

Reissued: 04-Feb-15

Model: AI-C2	Date: 19-Dec-11	No.: RD129001h
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>09.00.00</i>	<i>D1295753L</i>	<i>January 2015 production</i>	<i>Not Available</i>
08.00.00	D1295753K	July 2014 production	Not Available
07.00.00	D1295753J	April 2013 production	Not Available
06.00.00	D1295753H	October 2012 production	Not Available
05.00.00	D1295753G	August 2012 production	Not Available
04.00.00	D1295753F	July 2012 production	Not Available
03.00.00	D1295753E	May 2012 production	Available
02.03.00	D1295753D	March 2012 production	Available
01.04.00	D1295753C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>09.00.00</i>	<p><i>Other changes:</i></p> <ul style="list-style-type: none"> - <i>In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX.</i> <i>This firmware is dependent on GWFCU3.5-2(WW) firmware v09.00.00 (D6295570K) or later, so please be sure to update it.</i>
08.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SC899 (Auto reboot) may occur on the remote machine during FAX Connection transmission. Note: To re-establish connection after the reboot, it is necessary to perform a manual operation on the client-side machine, and also to tap the confirmation button displayed on the LCD of the remote machine. 2. The "Deleting" status message does not clear after the user initiates deletion of a stored FAX document. 3. The correct program may not be displayed when accessing a program icon on the main screen from the FAX simplified display screen. 4. "Please reset paper tray" is displayed when the tray is overloaded.

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Model: AI-C2	Date: 19-Dec-11	No.: RD129001h
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Version	Modified Points or Symptom Corrected
07.00.00	<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 v3.02 (D1295757G) or later</p>
06.00.00	<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. SC899 occurs when a paper jam is cleared (just after the front door is closed). 3. The side of the image received may be truncated if the original data was sent under the following conditions (which cause the machine to treat it as a DLT sized original): <ul style="list-style-type: none"> - Length: 420mm or more - Width: A3
05.00.00	<p>Symptom corrected: The e-mail address entered manually in the [TX Mode] tab is erased if the user programs or changes the Security Settings.</p>
04.00.00	<p>Other changes: The wording for some LCD display messages was changed.</p> <p>IMPORTANT: In order to apply these change(s), you also need to update to the following OpePanel firmware: NA: D1291491E, EU: D1291492E, TWN/AA: D1291493D, CHN: D1291494D</p>
03.00.00	<p>Symptom corrected: The following may occur when using an SDK application.</p> <ul style="list-style-type: none"> - The FAX function does not appear in the User Tools menu - The FAX function cannot be accessed from the LCD - The machine cannot be rebooted from inside WIM, and the following message is displayed: "This device is currently in use by other functions. Please try again later."

Reissued: 04-Feb-15

Model: AI-C2	Date: 19-Dec-11	No.: RD129001h
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Version	Modified Points or Symptom Corrected
02.03.00	Symptoms corrected: <ol style="list-style-type: none">1. Some job log data is not recorded accurately for jobs that were interrupted by a jam during scanning.2. SC818 may occur when the machine recovers from Sleep mode.3. SC991 may occur when the user presses a FAX function key to which a specific function has not yet been assigned.4. The FAX status icon and status LED on the "Check Status" screen both show a status that differs from the actual machine status.5. The file format displayed on the FAX main screen may change to "PDF/A" if a file is imported.6. SC889 may occur after an Envelope ID is entered and the Start button pressed, if the user is printing out onto envelopes using Combine.7. Other minor bug corrections were applied. Other changes: Supports Remote FAX
01.04.00	1st Mass production

Reissued: 01-Apr-16

Model: AI-C2	Date: 19-Dec-11	No.: RD129002j
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RTB Reissue

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

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

This RTB has been issued to announce the firmware release information for the **GWFCU3.5-2(WW)**.

Version	Program No.	Effective Date	Availability of RFU
11.00.00	D6295570M	April 2016 production	Available
10.00.00	D6295570L	September 2015 production	Available
09.00.00	D6295570K	January 2015 production	Available
08.00.00	D6295570J	July 2014 production	Available
07.00.00	D6295570H	November 2012 production	Available
06.00.00	D6295570G	October 2012 production	Available
05.00.00	D6295570F	August 2012 production	Available
04.00.00	D6295570E	June 2012 production	Available
03.00.00	D6295570D	May 2012 production	Available
02.00.00	D6295570C	February 2012 production	Available
01.00.04	D6295570B	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
11.00.00	Symptom corrected: <i>If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i>
10.00.00	Minor bug correction
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 (D1295753L) or later, so please be sure to update it.
08.00.00	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.

Reissued: 01-Apr-16

Model: AI-C2	Date: 19-Dec-11	No.: RD129002j
07.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A FAX waiting in the queue is printed out before a FAX already being processed (received or printed out) under the following conditions: <ul style="list-style-type: none"> - FAX 1 is received via one line - While FAX 1 is being received or printed out, FAX 2 is received via another line - FAX 2 is printed out as soon as it has been fully received, regardless of the status of FAX 1 2. All FAX documents in the queue are printed out while the machine is already printing another FAX, under the following conditions: <ul style="list-style-type: none"> - An error (exit tray full, paper out) occurs and stops the printing of FAX 1 - The error is cleared and printing resumes - All documents in the queue are printed out immediately, followed by the remaining pages of FAX 1 	
06.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <p>Other changes:</p> <ol style="list-style-type: none"> 2. The following bit switch was added. <p>Note: This allows the user to set whether or not an incoming FAX document ...</p> <p>USER 45 BIT3</p> <p>0: Follow settings of received document (default)</p> <p>1: Do not print</p>	
05.00.00	<p>Symptom corrected:</p> <p>Multiple notification emails are sent out when the Results Notification feature is used.</p>	
04.00.00	<p>Symptom corrected:</p> <p>If the FCU receives transmission and reception signals at the same time, following this, FAX communication is not possible and the Communication Failure Report cannot be printed out.</p>	
03.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The format of the Communication Test Results or Communication Failure reports may be incorrect after a Remote FAX is sent. 2. Other minor bug corrections were applied. 	
02.00.00	<p>Symptom corrected:</p> <p>SC899 occurs and/or faxes can no longer be sent or received after the machine recovers from Energy Saver mode.</p>	
01.00.04	<p>1st Mass production</p>	

Reissued: 10-Sep-15

Model: AI-C2	Date: 19-Dec-11	No.: RD129003f
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>3.04</i>	<i>D1295757J</i>	<i>September 2015 production</i>	<i>Available</i>
3.03	D1295757H	August 2013 production	Available
3.02	D1295757G	April 2013 production	Available
3.01	D1295757F	August 2012 production	Available
3.00	D1295757E	June 2012 production	Available
2.01	D1295757D	March 2012 production	Available
1.04	D1295757C	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>3.04</i>	<i>Symptom corrected: Counter display of the FAX transmission may not display the department codes.</i>
3.03	Symptom corrected: When importing files from Device Manager NX or from a web server (via Web Image Monitor, navigate to Configuration > Device Setting Information: Import Setting [Server] under Device Settings), the following issues occur when the import feature in the Device Settings Information meets certain conditions: <ul style="list-style-type: none"> - When a machine does not have an HDD, the import fails and an error message appears on the Device Manager NX. - When the server URL exceeds the maximum length of 255 characters, an error message is shown. - When the file name in the server URL exceeds the maximum length of 63 characters, the import fails and error SC899 occurs. - When the last import that includes several import files finishes failing, the machine is unresponsive and must be restarted. - When repeating an import from Web Image Monitor, the machine displays a “Please wait...” message but is unresponsive and must be restarted.

Reissued: 10-Sep-15

Version	Modified Points or Symptom Corrected
3.02	<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 correction is dependent on the following firmware modules. Please be sure to update it: FAX firmware v07.00.00 (D1295753J) or later</p>
3.01	<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 Auto Erase memory setting and Machine Data Encryption Settings were added to the settings which can be monitored with WebService/@Remote.</p>
3.00	Minor bug correction
2.01	Other changes: Supports Remote FAX.
1.04	1st Mass production

Model: AI-C2	Date: 19-Dec-11	No.: RD129004
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Subject: Firmware Release Note: Option Netware		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 **Option Netware**.

Version	Program No.	Effective Date	Availability of RFU
11.71	D6295751A	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
11.71	1st Mass production

Reissued: 23-Jul-14

Model: AI-C2	Date: 19-Dec-11	No.: RD129005b
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RTB Reissue

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

Subject: Firmware Release Note: RemoteFax		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 **RemoteFax**.

Version	Program No.	Effective Date	Availability of RFU
<i>03.00.00</i>	<i>D1295752E</i>	<i>July 2013 production</i>	<i>Available</i>
02.00.00	D1295752D	March 2012 production	Available
01.04.00	D1295752C	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>Symptoms corrected: IP-FAX becomes unavailable if six attempts to connect using H.323 fail, taking more than 10 minutes.</i>
02.00.00	Symptoms corrected: 1. SC990 may occur while receiving an email for storage if the timer has been set to "Store". 2. FAX communication is not possible when the HGW address and SIP server IP address are different. Other changes: Supports Remote FAX.
01.04.00	1st Mass production

Reissued: 1-Apr-14

Model: AI-C2	Date: 19-Dec-11	No.: RD129007b
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RTB Reissue

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

Subject: Firmware Release Note: RPCS		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 **RPCS**.

Version	Program No.	Effective Date	Availability of RFU
3.12.20	D1295764C	February 2014 production	Available
3.12.19	D1295764B	May 2012 production	Available
3.12.18	D1295764A	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
3.12.20	Symptom corrected: 1. Transparencies are blacked out of printed pages.(GFPR#RE13040026) 2. When printing certain documents in Microsoft Word, an SC899 error might occur.
3.12.19	Symptom corrected Transparencies are blacked out of printed pages.
3.12.18	1st Mass production

Reissued: 08-Jul-13

Model: AI-C2	Date: 19-Dec-11	No.: RD129008b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.03:03</i>	<i>D1295700E</i>	<i>August 2013 production</i>	<i>Available</i>
1.02:03	D1295700D	February 2012 production	Available
1.01:03	D1295700C	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>1.03:03</i>	<i>Other changes: The detection conditions of SC355-00 (Grayscale Measurement Error) were changed so as to avoid unnecessary occurrences of this SC.</i>
1.02:03	Minor change applied
1.01:03	1st Mass production

Reissued: 19-Jan-15

Model: AI-C2	Date: 19-Dec-11	No.: RD129010e
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.07	D1295734F	February 2015 production	Available
1.06	D1295734E	July 2014 production	Available
1.05	D1295734D	October 2013 production	Available
1.04	D1295734C	April 2013 production	Available
1.03	D1295734B	May 2012 production	Available
1.02	D1295734A	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
1.07	Symptom corrected: When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size. (GFPR#RC14090006)
1.06	Symptom corrected: 1. The job will be reset if PDF Direct Print uses a tiling pattern as an image mask if the PDF is version 1.05. 2. A limitcheck error occurs if an image is too small to draw.
1.05	Other changes: PDF Direct jobs containing incorrect data in cross reference section will be reset. Symptom corrected: PDF Direct jobs will be reset as following: - Jods created by specific Mac OS X application. - Jods created by specific application such as PDFNet. - Jobs specified by huge graphic images as patterns. - Device might stall if available memory is less than 900 KB for printing.
1.04	Symptom corrected: The machine stalls if certain Web pages are printed out from Safari using AirPrint.

Reissued: 19-Jan-15

Model: AI-C2	Date: 19-Dec-11	No.: RD129010e
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Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: <ol style="list-style-type: none">1. The job is reset if the URF data is not set for an image quality of 600dpi.2. Text does not appear on the printout if the text coordinates in the PDF data are 32786 or a higher value. Other changes: <ol style="list-style-type: none">1. Shortened the read processing time for certain PDF files containing True Type font data.
1.02	1st Mass production

Model: AI-C2	Date: 19-Dec-11	No.: RD129011
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Subject: Firmware Release Note: PS3		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**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D6415760A	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: 21-Jan-13

Model: AI-C2, GR-C1, S-C5, K-C4	Date: 20-Feb-12	No.: RD129012b
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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: 24-Dec-13

Model: AI-C2	Date: 19-Dec-11	No.: RD129014e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.08</i>	<i>D1291499D</i>	<i>November 2013 production</i>	<i>Not Available</i>
1.06	D1291499C	October 2012 production	Not Available
1.05	D1291499B	July 2012 production	Not Available
1.04	D1291499A	March 2012 production	Not Available
1.03	D1291499	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.08</i>	<i>Other changes: A cautionary message is displayed in the login screen that requires Administrators and Supervisors to enter a password.</i>
1.06	Symptom corrected: The display of scanner application name may lap over the other information. IMPORTANT: To apply this change, you also need to update below the OpePanel firmware. - OpePanel.EXP_USA /Ver.1.07 (D1291491E) or later - OpePanel.EXP_EUR /Ver.1.07 (D1291492E) or later - OpePanel.EXP_CHN /Ver.1.07 (D1291494D) or later - OpePanel.EXP_ASI_TWN /Ver.1.08 (D1291493E) or later
1.05	Symptom corrected: 1. The text used for some button/key names is too large to fit inside the button/key. Other changes: 2. The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.04.00.00 (D1295753F).

Reissued: 24-Dec-13

Model: AI-C2		Date: 19-Dec-11	No.: RD129014e
Version	Modified Points or Symptom Corrected		
1.04	Symptom corrected: - The wording in a display message related to the date stamp (Copier) was corrected.		
1.03	1st Mass production		

Reissued: 01-Aug-12

Model: AI-C2	Date: 19-Dec-11	No.: RD129016b
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RTB Reissue

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

Subject: Firmware Release Note: Web Uapl		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 **Web Uapl**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.05</i>	<i>D1295756E</i>	<i>August 2012 production</i>	<i>Available</i>
1.04	D1295756D	March 2012 production	Available
1.03	D1295756C	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: When printing from the Document Server, the "Cover Sheet Tray", "Slip Sheet Tray" and "Chapter Sheet Tray" settings always show "Off", even if a Cover Sheet tray, Slip Sheet tray and Chapter Sheet tray have been configured (User Tools > Tray Paper Settings).</i>
1.04	Symptom corrected: 1. When viewed from Web Image Monitor, the Document Server download labels "PDF/A" and "TIFF" are not separated by a space.
1.03	1st Mass production

Model: AI-C2/AP-C3/AT-C3/MT-C5/Mo-C1	Date: 13-Jan-12	No.: RD129019
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Subject: Firmware Release Note: Font EXP		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 **Font EXP**.

Version	Program No.	Effective Date	Availability of RFU
1.04	D1295770B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Reissued: 21-Jan-13

Model: AI-C2, GR-C1, S-C5, K-C4	Date: 13-Jun-12	No.: RD129020b
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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

Reissued: 09-Dec-13

Model: AI-C2	Date: 20-Jan-12	No.: RD129021e
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RTB Reissue

The items in bold italics have been added.

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

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

US Models

Version	Program No.	Effective Date	Availability of RFU
1.10	D1291491F	November 2013 production	Available
1.07	D1291491E	July 2012 production	Available
1.06	D1291491D	March 2012 production	Available
1.05	D1291491C	February 2012 production	Available
1.03	D1291491B	1st Mass production	—

EU Models

Version	Program No.	Effective Date	Availability of RFU
1.10	D1291492F	November 2013 production	Available
1.07	D1291492E	July 2012 production	Available
1.06	D1291492D	March 2012 production	Available
1.05	D1291492C	February 2012 production	Available
1.03	D1291492B	1st Mass production	—

ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
1.10	D1291493G	November 2013 production	Available
1.09	D1291493F	April 2013 production	Available
1.08	D1291493E	October 2012 production	Available
1.07	D1291493D	July 2012 production	Available
1.06	D1291493C	March 2012 production	Available
1.05	D1291493B	February 2012 production	Available
1.03	D1291493A	1st Mass production	—

CHN Models

Version	Program No.	Effective Date	Availability of RFU
1.10	D1291494E	November 2013 production	Available
1.07	D1291494D	July 2012 production	Available
1.06	D1291494C	March 2012 production	Available
1.05	D1291494B	February 2012 production	Available
1.03	D1291494A	1st Mass production	—

Reissued: 09-Dec-13

Model: AI-C2	Date: 20-Jan-12	No.: RD129021e
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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.

US Models

Version	Modified Points or Symptom Corrected
1.10	Other changes: A cautionary message is displayed in the login screen that requires Administrators and Supervisors to enter a password.
1.07	Symptom corrected: 1. The text used for some button/key names is too large to fit inside the button/key. Other changes: 2. The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.04.00.00 (D1295753F).
1.06	Symptoms corrected: The background of the browser icon may turn pink while loading a Web page with the browser. The wording in a display message related to the date stamp (Copier) was corrected.
1.05	The LCD contact points are not detected correctly (they can shift up to 8mm) after the machine recovers from Energy Saver mode, causing a FAX to be sent to the wrong destination in some cases.
1.03	1st Mass production

EU Models

Version	Modified Points or Symptom Corrected
1.10	Other changes: A cautionary message is displayed in the login screen that requires Administrators and Supervisors to enter a password.
1.07	Symptom corrected: 1. The text used for some button/key names is too large to fit inside the button/key. Other changes: 2. The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.04.00.00 (D1295753F).
1.06	Symptoms corrected: The background of the browser icon may turn pink while loading a Web page with the browser. The wording in a display message related to the date stamp (Copier) was corrected.
1.05	The LCD contact points are not detected correctly (they can shift up to 8mm) after the machine recovers from Energy Saver mode, causing a FAX to be sent to the wrong destination in some cases.
1.03	1st Mass production

Reissued: 09-Dec-13

Model: AI-C2	Date: 20-Jan-12	No.: RD129021e
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ASI TWN Models

Version	Modified Points or Symptom Corrected
1.10	Other changes: A cautionary message is displayed in the login screen that requires Administrators and Supervisors to enter a password.
1.09	Symptom corrected: The names of the buttons in the "Print Volume Use Limitation: Unit Count Setting" screen for Administrators are all identical (same character string copied).
1.08	Symptom corrected: The "Delete" button is displayed without the word corresponding for "Delete" if the display language is changed to Traditional Chinese.
1.07	Symptom corrected: 1. The text used for some button/key names is too large to fit inside the button/key. Other changes: 2. The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.04.00.00 (D1295753F).
1.06	Symptoms corrected: The background of the browser icon may turn pink while loading a Web page with the browser. The wording in a display message related to the date stamp (Copier) was corrected.
1.05	The LCD contact points are not detected correctly (they can shift up to 8mm) after the machine recovers from Energy Saver mode, causing a FAX to be sent to the wrong destination in some cases.
1.03	1st Mass production

CHN Models

Version	Modified Points or Symptom Corrected
1.10	Other changes: A cautionary message is displayed in the login screen that requires Administrators and Supervisors to enter a password.
1.07	Symptom corrected: 1. The text used for some button/key names is too large to fit inside the button/key. Other changes: 2. The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.04.00.00 (D1295753F).
1.06	Symptoms corrected: The background of the browser icon may turn pink while loading a Web page with the browser. The wording in a display message related to the date stamp (Copier) was corrected.

