RICOH

Technical Bulletin

Reissued: 03-Feb-14

Model: **MT-C5**	Date: 17-May -12	No.: RD131001a

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

Subject: Firmware Release Note: RPCS	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
3.12.28	*D1315584C*	*February 2014 production*	*Available*
3.12.27	D1315584B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
3.12.28	*Symptom corrected:* *When printing certain documents in Microsoft Word, an SC899 error might occur.*
3.12.27	1st Mass production

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: **MT-C5**	Date: 17-May -12	No.: RD131003

Subject: Firmware Release Note: PS3	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D6205620A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

RICOH

Technical Bulletin

Reissued: 31-May-16

Model: **MT-C5**	Date: 17-May -12	No.: RD131004b

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PDF	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.04	***D1315589E***	***February 2015 production***	***Available***
1.03	D1315589D	May 2013 production	Available
1.02	D1315589C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.04	***Symptom corrected:*** - ***When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size. (GFPR#RC14090006)*** - ***Limitcheck error occurs when printing jobs that contain extremely small images that are difficult to draw.*** ***PDF Direct jobs will be reset as following:*** - ***Jods created by specific Mac OS X application.*** - ***Jods created by specific application such as PDFNet.*** - ***Jobs specified by huge graphic images as patterns.*** - ***Device might stall if available memory is less than 900 KB for printing.***
1.03	Symptom corrected: The machine stalls if certain Web pages are printed out from Safari using AirPrint.
1.02	1st Mass production

Reissued: 07-Mar-17

Model: **MT-C5**	Date: 17-May -12	No.: RD131005g

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL		Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
1.08	*D1315585J*	*April 2017 production*	*Available*
1.07	D1315585H	July 2016 production	Available
1.06	D1315585G	February 2014 production	Available
1.05	D1315585F	July 2014 production	Available
1.04	D1315585E	August 2013 production	Available
1.03	D1315585D	May 2013 production	Available
1.02	D1315585C	August 2012 production	Available
1.01	D1315585B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.08	*Symptom corrected:* - *When characters that contain the incorrect TrueType font data are printed, not only are incorrect characters missing but also are correct characters that follow incorrect characters. (GFPR#RE16030046)* - *An SC899 error occurs when using the PCL6 driver to print a PDF from the Reader application in Windows 8.1. (GFPR#RA15050002)* - *Some lines of text and/or dotted lines might be missing when using the PCL overlay macro. (GFPR#RC16040013)* - *The image quality output from PCL5 data might be poor if the image was created by using certain applications, such as RICOH ProcessDirector. (GFPR#RE15030034)*
1.07	Symptom corrected: An SC899 error might occur when printing a PCL job which contains reduce or enlarge image. (GFPR#RE16020028)

Model: **MT-C5**	Date: 17-May -12	No.: RD131005g

Version	Modified Points or Symptom Corrected
1.06	Symptom Corrected: 1. Using a bitmap font might result in jobs being cancelled. (GFPR#RE13100030) 2. When printing an N-up PCL6 job by using a printer driver that is for Windows 8 or a later Windows operating system, some characters are missing. 3. If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing, unexpected white lines might appear in the printout. (GFPR#RA14080005, GFPR#RA14110005) 4. If an image size is big and has been enlarged by using the "Reduce/Enlarge" option in the PCL6 driver, unexpected white lines might appear in the printout. 5. When printing a PCL5 host-printing job in which 32,000 or more of the fill patterns are specified, the device will stall. 6. If a PCL5 job is printed under certain conditions related to the font header information when using host printing, PCL default fonts are used. (GFPR#RE14100009)

1.05	Symptom corrected:
	1. When printing PCL job, an SC899 error might occur.
	2. Text in duplex PCL jobs are shifted and therefore overlap other text when the data is subjected to both of the following conditions:
	  - Specify the front side of the page by using the <Esc>&a1G command when the current page is the backside.
	  - The offset command <ESC>&l#U or <ESC>&l#Z is used after the drawing command is specified. (GFPR#RC13060012, GFPR#RE14010003)
	3. PCL jobs with a specified clip range might print unnecessary 1-pixel width lines on the printout.
	4. When printing PCL5 jobs that include a scalable font, an SC899 error occurs or the device automatically reboots when fonts have exceeded the 256-character limit available for download. (GFPR#RE14020003)
	5. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)

1.04	Symptom corrected: 1. When a PCL5 job includes a raster image, the text and images might be placed in the wrong position, which would result in an unexpected printout. (GFPR#RE13020014) 2. Specific TrueType fonts that include problematic hinting data might cause an SC899 error to occur. (GFPR#RA13030005)
1.03	Symptom corrected: 1. Error SC899 caused by PCL jobs names (@PJL JOBNAME) that contain any number of "%" characters and a banner page. (GFPR#RE12090010) 2. When specifying a tray other than the Auto Tray Select as the Input Tray and using Shift Collate or Rotate Collate, the documents are printed without being shifted. (GFPR#RE12110018)
1.02	Symptom corrected: 1. PCL5 jobs containing an "ECS&l0C" command result in an SC899. (GFPR#RA12040004, GFPR#RE12050002) 2. Blank Page Print bug resulting in PCL5 overlays stalling (Blank Page Print = Off) or the device continually printing blank pages until the MFP runs out of paper (Blank Page Print = On). (GFPR#RE12050016)
1.01	1st Mass production

Reissued:20-Feb-14

Model: **MT-C5**	Date: 17-May-12	No.: RD131006b

RTB Reissue
The items in **_bold italics_** have been corrected.

Subject: Firmware Release Note: OpePanel.EXP	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

US Models

Version	Program No.	Effective Date	Availability of RFU
_**1.03**_	_**D1311491C**_	_**April 2014 production**_	_**Available**_
1.01	D1311491B	1st Mass production	Available

EU Models

Version	Program No.	Effective Date	Availability of RFU
_**1.03**_	_**D1311492C**_	_**April 2014 production**_	_**Available**_
1.01	D1311492B	1st Mass production	Available

ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
_**1.03**_	_**D1311493C**_	_**April 2014 production**_	_**Available**_
1.02	D1311493B	April 2013 production	Available
1.01	D1311493A	1st Mass production	Available

CHN Models

Version	Program No.	Effective Date	Availability of RFU
_**1.03**_	_**D1311494B**_	_**April 2014 production**_	_**Available**_
1.01	D1311494A	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.

Technical **B**ulletin

Reissued:20-Feb-14

Model: **MT-C5**	Date: 17-May-12	No.: RD131006b

US Models

Version	Modified Points or Symptom Corrected
1.03	*Other changes:* *The password change screen for Administrator's is displayed at machine warm-up, to encourage Administrators to change their password.*
1.01	1st Mass production

EU Models

Version	Modified Points or Symptom Corrected
1.03	*Other changes:* *The password change screen for Administrator's is displayed at machine warm-up, to encourage Administrators to change their password.*
1.01	1st Mass production

ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.03	*Other changes:* *The password change screen for Administrator's is displayed at machine warm-up, to encourage Administrators to change their password.*
1.02	Symptom corrected: The names of the buttons in the "Print Volume Use Limitation: Unit Count Setting" screen for Administrators are all identical (same character string copied).
1.01	1st Mass production

CHN Models

Version	Modified Points or Symptom Corrected
1.03	*Other changes:* *The password change screen for Administrator's is displayed at machine warm-up, to encourage Administrators to change their password.*
1.01	1st Mass production

Model: **MT-C5**	Date: 17-May-12	No.: RD131007a

RTB Reissue
The items in **_bold italics_** have been corrected.

