

Model: <b>Martini-C4</b>	Date: 30-Apr-09	No.: RD062001
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Subject: Printer SP Bit Switch #5-7		Prepared by: Koji KY Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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

Martini-C4 does not need BitSw#5-7 because it prints on Letterhead correctly without it. Please correct your Service Manual as follows.

**Replace** the description of SP1001-005 as described below:

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## Printer Service Mode

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### Service Mode Table

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◆ **After**

<b>1001</b>	<b>Bit Switch</b>		
005	Bit Switch 5	0	1
	Bit7	-	-
	<b>DFU</b>		

◆ **Before**

<b>1001</b>	<b>Bit Switch</b>		
005	Bit Switch 5	0	1
	Bit7	Disable	Enable (Duplex)
	<b>Letterhead mode printing</b>		
	Routes all pages through the duplex unit. If this is disabled, simplex pages or the last page of an odd-paged duplex job, are not routed through the duplex unit. This could result in problems with letterhead/pre-printed pages. Only affects pages specified as Letterhead paper.		

Reissued: 19-Oct-10

Model: MT-C4	Date: 28-May-09	No.: RD062002c
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware Release Note: Web Support		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>1.13.1</b>	<b>D0625574C</b>	<b>September 2010 production</b>
1.09	D0625574B	March 2010 production
1.08	D0625574A	July 2009 production
1.07	D0625574	1st Mass production

Version	Modified Points or Symptom Corrected
<b>1.13.1</b>	<p><b>Other changes:</b>  <b>SSL-related changes:</b>  <b>Note: The new fields will only appear if Network Support firmware version 8.69.1 or later has also been applied to the device.</b></p> <ol style="list-style-type: none"> <li><b>When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</b></li> <li><b>Web Image Monitor now shows the certificate's key length in:</b>                      - <b>Configuration &gt; Security &gt; Device Certificate &gt; Details</b></li> <li><b>Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:</b>                      - <b>Configuration &gt; Security &gt; Network Security</b>                      - <b>Configuration &gt; Security &gt; SSL/TLS</b></li> <li><b>The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:</b>                      - <b>Configuration &gt; Security &gt; Network Security</b>                      - <b>Configuration &gt; Security &gt; SSL/TLS</b></li> </ol>
1.09	Symptom corrected: Custom paper sizes cannot be used for duplex printing.

**Reissued: 19-Oct-10**

Model: MT-C4		Date: 28-May-09	No.: RD062002c
1.08	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log.                      Note: Requires the following firmware versions (or later):                      System (version 1.13.1), Websys (version 1.08), Scanner (version 01.17), WebUapl (version 1.04), and NFA (version 1.04).</li> <li>2. - Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM.                         <ul style="list-style-type: none"> <li>- Log entries with future dates (as the result of a change of the device clock) are now recorded in logs downloaded via WIM.</li> <li>- The overwriting of a log entry is now logged. Old entries are overwritten if the maximum number of entries has been reached.</li> </ul>                     Maximum number of entries:                      Access Log (with HDD): 6000                      Access Log (without HDD): 500                      Job Log (with HDD): 2000                      Job Log (without HDD): 500                     </li> <li>3. Entries in the Result column of logs downloaded via WIM, are now worded differently.</li> </ol>		
1.07	1st Mass production		

**Reissued: 24-Mar-10**

Model: MT-C4	Date: 04-Jun-09	No.: RD062003b
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: LCDC		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

**NA (USA)**

Version	Program No.	Effective Date
<b><i>1.06</i></b>	<b><i>D0621491C</i></b>	<b><i>January 2010 production</i></b>
1.04	D0621491B	1st Mass production

**EU (Europe)**

Version	Program No.	Effective Date
<b><i>1.06</i></b>	<b><i>D0621492C</i></b>	<b><i>January 2010 production</i></b>
1.04	D0621492B	1st Mass production

**ASI\_TWN**

Version	Program No.	Effective Date
<b><i>1.06</i></b>	<b><i>D0621493A</i></b>	<b><i>January 2010 production</i></b>
1.02	D0621493	1st Mass production

**KOREA**

Version	Program No.	Effective Date
<b><i>1.06</i></b>	<b><i>D0621459A</i></b>	<b><i>January 2010 production</i></b>
1.02	D0621459	1st Mass production

**CHN**

Version	Program No.	Effective Date
<b><i>1.06</i></b>	<b><i>D0621457A</i></b>	<b><i>January 2010 production</i></b>
1.02	D0621457	1st Mass production

Reissued: 24-Mar-10

Model: MT-C4	Date: 04-Jun-09	No.: RD062003b
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**NA (USA)**

Version	Modified Points or Symptom Corrected
1.06	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.04	1st Mass production

**EU (Europe)**

Version	Modified Points or Symptom Corrected
1.06	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.04	1st Mass production

**ASI\_TWN**

Version	Modified Points or Symptom Corrected
1.06	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.02	1st Mass production

**KOREA**

Version	Modified Points or Symptom Corrected
1.06	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.02	1st Mass production

**CHN**

Version	Modified Points or Symptom Corrected
1.06	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.02	1st Mass production

**Reissued: 01-Nov-12**

Model: MT-C4	Date: 28-May-09	No.: RD062004h
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware Release Note: Printer		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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.18e</b>	<b>D4625521L</b>	<b>December 2012 production</b>	<b>Available</b>
1.17e	D4625521K	April 2011 production	Available
1.16e	D4625521J	July 2010 production	Available
1.15e	D4625521H	March 2010 production	Available
1.14.3	D4625521G	December 2009 production	Available
1.14.2	D4625521F	October 2009 production	Available
1.14.1	D4625521E	October 2009 production	Available
1.14	D4625521D	July 2009 production	Available
1.11	D4625521C	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
<b>1.18e</b>	<b>Symptom corrected:</b> <b>Remote configuration of the device using tools such as Web ImageMonitor to "Reset Current Job" when there is no current job, results in the printer stalling.</b>
1.17e	Symptom corrected: <ol style="list-style-type: none"> <li>Multiple jobs that are released (printed from the hard disk) by the same user might result in some of the jobs being recorded in the device's Job History as being printed by "---". This only affects the use of the following Job Types and only occurs if User Authentication is enabled: <ul style="list-style-type: none"> <li>- Sample Print</li> <li>- Hold Print</li> <li>- Locked Print</li> <li>- Stored Print</li> </ul> </li> <li>If "User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Capture Priority" is enabled and one of the below listed Job Types is used, any of the following might happen: <ul style="list-style-type: none"> <li>- Jobs that should be deleted will be retained on the MFP hard disk.</li> <li>- Jobs stored on the hard disk might be inadvertently deleted.</li> <li>- Printing of jobs stored on the hard disk might result in an SC997.</li> </ul> </li> </ol>

**Reissued: 01-Nov-12**

Model: MT-C4		Date: 28-May-09	No.: RD062004h
Version	Modified Points or Symptom Corrected		
	<p>Job Types:</p> <ul style="list-style-type: none"> <li>- Sample Print</li> <li>- Hold Print</li> <li>- Locked Print</li> <li>- Stored Print</li> <li>- Store and Print</li> </ul> <p>3. PS jobs with a large number of images might be unexpectedly reset.</p> <p>4. Jobs not containing any PDL commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.).</p> <p>5. The Bypass Tray can be set to unsupported paper sizes using IPDS Form Allocation.</p> <p>6. The unsupported paper sizes are: 8 1/4 x 13, 8 x 10 1/2, 8 x 10, 11x15, 10x15, 10x14</p> <p>7. If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing..." displayed on the operation panel.</p> <p>Other changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PDL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p>		
1.16e	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Any job (compressed or not compressed) will cause the printer application to stall if "Menu &gt; System &gt; Print Compressed Data" = ON.</li> <li>2. If IPDS fonts are reset (Menu button &gt; Maintenance &gt; HD Management &gt; Reset IPDS Fonts), users might not be able to logout from the operation panel.</li> <li>3. An IPDS Form can be created with an unsupported "Media Orientation" (ie. A3 LEF).</li> <li>4. Resetting IPDS fonts (Web Image Monitor &gt; Configuration &gt; Printer &gt; Reset IPDS Fonts) twice in a row or printing the IPDS Font List (Menu button &gt; List/Test Print &gt; IPDS Font List) twice in a row might result in the device stalling.</li> </ol>		
1.15e	<p>Other changes: Firmware modified for CC (Common Criteria) certification.</p>		
1.14.3	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The device becomes unresponsive displaying "Waiting for Print data..." if any of the following settings are changed while the device has an active IPDS session. <ul style="list-style-type: none"> <li>- Printer Features</li> <li>- System Settings</li> <li>- Tray Paper Settings</li> <li>- Adjustment Settings for Operators</li> </ul> </li> </ol>		

**Reissued: 01-Nov-12**

Model: MT-C4		Date: 28-May-09	No.: RD062004h
Version	Modified Points or Symptom Corrected		
	Note: The printer status returned to Ready after the IPDS session timed out.		
1.14.2	<p>Other Changes:</p> <ol style="list-style-type: none"> <li>The processing of N-up jobs has been made more efficient by preventing some unnecessary function calls.</li> </ol> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If all of the following conditions are met, the MFP stalls, displaying "Resetting Job...": <ul style="list-style-type: none"> <li>The job currently being printed is not IPDS.</li> <li>There is an IPDS job in the queue.</li> <li>A paper out or paper misfeed occurs.</li> <li>The user tries to cancel all jobs.</li> </ul> </li> </ol> <p>It is not possible to cancel jobs via WIM or SmartDeviceMonitor for Client/Admin during printing of an IPDS job.</p>		
1.14.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities might result in the device stalling.</li> </ol>		
1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If printing of the IPDS Font List encounters certain recoverable errors (paper out, no paper, paper mismatch) and then the Clear/Stop button is pressed, the device will lockup. If this happened, printing was not possible until the device was rebooted.</li> <li>Correctly registered IPDS forms of size B6 or Postcard are missing from WIM's "IPDS Form Allocation &gt; Bypass Tray" menu.</li> <li>The use of any of the unsupported IPDS forms (below) from the Cover Interposer Tray will result in an unrecoverable paper mismatch.</li> </ol> <p>NA</p> <ul style="list-style-type: none"> <li>A5 SEF</li> <li>A5 LEF</li> <li>B4 SEF</li> <li>B5 SEF</li> <li>B5 LEF</li> <li>Folio SEF</li> <li>F/GL SEF</li> </ul> <p>EU/ASIA</p> <ul style="list-style-type: none"> <li>Legal SEF</li> <li>EngQuatro SEF</li> <li>Executive SEF</li> <li>Executive LEF</li> <li>Half Letter SEF</li> <li>Half Letter LEF</li> <li>10x14 SEF</li> </ul> <ol style="list-style-type: none"> <li>If printing of an IPDS job is interrupted by an error requiring operator attention (paper jam, cover open, etc.), an alert is sent to the host after the error state has been recovered, instead of when the device first enters the error state.</li> <li>If any non-IPDS job in the print queue is deleted while receiving an IPDS job, the</li> </ol>		

**Reissued: 01-Nov-12**

Model: MT-C4		Date: 28-May-09	No.: RD062004h
Version	Modified Points or Symptom Corrected		
	<p>device will stall.                      WIM: Job &gt; Current/Waiting Jobs &gt; Delete Reservation                      Operation Panel: Job List &gt; Delete Reservation</p> <p>Other changed:                      1. IPDS jobs can no longer be deleted from the print queue.                      WIM: Job &gt; Current/Waiting Jobs &gt; Delete Reservation                      Operation Panel: Job List &gt; Delete Reservation                      Note: This change was made because deleting IPDS jobs from the print queue stalled the device.</p>		
1.11	1st Mass production		

**Reissued: 21-Sep-12**

Model: MT-C4	Date: 28-May-09	No.: RD062005b
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Network DocBox		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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>2.00</i></b>	<b><i>D0625557D</i></b>	<b><i>October 2012 production</i></b>	<b><i>Available</i></b>
1.04	D0625557C	July 2009 production	Available
1.03.1	D0625557B	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
<b><i>2.00</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>The device fails to transfer the job log or the access log to the Web SmartDeviceMonitor server or Remote communication Gate S Pro. It affected if a control character was included in the log.</i></b></li> <li><b><i>If the Capture Priority setting is enabled (User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</i></b></li> <li><b><i>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.</i></b></li> </ol>

**Reissued: 21-Sep-12**

Model: MT-C4	Date: 28-May-09	No.: RD062005b
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Version	Modified Points or Symptom Corrected
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor ver 2.x without the powercycle.                             <ul style="list-style-type: none"> <li>- The 404 Not Found error will be shown if the WIM document server is accessed.</li> <li>- The device will stall if captured data is transfered to a delivery server such as ScanRouter.</li> </ul> </li> <li>2. Duplicate logs might be transferred to Web SmartDeviceMonitor ver 2.x.</li> </ol> <p>Other Changes:</p> <ol style="list-style-type: none"> <li>1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log.</li> </ol> <p>Note: Requires the following firmware versions (or later):                      System (version 1.13.1), Websys (version 1.08), Scanner (version 01.17), WebUapl (version 1.04 ), and NFA (version 1.04 ).</p> <ol style="list-style-type: none"> <li>2. Result column in the "Scanner: Stored File Sending" log is blank when viewed as CSV file downloaded via WebImageMonitor.</li> <li>3. Result column in the "Scanner: Stored File Sending" log is blank when viewed in the Web SmartDeviceMonitor Access Log List.</li> </ol>
1.03.1	1st Mass production

**Reissued: 18-Sep-14**

Model: MT-C4	Date: 28-May-09	No.: RD062006i
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**RTB Reissue**

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

Subject: Firmware Release Note: Network Support		Prepared by: M. Yoneda	
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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
8.75	D0625553K	March 2013 production	Not Available
8.74	D0625553J	October 2012 production	Not Available
8.72	D0625553H	August 2011 production	Not Available
8.69.1	D0625553G	September 2010 production	Not Available
8.66	D0625553F	April 2010 production	Not Available
8.65	D0625553E	March 2010 production	Not Available
8.62	D0625553D	December 2009 production	Not Available
8.61.1	D0625553C	July 2009 production	Not Available
8.58	D0625553B	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
8.75	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If "CNAME" is specified as the destination folder, ScanTo Folder will abort. (GFPR#RC12090001)</li> <li>When NBT is "OFF", Browse list is not shown if touch the Browse Network button on destination folder of Scan to folder.</li> <li>Cannot scan to shared folders in Windows 8 <b>and Windows Server 2012</b>.</li> <li>Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</li> </ol> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.22 or later.</p>
8.74	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Scan to SMB fails if the both of the following conditions are met.                             <ul style="list-style-type: none"> <li>Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.</li> <li>One or more octets in the destination's IPv4 address contain leading zeros.</li> </ul> </li> <li>If the device's IPP Authentication setting is enabled, the driver cannot be installed</li> </ol>

**Reissued: 18-Sep-14**

Model: MT-C4		Date: 28-May-09	No.: RD062006i
Version	Modified Points or Symptom Corrected		
	<p>on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.</p> <ol style="list-style-type: none"> <li>3. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.</li> <li>4. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.</li> </ol>		
8.72	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http.</li> <li>2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.</li> <li>3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.</li> <li>4. Chunk Transfer Encoding over an IPP port might results in print jobs being reset.</li> <li>5. If SSDP = Active (Web Image Monitor &gt; Configuration &gt; Network Security), a high load on the CPU might result in Web Image Monitor locking up.</li> <li>6. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed).</li> <li>7. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.</li> <li>8. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.</li> <li>9. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.</li> <li>10. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.</li> </ol>		
8.69.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails.</li> <li>2. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</li> <li>3. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</li> <li>4. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</li> <li>5. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</li> <li>6. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.</li> <li>7. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.</li> <li>8. The MFP's Windows Authentication function is unable to use Kerberos when</li> </ol>		

**Reissued: 18-Sep-14**

Model: MT-C4	Date: 28-May-09	No.: RD062006i
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Version	Modified Points or Symptom Corrected
	<p>being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.</p> <ol style="list-style-type: none"> <li>9. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</li> <li>10. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</li> <li>11. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.</li> <li>12. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</li> </ol> <p>Other changes: -----</p> <p>SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.13.1 or later has also been applied to the device.</p> <ol style="list-style-type: none"> <li>1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</li> <li>2. Web Image Monitor now shows the certificate's key length in:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Device Certificate &gt; Details</li> </ul> </li> <li>3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> <li>4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> </ol> <p>-----</p> <ol style="list-style-type: none"> <li>5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.</li> <li>6. Unable to Scan to SMB to a destination that is not specified using an FQDN.</li> <li>7. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</li> <li>8. Windows Authentication fails if the username or password includes lower-case European characters.</li> <li>9. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</li> </ol>
8.66	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations</li> </ol>

**Reissued: 18-Sep-14**

Model: MT-C4	Date: 28-May-09	No.: RD062006i
Version	Modified Points or Symptom Corrected	
	<p>that have Windows Live ID Sign-in assistant installed.</p> <ol style="list-style-type: none"> <li>2. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</li> <li>3. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error.</li> <li>4. Unable to Scan to SMB to a destination that is not specified using an FQDN.</li> <li>5. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</li> <li>6. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</li> </ol> <p>Limitations:</p> <ul style="list-style-type: none"> <li>- Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 cannot be selected by browsing.</li> <li>- The MFP does not support CIFS, DFS or NTLMv2.</li> </ul> <p>These limitations will not apply to the next version of this firmware.</p>	
8.65	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Scan to SMB is unable to send documents to a hostname containing 2byte characters.</li> <li>2. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.</li> <li>3. SDK/J applications might not be able to recognize some supported USB devices.</li> <li>4. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 &gt; Domain Name &gt; Specify" will be overwritten by the domain obtained from DHCP.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.</li> <li>2. The MFP now supports CIFS, DFS and NTLM v2.</li> <li>3. For security reasons, the device will no longer accept SSL connections that use the NULL or Anonymous Diffie-Hellman ciphers.</li> </ol>	
8.62	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).</li> <li>2. If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours.               <ol style="list-style-type: none"> <li>1) The network might become unresponsive.</li> <li>2) User Tools can be accessed but configuration changes will not be applied.</li> <li>3) Application buttons on the operation panel might become unresponsive.</li> </ol> </li> </ol>	
8.61.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If a User Paper Type is changed from a paper type that doesn't support duplex to one that supports duplex, then duplex jobs that use that User Paper Type will be printed in simplex.                Note: To fix this problem, NCS firmware (version 8.60 or later) and Websys firmware (version 1.03 or later) need to be applied to the device.</li> <li>2. When jobs are submitted to the device's lpr port repeatedly, some of the jobs</li> </ol>	

**Reissued: 18-Sep-14**

Model: MT-C4		Date: 28-May-09	No.: RD062006i
Version	Modified Points or Symptom Corrected		
	might not be printed. 3. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. 4. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec. 5. If IPDS is enabled, the device controller will not be able to enter STR mode (aka "Off/Sleep Mode", "Off Mode" or "Sleep Mode")		
8.58	1st Mass production		

**Reissued: 30-Mar-10**

Model: MT-C4	Date: 28-May-09	No.: RD062007b
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware Release Note: Web Uapl		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input 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
<b>1.05</b>	<b><i>D0625556D</i></b>	<b><i>March 2010 production</i></b>
1.04	D0625556C	July 2009 production
1.03	D0625556B	1st Mass production

Version	Modified Points or Symptom Corrected
<b>1.05</b>	<b><i>Symptom corrected: Custom paper sizes cannot be used for duplex printing.</i></b>
1.04	Other changes: 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.13.1), Websys (version 1.08), Scanner (version 01.17), WebUapl (version 1.04), and NFA (version 1.04).
1.03	1st Mass production

**Reissued: 05-Apr-12**

Model: MT-C4	Date: 28-May-09	No.: RD062008c
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**RTB Reissue**

The items in bold italics have been corrected.

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 ( )	<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
<b>3.8.5.4.2</b>	<b><i>D4625531B</i></b>	<b><i>May 2012 production</i></b>	<b><i>Available</i></b>
3.8.5.4.1	D4625531A	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
<b>3.8.5.4.2</b>	<b><i>Symptom corrected</i></b> - <b><i>The image might be blacked out or black and white colors might be inverted when printing jobs that contain consecutive ROP commands.</i></b>
3.8.5.4.1	1st Mass production

**Reissued: 20-Aug-14**

Model: MT-C4	Date: 28-May-09	No.: RD062009n
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: System/Copy		Prepared by: M. Yoneda	
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 ( )	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **System/Copy**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.25</b>	<b>D0625573D</b>	<b>August 2014 production</b>	<b>Available</b>
1.24	D0625573C	October 2013 production	Available
1.23	D0625573B	June 2013 production	Available
1.22	D0625573A	March 2013 production	Available
1.20	D0625572J	August 2011 production	Available
1.19	D0625572H	December 2010 production	Available
1.18	D0625572G	September 2010 production	Available
1.17	D0625572F	July 2010 production	Available
1.16	D0625572E	April 2010 production	Available
1.15	D0625572D	March 2010 production	Available
1.14	D0625572C	December 2009 production	Available
1.13.1	D0625572B	July 2009 production	Available
1.12	D0625572A	Jun 2009 production	Available
1.10.3	D0625572	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
<b>1.25</b>	<b>Symptom corrected:</b> <b>SC990 may occur when Scan to SMB is executed.</b> <b>The LCD may stall if the user password is changed from the operation panel.</b>
1.24	Symptom corrected: [Embedded RC Gate]: @Remote auto calls (Ex. service calls, supply calls, alarm calls) are not sent from the device if engine-related SC errors occur frequently within a short period of time. [Embedded RC Gate]: "@Remote certificate updating..." is displayed and @Remote communication is suspended if SSL communication with a router or proxy server was suspended due to no response or detection of RESET signal.  Note: A certificate update indicates that a request to update the certificate was sent to the @Remote Center instead of performing the retry process.

Reissued: 20-Aug-14

Model: MT-C4	Date: 28-May-09	No.: RD062009n
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Version	Modified Points or Symptom Corrected
1.23	<p>Other changes:                      The scanning speed for multi-sized original scanning has been increased.                      A new SP mode was added:                      SP3-990-001 (fan rotation speed)                      0: Slow (same as previous firmware)                      1: Fast</p> <p>Note: This SP is effective for correcting light images, by cooling the inside of the machine and minimizing toner deterioration.</p> <p>IMPORTANT: To apply the above changes, make sure to also install Engine ver.1.71:04 or later.</p>
1.22	<p>Symptom corrected:                      Cannot logout if the card is removed with specific timing.                      One of the following occurs before the developer reaches its replacement cycle:                      Light copies                      Dirty background                      Toner dusting inside the machine</p> <p>Important: To apply the above changes, you also need to install Engine firmware ver1.70:04 or later.</p> <p>Note: After the firmware has been updated, SP2-978-001 (time of fan rotation) should change to 255 minutes (default: 0)</p>
1.20	<p>Symptom corrected:                      The display cannot be returned to the SP mode screen during a copy job.                      Abnormal image results after storing a Printer storage document.                      The machine stalls when the password for a Printer storage document is changed.                      SC860, SC819, SC672, or SC816 occurs.                      Signal (pthread) is not received.                      Cannot merge encryption option.                      Printing speed is reduced when the inserter is used for a Print job.</p>
1.19	<p>Symptom Corrected:                      The HDD will be slow.</p>
1.18	<p>Other change:                      Address Book access is controlled.                      The maximum number of FAX documents that can be stored in memory was increased from 30 to 31 documents.</p> <p>Symptom corrected:                      The operation panel display may shut off.</p>
1.17	<p>Firmware modified to support the new model in Korea.</p>
1.16	<p>Symptom corrected:                      The print job may stop when the machine is handling several jobs at once.</p>
1.15	<p>Symptom corrected:                      The machine cannot print customer paper size in duplex</p>
1.14	<p>Symptom corrected:                      If the following operation sequence is performed on the operation panel, any next</p>

Reissued: 20-Aug-14

Model: MT-C4	Date: 28-May-09	No.: RD062009n
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Version	Modified Points or Symptom Corrected
	<p>operation from that moment on to the panel might be incorrectly recorded as a password policy failure in the access log.</p> <p>The operator configures "Password Policy", selects "Complexity Setting" other than "Off" or "Minimum Character No." other than "0".</p> <p>The operator selects "Program/Change Administrator", presses "Change" for Administrator2 (or later) and is configuring the settings there.</p> <p>The administrator's login name is entered.</p> <p>Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.</p> <p>Other changes: The MAC address for the RICOH vendor code was changed.</p>
1.13.1	<p>Symptom corrected:</p> <p>SC816 occurs when the machine enters Sleep Mode.</p> <p>Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor &gt; Access Log &gt; "Firmware: Structure".</p> <p>The Access Log records a password change if the Program/Change Administrator screen is opened via WIM and the OK button is pressed.</p> <p>Other changes: Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log.</p> <p>Note: Requires the following firmware versions (or later): System (version 1.13.1), Websys (version 1.08), Scanner (version 01.17), WebUapl (version 1.04), and NFA (version 1.04).</p>
1.12	<p>Symptom corrected:</p> <p>Scan to NCP fails if all of the following conditions met: The destination is specified using the IP address. The Novell server and the device are in different subnets. The subnet routers filter SLP multicasts.</p> <p>Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.06 or later).</p> <p>Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.</p> <p>Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.06 or later).</p> <p>Jobs of more than 100 pages cannot be stored on the MFP (Locked Print, Stored Print, etc.) if another job is being stored from another source (Copier, Scanner, Fax) at the same time.</p> <p>The printer application will stall if any of the following situations are encountered: A print job is submitted while another print job is already being processed by the device. A print job is submitted while the TWAIN driver is scanning. A scan initiated by TWAIN might fail if a print job is already being processed by the device.</p>

**Reissued: 20-Aug-14**

Model: MT-C4	Date: 28-May-09	No.: RD062009n
Version	Modified Points or Symptom Corrected	
1.10.3	1st Mass production	

**Reissued: 19-Aug-11**

Model: MT-C4	Date: 28-May-09	No.: RD062010f
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**RTB Reissue**

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

Subject: Firmware Release Note: Scanner		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b><i>01.21</i></b>	<b><i>D4625510J</i></b>	<b><i>August 2011 production</i></b>
01.20	D4625510H	September 2010 Production
01.19	D4625510G	March 2010 production
01.18	D4625510F	January 2010 production
01.17	D4625510E	July 2009 production
01.16	D4625510D	June 2009 production
01.15	D4625510C	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>01.21</i></b>	<b><i>Symptom corrected: When WSD Forwarding is set to JPEG-&gt;Multi-TIFF, the file is sent (and counted as being sent) in PDF format.</i></b>
01.20	Symptom corrected: If the main power is turned OFF while the coin rack is connected, SC899 is displayed and an abnormal shutdown of the Scanner function occurs.
01.19	Symptom corrected: Under the following conditions, a PDF file is generated instead of a TIFF file. - Mixed B/W and color originals - Auto color recognition is used - Scan is set for multi-page TIFF
01.18	Other changes: WSD Scanner (Push Type) now supports WIndows 7/WIndows 2008 Server R2. Notice: Due to WIndows 7/WIndows 2008 Server R2 spec changes, WSD Scanner (Push Type) jobs that are in-progress can no longer be manually cancelled from the PC side.
01.17	Other changes: When multiple Document Server/storage documents are selected for a batch transmission job, the information for each individual document will be recorded in the Job Log.

**Reissued: 19-Aug-11**

Model: MT-C4	Date: 28-May-09	No.: RD062010f
01.16	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Scan to NCP fails if all of the following conditions met:               <ul style="list-style-type: none"> <li>- The destination is specified using the IP address.</li> <li>- The Novell server and the device are in different subnets.</li> <li>- The subnet routers filter SLP multicasts.</li> </ul> </li> </ol> <p>Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.16 or later).</p> <ol style="list-style-type: none"> <li>2. Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.</li> </ol> <p>Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.16 or later).</p> <ol style="list-style-type: none"> <li>3. "8528: Scanner is not available. Check the scanner connection status." might be displayed when scanning duplex jobs from the ADF via TWAIN driver.</li> </ol>	
01.15	1st Mass production	

Reissued: 29-Oct-15

Model: MT-C4	Date: 28-May-09	No.: RD062011q
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Engine		Prepared by: Y. Taniguchi	
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 ( )	<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
<b>1.73:04</b>	<b>D0625137</b>	<b>November 2015 production</b>	<b>Available</b>
1.71:04	D0625127Y	July 2013 production	Available
1.70:04	D0625127X	April 2013 production	Available
1.67:04	D0625127W	May 2012 production	Available
1.64:04	D0625127T	January 2011 production	Available
1.63:04	D0625127S	November 2010 production	Available
1.62:04	D0625127R	October 2010 production	Available
1.61:04	D0625127Q	April 2010 production	Available
1.60:04	D0625127P	February 2010 production	Available
1.59:04	D0625127N	November 2009 production	Available
1.58:04	D0625127M	October 2009 production	Available
1.57:04	D0625127L	September 2009 production	Available
1.56:04	D0625127K	August 2009 production	Available
1.55:04	D0625127J	July 2009 production	Available
1.54:04	D0625127H	Jun 2009 production	Available
1.53:04	D0625127G	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
<b>1.73:04</b>	<p><b>Symptom corrected:</b></p> <ul style="list-style-type: none"> <li>- <b>A jam occurs at the duplex entrance area.</b></li> <li>- <b>Black solid images appear on the printouts when outputting a large volume of copies.</b></li> </ul>
1.71:04	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. The scanning speed for multi-sized original scanning has been increased.</li> <li>2. A new SP mode was added: SP3-990-001 (fan rotation speed) 0: Slow (same as previous firmware) 1: Fast</li> </ol> <p>Note: This SP is effective for correcting light images, by cooling the inside of the machine and minimizing toner deterioration.</p>

Reissued: 29-Oct-15

Model: MT-C4	Date: 28-May-09	No.: RD062011q
	<p><b>IMPORTANT:</b> To apply the above changes, make sure to also install System/Copy firmware ver.1.23 or later.</p>	
1.70:04	<p>Symptom corrected:            One of the following occurs before the developer reaches its replacement cycle:</p> <ul style="list-style-type: none"> <li>- Light copies</li> <li>- Dirty background</li> <li>- Toner dusting inside the machine</li> </ul> <p>*Need to update the firmware with System/Copy ver.1.22 or later to effect the change            *After version up firmware, SP2-978-001 (time of fan rotation) should change to 255 minutes (default value:0)</p> <p>Important: To apply the above changes, you also need to install System/Copy ver.1.22 or later.</p> <p>Note: After the firmware has been updated, SP2-978-001 (time of fan rotation) should change to 255 minutes (default: 0)</p>	
1.67:04	<p>Symptom corrected:            One of the following occurs before the developer reaches its replacement cycle:</p> <ul style="list-style-type: none"> <li>- Light copies</li> <li>- Dirty background</li> <li>- Toner dusting inside the machine</li> </ul>	
1.64:04	<p>Symptom corrected:            SC991/990 may occur when an ADF jam occurs.</p>	
1.63:04	<p>Symptom Corrected:            Jam13 occurs when B5 paper is fed from tray 1.</p>	
1.62:04	<p>Symptom corrected:            A paper jam occurs when the GBC and Victoria-G finisher are connected.</p>	
1.61:04	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> <li>1. A jam occurs and the Victoria-G finisher does not stop if 3 or more sheets are fed through the cover feeder.</li> <li>2. Sometimes, charger cleaning is not performed in cases where a finisher is installed.</li> </ol>	
1.60:04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SC555 occurs if the machine is booted up with the ADF open.</li> <li>2. JAM103 or 123 occurs if a Scan to Folder job is initiated during a print job.</li> </ol>	
1.59:04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Sometimes, the position adjustment performed using SP6-301-008 is not applied correctly.</li> <li>2. Sometimes, the web turns when the machine is turned on or when it recovers from Off mode (it normally should not turn).</li> </ol>	
1.58:04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The "Toner Near End" alert may not be displayed.</li> </ol>	
1.57:04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When the machine recovers from Energy Saver mode to print out a job, the machine just displays "Printing...", which does not clear.</li> <li>2. Punched paper is not exited to the Mailbox CS391.</li> </ol> <p>Other changes:            A lock detection mechanism was added for the exhaust fan.</p>	

**Reissued: 29-Oct-15**

Model: MT-C4	Date: 28-May-09	No.: RD062011q
1.56:04	Symptom corrected: Auto Supply Replenishment for @Remote does not work  Other Changed: Supported the Plockmatic	
1.55:04	Symptom Corrected: Jam53 when A3 tray is attached Machine attached Z-folding unit might not recover from "please wait" when the machine recover from Power save mode	
1.54:04	Symptom corrected: In cases where SP2506 is ON (an ID pattern is made during a job), SC990 occurs if the ID sensor pattern is made during cover feed.	
1.53:04	1st Mass production	

**Reissued: 16-Nov-11**

Model: ADF	Date: 28-May-09	No.: RD062012d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: ADF		Prepared by: K. Yamamoto	
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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
01.620:05	D4125531H	November 2009 production
01.610:05	D4125531G	July 2009 production
01.600:05	D4125531F	March 2009 production
01.590 :05	D4125531E	1st Mass production

Version	Modified Points or Symptom Corrected
01.620:05	<p>Symptom corrected: SP:GB Adjust Confirmation does not function correctly.</p> <p>Other changes: Firmware modified to support V-C3.</p> <p><b><i>Do not install this firmware on a board which has a newer version of firmware (the newer version of the firmware starts with a "9" e.g. v.90.***:***). If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i></b></p>
01.610:05	<p>Symptom Corrected: Following a bottom plate motor jam, the motor heats up slightly if the ADF is opened with the bottom plate HP sensor activated (ON).</p> <p>Other changes: Improved the accuracy of original size detection.</p>
01.600:05	<p>Other changes: The reliability of image data transmission was increased (transmission errors were minimized).</p>
01.590:05	1st Mass production

**Reissued: 03-Dec-14**

Model: MT-C4	Date: 28-May-09	No.: RD062013c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Fax		Prepared by: M. Yoneda	
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 ( )	<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
<b><i>04.00.00</i></b>	<b><i>D0625559F</i></b>	<b><i>December 2014 production</i></b>	<b><i>Not available</i></b>
03.00.00	D0625559E	September 2010 production	Not available
02.00.00	D0625559D	June 2009 production	Available
01.00.01	D0625559C	1st Mass production	Available

Version	Modified Points or Symptom Corrected
<b><i>04.00.00</i></b>	<b><i>Symptom corrected</i></b> <b><i>1. SC899 may occur.</i></b> <b><i>2. Stored fax data may be deleted.</i></b>
03.00.00	Other changes: 1. Stored documents can now be accessed from the operation panel. 2. Access restrictions can now be placed on stored documents (USRSW10 bit0).  Symptom corrected: 3. When many documents are forwarded, some parameters of the job log data for the first and second documents do not match.
02.00.00	Symptom corrected: An incoming FAX job cannot be printed if the paper size automatically selected by the machine is loaded in the cover feeder, but not in any of the standard paper trays.
01.00.01	1st Mass production

**Reissued: 01-Nov-11**

Model: MT-C4	Date: 01-Jun-09	No.: RD062014c
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.03</b>	<b><i>D4625551D</i></b>	<b><i>October 2011 production</i></b>	<b><i>Available</i></b>
1.02	D4625551C	April 2011 production	Available
1.01	D4625551B	December 2009 production	Available
1.00	D4625551A	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
<b>1.03</b>	<b><i>Symptom corrected: PDF Direct jobs containing a mask that was created using tiling will be reset.</i></b>
1.02	Symptom corrected: If printing a PDF Direct job that calls a "download font" from the hard disk (or Ram disk), one of the other resident fonts might be used instead.
1.01	Symptom corrected: Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.
1.00	1st Mass production

Model: MT-C4	Date: 01-Jun-09	No.: RD062015
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Subject: Firmware Release Note: Language		Prepared by: K. Yamamoto	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.04	D0621496	1st Mass production

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Reissued: 06-Apr-16

Model: MT-C4	Date: 02-Jun-09	No.: RD062016e
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**RTB Reissue**

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

Subject: Firmware Release Note:FCU		Prepared by: Y. Taniguchi	
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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>07.00.00</i></b>	<b><i>D4185570G</i></b>	<b><i>April 2016 production</i></b>	<b><i>Not available</i></b>
06.00.00	D4185570F	June 2012 production	Not available
05.00.00	D4185570E	April 2011 production	Not available
04.00.00	D4185570D	October 2010 production	Not available
03.00.00	D4185570C	February 2010 production	Available
02.00.00	D4185570B	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
<b><i>07.00.00</i></b>	<b><i>Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i></b>
06.00.00	Symptom corrected. 1. An NMI error may occur (triggered by a watchdog reset error) if a large amount of electrical noise occurs when sending a PDF image to a folder using the G3 line. 2. Minor bug corrections were applied.
05.00.00	Symptom corrected: A line interrupt error occurs when receiving a FAX from a specific FAX server due to an RTC misdetection.
04.00.00	Other changes: 1. If the memory allocated for stored documents is full, an error message will be sent to the sender when a user tries to store a document. 2. The name of the document that the user selects for storage will be recorded in the job log.
03.00.00	Symptom corrected: Incoming FAXes are not printed out when the LS reception, LS reception e-mail notification, and print out at LS reception settings are all enabled.
02.00.00	1st Mass production

**Reissued: 29-Oct-10**

Model: <b>MT-C4</b>	Date: 02-Jun-09	No.: RD062017b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: RemoteFAX		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b><i>03.00.00</i></b>	<b><i>D0625560D</i></b>	<b><i>September 2010 production</i></b>
02.00.00	D0625560C	December 2009 production
01.00.00	D0625560B	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>03.00.00</i></b>	<b><i>Symptom Corrected:</i></b> <b><i>"Not transmitted" is displayed when trying to send an IP-FAX, after which the IP-FAX feature cannot be used.</i></b>
02.00.00	Symptom corrected: SC991 occurs if the Key Card is removed while the machine is printout out a PC Fax.
01.00.00	1st Mass production

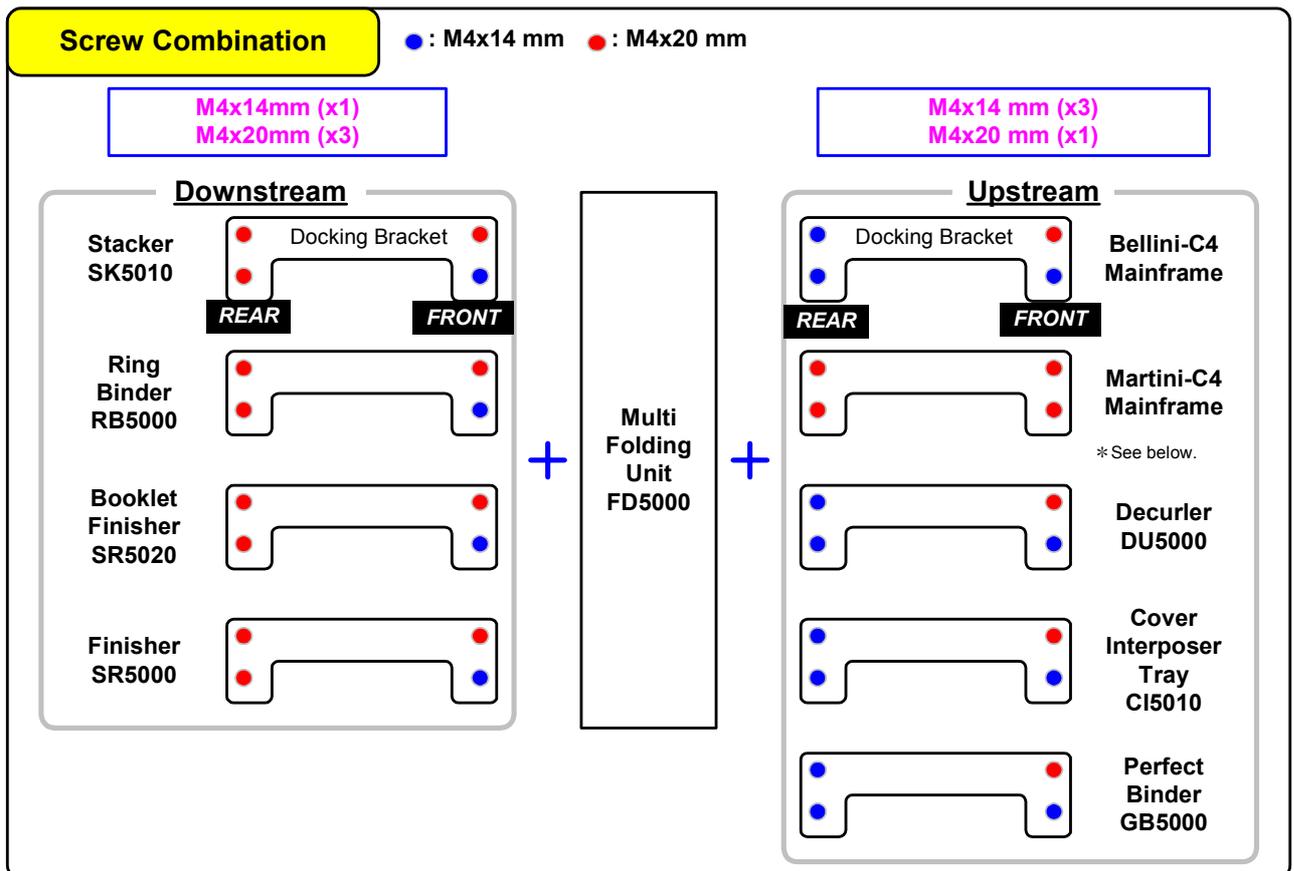
Model: Katana-C2 (Bellini-C4)		Date: 22-Jun-09	No.: RD059032
Subject: Multi-Folding Unit - Docking Bracket Screws		Prepared by: K. Tsutsui	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

**PROBLEM**

When installing the Multi-Folding Unit, the bracket screws applied to the upstream of the Multi-Folding Unit interfere with the upstream Katana-C2 mainframe or peripherals (Decurl Unit, Cover Interposer Tray, or Perfect Binder), and 3 of the 4 screws do not reach the Martini-C4 mainframe.