Reissued: 09-Dec-13

Model: AI-C2	Date: 20-Jan-12	No.: RD129021e
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Version	Modified Points or Symptom Corrected
1.05	Symptom corrected: The LCD contact points are not detected correctly (they can shift up to 8mm) after the machine recovers from Energy Saver mode, causing a FAX to be sent to the wrong destination in some cases.
1.03	1st Mass production

Reissued: 05-Jan-17

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

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

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129023c
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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	<i>D6405750H_upd</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D6405750G_upd	March 2012 production	Not available
10.02.00	D6405750F_upd	February 2012 production	Not available
10.01.06	D6405750E_upd	December 2011 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><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>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.</i>
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: AI-C2	Date: 05-Mar-12	No.: RD129023c
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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 for GR-C1(D117/D118) and S-C5(D127/D128).
10.01.06	Initial release

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129024b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 std 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 std UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
10.04.02	<i>D1295735D_upd</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D1295735C_upd	March 2012 production	Not available
10.01.06	D1295735B_upd	December 2011 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><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>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.</i>
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: AI-C2	Date: 05-Mar-12	No.: RD129024b
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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.
10.01.06	Initial release

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129025b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 std 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 std for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<i>10.04.02</i>	<i>D1295735D_edc</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D1295735C_edc	March 2012 production	Not available
10.01.06	D1295735B_edc	December 2011 production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>10.04.02</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>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.</i>

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129025b
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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 dialog4. 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.
10.01.06	Initial release

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129026c
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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
<i>10.04.02</i>	<i>D6405750H_edc</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D6405750G_edc	March 2012 production	Not available
10.02.00	D6405750F_edc	February 2012 production	Not available
10.01.06	D6405750E_edc	December 2011 production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>10.04.02</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>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.</i>

Reissued: 29-Mar-12

Model: AI-C2	Date: 05-Mar-12	No.: RD129026c
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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 for GR-C1(D117/D118) and S-C5(D127/D128).
10.01.06	Initial release

Reissued: 08-May-15

Model: AI-C2	Date: 20-Feb-12	No.: RD129027e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.17.00</i>	<i>D6405752E</i>	<i>May 2015 production</i>	<i>Not Available</i>
1.16.00	D6405752D	January 2015 production	Not Available
1.15.00	D6405752C	January 2013 production	Not Available
1.12.00	D6405752B	June 2012 production	Not Available
1.11.00	D6405752A	March 2012 production	Not Available
1.10.00	D6405752	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.17.00</i>	<i>Symptom corrected:</i> <i>1. SC899 may occur when the user starts up the MFP browser.</i> <i>2. The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.</i>
1.16.00	Symptom Corrected: SC899 occurs when a character string containing"%s" is exported to the debug log. Cannot scan using the MFP Browser when the platen cover is open.
1.15.00	Symptom corrected: 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: 08-May-15

Model: AI-C2		Date: 20-Feb-12	No.: RD129027e
Version	Modified Points or Symptom Corrected		
1.12.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine fails to delete scanning data from Document Box. 2. The machine may stall when the total down loaded file size is just 500MB. 3. It is impossible to scan the document by using browser during printing. 4. Some wording corrected. 5. The scanning fails without size setting just after turning the main power on. 6. The machine may not go the energy saver mode when displaying "Print?" after select PDF link button. 7. Other minor bug corrections were applied. <p>Note: "EXJS" is the new application to run Ricoh's unique extended JavaScript, and stands for EXtended Java Script. 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".</p>		
1.11.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine may not detect the authentication information on the IC card. 2. The user ID and password (User Authentication) appear in the URL column of the Scan Sending Log. 3. The user ID and password (Basic Authentication only) appear in the Download Log. 4. The dialog warning the user that no original has been placed may not be cleared, and the machine may stall. 5. Machine Administrators are able to use functions that are normally reserved for general users. 6. SC899 may occur when the machine boots up. 7. The machine cannot detect the postcard-sized originals. 8. The machine may stall when the user scans a nonstandard sized document for storage to the machine hard drive using the browser. 9. The machine may stall if the user presses the Stop key immediately after starting a scan job using the browser. <p>Note: "EXJS" is the new application to run Ricoh's unique extended JavaScript, and stands for EXtended Java Script. 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".</p> <p>Other changes:</p> <ol style="list-style-type: none"> 1. The filename 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. 		
1.10.00	1st Mass production		

Model: AL-C2		Date: 07-Mar-12	No.: RD129028
Subject: SC899 with FAX option		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The following may occur when the machine recovers from Sleep mode:

- SC899 (Fax option installed with HDD)
- The Fax function key does not work, and the Fax button does not appear on the User Tools display (Fax option installed without HDD)

CAUSE

When the machine recovers from Sleep mode, the CPU of the FCU comes on-line quicker than expected, causing the FCU to stall. As a result, the controller cannot detect the FCU.

SOLUTION

Install the following firmware version or newer.

GWFCU3.5-2 (WW)

Version	Program No.
02.00.00	D6295570C

Model: AL-C2		Date: 16-Mar-12	No.: RD129029
Subject: Differences between the figures mentioned in the catalog and the actual performance of the machine.		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Specification)	<input type="checkbox"/> Tier 2

Affected Product

Product Name	EDP code	Product code
Aficio MP 4002/ MP 4002	415955	D129-17
Aficio MP 5002/ MP 5002	415957	D130-17
Aficio MP 4002/ MP 4002	415963	D129-29
Aficio MP 5002/ MP 5002	415965	D130-29

SYMPTOM

There are some differences between the figures mentioned in the catalog and the actual performance of the machine in terms of TEC (Typical Electricity Consumption) and power consumption in Sleep mode.

TEC (Typical Electricity Consumption)

	Model	Nominal Value	On board NIC "Function limitation"	GAP
NA	AL-C2b Basic	2892Wh	3169Wh	+277
	AL-C2c Basic	3555Wh	3831Wh	+276
AA	AL-C2b Basic	2869Wh	3146Wh	+277
	AL-C2c Basic	3491Wh	3784Wh	+293

Power Consumption at Sleep Mode

	Model	Nominal Value	On board NIC "Function limitation"	GAP
NA	AL-C2b Basic	1.0W	2.7W	+1.7W
	AL-C2c Basic	1.0W	2.7W	+1.7W
AA	AL-C2b Basic	1.2W	2.9W	+1.7W
	AL-C2c Basic	1.1W	2.9W	+1.8W

Note: After setting SP-5985-001 to "0" (Disable), the recovery time from Sleep mode returns to the specification of the Basic model.

CAUSE

Due to an error in the factory work manual, SP-5985-001 (on board NIC) was incorrectly set to a value of "2 (function limitation)", which causes the machine not to switch to controller OFF mode.

Model: AL-C2	Date: 16-Mar-12	No.: RD129029
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SOLUTION

The factory work manual has been corrected.

Cut in serial number:

Product code	Serial number
D129-17	W522L200556~
D130-17	W532L200459~
D129-29	W522M240001~
D130-29	W532M240001~

Workaround

SP-5985-001 (on board NIC) must be set to "0" (Disabled).

For more details, please see the manual. If the customer is using @Remote or LDAP/NT on the AL-C2 CV Basic model, SP-5985-001 (on board NIC) is still set to "2" (Function limitation).

How to set SP-5985-001 at machine installation.

1. Open the front cover.
2. Turn the main power switch ON.
3. Set **SP 5985-001** (On board NIC) to **0** (Disabled).
4. Turn the main power switch OFF and then ON again.
5. Turn the main switch OFF after the home screen appears.
6. Close the front cover.

Serial number of affected machines

Product code	Serial number
D129-17	W522L100001~W522L100919 W522L200554~W522L200555
D130-17	W532L100001~W532L100706 W532L200397~W532L200406
D129-29	W521MC40001~W521MC40022 W522M140001~W522M140060
D130-29	W531MC40001~W531MC40045 W532M140001~W532M140035

Reissued: 03-Feb-17

Model: AI-C2	Date: 23-Mar-12	No.: RD129030h
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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
<i>2.08.0</i>	<i>D6405751J</i>	<i>February 2017 production</i>	<i>Available</i>
2.07.0	D6405751H	August 2015 production	Available
2.06.0	D6405751F	May 2015 production	Available
2.05.0	D6405751F	January 2015 production	Available
2.04.0	D6405751E	September 2013 production	Available
2.03.0	D6405751D	July 2013 production	Available
2.02.0	D6405751C	October 2012 production	Available
2.01.0	D6405751B	June 2012 production	Available
2.00.0	D6405751A	March 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
<i>2.08.0</i>	<p><i>Other Changes:</i></p> <ul style="list-style-type: none"> - <i>Support for TLS 1.0, TLS 1.1, and TLS 1.2.</i> <p><i>Symptom corrected:</i></p> <ul style="list-style-type: none"> - <i>When a certain page is loaded or printed, an SC899 might occur.</i>
2.07.0	<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.
2.06.0	Version number changed for version management purposes (No program changes made).
2.05.0	Symptom corrected SC899 may occur when performing continuous scanning.
2.04.0	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. After trying to view a webpage that is not supported by the browser on the operation panel, it might take approximately one minute before other, supported webpages can be viewed. 2. When connecting via HTTPS to the Ricoh Integrated Cloud Environment by using the browser on the operation panel, some of the icons might not be displayed. Ricoh Integrated Cloud Environment is a local RAC solution. 3. When "Extended JavaScript" in "Browser Features" is set to Active and a

Reissued: 03-Feb-17

Model: AI-C2	Date: 23-Mar-12	No.: RD129030h
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Version	Modified Points or Symptom Corrected
	<p>scan is conducted on a particular webpage, the device might stall.</p> <p>4. When viewing a particular webpage, the following symptoms might occur:</p> <ul style="list-style-type: none"> - When loading a webpage, an SC899 error might occur. - If a memory leak occurs when a webpage is loading, a memory error might appear on the operation panel. - Text on a webpage might be garbled or might not appear. - After a webpage is completely loaded, it might be blank. - When viewing the manual from the Ricoh homepage, images appear but text might not be displayed. - When the loading of a webpage does not end, the browser icon might continue to flash. - If JavaScript is not working properly, then the webpage might not render as expected.
2.03.0	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - When using specific proxy servers, the error "400 - Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted.
2.02.0	<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.
2.01.0	<p>Symptom corrected: Minor bug correction.</p>
2.00.0	<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.

Model: AI-C2	Date: 23-Mar-12	No.: RD129031
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Subject: Firmware Release Note: aics		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 **aics**.

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D6295750	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Model: AL-C2		Date: 17-Mar-12	No.: RD129032
Subject: LCDC Firmware problem		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Specification)	<input type="checkbox"/> Tier 2

SYMPTOM

The coordinates of the LCD touch screen are shifted when the machine recovers from Energy Saver mode.

Note: In some cases, this can cause a fax to be sent to the wrong destination.

CAUSE

Bug with LCDC firmware **v1.03**.

Due to a firmware bug, the machine switches to a two-point calibration when it recovers from Energy Saver mode. However, the LCD coordinates are not adjusted at the factory for a two-point calibration, since this model is designed to always use a five-point calibration. As a result, when the operator touches the screen, the coordinates detected by the machine may shift up to 8mm.

Note: The following table shows the program numbers for the LCDC firmware on each model.

Program No.	Model	Version
D1291491B	US	1.03
D1291492B	EU	1.03
D1291493A	ASI_TWN	1.03
D1291494A	CHN	1.03

SOLUTION

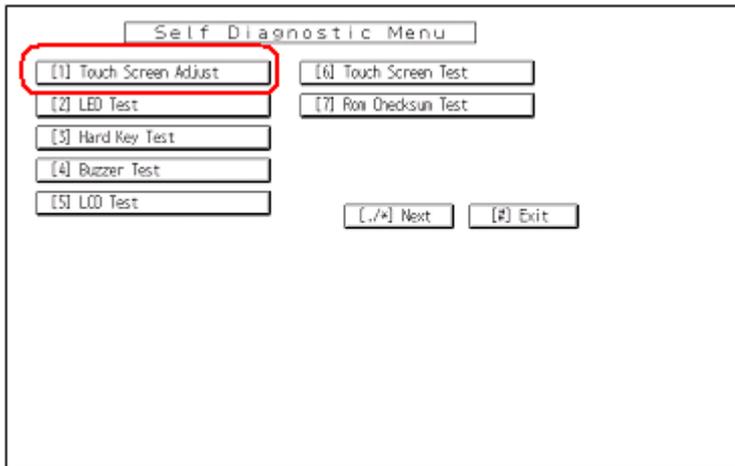
Do one of the following at machine installation if LCDC v1.03 is installed:

- Do the manual two-point touch screen calibration (see procedure below), or
- Update the LCDC firmware

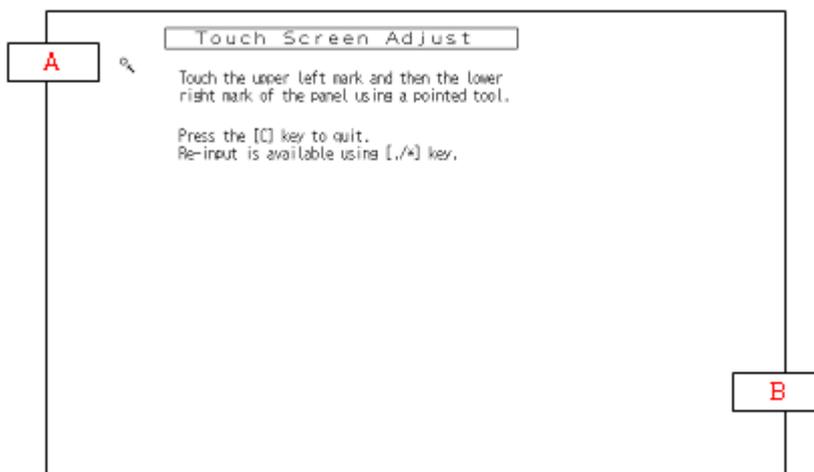
Model: AL-C2	Date: 17-Mar-12	No.: RD129032
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Manual Two-Point Touch Screen Calibration

1. Turn ON the main power switch, and then close the platen cover or ARDF.
2. Press the [Energy Saver] key when the home screen or Copy screen appears.
 Important: If the machine does not enter Energy Saver mode when you press the [Energy Saver] key, wait a while and then press the key again.
3. Make sure that the [Energy Saver] key is blinking on and off.
 Note: If the key is blinking, this means that the machine has entered Energy Saver mode. This will take about 3 minutes.
4. Press the [Energy Saver] key to wake the machine from Energy Saver mode.



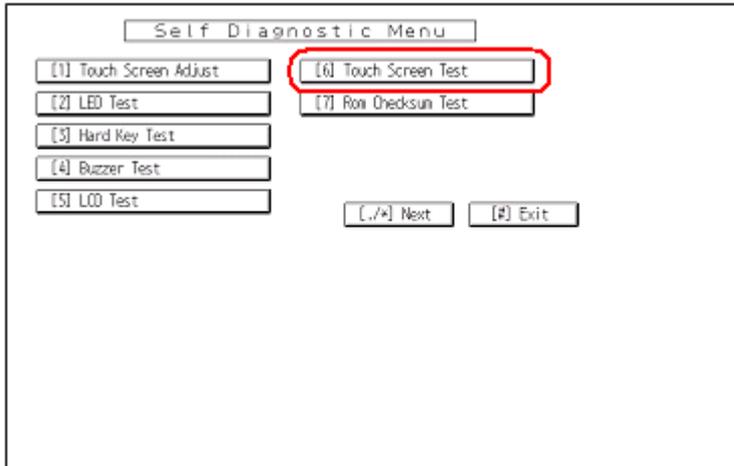
5. Press "1", "9", "9", and "3" (each key once), and then the [Clear] key five times to open the Self-Diagnostics menu.
6. Press "Touch Screen Adjust" on the touch screen or "1" on the keypad.



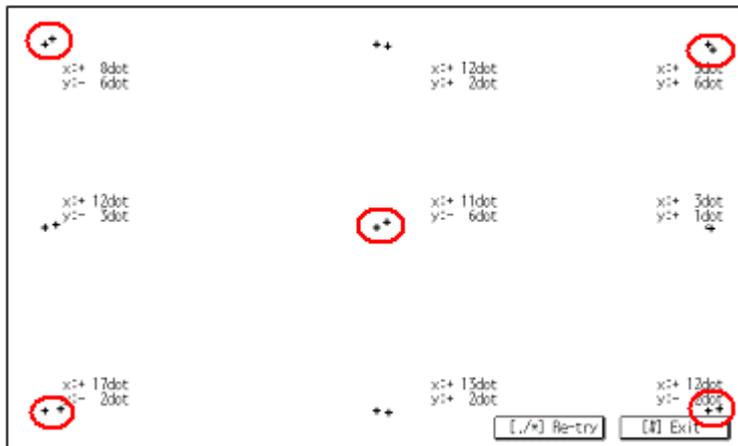
7. Press the upper left mark [A] using a pointed (not sharp) tool.
8. Press the lower right mark [B] when it appears.

Model: AL-C2	Date: 17-Mar-12	No.: RD129032
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9. When you are finished, press “[#] OK” on the touch screen or “#” on the keypad.



10. Press "Touch Screen Test" on the touch screen or "6" on the keypad.



11. Touch the five points circled in red in the illustration above, and make sure that each point (both x and y) is within +/- 5 dots of the original “+” displayed.

Related Service Manual correction

Due to this symptom, the area highlighted in **bold** below was added to the Service Manual.

Touch Screen Calibration

Do the following procedure to calibrate the touch screen after you clear the memory, **replace the operation panel or NVRAM**, or if the touch panel detection function is not working correctly.

Model: Model AL-C1	Date: 19-Apr-12	No.: RD009064
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Subject: Part information		Prepared by: Takuya Hirakawa	
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"/> Other ()		

Old part number	New part number	Description	Q'ty	Int	Note
-	D0911361	DUCT:RIGHT REAR SIDEWAYS:ALEX:ASS'Y	1		-
-	D0911362	DUCT:REAR:ALEX:ASS'Y	1		-

Change: Deodorizing filters were newly added as service parts for the AL-C1/AL-C1.5/AL-C2/AL-P1.

Reason: To meet the requests of customers who may report strange odors on these models.

Note:

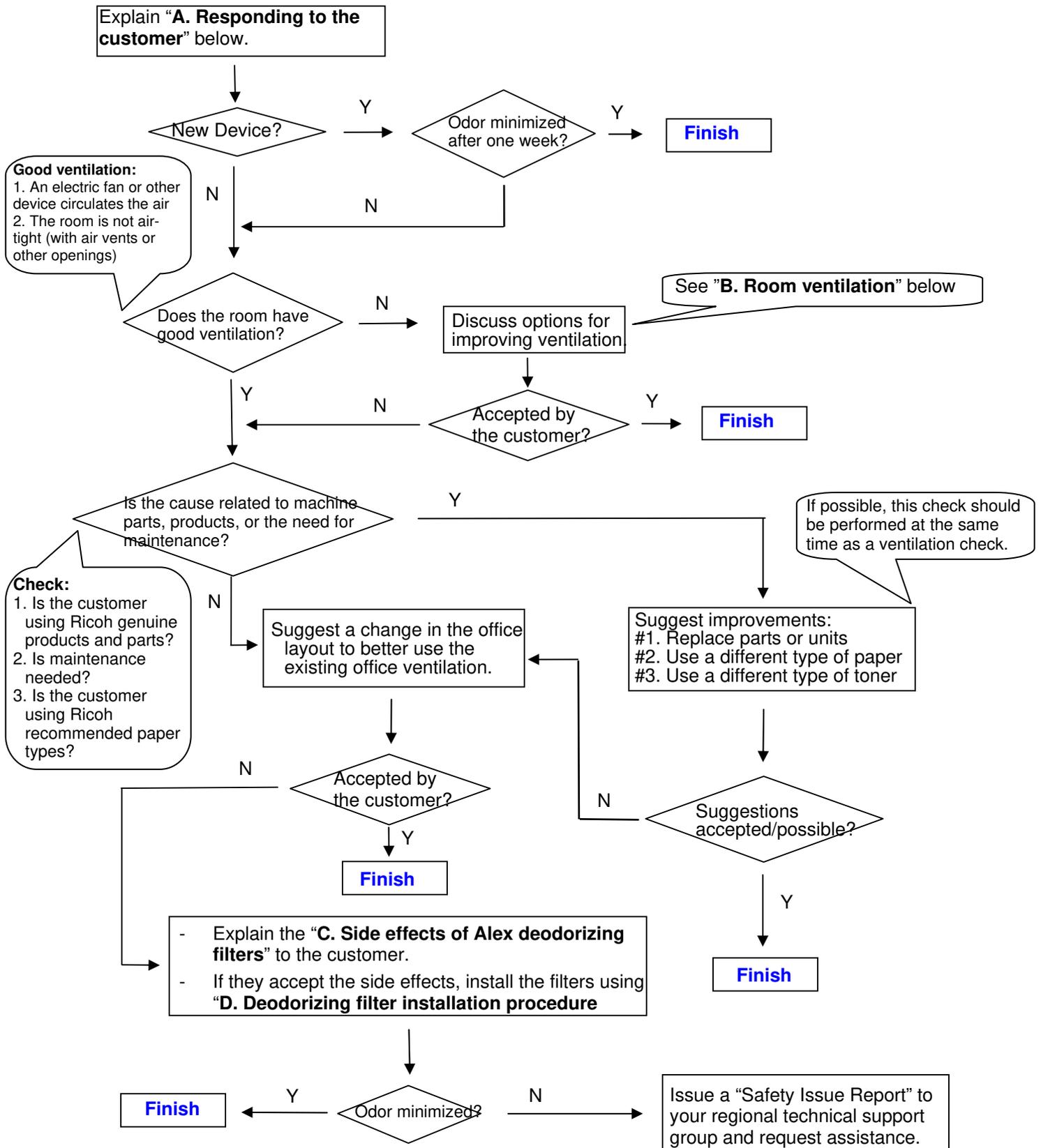
- In certain installation environments, some customers may have a relatively high sensitivity (low tolerance) to odors.
- The installation procedure and limitations of these filters are included below, as part of the **ACTION IN THE FIELD**.