Subject: Firmware Release Note: Language Install	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_1.03_	**_D1311499A_**	**_April 2014 production_**	**_Not Available_**
1.01	D1311499	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
_1.03_	**_Other changes:_** **_The password change screen for Administrator's is displayed at machine warm-up, to encourage Administrators to change their password._**
1.01	1st Mass production

Technical **B**ulletin

PAGE: 1/1

Model: **MT-C5**	Date: 17-May -12	No.: RD131008b

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

Subject: Firmware Release Note: Web Uapl	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	**D1315556D**	**November 2014 production**	**Available**
1.01.1	D1315556C	August 2012 production	Available
1.00	D1315556B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.02	**Symptom corrected:** - **Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.**
1.01.1	Symptom is corrected: Changes made to the tray selection setting are not reflected in the document print screen in Web Image Monitor.
1.00	1st Mass production

Model: **MT-C5**	Date: 17-May -12	No.: RD131010

Subject: Firmware Release Note: aics(Remote Fax)		Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept		

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

This RTB has been issued to announce the firmware release information for the **aics (Remote Fax).**

Version	Program No.	Effective Date	Availability of RFU
00.20.00	D6215500	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
00.20.00	1st Mass production

Technical **B**ulletin

PAGE: 1/1

Reissued: 14-Jul-14

Model: **MT-C5**	Date: 17-May -12	No.: RD131013b

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

Subject: Firmware Release Note: RemoteFax	Prepared by: M. Yoneda
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

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

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

Version	Program No.	Effective Date	Availability of RFU
03.00.00	*D1315560D*	*July 2014 production*	*Available*
02.00.00	D1315560C	August 2012 production	Available
01.00.00	D1315560B	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
03.00.00	*Symptom corrected:* *Cannot receive an IP Fax.*
02.00.00	Symptom corrected: Files recieved via Mail to Print cannot be printed out after the machine recovers from Energy Saver mode.
01.00.00	1st Mass production

Model: **MT-C5**	Date: 17-May -12	No.: RD131014

Subject: Firmware Release Note: Option Netware	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

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

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

Version	Program No.	Effective Date	Availability of RFU
11.82	D6205690A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
11.82	1st Mass production

RICOH

Model: **MT-C5**	Date: 17-May -12	No.: RD131016g

RTB Reissue

The items in **_bold italics_** have been added.

Subject: Firmware Release Note: GWFCU3.5-3(WW)		Prepared by: Y. Taniguchi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

This RTB has been issued to announce the firmware release information for the
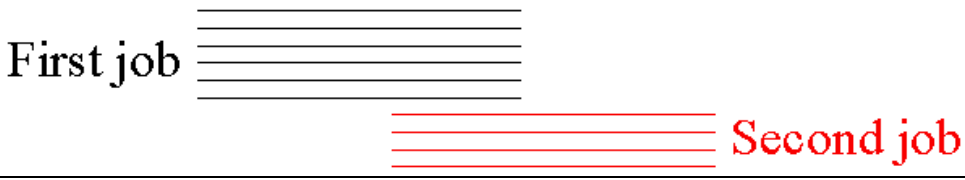**GWFCU3.5-3(WW).**
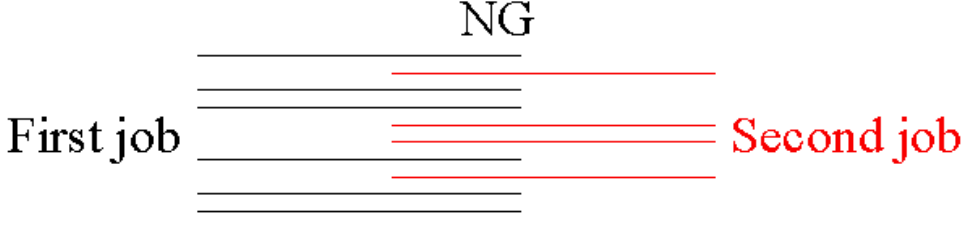
Version	Program No.	Effective Date	Availability of RFU
_08.00.00_	**_D6195570H_**	**_April 2016 production_**	**_Available_**
07.00.00	D6195570G	April 2015 production	Available
06.00.00	D6195570F	February 2015 production	Available
05.00.00	D6195570E	November 2012 production	Available
04.00.00	D6195570D	October 2012 production	Available
03.00.00	D6195570C	August 2012 production	Available
02.00.00	D6195570B	June 2012 production	Available
01.00.00	D6195570A	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
_08.00.00_	**_Symptom Corrected:_** **_If "Forwarding setting of Reception File Setting" is enabled and a fax received is transferred to a folder, an error occurs and the fax is falsely deleted._**
07.00.00	Symptom corrected: Counter display of the FAX transmission may not display the department codes.
06.00.00	Symptom corrected: The display for the number of jobs (remaining) that can be sent is not reduced after a Direct Transmission job is completed, and no Direct Transmission, Memory Transmission, or Memory Reception jobs can be performed. Other changes: - In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX.

RICOH

Model: **MT-C5**	Date: 17-May -12	No.: RD131016g

Version	Modified Points or Symptom Corrected
05.00.00	Symptom corrected: Two separate FAX jobs are printed out in alternation if one is received (via one line) while the other is already start to print out (having been received via another line). NG First job　　　　　　Second job ↓ OK First job 　　　　　　Second job
04.00.00	Symptom corrected: 1.　The machine may print out an incoming FAX without forwarding it, even though the SUB code has been set and the machine is being used as a forwarding station. Other changes: 2.　The following bit switch was added. 　　Note: This allows the user to instruct the machine what to do when the forwarding of an incoming FAX fails/succeeds. 　USER 45 BIT3 　　0: Follow Reception File Settings (default) regardless of forwarding results 　　1: Follow Reception File Settings if forwarding fails, do not print if forwarding is successful
03.00.00	Symptom corrected: Multiple notification emails are sent out when the Results Notification feature is used.
02.00.00	Symptom corrected: If the FCU receives transmission and reception signals at the same time, following this, FAX communication is not possible and the Communication Failure Report cannot be printed out.
01.00.00	1st Mass production

Technical **B**ulletin

Reissued: 13-Feb-15

Model: **MT-C5**	Date: 17-May-12	No.: RD131017f

RTB Reissue
The items in **_bold italics_** have been corrected.

Subject: Firmware Release Note: Fax	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_07.00.00_	**_D1315559H_**	**_February 2015 production_**	**_Available_**
06.00.00	D1315559G	November 2014 production	Available
05.00.00	D1315559F	July 2014 production	Available
04.00.00	D1315559E	May 2013 production	Available
03.00.00	D1315559D	December 2012 production	Available
02.00.00	D1315559C	August 2012 production	Available
01.00.01	D1315559B	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
_07.00.00_	**_Other changes:_** - **_In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX._**
06.00.00	Symptom corrected 1. SC899 may occur. 2. Stored fax data may be deleted.
05.00.00	Symptom corrected: 1. The settings linked to user-created icons on the Home screen are overwritten with default settings if the FAX screen is set to Simplified Display before the icon is selected. 2. SC899 may occur if a Remote FAX is sent from the sub machine. 3. The display may freeze when the user tries to delete a file stored in the Document Server ("Deleting" is displayed). Note: Other functions can be used temporarily if the Energy Saver button is pressed.

