: 22-Jan-13	No.: RD127032
Subject: CC-CERTIFIED IN DECEMBER 2012 Machine		Prepared by: M. Saiki	
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

Important Information on Installing the S-C5 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following seven steps if you want to install the S-C5 as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009.

Note: Machines in production are CC-certified beginning in December 2012.

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 8 - 10.

Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

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

See the following pages for Step 3 to Step 7.

Model: S-C5

Date: 22-Jan-13

No.: RD127032

3. Enable the HDD Encryption Unit.

Enabling the Encryption Settings

This must be specified by the machine administrator.

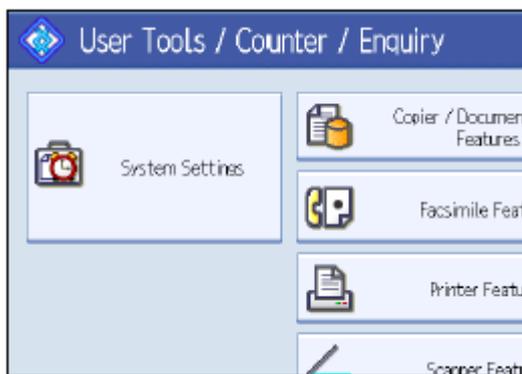
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

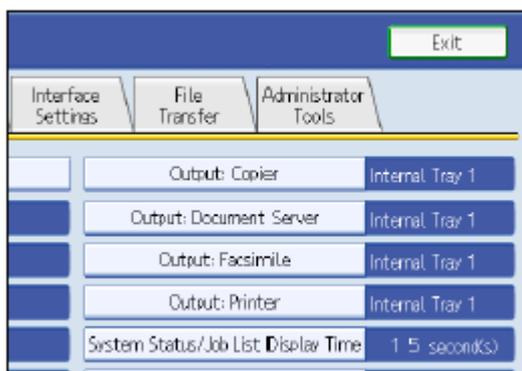
- The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.