ACTION IN THE FIELD

If a customer reports a strange odor from the machine, use the **flowchart below** to take the appropriate action.

Model: Model AL-C1	Date: 19-Apr-12	No.: RD009064
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Flowchart



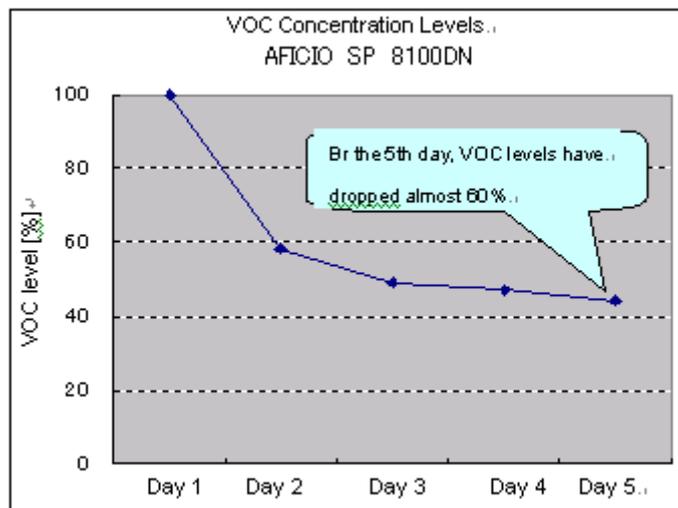
Model: Model AL-C1	Date: 19-Apr-12	No.: RD009064
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Action referenced in the Flowchart above:

A. Responding to the Customer

- The first step in handling an inquiry about Ricoh device odor is to explain the following to the customer:
 - Ricoh takes our customers' health and the health of our planet very seriously. This is highlighted by the fact that Ricoh products receive the German "Blue Angel" and Japanese "Eco Mark" certifications. This level of dedication is standard at Ricoh.
 - This means that a properly used and maintained Ricoh product should never be the source of problem in the office environment, including those related to employee health. However, keeping the device in a small, improperly ventilated space or sitting directly in the path of the exhaust fumes has been reported to cause unpleasant odors, head and throat pain, and general discomfort. Therefore, we strongly urge customers to make sure that their devices are placed in areas with proper ventilation, and that the exhaust is pointed safely away from anyone sitting nearby. Ideally, this should be done during initial installation, but working with existing customers to improve the quality of their office environment should be done whenever possible.
 - However, brand new devices have a particularly strong odor that might worry some customers. This odor is significantly reduced by the end of the **first week of use**, so please ask for the customer's patience. See Figure 1 below for an example using the Aficio SP 8100DN.
 - Volatile Organic Compounds (VOC) are particles of the component materials (glues, plastics, chemicals, etc.) that Ricoh devices are built with. VOC are the primary source of the odors produced by Ricoh devices, so tracking VOC levels produced by Ricoh devices is a good indicator of the strength of the odors. Figure 1 shows the VOC levels of a brand new Aficio SP 8100DN during the first 5 days of use. As the graph shows, the amount of VOC has dropped by almost 60%.

Fig. 1



*1: Measurement was performed using a ppbRAE3000 from RAE Systems.

*2: "VOC Level (%)" shows the VOC level on a given day as a percentage of the first day's level. Mathematically, this is expressed as [Level detected on a given day] / [First day's level]

- After the customer understands the above, work with the customer to ensure that there is enough ventilation and that the Ricoh devices are installed in a safe and proper manner.

Model: Model AL-C1	Date: 19-Apr-12	No.: RD009064
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B. Room ventilation

While Ricoh devices are certified as safe, ventilation in some offices can allow even the safe levels of *VOC produced by Ricoh devices to build to levels that produce strong odors and health effects. In such cases, it is necessary to improve the ventilation of the immediate environment in which the Ricoh device is installed, in order to reduce particle concentration levels.

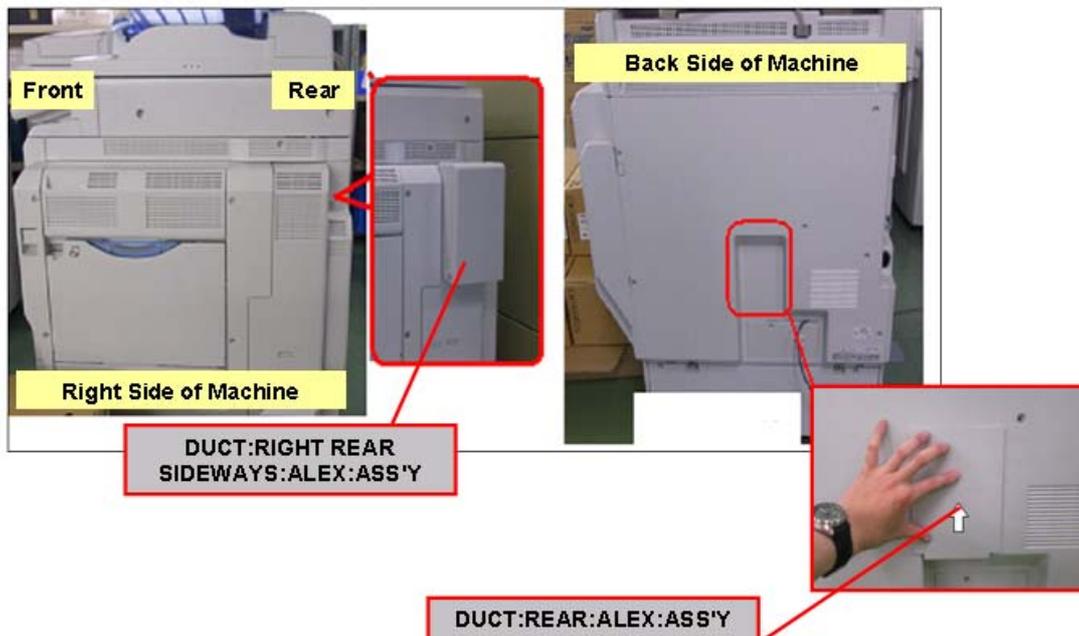
*VOC: Volatile Organic Compounds are particles of the component materials (glues, plastics, chemicals, etc.) that Ricoh devices are built with.

C. Deodorizing filter installation procedure

Locations of rear filter and fusing exhaust filter:

DUCT:REAR:ALEX:ASS'Y

DUCT:RIGHT REAR SIDEWAYS:ALEX:ASS'Y



Model: Model AL-C1

Date: 19-Apr-12

No.: RD009064

Attaching the rear filter:

1. Clean the exterior cover around the rear exhaust area using a cloth.
Important: Make sure to thoroughly clean the contact area for the double-sided tape.



2. Attach the rear deodorizing filter as shown in the photo below.



Model: Model AL-C1

Date: 19-Apr-12

No.: RD009064

Attaching the fusing exhaust deodorizing filter:

3. Clean the exterior cover around the fusing exhaust area using a cloth.
Important: Make sure to thoroughly clean the contact area for the double-sided tape.



4. Attach the fusing exhaust deodorizing filter as shown in the photo below.



Model: Model AL-C1

Date: 19-Apr-12

No.: RD009064

D. Limitations of the deodorizing filters

The following limitations exist with these filters:

If the temperature of the installation environment is **29C (84.2F) or higher:**

- Continuous printing/copying should be limited to a maximum of 38 minutes
- The Auto Off Timer should be set to its default value (60 minutes)

This is because when the temperature is this high, the properties and behavior of the toner change, and image quality issues begin to occur.

Model: AI-C2	Date: 02-May-12	No.: RD129033
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RTB Reissue

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

Subject: Firmware Release Note: Option IPDS		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 **Option IPDS**.

Version	Program No.	Effective Date	Availability of RFU
8.549	D6415761	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
8.549	1st Mass production

Model: AL-C2		Date: 07-Jun-12	No.: RD129035
Subject: Dog ears and exit jam		Prepared by: Yuji Urushihara	
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

Dog ears occur on the leading edge of the paper, and in some cases an exit jam may occur, when using the finisher in duplex mode.

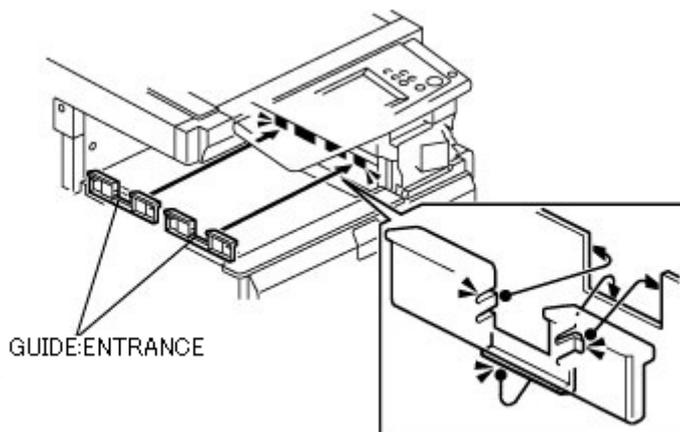
CAUSE

The entrance guide was not attached when the bridge unit was installed.

SOLUTION

Attach the entrance guide as shown below during the bridge unit installation.

P/N	Description
D6344674	GUIDE:ENTRANCE



Note:

This bridge unit is common with MP C series. However, it is not necessary to attach the GUIDE:ENTRANCE for MPC series. So, please keep the GUIDE:ENTRANCE because it can be used for this model when it was not attached during the bridge unit installation. Otherwise, it may necessary to order this part from your local spare part center.

Model: AL-C2		Date: 14-Jun-12	No.: RD129036
Subject: Service manual correction		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Specification)	<input type="checkbox"/> Tier 2

Service Manual correction

The area highlighted *in bold italic* below was corrected or added to the Service Manual.

The areas ~~crossed-out~~ were **deleted**.

2. Appendix: PM table (pg.561-567)

Service Manual (pg.561-567)

Mainframe

Symbol key: C: Clean, R: Replace, L: Lubricate, I: Inspect

	EM	160K	320K	800K	Note
Scanner/Optics					
Reflector		C			Optics cloth
1st Mirror		C			Optics cloth
2nd Mirror		C			Optics cloth
3rd Mirror		C			Optics cloth
Scanner Guide Rails		C			Do not use alcohol.
Exposure Glass	C	C			Cleaner
Toner Shield Glass	C	C			Dry cloth or cleaner
APS Sensor		C			Dry cloth
Exposure Glass (Sheet through)	C	C			Cleaner
<i>LED Board</i>	<i>C</i>				
Drum (OPC) Area					
OPC Drum	I	R			Perform SP3-001-2 after the replacement
Charge Roller		R			
Charge Roller Cleaning Roller		R			

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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	EM	160K	320K	800K	Note
Drum Cleaning Blade 1		R			
Quenching Lamp	⊖		C		
Pick-off Pawls		R			
Spurs	C	C			
ID Sensor	C	C			
Cleaning Entrance Seal		C			
Side Seal		C			
Development Unit					
Development Drive Gears				C	Dry cloth
Development Filter		R			
Development filter: front		R			
Development filter: rear		R			
Developer	/	+	R		
Entrance Seal	C	C			
Side Seal		I			
Development Roller		C			Dry cloth
Development Case	C	C			
Development Sleeve		C			
Lock Lever	C	C			
Paper Feed					
Registration Roller	I	C			Water
Idle Roller Dust Blade	I	C			Detach and tap gently on flat surface to empty. Blower brush.
Registration Roller Dust Blade	I	C			Blower brush.
Feed Rollers	I	C			Water
Pick-up Rollers	I	C			Water
Separation Rollers	I	C			Water
By-pass Feed Roller	I	C			Water

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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	EM	160K	320K	800K	Note
By-pass Pick-up Roller	I	C			Water
By-pass Separation Roller	I	C			Water
Paper Feed Guides	I	C			Dry cloth
Relay Rollers	I	C			Water
Bottom Plate Pad	I	C			Water
Bottom Plate Pad (By-pass feed)	I	C			Water
Registration Sensor	I	C			Blower brush
By-pass Feed Roller Gear	I	L			Silicone Grease G-501
Relay Sensors	I	C			Blower Brush
Paper Feed Sensors	I	C			Blower Brush
Duplex Unit					
Inverter Rollers	/	C			Water
Transport Rollers	/	C			Water
Entrance Sensor	/	C			Water
Exit Sensor	/	C			Water
Transfer Belt Unit					
Transfer Belt	C	R			Dry cloth. To prevent damage to the cleaning blade, always replace these items together.
Transfer Belt Cleaning Blade		R			
Transfer Belt Rollers		C			Dry cloth
Entrance Seal		C			Dry cloth
Transfer Entrance Guide	C	C			Dry cloth
Used Toner Tank	I	C			Empty the tank
<i>Seal (for paper dust)</i>		C			

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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	EM	160K	320K	800K	Note
Paper Exit					
Paper Exit Sensor	I	I			Blower brush
Junction Gate Jam sensor	I	C			Blower brush
Fusing Exit Sensor	I	I			Blower brush
Paper Exit Rollers	I	I			Water
Junction Transport Roller	I	I			Water
Paper Exit Guide	I	I			Water

NOTE:

- Due to their durability and extended service life, the feed rollers, separation rollers, and pick-up rollers of the mainframe, optional paper trays, and LCT are not replaced at PM.

*1: Lubricate the by-pass feed clutch gear with Silicone Grease G501 every P.M.

	EM	160K	320K	800K	Note
Fusing Unit and Paper Exit					
Fusing Entrance and Exit Guide Plates		C			Water or alcohol
Hot Roller		R			
Pressure Roller		R			
Fusing Thermistors		R			
Cleaning Roller Bushings		L			Grease: Barrierta JFE 55/2
Hot Roller Strippers		C	R		
Paper Exit Guide Ribs		C			Water or alcohol
Web Supply Roller		R			
Web Holder Roller			R		
Brake Pad			R		

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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Options

Symbol key: C: Clean, R: Replace, L: Lubricate, I: Inspect

ARDF

B802 D630	EM	120K (Originals)	Note
ARDF (for originals)			
Pick-up Roller	C	R	Damp cloth; alcohol
Feed Belt	C	R	Damp cloth; alcohol
Separation Roller	C	R	Damp cloth; alcohol
Sensors	C		Blower brush
Platen Sheet Cover	C		Damp cloth; alcohol (Replace if required.)
White Plate	C		Dry or damp cloth
Drive Gear	L		Grease G501
Transport Roller	C		Damp cloth; alcohol
Exit Roller	C		Damp cloth; alcohol
Inverter Roller	C		Damp cloth; alcohol
Idle Rollers	C		Damp cloth; alcohol

PFU

D351 D580	EM	150K	300K	450K	Note
Paper Feed Unit					
Relay Rollers	C	⊖			Dry or damp cloth
Bottom Plate Pad	C	⊖			Dry or damp cloth
<i>Relay Sensors</i>	C				<i>Dry or damp cloth</i>
<i>Paper Feed Sensors</i>	C				<i>Dry or damp cloth</i>
<i>Paper Feed Rollers</i>	C				<i>Dry or damp cloth</i>

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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LCT

D352 D581	EM	150K	300K	450K	Note
LCT 2000-sheet					
Bottom Plate Pad	C	⊖			Dry or damp cloth
Relay Rollers	C				<i>Dry or damp cloth</i>
Relay Sensors	C				<i>Dry or damp cloth</i>
Paper Feed Sensors	C				<i>Dry or damp cloth</i>
Paper Feed Rollers	C				<i>Dry or damp cloth</i>

D631	EM	150K	300K	450K	Note
LCT 1200-sheet					
Bottom Plate Pad	C				<i>Dry or damp cloth</i>
Relay Rollers	C				<i>Dry or damp cloth</i>
Relay Sensors	C				<i>Dry or damp cloth</i>
Paper Feed Sensors	C				<i>Dry or damp cloth</i>
Paper Feed Rollers	C				<i>Dry or damp cloth</i>

SR5020

1000-Sheet Finisher

B408 D588	EM	150K	300K	450K	Note
1000-Sheet Finisher					
Rollers	C				Water or alcohol.
Discharge Brush	C	C			Dry cloth
Sensors	C				Blower brush
Jogger Fences	I	I			Replace if required.

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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2000/3000-Sheet (Booklet) Finisher

B804/B805 D637/D636	EM	Note
2000/3000-Sheet (Booklet) Finisher		
Rollers	C	Water or alcohol.
Discharge Brush	C	Dry cloth
Sensors	C	Blower brush
Jogger Fences	I	Replace if required.
Punch Unit		
Punch Chads	C	Discard chads.

Bridge Unit

D386 D634	EM	Note
Bridge Unit		
Rollers	C	Dry or damp cloth
Copy Tray	C	Dry or damp cloth
Sensors	C	Blower brush

Bridge Unit

D389 D632	EM	Note
Bridge Unit		
Rollers	C	Dry or damp cloth
Copy Tray	C	Dry or damp cloth
Sensors	C	Blower brush

Model: AL-C2	Date: 14-Jun-12	No.: RD129036
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1-Bin Tray Unit

D389 D632	EM	Note
1-Bin Tray Unit		
Rollers	C	Dry or damp cloth
Copy Tray	C	Dry or damp cloth
Sensors	C	Blower brush

Side Tray

<i>D635</i>	<i>EM</i>	<i>Note</i>
<i>Side Tray</i>		
<i>Rollers</i>	<i>C</i>	<i>Dry or damp cloth</i>
<i>Sensors</i>	<i>C</i>	<i>Dry or damp cloth</i>

Shift Tray

<i>D633</i>	<i>EM</i>	<i>Note</i>
<i>Shift Tray</i>		
<i>Copy Tray</i>	<i>C</i>	<i>Dry or damp cloth</i>

Model: AL-C2		Date: 26-Jul-12	No.: RD129037
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: AL-C2

Date: 26-Jul-12

No.: RD129037

SOLUTION

For Case 1:

Update the FCU firmware to **Ver. 05.00.00** (D6295570F) **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. 05.00.00** (D6295570F) **or later**.

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

Model: AL-C2		Date: 07-Aug-12	No.: RD129038
Subject: How to replace LCD		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

Service Manual revision

The following were added to the Service Manual:

- **Steps 6-9** of the “Electrical Components” replacement and adjustment procedure
- **Entire replacement procedure** for the LCD (two types)

● **Steps 6-9** (highlighted in bold)

4. Replacement and Adjustment

Electrical Components

Pg. 134-135

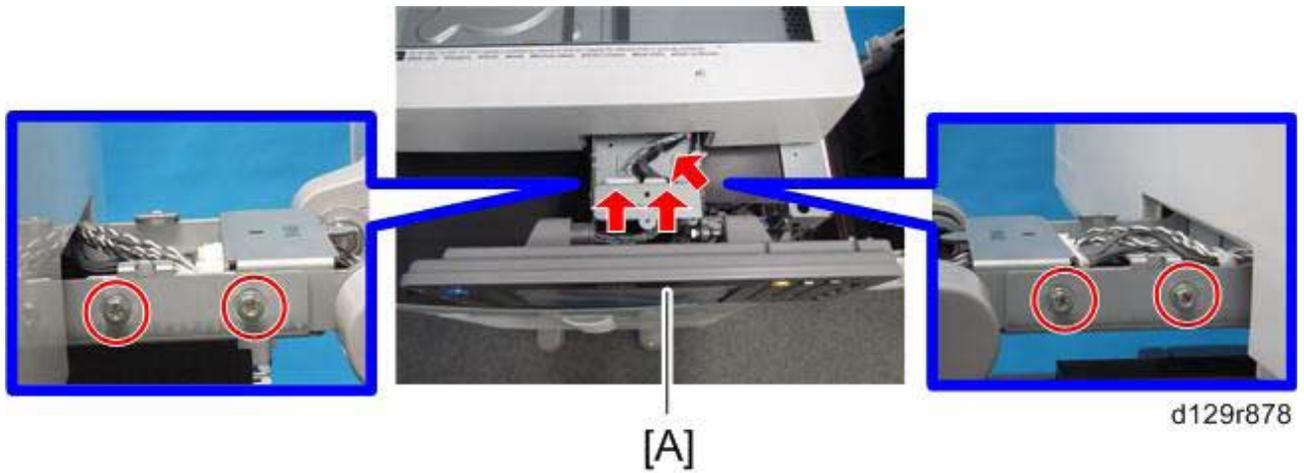
5. Remove the operation panel connector lower cover [B].
- 6. Remove the scanner left cover (Procedure: See pg. 140).**
- 7. Remove the scanner right cover (Procedure: See pg. 140).**
- 8. Remove the scanner front cover (Procedure: See pg. 140).**



d129r877

Model: AL-C2	Date: 07-Aug-12	No.: RD129038
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9. Remove the grounding line [A].