**TEMPORARY SOLUTION**

To avoid the problem, please replace (exchange) the screws for the upstream docking bracket and the downstream docking bracket as shown in the diagram below.



\* When the Martini-C4 mainframe is installed, please apply all four M4x20 mm. Hence, the downstream peripheral will be attached with four M4x14 mm.

Model: Katana-C2 (Bellini-C4)

Date: 22-Jun-09

No.: RD059032

**PERMANENT SOLUTION**

Upon design change, Multi Folding Unit will be attached with total of 8 screws (4 each of M4x14 & M4x20).

Upstream Bracket : M4x14 (x3) & M4x20 (x1)

Downstream Bracket : M4x14 (x1) & M4x20 (x3)

The installation guide and service manual will be revised accordingly.

Reissued: 25-Aug-14

Model: MT-C4	Date: 22-Jun-09	No.: RD062018g
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**RTB Reissue**

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

Subject: Firmware Release History: PCL		Prepared by: M. Yoneda	
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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.06</i></b>	<b><i>D4625541J</i></b>	<b><i>September 2014 production</i></b>	<b><i>Available</i></b>
1.05	D4625541H	May 2012 production	Available
1.04	D4625541G	August 2011 production	Available
1.03	D4625541F	April 2011 production	Available
1.02	D4625541E	March 2010 production	Available
1.01	D4625541D	October 2009 production	Available
1.00	D4625541C	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
<b><i>1.06</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. If a PCL5 job contains a picture frame that is drawn by HP/GL2, unexpected lines might be printed or some lines might be missing. (GFPR#RA09020002, GFPR#RA10050003, GFPR#RE13090003)</i></b>
1.05	Symptom corrected: 1. Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'A'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. (GFPR#RE11040007) 2. Image rotation might result in parts of a page being blacked out. (GFPR#RA11030001) 3. HP-GL/2 jobs might be missing objects or fail to print completely. (GFPR#RE11040006, GFPR#RE11090002, GFPR#RE12010005)
1.04	Other changes: 1. Characters or symbols missing from the printouts of jobs containing HP-GL/2. 2. Objects out of position in PCL5 jobs containing HP-GL/2 and macro.

Reissued: 25-Aug-14

Model: MT-C4	Date: 22-Jun-09	No.: RD062018g
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Version	Modified Points or Symptom Corrected
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).</li> <li>2. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects.</li> <li>3. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.</li> <li>4. A device stall might occur if using a very specific combination of font types.</li> <li>5. PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area. This did not occur if using the driver.</li> <li>6. A paper size mismatch occurs if all of the following conditions are met:               <ul style="list-style-type: none"> <li>- The PCL job specifies the Interposer as the source tray.</li> <li>- The paper is placed in the in the Interposer LEF.</li> <li>- The PCL job uses any of the following options: Staple, Punch, Ring Binding, Perfect Binding, Z-Folding, Multi-sheet Fold, Trimmer</li> </ul> </li> </ol>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. PCL jobs containing images might be printed slowly.</li> <li>2. The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.</li> </ol>
1.01	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. N-job printing: Processing times have been reduced for initialization/deinitialization of soft fonts at the conclusion of PCL5 jobs, and for the calculation of environmental parameters.</li> </ol>
1.00	1st Mass production

**Reissued: 01-Nov-12**

Model: MT-C4	Date: 22-Jun-09	No.: RD062019c
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: PowerSaving Sys		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 ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.16</b>	<b><i>D0625550F</i></b>	<b><i>October 2012 production</i></b>	<b><i>Available</i></b>
1.15	D0625550E	March 2010 production	Available
1.14	D0625550D	July 2009 production	Available
1.13	D0625550C	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
<b>1.16</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. SC816 may occur after system start-up, depending on the timing of the PSU reboot.</i></b></li> <li><b><i>2. The following may occur, depending on the timing of recovery from Energy Saver mode:</i></b> <ul style="list-style-type: none"> <li><b><i>- Cannot detect original size</i></b></li> <li><b><i>- Machine does not recover from Energy Saver mode when an original is placed on the exposure glass or the ADF is opened</i></b></li> <li><b><i>- SC816-90/-49 occurs at system start-up</i></b></li> <li><b><i>- SC816-38 occurs when an original is placed on the exposure glass or the ADF is opened</i></b></li> </ul> </li> </ol>
1.15	Version change only
1.14	Version change only
1.13	1st Mass production

**Reissued: 16-Nov-11**

Model: Finisher SR4030/40	Date: 22-Jun-09	No.: RD062020g
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Finisher SR4030/40		Prepared by: T. Toriumi	
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 ( )	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Finisher SR4030/40**.

Version	Program No.	Effective Date
01.100:27	D3735112F	November 2010 production
1.90:26	D3735112E	September 2010 production
1.08:25	D3735112D	May 2010 production
1.06:22	D3735112C	December 2009 production
1.04:20	D3735112B	August 2009 production
1.03:19	D3735112A	1st Mass production

Version	Modified Points or Symptom Corrected
01.100:27	Symptom Corrected: Standardization with other models.  <b><i>Do not install this firmware on a board which has a newer version of firmware (the newer version of the firmware starts with a "9" e.g. v.90.***.***).</i></b> <b><i>If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i></b>
1.90:26	Symptom Corrected: After the main switch is turned on, SC725 (Finisher exit guide plate motor error) occurs.
1.08:25	Symptoms corrected: 1. A jam occurs due to the shift motor not returning to its home position properly. 2. The joggers shift farther apart little by little with each print job if there is only one sheet being printed and Staple is selected. 3. The edge of the paper in the exit tray is dirty at about 2500 sheets, due to contact with the belt of the roller.
1.06:22	Symptom corrected: Jam 111 or Jam131 occurs due to a shift motor control issue.
1.04:20	Symptom corrected: A paper jam occurs with two-spot stapling on one sheet of paper.

**Reissued: 16-Nov-11**

Model: Finisher SR4030/40		Date: 22-Jun-09	No.: RD062020g
Version	Modified Points or Symptom Corrected		
1.03:19	-		

**Reissued: 24-Jun-11**

Model: MT-C4	Date: 22-Jun-09	No.: RD062021b
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**RTB Reissue**

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

Subject: Firmware Release Note: Option IPDS		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input 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
<b>7.073</b>	<b>D4625580B</b>	<b>May 2011 production</b>	<b>Not available</b>
7.033	D4625580A	May 2010 production	Not available
6.042	D4625580	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																					
<b>7.073</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>If the cover is opened and then closed while the device is warming up, printing might not start.</i></b></li> <li><b><i>Barcode "CODE 128" might be printed with the wrong dimensions.</i></b></li> <li><b><i>If a job contains 2 different fonts of the same name, characters might be unexpectedly printed in bold or italics, or in some cases might be garbled.</i></b></li> <li><b><i>Jobs that contain large images and use soft fonts might be cancelled.</i></b></li> </ol>																					
7.033	<p>Other changes:</p> <p>Object Containers can now be used for sending images (gif, tiff, jpg) to the printer.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>A new manual is available (P/N: D4625810) for machines whose firmware is updated to this version.</li> <li>To activate the new function, need to update the following firmware together</li> </ol> <table> <tr> <td>System</td> <td>V1.16 or later</td> <td>D0625572E</td> </tr> <tr> <td>Printer</td> <td>V1.14.2 or later</td> <td>D4625521F</td> </tr> <tr> <td>Engine</td> <td>V1.57:04 or later</td> <td>D0625127L</td> </tr> <tr> <td>Net File</td> <td>V1.04 or later</td> <td>D0625557C</td> </tr> <tr> <td>Websys</td> <td>V1.08 or later</td> <td>D0625574A</td> </tr> <tr> <td>NIB</td> <td>V8.61.1 or later</td> <td>D0625553C</td> </tr> <tr> <td>WebUapl</td> <td>V1.04 or later</td> <td>D0625556C</td> </tr> </table> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If the machine jams while printing the IPDS font list, it can be made to stall by either of the following operations:             <ul style="list-style-type: none"> <li>Try to print the IPDS font list again.</li> </ul> </li> </ol>	System	V1.16 or later	D0625572E	Printer	V1.14.2 or later	D4625521F	Engine	V1.57:04 or later	D0625127L	Net File	V1.04 or later	D0625557C	Websys	V1.08 or later	D0625574A	NIB	V8.61.1 or later	D0625553C	WebUapl	V1.04 or later	D0625556C
System	V1.16 or later	D0625572E																				
Printer	V1.14.2 or later	D4625521F																				
Engine	V1.57:04 or later	D0625127L																				
Net File	V1.04 or later	D0625557C																				
Websys	V1.08 or later	D0625574A																				
NIB	V8.61.1 or later	D0625553C																				
WebUapl	V1.04 or later	D0625556C																				

**Reissued: 24-Jun-11**

Model: MT-C4	Date: 22-Jun-09	No.: RD062021b
Version	Modified Points or Symptom Corrected	
	<ul style="list-style-type: none"><li>- Try to print any IPDS job.</li><li>2. Cancelling a job from the operation panel might cause the MFP to stall displaying "Printing ...". This only occurred if immediately after the job was cancelled from the operation panel, the host terminated the IPDS session.</li><li>3. Duplex IPDS jobs are printed simplex if the MFP is powered up while a tray is open. Specifically, the tray that is open during power up must be the one specified in the Duplex IPDS job.</li><li>4. IPDS jobs containing images might cause the device to stall with the error "Internal Error 0x3414" displayed on the operation panel.</li><li>5. Gray patterns consisting of hatching might not be shown in the printout. Instead the gray pattern was just a black box.</li><li>6. If a host prematurely terminates an IPDS session with the MFP, subsequent IPDS jobs cannot be printed. The data-in LED will just blink. Though any premature termination of an IPDS session could cause the problem, testing has shown that the problem was most likely to occur if the IPDS session was terminated mid-job.</li></ul>	
6.042	1st Mass production	

Model: **MT-C4**

Date: 17-Jul-09

No.: RD062022

Subject: Installation procedure of Key Counter Interface

Prepared by: Koji KY Yamamoto

From: 2nd Tech. Support Sec. Service Support Dept.

Classification:

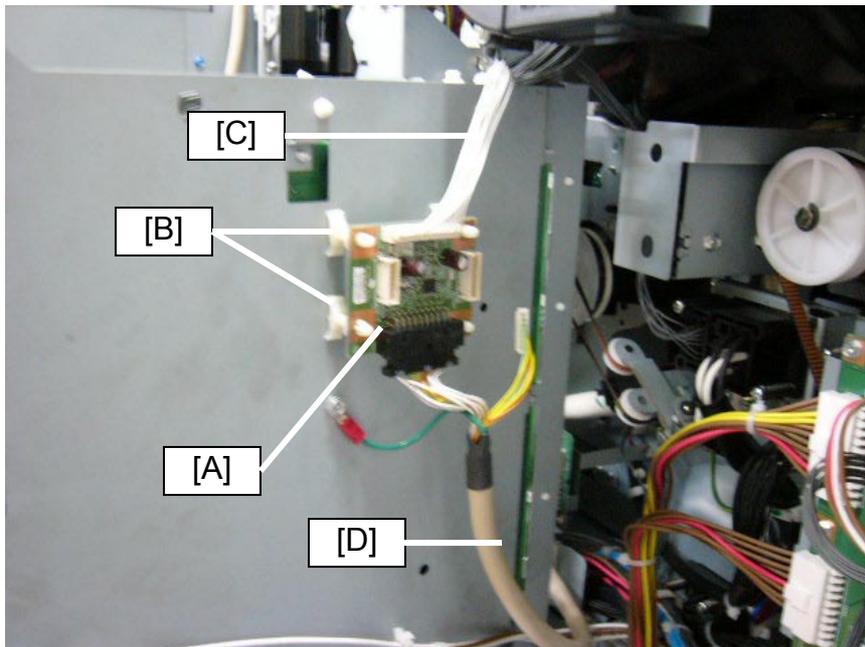
 Troubleshooting Part information Action required Mechanical Electrical Service manual revision Paper path Transmit/receive Retrofit information Product Safety Other ( ) Tier 2

## Service Manual Revision

Add the following procedure for the installation of the key counter interface.

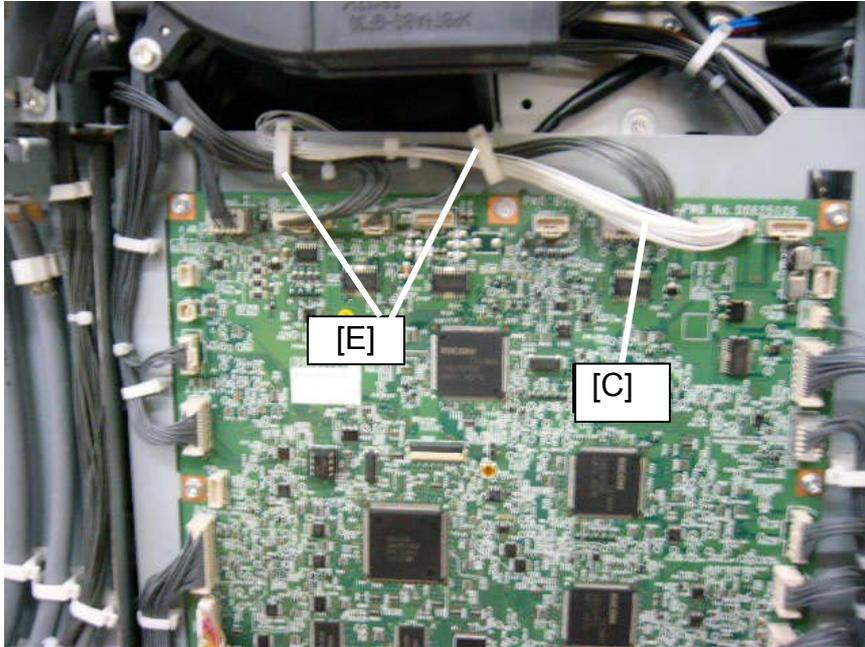
## Installation Procedure for the 20-pin Key Counter Interface Unit (B870)

1. Attach the connection board [A] (locking support [B] x 4).
2. Connect the harness [C] to CN003.
3. Connect the harness [D] to CN004.

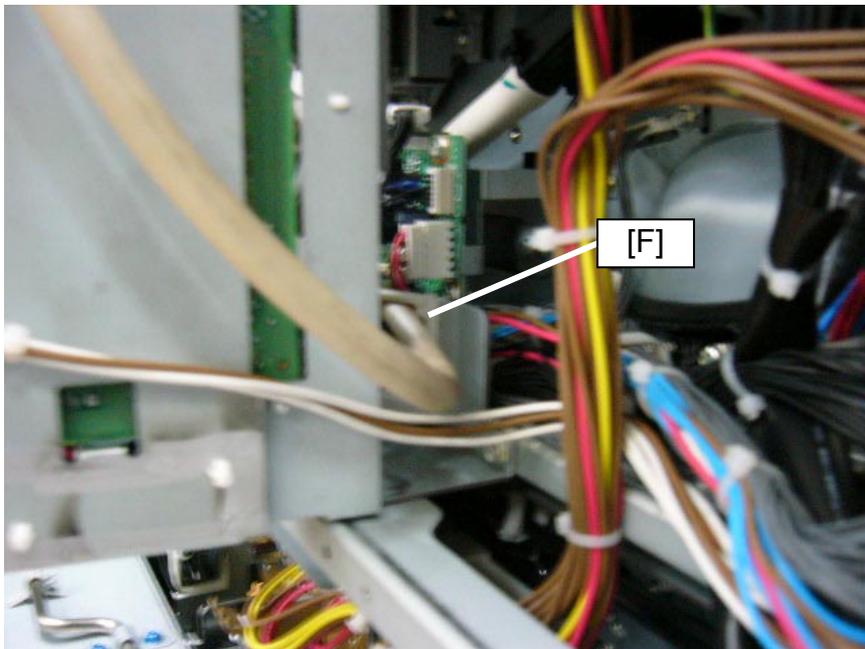


**Model: MT-C4****Date: 17-Jul-09****No.: RD062022**

4. Connect the harness [C] to CN218 on the BCU.
5. Clamp the harness at two points [E].



6. Pass the harness through the edge saddle [F].

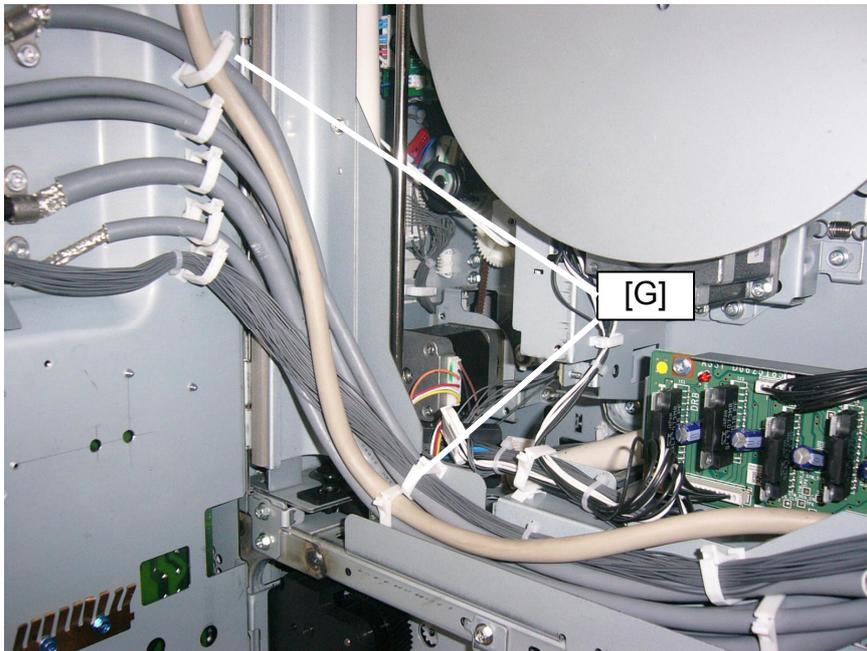


Model: **MT-C4**

Date: 17-Jul-09

No.: RD062022

7. Clamp the harness at two points [G].



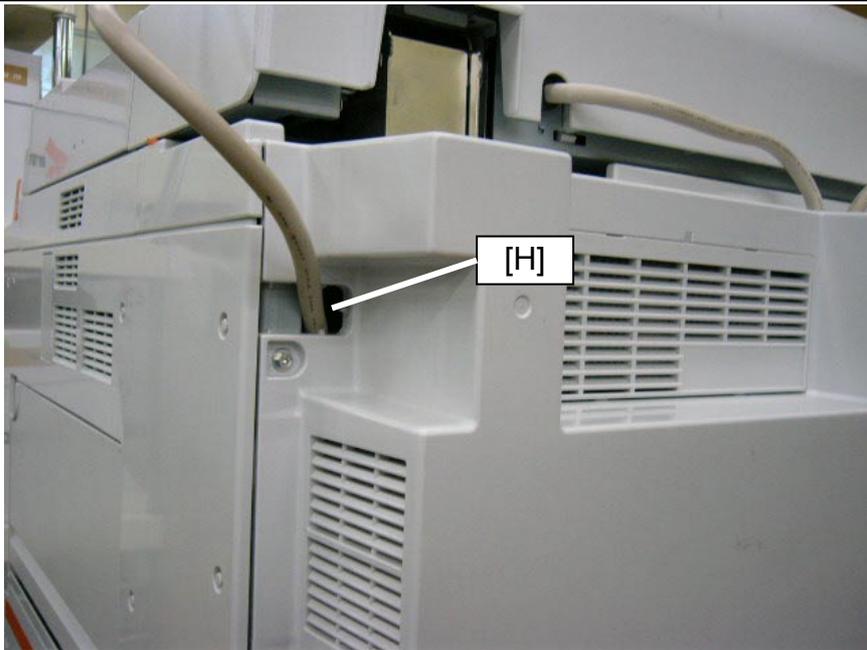
8. Pass the harness through the opening [H].



Model: **MT-C4**

Date: 17-Jul-09

No.: RD062022



**Reissued:30-Sep-09**

Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a
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**RTB Reissued:**

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

Subject: SC555, SC542		Prepared by: K. Yamamoto	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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 (      )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

**SYMPTOM:**

SC555 or SC542 occurs

**CAUSE:**

When using paper with a high paper dust content, the amount of toner that sticks to the surface of the fusing roller increases. In addition, the toner is mixed together with paper dust, and then tends to stick to the temperature-detecting elements of the thermistors.

As a result, the thermistors are unable to detect the temperature of the fusing roller correctly.

**SOLUTION:**

If the symptom occurs:

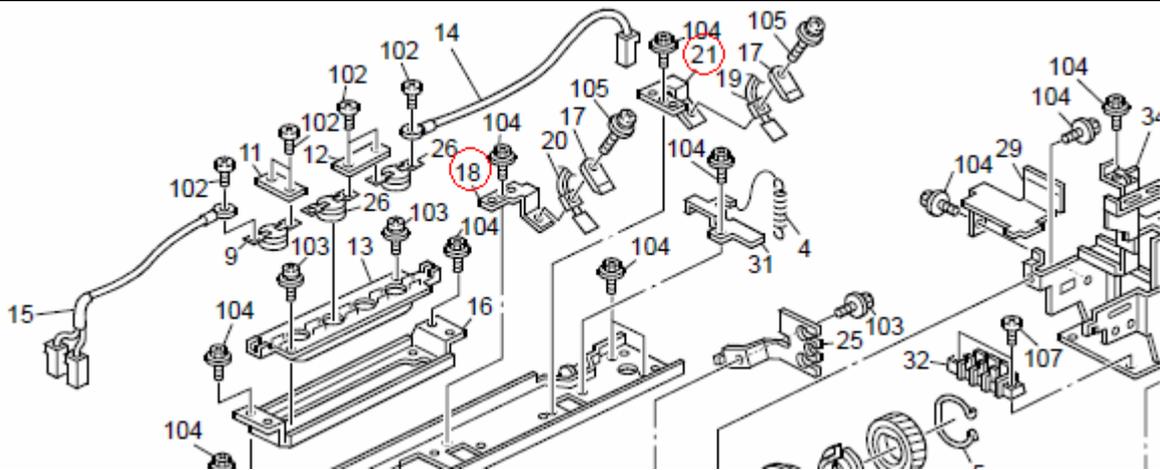
1. Clean the middle and rear thermistors.
2. If the SC still occurs even after cleaning the thermistors, replace the thermistor brackets with the new parts in the table below.

**Note:** This will secure the thermistors in the correct position, ensuring that they can detect the roller temperature correctly.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1404197	<b>D0624197</b>	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	<b>D0624196</b>	BRACKET:THERMISTOR:INNER BACK	1		99	21	

**Reissued:30-Sep-09**

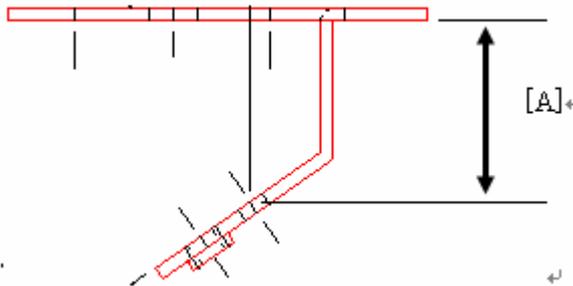
Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a
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*The distance [A] is different between the new and old brackets .*

**B1404196/7: 14.8mm**

**D0624196/7: 15.3mm**



Model: <b>MT-C4</b>	Date: 29-Jul-09	No.: RD062024
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Subject: Key top of Printer/Scanner unit		Prepared by: Koji KY Yamamoto	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

### Symptom

The key top included in Printer/Scanner Units produced up through June 30, 2009 cannot be attached to the operation panel.

### Cause

The wrong key top was inserted in the unit.

### Solution

If you install a Printer/Scanner Units produced up through June 30, 2009, attach the correct key top instead of the one inside the kit.

**Note:** Printer/Scanner Units produced from July 1, 2009, which contain the correct key top, are marked by a green circular label on the box. (See the photo on the next page).

Correct Key tops

Printer



Scanner



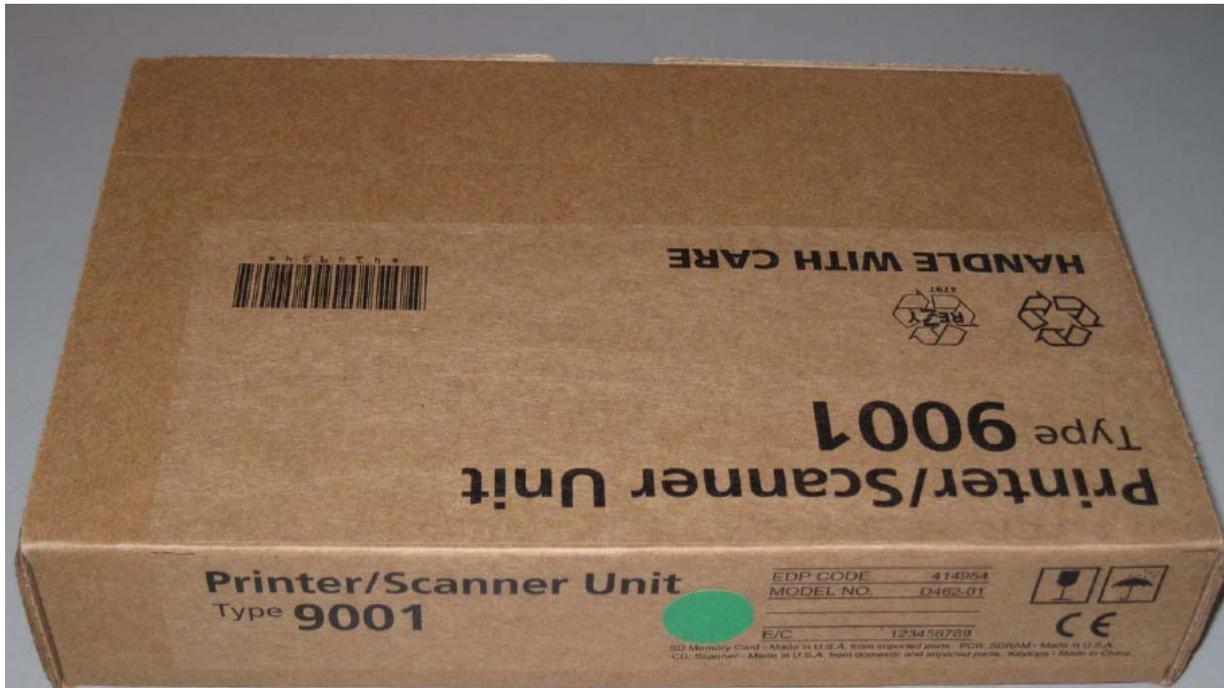
Model: **MT-C4**

Date: 29-Jul-09

No.: RD062024

Only RAC and RA

Printer/Scanner Units produced from July 1, 2009, which contain the correct key top, are marked as shown in the photo:



Model: MT-C4	Date: 7-Aug-09	No.: RD062025
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Subject: Retaining ring		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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

***This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.***

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1404172	<b>D0544172</b>	RETAINING RINGS-C:HOT ROLLER	2	X/O as a set	101	5	
AE032026	<b>AE032033</b>	Thermal Insulating Bushing	2		101	3	

**Change:** The shape and material for these parts were changed (vendor change).

**Reason:** To further ensure the retaining rings stay properly fixed in place.

***Important:***

- ***If you need to replace either of the old parts, replace both of them with the new parts together as a set.***
- ***The unit quantity is 2pcs for these parts, but you do not have to replace the left and right sides at the same time (only replace the side that is broken).***

Model: <b>MT-C4</b>	Date: 7-Aug-09	No.: RD062026
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Subject: @Remote – Auto Supply Replenishment		Prepared by: Koji KY Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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

**Note:** This RTB applies to @Remote-connected machines that use the “Auto Supply Replenishment” function.

### Symptom

“Auto Supply Replenishment” for @Remote does not work. As the result, the toner runs out and the user cannot use the machine until the new toner is ordered and delivered.

### Cause

Firmware bug

### Solution

On @Remote-connected machines that use the “Auto Supply Replenishment” function, update the Engine firmware (D0625127) to **version 1.56:04 or later**.

Model: MT-C4	Date: 06-Oct-09	No.: RD062028
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Subject: Service manual revision – SP5985		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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

Replace the description for SP5985 with the following.

pg. 259

5985	[Device Setting]	
	The NIC and USB support features are built into the GW controller. Use this SP to enable and disable these features. In order to use the NIC and USB functions built into the controller board, these SP codes must be set to "1".	
001	On Board NIC	<p>[0 to 2 / 0 / 1 /step]</p> <p>0: Disable, 1: Enable, 2: Function limitation</p> <p>When the "Function limitation" is set, "On board NIC" is limited only for the NRS or LDAP/NT authentication.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>Other network applications than NRS or LDAP/NT authentication are not available when this SP is set to "2". Even though you can change the initial settings of those network applications, the settings do not work.</li> </ul>
002	On Board USB	<p>[0 or 1 / 0 / 1/step]</p> <p>0: Disable, 1: Enable</p>

Model: MT-C4	Date: 09-Oct-09	No.: RD062029
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Subject: Part number of Power cable		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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

Less than 90cpm (D062/D063/D064)						
		Code	Part number	Power source		
					Cable	Machine
RAC	NA	17/57	B0655672	120V	20A	20A
RE	EU	27/67	B2465677	220-240V	10A	10A
RA	Asia	29	B2465677	220-240V	10A	10A
	Taiwan	19	B0655672	110V	20A	20A
RCN	China	21	B0655673	220-240V	10A	10A

90cpm (D066)						
		Code	Part number	Power source		
					Cable	Machine
RAC	NA	17/57	D0665672	208-240V	20A	12A
RE	EU	27/67	D0665677	220-240V	16A	10A
RA	Asia	29	D0665677	220-240V	16A	10A
	Taiwan	19	D0665674	220V	20A	12A
RCN	China	21	D0665683	220-240V	16A	10A

**Change/Reason:** The part numbers for the power cords were missing from the Parts Catalog (pg. 143, index 4).

**Reissued: 13-Oct-09**

Model: MT-C4	Date: 03-Sept-09	No.: RD062027a
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**RTB Reissue**

The chapter "Installation of Card Authentication Package " and "Updating Enhanced Locked Print NX Application and Filter" have been modified.

Subject: Card Authentication Package V1.3 Installation / Activation Guide		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

# Installation

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## Overview

---

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- **Server Type A:** This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- **Server Type B:** This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

Here is the matrix of possible combinations.

	<b>Embedded Type A</b>	<b>Embedded Type B</b>	<b>Server Type A</b>	<b>Server Type B</b>
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	Yes	Yes
ELP-NX	Yes	No	Yes	No

- CAP: Card Authentication Package
- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP

---

## Confirmation Points before Installation

---

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the **VM card** is the latest version.
- Check the following SP settings;
  - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
  - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
  - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

## Installation of Card Authentication Package

There were two installation methods for the "Card Authentication Package" for V1.1 and V1.2. However, There is only one installation method for V1.3.

### "Working with the PC"

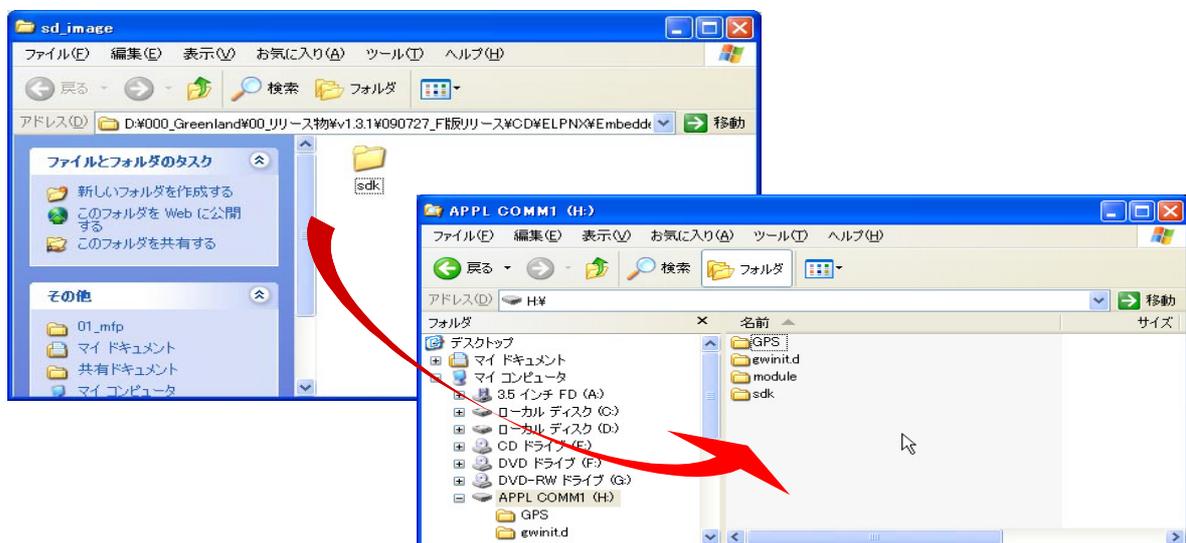
1. Prepare the applications related to the "Card Authentication Package" on your PC.
2. Unzip the zip file of the "D4890001.zip" on your PC.
3. Open the "readme.html" from the unzipped file.