Reissued: 13-Feb-15

Model: **MT-C5**	Date: 17-May-12	No.: RD131017f

Version	Modified Points or Symptom Corrected
04.00.00	Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled. This firmware is dependent on the following firmware module. Please be sure to update this: NetworkDocBox (D1315557E) or later
03.00.00	Symptom corrected: The machine continues to send out notification emails for the Transmission Report without limit.
02.00.00	Symptom corrected: "Send history report" cannot be assigned to any of the quick keys on the FAX extention-connected sub machine.
01.00.01	1st Mass production

Model: **MT-C5**	Date: 17-May -12	No.: RD131018i

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: Engine	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.09:02	*D1315127L*	*February 2017 production*	*Available*
1.08:02	D1315127K	November 2016 production	Available
1.07:02	D1315127J	February 2015 production	Available
1.06:02	D1315127H	August 2014 production	Available
1.05:02	D1315127G	December 2013 production	Available
1.04:02	D1315127F	October 2013 production	Available
1.03:02	D1315127E	June 2013 production	Available
1.02:02	D1315127D	April 2013 production	Available
1.01:01	D1315127C	September 2012 production	Available
1.00:01	D1315127B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.09:02	**Other changes:** - **Minor bug correction**
1.08:02	Symptom Corrected: 1. SC990 occurs, if printed alternately to the finisher shift tray and proof tray or to the finisher shift tray and tray specified by the Mail Box. 2. Thin vertical lines appear on the back side of a duplex copy job. 3. The back side of a FC duplex copy job is falsely printed in B/W, if the following conditions are met: - Auto detect: Mixed sizes - Auto color select - Scanned from ADF - No color image is present in 2/3 of the page from the leading edge on the back side 4. The TD sensor detects toner-end even if there is sufficient toner in the toner hopper.
1.07:02	Specification Change： For Japanese Model Only

Model: **MT-C5**	Date: 17-May -12	No.: RD131018i

Version	Modified Points or Symptom Corrected
1.06:02	Symptom corrected: - A jam occurs at the duplex entrance area. - Black solid images appear on the printouts when outputting a large volume of copies.
1.05:02	Symptom corrected: - "Reset alert" is not displayed if paper tray 1 loaded over capacity and "Processing" or "Printing received document" is already displayed. Other changes: - Firmware was modified to comply with revisions made to environmental standards pertaining to reducing ozone production. <u>Note:</u> To accomplish this, the initial OPC charge current (900[-µA]) will switch to a different value (1300[-µA]) when the OPC deteriorates.
1.04:02	Symptom corrected: - SC545 may occur if the Energy Saver mode key is pressed during machine warm-up. <u>Note:</u> To correct this, the Energy Saver function key is disabled during machine warm-up.
1.03:02	Other changes: 1. The scanning speed for multi-sized original scanning has been increased. 2. A new SP mode was added: SP3-990-001 (fan rotation speed) 0: Slow (same as previous firmware) 1: Fast Note: This SP is effective for correcting light images, by cooling the inside of the machine and minimizing toner deterioration. IMPORTANT: To apply the above changes, make sure to also install System/Copy firmware (D1315572E) ver1.03 or later.
1.02:02	Symptom corrected: 1. SC380 (dirty image) may occur. Note: To correct this, the VL/VH pattern was changed. 2. SC670 may occur while the log data is being printed out. Other changes: 3. The default value for SP1-105-002 was changed to 180 degrees, to minimize unnecessary occurrences of SC555. IMPORTANT: The value of this SP will not be automatically changed just by updating the firmware. After updating, change the value to 180 degrees manually.
1.01:01	Symptom corrected: 1. A paper jam occurs when printing single-sided sheets and using paper jog per sheet. 2. A jam alert (stating there is no paper remaining inside the machine) is displayed on the LCD if the paper jams in the Plockmatic. 3. GBC punch can be selected if a Plockmatic error occurs while a GBC error is still in progress.
1.00:01	1st Mass production

Reissued: 25-May-15

Model: **MT-C5**	Date: 17-May -12	No.: RD131019d

RTB Reissue
The items in **_bold italics_** have been corrected.

Subject: Firmware Release Note: EXJS		Prepared by: Y. Taniguchi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
_1.17.00_	**_D6205640E_**	**_May 2015 production_**	**_Not available_**
1.16.00	D6205640D	February 2015 production	Not available
1.15.00	D6205640C	January 2013 production	Not available
1.13.00	D6205640B	August 2012 production	Not available
1.12.00	D6205640A	1st Mass production	Not available

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

Version	Modified Points or Symptom Corrected
_1.17.00_	**_Symptom corrected:_** **_SC899 may occur._** **_The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared._**
1.16.00	Symptom Corrected: SC899 occurs when a character string containing "%s" is exported to the debug log. Cannot scan using the MFP Browser when the platen cover is open.
1.15.00	Symptom corrected: 1. The value of the rotation correction angle in the bodyInfo.xm of the JPEG image is incorrect. 2. Sending cannot be cancelled after a jam is cleared.
1.13.00	Other change: Minor specifications were changed. Note: "EXJS" is the new application to run Ricoh's unique extended JavaScript, and stands for EXtended Java Script. This function had been incorporated in browser application on GW controller. But on GW+ controller, it began to be provided as the new firmware "EXJS".
1.12.00	1st Mass production

Model: **MT-C5**	Date: 17-May -12	No.: RD131020

Subject: Firmware Release Note: EXJS		Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
F.16	D1315550A	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
F.16	1st Mass production

Technical **B**ulletin

PAGE: 1/1

Reissued: 30-Mar-15

Model: **MT-C5**	Date: 17-May -12	No.: RD131021d

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

Subject: Firmware Release Note: NetworkDocBox	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.04	*D1315557F*	*March 2015 production*	*Available*
1.03	D1315557E	May 2013 production	Available
1.02	D1315557D	December 2012 production	Available
1.01	D1315557C	August 2012 production	Available
1.00.1	D1315557B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.04	***Symptom corrected:*** *Counter display of the FAX transmission may not display the department codes.*
1.03	Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.
1.02	Symptom correct: If "SmartDeviceMonitor for Admin Accounting Report Package" is used to clear the device's user counters, the time that the counters were cleared is not recorded.
1.01	minor bug correction
1.00.1	1st Mass production

Technical **B**ulletin

RICOH

Reissued: 06-Dec-12

Model: **MT-C5**	Date: 17-May -12	No.: RD131022a

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: ADF_MONTBLANC_C	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

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

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

Version	Program No.	Effective Date	Availability of RFU
01.020:02	*D6095310C*	*January 2013 production*	*Available*
01.010:02	D6095310B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
01.020:02	*Symptom corrected:* *An ADF misfeed jam (006) occurs when using Mixed-size Original mode.*
01.010:02	1st Mass production

Model: MT-C5	Date: 26-Jul-12	No.: RD131023

Subject: Multiple email notifications when fax is sent/received.		Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

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

SYMPTOM

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

Case 1:

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

> **Note:** This does not occur with encrypted addresses.

Case 2:

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

> **Note:** This cannot be solved by rebooting the MFP.

"E-mail TX results"	[Sender name] – (Select name) – [OK] – [Email TX results] – [OK]
"E-mail TX results"	[TX mode] – [Email TX results] – (Select name) – [OK]

CAUSE

FCU program bug

SOLUTION

For Case 1:
Update the FCU firmware to **Ver. 03.00.00** (D6195570C) **or later.**

For Case 2:
● Advise the customer to do the following:

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

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

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

● Update the FCU firmware to **Ver. 03.00.00** (D6195570C) **or later.**
*We recommend confirming the FCU firmware version at installation. (Fax model/option)

Model: **MT-C5**	Date: 09-Aug -12	No.: RD131024f

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

Subject: Firmware Release Note: browser	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06.0	***D6205600G***	***May 2016 production***	***Available***
1.05.0	D6205600F	August 2015 production	Available
1.04.0	D6205600E	May 2015 production	Available
1.03.0	D6205600D	February 2015 production	Available
1.02.0	D6205600C	September 2013 production	Available
1.01.0	D6205600B	December 2012 production	Available
1.00.1	D6205600A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.06.0	***Other Changes:*** - ***Support for TLS 1.0, TLS 1.1, and TLS 1.2.*** ***Symptom corrected:*** - ***When a certain page is loaded or printed, an SC899 might occur.*** ***Specification version: 2.15*** ***browser version: 1.06.0*** ***EXJS version: 1.17.00***
1.05.0	Symptom corrected: - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
1.04.0	Version number changed for version management purposes (No program changes made).
1.03.0	Symptom corrected SC899 may occur when performing continuous scanning.
1.02.0	Symptom corrected: 1. After trying to view a webpage that is not supported by the browser on the operation panel, it might take approximately one minute before other, supported webpages can be viewed. 2. When connecting via HTTPS to the Ricoh Integrated Cloud Environment by using the browser on the operation panel, some of the icons might not be displayed. Ricoh Integrated Cloud Environment is a local RAC solution.