3.1 Press the [User Tools/Counter] key.

3.2 Press [System settings].



3.3 Press [Administrator Tools].



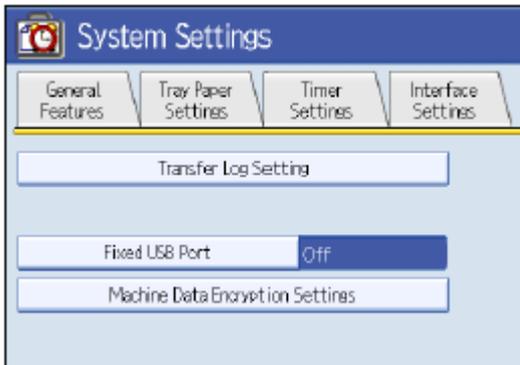
Model: S-C5

Date: 22-Jan-13

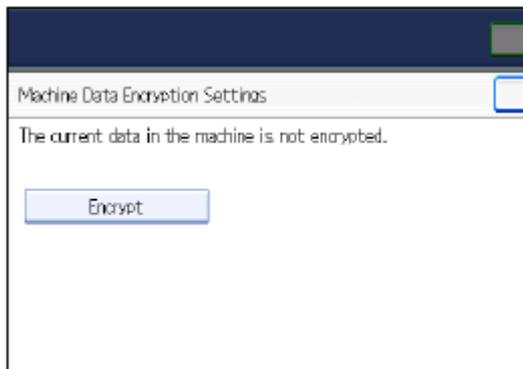
No.: RD127032

3.4 Press [Machine Data Encryption Settings].

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

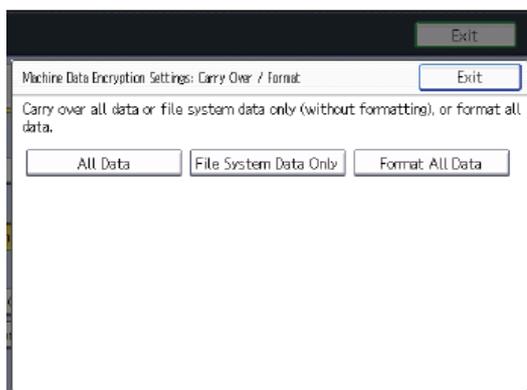


3.5 Press [Encrypt].



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

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

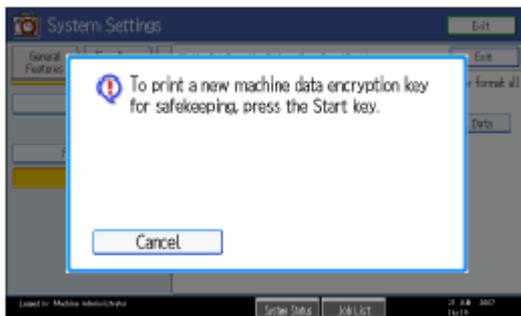


Model: S-C5

Date: 22-Jan-13

No.: RD127032

3.7 Press the [Start] key.



3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

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

Model: S-C5

Date: 22-Jan-13

No.: RD127032

4 Install the Fax Option Type 301.

Installation Procedure for Fax Option Type 301

Install the Fax Option Type 301.

For the detailed installation procedure, see "Fax Option (D655)" in "2.Installation", Model S-C5 Machine Code: D127/D128 Field Service Manual.

5 Install the Hard Disk Drive Option Type 301.

Installation Procedure for Hard Disk Drive Option Type 301

Install the Hard Disk Drive Option Type 301.

For the detailed installation procedure, see "HDD Option (D659)" in "2.Installation", Model S-C5 Machine Code: D127/D128 Field Service Manual.

Model: S-C5	Date: 22-Jan-13	No.: RD127032
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6. Make sure that App2Me is NOT installed.

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

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the December 2012 machines), install the exact versions shown in the table below.
- If the customer wants to install the machine as an equivalent of the December 2012 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: S-C5

Date: 22-Jan-13

No.: RD127032

Firmware versions with which the S-C5 first achieved CC-CERTIFICATION:

(December 2012)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.08	D1275780H
Network Support	12.25.3	D1275791E
Fax	03.00.00	D1275784E
RemoteFax	01.03.00	D1275785C
NetworkDocBox	1.00	D1275792C
Web Support	1.04	D1275787E
Web Uapl	1.02	D1275788C
animation	2.00	D1275789A
Scanner	01.05	D1275786D
Printer	1.05	D1275793E
PCL	1.06	D1275795C
PCL Font	1.13	D6415758A
Data Erase Onb	1.03m	D3775913
GWFCU3.5-7(WW)	03.00.00	D6555570E
Engine	1.02:05	D1275770B
OpePanel	1.16	NA: D1271491G EU: D1271491G AA: D1271491G

Ic Key and Ic Hdd versions with which the S-C5 first achieved CC-CERTIFICATION:

(December 2012)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	01

Model: S-C5	Date: 22-Jan-13	No.: RD127032
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The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D127-7501 MP 301SP/301SPF
Aficio MP 301SP/301SPF
User Guide
- D127-7504 MP 301SP/301SPF
Aficio MP 301SP/301SPF
Read This First
- D143-7348 Notes for Security Guide
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D127-7523 Notes for Users
- D655-8610A Fax Option Type 301
(Machine Code: D655)
Installation Procedure
For Machine Code:
D127 / D128 / D169 Copiers
- D127-7526 Notes on Security Functions
- D127-7528 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D127-7913 Manuals
MP 301SP/MP 301SPF/Aficio MP 301SP/MP 301SPF
- D127-7910A Printer/Scanner Drivers and Utilities
RICOH Aficio MP 301SP/MP 301SPF LANIER MP 301SP/
MP 301SPF
SAVIN MP 301SP/MP 301SPF

Model: S-C5

Date: 22-Jan-13

No.: RD127032

<For EU>

Paper Documents

- D127-7503 MP 301SP/301SPF
Aficio MP 301SP/301SPF
Read This First
- D143-7347 Notes for Security Guide
- D645-7901 SOFTWARE LICENSE AGREEMENT
- H555-8913 Notes for Users
- A232-8561A Safety Information
- D127-7801 Notes for Users
- D127-7525 Notes on Security Functions
- D127-7527 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D127-7916 Manuals
MP 301SP/MP 301SPF/Aficio MP 301SP/MP 301SPF
A
- D127-7920A Printer/Scanner Drivers and Utilities
RICOH Aficio MP 301SP/MP 301SPF MP 301SP/MP 301SPF
infotec MP 301SP/MP 301SPF

Model: S-C5	Date: 22-Jan-13	No.: RD127032
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<For Asia>