RICOH:

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		
Aficio MP 4000 / 4000B / 5000 / 5000B	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP C2800 / C3300	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP C4000 / C5000	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP 6001 / 7001 / 8001 / 9001	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP 171	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP 8200DN	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP C420DN	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP C820DN / C821DN	<a href="#">sd_image</a>	<a href="#">remote</a>



4. Click the "sd image" of the target machine



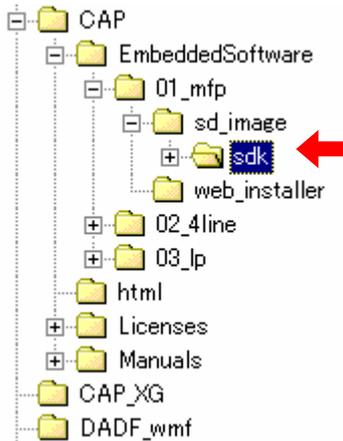
5. Copy the sdk folder onto the root directory of the VM card.

- Please refer to the following for the location of the application folder

Model Name	Product Code	Application Folder
Model MT-C4	D062/D063/D065/D066	/01_mfp/sd_image/

**Note**

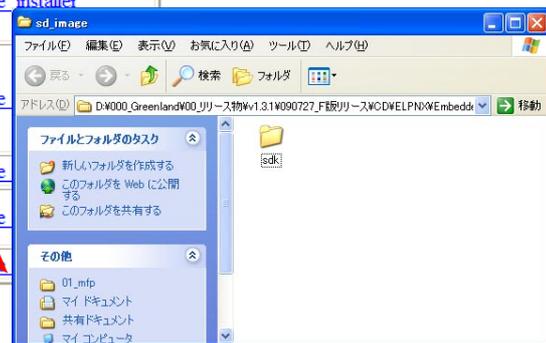
The above folders include “/sdk” folder that is application image for copying to VM card.



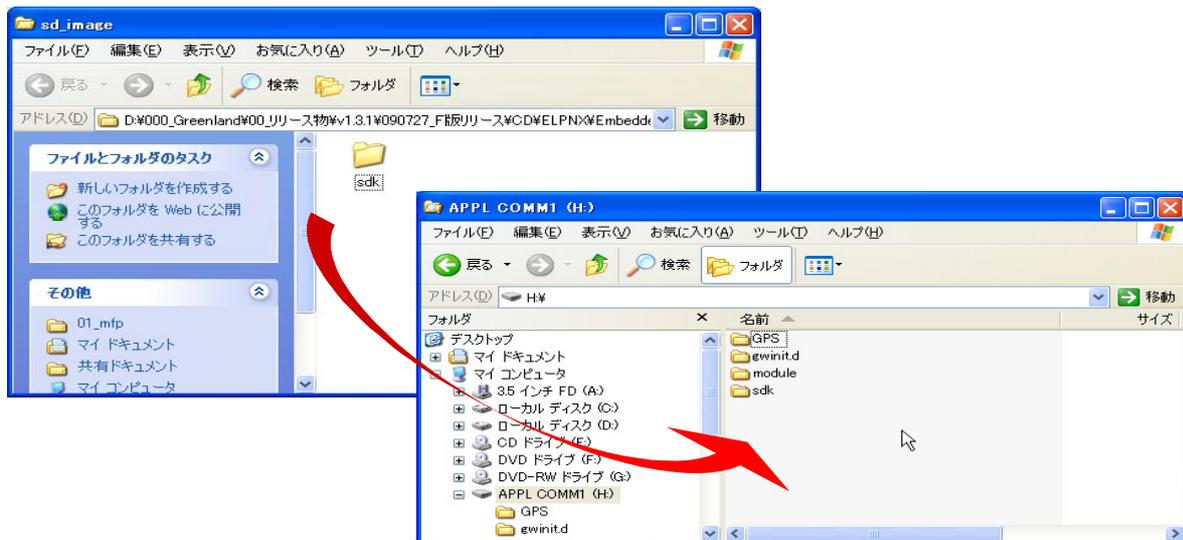
- Unzip the zip file of the "D49000001.zip" on your PC.
- Open the "readme.html" from the unzipped file.

**RICOH:**

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		
Aficio MP 4000 / 4000B / 5000 / 5000B	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP C4000 / C5000	<a href="#">sd_image</a>	
Aficio MP 6001 / 7001 / 8001 / 9001	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio MP 171	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP 8200DN	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP C420DN	<a href="#">sd_image</a>	<a href="#">remote</a>
Aficio SP C820DN / C821DN	<a href="#">sd_image</a>	<a href="#">remote</a>



- Click the “sd image” of the target machine



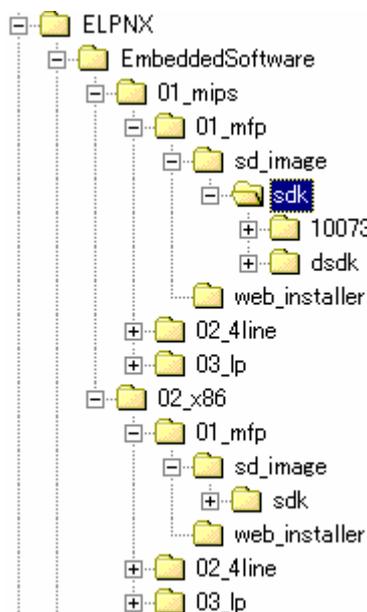
9. Copy the sdk folder onto the root directory of the VM card.

- Please refer to the following for the location of the application folder.

Model Name	Product Code	Application Folder
Model MT-C4	D062/D063/D065/D066	/02_x86/01_mfp/sd_image/

#### Note

The above folders include “/sdk” folder that is application image for copying to VM card.



**"Working with the Machine"**

10. Install a card reader device in a suitable location.
11. Connect the USB cable from the card reader device to the USB slot of the target machine.

↓ **Note**

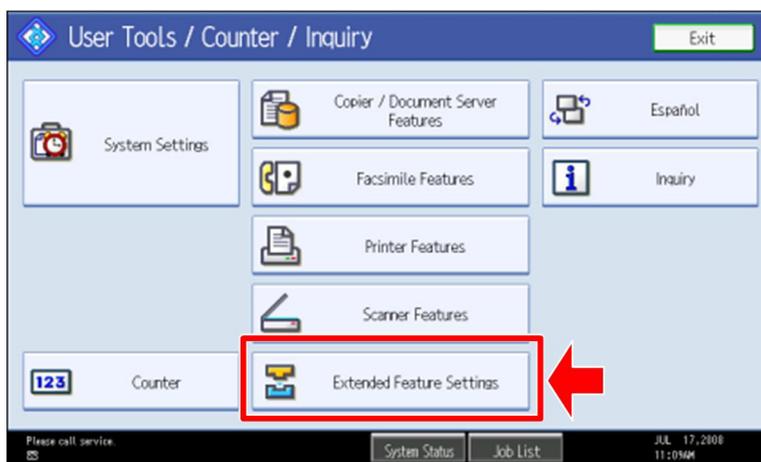
- The position of the USB slot may vary depending on the machine.

12. Secure the cable clamp to the USB slot.

↓ **Note**

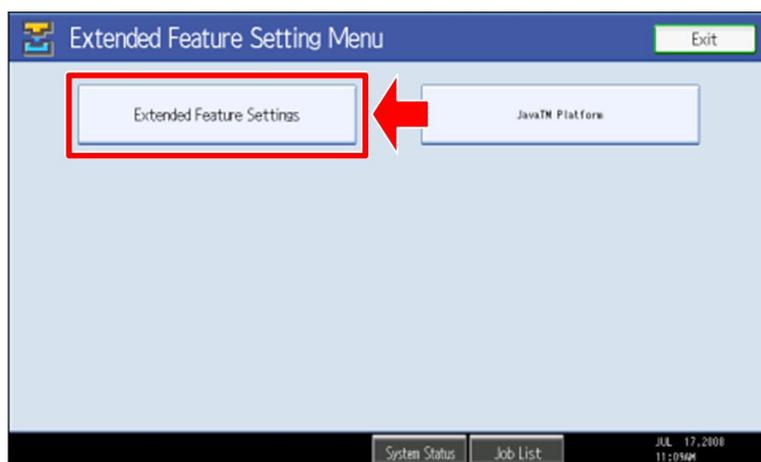
- The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

13. Install the VM card in the service slot of the target machine.
14. Turn on the target machine.
15. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



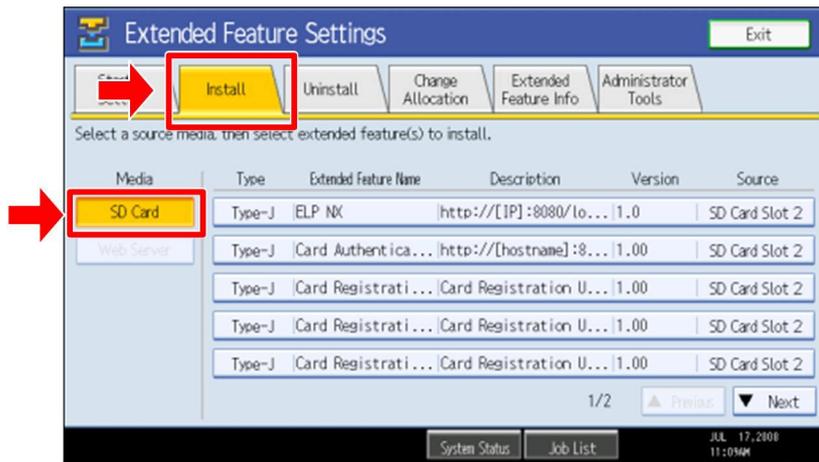
gl\_i104

16. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



gl\_i105

17. Press "Extended Feature Settings" on the LCD.



gl\_i106

18. Press the "Install" tab, and then press "SD Card".

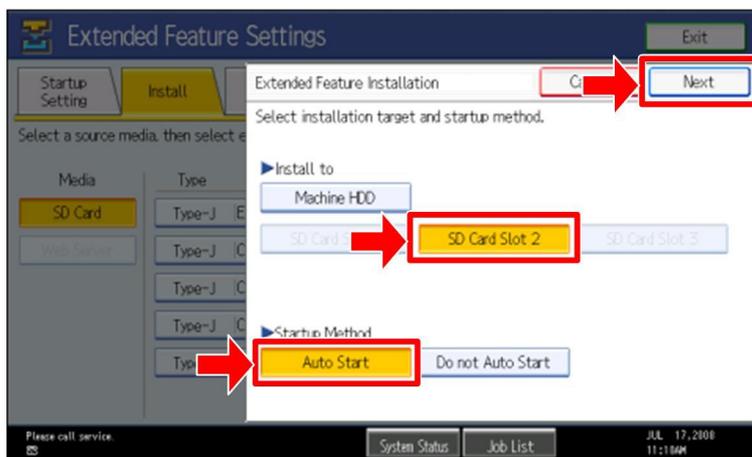
The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

19. Press the SDK application bar (except ELP NX-Filter) that you want to install.

**Note**

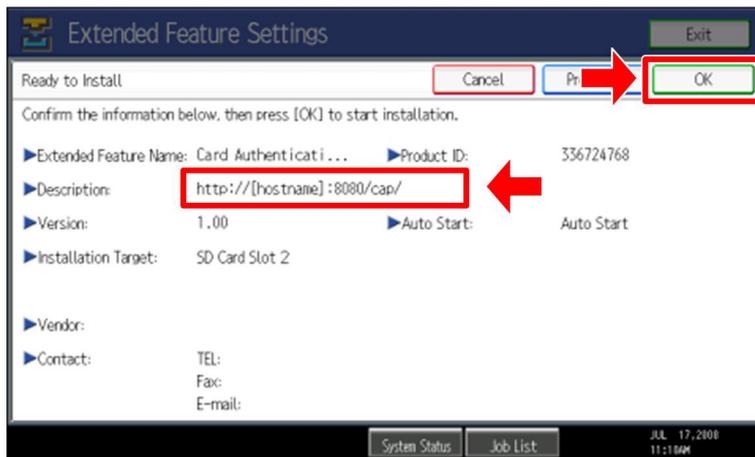
Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 24 for how to install it.



gl\_i107

20. Press "SD Card Slot 2" and "Auto Select"

21. Press "Next" to continue this installation procedure.



gl\_i108

22. Check if the displayed SDK application name is correct.

**Note**

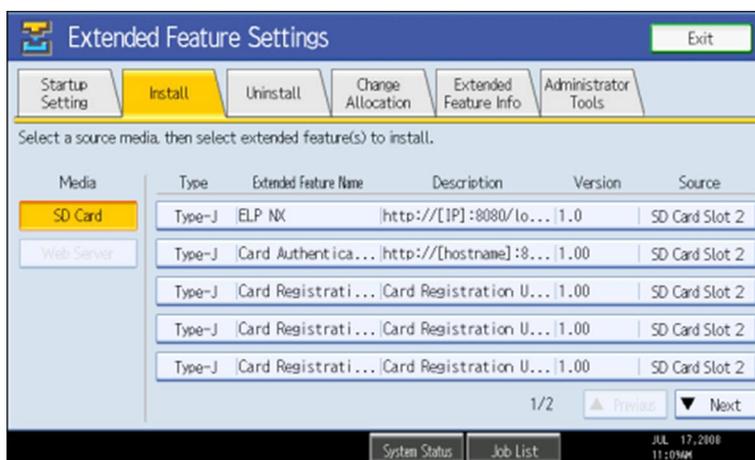
If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

23. Press "OK" to complete this installation.

**Note**

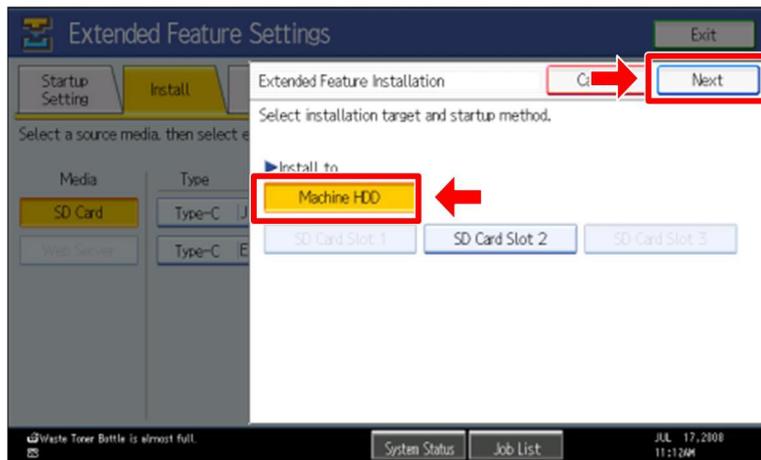
Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP



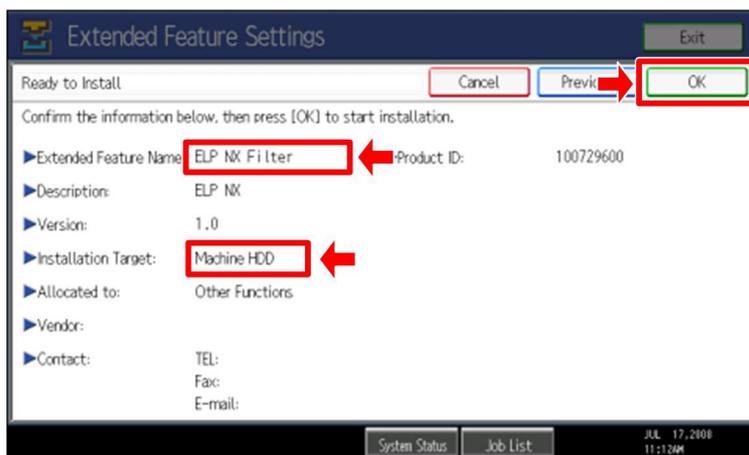
gl\_i109

24. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.



gl\_i113

25. Press "Machine HDD", and then press "Next".



gl\_i111

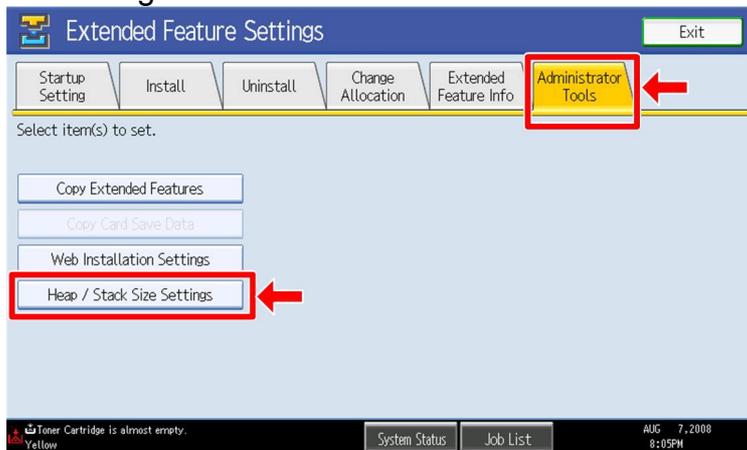
26. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

**Note**

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

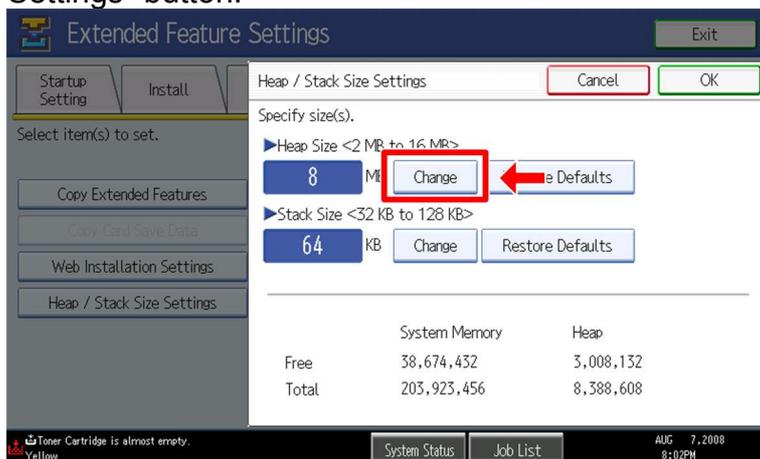
27. Press "OK" to complete this installation.

28. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
29. Enter the "Extended Features Settings".
  - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"



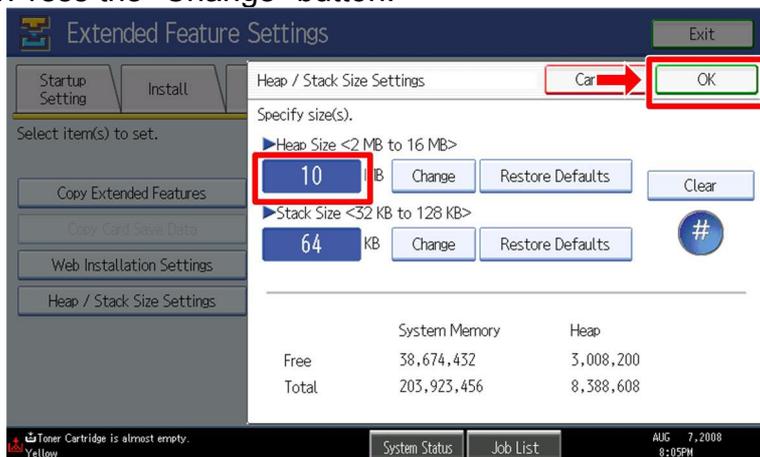
gl\_i116

30. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.



gl\_i117

31. Press the "Change" button.



gl\_i118

32. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.  
Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

33. Press the "OK" button to return to the previous screen.  
34. Press the "User Tools/Counter" key to exit the UP mode.  
35. Turn the target machine off and on.

### ***"Working with the PC"***

36. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

#### **Note**

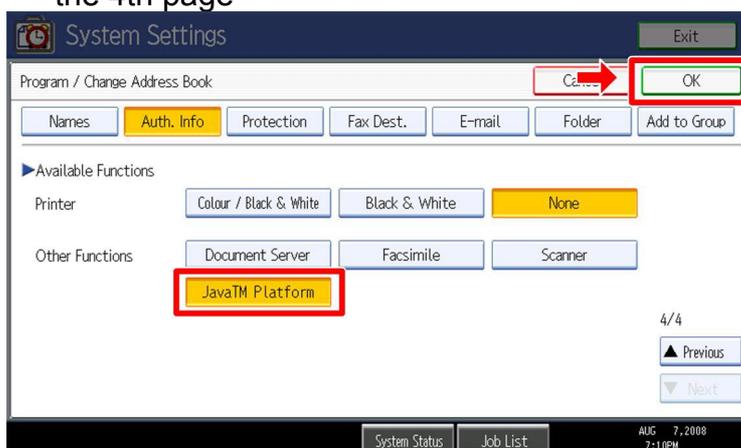
- For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

**The following steps from 37 to 40 should be done by a machine administrator.**

37. Configure the card reader settings with the Card Authentication Package Web UI.  
38. Turn the target machine off and on.

### ***"Working with the Machine"***

39. Enable "Java TM Platform" for each user with the Address Book Manager.
- "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page



gl\_i115

40. Check if the card reader works normally.
- Press the "Other Function" key for "SDK application" on the operation panel.
  - Select "Card Registration Tool for CAP"
  - Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
  - Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

 **Note**

For details about steps from 37 to 40, see the operation instructions for "Setting Up the Card Reader".

**The following step 41 should be done by a field service representative.**

41. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

# Uninstallation

---

## Uninstalling Card Authentication Package

---

1. Turn on the target machine.
2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

**★ Important**

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

3. Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).

**↓ Note**

If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

4. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
5. Turn the target machine off and on.
6. Uninstall the Java VM application with the operation panel or Web Image Monitor..
7. Change the following SP settings.
  - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
  - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
  - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
8. Turn off the target machine, and then remove the VM card from the target machine.

# Remote Updating Procedure

---

## Updating Card Authentication Package

---

**★ Important**

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

**↓ Note**

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.

2. Launch the Remote Manager.
3. Add a Card Authentication Package for updating in the Remote Manager

**↓ Note**

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine

**↓ Note**

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

5. Turn off and on the target machine.
6. Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

## Updating Enhanced Locked Print NX Application and Filter

### Enhanced Locked Print NX Application

1. Prepare the applications related to the "Enhanced Locked Print NX Package" on your PC.
2. Unzip the zip file of the "D4900001.zip" on your PC.
3. Open the "readme.html" from the unzipped file.

#### RICOH:

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		remote_installer
Aficio MP 4000 / 4000B / 5000 / 5000B	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio SP 8200DN	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio SP C420DN	<a href="#">sd_image</a>	<a href="#">remote_installer</a>
Aficio SP C820DN / C821DN	<a href="#">sd_image</a>	<a href="#">remote_installer</a>



4. Click the "remote installer" of the target machine
5. Copy the zip file on your PC.

- Please refer to the following for the location of the application folder

Model Type	Product Code	Application Folder	File Name
Model MT-C4	D062/D063/D065/D066	/02_x86/01_mfp/web_image/	elpnx_install.zip

7. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
8. Login to the ELP Administrative Tool.
9. Export the system configuration file.

#### Note

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

10. Uninstall the ELP NX Filter using the Remote Manager.
11. Install the new version (the update) of the ELP NX Filter using Remote Manager.
12. Reissue the product license using Remote Manager.
13. Store the obtained product license in the target machine using Remote Manager.

#### Note

For details about steps from 4 to 7, see the "Uninstallation Procedure" section of the "Remote Manager Operation Guide."

14. Import the system configuration file.

#### Note

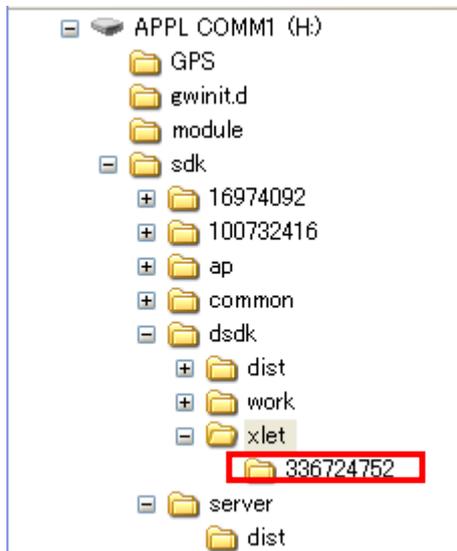
See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

15. Turn the main power of the target machine OFF/ON.

16. Ask a machine administrator to confirm that the ELP NX application has been successfully updated to the target version, and that this application is operating normally.

## Enhanced Locked Print NX Filter

1. From the machine operation panel, uninstall the ELP NX Filter from the target machine.
2. Remove the VM card from the target machine.
3. Delete the “336724752” folder from the VM card as shown below.



4. Do the following in order to copy Enhanced Locked Print NX from the PC to the VM card:
  - Unzip the “Enhanced Locked Print NX” zip file on the PC.
  - Select the folder according to the device list on page 4 of this document.
  - Overwrite the “sdk” folder on the VM card by copying the folder from the PC to the root directory of the VM card (see page 4 of this document).
5. Do Step 4 of the “Installation of the Card Authentication Package, which is on page 5 of this document.

**Note**

Make sure that the Heap Size setting.

## Appendix

---

### Matrix of Available Installation/Activation Tools

---

	Installation Destination	Action	WIM	Remote Manager	SD Card
CAP	Target Machine	Installation	Yes	Yes	Yes
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	Yes
CAP-ES	Server	Installation	No	No	No
		Activation	No	No	No
ELP-NX APP	Target Machine	Installation	Yes	Yes	Yes
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	Yes
ELP-NX Filter	Target Machine	Installation	Yes	No	Yes
		Activation	-	-	-
		Version Up Activation	Yes	No	Yes
CRT	Target Machine	Installation	Yes	No	Yes
		Activation	-	-	-

- CAP: Card Authentication Package Embedded Type
- CAP-ES: Card Authentication Package Server Type
- ELP-NX APP: Enhanced Locked Print - NX Application
- ELP-NX Filter: Enhanced Locked Print - NX Filter
- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

---

### Installation File Types

---

#### SD Card

---

- Unzipped folder of each application

#### Remote Manager

---

- Zip file of each application

#### Web Image Monitor

---

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

Model: MT-C4		Date: 13-October-09	No.: RD062030
Subject: IPDS option release		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support 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 ( )	

**Procedure for Installing the IPDS Option on the MT-C4**

This RTB contains the installation procedure for the IPDS Option, which was released in July 2009, when used on the MT-C4.

**IPDS OPTION**

**Accessories**

Description	Q'ty
1. IPDS Emulation SD Card .....	1
2. Decal .....	1

**Installation Procedure**

1. Make sure that the following firmware versions (or newer) are installed. If necessary, update the firmware.

Module Name	Parts Number	Version Number
System	D0625572A	1.12IPO1
Engine	D0625127G	1.53:04
RPCS	D4625531A	3.8.5.4.1
PS	D4625551A	1.00
PCL	D4625541C	1.00
Net File	D0625557B	1.03.1
Printer	D4625521C	1.11.2
Web System	D0625574	1.07
NIB	D0625553C	8.61
Web System	D0625556B	1.03

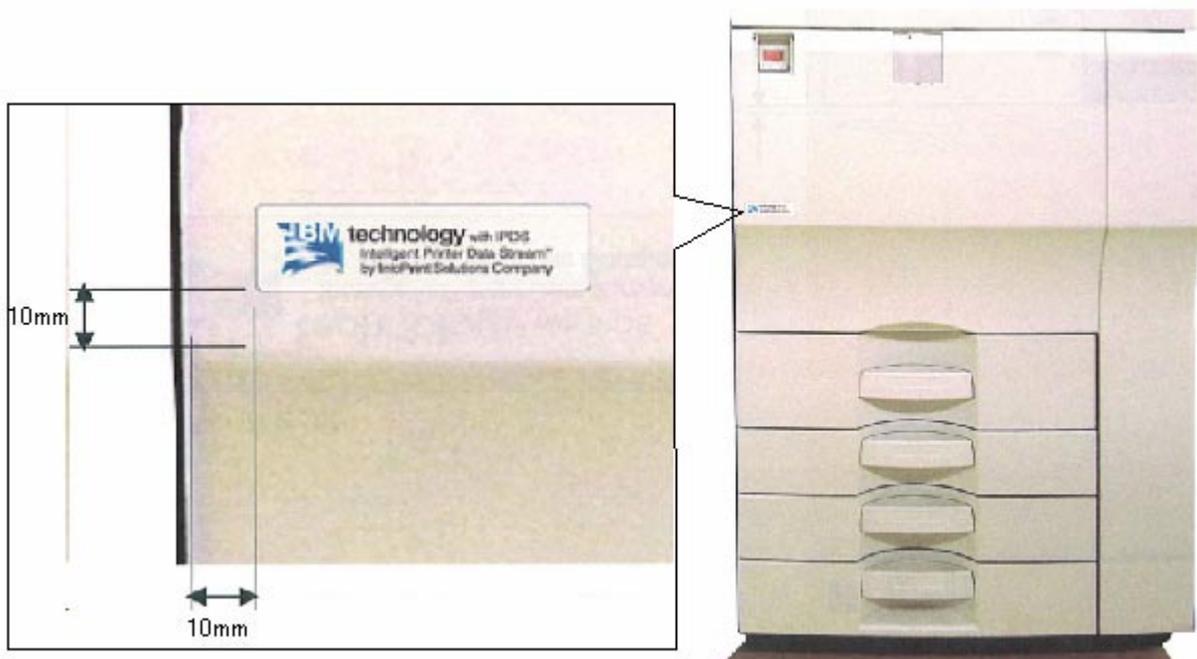
Model: MT-C4	Date: 13-October-09	No.: RD062030
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2. Install the IPDS Option (see the Service Manual for the procedure).
3. Enable the IPDS Option using one of the following methods:
  - Enabling IPDS via Telnet:
    - 1) Connect the machine to Telnet.
    - 2) Execute the “msh> **set ipds up**” command.

**Note:** To disable IPDS, execute the “msh> **set ipds down**” command.
  - Enabling IPDS via WebImageMonitor:
 

Log in to WebImageMonitor and enable the appropriate setting.
4. Attach the decal as show in the photo below.
 

**Important:** The attachment position shown below (10mm from the left edge and 10mm from the horizontal ridge in the cover) is required by IBM.



Model: MT-C4	Date: 16-Nov-09	No.: RD062031
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Subject: Eliminated spacer		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support 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
D0596692	<b>D0626692</b>	SLIDE RAIL:PAPER TRAY:LEFT:SUB-ASS'Y	1	X/O as a set	161	2	
D0626612	-	SHEET:POSITIONING:PAPER TRAY	1		161	1	

**Change:**

- 1) The shape of the side rail (D0596692) was changed.
- 2) In accordance with this change, the spacer (D0626612) was deleted.

**Reason:** The shape change eliminates the need for the spacer.

**Reissued:24-Feb-10**

Model: Model MT-C4	Date: 21-Jan-10	No.: RD062032a
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**RTB Reissue**

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

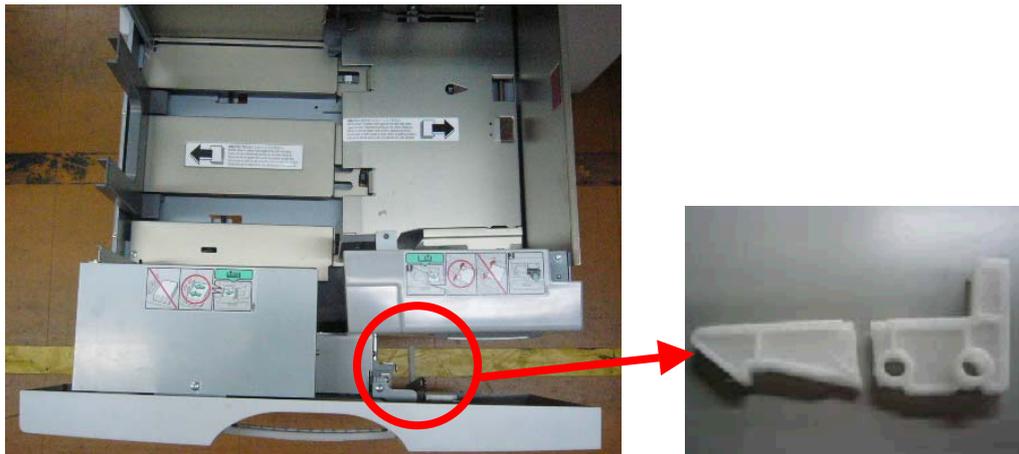
Subject: Tandem tray will not stay locked in		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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"/> Other (      )		

**SYMPTOM**

The tandem tray does not stay locked in.

**CAUSE**

Broken tandem tray stopper (D0626702)



Reissued:24-Feb-10

Model: Model MT-C4	Date: 21-Jan-10	No.: RD062032a
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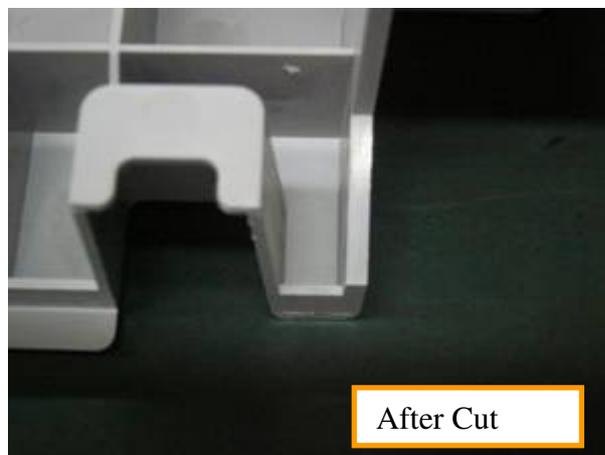
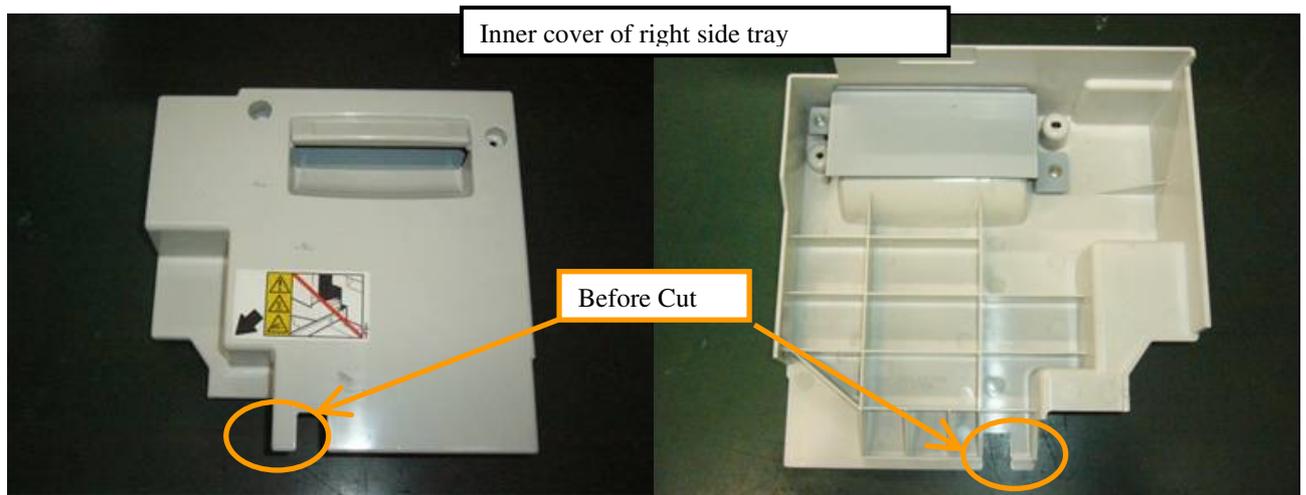
**SOLUTION:**

1. Confirm that the tandem tray stopper is broken. If it is, replace it.
2. Make a cut-out in the inner cover, as shown in the photo below **or replace with the new inner cover (D0626755).**

**Note:** This is to prevent the stopper from being damaged again.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0626605	D0626608	TANDEM LCT:RIGHT:ASS'Y	1	X/O	61	*	
D0626606	D0626609	TANDEM LCT: RIGHT: LETTER: ASS'Y	1	X/O	61	*	
D0626745	D0626755	INNER COVER:TANDEM LCT: RIGHT	1	X/O	61	4	

3. Advise the user that when closing the tandem tray, **close the right side first.** If you close the left side and right sides together, this can damage the stopper.



Model: MT-C4	Date: 23-Feb-10	No.: RD062033
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Subject: Service manual revision – SC625		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Replace the description for SC625 with the following.

Appendix: Service Call Condition pg. 70

SC625: BICU/Finisher communication / timeout error

Explanation:

After 1 data frame is sent to the Finisher MBX, and an ACK signal is not received within 100ms, and is not received after 3 retries.

- Serial line connection unstable
- External noise on the line

Model: MT-C4	Date: 24-Feb-10	No.: RD062034
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Subject: EPROM: PCB: Maui		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

This RTB is for the reissue of MB473012

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B4735110	B4735142	PCB:MAUI:ASS'Y	1	X/O	17	*	
B4735153	B4735155	PROM: PCB: Maui	1	X/O	17	1	

***Change/ Reason: Firmware modified to support the Martini-C4 series.***

Model: MT-C4	Date: 24-Feb-10	No.: RD062035
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Subject: Explanation of the SP6016		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service manual revision**

SP6016: Original Size Determination Priority

To ensure the machine can correctly detect the paper size, the machine can be set to detect only one size per standard size/feed direction.