10. Remove the operation panel [A].

Model: AL-C2	Date: 07-Aug-12	No.: RD129038
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● **Replacement procedure** for the LCD (two types)

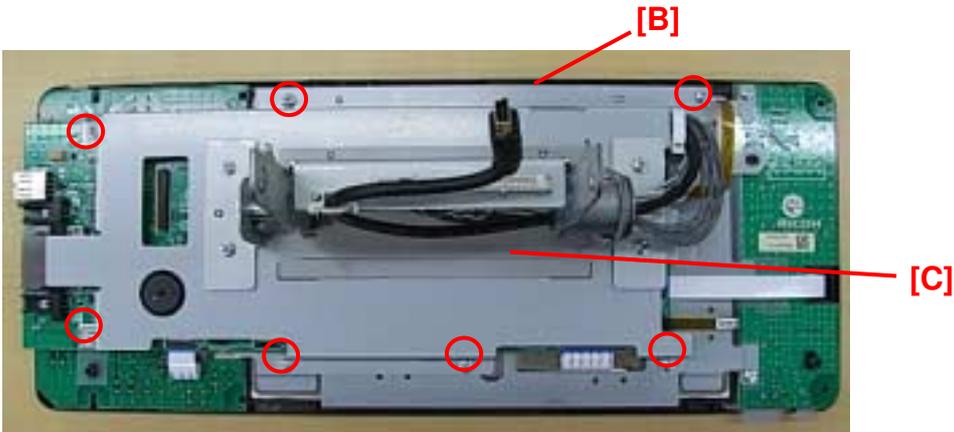
Pg. 430

LCD

1. Remove the operation panel cover (Procedure: See pg.134).
2. Remove the rear cover **[A]** (screws x 6).



3. Remove the rear cover **[B]** together with the hinge **[C]** (screws x 7).



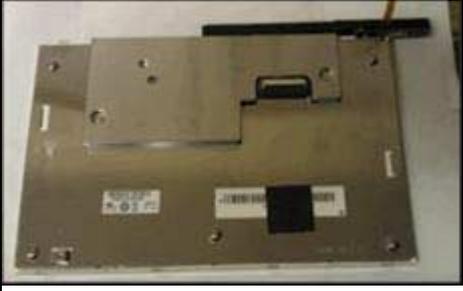
4. Remove the three cables **[D]**.



Model: AL-C2	Date: 07-Aug-12	No.: RD129038
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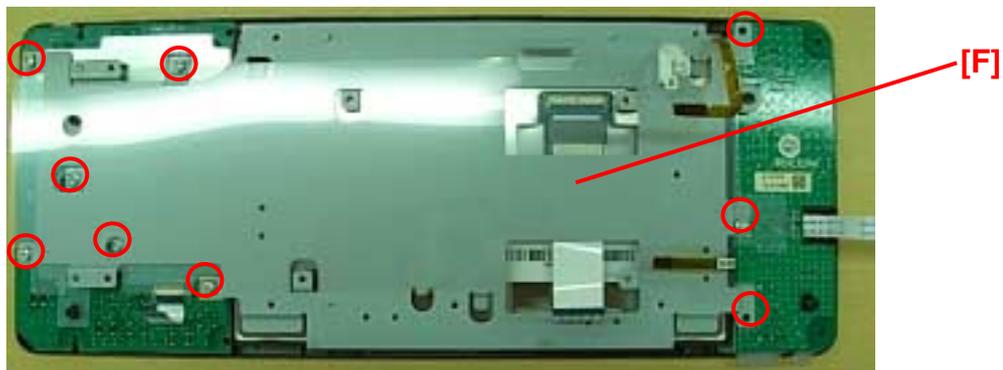
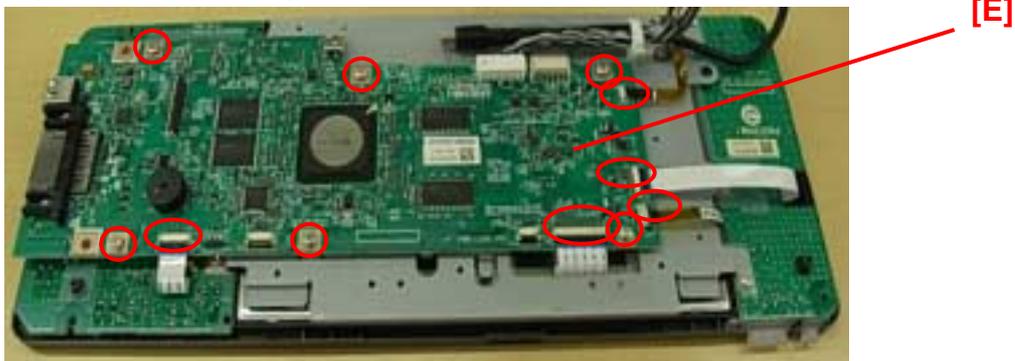
Important:

- There are two types of LCDs that use the same part number (D1291420), labeled Type A and Type B below. They are completely interchangeable (O/O).
- However, the harnesses are connected in slightly different locations on the board. Make sure to connect the harnesses in the correct position, depending on the type of LCD. Harness connectors and screws are circled in red for both types.

Part number	Description	Type A	Type B
D1291420	LCD:TFT: WVGA: LED:MV		

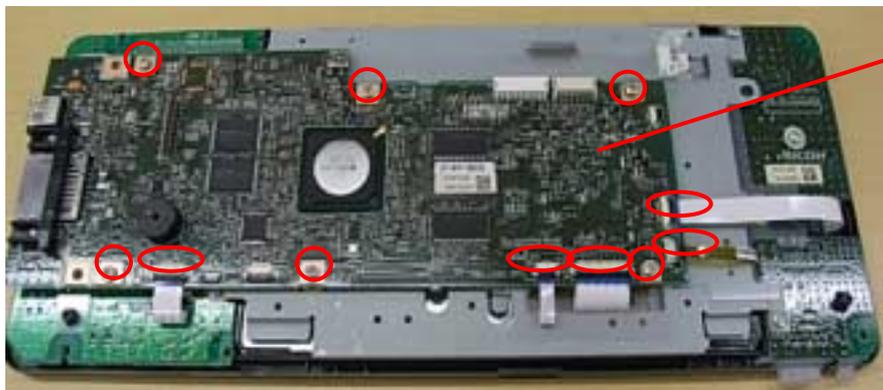
5. Remove the LCDC [E] (screws x 6, harness x 5).
6. Remove the bracket [F] (screws x 9).
7. Remove the LCD.

If you are replacing TYPE A:



Model: AL-C2	Date: 07-Aug-12	No.: RD129038
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If you are replacing TYPE B:



[E]



[F]

Reissued:03-Oct-12

Model: AL-C2	Date: 11-Sep-12	No.: RD129039a
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RTB Reissue

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

Subject: Parts Catalog Correction		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

24. By-pass Feed Section 2 (D129/D130)

Part number	Description	Q'ty	Page	Index	Note
AA083018	Roller Clutch - 6x14x10	1	59	28	-
D1292620	HOUSING:MANUAL FEED			50	

Change: The part number for this part was corrected in bold.

Reason: The part number and the description were not correct.

Model: AL-C2		Date: 03-Oct-12	No.: RD129040
Subject: SP5-747-204 and -205 has been added		Prepared by: T.Hirakawa	
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 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: AL-C2		Date: 03-Oct-12	No.: RD129041
Subject: Service Manual Correction (Fax option)		Prepared by: T.Hirakawa	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

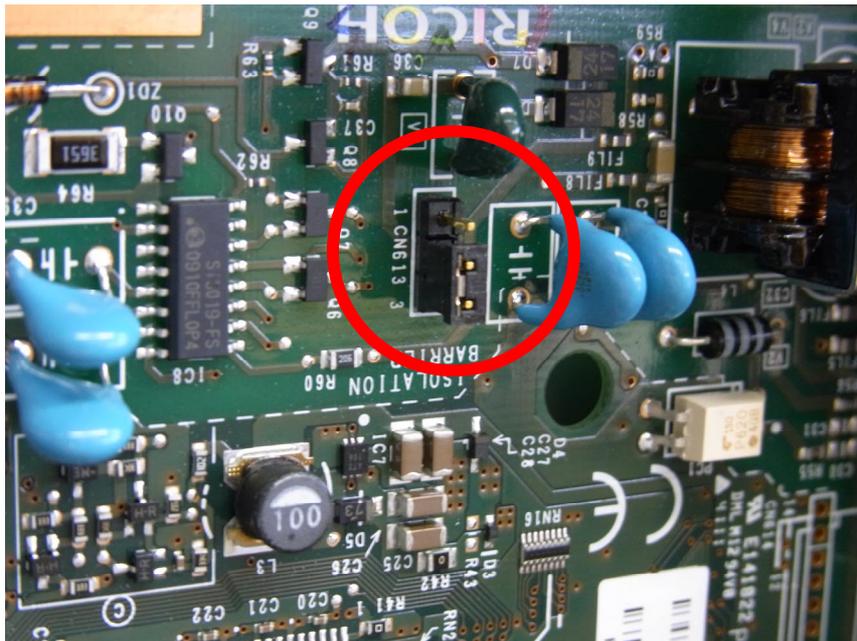
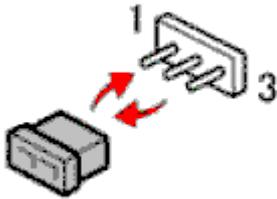
Service Manual Correction

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: AL-C2		Date: 16-Oct-12	No.: RD129042
Subject: A3/DLT Double Count		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

Service Manual revision

The area highlighted ***in bold italic*** below was corrected or added to the Service Manual.

The areas ~~crossed-out~~ were **deleted**.

5. Service Tables: Main SP table 5 (pg.295)

The default value for A3/DLT Double Count (SP5-104-001) was changed to "1"

5104	A3/DLT Double Count (SSP)
	Specifies whether the counter is doubled for A3/DLT. "Yes" counts except from the bypass tray.
	When "1" is selected, A3 and DLT paper are counted twice, that is A4 x2 and LT x2 respectively.
	[0 to 1 / 1 / 1]
	0: Single count
	1: Double count (default)

Cut in serial numbers

Model Name	Destination	Code	Serial Number
Aficio MP 4002, MP 4002	North America Latin America	D129-17	TBA
Aficio MP 4002G, MP 4002G	North America	D129-18	W522BA00001~
Aficio MP 4002, MP 4002	Europe	D129-27	TBA
Aficio MP 4002, MP 4002	Asia Latin America	D129-29	W522M940035~
Aficio MP 4002	China	D129-21	W522MA10001~
DSm940	China	D129-25	W522M920001~
Aficio MP 4002, MP 4002	Taiwan	D129-19	W522MA00001~
Aficio MP 5002, MP 5002	North America Latin America	D130-17	TBA
Aficio MP 5002G, MP 5002G	North America	D130-18	W532BA00001~
Aficio MP 5002, MP 5002	Europe	D130-27	TBA
Aficio MP 5002, MP 5002	Asia Latin America	D130-29	W532M940015~
Aficio MP 5002	China	D129-21	W532MA10001~
DSm950	China	D129-25	W522MA00001~
Aficio MP 5002, MP 5002	Taiwan	D129-19	W532MA00001~

Model: AL-C2	Date: 16-Oct-12	No.: RD129042
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Aficio MP 4002SP, MP 4002SP	North America Latin America	D129-57	TBA
Aficio MP 4002SPG, MP 4002SPG	North America	D129-58	W522BA00001~
Aficio MP 4002SP, MP 4002SP	Europe	D129-67	TBA
Aficio MP 4002SP, MP 4002SP	Asia Latin America	D129-69	W522M950056~
Aficio MP 4002SP	China	D129-61	W522M930131~
Aficio MP 4002SP, MP 4002SP	Taiwan	D129-59	W522MA00001~
Aficio MP 5002SP, MP 5002SP	North America Latin America	D130-57	TBA
Aficio MP 5002SPG, MP 5002SPG	North America	D130-58	W532B910021~
Aficio MP 5002SP, MP 5002SP	Europe	D130-67	TBA
Aficio MP 5002SP, MP 5002SP	Asia Latin America	D130-69	W532M950100~
Aficio MP 5002SP	China	D130-61	W532M970096~
Aficio MP 5002SP, MP 5002SP	Taiwan	D130-59	W532MA00001~

Model: AL-C2		Date: 26-Oct-12	No.: RD129043
Subject: SP5-749		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

Service Manual correction

The area highlighted *in bold italic* below was added to the Service Manual.

2. Appendix: PM table (pg.561-567)

Appendix: Service Program Mode Tables (pg.119)

SP5-xxx: Mode

5749	<i>Import/Export</i>
1	<i>Import</i>
101	<i>Export</i>
251	<i>Export Result Print (SP)</i>
252	<i>Import Result Print (SP)</i>

Note:

If part of the panel display for SP5-749 appears garbled, please apply the following modification firmware to the machine.

Target model	Module	Program No	Version	Effective date
AL-C2b	System/Copy	D1295751K	2.04	July 2012 production

Data that can be imported and exported

- Copier / Document Server Features
- Printer Features
- Scanner Features
- Facsimile Features
- Extended Feature Settings
- Program (Document Server)
- Program (Copier)
- Program (Scanner)
- Web Image Monitor Setting
- Web Service Settings
- System Settings

Model: AL-C2	Date: 26-Oct-12	No.: RD129043
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Data that cannot be imported or exported

- Address book
- Programs (fax function)
- Programs (printer function)
- Scanner function programs that include password settings
- User stamp in the copy default settings
- Settings for configuring from telnet
- @Remote-related data
- Counters
- EFI printer unit settings (At the time of EFI printer unit connection)
- Settings that can be specified using Web Image Monitor or Web Service only (such as Bonjour or SSDP settings)
- Some System Settings*1 *2

*1 The setting for the date, those settings that require the device certificate, and those settings that need to be adjusted for each device (for example, image adjustment settings) cannot be imported or exported.

*2 Settings only for executing functions and settings only for viewing cannot be imported or exported.

Import/export condition

Import/export is possible between devices only if their models, region of use, and the following device configuration match.

- Input Tray
- Output Tray
- Whether or not equipped with the duplex function
- Whether or not equipped with a finisher and the type of finisher
- ADF
- Whether or not equipped with a hard disk
- Whether or not equipped with the Remote Machine function

Location of stored data (log)

- The log is stored in the same location as the exported device setting information file.
- To use this function, it is necessary to create the device setting information file with special software and store it on the web server. For details, contact your sales representative.

Possible solutions for import/export problems

If an error occurs, check the log's result code first. Values other than 0 indicate that an error occurred. The result code will appear in the circled area illustrated below.

- Example of a log file

Model: AL-C2	Date: 26-Oct-12	No.: RD129043
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```

"1.0.0"
"ExecType", "Date", "SerialNo", "PnP", "Model", "Destination", "IP", "Host", "Storage", "FileName", "FileID", "TotalItem", "NumOfOkItem", "ResultCode", "ResultName", "Identifier"
"IMPORT"
"2012-07-05T15:29:16+09:00"
"3C35-7M0014"
"Brand Name"
"Product Name"
"0"
"10"
"10.250.155.125"
"RNP00267332582D"
"SD"
"201207051519563C35-710220.csv"
"201207051519563C35-710220"
" 0"
" 2"
"INVALID REQUEST"
"TargetID", "ModuleID", "PrefID", "Item", "NgCode", "NgName"
    