Model: **MT-C5**	Date: 09-Aug -12	No.: RD131024f

Version	Modified Points or Symptom Corrected
	3. When using specific proxy servers, the error "400 - Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted.
	4. When "Extended JavaScript" in "Browser Features" is set to Active and a scan is conducted on a particular webpage, the device might stall.
	5. When viewing a particular webpage, the following symptoms might occur:
	- When loading a webpage, an SC899 error might occur.
	- If a memory leak occurs when a webpage is loading, a memory error might appear on the operation panel.
	- Text on a webpage might be garbled or might not appear.
	- After a webpage is completely loaded, it might be blank.
	- When viewing the manual from the Ricoh homepage, images appear but text might not be displayed.
	- When the loading of a webpage does not end, the browser icon might continue to flash.
	- If JavaScript is not working properly, then the webpage might not render as expected.
1.01.0	Symptom corrected:
	1. A security warning dialog is displayed even if an effective server certification is installed.
	2. Japanese is displayed on the website which uses Accept-Language of the HTTP protocol.
1.00.1	1st Mass production

Model: **MT-C5**	Date: 15-Aug -12	No.: RD131025

Subject: Part Catalog correction			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

11. SADF 5 (D131/D132/D133)

Part number	Description	Q'ty	Page	Index
~~D6092259~~	~~Guide:Paper Feed:Upper~~	~~1~~	~~37~~	~~29~~

Change: This part was deleted from service parts.
Reason: The part is not used on any machines in production (the part was deemed unnecessary).

11. SADF 7 (D131/D132/D133)

Incorrect part number	Correct part number	Description	Q'ty	Page	Index
D0695861	**D6095870**	CONTACT IMAGE SENSOR:COLLAR:600DPI:ASS'Y	1	41	11

Change/**Reason:** The part number in the catalog was incorrect.

44. Fusing unit 1 (D131/D132/D133)

Part number	Description	Q'ty	Page	Index	Note
D062 4098	Cleaning Unit:Hot Roller:Ass'y	1	103	*	D131/132
D066 4202	Cleaning Unit: Hot Roller: C4: E: Ass'y	1	103	*	D133
B247 4188	Bracket:Drive:Ass'y	1	103	13	D131/132
G148 4226	Bracket:Drive	1	103	13	D133
B065 4235	Web Idle Gear	1	103	21	D133
B247 4235	Gear:Idler:Cleaning Unit	1	103	21	D131/132
B065 4234	Stopper Gear	1	103	22	D133
B247 4234	Gear:Stopper:Oil Supply Roller	1	103	22	D131/132
B065 4219	Web End Feeler	1	103	25	D133
B140 4195	Feeler:Oil End Sensor	1	103	25	D131/132
B065 4251	Positioning Plate - Web Unit	1	103	26	D133
B140 4187	Cleaning Unit Drive Positioning Plate	1	103	26	D131/132
B065 4244	Gear - 23Z	1	103	27	D133
B247 4244	Gear:Z23:Oil Supply Roller	1	103	27	D131/132
AE04 5067	Roller:Cleaning Felt:32m:Ass'y	1	103	30	D131/132
AE04 5068	Roller:Cleaning Felt:28m:Ass'y	1	103	30	D133

Change/**Reason:** The model is clarified.

45. Fusing unit 2 (D131/D132/D133)

Old part number	New part number	Description	Q'ty	Page	Index	Note
D1314001	D1314584	Fusing Unit:NA:Ass'y	1	105	*	D131/132 (NA)
D131 4003	D1314587	Fusing Unit:M-C5:EU:Ass'y	1	105	*	D131/132 (EU)
D133 4001	-	Fusing Unit:D133:Ass'y	1	105	*	D133 (NA/EU)
D131 4080	-	Stripper Pawls:Open And Close:Ass'y	1	105	1	D131/132
D133 4080	-	Stripper Pawls:Open And Close:Ass'y	1	105	1	D133
B065 4135	-	Fusing Entrance Plate - 240V	1	105	22	D133 (NA/EU)
D062 4131	-	Fusing Entrance Guide Plate: NA:Ass'y	1	105	22	D131/132 (NA)
D062 4135	-	Fusing Entrance Guide Plate: Lower:Ass'y	1	105	22	D131/132 (EU)

Change/**Reason:** The part numbers are wrong and the model is clarified.

Model: **MT-C5**	Date: 15-Aug -12	No.: RD131025

46. Fusing unit 3 (~~D131/D132~~/D133)
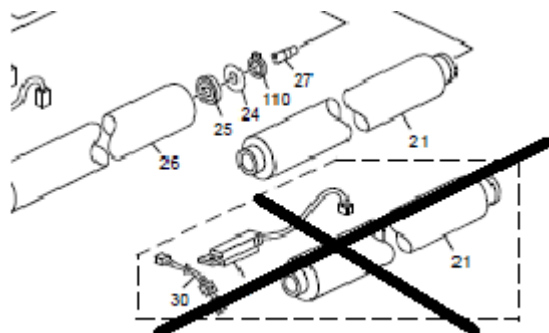
Change/Reason: The picture is wrong. There is no part under the cross.

Part number	Description	Q'ty	Page	Index	Note
~~B140 4162~~	~~Harness:Fusing Unit:NA~~	~~1~~	~~107~~	~~20~~	
~~B140 4164~~	~~Harness:Fusing Unit:EU~~	~~1~~	~~107~~	~~20~~	
~~AX44 0213~~	~~Heater:120V:550W~~	~~1~~	~~107~~	~~22~~	
~~AX44 0306~~	~~Heater:230V:550W~~	~~1~~	~~107~~	~~22~~	
~~AX44 0214~~	~~Heater:120V:650W~~	~~1~~	~~107~~	~~23~~	
~~AX44 0307~~	~~Heater:230V:650W~~	~~1~~	~~107~~	~~23~~	

Change/Reason: The parts are not for the D133 model. The correct part numbers are shown in the following table.