	Japan	North America				EU/Asia/China		
bit	7	6	5	4	3	2	1	0
Default	0	0	0	0	0	0	0	0
	DLT SEF	DLT SEF	LT LEF	LT SEF	LG SEF	DLT SEF	LT SEF	LT LEF
Change	1	1	1	1	1	1	1	1
	11"x15"	11"x15"	US EXE LEF	8"x10"SEF	F4 SEF	8K SEF	16K SEF	16K LEF

**Setting procedure:**

1. Enter SP6016.
2. Select the bit you would like to change and push the number key.  
 There are 8 bits from bit 7 to bit 0.  
 Change 1 ⇔ 0 by pushing

For example, if you would like the Chinese model to detect Chinese paper sizes 8K and 16K, the setting would be as follows:

Bit	7	6	5	4	3	2	1	0
	0	0	0	0	0	1	1	1

Push 2, 1, and 0 once.

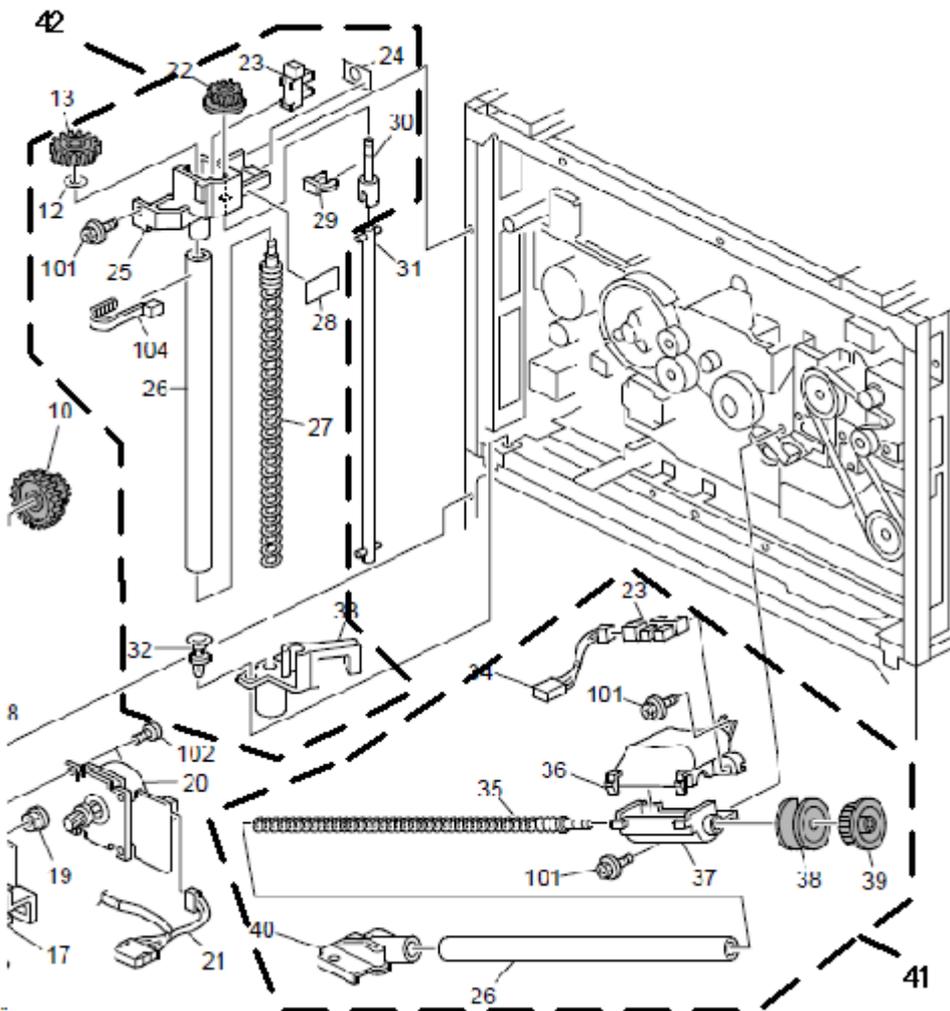
Model: MT-C4	Date: 29-Mar-10	No.: RD062036
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Subject: Toner collection units		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> 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

This RTB applies to the MT-C3, MT-C3.5, and MT-C4.

New parts numbers for units are added

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2473552	TONER OUTLET SUB-UNIT:TRANSFER:ASS'Y	1	-	129	41*	
-	B2473554	TONER OUTLET SUB-UNIT:CLASSIFICATION:ASS'Y	1	-	129	42*	

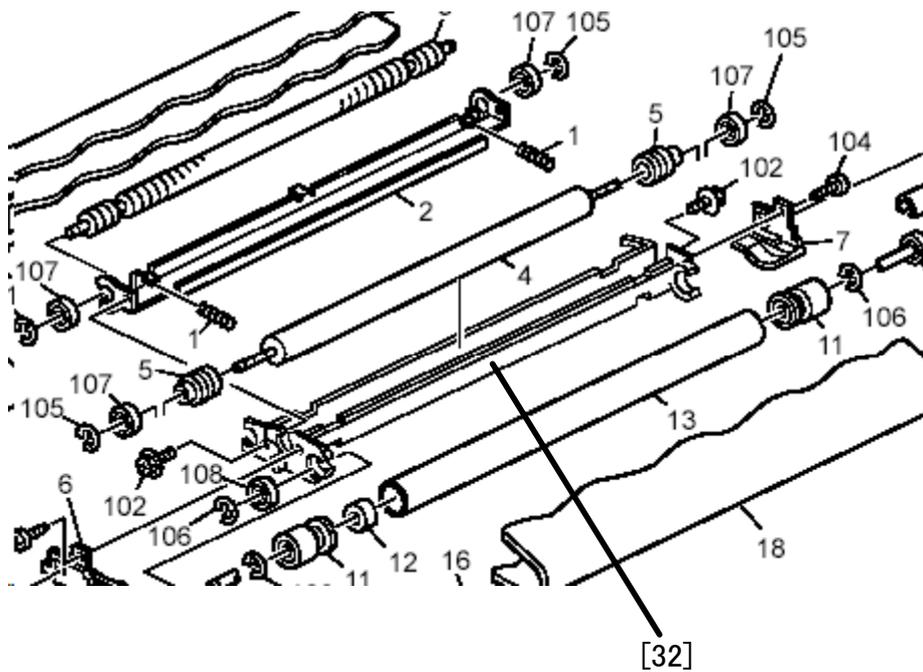


Model: MT-C4	Date: 21-Apr-10	No.: RD062037
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Subject: Housing bracket		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<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
	D4123111	HOUSING:TRANSPORT BELT:SCANNING	1	-	37	32*	

**Change/Reason:** The part numbers for the housing bracket was missing from the Parts Catalog (pg. 37, index 32\*).



Model: MT-C4	Date: 22-Apr-10	No.: RD062038
--------------	-----------------	---------------

Subject: Harness		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" 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	Page	Index	Note
D0625466	D0625467	HARNESS:SIOB:BCU:CONNECTING:FANLAMP	1	X/O	51	12	
D0625471	D0625472	HARNESS:SIOB:BCU	1	As a set	137	7	

**Change:** The shapes of the connectors were changed.

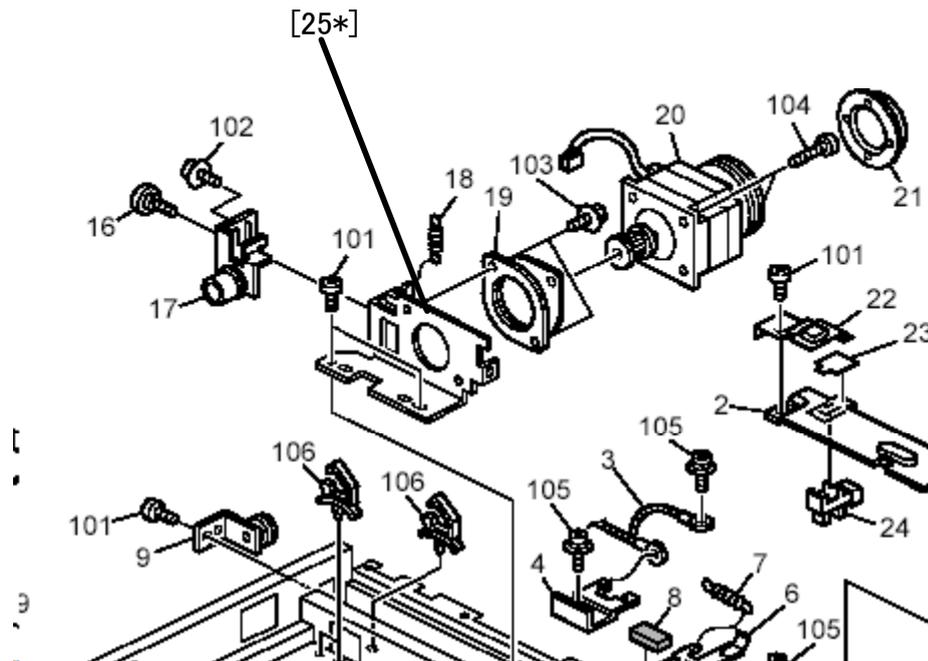
**Reason:** To improve the reliability of connectors for the harness

Model: MT-C4	Date: 22-Apr-10	No.: RD062039
--------------	-----------------	---------------

Subject: Bracket for scanner motor		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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
	D0621707	BRACKET:MOTOR	1	-	55	25*	

**Change/Reason:** The part numbers for the housing bracket was missing from the Parts Catalog (pg. 55, index 25\*).



**Reissued:16-Aug-10**

Model: Model MT-C4	Date: 24-May-10	No.: RD062040a
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**RTB Reissue**

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

Subject: SC542		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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"/> Other (      )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

**SYMPTOM**

SC542 occurs

**CAUSE**

Temperature misdetection by the thermistors

When using paper that contains a lot of dust, toner and paper dust tends to stick to the fusing roller and temperature-sensing elements of the thermistors.

**SOLUTION**

- Clean or replace the fusing roller  
**Note:** If the fusing roller is dirty, the toner and paper dust tends to stick to the thermistor more easily.
- Replace the middle and rear thermistor brackets.  
**Note:** This will secure the thermistors in the correct position, which ensures that they can detect the roller temperature correctly.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1404197	<b>D0624197</b>	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	<b>D0624196</b>	BRACKET:THERMISTOR:INNER BACK	1		99	21	

***Cut in Serial Numbers***

***From 2009/08 production***

**Reissued:16-Aug-10**

Model: Model MT-C4	Date: 24-May-10	No.: RD062040a
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3. Replace the middle and rear thermistors.

**Note:** The new thermistor is resistant to toner buildup on its surface.

**Changes:**

- 1) The material of the Teflon tape was changed.
- 2) The width of the Teflon tape was decreased.
- 3) The thickness of the Teflon sheet was increased.

**Reasons:**

- 1) To make the surface smoother.
- 2), 3) To make it more difficult for toner to stick to the surface.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AW100108	<b>AW100131</b>	THERMISTOR:FUSING:MIDDLE	1	X/O	99	20	
AW100109	<b>AW100132</b>	THERMISTOR:FUSING:INNER BACK	1	As a set	99	19	



Old



New



Correct position of the thermistor

***Cut in Serial Numbers***

***From 2010/02 production***

Model: MT-C4		Date: 31-May-10	No.: RD062041
Subject: MAC Address Change Notification		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" 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 (     )	

**MAC Address Change Notification**

**Overview:**

- The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.
- The part number of the PCB used on the Martini-C4 was changed as follows:

Old Mac address Part Number	New Mac address Part Number	Description	I/C
D0625607	D0625507	PCB: M-C4A: SERVICE: DOM/EXP: ASS'Y	O/O
D0635607	D0635507	PCB: M-C4B: SERVICE: DOM/EXP: ASS'Y	O/O
D0655607	D0655507	PCB: M-C4D: SERVICE: DOM/EXP: ASS'Y	O/O
D0665607	D0665507	PCB: M-C4E: SERVICE: DOM/EXP: ASS'Y	O/O

**New Mac address affected:**

Produced after January 2010

**Connection issues and solutions:**

- MFP/LPs that use the new MAC address have connection issues with the following Ricoh software products:

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

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

**SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client**

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

Model: MT-C4	Date: 31-May-10	No.: RD062041
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**Web Smart DeviceMonitor**

The device is detected as another vendor's product.

**RC Gate S**

The device is detected as another vendor's product.

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

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

**Other important notes:**

- The controller firmware was also modified in order to support both the old and new MAC addresses. Firmware version **1.14** and newer support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.
- PCBs that contain the old MAC address will still be available under the following P/N, but the quantities are **very limited**. Therefore, only order this board **if the customer needs to continue using the old firmware** (such as a customized version of firmware) when the PCB breaks.

Old MAC address part number	Description
D0625607	PCB: M-C4A: SERVICE: DOM/EXP: ASS'Y
D0635607	PCB: M-C4B: SERVICE: DOM/EXP: ASS'Y
D0655607	PCB: M-C4D: SERVICE: DOM/EXP: ASS'Y
D0665607	PCB: M-C4E: SERVICE: DOM/EXP: ASS'Y

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

Model: MT-C4		Date: 16-Jul-10	No.: RD062042
Subject: Part Catalog correction		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Part number	Description	Q'ty	Page	Incorrect Index	Correct Index	Note
D0666738	Bracket: Lift Motor: Tandem LCT	1	147	8	<b>9</b>	
B1326760	DC Motor 24V 19.6W	1	147	9	<b>8</b>	

**Change/Reason:** The index was corrected.

Model: Model MT-C4	Date: 24-Aug-10	No.: RD062043
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Subject: MBU come off from Fax unit		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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"/> Other (      )		

Also see  
RTB 46

## SYMPTOM

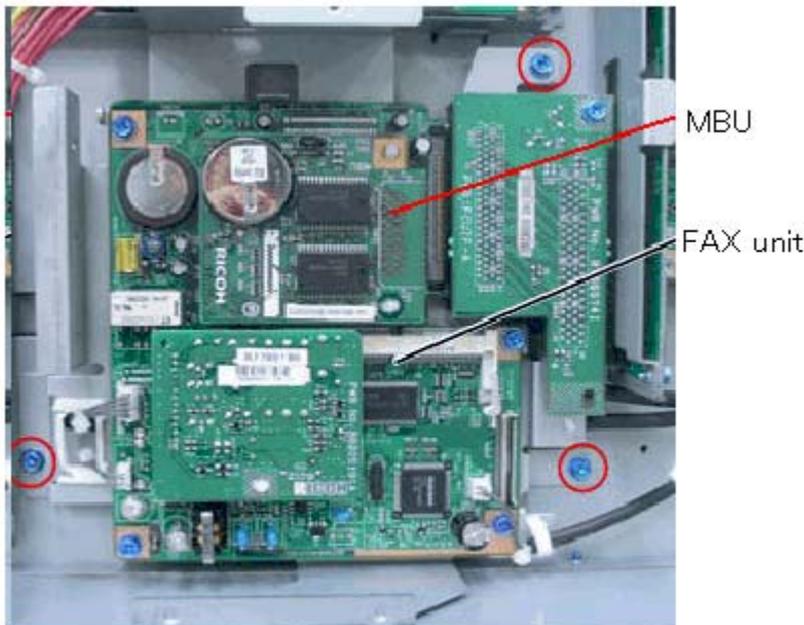
The machine does not detect the fax.

### Note:

- When this occurs, an SC error may be displayed.
- If there is still data (received faxes) in the MBU, this data may be erased.

## CAUSE

One of the harness clamps attached to the bracket of the fax unit causes the bracket to bend. As a result, the fax unit is also bent, and the MBU connector detaches from the fax unit.



Model: Model MT-C4

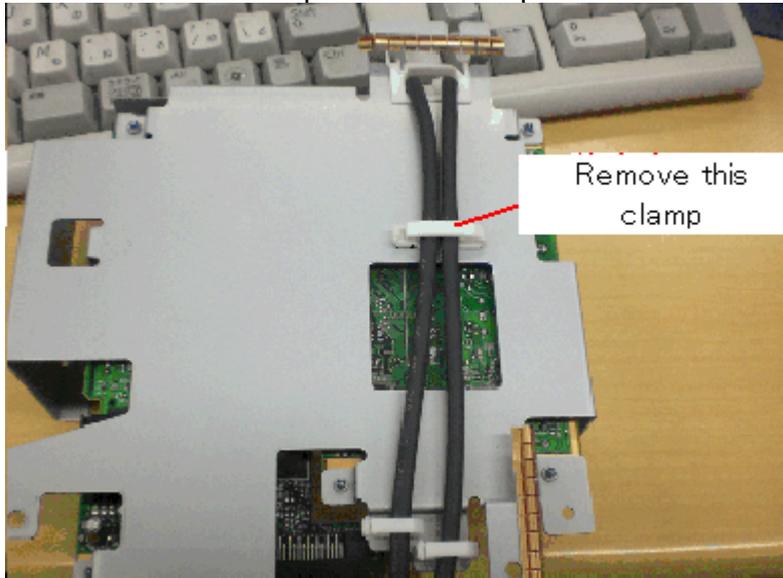
Date: 24-Aug-10

No.: RD062043

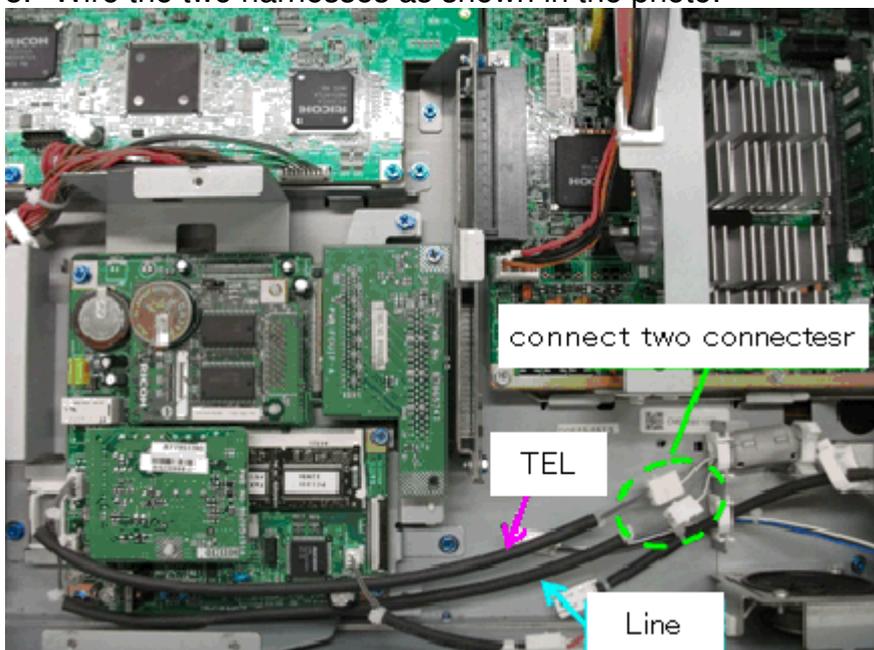
**SOLUTION:**

Do the following to ensure that the MBU connector stays firmly in place.

1. Remove the fax unit (3 screws).
2. Remove the clamp shown in the photo.



3. Wire the two harnesses as shown in the photo.



Model: MT-C4	Date:	No.: RD062044
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Subject: CC-CERTIFIED IN SEPTEMBER, 2010 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM 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 Mt-C4 as a CC-CERTIFIED Machine**

Do the following if you want to install the Mt-C4 as a **CC-CERTIFIED MACHINE**.

**Note:** Machines in production are CC-certified beginning in September 2010.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 14-16.  
**Important:** For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the “Notes for Administrators: Using this Machine in a CC-Certified Environment”.
3. Make sure that the **HDD Encryption Unit Type A** is installed.

Model: MT-C4

Date:

No.: RD062044

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### ***Installation Procedure for HDD Encryption Unit Type A***

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- 3.1 Confirm that “Admin. Authentication” is on:  
[User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Admin. Authentication” > “On”

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

- 3.2 Confirm that “Administrator Tools” is selected and enabled:  
[User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Available settings”

#### **Note**

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

- 3.3 Remove the SD card slot cover  
3.4 Insert the SD card in SD Slot 1  
3.5 Turn on the main power switch.  
3.6 Enter the SP mode.  
3.7 Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].  
3.8 Turn off the main power switch.  
3.9 Remove the SD card.  
3.10 Attach the slot cover  
3.11 Switch the machine on.

---

### ***Enabling the Encryption Settings***

---

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

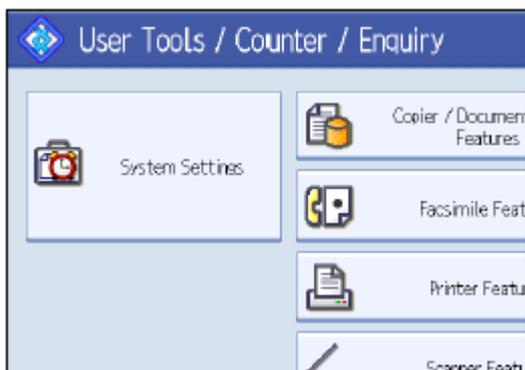
#### **Important**

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

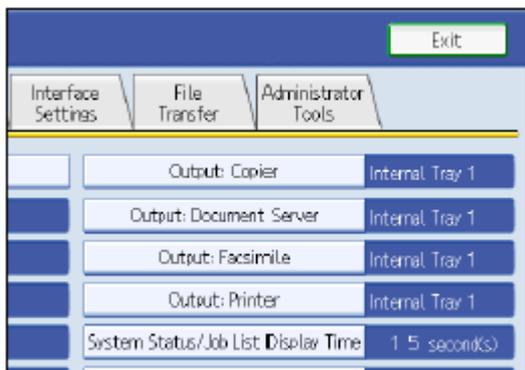
Model: MT-C4	Date:	No.: RD062044
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3.12 Press the [User Tools/Counter] key

3.13 Press [System settings]

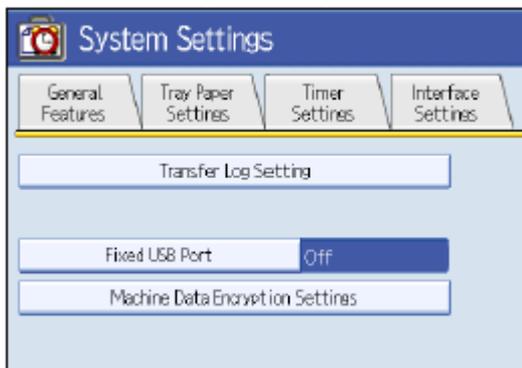


3.14 Press [Administrator Tools].



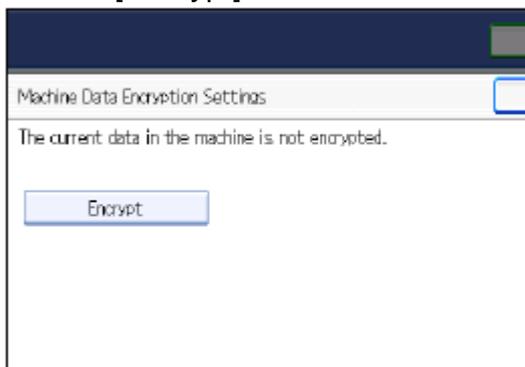
3.15 Press [Machine Data Encryption Settings].

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



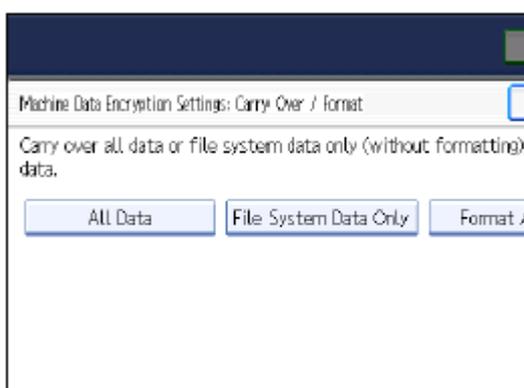
Model: MT-C4	Date:	No.: RD062044
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3.16 Press [Encrypt].



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

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



3.18 Press the [Start] key.

The encryption key for backup data is printed.



3.19 Press [OK].

3.20 Press [Exit].

3.21 Press [Exit].

3.22 Press the [User Tools/Counter] key.

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

Model: MT-C4	Date:	No.: RD062044
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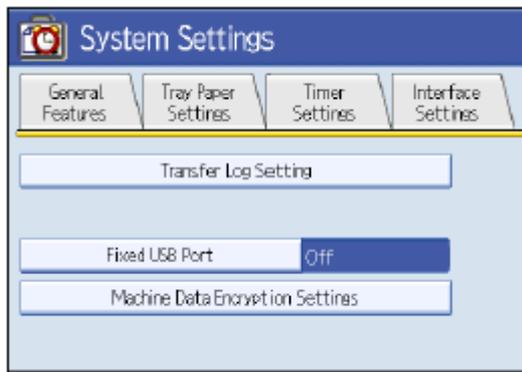
***Printing the Encryption Key***

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

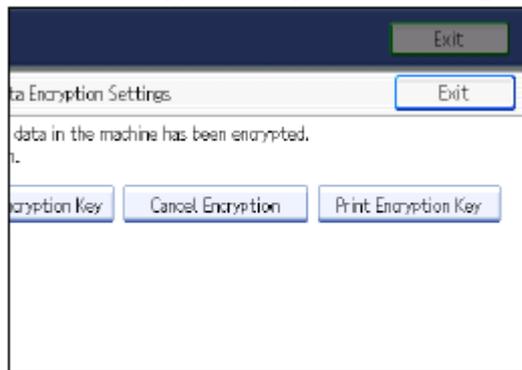
**Important**

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

- 3.24 Press the [User Tools/Counter] key.
- 3.25 Press [System settings]
- 3.26 Press [Administrator Tools].
- 3.27 Press [Machine Data Encryption Settings].



- 3.28 Press [Print Encryption Key].  
The encryption key for retrieving backup data is printed.



- 3.29 Press the [Start] key.
- 3.30 Press [Exit].
- 3.31 Give the printed encryption key to the customer.

Model: MT-C4

Date:

No.: RD062044

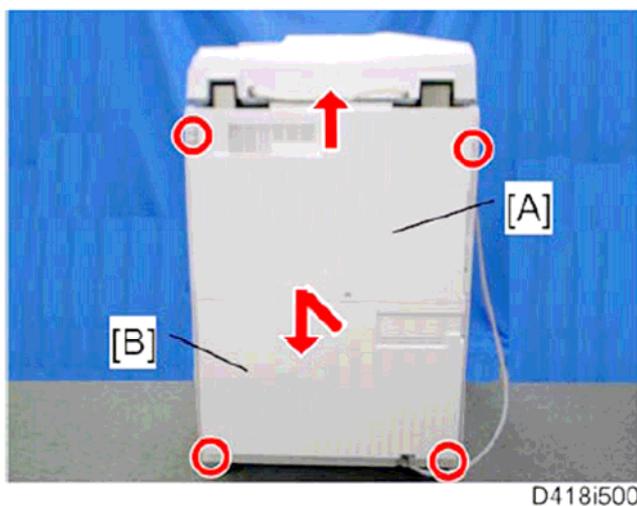
4. Make sure that the **FAX Option Type 9001** is installed.

### ***Installation Procedure for FAX Option Type 9001***

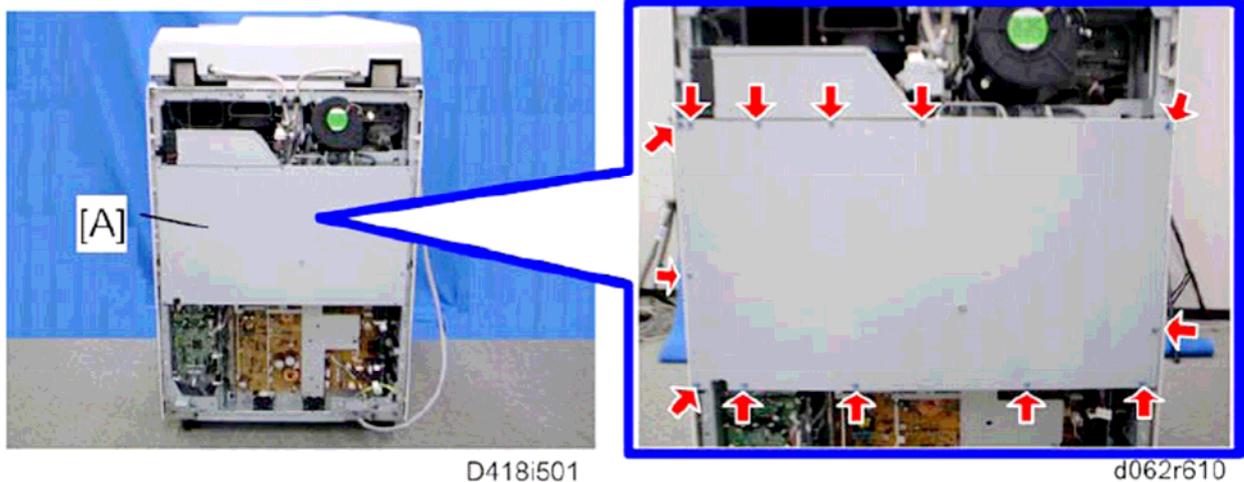
Before Install the FAX option;

- Confirm that the FAX Option is correct for the machine. The correct type for this machine is "FAX Option Type 9001"
- Check the box seal on the box.

The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box and order the new one.

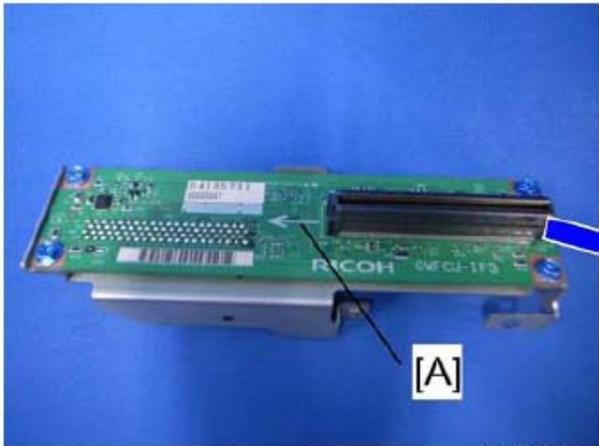


- 4.1 Remove the rear upper cover [A]  
- Slide the rear upper cover up, and then remove it.
- 4.2 Remove the rear lower cover [B].  
- First slide up the rear lower cover, then slide it down.

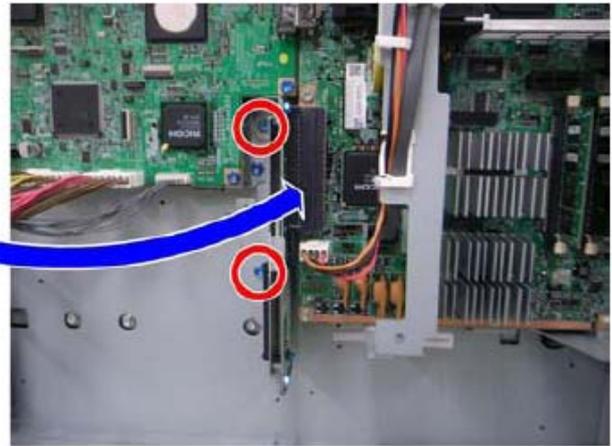


- 4.3 Controller box cover [A]

Model: MT-C4	Date:	No.: RD062044
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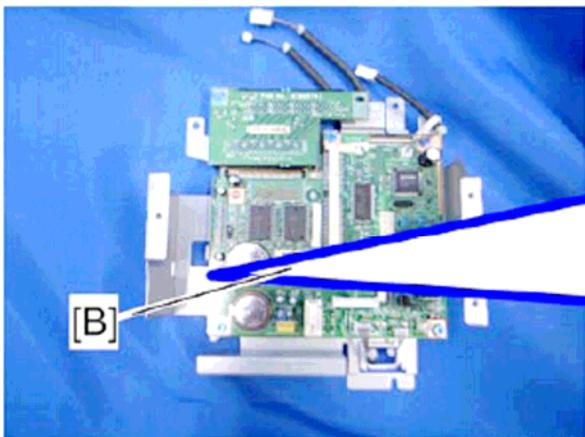


D418i504

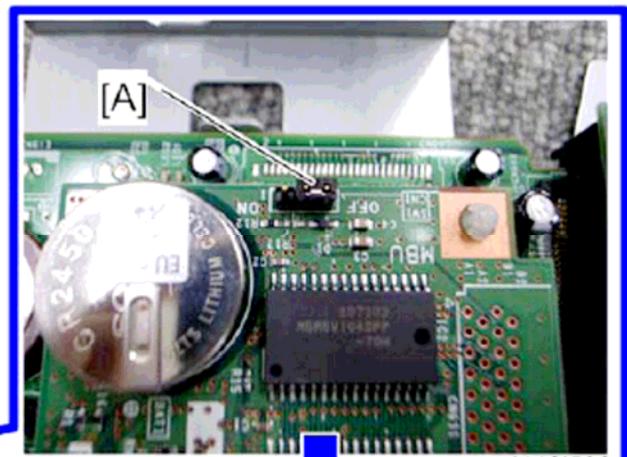


D418i505

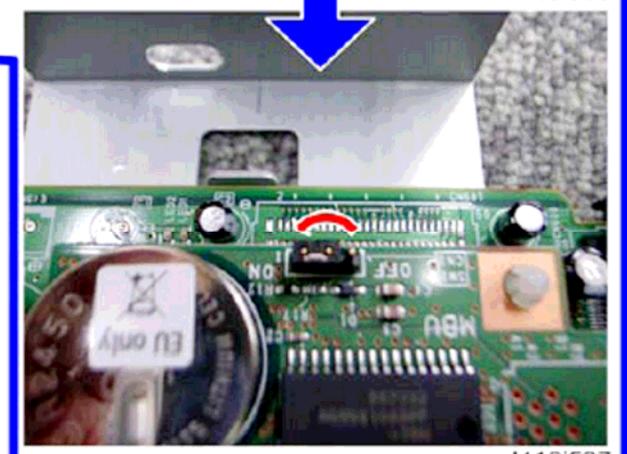
4.4 Attach the interface board [A] to the controller board securely



d418i506



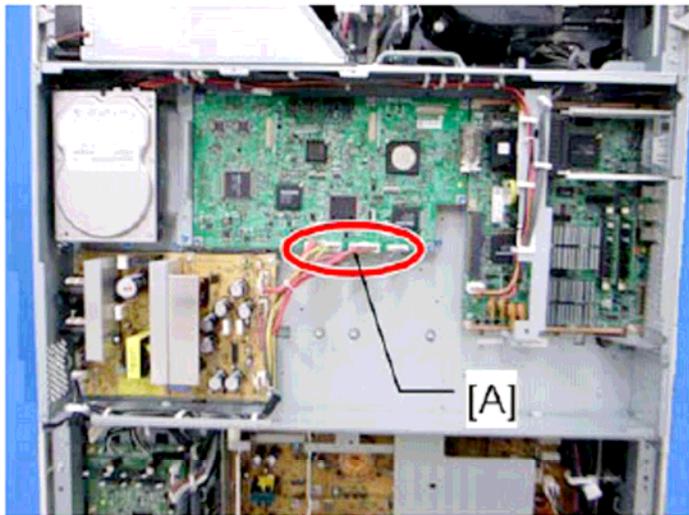
d418i536



d418i537

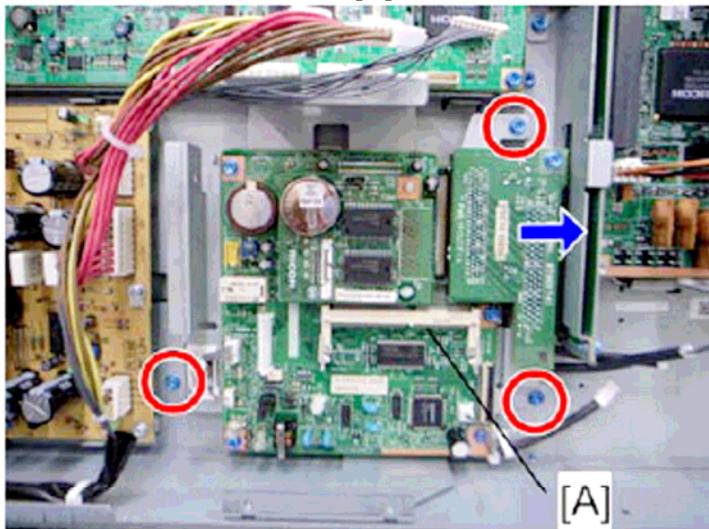
4.5 Remove the jumper [A] on the MBU [B] and set it to the ON position.  
Important;  
If the jumper remains at the OFF position, this will cause SC672 to appear.