```

If you cannot solve the problem or do not know how to solve it after checking the code, note down the error log entry, and then contact your service representative.

Result Code	Cause	Solutions
2 (INVALID REQUEST)	A file import was attempted between different models or machines with different device configurations.	Import files exported from the same model with the same device configurations.
4 (INVALID OUTPUT DIR)	Failed to write the device information to the destination device.	Check whether the destination device is operating normally.
7 (MODULE ERROR)	An unexpected error occurred during import or export.	Switch the power off and then back on, and then try the operation again. If the error persists, contact your service representative.
8 (DISK FULL)	The available storage space on the external medium is insufficient.	Execute the operation again after making sure there is enough storage space.
9 (DEVICE ERROR)	Failed to write or read the log file.	The path to the folder for storing the file (or the folder in which the file is stored) is missing.
10 (LOG ERROR)	The hard disk is faulty.	Contact your service representative.
20 (PART FAILED)	Failed to import some settings.	The reason for the failure is logged in "NgCode". Check the code. ♦ Reason for the Error (Ng-Name) 2. INVALID VALUE The specified value exceeds the allowable range. 3. PERMISSION ERROR The permission to edit the setting is missing. 4. NOT EXIST The setting does not exist in the system. 5. INTERLOCK ERROR The setting cannot be changed because of the system status or interlocking with other specified settings. 6. OTHER ERROR The setting cannot be changed for some other reason.
21 (INVALID FILE)	Failed to import the file because it is in the wrong format in the external medium.	Check whether the file format is correct. The log is in the form of a CSV file
22 (INVALID KEY)	The encryption key is not valid.	Use the correct encryption key.

Model: AL-C2	Date: 26-Oct-12	No.: RD129043
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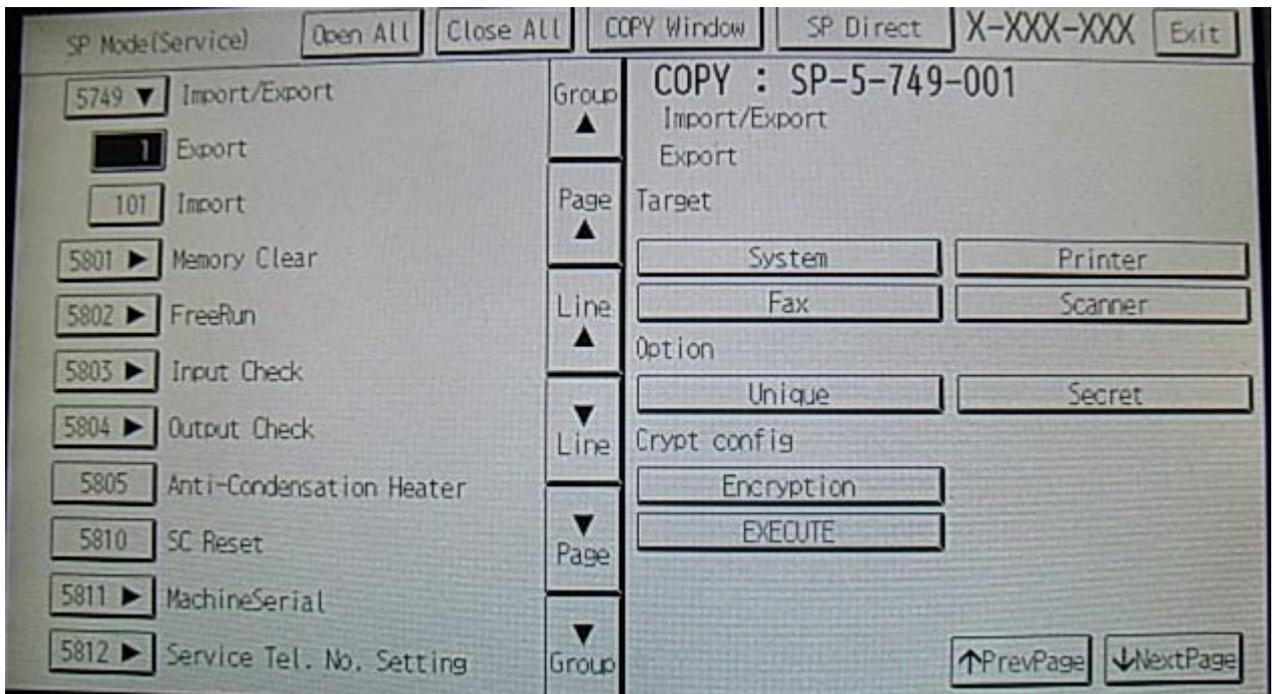
Note:

- When exporting device information from the control panel, the data can be saved only on an SD card.
- The file format for exports is CSV.

Exporting Device Information

When exporting SP device information from the control panel, the data is saved on an SD card.

1. Insert an SD card into the media slot on the side of the control panel.
2. Enter SP mode.
3. Press SP5-749-001
4. Select target SP settings to be exported.



Model: AL-C2	Date: 26-Oct-12	No.: RD129043
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5. Select the option settings.

Item	Specification	Note
Unique	Unique information of the machine is included in the exported file if you select the "Unique" setting.	<p>Unique information that can be updated</p> <p>#1. Items that are to be used to identify the machine itself. Example: IP address / Host name / Information related to fax number /Mail address assigned to the machine</p> <p>#2. Items for specifying the options installed on the machine. Example: Lot number for developer</p> <p>Unique information that cannot be updated</p> <p>#3. Items where a problem may occur by importing Example: Serial number / Information related to @Remote</p> <p>#4. Items for managing the history of the machine Example: Time and date / Counter information / Installation date</p> <p>#5. Setting values for the engine</p>
Secret	Secret information is exported if you select the "Secret" setting.	<p>Secret information</p> <p>#1. Data that absolutely cannot be exported. (Exported data becomes turned letter) Example: Password / Encryption key / PIN code</p> <p>#2. Confidential information for the customer Example: User name / User ID / Department code / Mail address / Phone number</p> <p>#3. Personal information Example: Document name / Image data</p> <p>#4. Sensitive information for the customer Example: IP address / MAC address / Network parameter</p>

6. Select an encryption setting.

Encryption	Select whether to perform encryption or not when exporting. If you push the "Encryption" key, you can export secret information.	If the encryption function is used, setting of the encryption key is required by direct input. - Type an arbitrary password using the soft keyboard - Can enter up to 32 characters
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7. Press the "Execute" key.

8. Press [OK].

Note:

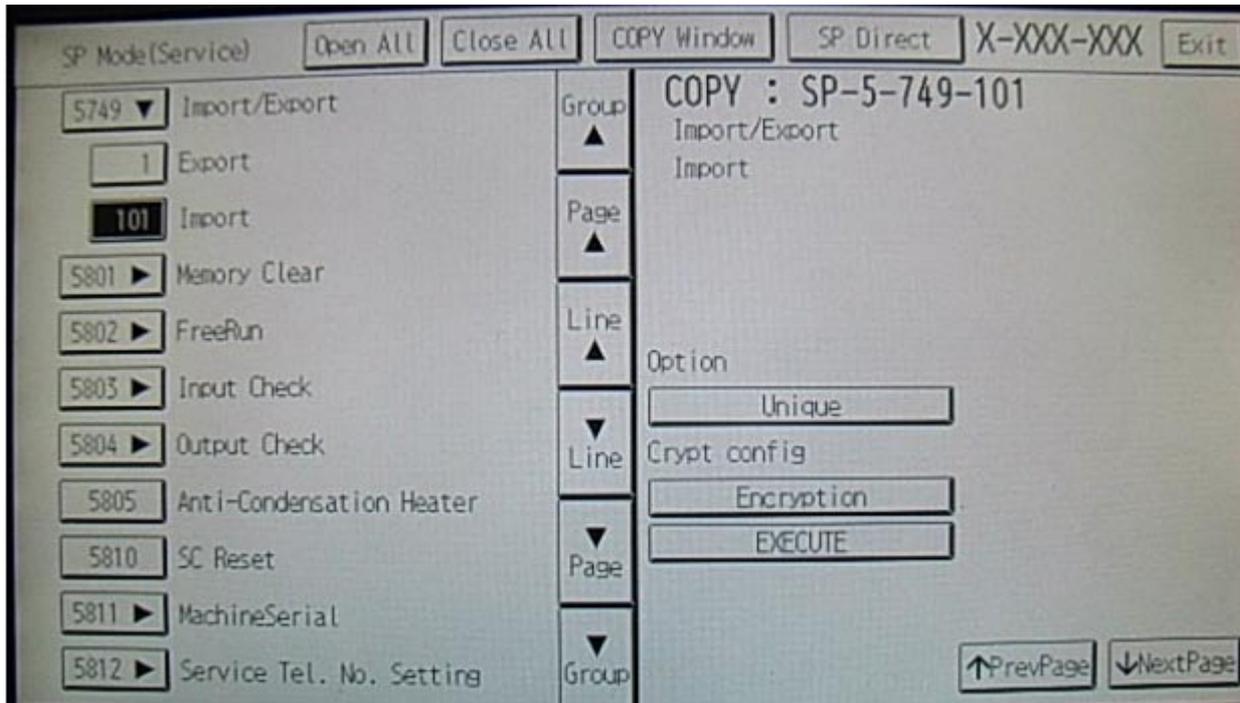
- If data export fails, the details of the error can be viewed in the log.

Model: AL-C2	Date: 26-Oct-12	No.: RD129043
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Importing Device Information

Import device information saved on an SD card.

1. Insert an SD card into the media slot on the side of the control panel.
2. Enter SP mode.
3. Press SP5-749-101



4. Select a unique setting.
5. Press "Encryption key", if the encryption key was created when the file was exported.

Unique	If you want to apply the unique information to the target machine, select the "Unique" key.	Refer to the above information
Encryption	If an encrypted file is selected as the import file, this setting is required.	

6. Press the "Execute" key.
7. Press [OK].

Note:

- If data export fails, the details of the error can be viewed in the log.

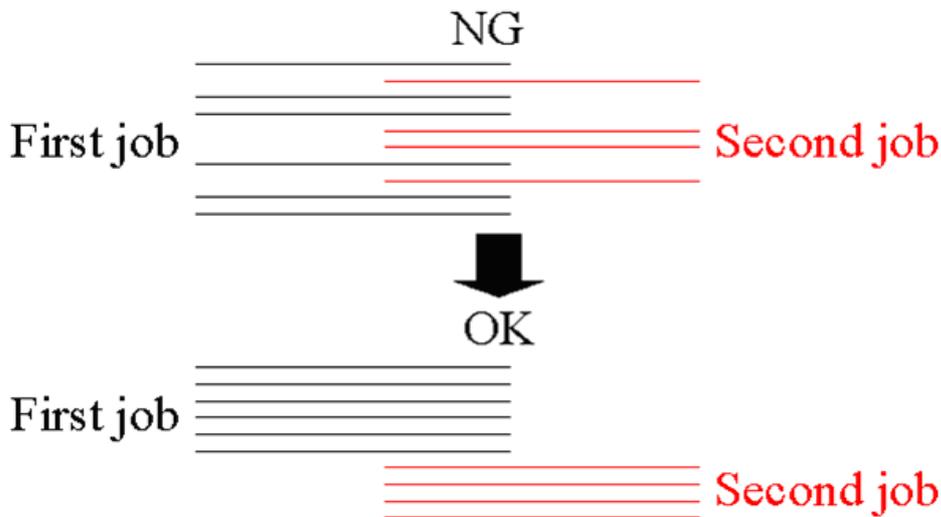
Model: AL-C2	Date: 29-Nov-12	No.: RD129044
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Subject: Printing received faxes on a machine with two or more fax lines		Prepared by: T. Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> 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

IMPORTANT: For machines that use two or more fax lines, make a forced visit as soon as possible, or apply the following solution at machine installation.

SYMPTOM

Pages from two separate faxes are printed out in the wrong order if one is received (via one line) while the other has already started to print out (having been received via another line).



CAUSE

FCU firmware bug

SOLUTION

Update the FCU firmware (D6295570) to **ver 07.00.00**

Reissued:25-Dec-12

Model: AL-C2	Date: 13-Dec-12	No.: RD129045a
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RTB Reissue

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

Subject: How to replace NVRAM on BCU		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

This RTB contains the procedure for replacing the NVRAM on the BCU board.

Replacement Procedure for the NVRAM on the BCU Board

1. Turn the main power switch ON.
2. Access **SP5990-001** and print out all data lists.
2. Turn the main power switch OFF.
3. Insert the SD card into the lower slot on the controller box.
4. Turn the main power switch ON.
5. Upload the NVRAM data (**SP5-824-001**) onto the SD card.
6. Turn the main power switch OFF.
7. Remove the old NVRAM from the BCU and attach the new one.

Important: Even if SC995 is displayed when you turn on the main switch (after replacing the NVRAM), continue with this procedure.

9. Access **SP5807-001** and set the area code.

Important:

- **SP5807-001** is a Sales SP mode. Please contact your Service key-person about the access method.
- The initial value stored in the NVRAM is "1".
- After the NVRAM is replaced, the display for **SP5807-001** changes to Japanese
- Refer to the following area code list.

Area code	Destination
1	JP
2	NA
3	EU
4	TWN
5	AA
6	CHN
7	KOR

Reissued:25-Dec-12

Model: AL-C2	Date: 13-Dec-12	No.: RD129045a
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10. Access **SP5-811-001** and program the machine serial number.

11. Access **SP5-811-004** and program the BCU serial number.

12. Turn the main switch off.

13. Download the NVRAM data (SP5-825-001) stored on the SD card in Step 5 onto the machine.

14. Remove the SD card from the lower slot in the controller box.

Important:

-If you cannot upload the NVRAM data (SP5-824-001) or download the NVRAM data (SP5-825-001), do the following:

-Enter the data from the SMC report manually (included in the factory sheet)

-Reinstall the security options (Data Overwrite Security, HDD Encryption)

Model: AI-C2

Date: 13-Feb-13

No.: RD129034

Subject: CC-CERTIFIED IN APRIL 2012 Machine		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 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 AI-C2 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1TM-2009

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