Part number	Description	Q'ty	Page	Correct Index	Note
D066 4156	Harness:Fusing Unit:EXP	1	107	20	
AX44 0285	Heater:220V:600W	1	107	22	
AX44 0301	Heater:220V:700W	1	107	23	

46. Fusing unit 4 (D131/D132/~~D133~~)
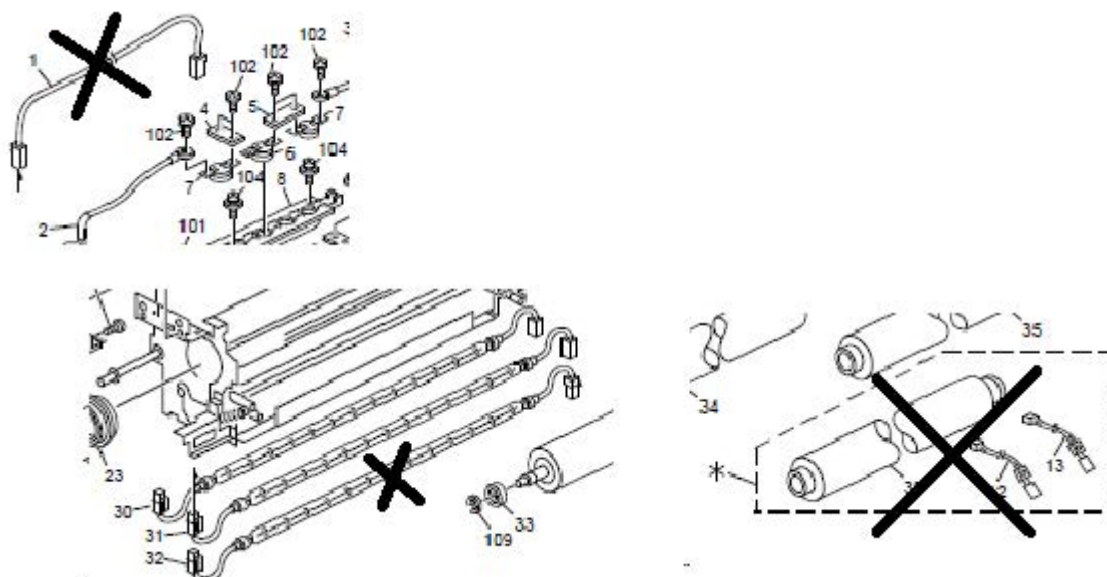
Change/Reason: The picture is wrong. There is no part under the cross.

Part number	Description	Q'ty	Page	Index	Note
~~AX44 0301~~	~~Heater:220V:700W~~	~~1~~	~~109~~	~~30~~	
~~AX44 0285~~	~~Heater:220V:600W~~	~~1~~	~~109~~	~~31~~	

Change/Reason: The parts are not for the D131/132 models. The correct part numbers are in the following table. The part numbers are wrong and the model is clarified.

Old part number	New part number	Description	Q'ty	Page	Index	Note
B1404162	-	Harness:Fusing Unit:NA	1	109	29	NA
B1404164	-	Harness:Fusing Unit:EU	1	109	29	EU
AX44 0214	AX440305	Heater:120V:650W	1	109	30	NA
AX44 0307	-	Heater:230V:650W	1	109	30	EU
AX44 0213	AX440304	Heater:120V:550W	1	109	31	NA
AX44 0306	-	Heater:230V:550W	1	109	31	EU

69. Electrical Section 8 (D131/D132/D133)

Old part number	New part number	Description	Q'ty	Page	Index	Note
D1315371	D1315608	PCB:EXP_CTL:SERVICE:D131	1	153	4	D131
	D1325608	PCB:EXP_CTL:SERVICE:D132	1	153	4	D132
	D1335608	PCB:EXP_CTL:SERVICE:D133	1	153	4	D133

Change/**Reason:** The part numbers are wrong and the model is clarified.

Model: MT-C5	Date: 24-Aug-12	No.: RD131026

Subject: Installation procedure of Key Counter Interface		Prepared by: Koji Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

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

Service Manual Revision

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

> **Note:** Currently, the connection cable for the key counter interface is placed inside mainframe paper tray 3. In the future, the cable will be connected to the interface inside the mainframe before factory release.

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

1. Remove the rear cover, and then cut away the small plate [A].
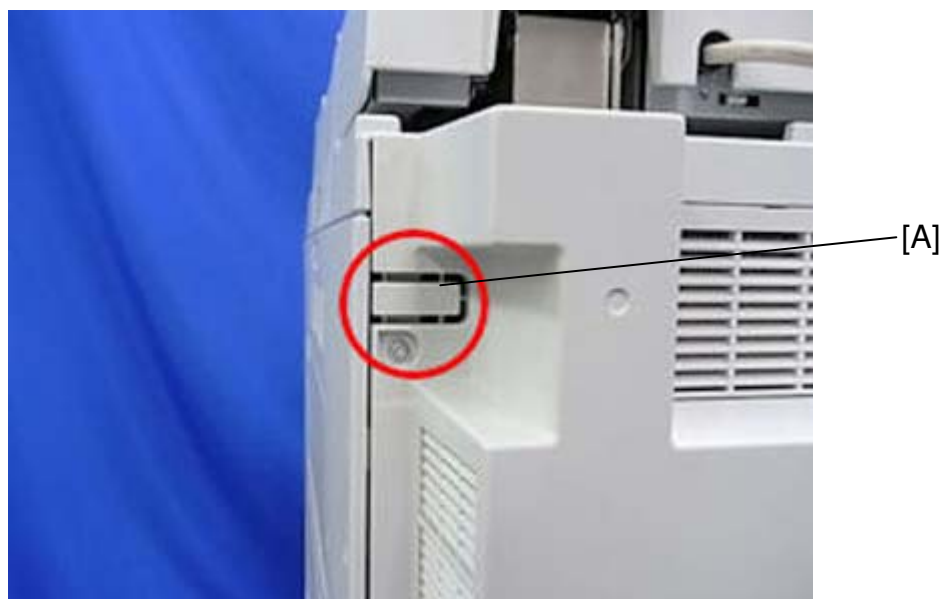
Model: MT-C5	Date: 24-Aug-12	No.: RD131026

2. Open the controller box.
3. Attach the board [A].
4. Connect the connector [B] to CN003.
   　Note: The harness with connector [B] is located inside mainframe paper tray 3.
5. Connect the key counter harness [C] to CN004.
6. Attach the ground wire [D].
7. Clamp the harness at the three points marked by the red arrows in the photo.
   　Note: Key counter harness: three points, Harness in the tray 3: 1 point
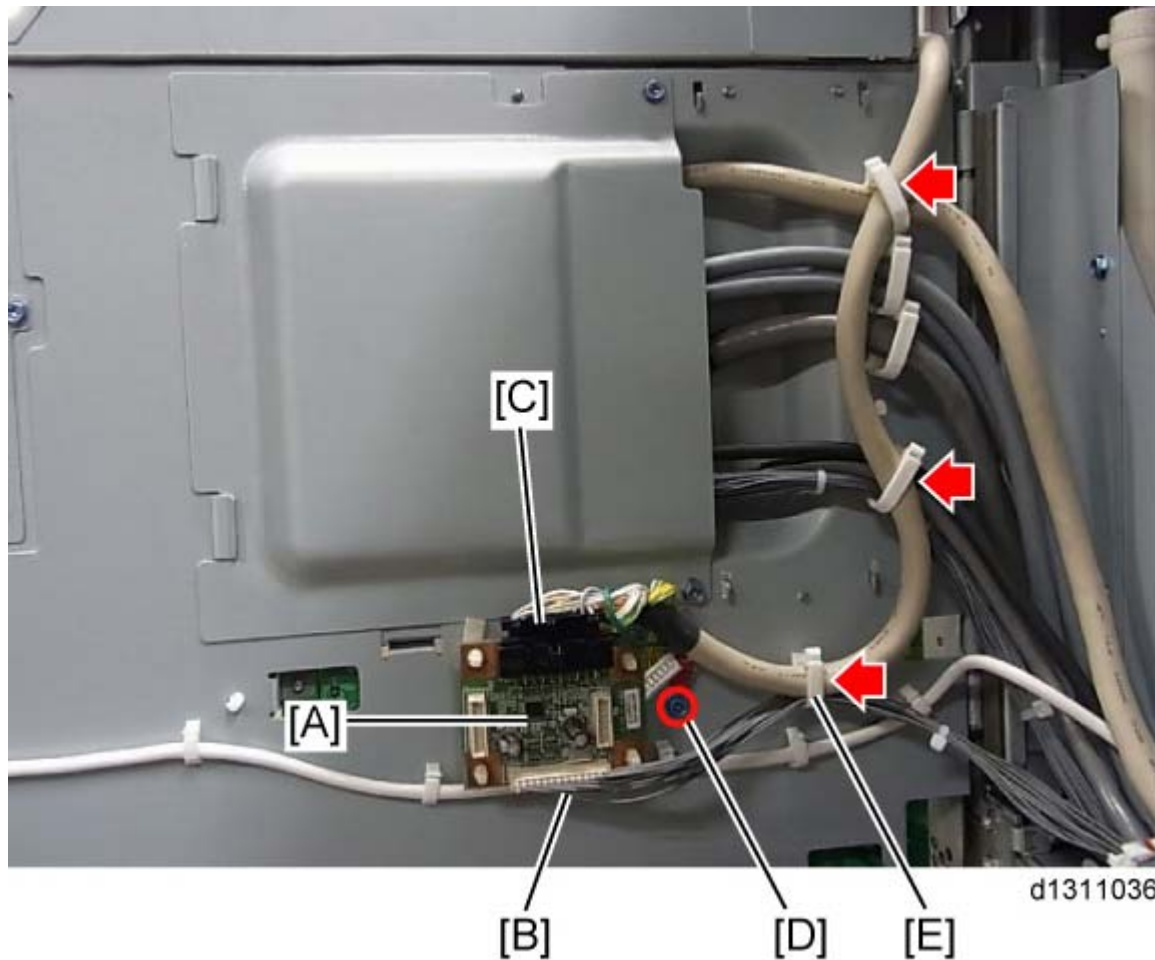
d1311036