Model: MT-C4	Date:	No.: RD062044
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D418i503

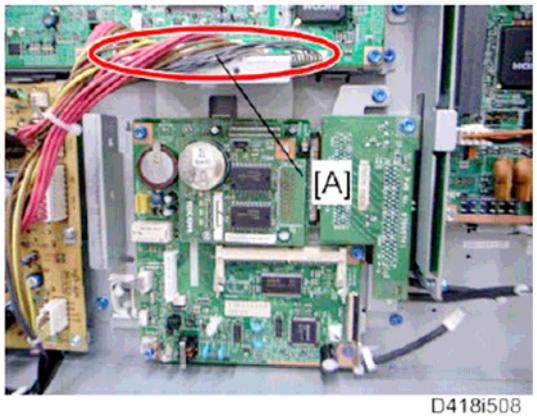
4.6 Disconnect three harness [A] on the IPU



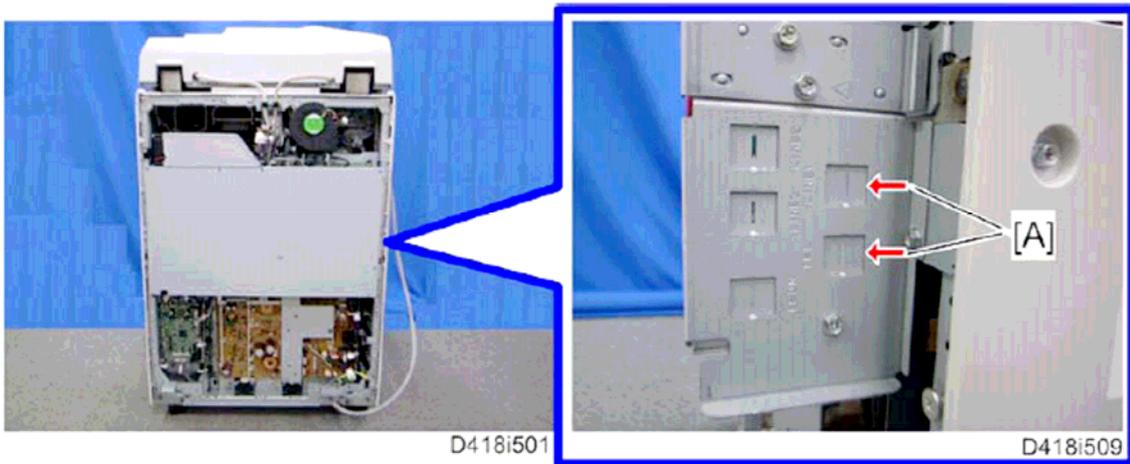
D418i507

4.7 Install the FCU [A] in the interface board.

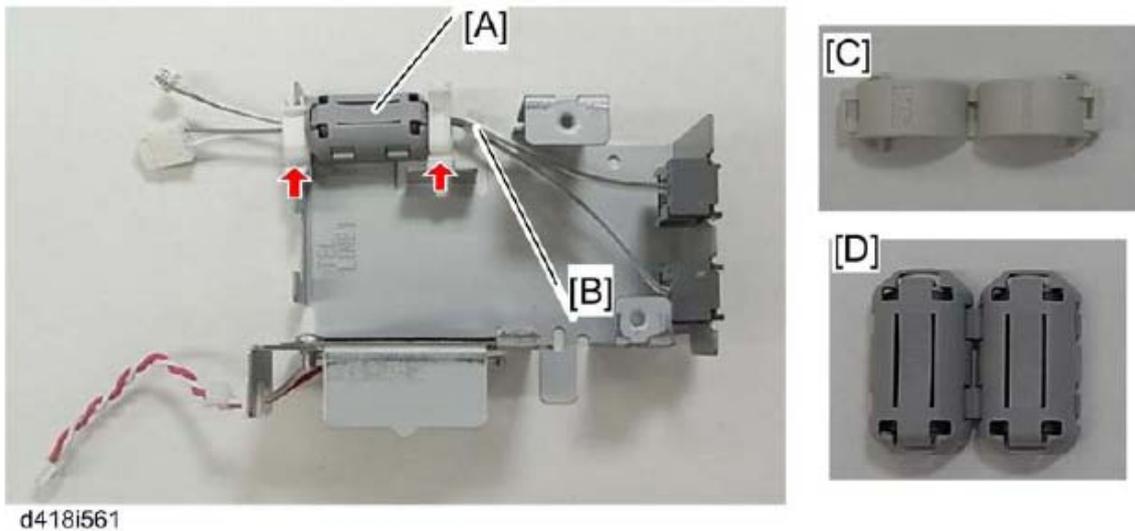
Model: MT-C4	Date:	No.: RD062044
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4.8 Connect three harness [A] to the IPU.



4.9 Remove the two cut-outs[A] from the controller box with a flat-headed screwdriver.

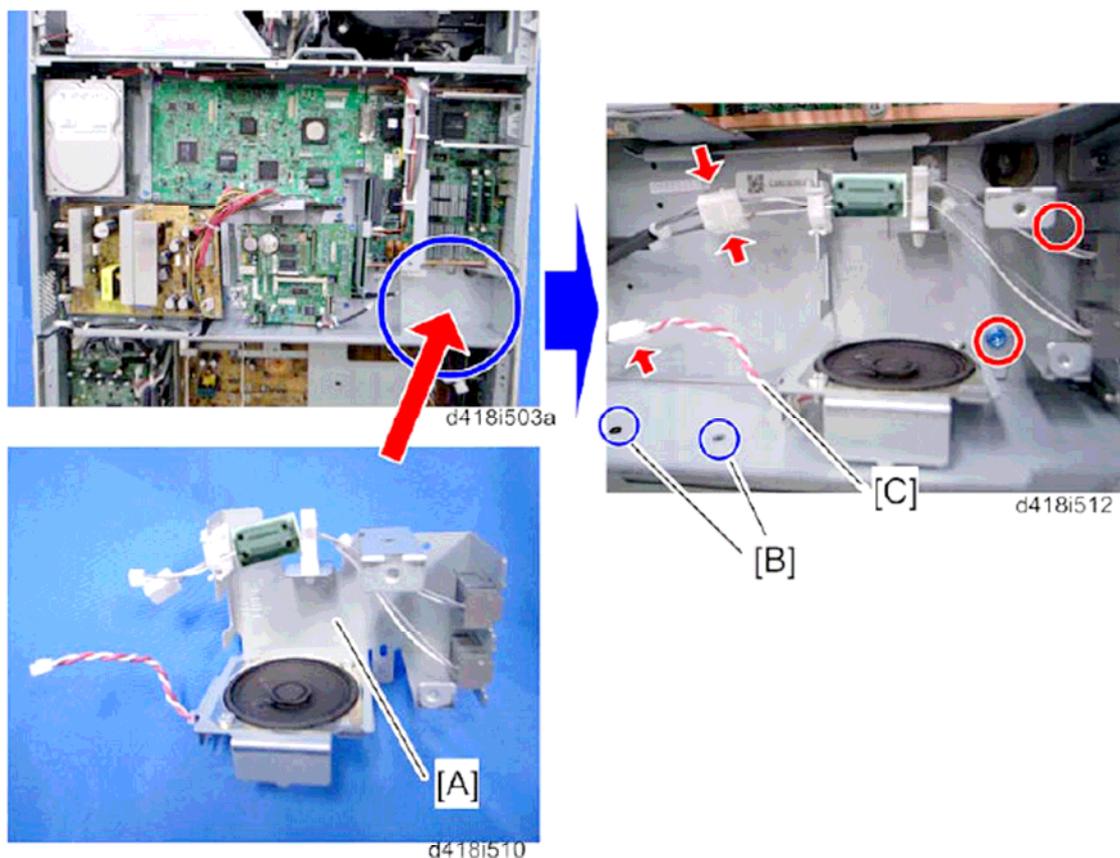


4.10 Attach the ferrite core [A] to the cables [B] on the speaker unit, and then clamp the cables.

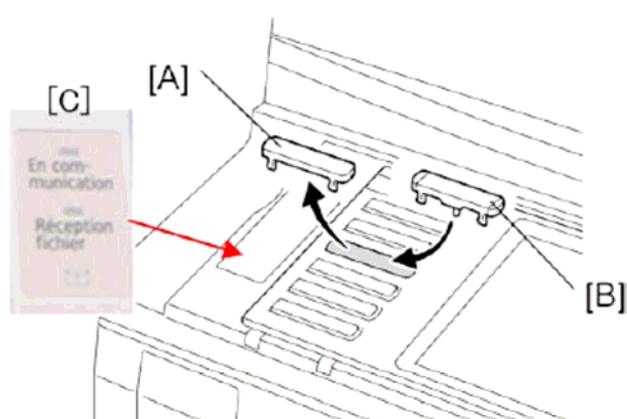
Note;

The required ferrite core is different depending on the area. For EU/ASIA/China, use the ferrite core (ZCAT1730-730A) [C]. For NA/Taiwan, use the ferrite core(TFC-25-15-12A)[D]

Model: MT-C4	Date:	No.: RD062044
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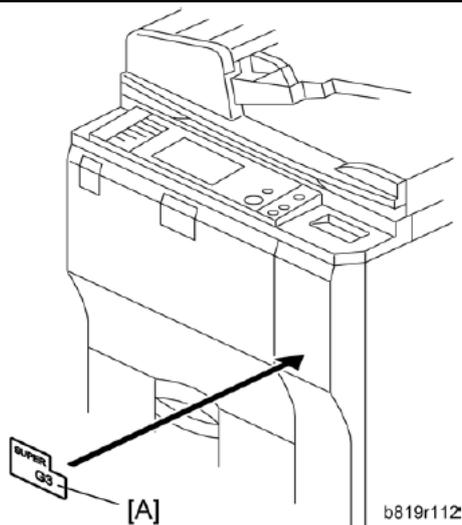


- 4.11 Attach the speaker unit [A] to the controller box.
- 4.12 Attach two clamps[B] and fasten the speaker harness[C].
- 4.13 Reattach the controller box cover
- 4.14 Reattach the rear lower cover
- 4.15 Reattach the rear upper cover.



- 4.16 Remove the blank keytop [A] (3<sup>rd</sup> from the top) and replace it with one of the provided keytop[B] (either the “Facsimile” keytop or the fax symbol keytop)
- 4.17 Attach the multi-language decal[C] (EU only)

Model: MT-C4	Date:	No.: RD062044
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- 4.18 Attach the decal [A] (SUPER G3) to the front door
  - 4.19 Attach the serial number decal under the copier serial number decal on the rear cover of the machine.
  - 4.20 Attach FCC decal on the rear cover of the machine (NA only)
  - 4.21 Put the power plug into the outlet and turn on the main power of the machine.
- Note:**
- Make sure that the outlet is grounded.
  - “SRAM formatted” shows on the operation panel after you have turned the main switch on. Turn the main switch off and on again for normal use.
- 4.22 Make sure that the date and time are correctly set.

Model: MT-C4	Date:	No.: RD062044
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5. 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 September 2010 machines), install **the exact versions** shown in the table below.
- If the customer want to install the machine as an equivalent of the September 2010 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 Mt-C4 first achieved CC-CERTIFICATION: (September 2010)**

Firmware Name:	Version:	Firmware Number:
System/Copy	<b>V1.15</b>	D0625572D
FAX	<b>V02.00.00</b>	D0625559D
Scanner	<b>V01.19</b>	D4625510G
Web support	<b>V1.09</b>	D0625574B
Printer	<b>V1.15e</b>	D4625521H
Network Doc Box	<b>V1.04</b>	D0625557C
Web Uapl	<b>V1.05</b>	D0625556D
Network Support	<b>V8.65</b>	D0625553E
GW FCU	<b>V02.00.00</b>	D4185570B

Model: MT-C4

Date:

No.: RD062044

**IC key and Ic Hdd versions with which the Mt-C4 first achieved CC-CERTIFICATION:  
(September 2010)**

Hardware:	Version:
Ic Ctlr	<b>03</b>
Ic Key	<b>1100</b>

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

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

**System Settings** [Exit]

Firmware Version [Exit]

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
RPCS	3.8.5	D4625531	LANG1	1.04	D0621496
Option PCL	1.02.test	LR9999	ADF	01.610:05	D4125531G
GWFCU3-16(WW)	02.00.00	D4185570B	Finisher	01.060:07	D4605102C
PowerSaving Sys	1.14	D0625550D	Ic Ctlr	03	
Engine	1.59:04	D0625127N	Ic Key	1100	
OpePanel	1.06	D0621491C			
LANG0	1.04	D0621496			

2/2

[▲] [▼]

[System Status] [Job List] 22 JUN 2010 16:24

Model: MT-C4

Date:

No.: RD062044

**The list of Operating Instructions (O/I)**

&lt;For NA&gt;

**Paper Documents**

- D062-7133 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
About This Machine
- D062-7143 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
Troubleshooting
- D062-7114 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
Copy and Document Server Reference
- D062-7116 Quick Reference Copy Guide
- D418-7105 Quick Reference Fax Guide
- D462-7104 Quick Reference Printer Guide
- D462-7124 Quick Reference Scanner Guide
- D062-7156 Notes for Security Functions
- D062-7108 Notes for Administrators: Using this Machine in a CC-Certified Environment

Model: MT-C4

Date:

No.: RD062044

**CD-ROMs**

- D066-7317      Manuals for Users  
9060/9060sp/9070/9070sp/9080/9080sp/9090/9090sp  
MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SP  
LD360/LD360sp/LD370/LD370sp/LD380/LD380sp/LD390/LD390sp  
Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP
- D066-7318      Manuals for Administrators  
9060/9060sp/9070/9070sp/9080/9080sp/9090/9090sp  
MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SP  
LD360/LD360sp/LD370/LD370sp/LD380/LD380sp/LD390/LD390sp  
Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP

**<For EU>****Paper Documents**

- D062-7113      Quick Reference Copy Guide
- D418-7103      Quick Reference Fax Guide
- D462-7102      Quick Reference Printer Guide
- D462-7122      Quick Reference Scanner Guide
- D062-7102      Manuals for This Machine
- D029-7415      Notes for Security Functions
- D062-7156      Notes for Security Functions
- D062-7109      Notes for Administrators: Using this Machine in a CC-Certified  
Environment

**CD-ROMs**

- D062-7000      Manuals for Users  
MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SP  
Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP

A

Model: MT-C4

Date:

No.: RD062044

- D062-7002 Manuals for Administrators

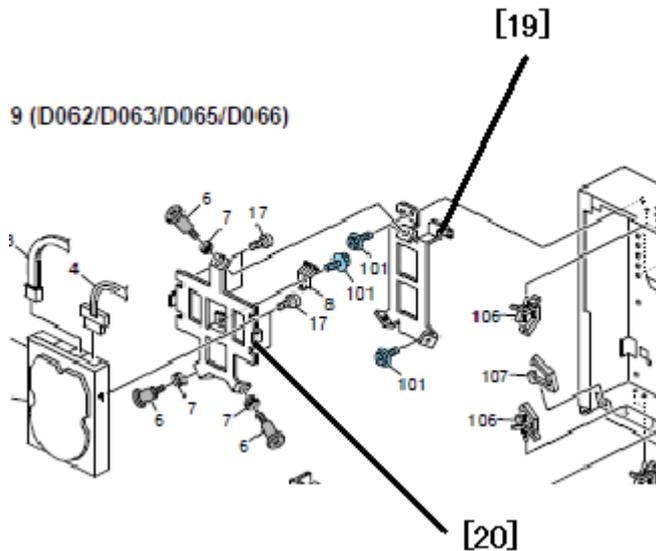
Security Reference

MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SPAficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP

Model: MT-C4		Date: 22-Sept-10	No.: RD062045
Subject: Part Catalog correction - HDD bracket		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Part number	Description	Q'ty	Page	Index	Note
D0625841*	BRACKET:HDD:FIX	1	153	19	
D0625842*	BRACKET:HDD:BUSHING	1	153	20	

**Change/Reason:** The part numbers were missing



Model: Model MT-C4	Date: 05-Oct-10	No.: RD062046
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Subject: MBU come off from Fax unit 2		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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"/> Other (      )		

This RTB has been issued as the **permanent solution** to the temporary solution announced in RTB #RD062043.

## SYMPTOM

The machine does not detect the fax unit.

### Note:

- When this occurs, an SC error may be displayed.
- If there is still data (received faxes) in the MBU, this data may be erased.

## CAUSE

The fax unit bracket bends, which causes the MBU connector to detach from the fax unit.

## SOLUTION

Attach the following bracket and related parts (D0629451: MBU kit).

**See the attachment procedure below**



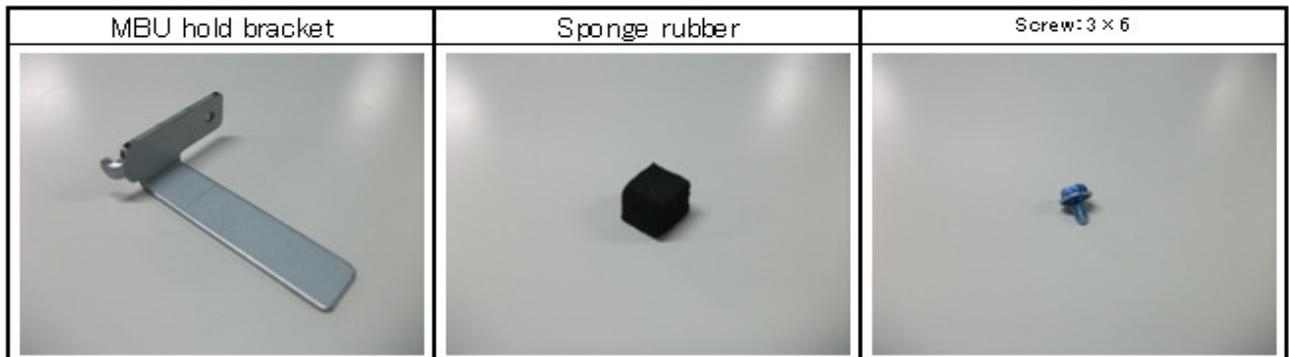
Sponge rubber

Model: Model MT-C4

Date: 05-Oct-10

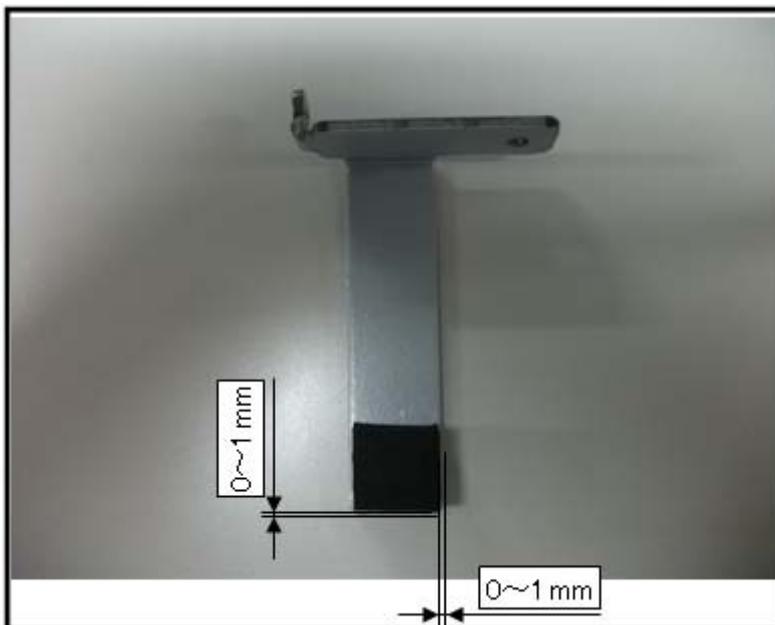
No.: RD062046

**Note:** The MBU kit includes the following parts.



### Attachment Procedure

1. Attach the sponge rubber to the MBU holding bracket.



2. Open the rear covers and cover for the controller box (screw x 12).

Model: Model MT-C4	Date: 05-Oct-10	No.: RD062046
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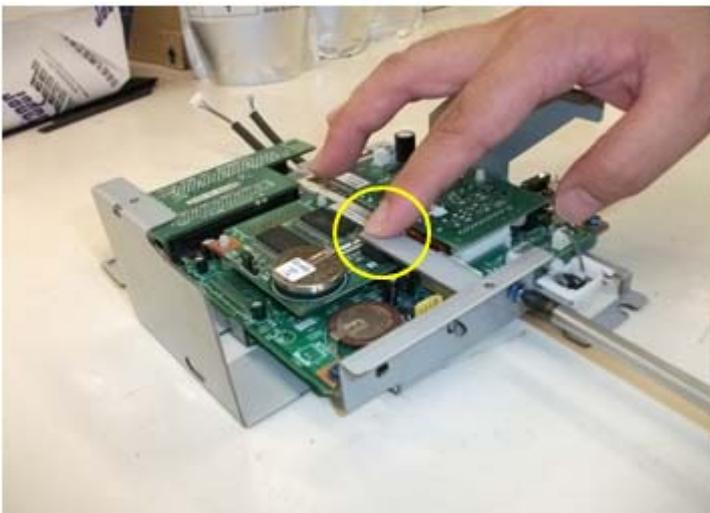
3. Remove the fax unit.



4. Attach the MBU holding bracket (screw x 1).

**Important:**

- Hold the bracket down while you tighten the screw, as shown in the photo below.
- Use the two holes circled in pink in the photo above (Step 3), inserting the screw in the side hole.



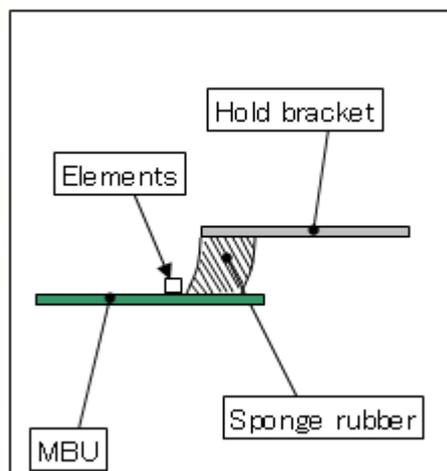
Model: Model MT-C4

Date: 05-Oct-10

No.: RD062046

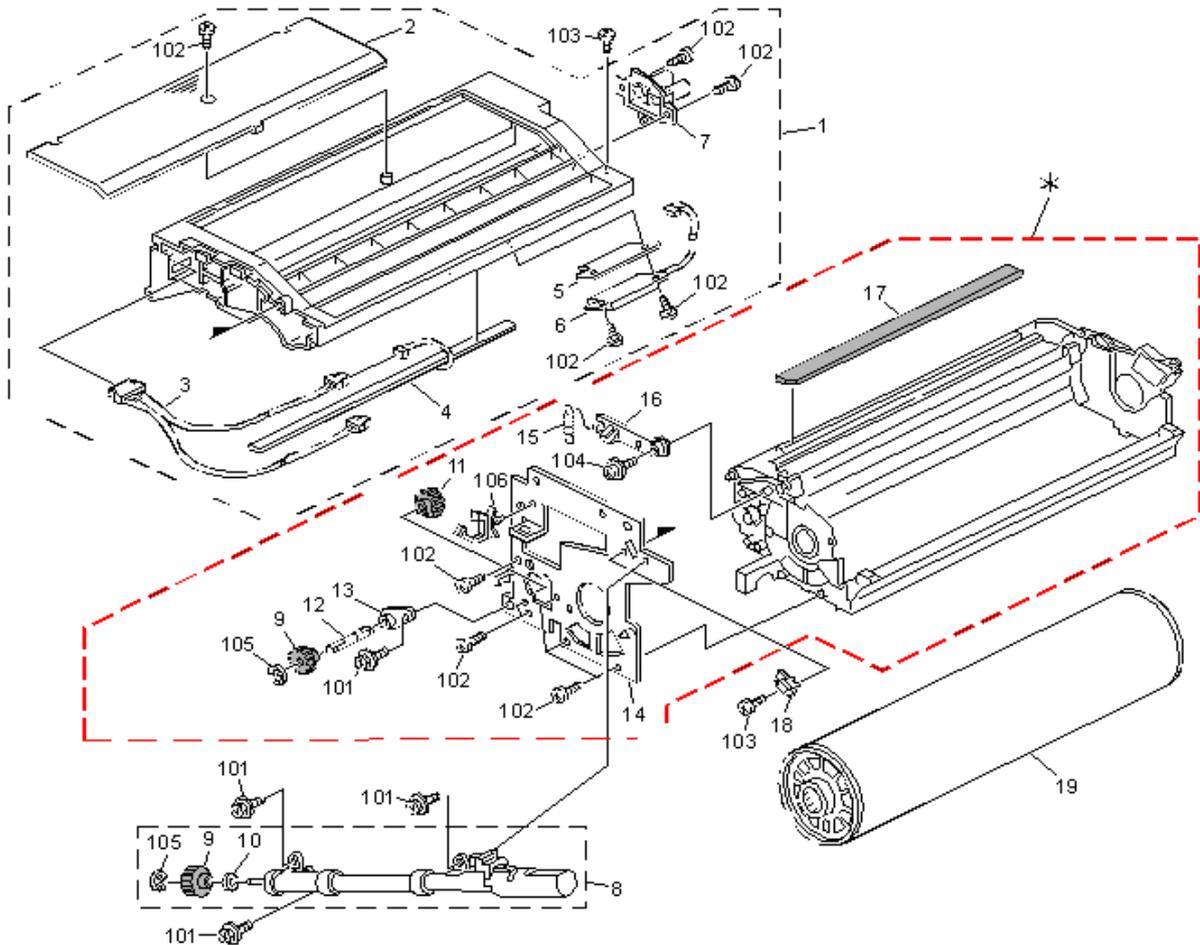
5. Make sure that the bracket is attached to the fax unit correctly.

**Important:** The sponge rubber should not touch any of the elements of the MPU board.



Model: MT-C4		Date: 15-Oct-10	No.: RD062047
Subject: Part Catalog correction – PCU1		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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 picture was wrong.



Model: MT-C4		Date: 08-Nov-10	No.: RD062048
Subject: Improve Rollers - ADF		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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
D4123124	D4123125	DRIVEN ROLLER:SCANNING	1	X/O as a set	37	3
D4123155	D4123156	ROLLER:DRIVE ROLLER:TRANSPORT BELT UNIT	2		37	11

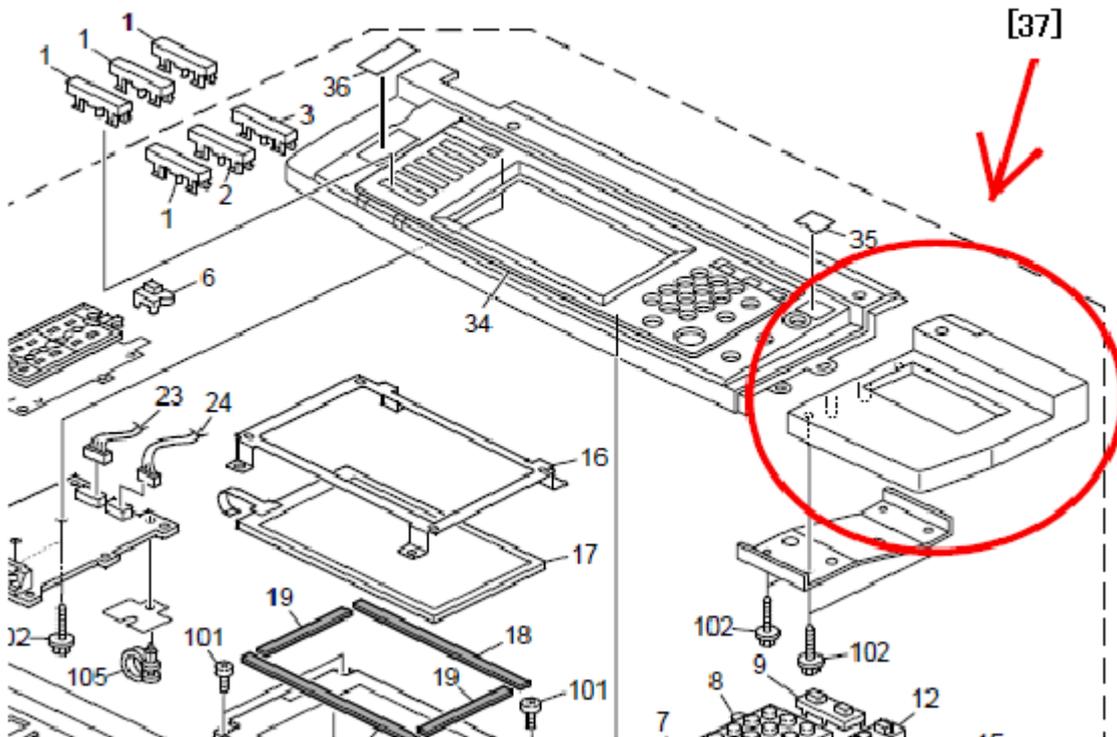
**Change:** The material of the rollers was changed.  
**Reason:** To further improve the reliability of the rollers.

Model: MT-C4		Date: 22-Nov-10	No.: RD062049
Subject: Part Catalog correction – Operation panel		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Part number	Description	Q'ty	Page	Index	Note
D0621431	COVER:CLIP	1	25	37	

**Change/Reason:** The parts numbers were missed.

**D065/D066)**



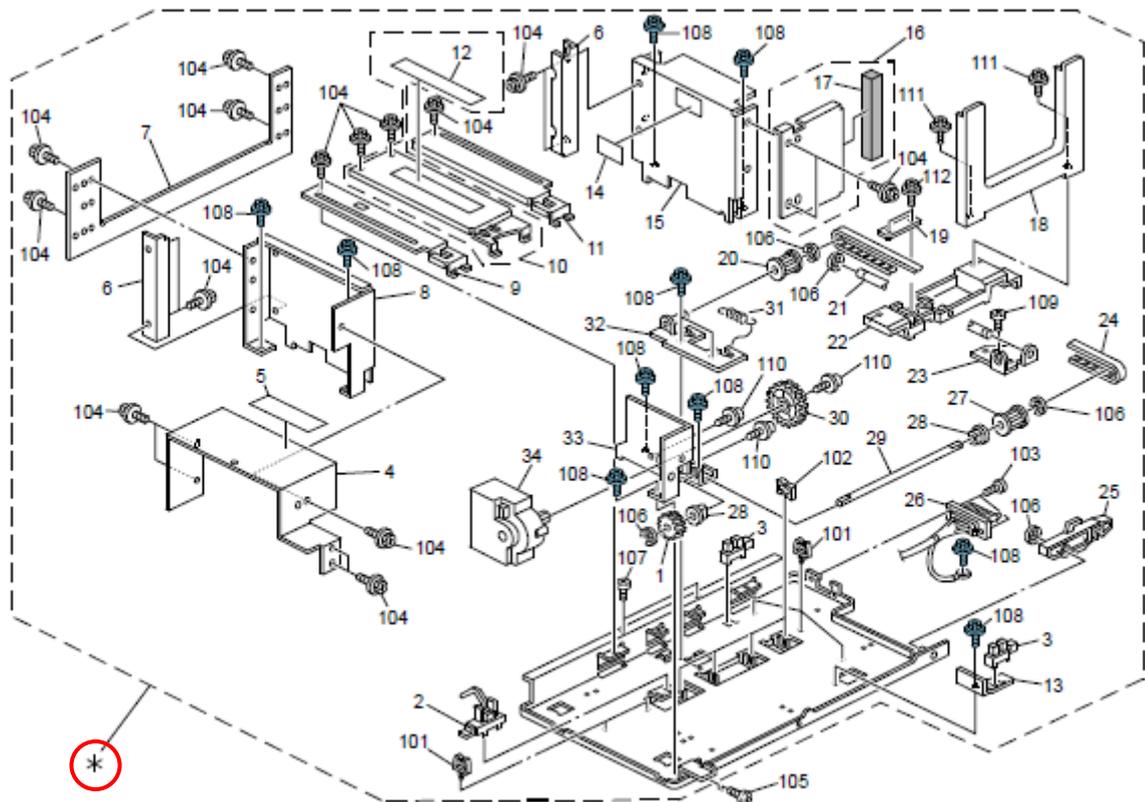
Model: MT-C4		Date: 30-Nov-10	No.: RD062050
Subject: Tandem LCT: Left : Ass'y for A4 size		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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

**22. Tandem Tray 1 (D062/D063/D065/D066)**

Part number	Description	Q'ty	Page	Index	Note
D0626625	Tandem LCT: Left: Letter: Ass'y	1	59	*	-
D0626603	Tandem LCT: Left : Ass'y	1	59	*	-

**Change/Reason:** Tandem LCT: Left :Ass'y for A4 size (P/N:D0626603) was added to the parts catalog.

**22.Tandem Tray 1 (D062/D063/D065/D066)**



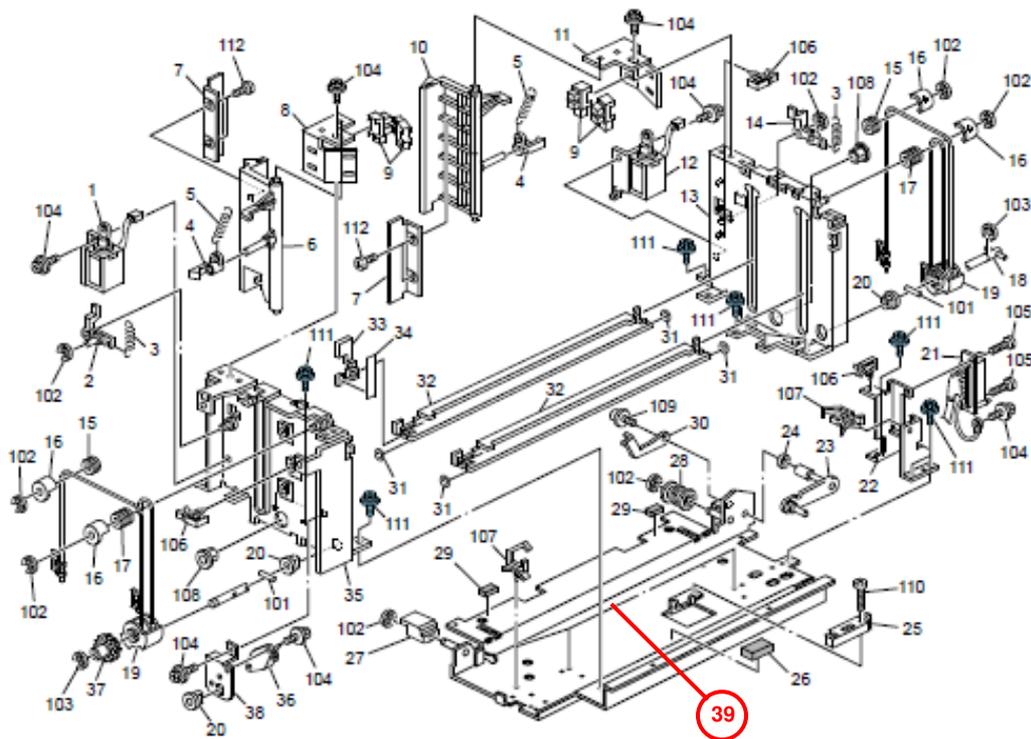
Model: MT-C4		Date: 01-Dec-10	No.: RD062051
Subject: BASE:TANDEM LCT:RIGHT:ASS'Y		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action 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

**24. Tandem Tray 3 (D062/D063/D065/D066)**

Part number	Description	Q'ty	Page	Index	Note
D0626852	BASE:TANDEM LCT: RIGHT: ASS'Y	1	63	39	New Index

**Change:** This part was newly registered as a service part.  
**Reason:** To meet a request from the field.

24.Tandem Tray 3 (D062/D063/D065/D066)



Model: Model MT-C4	Date: 08-Feb-11	No.: RD062052
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Subject:: Service Manual Revision(SP 2901)		Prepared by: Koji Yamamoto	
From: 1st Overseas Tech Support Sec, 1 st PQM 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"/> Other (      )		

**Service Manual Revision****D062/D063/D065/D066**

Delete SP2901 (Humidity Control), as this SP is not used.

**4. Appendix: Service Program Mode Tables**

pg. 143

<del>2901</del>	<del>Humidity Control</del>
<del>001</del>	<del>0: OFF 1:ON</del>
	<del>[0 or 1 / 0 / -]</del>
<del>002</del>	<del>Humidity Thresh: Trans. Bias</del>
	<del>[0 to 100 / 70 / 1%]</del>

Model: MT-C4		Date: 08-Feb-11	No.: RD062053
Subject: Paper Feed Unit: Paper Bank		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

**27. Paper Feed Unit 1 (D062/D063/D065/D066)**

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1326621	D0626641	Paper Feed Unit: Paper Bank	1-1	X/O	69	*	-
D0666621	D0666641	Paper Feed Unit: Paper Bank: Ass'y	1-1	X/O	69	*	-

**Change:** The strength of the spring in the PFU was increased.

**Reason:** To further minimize occurrences of SC50x.

**Note:**

- D0626641 is used on the **D062/D063** (MP 6001/6001SP, MP 7001/7001SP).
- D0666641 is used on the **D065/D066** (MP 8001/8001SP, MP 9001/9001SP).

**Reissued:19-Apr-11**

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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**RTB Reissue**

The items in bold italics have been added.

Subject: CC-CERTIFIED IN JUNE 2011 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM 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 Mt-C4 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009**

Do the following if you want to install the Mt-C4 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009**.

**Note:** Machines in production are CC-certified beginning in June 2011.

**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 16-19.  
**Important:** For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009".

**See the following pages for Steps 3 thru 6.**

**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

No.: RD062054a

### 3. Install the **HDD Encryption Unit Type A**

---

#### ***Installation Procedure for HDD Encryption Unit Type A***

---

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

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

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

**Note**

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

- 3.3 Remove the SD card slot cover  
3.4 Insert the SD card in SD Slot 1  
3.5 Turn on the main power switch.  
3.6 Enter the SP mode.  
3.7 Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].  
3.8 Turn off the main power switch.  
3.9 Remove the SD card.  
3.10 Attach the slot cover  
3.11 Switch the machine on.