Note: Machines in production are CC-certified beginning in April 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 9 - 12.
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. 2600.1TM-2009".

See the following pages for Steps 3 thru 6

Model: AI-C2	Date: 13-Feb-13	No.: RD129034
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3. Enable the **HDD Encryption Unit**.

Enabling the Encryption Settings

This must be specified by the machine administrator.

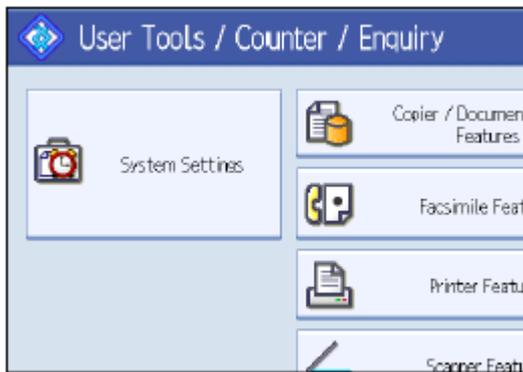
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

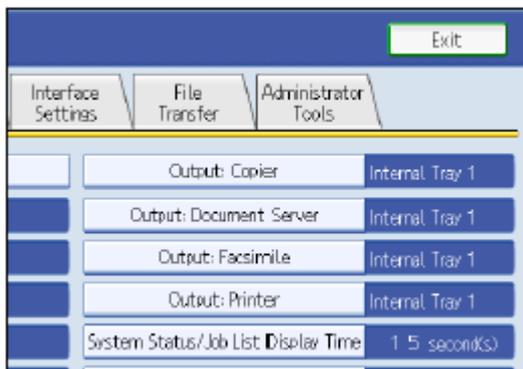
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

3.1 Press the [User Tools/Counter] key

3.2 Press [System settings]



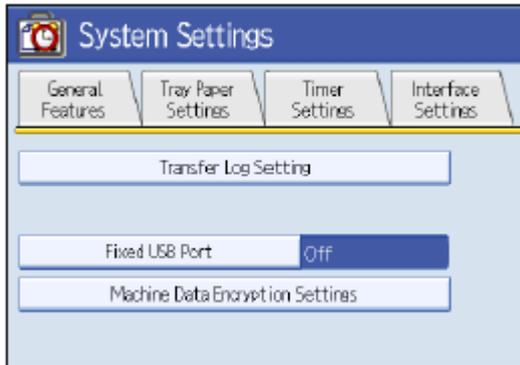
3.3 Press [Administrator Tools].



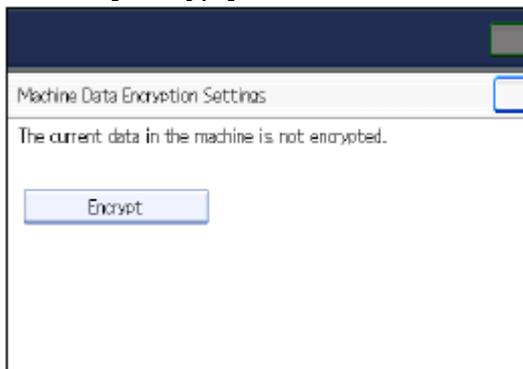
Model: AI-C2	Date: 13-Feb-13	No.: RD129034
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3.4 Press [Machine Data Encryption Settings].

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

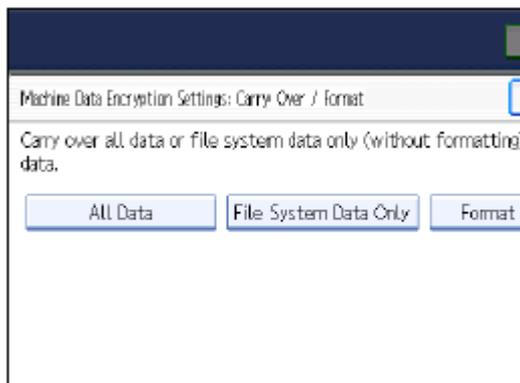


3.5 Press [Encrypt].



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

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



Model: AI-C2

Date: 13-Feb-13

No.: RD129034

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: AI-C2	Date: 13-Feb-13	No.: RD129034
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4 Install the **Fax Option Type 5002**.

Installation Procedure for FAX Option Type C5002

- Before installation:
 - If there is a printer option in the machine, print out all data in the printer buffer.
 - Push the operation switch to put the machine in standby mode. Make sure the power LED is off, turn the main switch off, and then disconnect the power cord and the network cable.
 - The copier must be connected to a properly grounded socket outlet.

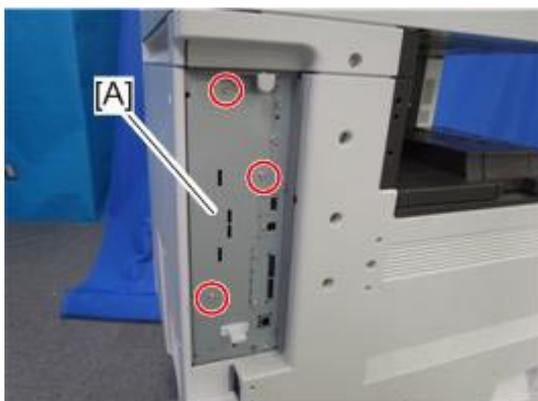
4.1 Attach the serial number decal near the serial number plate of the mainframe.

4.2 For NA models, attach the FCC decal near the serial number plate of the mainframe.



d629i100

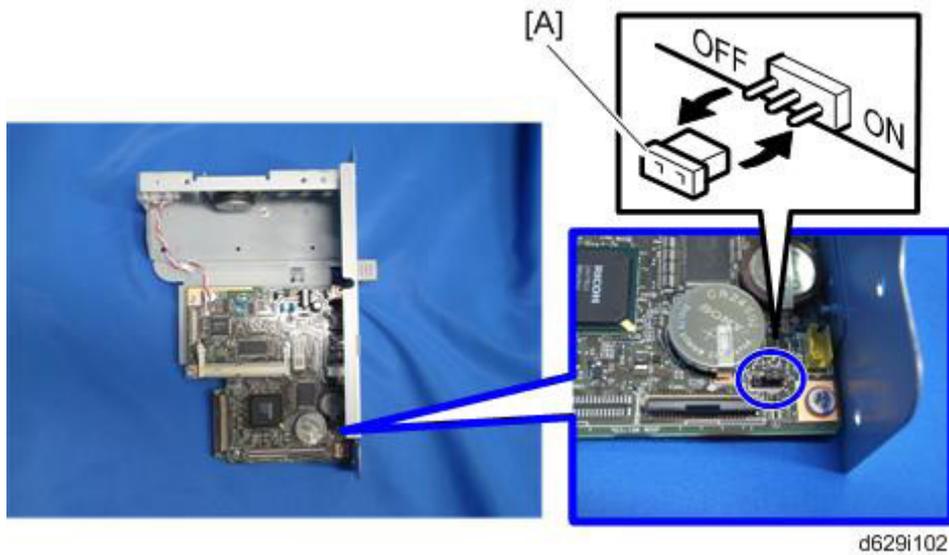
4.3 Remove the controller cover [A].



d629i101

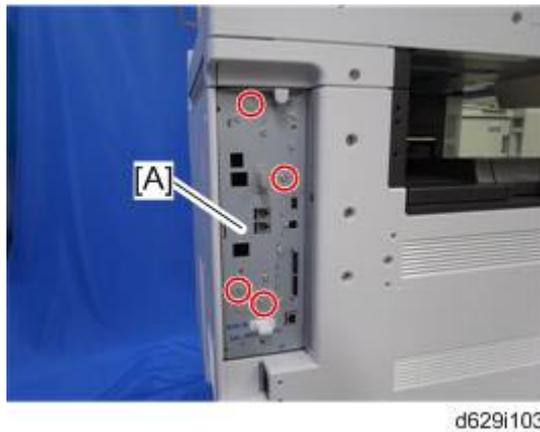
4.4 Remove the FCU cover [A]

Model: AI-C2	Date: 13-Feb-13	No.: RD129034
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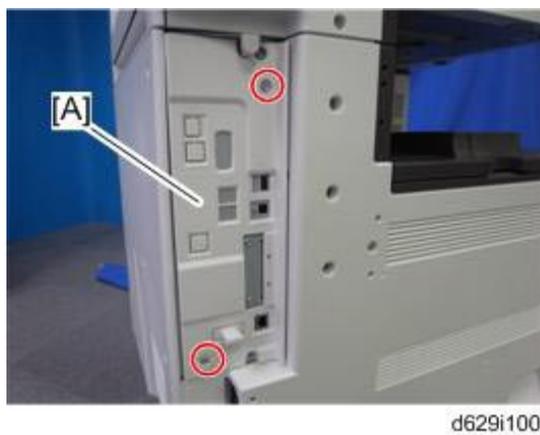


4.5 Remove the jumper [A] (set to OFF) and set it to ON.

Note: The machine may issue SC819, SC820 if the jumper is not set to "ON" correctly. (Sometimes these SC codes are not issued.)



4.6 Install the FCU [A].



4.7 Reattach the controller cover [A].

Model: AI-C2	Date: 13-Feb-13	No.: RD129034
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4.8 Connect the telephone cord to the “LINE 1” jack.



d629i104

4.9 Attach the Super G3 decal [A].

4.10 Attach the Fax decal under the function key on the operation panel.

4.11 Plug in the machine and turn on the main power switch.

Important:

After you turn the machine on, if you see a message that tells you the SRAM has been formatted due to a problem with SRAM, turn the machine off and on again to clear the message.

4.12 Enter the “User Tools” mode and set date and time.

4.13 Do SP3102 in the fax SP mode and enter the serial number for the fax unit.

4.14 Enter the correct country code with SP1101-016 (NCU Country/Area Code Setting).

4.15 Make sure that App2Me is NOT installed.

Note: If the customer purchase the Basic model, install the Printer/Scanner Unit Type 5002 (D641), or Printer Unit Type 5002 (D641) and Scanner Enhance Option Type 5002(D641). For details, see the Service manual (Printer/Scanner Option) on Page11 - 16.

Model: AI-C2	Date: 13-Feb-13	No.: RD129034
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5. 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.

6. 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 April 2012 machines), install **the exact versions** shown in the table below.
 - If the customer wants to install the machine as an equivalent of the April 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**.

Firmware versions with which the AI-C2 first achieved CC-CERTIFICATION: (April 2012)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.00.2	D1295751C
Network Support	11.75	D1295754C
Scanner	01.04	D1295759B
Printer	1.00.1	D1295763B
Fax	01.01.00	D1295753C
RemoteFax	01.01.00	D1295752C
Web Support	1.03	D1295755C
Web Uapl	1.02	D1295756C
NetworkDocBox	1.00.1	D1295757C
animation	1.00	D1295742A
PCL	1.04	D1295762B
PCL Font	1.13	D6415758A
Engine	1.00:03	D1295700B
OpePanel	1.02	NA:D1291491B EU:D1291492B AA:D1291493A
LANG0	1.02	D1291499
LANG1	1.02	D1291499
Data Erase Onb	1.03m	D3775913
GWFCU3.5-2(WW)	01.00.01	D6295570B

Ic Key and Ic Hdd versions with which the AI-C2 first achieved CC-ERTIFICATION: (April 2012)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	01

Model: AI-C2

Date: 13-Feb-13

No.: RD129034

The list of Operating Instructions (O/I)**<For NA>****Paper Documents**

- D129-7803 MP 4002/4002SP/5002/5002SP
Aficio MP 4002/4002SP/5002/5002SP
User Guide
- D129-7813 MP 4002/4002SP/5002/5002SP
Aficio MP 4002/4002SP/5002/5002SP
Read This First
- D143-7348 Notes for Security Guide
- D645-7900 SOFTWARE LICENSE AGREEMENT
- D629-8610 FAX OPTION TYPE 5002(Machine Code: D629)
INSTALLATION PROCEDURE
For Machine Code: D129/D130 Copiers
- D129-7926 Operating Instructions Notes on Security Functions
- D129-7923 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D129-7883 Manuals
MP 4002/MP 4002SP/MP 5002/MP 5002SP
Aficio MP 4002/MP 4002SP/MP 5002/MP 5002SP
- D129-7886 Printer/Scanner Drivers and Utilities
RICOH Aficio MP 4002/MP 5002
LANIER MP 4002/MP 5002
SAVIN MP 4002/MP 5002

Model: AI-C2

Date: 13-Feb-13

No.: RD129034

<For GSA>**Paper Documents**

- D129-7804 MP 4002G/4002SPG/5002G/5002SPG
Aficio MP 4002G/4002SPG/5002G/5002SPG
User Guide
- D129-7815 MP 4002G/4002SPG/5002G/5002SPG
Aficio MP 4002G/4002SPG/5002G/5002SPG
Read This First
- D143-7350 Notes for Security Guide
- D645-7900 SOFTWARE LICENSE AGREEMENT
- D629-8610 FAX OPTION TYPE 5002(Machine Code: D629)
INSTALLATION PROCEDURE
For Machine Code: D129/D130 Copiers
- D129-7927 Operating Instructions Notes on Security Functions
- D129-7924 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D129-7992 Manuals
MP 4002G/MP 4002SPG/MP 5002G/MP 5002SPG
Aficio MP 4002G/MP 4002SPG/MP 5002G/MP 5002SPG
- D129-7886 Printer/Scanner Drivers and Utilities
RICOH Aficio MP 4002/MP 5002
LANIER MP 4002/MP 5002
SAVIN MP 4002/MP 5002

Model: AI-C2

Date: 13-Feb-13

No.: RD129034

<For EU>

Paper Documents

- D129-7812 MP 4002/4002SP/5002/5002SP
Aficio MP 4002/4002SP/5002/5002SP
Read This First
- D143-7347 Notes for Security Guide
- A232-8561A Safety Information
- D645-7900 SOFTWARE LICENSE AGREEMENT
- D629-8610 FAX OPTION TYPE 5002(Machine Code: D629)
INSTALLATION PROCEDURE
For Machine Code: D129/D130 Copiers
- D129-7900 SOFTWARE LICENSE AGREEMENT
- D129-7925 Operating Instructions Notes on Security Functions
- D129-7922 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D129-7986 Manuals
MP 4002/MP 4002SP/MP 5002/MP 5002SP
Aficio MP 4002/MP 4002SP/MP 5002/MP 5002SP
A
- D129-7892 Printer/Scanner Drivers and Utilities
RICOH Aficio MP 4002/MP 4002SP/MP 5002/MP 5002SP
MP 4002/MP 4002SP/MP 5002/MP 5002SP
infotec MP 4002/MP 4002SP/MP 5002/MP 5002SP

Model: AI-C2

Date: 13-Feb-13

No.: RD129034

<For Asia>**Paper Documents**

- D129-7803 MP 4002/4002SP/5002/5002SP
Aficio MP 4002/4002SP/5002/5002SP
User Guide
- D129-7814 MP 4002/4002SP/5002/5002SP
Aficio MP 4002/4002SP/5002/5002SP
Read This First
- D143-7348 Notes for Security Guide
- D645-7900 SOFTWARE LICENSE AGREEMENT
- D629-8610 FAX OPTION TYPE 5002 (Machine Code: D629)
INSTALLATION PROCEDURE
For Machine Code: D129/D130 Copiers
- D129-7926 Operating Instructions Notes on Security Functions
- D129-7923 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D129-7883 Manuals
MP 4002/MP 4002SP/MP 5002/MP 5002SP
Aficio MP 4002/MP 4002SP/MP 5002/MP 5002SP
- D129-7895 Printer/Scanner Drivers and Utilities
RICOH Aficio MP 4002/MP 4002SP/MP 5002/MP 5002SP
Gestetner MP 4002/MP 4002SP/MP 5002/MP 5002SP
LANIER MP 4002/MP 4002SP/MP 5002/MP 5002SP

Model: AL-C2		Date: 08-Mar-13	No.: RD129046
Subject: How to replace the NVRAM on the CTL Board		Prepared by: T.Hirakawa	
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 (Specification)	<input type="checkbox"/> Tier 2

This RTB contains the procedure for replacing the NVRAM on the CTL board.