Model: MT-C5	Date: 24-Aug-12	No.: RD131026

8. Clamp the harness at the seven points marked by the red arrows in the photo.
9. Connect the harness to the connector on the board circled in red in the photo.

d1311037
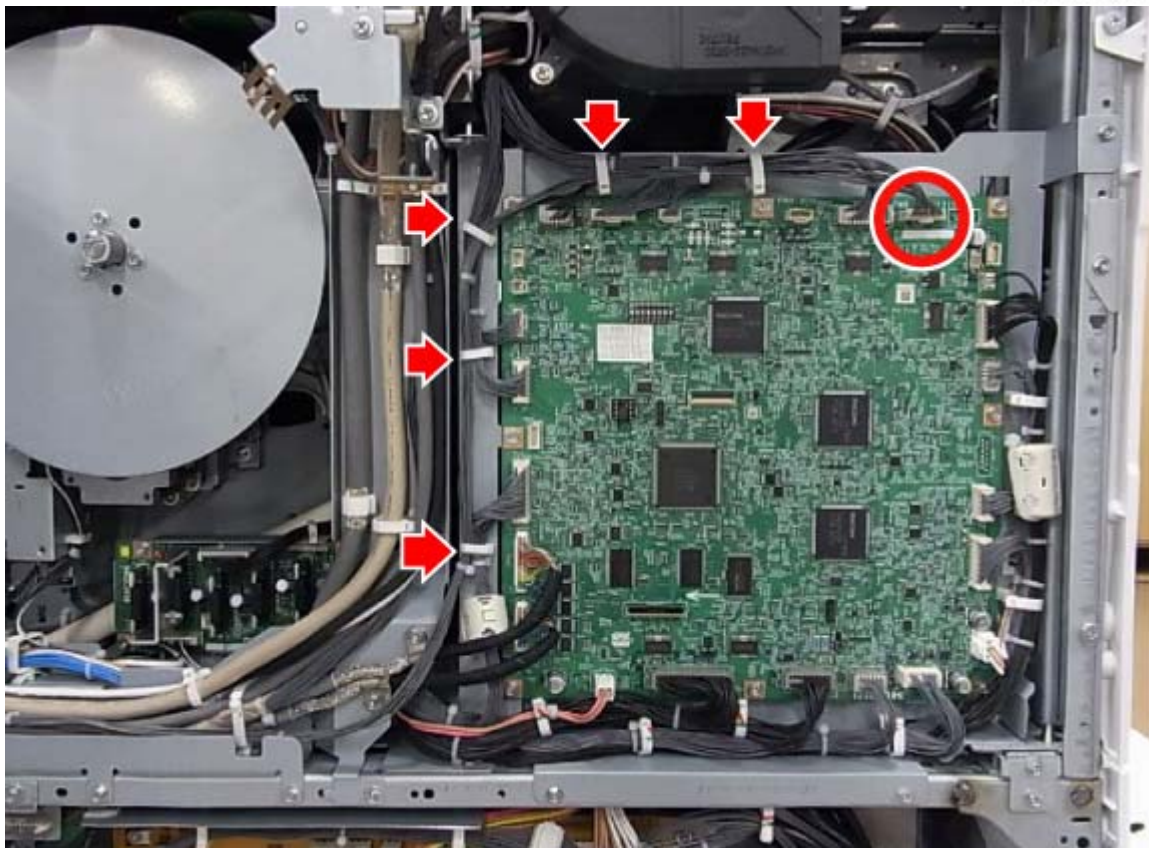
10. Close the cover of the controller box.
11. Lead the harness [B] for the key counter through the hole [A], and then reattach the rear cover.
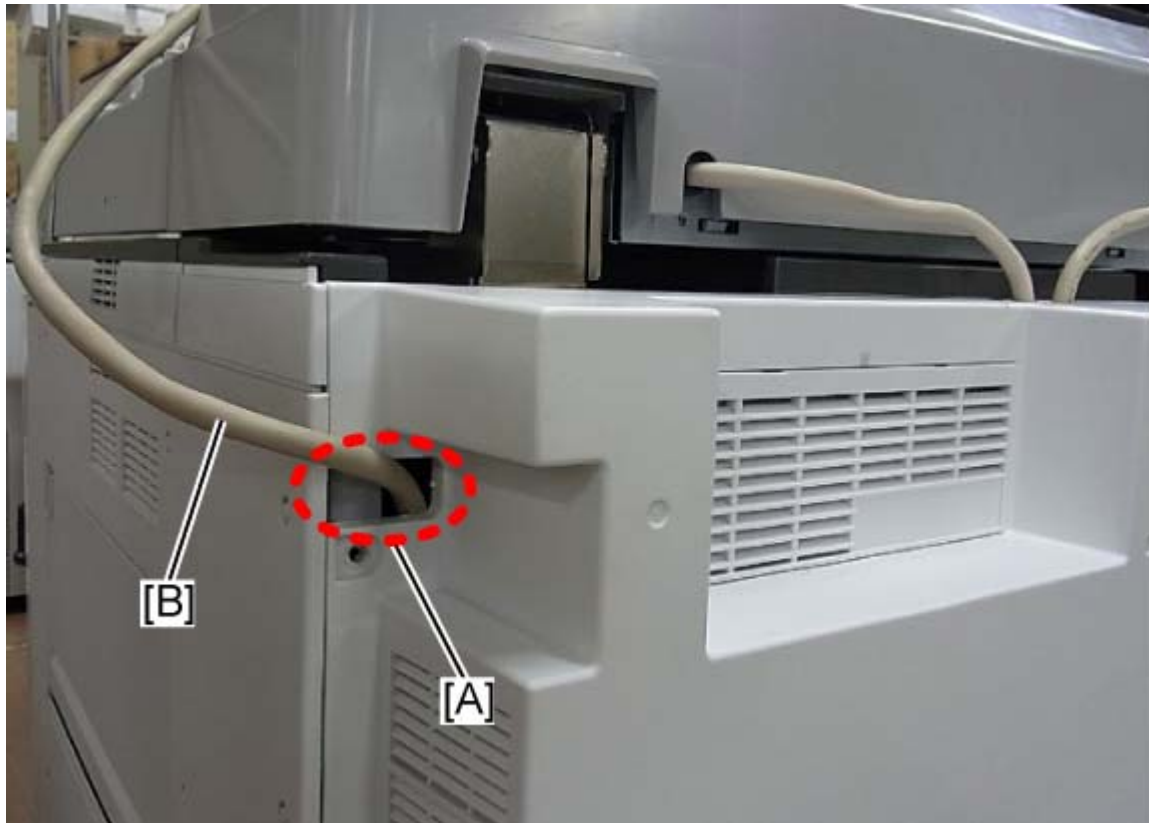
Model: **MT-C5**	Date: 19-Sep-12	No.: RD131027