---

#### ***Enabling the Encryption Settings***

---

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

**Important**

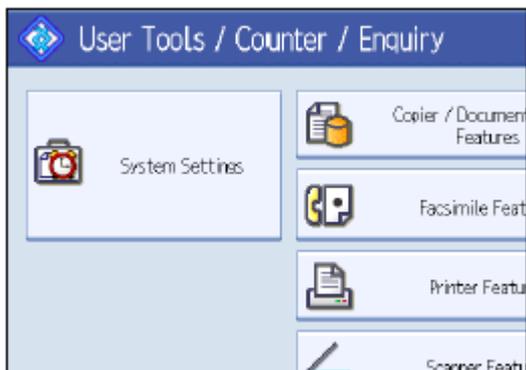
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

**Reissued:19-Apr-11**

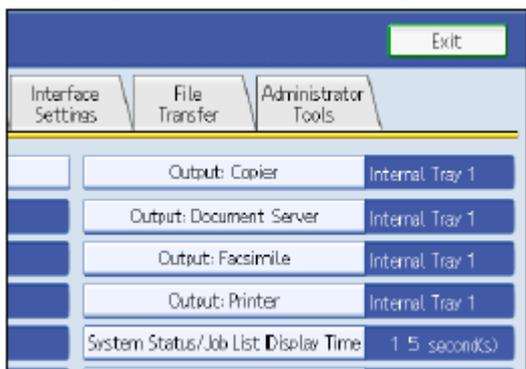
Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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3.12 Press the [User Tools/Counter] key

3.13 Press [System settings]

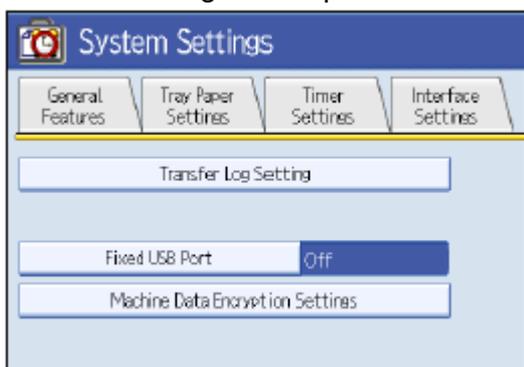


3.14 Press [Administrator Tools].



3.15 Press [Machine Data Encryption Settings].

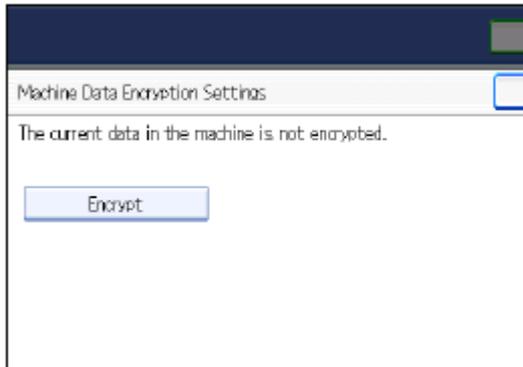
If the setting to be specified does not appear, press [next].



**Reissued:19-Apr-11**

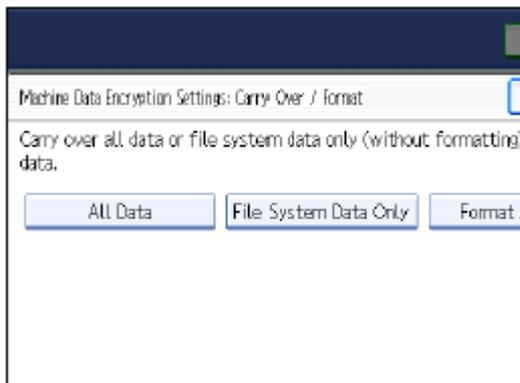
Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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3.16 Press [Encrypt].



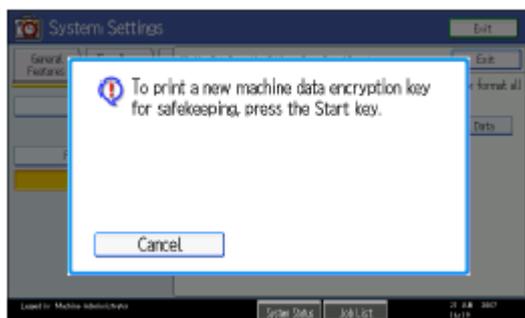
3.17 Select the [Format All Data] to reset all of the data.

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



3.18 Press the [Start] key.

The encryption key for backup data is printed.



3.19 Press [OK].

3.20 Press [Exit].

3.21 Press [Exit].

3.22 Press the [User Tools/Counter] key.

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

**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

No.: RD062054a

**4. Install the Data Overwrite Security Unit Type H****Note**

- If the customer purchase the Basic model, install the Printer Scanner unit (D462). For details, see the Service manual on Page142 – 144.

---

***Installation Procedure for Data Overwrite Security Unit Type H***

---

**Before you begin..**

4.1 Confirm that the Data Overwrite Security unit SD card is the correct type for the machine. The correct type for this machine is type “H”.

4.2 Make sure that the following settings are not at the factory default settings:

- Supervisor login password
- Administrator login name
- Administrator login password

**Important**

- These settings must be set up by the customer before the Data Overwrite Security unit can be installed.

4.3 Confirm that “Admin. Authentication” is on:

[User Tools]>”System Settings”>”Administrator Tools”>”Administrator Authentication Management”>”Admin. Authentication”>”On”

If this settings is “Off”, tell the customer that this setting must be “On” before you can do the installation procedure.

4.4 Confirm that “Administrator Tools” is selected and enabled:

[User Tools]>”System Settings”>”Administrator Tools”>”Administrator Authentication Management”>”Available Settings”

**Note**

- “Available Settings” is not displayed until Step4.2 is done  
If this setting is not selected, tell the customer that this setting must be selected before you can do the installation procedure.

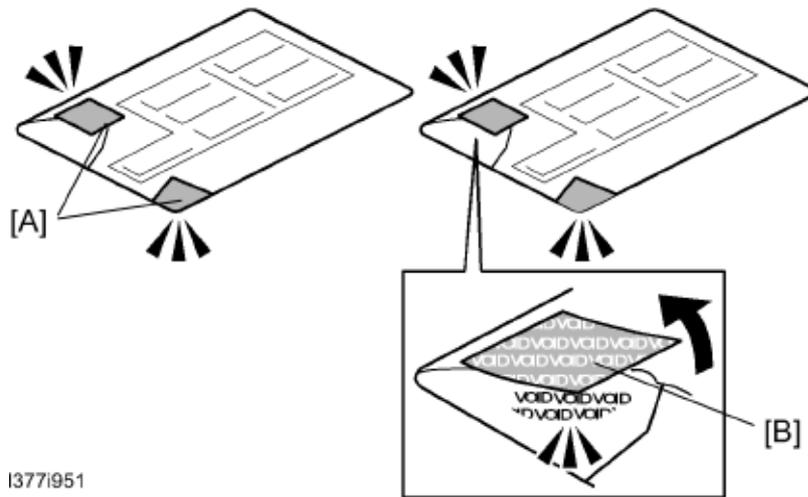
4.5 Merge the Data Overwrite Security Unit and Printer Scanner Unit onto one SD card.

See the Service Manual (pg. 139-141) for the procedure.

Reissued:19-Apr-11

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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**Seal Check and Removal**



I377I951

**CAUTION**

- Turn off the main power switch and disconnect the power supply cord.
- 4.6 Check the two box seals[A] on the corners of the box.
    - Make sure that the seals are attached at both corners.
    - The surfaces of the tapes must be blank. If you see “VOID” on the tapes, do not install the components in the box. Contact your sales division.
  - 4.7 If the surfaces of the tapes do not show “VOID”, remove them from the corners of the box.
  - 4.8 After you remove each seal, the “VOID” marks[B] become visible. This prevents them from being reattached to the box.

**Installation**

**Important**

- The DOS SD card must be inserted in SD card Slot 1.
  - If the PostScript3 option is also installed, you must move the DOS application to the PostScript3 SD card with SP5873-1.
- 4.9 If the machine is on, turn off the main power switch.
  - 4.10 Disconnect the network cable.
  - 4.11 Turn the main power switch on.
  - 4.12 Turn the operation switch and main power switch off.
  - 4.13 Remove the SD card slot cover
  - 4.14 Insert the SD card into SD card Slot 1.
  - 4.15 Reconnect the network cable.
  - 4.16 Turn the main power switch on.
  - 4.17 Do SP5878-001 and push [EXECUTE]
  - 4.18 Go out of the SP mode.
  - 4.19 Turn the operation switch off, then turn the main power switch off.
  - 4.20 Do SP5990-5 to print an SMC report.
  - 4.21 Make sure the ROM number and firmware version in area [a] of the diagnostic report are the same as those in area[b].

**Reissued:19-Apr-11**

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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- Area[a]: “ROM Number/Firmware Version”-“HDD Format Option”
- Area[b]: “Loading Program”-“GW4a\_zoffyx”

Diagnostic Report:	“ROM No./Firmware Version” [a]	“Loading Program”[b]
DataOverwriteSecurity Unit	HDD Format Option: D3775902A/1.01x	GW4a_zoffyx: D3775902A/1.01x

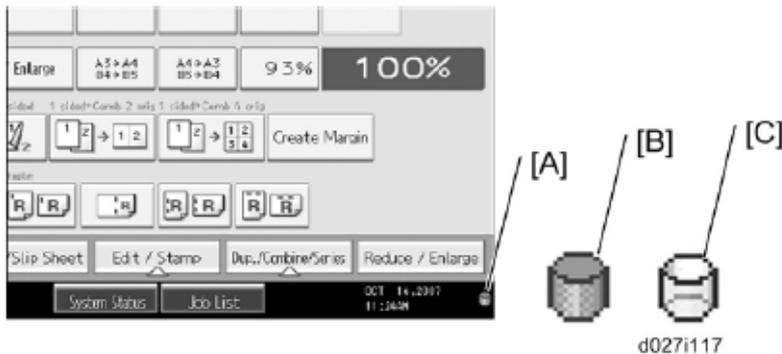
**Important**

- The same two numbers must be listed in both sections of the SMC report. If the numbers are not identical, this means the option was not installed correctly.
- Confirm that the label on the box of the DOS option says “H”
- Do the Data Overwrite Security unit installation again.

4.22 Turn “Auto Erase Memory Setting” on:

[User Tools]>”System Settings”>”Administrator Tools”>” Auto Erase Memory Setting”>”On”

4.23 Exit User Tools.



4.24 Check the display and make sure that the overwrite erase icon[A] is displayed.

4.25 Make a Sample Copy

4.26 Check the overwrite erase icon[A]

- The icon[B]: This icon is lit when there is temporary data to be overwrite, and blinks during overwriting.
- The icon[C]: This icon lit when there is no temporary data to be overwritten.

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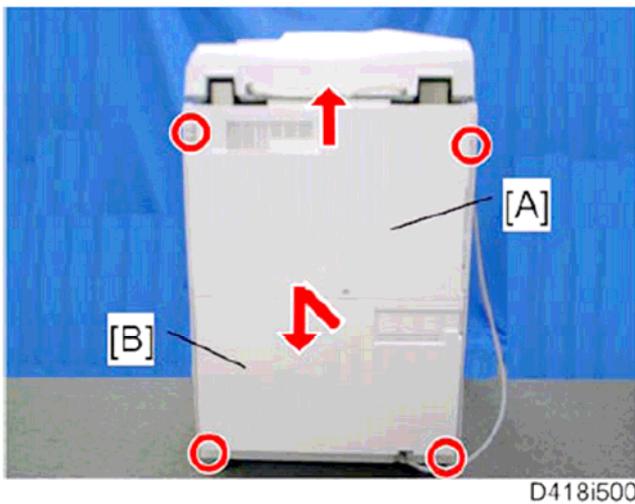
No.: RD062054a

**5. Install the FAX Option Type 9001*****Installation Procedure for FAX Option Type 9001***

Before Install the FAX option;

- Confirm that the FAX Option is correct for the machine. The correct type for this machine is "FAX Option Type 9001"
- Check the box seal on the box.

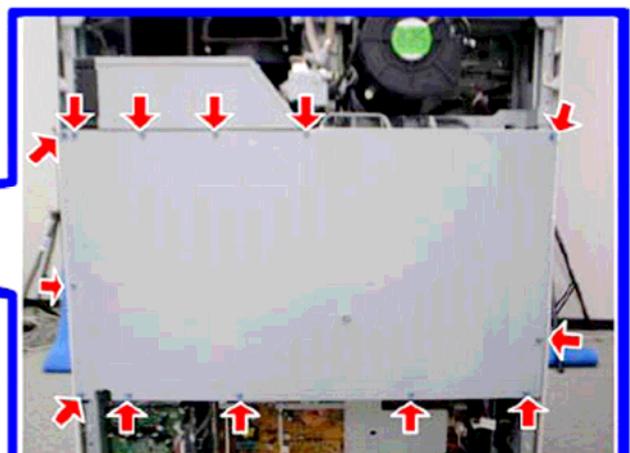
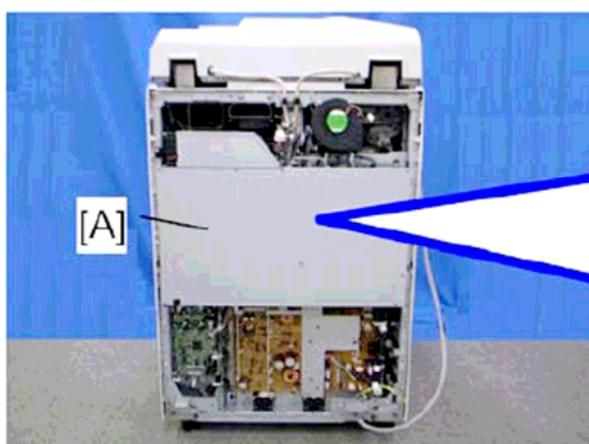
The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box and order the new one.

**5.1 Remove the rear upper cover [A]**

- Slide the rear upper cover up, and then remove it.

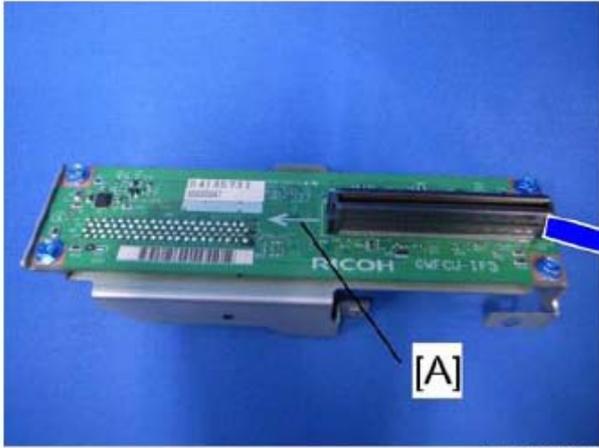
**5.2 Remove the rear lower cover [B].**

- First slide up the rear lower cover, then slide it down.

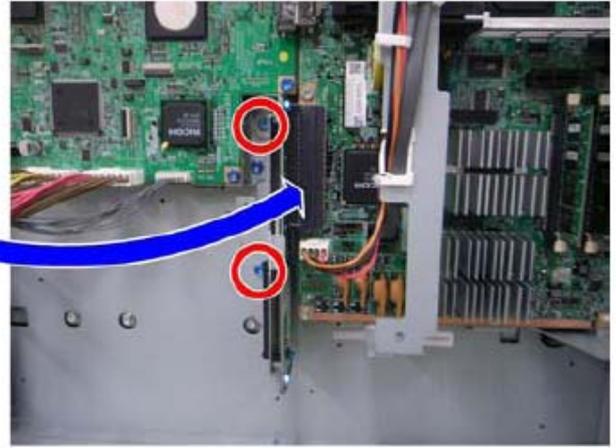
**5.3 Controller box cover [A]**

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Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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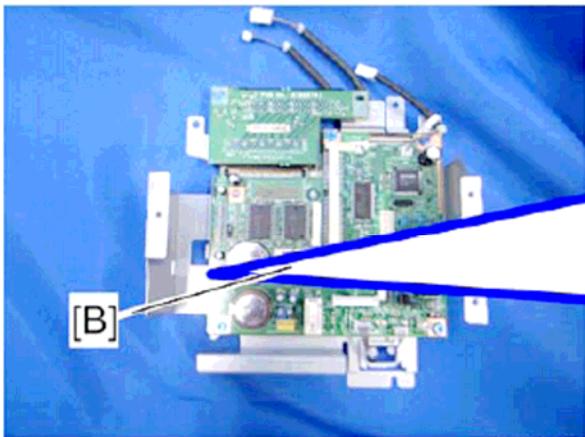


D418i504

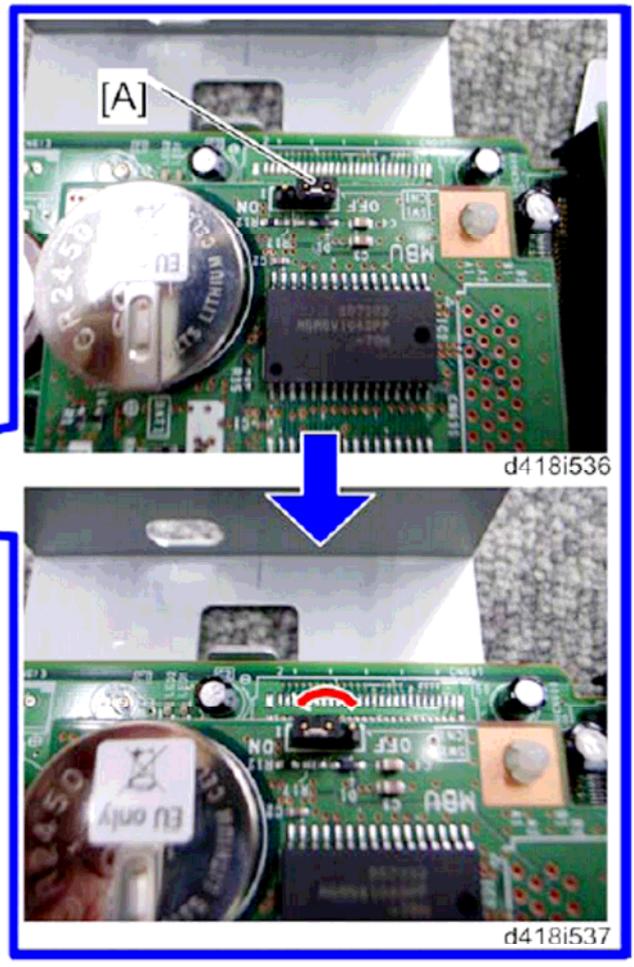


D418i505

5.4 Attach the interface board [A] to the controller board securely



d418i506



5.5 Remove the jumper [A] on the MBU [B] and set it to the ON position.  
Important;

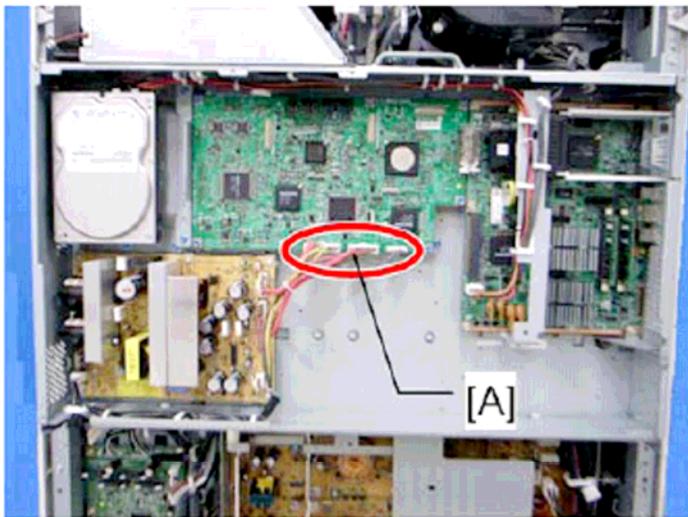
**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

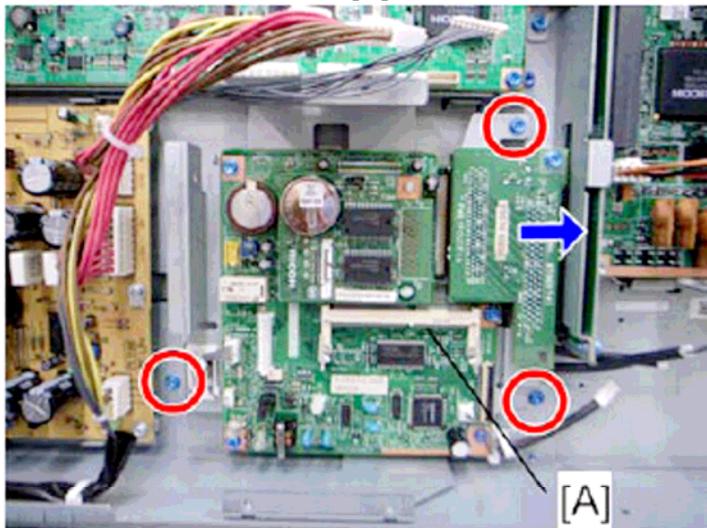
No.: RD062054a

If the jumper remains at the OFF position, this will cause SC672 to appear.



D418i503

5.6 Disconnect three harness [A] on the IPU

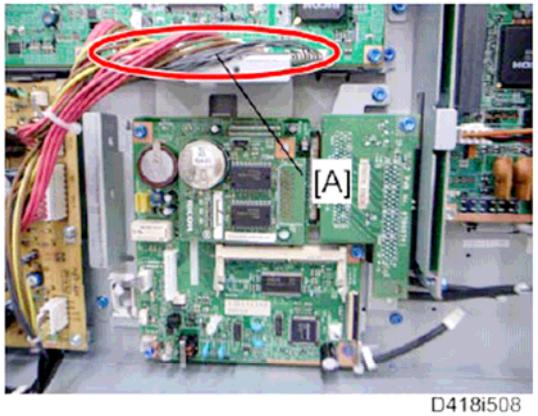


D418i507

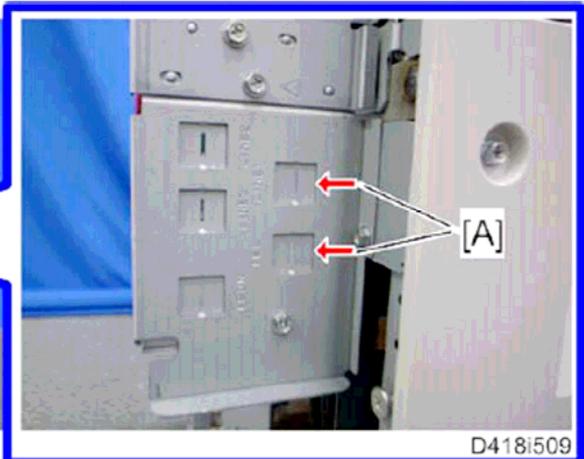
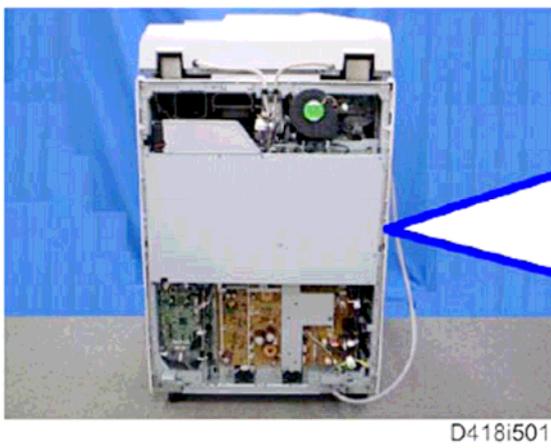
5.7 Install the FCU [A] in the interface board.

Reissued:19-Apr-11

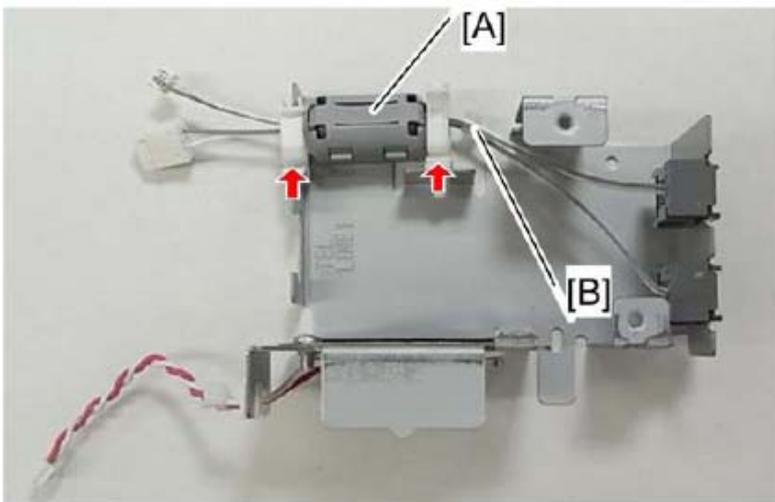
Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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5.8 Connect three harness [A] to the IPU.



5.9 Remove the two cut-outs [A] from the controller box with a flat-headed screwdriver.



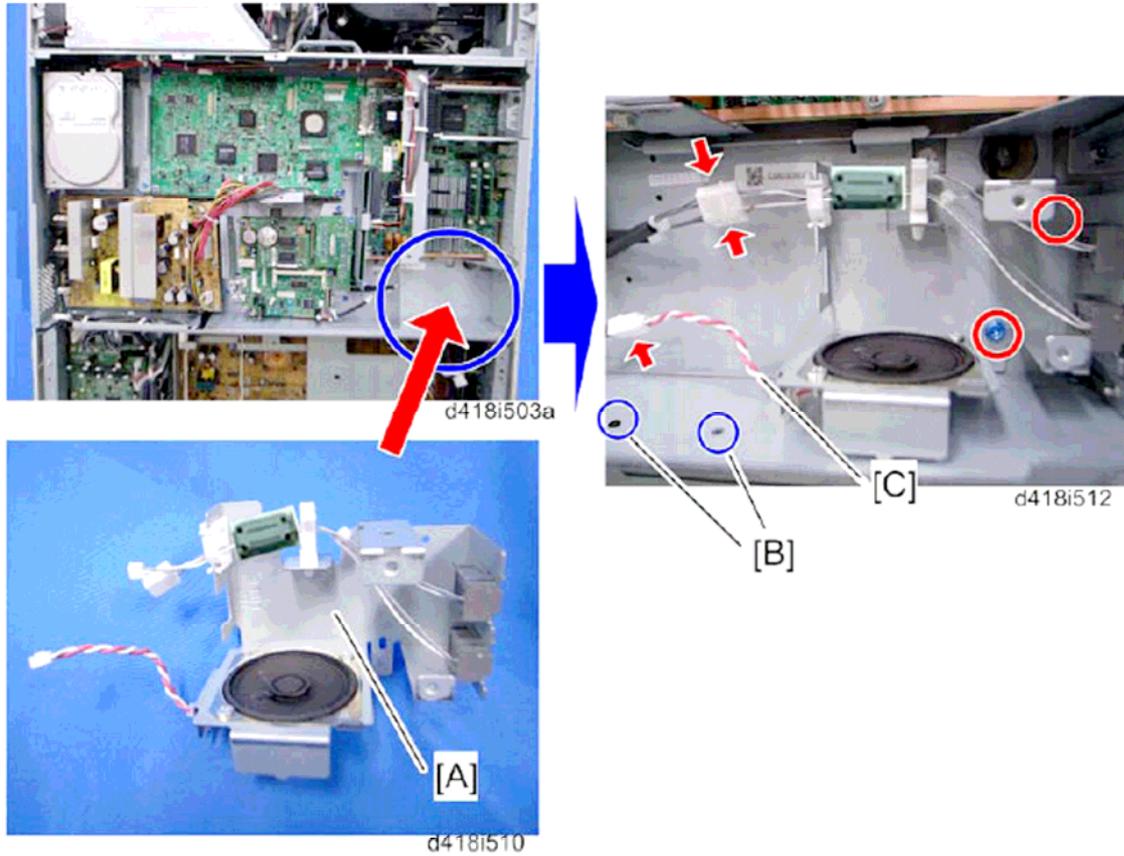
5.10 Attach the ferrite core [A] to the cables [B] on the speaker unit, and then clamp the cables.

Note;

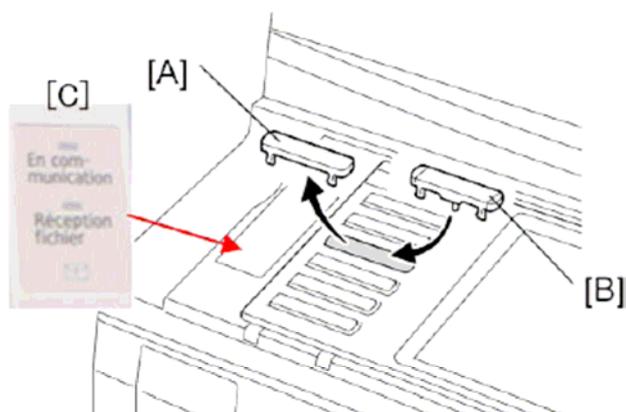
Reissued:19-Apr-11

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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The required ferrite core is different depending on the area. For EU/ASIA/China, use the ferrite core (ZCAT1730-730A) [C]. For NA/Taiwan, use the ferrite core(TFC-25-15-12A)[D]



- 5.11 Attach the speaker unit [A] to the controller box.
- 5.12 Attach two clamps[B] and fasten the speaker harness[C].
- 5.13 Reattach the controller box cover
- 5.14 Reattach the rear lower cover
- 5.15 Reattach the rear upper cover.

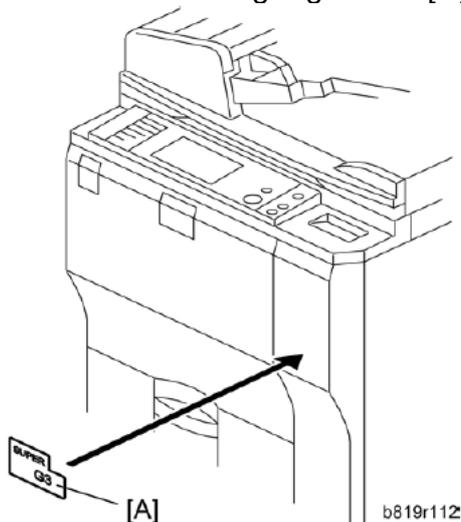


- 5.16 Remove the blank keytop [A] (3<sup>rd</sup> from the top) and replace it with one of the provided keytop[B] (either the “Facsimile” keytop or the fax symbol keytop)

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5.17 Attach the multi-language decal[C] (EU only)



5.18 Attach the decal [A] (SUPER G3) to the front door

5.19 Attach the serial number decal under the copier serial number decal on the rear cover of the machine.

5.20 Attach FCC decal on the rear cover of the machine (NA only)

5.21 Put the power plug into the outlet and turn on the main power of the machine.

**Note:**

- Make sure that the outlet is grounded.
- "SRAM formatted" shows on the operation panel after you have turned the main switch on. Turn the main switch off and on again for normal use.

5.22 Make sure that the date and time are correctly set.

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Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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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 June 2011 machines), install **the exact versions** shown in the table below.
- If the customer want to install the machine as an equivalent of the June 2011 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 Mt-C4 first achieved CC-CERTIFICATION: (June 2011)**

Firmware Name:	Version:	Firmware Number:
System/Copy	<b>V1.18</b>	D0625572G
Fax	<b>V03.00.00</b>	D0625559E
Scanner	<b>V01.20</b>	D4625510H
Web Support	<b>V1.13.1</b>	D0625574C
Printer	<b>V1.16e</b>	D4625521J
Network DocBox	<b>V1.04</b>	D0625557C
Web Uapl	<b>V1.05</b>	D0625556D
Network Support	<b>V8.69.1</b>	D0625553G
GWFCU3-16(WW)	<b>V04.00.00</b>	D4185570D
RemoteFax	<b>V03.00.00</b>	D0625560D
animation	<b>V1.2.1</b>	D0625558B
Option PCL	<b>V1.02</b>	D4625541E
OptionPCLFont	<b>V1.02</b>	D0255589
Engine	<b>V1.61:04</b>	D0625127Q
OpePanel	<b>V1.04</b>	D0621491B(NA) D0621492B(EU)
LANG0	<b>V1.03</b>	D0621496
LANG1	<b>V1.03</b>	D0621496
Data Erase Opt	<b>V1.01x</b>	D3775902A

**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

No.: RD062054a

**Ic Key and Ic Ctlr versions with which the Mt-C4 first achieved CC-CERTIFICATION:  
(June 2011)**

Hardware:	Version:
Ic Ctlr	<b>03</b>
Ic Key	<b>1100</b>

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

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

System Settings

Firmware Version

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
RPCS	3.8.5	D4625531	LANG1	1.04	D0621496
Option PCL	1.02.test	LR9999	ADF	01.610:05	D4125531G
GWFCU3-16(WW)	02.00.00	D4185570B	Finisher	01.060:07	D4605102C
PowerSaving Sys	1.14	D0625550D	Ic Ctlr	03	
Engine	1.59:04	D0625127N	Ic Key	1100	
OpePanel	1.06	D0621491C			
LANG0	1.04	D0621496			

2/2

System Status Job List 22 JUN 2010 16:24

**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

No.: RD062054a

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

- D062-7133 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
About This Machine
- D062-7143 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
Troubleshooting
- D062-7114 9060/9070/9080/9090  
MP 6001/MP 7001/MP 8001/MP 9001  
LD360/LD370/LD380/LD390  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
Copy and Document Server Reference
- D062-7116 Quick Reference Copy Guide
- D418-7105 Quick Reference Fax Guide
- D462-7104 Quick Reference Printer Guide
- D462-7124 Quick Reference Scanner Guide
- D062-7171 Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1<sup>TM</sup>-2009
- D065-7174 Operating Instructions Notes on Security Functions
- D060-7789A Notes for Users
- D029-7908 To Users of This Machine
- D062-7181 Notes On Energy Saving Functions
- D062-7183 Notes for Users

**Reissued:19-Apr-11**

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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**CD-ROMs**

- D066-7317      Manuals for Users  
                     9060/9060sp/9070/9070sp/9080/9080sp/9090/9090sp  
                     MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
                     SP/MP 9001/MP 9001 SP  
                     LD360/LD360sp/LD370/LD370sp/LD380/LD380sp/LD390/LD390sp  
                     Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
                     8001 SP/MP 9001/MP 9001 SP
  
- D066-7318      Manuals for Administrators  
                     9060/9060sp/9070/9070sp/9080/9080sp/9090/9090sp  
                     MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
                     SP/MP 9001/MP 9001 SP  
                     LD360/LD360sp/LD370/LD370sp/LD380/LD380sp/LD390/LD390sp  
                     Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
                     8001 SP/MP 9001/MP 9001 SP
  
- D377-7900A    Manuals DataOverwriteSecurity Unit Type H/I
  
- D066-8710      Manuals for Administrators Security Reference Supplement

**<For EU>**

**Paper Documents**

- D062-7113      Quick Reference Copy Guide
- D418-7103      Quick Reference Fax Guide
- D462-7102      Quick Reference Printer Guide
- D462-7122      Quick Reference Scanner Guide
- D062-7102      Manuals for This Machine
- D062-7170      Notes for Administrators: Using this Machine in a Network  
                     Environment Compliant with IEEE Std. 2600.1™-2009
- D065-7173      Operating Instructions Notes on Security Functions
- D062-7100      Safety Information for Aficio MP 6001/Aficio MP 7001/Aficio MP  
                     8001/Aficio MP 9001
  
- or*
- D062-7101      Safety Information for MP 6001/MP 7001/MP 8001/MP 9001**
- D060-7782      Notes for Users

**Reissued:19-Apr-11**

Model: MT-C4	Date: 24-Feb-11	No.: RD062054a
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- D062-7155 Notes for Users
- D029-7907 To Users of This Machine

**CD-ROMs**

- D062-7000 Manuals for Users  
MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SP  
Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP  
A
- D062-7002 Manuals for Administrators  
Security Reference  
MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001  
SP/MP 9001/MP 9001 SP  
Aficio MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP  
8001 SP/MP 9001/MP 9001 SP
- D377-7900A Manuals DataOverwriteSecurity Unit Type H/I
- D066-8710 Manuals for Administrators Security Reference Supplement

**<For Asia>****Paper Documents**

- D062-7135 MP 6001/MP 7001/MP 8001/MP 9001  
MP 6001/MP 7001/MP 8001/MP 9001  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
About This Machine
- D062-7145 MP 6001/MP 7001/MP 8001/MP 9001  
MP 6001/MP 7001/MP 8001/MP 9001  
Aficio MP 6001/7001/8001/9001  
Operating Instructions  
Troubleshooting
- D062-7117 MP 6001/MP 7001/MP 8001/MP 9001

**Reissued:19-Apr-11**

Model: MT-C4

Date: 24-Feb-11

No.: RD062054a

MP 6001/MP 7001/MP 8001/MP 9001

Aficio MP 6001/7001/8001/9001

Operating Instructions

Copy and Document Server Reference

- D062-7119 Quick Reference Copy Guide
- D418-7107 Quick Reference Fax Guide
- D462-7106 Quick Reference Printer Guide
- D462-7126 Quick Reference Scanner Guide
- D062-7172 Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009
- D065-7175 Operating Instructions Notes on Security Functions
- D060-7782 Notes for Users
- D029-7903 To Users of This Machine
- D062-7105 Notes On Energy Saving Functions
- D062-7155 Notes for Users

**CD-ROMs**

- D066-7319 Manuals for Users  
MP 6001/MP 7001/MP 8001/MP 9001  
Aficio MP 6001/MP 7001/MP 8001/MP 9001
- D066-7320 Manuals for Administrators  
MP 6001/MP 7001/MP 8001/MP 9001  
Aficio MP 6001//MP 7001//MP 8001/MP 9001
- D377-7900A Manuals DataOverwriteSecurity Unit Type H/I
- D066-8710 Manuals for Administrators Security Reference Supplement

Model: MT-C4		Date: 25-Mar-11	No.: RD062055
Subject: Part number change Counter		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

This RTB is for MT-C3, C3.5, C4

MT-C4

Old part number	New part number	Description	Q'ty	Int	Page	Index
AX310047	AX310045	TOTAL COUNTER:7FIG:24V	1	X/O as	157	23
B2475890	D0625918	BRACKET:TOTAL COUNTER	1	a set	157	4

MT-C3, 3.5

Old part number	New part number	Description	Q'ty	Int	Page	Index
AX310047	AX310045	TOTAL COUNTER:7FIG:24V	1	X/O as	143	7
B2475890	D0625918	BRACKET:TOTAL COUNTER	1	a set	143	8

**Change/Reason:** Vender change

Model: MT-C4		Date: 25-Mar-11	No.: RD062056
Subject: Duplex transport guide plate brake		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

This RTB applies to MT-C1, C2, C3, C3.5, and C4.