Procedure for Replacing the NVRAM on the CTL Board

1. Turn the main power switch ON.
2. Access **SP5990-001** and print out all data lists.
3. Turn the main power switch OFF.
4. Make sure that the System/Copy firmware is **v2.02** (D1295751H) **or later**, and if it is not, update it to this version.

Note: This step is necessary in order to enable auto loading of the BCU serial number.

5. Insert the SD card into the lower slot on the controller box.
6. Turn the main power switch ON.
7. Upload the NVRAM data (**SP5-824-001**) onto the SD card.
8. Turn the main power switch OFF.
9. Remove the old NVRAM from the CTL board and attach the new one.
10. Turn the main power switch ON.

Important: If SC995 is displayed when you turn on the main switch (after replacing the NVRAM), [turn the main switch OFF/ON again.](#)

11. Download the NVRAM data (SP5-825-001) stored on the SD card in Step 7, and then upload it to the machine.
12. Remove the SD card from the lower slot in the controller box.

Reissued: 10-Jul-17

Model: AL-C2	Date: 17-May-13	No.: RD129047b
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RTB Reissue

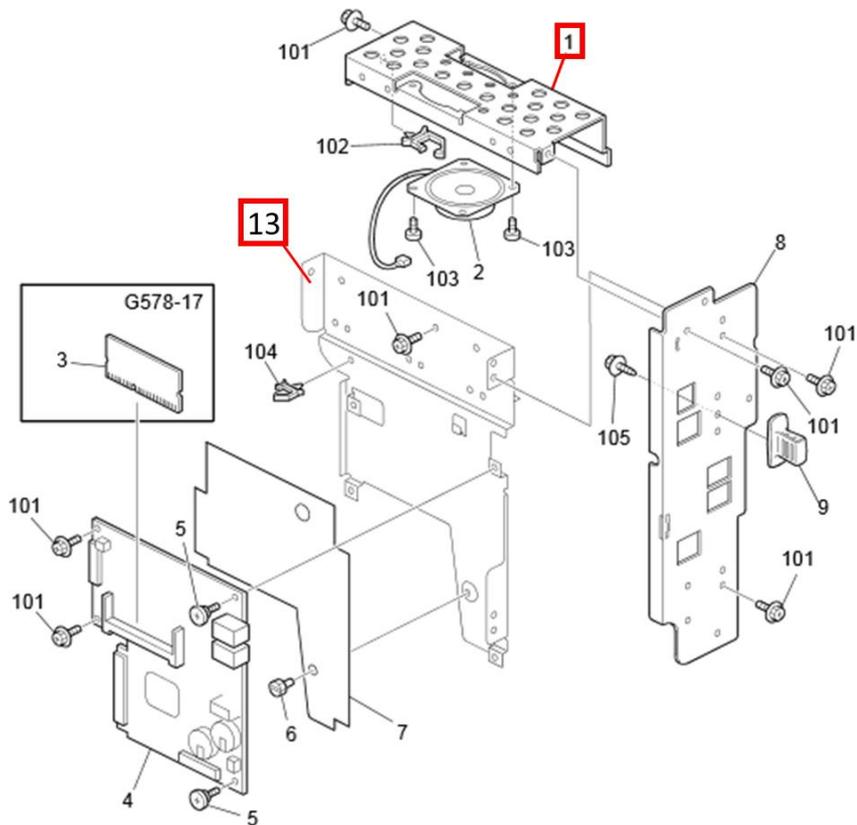
The items in ***bold italics*** were corrected or added.

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

Change/Reason: The following part number is revised from the previous RTB.

Index	New part number	Description	Q'ty	Int	Page	Note
1	<i>D3465734</i>	<i>SPEAKER BRACKET</i>	1		3	-
13	D6295731 D6295720	<i>BRACKET:FAX CONTROL UNIT</i>	1		3	-

1.Fax Option (D692)



Model: AL-C2		Date: 05-Mar-14	No.: RD129048
Subject: Part Catalog Correction		Prepared by: M.Yoneda	
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

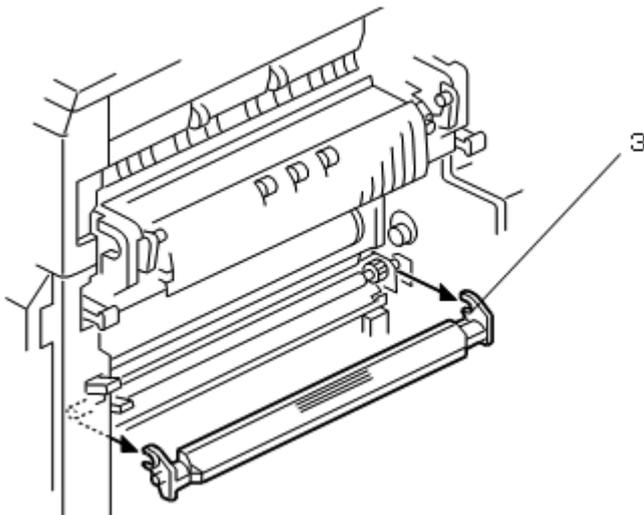
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-D0092617	D1292617	GUIDEPLATE:REGISTRATION:UPPER	0-1	X/O	14	3	

Change: The method for attaching the COVER-PAPER DUST REMOVAL & GUIDPLATE:REGISTRATION:UPPER was changed. **See details below.**

Reason: To further strengthen the integrity of the connection.

Current method:

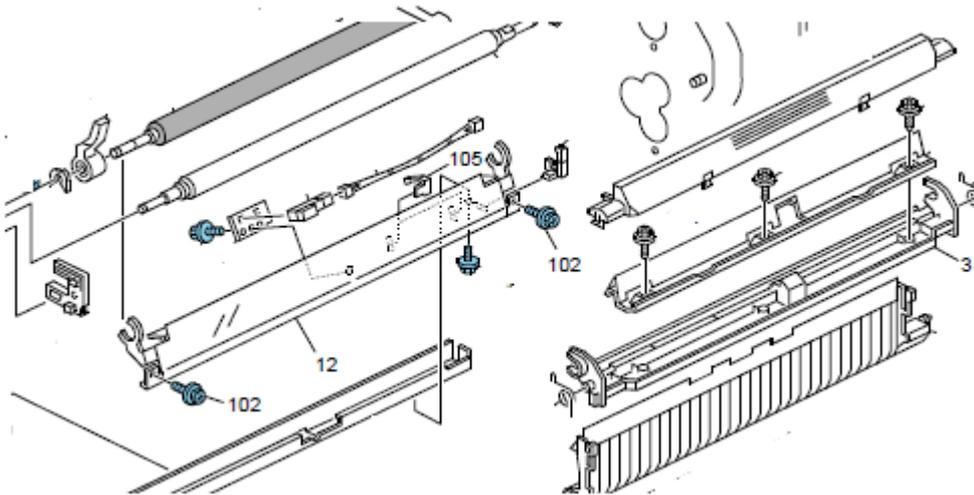
The guide plate is fixed by mounting the ends of the shaft and fixing it in place with spring pressure.



Model: AL-C2	Date: 05-Mar-14	No.: RD129048
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New method:

- Co-fastening ribs were added to the guide plate (index #3 below).
- This guide plate and registration lower guide plate (index #12) are fastened to each other using a screw (after the shaft is attached).
- The length of this fastening screw was increased from 6mm to 8mm (index #102)



RAI (China) Production

Name	Destination	Product Code	Serial #
Aficio MP 4002	Asia	D129-29	W523MC40001 ~
Gestetner MP 4002			
Lanier MP 4002			
Aficio MP 4002	Taiwan	D129-19	W524M100001 ~
Gestetner MP 4002			
Aficio MP 4002	China	D129-21	W523MC10001 ~
Gestetner: DSm940		D129-25	W523MC20001 ~
Aficio MP 4002SP	Asia	D129-69	W523MC50001 ~
Gestetner MP 4002SP			
Lanier MP 4002SP			
Aficio MP 4002SP	Taiwan	D129-59	W523MC00001 ~
Gestetner MP 4002SP			
Aficio MP 4002SP	China	D129-61	W523MC30001 ~
Aficio MP 5002	Asia	D130-29	W533MC40001 ~
Gestetner MP 5002			
Lanier MP 5002			
Aficio MP 5002	Taiwan	D130-19	W534M100001 ~
Gestetner MP 5002			
Aficio MP 5002	China	D130-21	W533MC10001 ~
Aficio MP 5002SP	Asia	D130-69	W533MC50001 ~
Gestetner MP 5002SP			
Lanier MP 5002SP			
Aficio MP 5002SP	Taiwan	D130-59	W533MC00001 ~
Gestetner MP 5002SP			
Aficio MP 5002SP	China	D130-61	W533MC70001 ~

Reissued: 27-Jan-15

Model: AL-C2b	Date: 26-Sep-14	No.: RD129049b
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RTB Reissue

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

Subject: Parts change and addition information.		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: To prevent the cleaning web from coming loose, the following parts are changed or newly added to the fusing unit.

[1] The addition of a variable brake to the cleaning web.

[2] Changed the one-way clutch method on the holder roller to ratchet method.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Set	Note
D1294305	D1294304	CLEANING UNIT:ASS'Y	1	X/O	76	*		
AE040099	AE040100	ROLLER: PLATE	1	X/X	76	9	B	
-	D1294331	FLAT NUT: BRAKE	1		76	24**	A	Please refer to [A] for [1]
-	D1294332	BRAKE: WEB	1		76	25**	A	Please refer to [B] for [1]
D0094355	-	ROLLER CLUTCH			76	8		Deleted, please refer to [C]
-	D1294359	BUSHING: ROLLER: PLATE: FRONT	2	X/X	76	26**	B	Please refer to [D] for [2]
-	B0654211	PRESSURE ROLLER GEAR	1		76	27**	B	Please refer to [E] for [2]
-	B1404209	BRACKET: STOPPER: ASS'Y	1		76	28**	B	Please refer to [F] for [2]
-	D1294309	BRAKE: WEB: ASS'Y	1		76	29**		
-	D0094321	STAY: UPPER	1		76	30**		

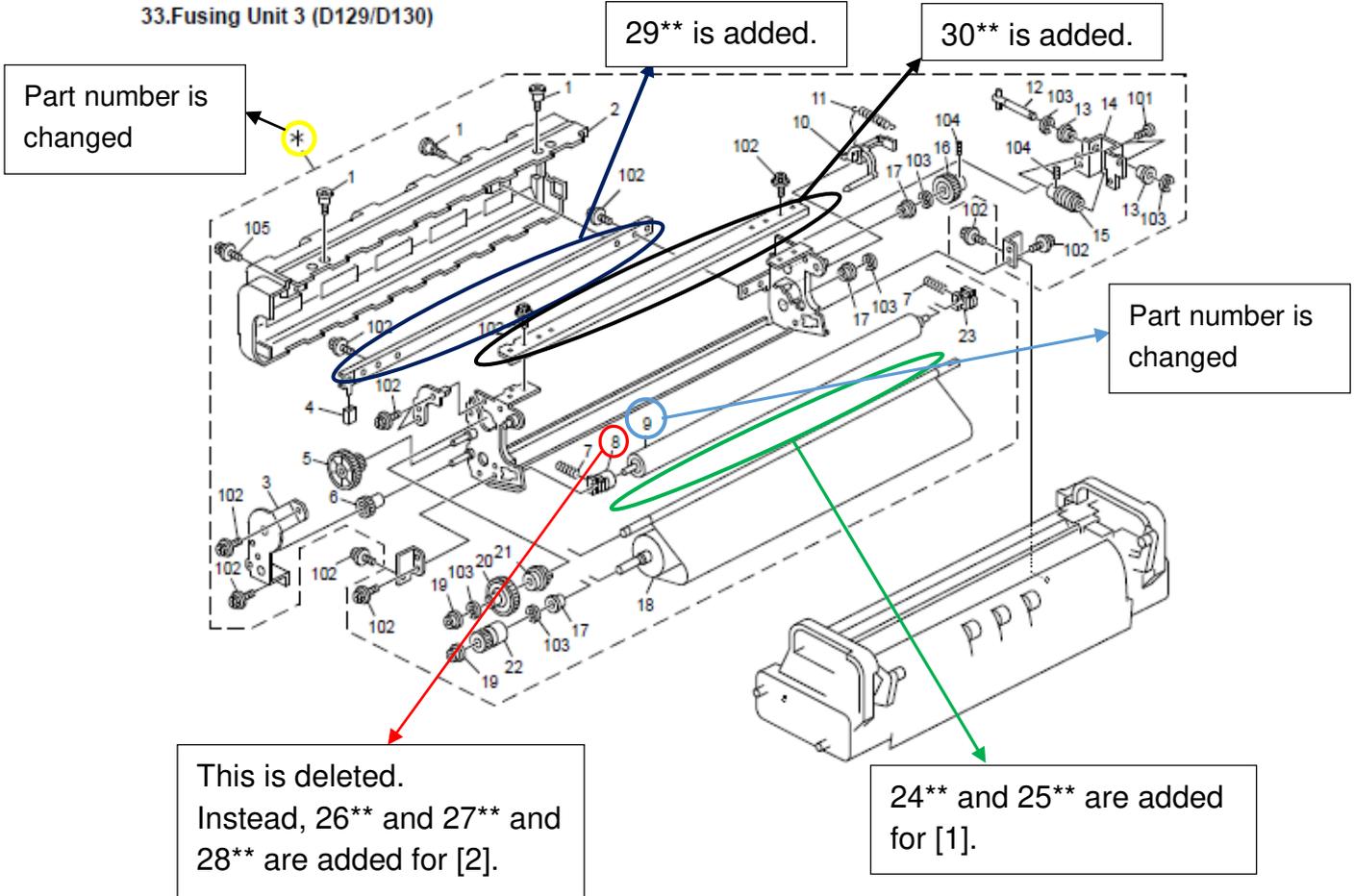
• Part number of the Fusing Unit does not change.

** : New Index

Reissued: 27-Jan-15

Model: AL-C2b	Date: 26-Sep-14	No.: RD129049b
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33.Fusing Unit 3 (D129/D130)

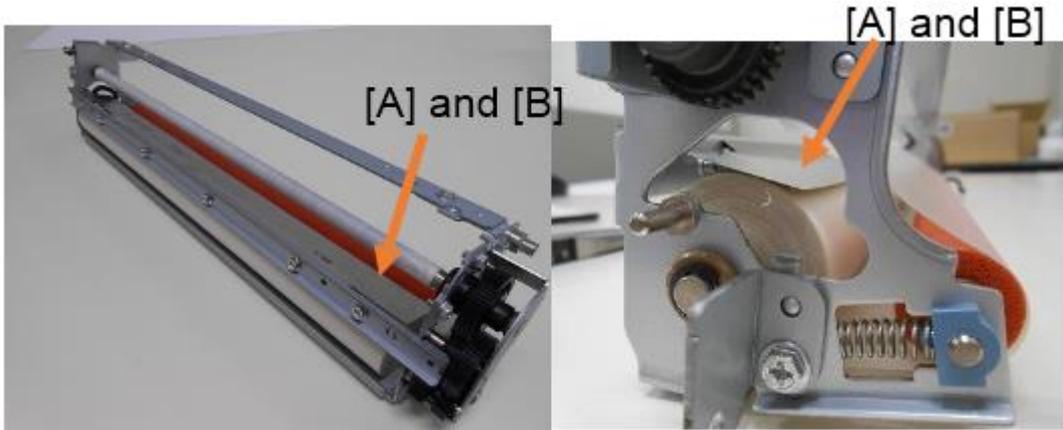


Reissued: 27-Jan-15

Model: AL-C2b	Date: 26-Sep-14	No.: RD129049b
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[1] Variable brake

[A] and [B] are the variable brake.



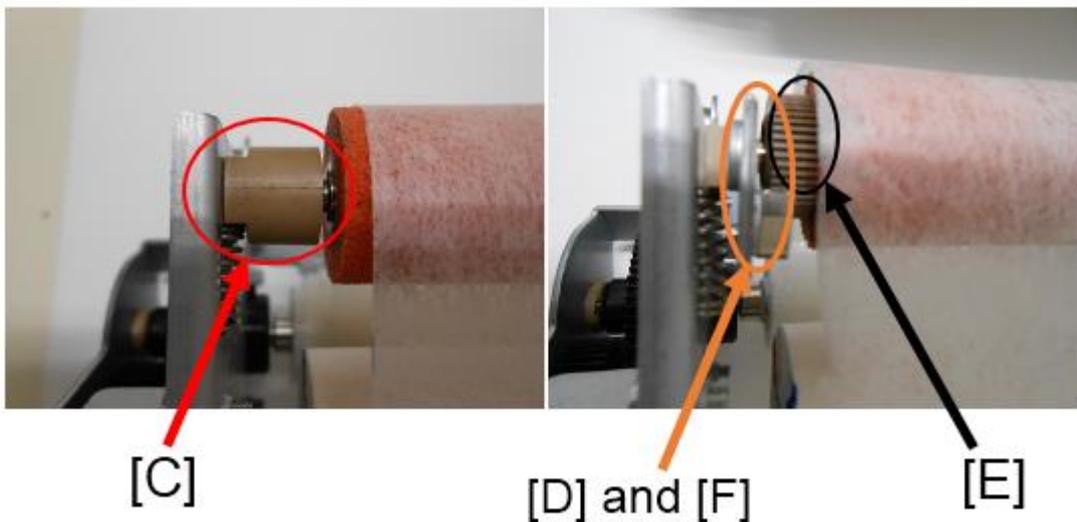
[2]: One way clutch method

One-way clutch method is before.

Ratchet method is after.

One-way clutch method

Ratchet method



Action to take on MIF:

Please install a new cleaning unit (p/n: D1294304) when a cleaning web issue occurs, because individual parts are not compatible due to modification of a frame on the fusing unit. After that, individual parts can be replaced.

Reissued: 27-Jan-15

Model: AL-C2b	Date: 26-Sep-14	No.: RD129049b
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RAI (China) Production

Name	Destination	Product Code	Serial #
Aficio MP 4002	Asia	D129-29	W524M140023~
Gestetner MP 4002			
Lanier MP 4002			
Aficio MP 4002	Taiwan	D129-19	W524M100001~
Gestetner MP 4002			
Aficio MP 4002	China	D129-21	W523MC10116~
Gestetner: DS940		D129-25	W524M120001~
Aficio MP 4002SP	Asia	D129-69	W523MC50142~
Gestetner MP 4002SP			
Lanier MP 4002SP			
Aficio MP 4002SP	Taiwan	D129-59	W524M100010~
Gestetner MP 4002SP			
Aficio MP 4002SP	China	D129-61	W523MC30203~
Aficio MP 5002	Asia	D130-29	W534M140007~
Gestetner MP 5002			
Lanier MP 5002			
Aficio MP 5002	Taiwan	D130-19	W534M100001~
Gestetner MP 5002			
Aficio MP 5002	China	D130-21	W533MC10011~
Aficio MP 5002SP	Asia	D130-69	W534M150001~
Gestetner MP 5002SP			
Lanier MP 5002SP			
Aficio MP 5002SP	Taiwan	D130-59	W534M100002~
Gestetner MP 5002SP			
Aficio MP 5002SP	China	D130-61	W533MC70061~
Ricoh: Aficio MP 5002	NA	D130-91	W533MC22811~
Savin: MP 5002			
Lanier: MP 5002			
Ricoh: Aficio SP 8300DN	NA	M132-17	T424M110004~
Ricoh: Aficio SP 8300DN	EU/Asia	M132-27	T424M130006~
Lanier:SP 8300DN			

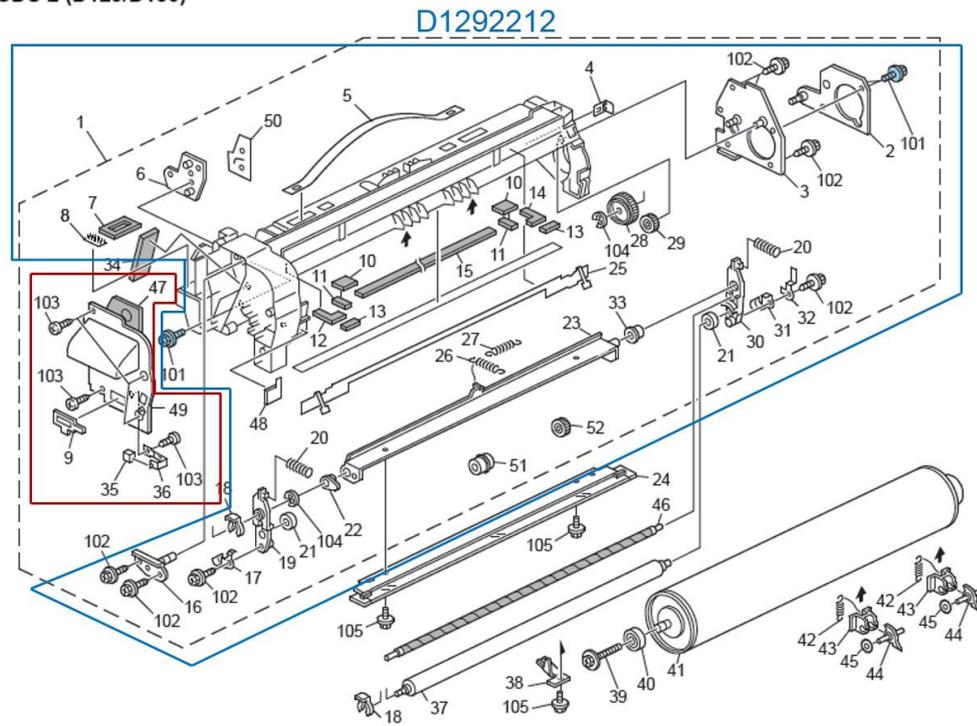
Model: AL-C2		Date: 6-Nov-14	No.: RD129050
Subject: Part Catalog Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The illustration shown below was corrected.

Note: The correct outline for P/N D1292212 (index #1) is shown in blue. The parts in the area enclosed in red are registered separately.

Pg.66

28.PCDU 2 (D129/D130)



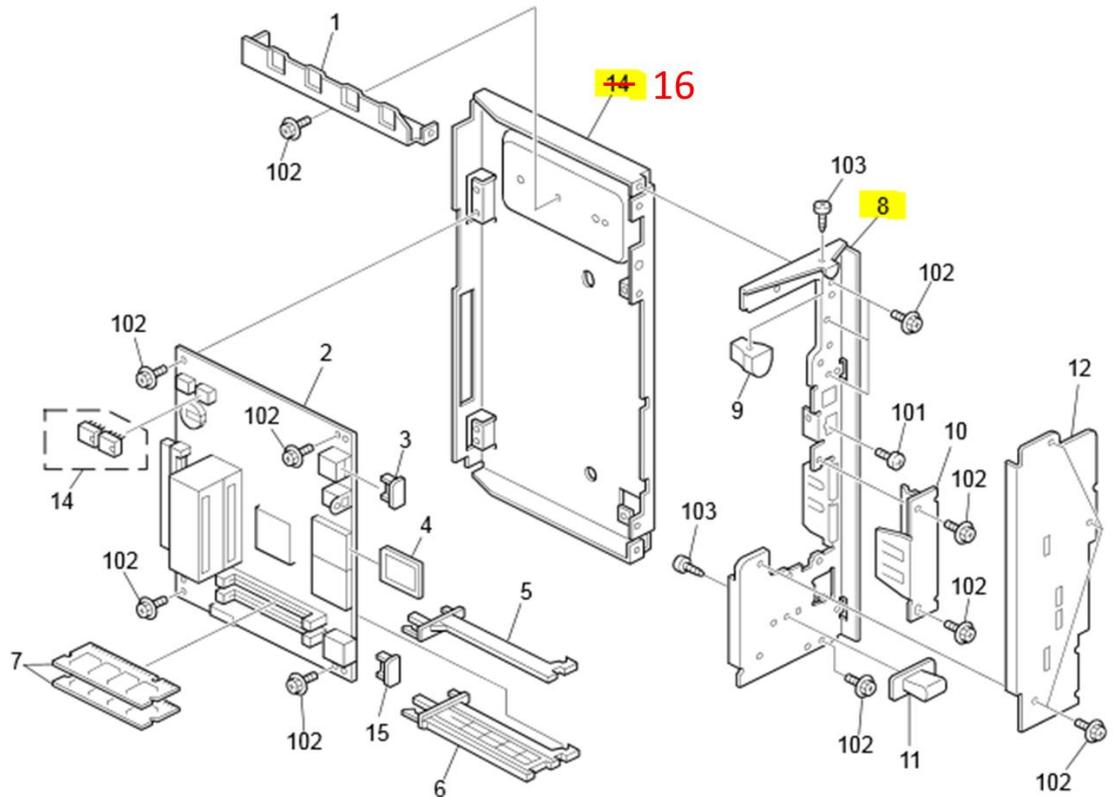
Model: AL-C2		Date: 25-Nov-14	No.: RD129051
Subject: Part Catalog Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following parts were missing from the Parts Catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
D1295844	DRUM STAY:CONTROL BOARD:PEEN	1		113	8	
D1295880	BRACKET:CONTROL BOARD	1		113	16	

Pg.112 and 113

51.Controller Section 2 (D129/D130)



Model: AL-C2	Date: 25-Nov-14	No.: RD129051
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51.Controller Section 2 (D129/D130)

Index No.	Part No.	Description	Q'ty Per Assembly
1	D009 5881	Guide - Fax Control Unit	1
2	D129 5725	PCB:CTL:50	1
2	D129 5726	PCB:CTL:40	1
3	B154 5865	Cap:Connector:USB	1
4	D129 5740	SD-Card:P/S Unit:Ass'y	1
5	D009 5899	Right Rail - Small	1
6	D009 5891	Left Rail - Fax Control Unit	1
7	M052 5391	PCB:Memory:512MB	1
9	D129 5870	Grip:C/T Box:Upper:IG	1
10	B154 5869	Panel:Interface:SECC	1
11	D144 5885	Grip:Control Board:IG	1
12	D129 5872	Cover:Fax Control Unit:Large	1
13	D129 5890	Cover:Control Unit	1
14	D129 9590	NVRAM	1
15	B129 5008	Cap - LAN Connector	1
8	D1295844	DRUM STAY:CONTROL BOARD:PEEN	1
16	D1295880	BRACKET:CONTROL BOARD	1

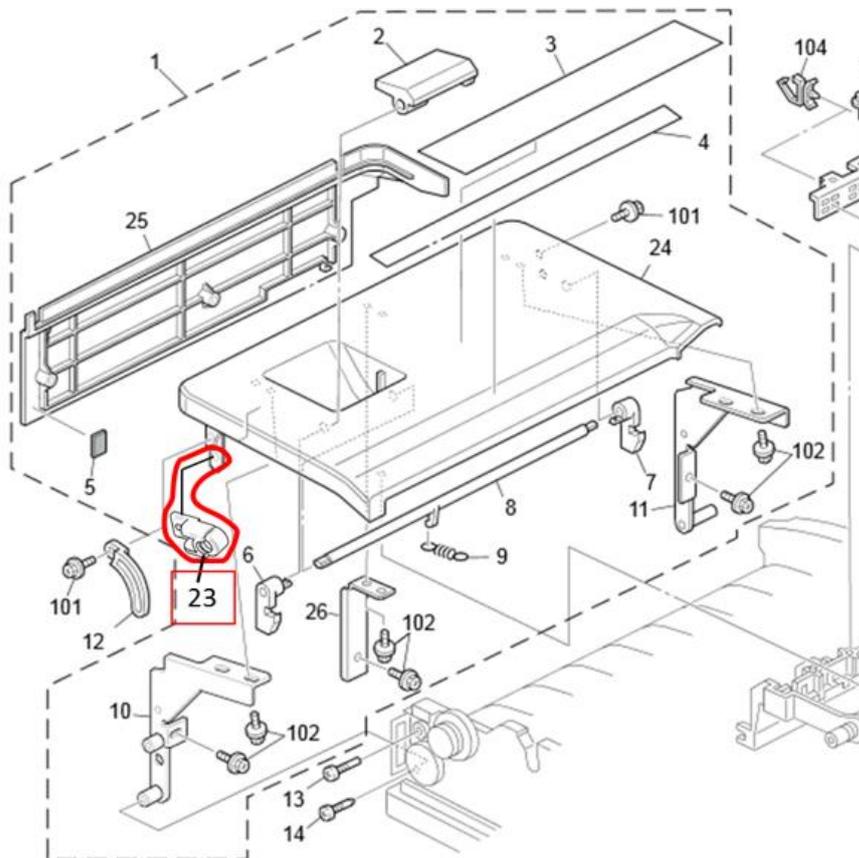
Model: AL-C2		Date:9-Dec-14	No.: RD129052
Subject: Part Catalog Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D6304145	GUIDE PLATE:COVER:PAPER FEED	0-2		23	27	