Subject: Part Catalog correction- paper feed	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

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

27. By-pass Feed Tray (D131/D132/D133)
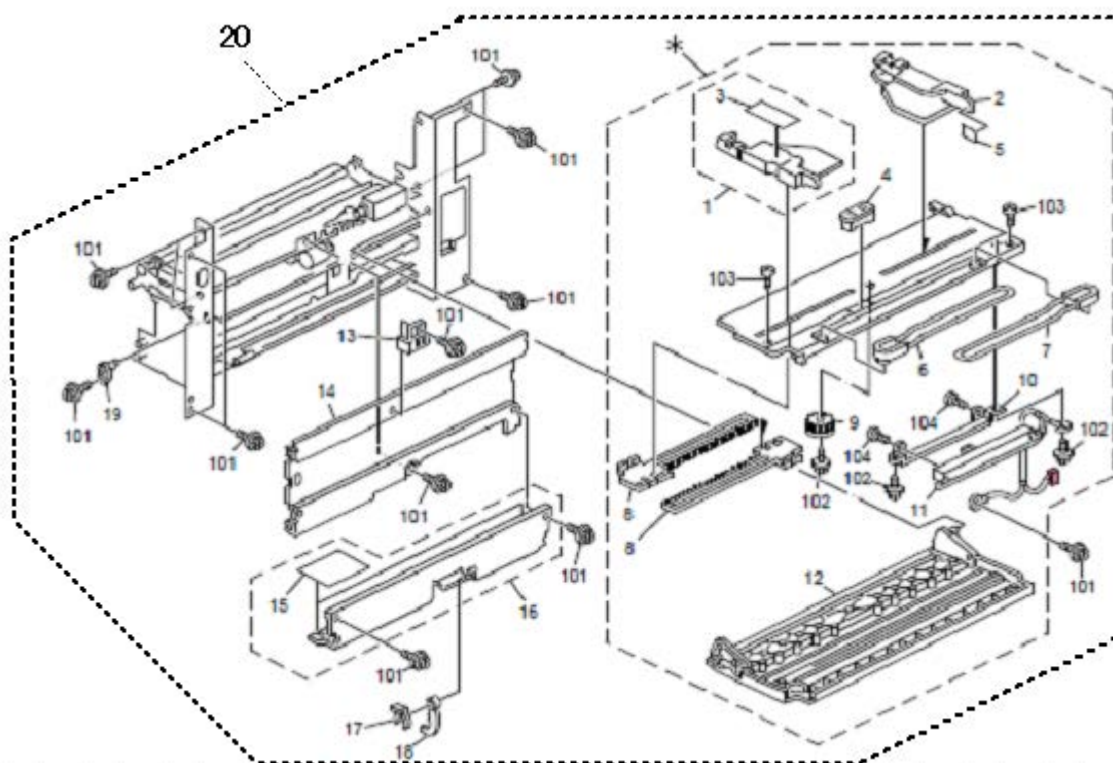
Part number	Description	Q'ty	Page	Correct Index	Note
D1312550	Paper Feed Unit:Machine Or Copier: Ass'y	1	69	20	

Change: The parts enclosed in the box shown above were registered as an assembly.
Reason: To improve serviceability in the field.

28. Paper Feed Unit 1 (D131/D132/D133)

Part number	Description	Q'ty	Page	Index	Note
~~D1312550~~	~~Paper Feed Unit:Machine Or Copier: Ass'y~~	~~1~~	~~71~~	~~*~~	
D1316200	Paper Feed Unit:Bank:M: Ass'y	1	71	*	For Trays 1&2
D1316201	Paper Feed Unit:Bank:V: Ass'y	1	71	*	For Tray 3
~~D1316640~~	~~Paper Feed Unit:Bank:M: Ass'y~~	~~1~~	~~71~~	~~*~~	
AW01 0107	Paper Feed Sensor	1	71	13	For Trays 1&2
AW01 0149	Photo Reflection Sensor: PS122TL8-A	1	71	13	For Tray 3
B065 6364	Feed Stay	1	71	14	For Trays 1&2
D081 6664	Stay:Feed:Ass'y	1	71	14	For Tray 3
B140 6339	Paper Feed Guide Plate	1	71	21	For Trays 1&2
D081 6639	Guide Plate:Feed	1	71	21	For Tray 3
B065 6375	Paper Feed Unit Stay	1	71	30	For Trays 1&2
D081 6675	Bracket:Connector:2	1	71	30	For Tray 3

Change: The two parts crossed out in the table were deleted from the catalog.
Reason: These parts are not service parts.

Note: The column on the far right ("Note") shows which part is used for which tray(s).

28. Paper Feed Unit 2 (D131/D132/D133)

Part number	Description	Q'ty	Page	Index	Note
B1806640	Guide Plate:Swivel: Adhesion	1	73	1	For Trays 1&2
B0816671	Guide Plate:Swivel:Auxiliary	1	73	1	For Tray 3
B0656371	Support Guide Plate	1	73	9	For Trays 1&2
D0816672	Guide Plate:Swivel	1	73	9	For Tray 3

Change: No changes were made to the parts or catalog content, but please note the following:

Note: The column on the far right ("Note") shows which part is used for which tray(s).

RICOH

Technical **B**ulletin

Model: MT-C5	Date: 26-Oct-12	No.: RD131029

Subject: Important Notice: Decal for IPDS unit type 9002	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Important Notice About the Decal for the IPDS Option

Do not attach the "IBM Technology with IPDS" decal for the IPDS option **until the option has been certified by IBM.** As of the issuing of this RTB, IBM has not yet certified the option.

Decal:

Reissued:26-Nov-12

Model: Model MT-C5	Date: 29-Oct-12	No.: RD131030a

RTB Reissue

The serial numbers were corrected.

Subject: Web near end alert	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

The Web Near End alert is not displayed on the operation panel.

CAUSE

On some machines, **SP5062-009** (Part Replacement Alert display Web Roll) was not enabled on the production line.

SOLUTION

Set **SP5062-009** to a value of "1" (enabling the alert) at machine installation or the next service visit.

Remark:

If this SP does not turn on, the web near end alert will not come up and the web end will come up suddenly, which means that there will be an EM call; therefore, change the SP setting at machine installation or the next visit.

Cut-in Serial Numbers

SP5062-009 has already been set to a value of "1" from the following serial numbers:

MT-C5a	D13117/D13157	W862L900640~
	D13127/D13167	W862JA00062~
	D13121/D13129	W862C900147~
MT-C5c	D13217/D13257	W872L900491~
	D13227/D13267	W872JA00036~
	D13221/D13229	W872C900046~
MT-C5e	D13317/D13357	W882L800106~
	D13327/D13367	W882JA00001~
	D13321/D13329	W882C9000201~

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031

Subject: CC-CERTIFIED IN 2012 Machine	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

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

Do the following six steps if you want to install the MT-C5 as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1^{TM}-2009.

   Note: Machines in production are CC-certified beginning in October 2012.
   Important: If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown on pages 8 - 10.
   Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

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

See the following pages for Step 3 to Step 6.