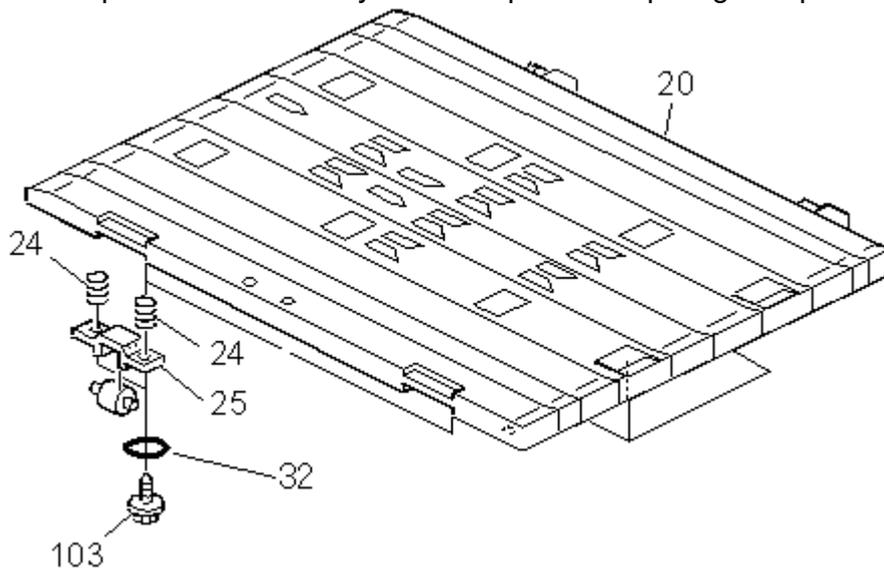
Old part number	New part number	Description	Q'ty	Int	Page	Index
B0654730	D0624730	GUIDE PLATE:TRANSPORT:LOWER	1	X/O as a set	119	20
AA063581	D0624741	COMPRESSION SPRING: HOLDER:GUIDE PLATE	4		119	24
A2294727	D0624727	HOLDER:PRESSURE:GUIDE PLATE	2		119	25
-	B1801743	SBU WASHER	4		119	32*
04503008	08025320	HEXAGON HEAD TAPPING SCREW:ES:3X10	4		119	103

\*New added part

**Change:**

1. The thickness of the duplex transport guide plate was increased.
2. The diameter of the spring was increased.
3. A spacer was added.

**Reason:** To further improve the durability of the duplex transport guide plate.



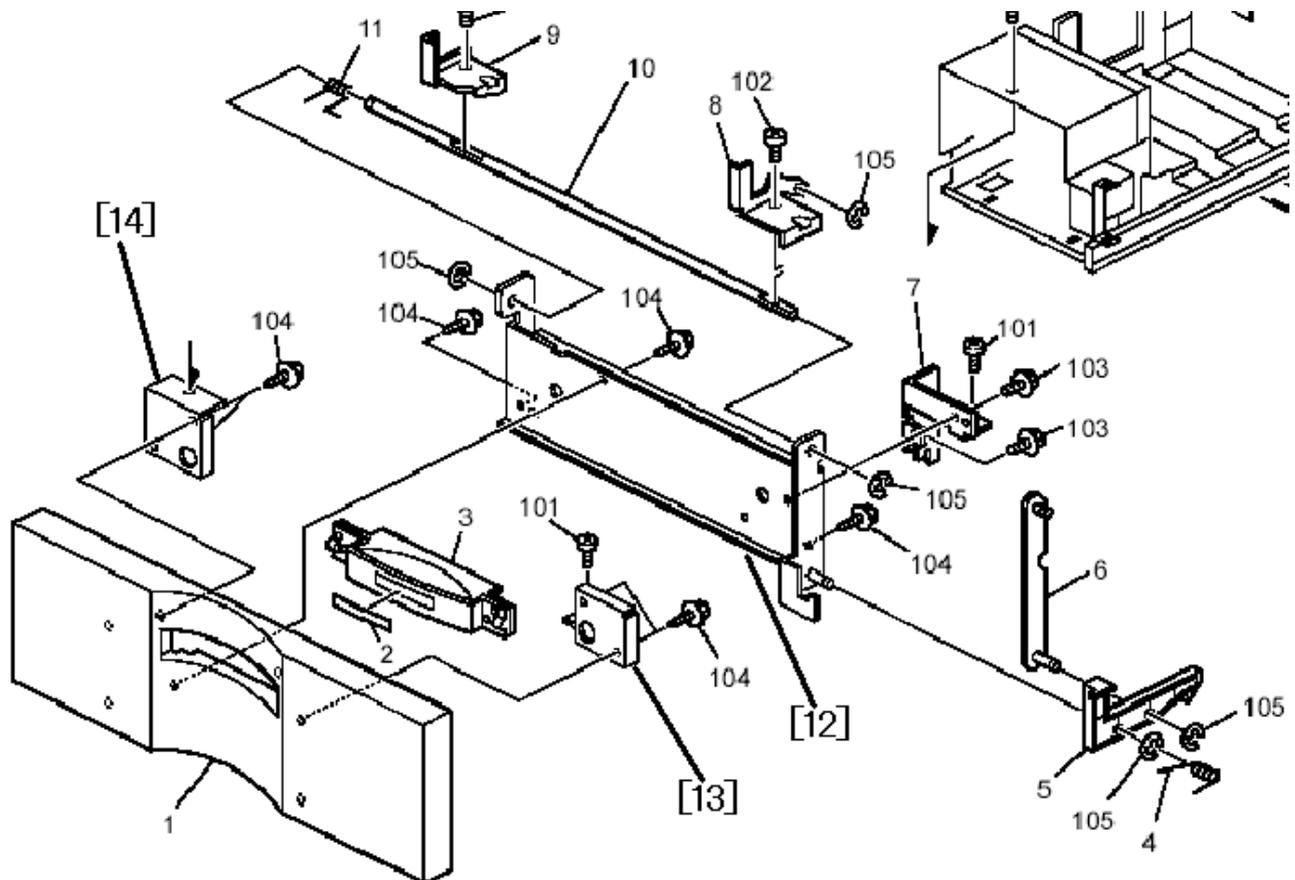
Model: MT-C4		Date: 25-Mar-11	No.: RD062057
Subject: Parts Catalog Correction Tandem tray		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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

**24. Tandem Tray 3 (D062/D063/D065/D066)**

Part number	Description	Q'ty	Page	Index	Note
D0626707	BASE:STOPPER:TANDEM LCT:PEEN	1	22	12	New Index
D0626716	BRACKET:GRIP:TANDEM LCT:LEFT	1	22	14	New Index
D0626717	BRACKET:GRIP:TANDEM LCT:RIGHT	1	22	13	New Index

**Change:** These parts were newly registered as service parts.

**Reason:** To meet a request from the field.



Model: MT-C4		Date: 25-Mar-11	No.: RD062058
Subject: PM counters for Paper trays		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Important Information about the PM Counters for Paper Trays 1-4**

This RTB contains descriptions for each counter that appears on the sheet included with the machine.

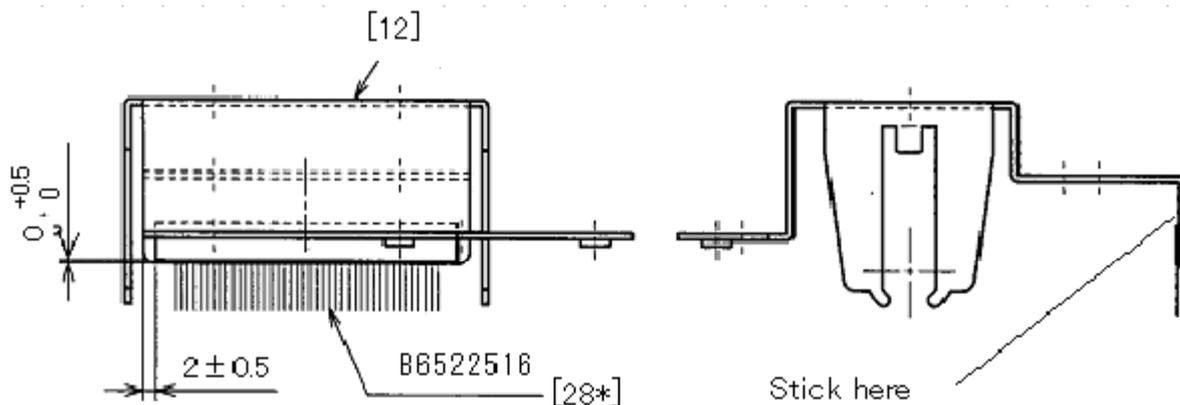
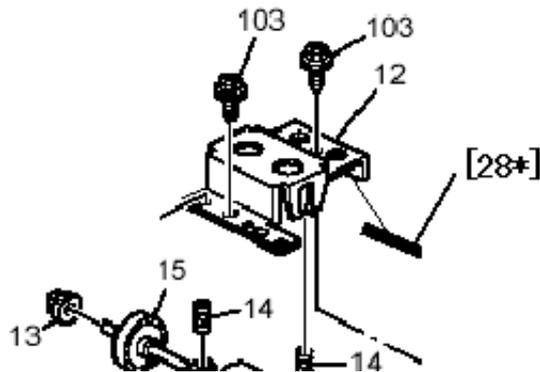
No.	Item (counter):	PM part to which the counter corresponds:
26	#Feed roller-tray1	<b>Tray 1</b> feed roller
27	#Pick-up Roller-Tray1	<b>Tray 1</b> pick-up roller
28	#Separation Roller-Tray1	<b>Tray 1</b> separation roller
29	#Feed roller-tray2	<i>NOT USED (value is always "0")</i>
30	#Pick-up Roller-Tray2	<i>NOT USED (value is always "0")</i>
31	#Separation Roller-Tray2	<i>NOT USED (value is always "0")</i>
32	#Feed roller-tray3	<b>Tray 2</b> feed roller
33	#Pick-up Roller-Tray3	<b>Tray 2</b> pick-up roller
34	#Separation Roller-Tray3	<b>Tray 2</b> separation roller
35	#Feed roller-tray4	<b>Tray 3</b> feed roller
36	#Pick-up Roller-Tray4	<b>Tray 3</b> pick-up roller
37	#Separation Roller-Tray4	<b>Tray 3</b> separation roller

Model: MT-C4		Date: 13-May-11	No.: RD062059
Subject: New discharge brush		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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
-	B6522516	DISCHARGE BRUSH:EXIT: L45	1	-	33	28*

**Change:** A static discharge brush was added to the bracket (index12 page 33).

**Reason:** To further ensure that dust from the paper does not stick to the ADF exposure glass (which can cause a black line to appear on the image).



Model: Model MT-C4	Date: 02-Nov-11	No.: RD062061
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Subject: Service Manual Revision (Recovery Methods)		Prepared by: Koji Yamamoto	
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"/> Other (     )		

**Service Manual Revision  
D062/D063/D065/D066**

**Replace** the sentences crossed out in red with the sentence shown below.  
**Note:** This is because there is no DIP SW.

**6. Troubleshooting: Recovery Methods**  
pg. 366

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**Recovery Methods**

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When an error occurs during downloading, an error code is displayed on the operation panel.

- If the download procedure can be re-started, re-start the download procedure.
- If the download procedure cannot be downloaded for other than the GW controller, replace the board where the downloaded program is stored.
- ~~• If the download procedure cannot be downloaded for the GW controller, set DIP SW 1 to ON. Power the machine off and on to start the downloading program. After downloading has completed, set the DIP SW to OFF then power the machine off and on again.~~



If the download procedure cannot be downloaded for the GW controller, power the machine off and on to start the downloading program.

Model: MT-C4		Date: 04-Nov-11	No.: RD062062
Subject: Part number change (HDD)		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

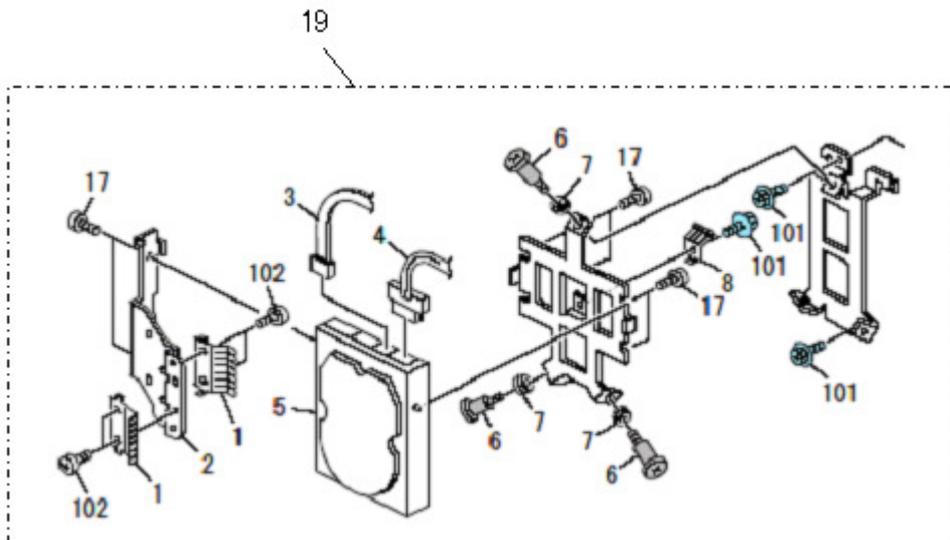
Old part number	New part number	Description	Q'ty	Int	Page	Index
M0265760	D0295793	HDD:WD:320GB:63N9A0	1	O/O	153	5
-	D0625906	HDD: ASS'Y	1	-	153	19*

**Change:**

1. An HDD assembly was registered.
2. The P/N of the HDD was changed.

**Reason:**

1. To increase serviceability
2. Vendor change.



Model: MT-C4	Date: 24-Nov-11	No.: RD062064
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Subject:: ADF (PCB:MAIN CONTROL:ASS'Y)		Prepared by: K. Yamamoto	
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	Page	Index
D4125500	D4125505	PCB:MAIN CONTROL:ASS'Y	1-1	X/O	45	9

**Change:** The insertion slot for CN113 is attached with the pins parallel to the PCB (see the photo below).

**Reason:** To further minimize the stress to the insertion slot when the connector is inserted.

Old Part: D4125500



New Part: D4125505



Note:

The latest part number has already changed to D4125506.

Model: MT-C4		Date: 24-Nov-11	No.: RD062063
Subject: CPU and firmware Change Notification		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	

**Important Information About ADF PCB Replacement**

**Background**

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for PCBs used on Ricoh products. To continue machine production, a different type of CPU had to be used on PCBs, beginning from July production.

**Service parts changes**

- 1) As a result, a modified version of the ADF firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

**Note:**

- There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.
- However, the compatibility of the old/new PCB and old/new firmware is as follows:

		Firmware	
		Old:	New:
PCB	Old:	<b>Supported</b>	<b>NOT supported</b> (see <b>Important Notes</b> below)
	New:	<b>NOT supported</b> (see <b>Important Notes</b> below)	<b>Supported</b>

- 2) The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the second line in the table below.

**Note:** This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
D4125505	D4125506	PCB:MAIN CONTROL:ASS'Y	O/O
-	D4125507	PCB:MAIN CONTROL:ASS'Y	

Model: MT-C4

Date: 24-Nov-11

No.: RD062063

### Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v. 01.620:05 and older) on the new ADF board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.90.000:01; The new version starts with a “9”) cannot be used on the old board. If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it. For this reason, the new firmware will not be released to the field.
- If you replace the ADF board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N D D4125507.

Model: MT-C4	Date: 14-Dec-11	No.: RD062065
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Subject: Service Manual Correction		Prepared by: T.Hirakwa	
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"/> Other ( )		

**Service Manual Revision  
D062/D063/D065/D066**

The areas ~~crossed-out~~ was corrected.

3. Appendix : Service call condition  
pg.141

2507*	ID Sensor Patterning During Job
001	Operation Setting
	Determines whether an ID sensor pattern is created during copy jobs. [0 to 1/4 <b>0</b> ] 0: Off 1: On
002	No. of Copies
	Selects the interval (number of copies) between ID sensor patterns when 1 is selected for SP2507-001 [0 to 10,000/100/1]

Model: MT-C4	Date: 14-Dec-11	No.: RD062066
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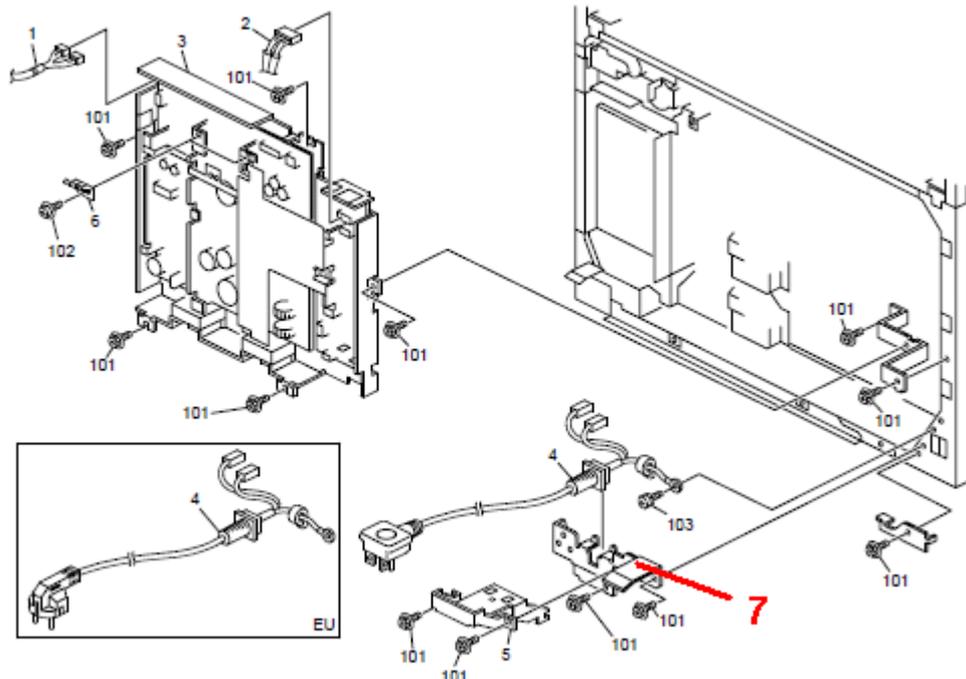
Subject: Part Information (Electrical section 4)		Prepared by: T. Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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 ()		

**Change/Reason:**

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

New part number	Description	Target model	Q'ty	Page	Index
<b>D0625881</b>	BRACKET:POWER SUPPLY CORD:EXP	D062/D63/D065/D066-17/19/21/57 (NA/TWN/CHN)	1	143	7
<b>D0625880</b>	BRACKET:POWER SUPPLY CORD:DOM	D062/D63/D065/D066-27/28/29/67 (EU/AA/KOR)	1	143	7

**64.Electrical Section 4 (D062/D063/D065/D066)**



Model: MT-C4	Date: 20-Feb-12	No.: RD062067
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Subject: Firmware Release Note: SiG4A		Prepared by: K. Yamamoto	
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 **SiG4A**.

Version	Program No.	Effective Date	Availability of RFU
48	B7135580B	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
48	1st Mass production

Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c
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**RTB Reissue**

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

Subject: Background / Overtoneing / light image		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

This RTB applies to the **MT-C2, MT-C3, MT-C3.5, and MT-C4.**

**SYMPTOM**

One of the following occurs before the developer reaches its replacement cycle:

- Light copies
- Dirty background
- Toner dusting inside the machine

**CAUSE**

Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.

**SOLUTION**

Do the following.

**1. Change/check the following SP settings, and then check the image quality.**

- Set **SP2201-004** (Development Bias Adjustment ID Sensor Pattern Dev. Potential) to its default value of **240V**.  
**Note:** This SP adjusts the amount of the toner supplied.
- Set **SP2-967-001** (Developer Density Adjustment Mode) to its default value of **0**.  
**Note:** This SP is only for special (ammonia) paper.
- **SP3-902-008** (Drum Condition Display VI)  
If the VL value is more then +380 (positive), replace the drum.

**2. Check/do the following**

- Replace any PM parts whose counter values are higher then target yield.
- If the following SC(s) are mentioned often on the SMC report, do the action recommended in the Service Manual:  
SC317, SC340, SC345, SC350, SC352, SC401, SC402

Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c
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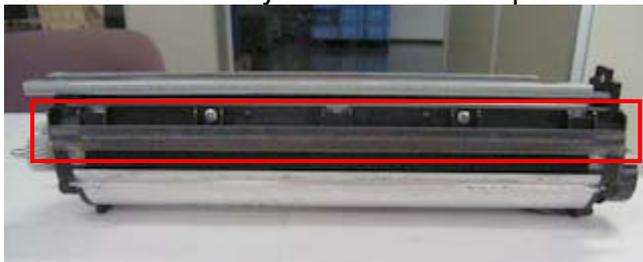
- For filming:
  - Check the values of **SP8851-11** (No. sheets printed at 0-2% coverage) and **SP8851-21** (No. sheets printed at 3-4% coverage).
    - If the total of these two values is 80% or more of the total counter, change the following SP settings.
      - Note:** This means that the overall coverage rate is low for this machine. The SP settings shown below will force the machine to use more toner.

Set **SP2940** (Reface Pattern Count) to a value of **5**.  
 Set **SP2210** (ID Sensor Pattern Interval) to a value of **1**.  
 Set **SP2506-02** (Cont. OP. Time Cleaning Setting Time Setting) to a value of **1**.

**3. If the symptom still occurs, clean the development sleeve as follows:**

**Cleaning the development sleeve**

1. Remove the Mylar shown in the photo below.



2. Remove the developer from the development unit through the development roller sleeve.



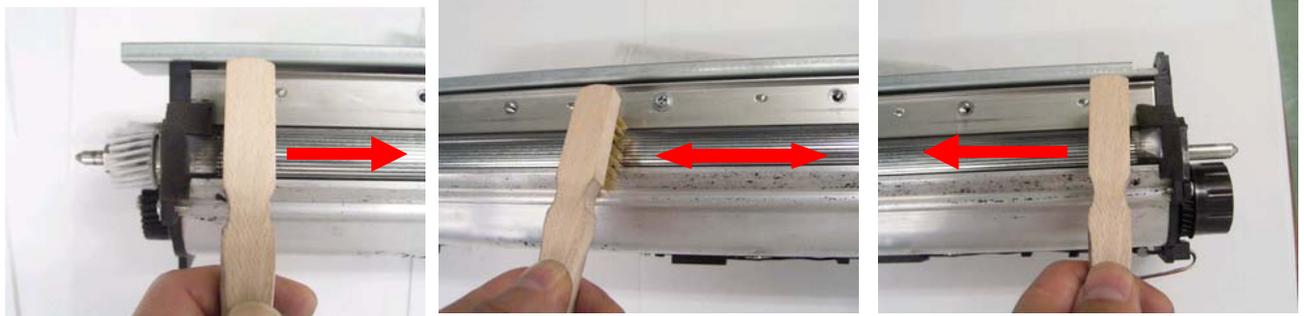
3. Clean the development roller sleeve by sliding the brush shown in the photo firmly along the entire length of the sleeve.

**Important:** Do not press the brush too hard, since this may scratch the sleeve.



Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c
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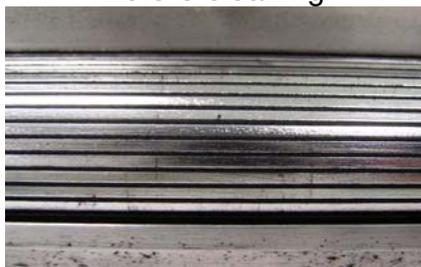


Press brush firmly and slide side to side

- 4. Wipe the toner off the sleeve.  
Important: This is necessary in order to remove the toner that is still stuck to the sleeve.



Before cleaning



After cleaning



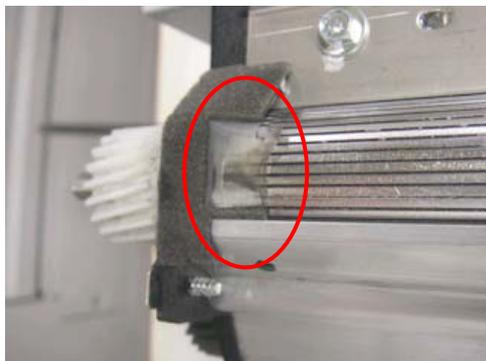
Reissued:28-Jun-12

Model: Model MT-C4

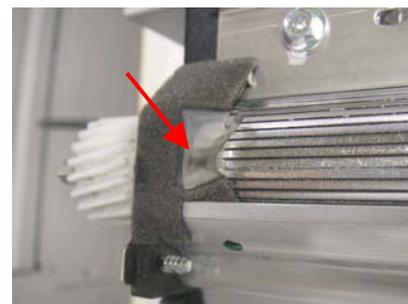
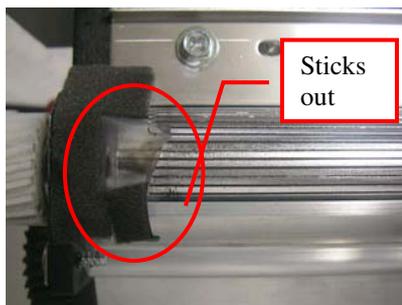
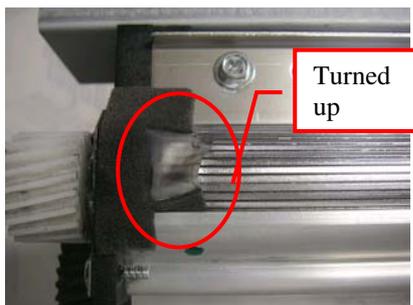
Date: 21-Sept-11

No.: RD062060c

5. Make sure that the sponge and both entrance Mylars are attached correctly.

**CORRECT:**

Incorrect:



6. Reattach the Mylar and install new developer.

4. If the symptom still occurs, do the following

Note: If the symptom still occurs, the cause may be that the machine's internal temperature is high, causing the wax to separate from the toner. This can reduce the toner's charge performance.

Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c
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**1. Update the Engine firmware**

**MT-C4: Update the Engine firmware (D0625127) to ver1.67:04 or later.**

**If there is no finisher installed, set SP6-118-001 (default: 0) to a value of "1".**

**Note:**

- **This setting will allow the exhaust fan to cool down the machine. If there is already a finisher installed, you do not need to set this SP to "1", because the exhaust fan will automatically turn on.**

**MT-C3.5: Update the Engine firmware (D0545127) to ver1.06c:00.**

**MT-C3: Update the Engine firmware (B2475127) to ver1.13:60.**

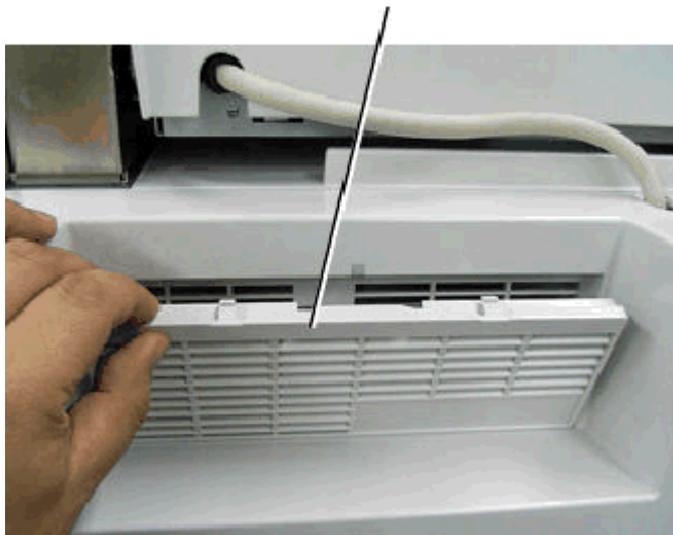
**MT-C2: Do other than updating firmware. Firmware for this symptom is not available.**

**Note: After the new firmware is installed, the fan will be turned on for one minute at job end, even if the timer for the energy saver setting is less than one minute.**

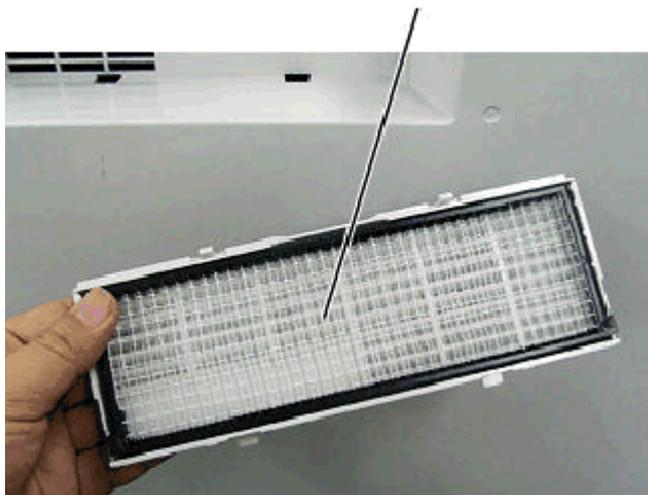
**2. Clean the following filter (B0654255).**

**Note: This will improve ventilation inside the machine.**

Filter cover



Filter



Reissued:28-Jun-12

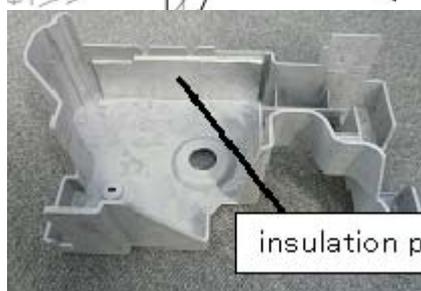
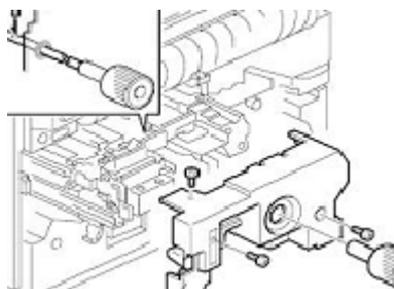
Model: Model MT-C4

Date: 21-Sept-11

No.: RD062060c

3. Attach the extra insulation pad (B0654255).

Note: This will prevent heat from being transferred from the fusing unit to the toner bottle.



insulation pad

Model: MT-C4 (Paper Exit Section3)	Date: 07-Aug-12	No.: RD062068
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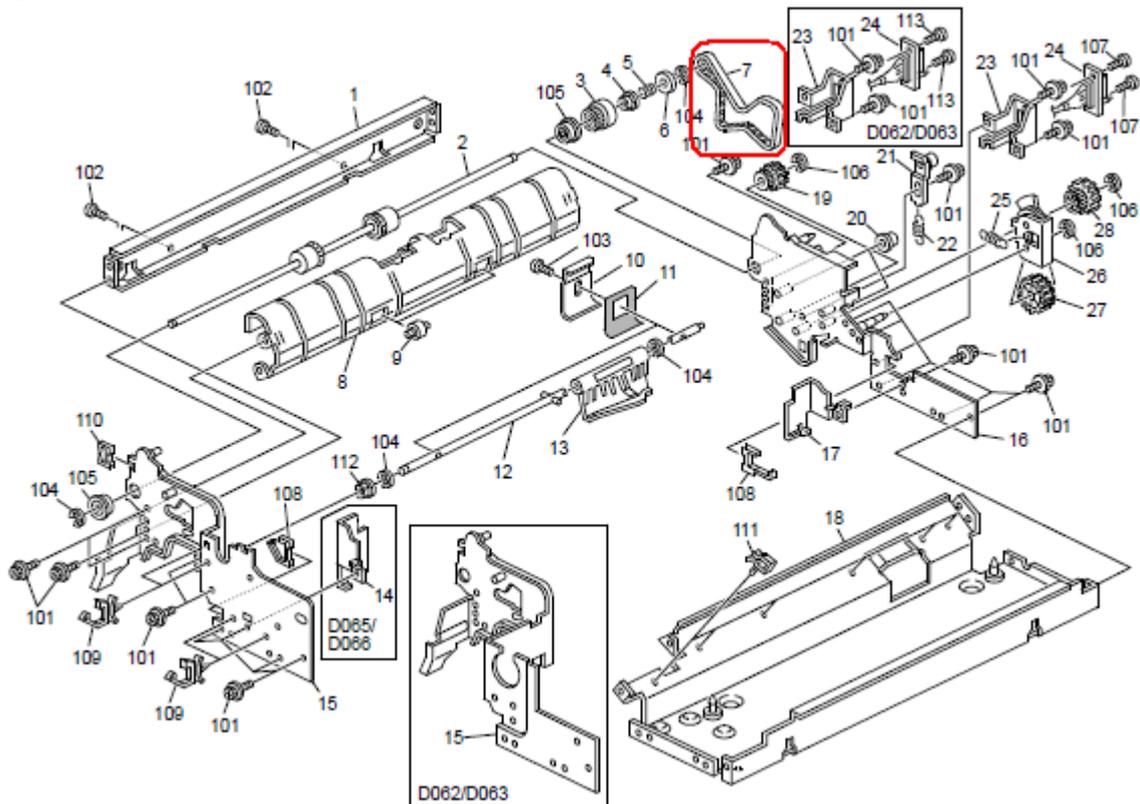
Subject: Part Information (Electrical section 3)		Prepared by: T. Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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 ( )		

**Change:** The descriptions for the timing belts shown below were revised.

**Reason:** To clarify the target models for each one.

Part number	Description	Target model	Q'ty	Page	Index
AA043290	TIMING BELT <b>M-C4E</b>	MT-C4e	1	117	7
AA043315	TIMING BELT:S2M:40X426 <b>M-C4A/B/D</b>	MT-C4a, MT-C4b, MT-C4d	1	117	7

**51.Paper Exit Section 3 (D062/D063/D065/D066)**

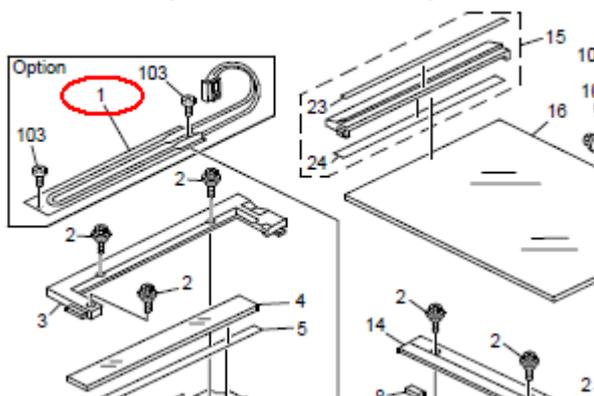


Model: MT-C4		Date: 20-Aug-12	No.: RD062069
Subject: Parts catalog correction		Prepared by: T. Takahashi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Part number	Description	Q'ty	Int	Page	Index	Note
AX400122	ANTICONDENSATION HEATER - 120V 15W	1	-	49	1	

**Change/Reason:** The description for this part was corrected ("120V 9W" to "120V 15W").

**17.Optics Section 1 (D062/D063/D065/D066)**



Model: MT-C4		Date: 11-Sep-12	No.: RD062070
Subject: Parts Catalog Correction		Prepared by: T.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"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**50. Paper Exit Section 2 (D062/D063/D065/D066)**

Part number	Description	Q'ty	Page	Index	Note
AF020579	EXITDECURA ROLLER <b>M-C4E</b>	1	115	9	-
B2474439	Roller:Decura:Exit <b>M-C4A/B/D</b>	1	115	9	-
AF020578	ENTRANCEDECURA ROLLER <b>M-C4E</b>	1	115	10	-
B2474438	Roller:Decura:Entrance <b>M-C4A/B/D</b>	1	115	10	-

**51. Paper Exit Section 3 (D062/D063/D065/D066)**

Part number	Description	Q'ty	Page	Index	Note
AA043290	TIMING BELT <b>M-C4E</b>	1	117	7	-
AA043315	TIMING BELT:S2M:40X426 <b>M-C4A/B/D</b>	1	117	7	-