Paper Documents

- D127-7501 MP 301SP/301SPF
Aficio MP 301SP/301SPF
User Guide
- D127-7505 MP 301SP/301SPF
Aficio MP 301SP/301SPF
Read This First
- D143-7349 Notes for Security Guide
- D127-6601 User Information on Electrical & Electronic
Equipment
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D127-7524 Notes for Users
- D127-7526 Notes on Security Functions
- D127-7528 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D127-7913 Manuals
MP 301SP/MP 301SPF/Aficio MP 301SP/MP 301SPF
- D127-7930A Printer/Scanner Drivers and Utilities
RICOH Aficio MP 301SP/MP 301SPF Gestetner MP 301SP/
MP 301SPF
LANIER MP 301SP/MP 301SPF

Model: S-C5		Date: 9-Feb-15	No.: RD127045
Subject: FSM Correction (SC870)		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 checked="" type="checkbox"/> Tier 2

Service Manual Corrections: Main chapters

Page	Contents		
p.183	Modify:		
	No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
	870	C	<p>Address book data error</p> <p>The address book in the hard disk is accessed. An error is detected in the address book data; Address book data is not read; or data is not written into the address book.</p> <ul style="list-style-type: none"> • Data corruption • Defective hard disk • Defective controller software <ol style="list-style-type: none"> 1. Replace the hard disk (the user codes and counters are recovered when the main switch is turned on if those data are stored in Smart Device Monitor for Admin). 2. Initialize all UCS settings and address/authentication information (SP5-846-050). 3. Replace NVRAM on controller board.

Model: S-C5		Date: 10-Apr-15	No.: RD127046
Subject: FSM Correction (SP2224)		Prepared by: Y.Saitoh	
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 checked="" type="checkbox"/> Tier 2

Service Manual Corrections: Appendices

Page	Contents		
p.33	Delete:		
	<table border="1"> <tr> <td>2224</td> <td>Copies After Toner Near End Counter</td> </tr> </table>	2224	Copies After Toner Near End Counter
	2224	Copies After Toner Near End Counter	
<table border="1"> <tr> <td>2224 1</td> <td>[0 to 999 / 0 / 1 sheet/step] The counter applying to "SP2-213-1"</td> </tr> </table>	2224 1	[0 to 999 / 0 / 1 sheet/step] The counter applying to "SP2-213-1"	
2224 1	[0 to 999 / 0 / 1 sheet/step] The counter applying to "SP2-213-1"		

Model: S-C5		Date: 13-Oct-15	No.: RD127047
Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y.Suzuki	
From: 2nd MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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 in the field service manual in this section:

HTML version: Top Page > Main Chapters > Replacement and Adjustment > Other Replacements > PSU

PDF version: page 115

Parts number	Parts description	Product code
AZ230261	POWER SUPPLY UNIT: (EU,AA,CHN):159.5W	D127, D128
AZ230259	POWER SUPPLY UNIT: (NA):159.5W	D127, D128

Model: S-C5

Date: 13-Oct-15

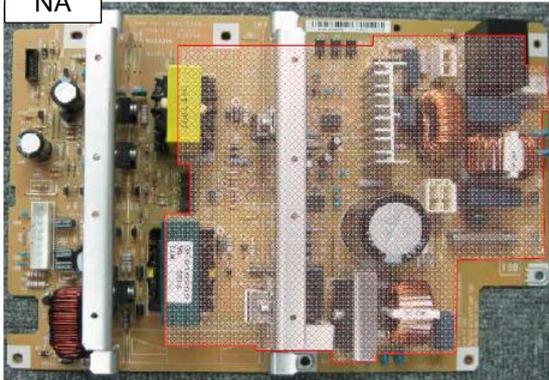
No.: RD127047

⚠ CAUTION:

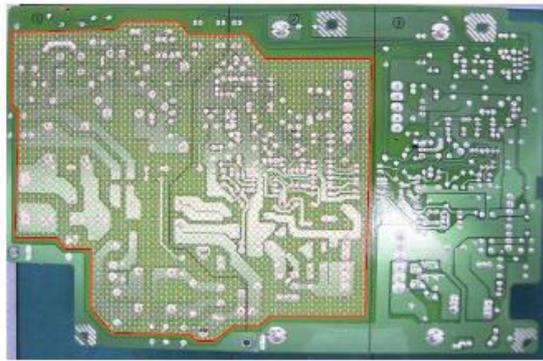
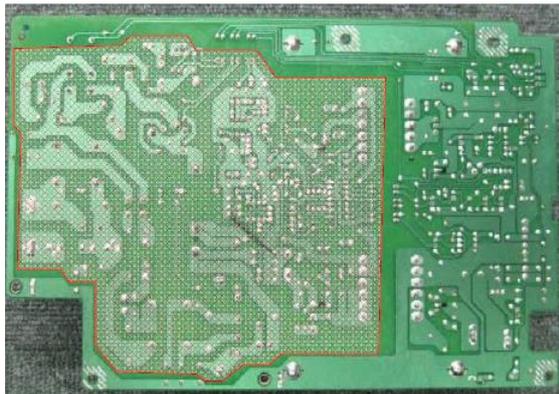
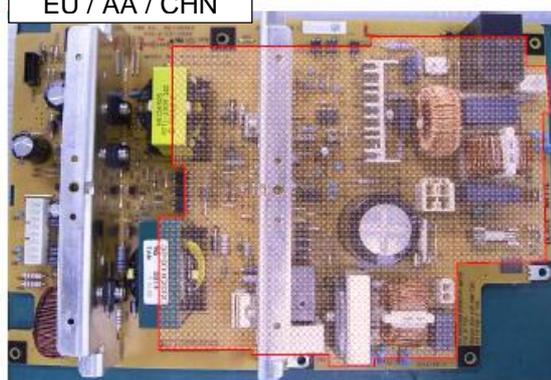
NEVER touch the areas outlined in red in the photos below, to prevent electric shock caused by residual charge.

Residual charge of about 100V-400V remains 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.

NA



EU / AA / CHN



Model: S-C5		Date: 29-Feb-16	No.: RD127048
Subject: Parts Information of bypass paper end sensor bracket		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 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

Change: The bracket for the bypass paper end sensor was registered as a service part.

Reason: To meet requests from the field.

IMPORTANT: When replacing the bracket, make sure to install it with P/N **B0442824** (CUSHION-MANUAL FEED ROLLER) and P/N **D1272866** (STOPPER:PAPER END SENSOR:MANUAL FEED) **together as a set.**

See Replacement Procedure below.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
—	D1272812	BRACKET:PAPER DETECTOR:MANUAL FEED	0-1	-	-	-	

Replacement Procedure (bypass paper end sensor bracket)

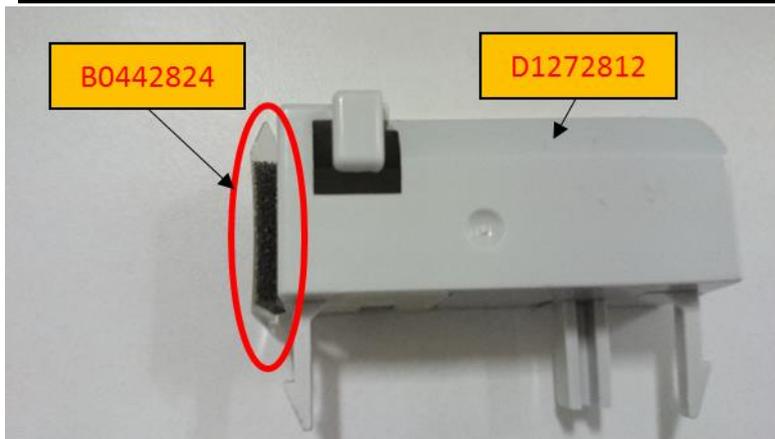
1. Clean the attachment area for the sponge (B0442824) with alcohol.
2. Attach the sponge to the bracket (D1272812), as shown below.