Change/Reason:

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

6.Original Feed 1 (D129/D130)



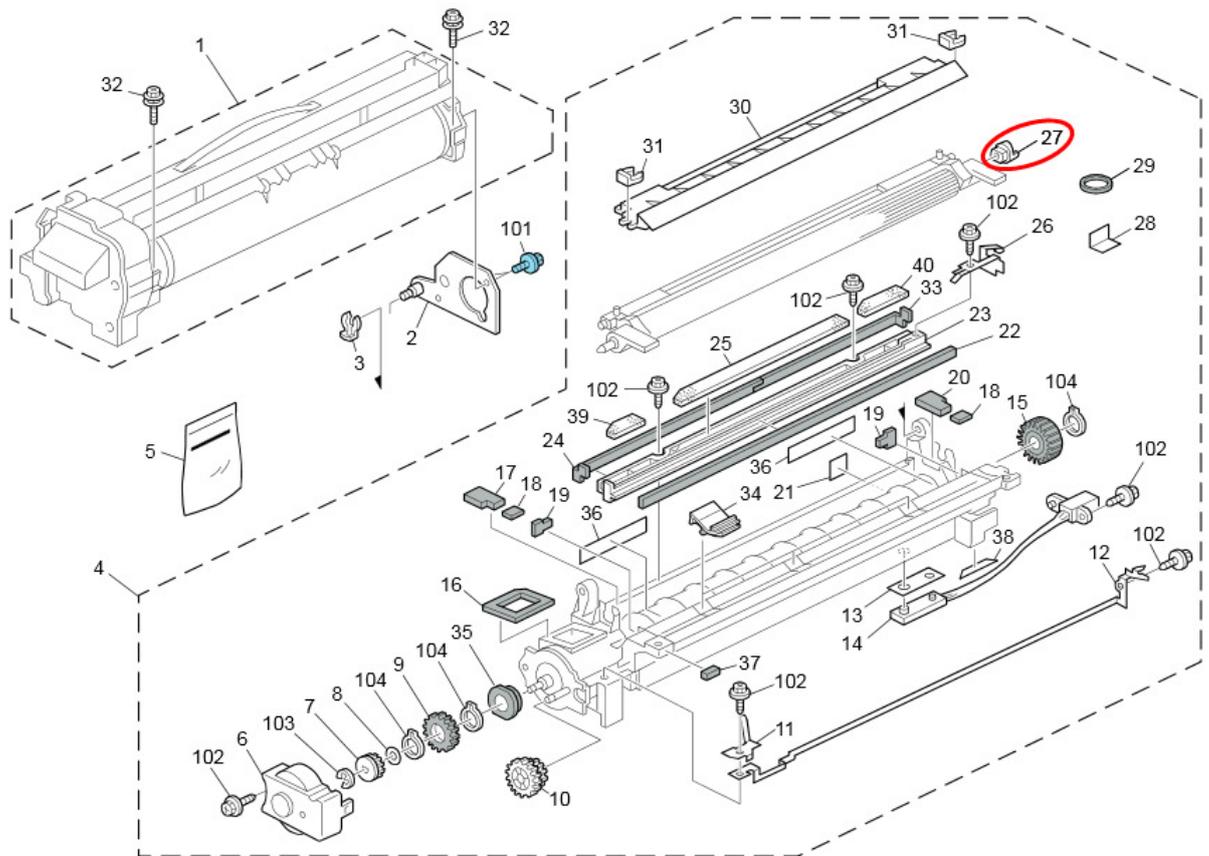
Model: AL-C2b		Date: 6-Jan-15	No.: RD129053
Subject: Part Catalog Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0091155	D0093124	JOINT:DEVELOPMENT SLEEVE	1		65	27	

Change/Reason:

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

27.PCDU 1 (D129/D130)



Reissued: 21-Jan-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

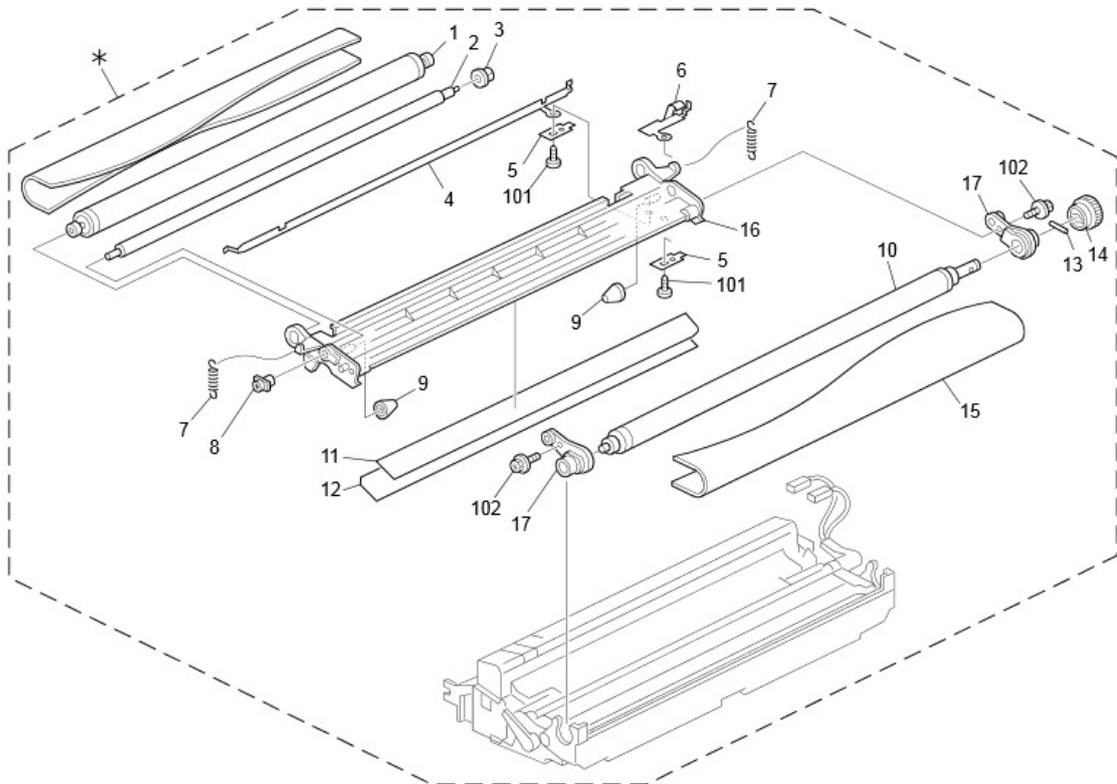
Model: AL-C2b		Date: 9-Feb-15	No.: RD129054
Subject: Part Catalog Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change: Protective seals were added to the front and rear of the transfer unit frame (in four places).

Reason: To prevent noise from occurring in the transfer unit (when the belt touches the unit frame).

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0093806	D0093808	TRANSFER UNIT:EXP:ASS'Y	1		69	*	-

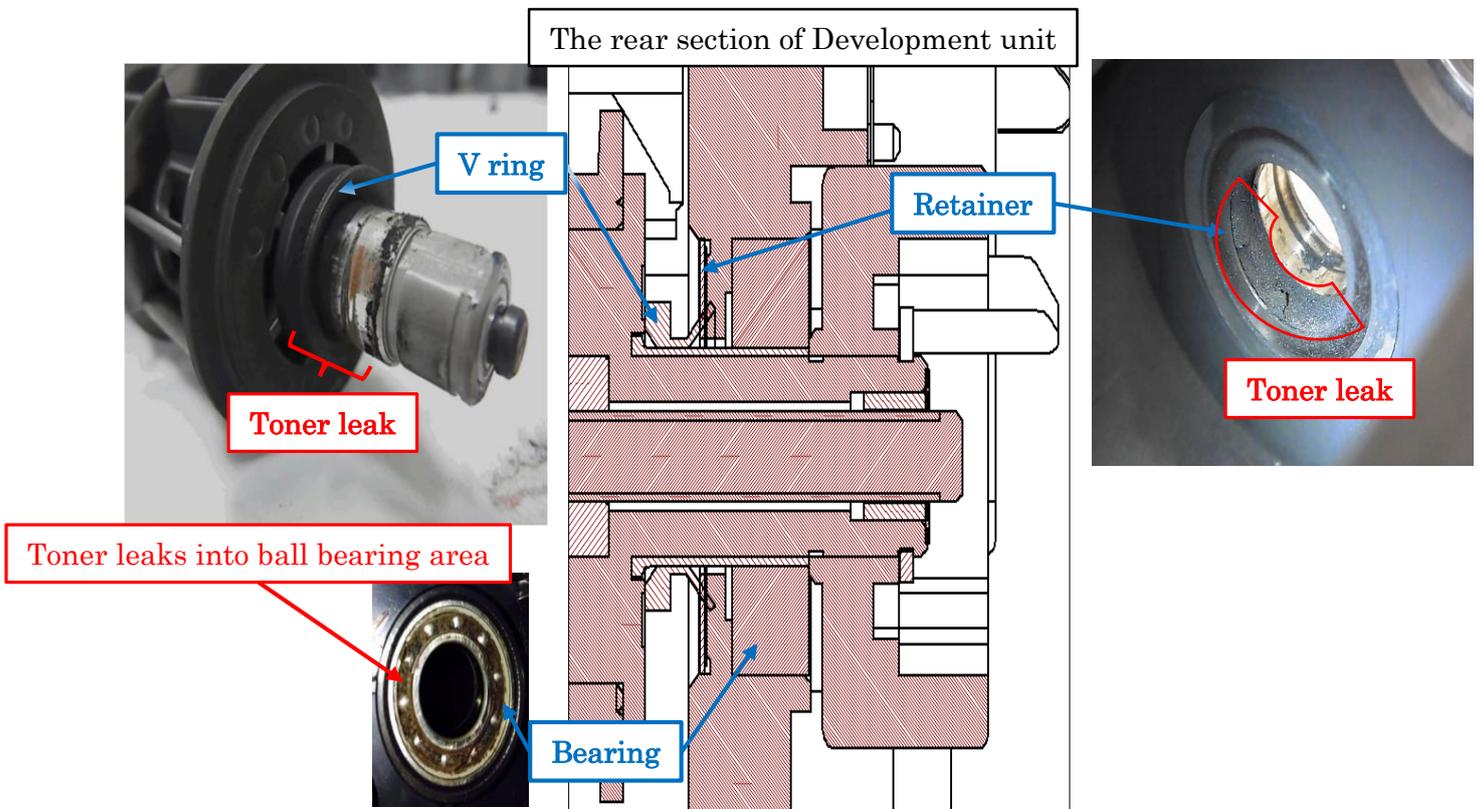
29. Transfer Belt Unit 1 (D129/D130)



Model: AL-C2b		Date: 15-Jun-15	No.: RD129055
Subject: Trouble shooting(SC324 and noise)		Prepared by: Y.Saitoh	
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

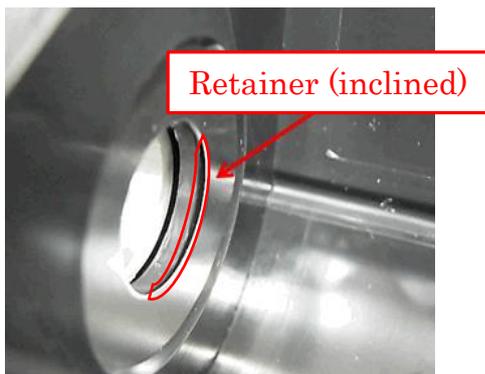
SYMPTOM

SC324 (Development paddle motor error) or noise occurs.



CAUSE

The retainer is inclined (see photo), allowing toner to leak into the bearing area of the development unit. This increases the mechanical load on the paddle motor, resulting in the SC and/or noise.



Model: AL-C2b

Date: 15-Jun-15

No.: RD129055

SOLUTION

Install the following part.

New part number	Description
D0093000	DEVELOPMENT SECTION:ALEX-C1:EXP:ASS'Y

Reissued: 21- Dec-15

Model: AL-C2	Date: 2-Nov-15	No.: RD129056
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RTB Reissue

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

Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y Saitoh	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Please add the following caution note in the field service manual in this section:
[Replacement and Adjustment > Electrical Components > PSU](#)

Parts number	Parts description	Product code
AZ240204	POWER SUPPLY UNIT:353W:NA/TWN	D129, D130
AZ240236	POWER SUPPLY UNIT:353W:EU/AA/CHN	D129, D130

Reissued: 21- Dec-15

Model: AL-C2	Date: 2-Nov-15	No.: RD129056
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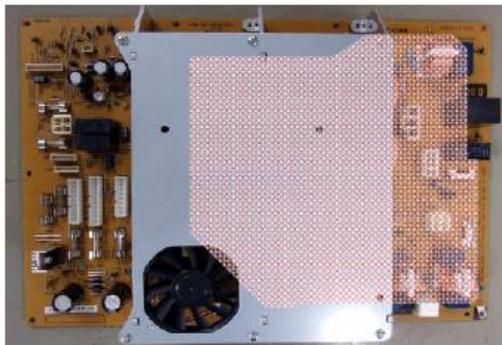
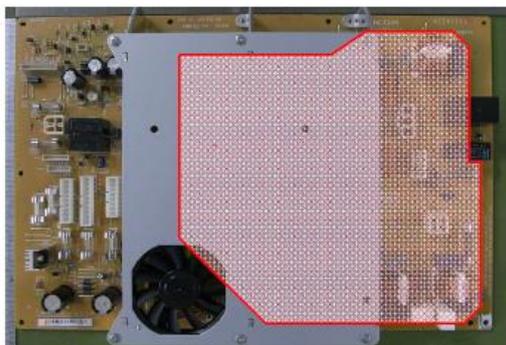
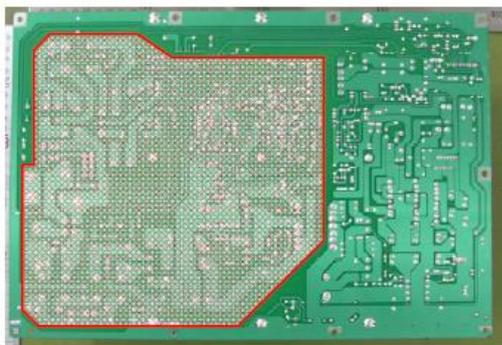
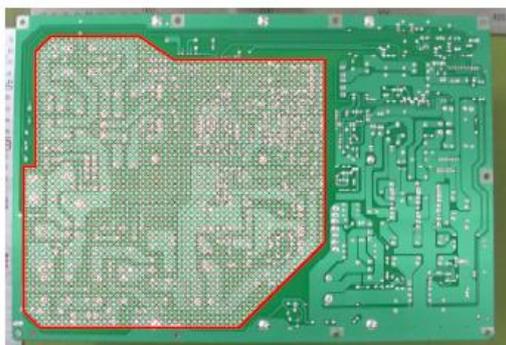
⚠ CAUTION:

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.

Alex-C2 100V DOM/NA PSU

Alex-C2 200V EU PSU



The areas outlined in red on the bracket show where the residual charge of about 100V-400V remains on the PSU board under the bracket.

Model: AL-P2	Date: 29-Jun -17	No.: RM132023
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Subject: Part information		Prepared by: Takuya Hirakawa	
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"/> Other ()		

Old part number	New part number	Description	Q'ty	Int	Note
-	D0911361	DUCT:RIGHT REAR SIDEWAYS:ALEX:ASS'Y	1		-
-	D0911362	DUCT:REAR:ALEX:ASS'Y	1		-

Change: Deodorizing filters were newly added as service parts for the AL-C1/AL-C1.5/AL-C2/AL-P1/AL-P2.

Reason: To meet the requests of customers who may report strange odors on these models.

Note:

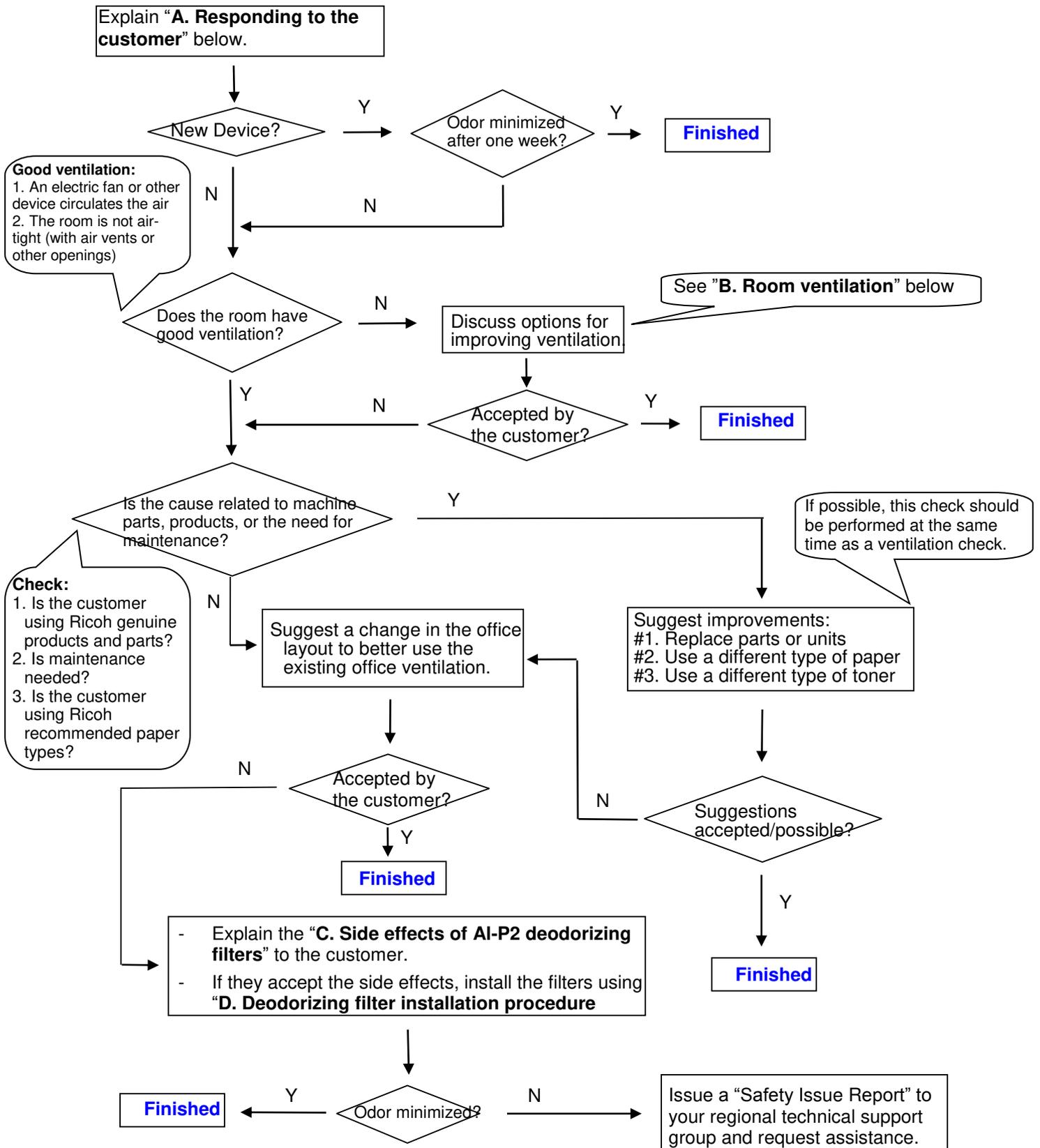
- In certain installation environments, some customers may have a relatively high sensitivity (low tolerance) to odors.
- The installation procedure and limitations of these filters are included below, as part of the **ACTION IN THE FIELD**.

ACTION IN THE FIELD

If a customer reports a strange odor on the machine, use the **flowchart below** to take the appropriate action.

Model: AL-P2	Date: 29-Jun -17	No.: RM132023
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Flowchart



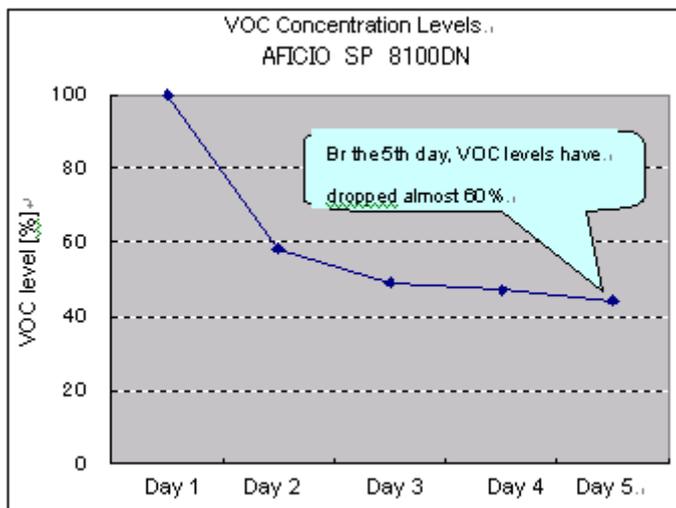
Model: AL-P2	Date: 29-Jun -17	No.: RM132023
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Action referenced in the Flowchart above:

A. Responding to the Customer

- The first step in handling an inquiry about Ricoh device odor is to explain the following to the customer:
 - Ricoh takes our customers' health and the health of our planet very seriously. This is highlighted by the fact that Ricoh products receive the German "Blue Angel" and Japanese "Eco Mark" certifications. This level of dedication is standard at Ricoh.
 - This means that a properly used and maintained Ricoh product should never be the source of problems in the office environment, including those related to employee health. However, keeping the device in a small, improperly ventilated space or sitting directly in the path of the exhaust fumes has been reported to cause unpleasant odors, head and throat pain, and general discomfort. Therefore, we strongly urge customers to make sure that their devices are placed in areas with proper ventilation, and that the exhaust is pointed safely away from anyone sitting nearby. Ideally, this should be done during initial installation, but working with existing customers to improve the quality of their office environment should be done whenever possible.
 - However, brand new devices have a particularly strong odor that might worry some customers. This odor is significantly reduced by the end of the **first week of use**, so please ask for the customer's patience. See Figure 1 below for an example using the Aficio SP 8100DN.
 - Volatile Organic Compounds (VOC) are particles of the component materials (glues, plastics, chemicals, etc.) that Ricoh devices are built with. VOC are the primary source of the odors produced by Ricoh devices, so tracking VOC levels produced by Ricoh devices is a good indicator of the strength of the odors. Figure 1 shows the VOC levels of a brand new Aficio SP 8100DN during the first 5 days of use. As the graph shows, the amount of VOC has dropped by almost 60%.

Fig. 1



*1: Measurement was performed using a ppbRAE3000 from RAE Systems.
 *2: "VOC Level (%)" shows the VOC level on a given day as a percentage of the first day's level. Mathematically, this is expressed as [Level detected on a given day] / [First day's level]

- After the customer understands the above, work with the customer to ensure that there is enough ventilation and that the Ricoh devices are installed in a safe and proper manner.

Model: AL-P2	Date: 29-Jun -17	No.: RM132023
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B. Room ventilation

While Ricoh devices are certified as safe, ventilation in some offices can allow even the safe levels of *VOC produced by Ricoh devices to build to levels that produce strong odors and health effects. In such cases, it is necessary to improve the ventilation of the immediate environment in which the Ricoh device is installed, in order to reduce particle concentration levels.

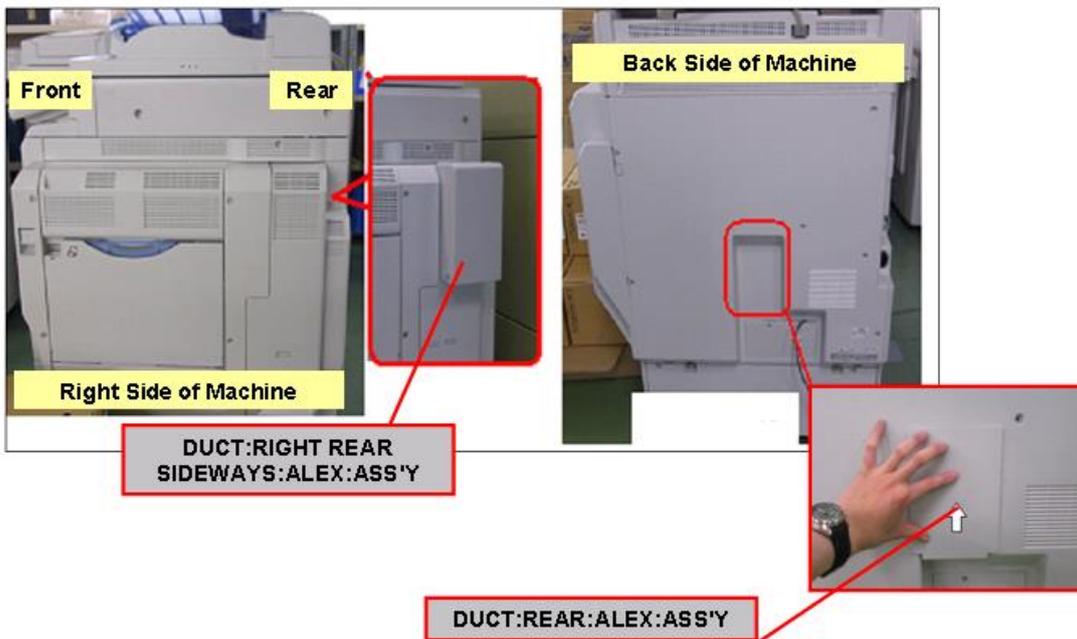
*VOC: Volatile Organic Compounds are particles of the component materials (glues, plastics, chemicals, etc.) that Ricoh devices are built with.

C. Deodorizing filter installation procedure

Locations of rear filter and fusing exhaust filter:

DUCT:REAR:ALEX:ASS'Y

DUCT:RIGHT REAR SIDEWAYS:ALEX:ASS'Y



Model: AL-P2

Date: 29-Jun -17

No.: RM132023

Attaching the rear filter:

1. Clean the exterior cover around the rear exhaust area using a cloth.
Important: Make sure to thoroughly clean the contact area for the double-sided tape.



2. Attach the rear deodorizing filter as shown in the photo below.



Model: AL-P2

Date: 29-Jun -17

No.: RM132023

Attaching the fusing exhaust deodorizing filter:

3. Clean the exterior cover around the fusing exhaust area using a cloth.
Important: Make sure to thoroughly clean the contact area for the double-sided tape.



4. Attach the fusing exhaust deodorizing filter as shown in the photo below.



Model: AL-P2

Date: 29-Jun -17

No.: RM132023

D. Limitations of the deodorizing filters

The following limitations exist with these filters:

If the temperature of the installation environment is **29C (84.2F) or higher**:

- Continuous printing/copying should be limited to a maximum of 38 minutes
- The Auto Off Timer should be set to its default value (60 minutes)

This is because when the temperature is this high, the properties and behavior of the toner change, and image quality issues begin to occur.