**Change:** The target models in bold were added to the descriptions for these parts.

**Reason:** To meet a request from the field.

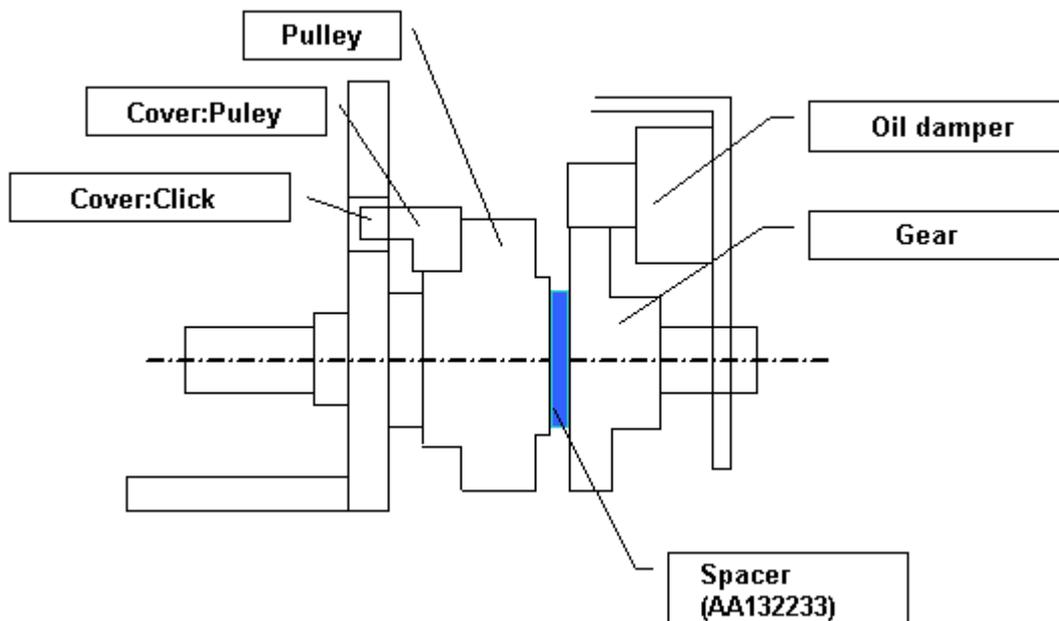
Model: MT-C4		Date: 19-Nov-12	No.: RD062071
Subject: Parts information		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old parts number	New parts number	Description	Q'ty	Int	Page	Index
B2476958	<b>D0626958</b>	SHAFT:DRIVE:TRAY BOTTOM PLATE:RIGHT:PRESS FIT	1/1	X/X As a Set	63	18
-	<b>D0622850</b>	SPACER:SHAFT:RISE	0/1		63	41
-	<b>AA132233</b>	SPACER:SLIDE RAIL:0.4MM	0/1		63	40

**Change:** A spacer was added between the gear and pulley.

**Reason:** To ensure that the pulley and gear do not rotate simultaneously when the bottom plate is lowered.

**Important:** Make sure to attach this spacer whenever you replace the drive shaft.



Model: MT-C4	Date: 25-Jan-13	No.: RD062072
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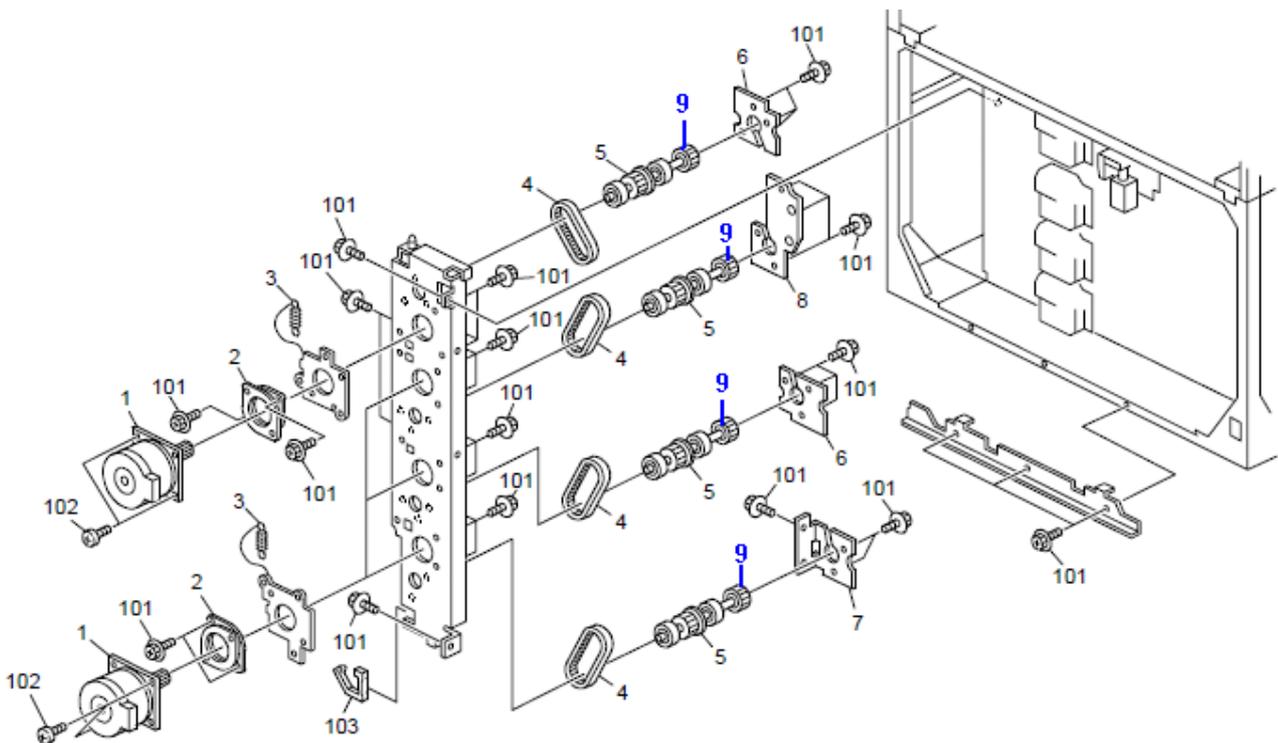
Subject: Part Catalog Correction	Prepared by: T.Hirakawa
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D0666469	GEAR:IDLER:19Z	0-1		134	9	

**Change/Reason:**

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



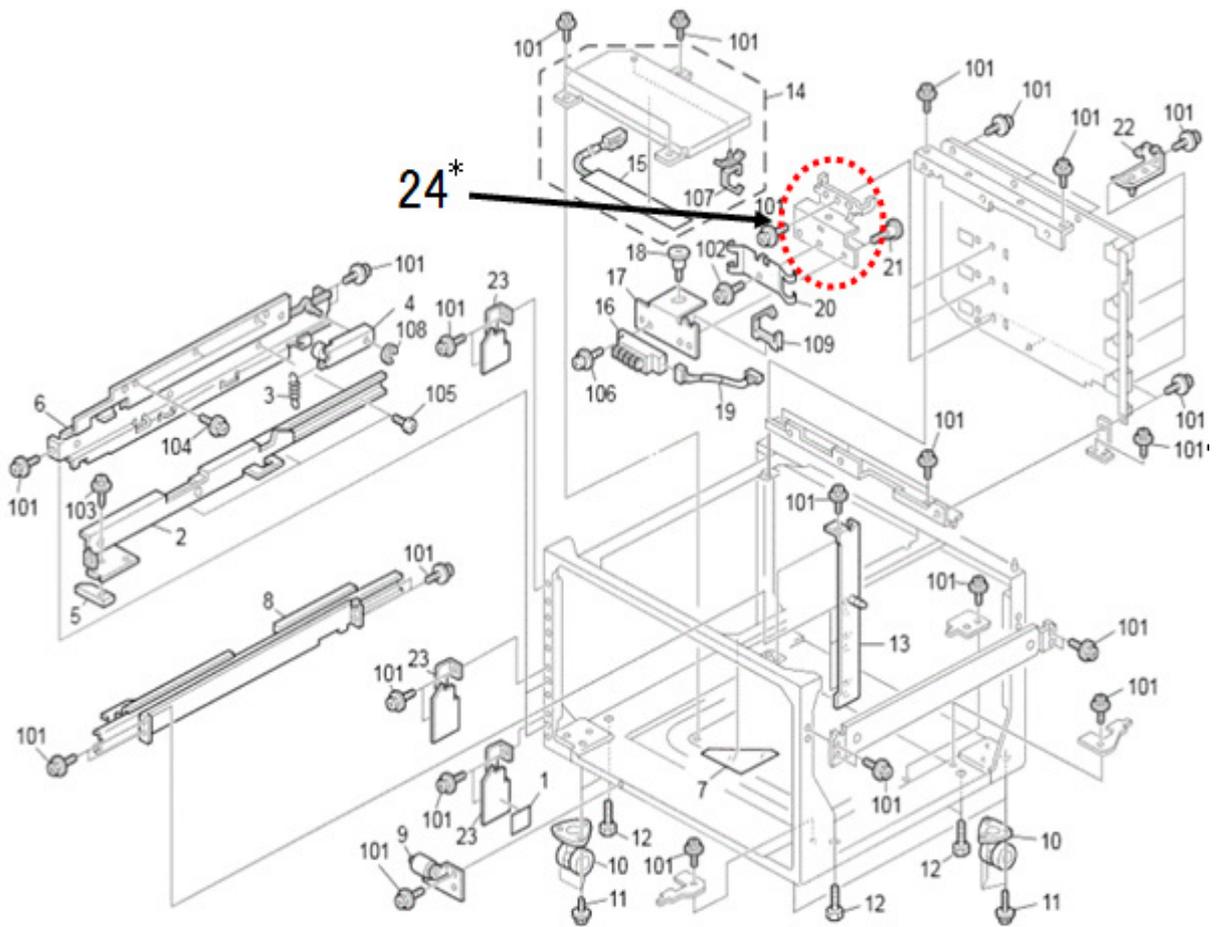
Model: MT-C4		Date: 02-Sep-13	No.: RD062073
Subject: Parts change information.		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Change/Reason:** The following was missing from the Parts Catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
D0626640	BRACKET:SENSOR:PAPER SIZE SENSOR	1		160	24*	

\*New Index

**73.Frame Section 4 (D062/D063/D065/D066)**



Reissued:11-Mar-14

Model: Model MT-C5	Date: 30-Jan-2013	No.: RD131033a
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**RTB Reissue**

The items in red were corrected or added.

Subject: SC555		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM 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

This RTB is for MT-C4 and C5

**SYMPTOM**

Fusing SC (SC555 etc,) occurs

**CAUSE**

1. Fusing temperature control error

The fusing lamps have a tolerance in the temperature distribution. Because of the variation in the parts on this characteristic and some other conditions described below, the fusing temperature could not reach the target level within the programmed time.

Other conditions:

- Room temperature is relatively low
- Power from the outlet is lower than the related voltage

2. Temperature misdetection by thermistor(s)

If paper contains a lot of calcium carbonate and/or generates paper dust, those materials and toner tends to be mixed and stick onto the hot roller. The thermistor(s) surface becomes dirty with those materials as well, causing the thermistor(s) to misdetect the fusing temperature.

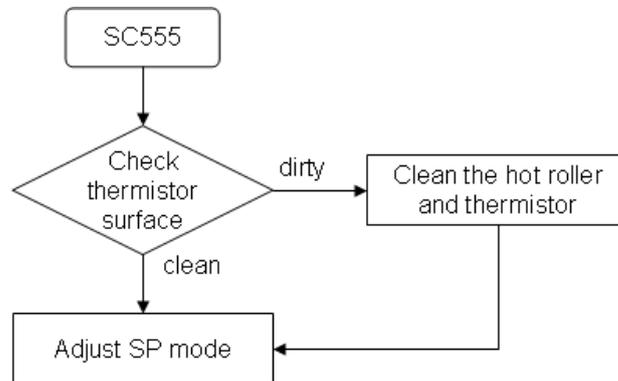
**NOTE:** Based on the information from the field, most of cases are not caused by “temperature misdetection”, but “fusing temperature control error”.

Reissued:11-Mar-14

Model: Model MT-C5	Date: 30-Jan-2013	No.: RD131033a
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**SOLUTION**

Workflow in the field



1. Check whether the thermistors are clean or dirty.
2. If the thermistors are clean, move to #3.
  - If the thermistors and/or hot roller are expected to reach PM yield before the next service visit (or have already reached yield), **replace them**.
  - If yield will not be reached before the next visit, but the surface of the thermistors and/or hot roller is dirty, clean the toner/dust off the surface.
  - If the surface of the thermistors and/or hot roller often become dirty before reaching yield, replace the cleaning web with the new type.

**Change:** The amount of oil in the cleaning web was increased.

**Reason:** To improve the cleaning of the hot roller and thermistors.

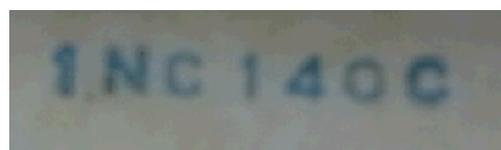
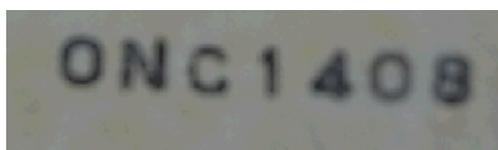
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AE045067	AE045069	Roller: Cleaning Felt:32: ASS'Y	1	X/O	103	36	

**NOTE:** The new and old webs can be distinguished as follows.

The lot number for the **new web** is printed in **black** ink, and for the old web in blue ink.

**New** (AE045069)

**Old** (AE045067)



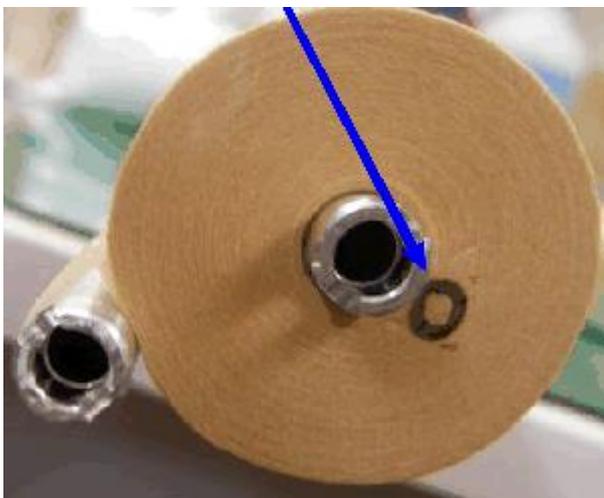
Reissued:11-Mar-14

Model: Model MT-C5

Date: 30-Jan-2013

No.: RD131033a

The **new web** (AE045069) is marked with a circle as shown below.



### Cut-in Serial Numbers

From May 2013 production

3. Change the setting of SP1105-002 (Fusing temperature adjustment Normal Time (End thermistor)) to 180 seconds (default: 190 seconds).

#### Note:

- Please make sure that the following SP settings are set to the default values, otherwise, SP mode adjustment may not effect to resolve the problem.

SP1105-001, SP1105-003~14, SP1107-1~24

- Changing SP1105-002 from the default to 180 degrees may affect the print image (poor fusing image) especially thick paper right after recovery from the machine ready condition. In this case, please change the SP1907 (Pre-Fusing idling time) to 1 (default: 0). Depending on the kind of paper, select SP1907-1~10.

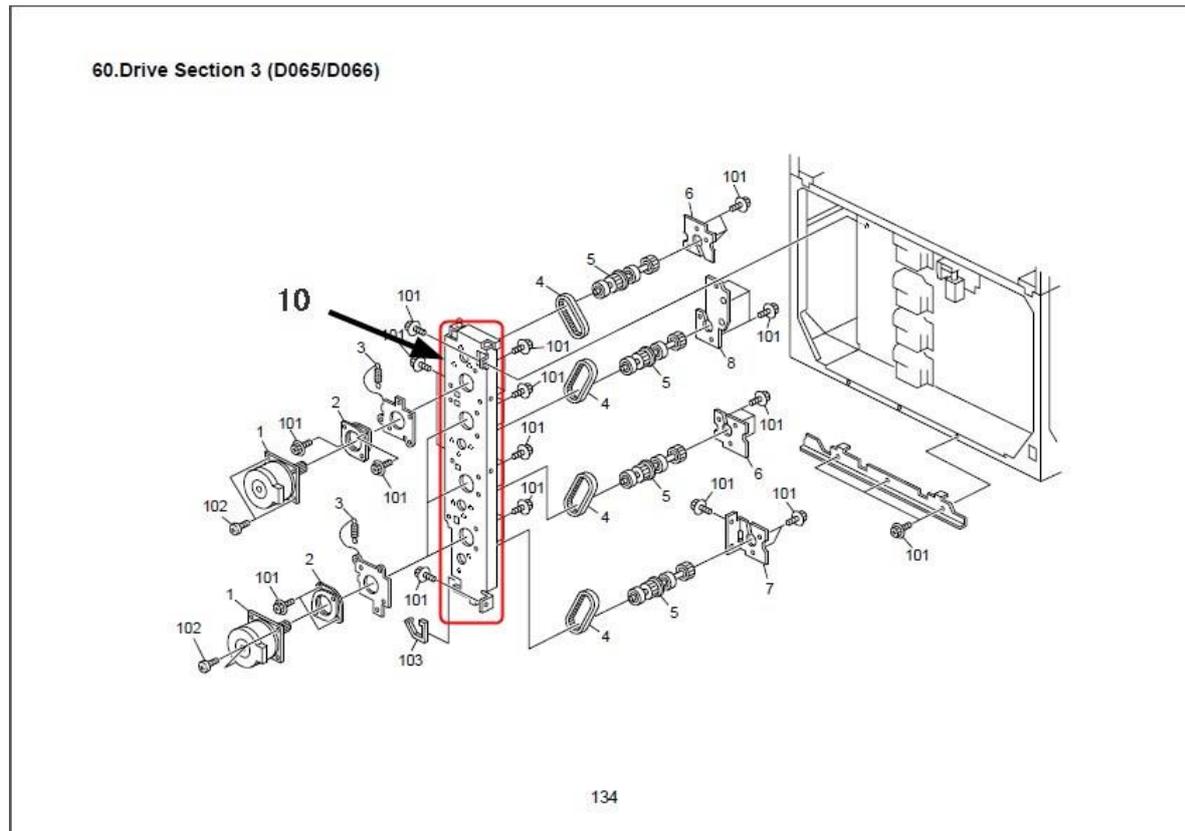
Model: MT-C4	Date: 23-May-14	No.: RD062074
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Subject: Parts Information D0666753 BRACKET:PAPER FEED:DC STEPPER MOTOR:THREE WAY:ASS'Y		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> 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

**Change/Reason:** The following was missing from the Parts Catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
D0666753	BRACKET:PAPER FEED:DC STEPPER MOTOR:THREE WAY:ASS'Y	1		135	10*	

**\*New Index**



Model: MT-C4		Date: 28-May-14	No.: RD062076
Subject: Parts Information AX040187 DC MOTOR:CLEANING D0624232 BRACKET:GUARD:FEELER		Prepared by: M.Yoneda	
From: <i>2nd Tech Service Sect. MFP/P Tech Service Dept.</i>			
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

Following parts are changed.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AX040180	AX040187	DC MOTOR:CLEANING	1	O/X as a set	101	11	
B0654232	D0624232	BRACKET:GUARD:FEELER	1	O/X as a set	101	8	

**Change:** A tube was added to both parts in the table.

**Reason:** To ensure that the web motor harness does not touch the edge of the bracket.

Model: MT-C4		Date: 28-May-14	No.: RD062075
Subject: Part Information D1311190 DUCT:EXHAUST:ADHESION		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

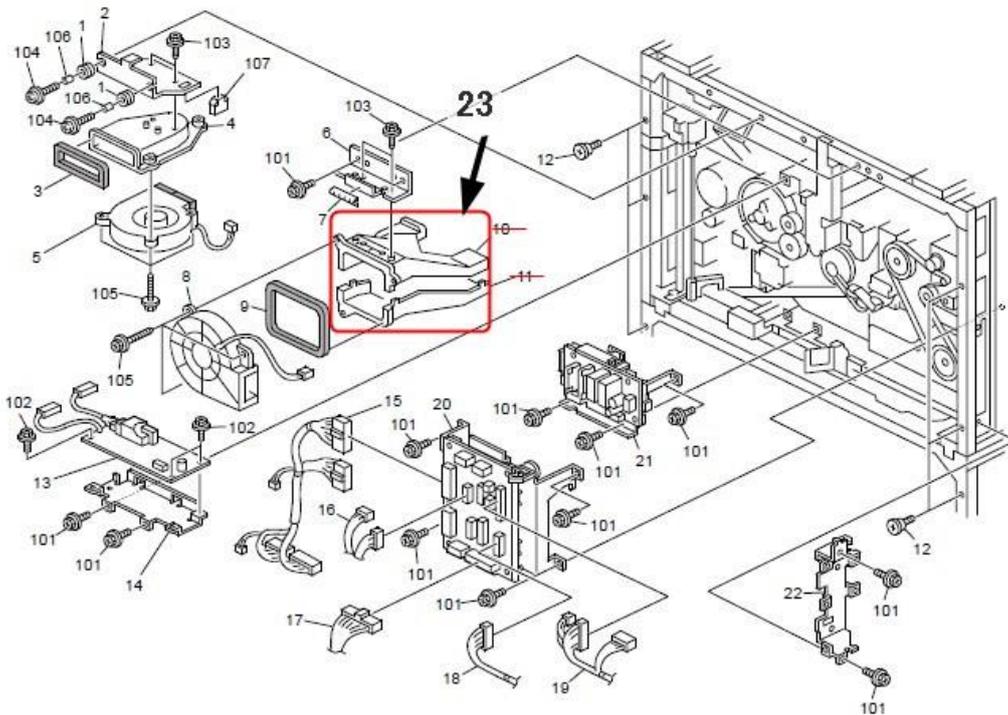
Old part number	New part number	Description	Q'ty	Int	Page	Index
D0621192 →	D1311190	DUCT:EXHAUST:ADHESION	1	X/O	139	23*
D0621193 ↗				as a set		

\*New Parts Number

**Change:** The two parts in the table were registered together as a duct assembly.

**Reason:** To further ensure the proper performance of the exhaust system.

62.Electrical Section 2 (D062/D063/D065/D066)



Model: MT-C4, C5		Date: 6-Nov-14	No.: RD062077
Subject: Service Manual Correction: ADF Scanning adjustments		Prepared by: M. Yoneda	
From: 2nd Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## Service Manual Revision

D062/D063/D065/D066

D131/D132/D133

Replace the sentences crossed out in red with the sentence shown below.

### 4. Replacement and Adjustment

pg. 343

#### ADF Scanning Adjustments

##### Vertical Black Lines

Vertical black lines in scanned images may be caused by dust or scratches on the ADF exposure glass. If the problem cannot be solved by cleaning the ADF exposure glass, execute ~~SP4018 (Scanner Optical Axis Adjustment)~~.

- ~~1. Adjust the scanner stopping position with SP4018-003 (just input a new value).~~
- ~~2. Store this value in the machine with SP4018-004.~~
- ~~3. Adjust the ADF registration for the front side scan with SP6006-003.~~
- ~~4. Make a test copy to check that the problem has been solved.~~



Model:MT-C4,C5

Date: 6-Nov-14

No.: RD062077

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## ADF Scanning Adjustments

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### Vertical Black Lines

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Vertical black lines in scanned images may be caused by dust or scratches on the ADF exposure glass. If the problem cannot be solved by cleaning the ADF exposure glass, execute **SP4020 (Dust Check)**

1. Execute **SP4020-001** (Dust Check) by selecting a value of **1 (ON)**.↵
2. Make a test copy. ↵
3. If vertical lines still appear, set the detection level higher with **SP4020-002**.↵

**Note:** The level of correction is set with **SP4020-003** (0: OFF, 1: Lowest, 4: Highest).

Model: MT-C4	Date: 20-Nov-14	No.: RD062078
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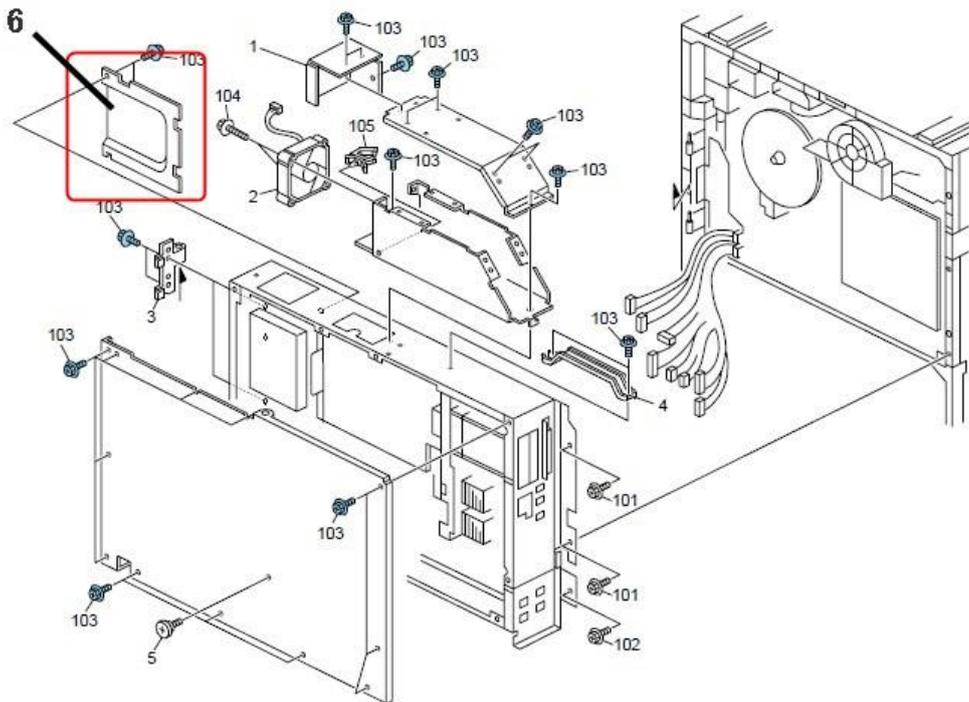
Subject: Parts Information D0625910 BRACKET:IMAGE PROCESSING UNIT:HARNESS:ASS'Y		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action 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

**Change/Reason:** The following part was missing from the Parts Catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
D0625910	BRACKET:IMAGE PROCESSING UNIT:HARNESS:ASS'Y	1		148	6*	

**\*New Index**

67.Electrical Section 7 (D062/D063/D065/D066)



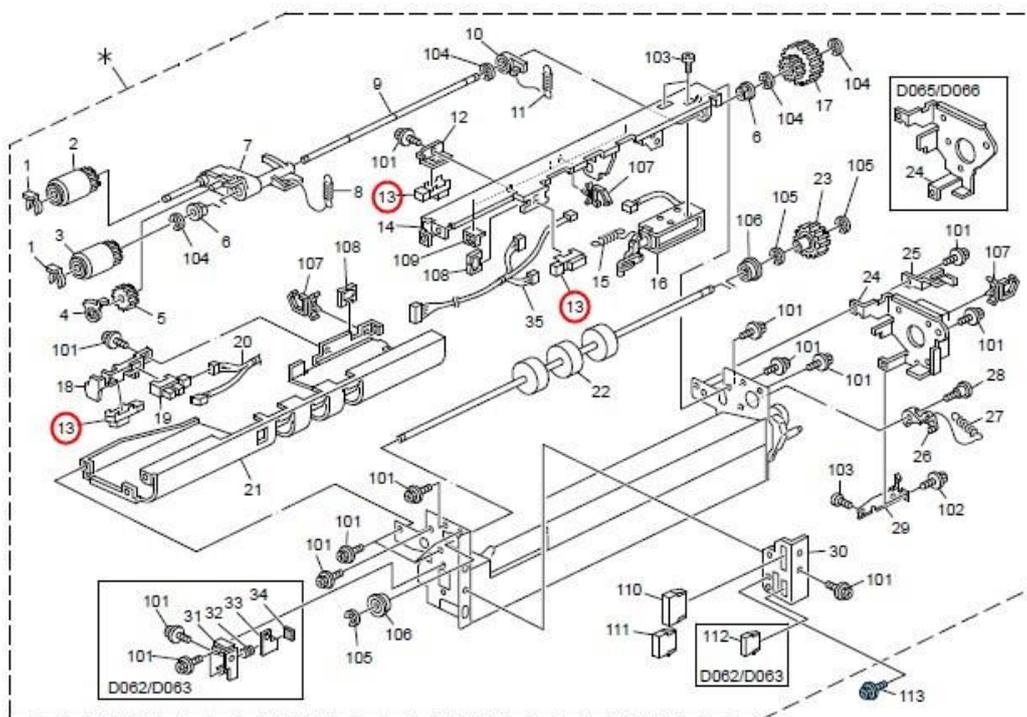
Model: MT-C4	Date: 9-Feb-15	No.: RD062079
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Subject: Parts Information AW010107:PAPER FEED SENSOR		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" 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

**Change/Reason:** The following part has been changed to enhance its durability.

part number	Description	Page	Index	Note
AW010107	PAPER FEED SENSOR	68	13	
AW010149				

27.Paper Feed Unit 1 (D062/D063/D065/D066)



Reissued: 12-Dec-16

Model: MT-C4/C5	Date: 27-Mar-15	No.: RD131039b
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**RTB Reissue**

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

Subject: SC540 or cleaning web alert		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

**Symptom:** SC540 or cleaning web alert occur

**Cause:** Abrasion powder which accumulated in the gap of commutator cause short circuits.

**Solution:** The components of the DC MOTOR: CLEANING were changed to further improve durability and prevent short circuits inside the motor.

Type A, C:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	<b>D1314091</b>	DRIVE SUB-UNIT:CLEANING UNIT:ASS'Y					
AX040187	<b>AX040190</b>	DC MOTOR:CLEANING	1	X/X as a set	103	11	
B2474188	<b>D1314188</b>	BRACKET:DRIVE:ASS'Y	1		103	13	
B1404190	<b>D1314190</b>	BRAKE SPRING PLATE	1		103	10	
D0624232	<b>D1314218</b>	BRACKET:GUARD:FEELER	1		103	8	
B0654225	<b>D1314225</b>	MOTOR PLATE BRACKET	1		103	12	

Type E:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	<b>D1334243</b>	DRIVE SUB-UNIT:CLEANING UNIT:ASS'Y					
AX040187	<b>AX040190</b>	DC MOTOR:CLEANING	1	X/X as a set	103	11	
G1484226	<b>D1334226</b>	BRACKET:DRIVE:ASS'Y	1		103	13	
B0654246	<b>D1334246</b>	BRAKE SPRING PLATE	1		103	10	
D0624232	<b>D1314218</b>	BRACKET:GUARD:FEELER	1		103	8	
B0654225	<b>D1314225</b>	MOTOR PLATE BRACKET	1		103	12	

Reissued: 12-Dec-16

Model: MT-C4/C5	Date: 27-Mar-15	No.: RD131039b
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**IMPORTANT:**

- When you install any of the new **motors**, make sure to install all the new parts listed in the tables **together as a set**.
- The assemblies listed at the top of each tables (**D1314091** and **D1334243**) contain all of the individual parts listed in that table.
- When you install the new DC MOTOR:CLEANING, **make sure to set SP 1902-005** as follows:

	Default	Set to:
<b>Type A</b>	9	<b>18</b>
<b>Type C</b>	9	<b>18</b>
<b>Type E</b>	15	<b>18</b>

***Cut in serial number:***

***From November 2014 production***

***D131: W864CB10001~***

***D132: W874CB10001~***

***D133: W884CB10001~***

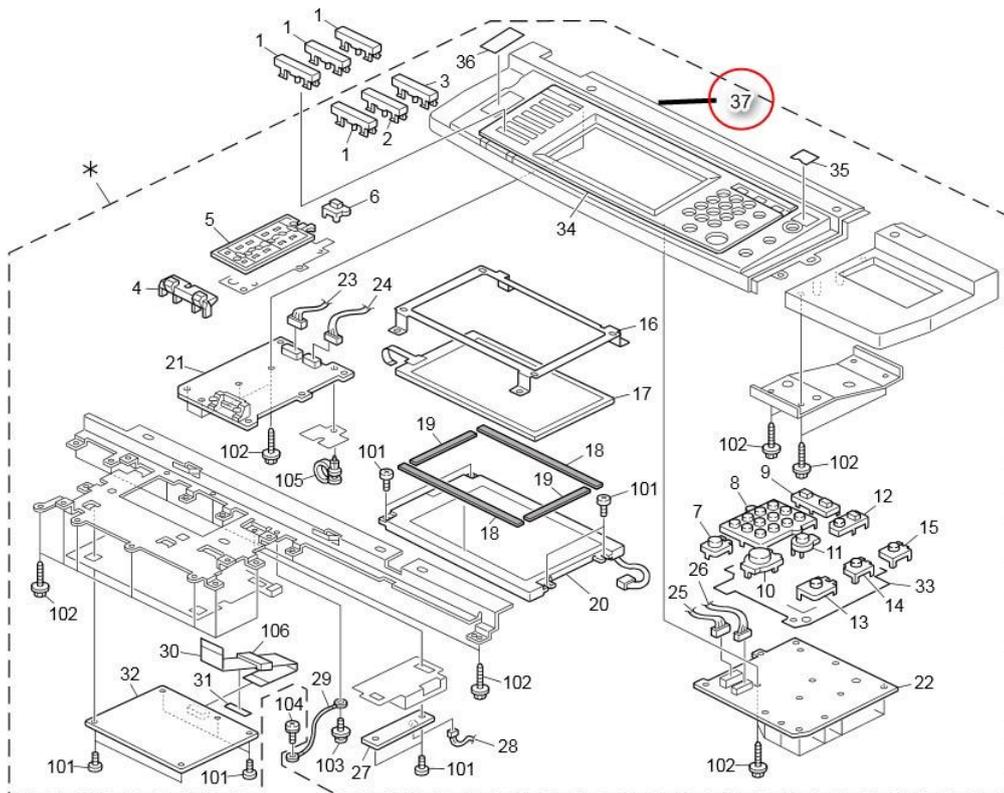
Model: MT-C4		Date: 28-May-15	No.: RD062081
Subject: Parts Information D0621440: COVER:OPERATION PANEL:NA		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input 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

**Change/Reason:** The following part was missing from the Parts Catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
D0621440	COVER:OPERATION PANEL:NA	1		24	37*	

**\*New Index**

**5.Operation Panel (D062/D063/D065/D066)**

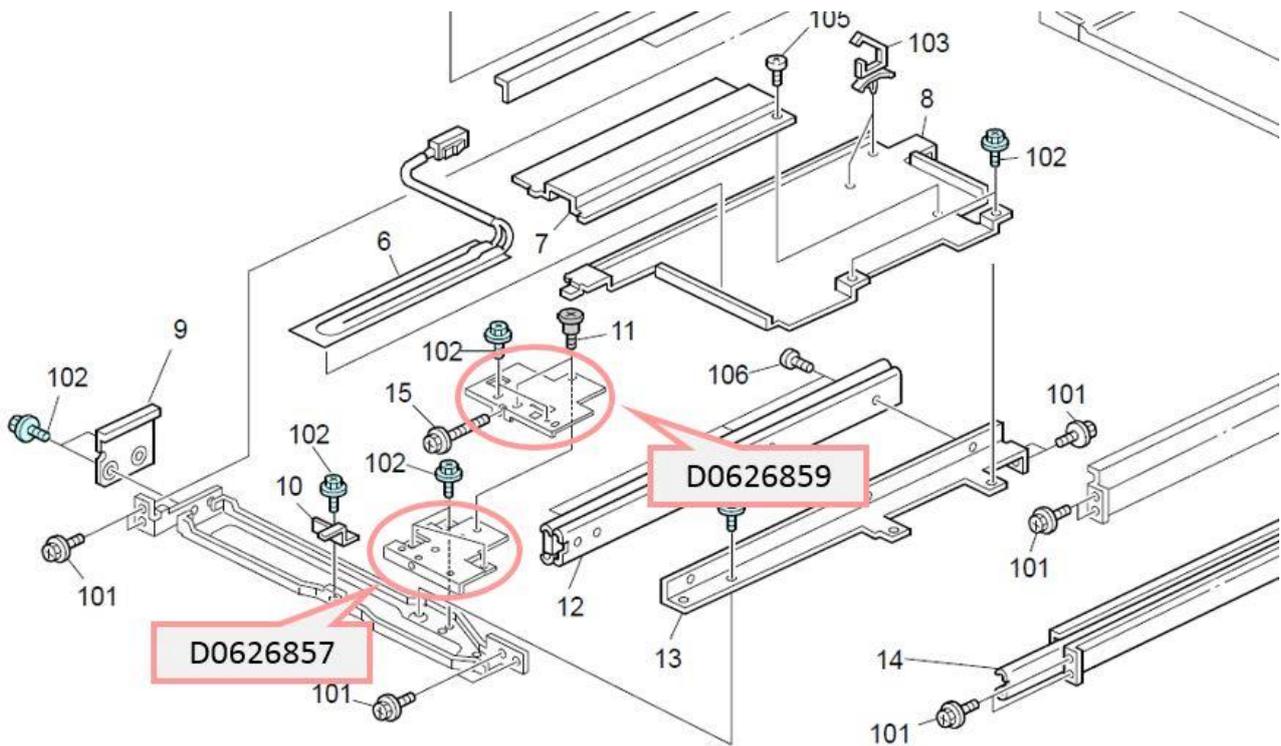


Model: MT-C4		Date: 17-Aug-15	No.: RD062082
Subject: Parts Information D0626857/D0626859 (Tandem Tray Positioning Bracket)		Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Part number	Description	Q'ty	Int	Page	Index	Note
D0626857	BRACKET:HOLDER:STOPPER: TANDEM LCT	1	-	162	-	-
D0626859	HOLDER:STOPPER:TANDEM LCT	1	-	162	-	-

**Change/Reason:**

The following parts were missing from the Parts Catalog.



**Note:**

The holder (p/n: D0626859) needs to be adjusted when performing side-to-side registration. See "Tandem Tray Side Registration" in the FSM for details.