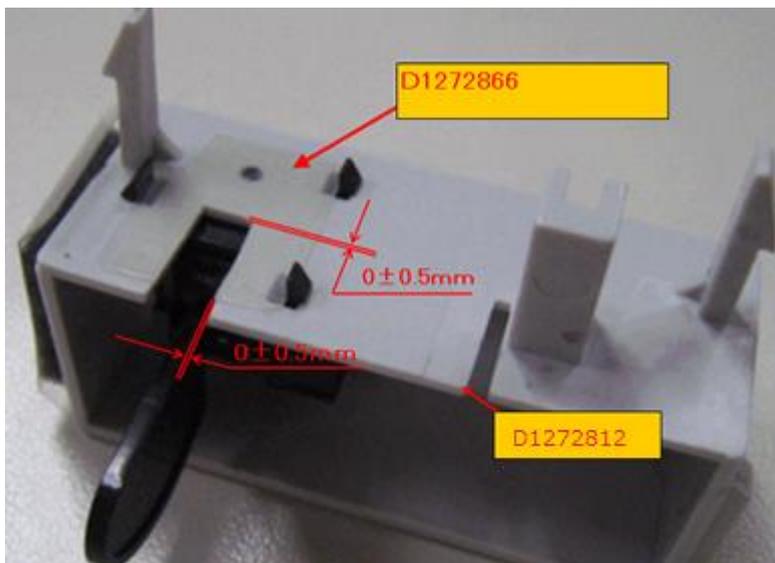
Model: S-C5

Date: 29-Feb-16

No.: RD127048



3. Clean the attachment area for the stopper (D1272866) with alcohol.
4. Attach the stopper to the bracket (D1272812), as shown below.
Important: Make sure that no wrinkles form and that the stopper is firmly attached.



Model: S-C5		Date: 1-Dec-16	No.: RD127049
Subject: FSM correction on copier setting procedure		Prepared by: H. Morishima	
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 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

Please apply the following correction to your service manual.

2. Installation > Copier > Accessory Check > Copier settings (P.35)

Copier settings

1. Start the SP mode.
2. Select ~~SP5-801-001~~ **SP2-801-001** and execute the initialization.
3. Exit the SP mode, and then start the UP mode.
4. Select the "@Remote Service" ("User Tool" > "System Settings > Administrator Tools" > "Extended Security" > "@Remote Service") and select "Do not Prohibit".
5. Exit the UP mode, and then start the SP mode.
6. Select SP5-907-001 and specify the "Plug & Play".
7. Select SP5-302-002 and specify the time zone.
8. Select SP5-307-001, 003, and 004 and specify the daylight-saving-time settings.
9. Exit the SP mode and turn the main switch off and on.
10. Start the UP mode.
11. Specify the date and time with "Set Date" or "Set Time" (User Tool" > "System Settings" > "Timer Settings" > "Set Date" or "Set Time").
12. Turn the main switch off and on.
13. Check the operations.
14. Make a full size copy, and check if the side-to-side and leading edge registrations are correct. If they are not, adjust the registrations.

Model: S-C5		Date: 20-Apr-18	No.: RD127050
Subject: Supplementary information on the optional anti-condensation heater		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 <input type="checkbox"/> Tier 0.5

Supplementary information on the optional anti-condensation heater for Paper Tray Unit

No	Description	Q'ty	P/N
1	Heater fastening screw	2	D6610400(NA) D6610401(EU/AA/CHN)
2	Grounding wire and Harness cover fastening screw	7	
3	Washer	7	
4	Spring washer	7	
5	Joint bracket fastening screw	8	
6	Clamp (Large)	2	
7	Clamp (Mid)	5	
8	Clamp (Small)	2	
9	Edge saddle	1	
10	Joint bracket (Front)	4	
11	Joint bracket (Rear)	2	
12	Heater Harness (Long)	1	
13	Heater Harness (Mid)	1	
14	Heater Harness (short)	1	
15	Grounding wire (Long)	1	
16	Grounding wire (Short)	1	
17	Harness cover	1	
18	Guard	1	
19	Heater bracket (NA:Blue, EU:Red)	1	
20	High temperature caution decal	1	

IMPORTANT:

- Make sure to install the tray heater with the rated voltage that matches your country/region.

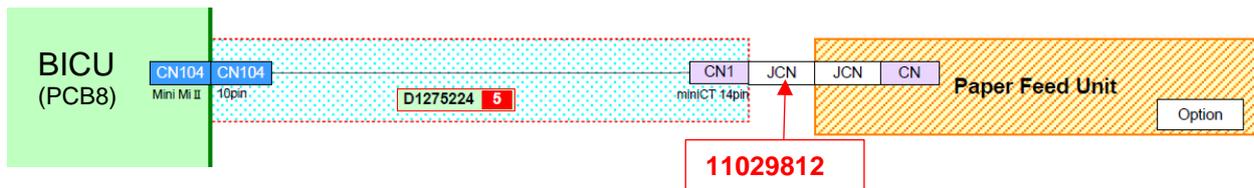
Model: S-C5		Date: 11-May-18	No.: RD127051
Subject: PtoP Diagram Update		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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: The parts is newly added.

Reason: The parts was missing from the point-to-point diagram.

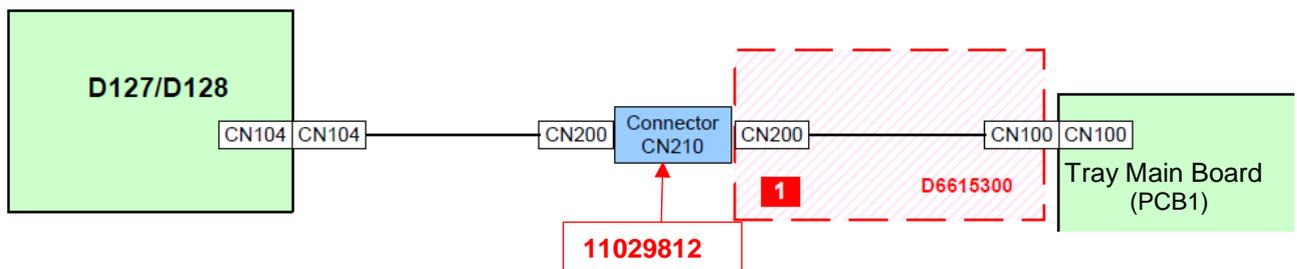
D127/D128 POINT TO POINT DIAGRAM and HARNESS (1/9)

Part number	Description	Q'ty	Int	Page
11029812	CONNECTOR:1-1612257-4	1	-	1/9



D661(PFU) POINT TO POINT DIAGRAM and HARNESS (7/9)

Part number	Description	Q'ty	Int	Page
11029812	CONNECTOR:1-1612257-4	1	-	7/9



Model: S-C5		Date: 20-Jul-18	No.: RD127052
Subject: FSM Correction: Maintenance Table		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 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 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

Please correct the descriptions **in red** to your field service manual.

2. Appendix: Preventive Maintenance Tables (P19~)

Maintenance Tables

Reset the PM counter (SP7-804-001) after doing maintenance work.
 Key: AN: As necessary / C: Clean + Inspect / R: Replace

Note

· **Yield Parts:** The parts mentioned in these tables have a target yield. However, the total copy/print volume made by the machine will not reach the target yield within the machine's targeted lifetime if the machine is used under the target usage conditions (ACV, color ratio, and P/J). So, these parts are categorized not as PM parts but as yield parts (EM parts). The parts with "(R)" in this table are yield parts.

	Every 45k	Every 90k	Every 120k	AN	NOTE
FUSING UNIT					
Hot roller		R			
Pressure roller			(R)		
Hot roller bearings		R	(R)	R	
Pressure-roller bushings			(R)	R	
Inlet guide		C		C	Clean attached toner.
Outlet guide		C		C	
Hot roller stripper pawls		C	(R)	C	
Thermistor		C		C	

Model: S-C5		Date: 7-Nov-18	No.: RD127053
Subject: FSM correction on After Installing the HDD		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 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 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

Please add the following section after "Installation Procedure" of HDD to your service manual.

2. Installation > Controller Options > HDD Option (D659) > Installation Procedure (P67~)

After Installing the HDD

1. Execute SP5-832-001 to format the hard disk.
2. Execute SP5-853-001 to copy the preset stamp data from the firmware to the hard disk.
3. Execute SP5-846-040 to copy the address book to the hard disk from the controller board.
4. Execute SP5-846-041 to allow the user to access the address book.
5. Turn the main power switch off and on.

Model: S-C5		Date:8-Nov-18	No.: RD127054
Subject: SC878/SC860 for the HDD installed machine		Prepared by: K. Yamamoto	
From: 1st 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 type="checkbox"/> Tier 2

IMPORTANT

Change **SP5-846-040 (Move Address Data SD/USB to HDD)** before the following symptom occurs on machines with the HDD installed.

SYMPTOM

SC878, SC860

CAUSE

The address book data is stored in the NAND flash instead in the HDD.

Frequent access to the NAND flash at every power OFF/ON causes an overflow in the NAND flash control capacity and leads to a breakage in the data partitions. This then affects the authentication control area, and SC787 (TPM system authentication error) occurs.

SOLUTION

Change **SP5-846-040** so as to move the address book data from the SD/USB (NAND flash) to the HDD, before the symptom occurs.