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031

3. Enable the HDD Encryption Unit.

Enabling the Encryption Settings

This must be specified by the machine administrator.
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.
Important
・ The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.
3.1 Press the [User Tools/Counter] key.
3.2 Press [System settings].
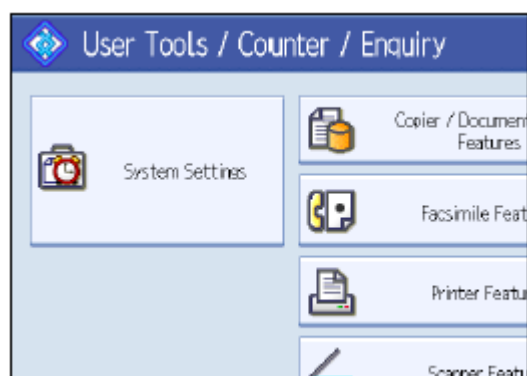
3.3 Press [Administrator Tools].

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031
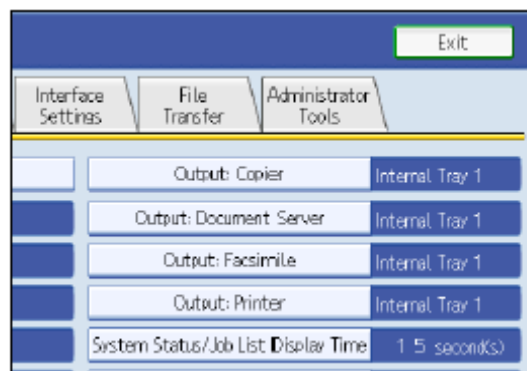
3.4 Press [Machine Data Encryption Settings].
    If the setting to be specified does not appear, press [▼next].
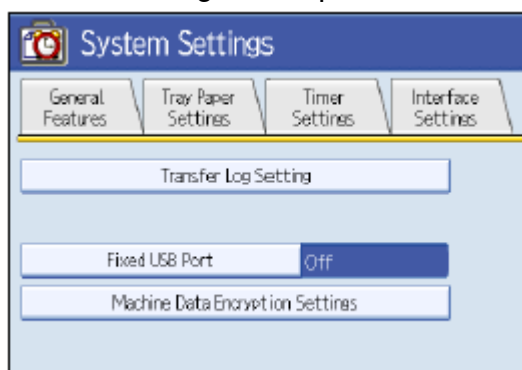
3.5 Press [Encrypt].
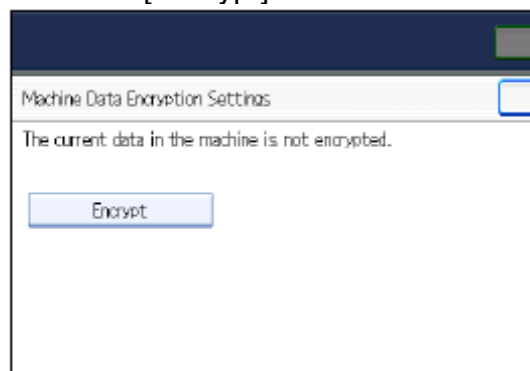
3.6 Select the [Format All Data] to reset all of the data.
    Note: It takes about five minutes to complete this operation.

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031
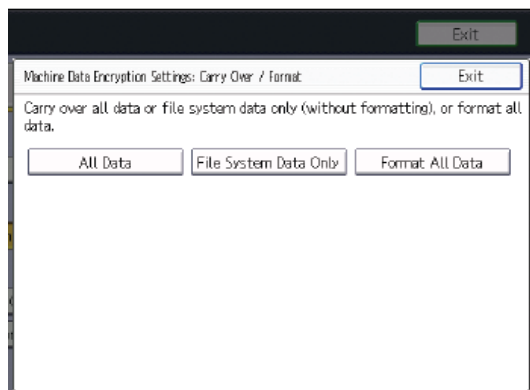
3.7 Press the [Start] key.
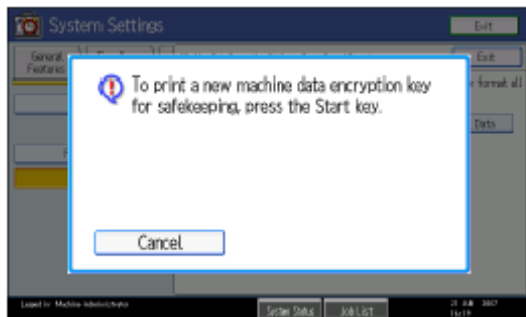
3.8 Hand the customer the printout of the encryption key.
3.9 Press [OK].
3.10 Press [Exit].
3.11 Press [Exit].
3.12 Press the [User Tools/Counter] key.
3.13 Turn off the power and the main power switch, and then turn the main power switch back on.

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031

4 Install the Fax Option Type 9002.

Installation Procedure for Fax Option Type 9002

Install the Fax Option Type 9002.
For the detailed installation procedure, see "Fax Option Type 9002 (D619)" in
"1.Installation", Fax Option Type 9002 Machine Code: D619 Field Service Manual.

Note: If the customer purchased the Basic model, install the Printer/Scanner Unit Type
9002 (D620). For the detailed installation procedure, see " Printer/Scanner Unit Type 9002
(D620)" in "2.Installation", Model MT-C5 Machine Codes: D131/D132/D133 Field Service
Manual

Model: Model MT-C5	Date: 09-Nov-12	No.: RD131031

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

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 October 2012 machines), install the exact versions shown in the table below.
  ● If the customer wants to install the machine as an equivalent of the October 2012 machines, install the versions shown in the table below or later.
  If you are not sure which one the customer is requesting, contact your sales department.

Firmware versions with which the MT-C5 first achieved CC-CERTIFICATION:
October 2012

Firmware Name:	Version:	Firmware Number:
System/Copy	1.00.3	D1315572B
Network Support	11.90	D1315553B
Fax	01.00.01	D1315559B
RemoteFax	01.00.00	D1315560B
NetworkDocBox	1.00.1	D1315557B
Web Support	1.00	D1315574B
Web Uapl	1.00	D1315556B
animation	1.00	D1315558
Scanner	01.02	D1315580B
Printer	1.00	D1315582B
PCL	1.01	D1315585B
PCL Font	1.06	D1315586A
Data Erase Onb	1.01x	D3775934
GWFCU3.5-3(WW)	01.00.00	D6195570A
Engine	1.00:01	D1315127B
OpePanel	1.01	NA: D1311491B EU: D1311492B AA: D1311493A
LANG0	1.01	D1311499
LANG1	1.01	D1311499

Ic Key and Ic Ctlr versions with which the MT-C5 first achieved CC-CERTIFICATION:
October 2012

Hardware:	Version:
Ic Key	**01020700**
Ic Ctlr	**03**

The list of Operating Instructions (O/I)
For NA
Paper Documents
・D133-7203　　MP 6002/6002SP/7502/7502SP/9002/9002SP
　　　　　　　　Aficio MP 6002/6002SP/7502/7502SP/9002/9002SP
　　　　　　　　User Guide
・D133-7212　　MP 6002/6002SP/7502/7502SP/9002/9002SP
　　　　　　　　Aficio MP 6002/6002SP/7502/7502SP/9002/9002SP
　　　　　　　　Read This First
・D133-7380　　Notes for Security Guide
・D645-7900　　SOFTWARE LICENSE AGREEMENT
・D619-8610　　FAX OPTION TYPE 9002
　　　　　　　　(Machine Code: D619)
　　　　　　　　INSTALLATION PROCEDURE
　　　　　　　　For Machine Code: D131/D132/D133 Copiers
・D133-7219　　Notes on Security Functions
・D133-7218　　Notes for Administrators:
　　　　　　　　Using this Machine in a Network Environment
　　　　　　　　Compliant with IEEE Std. 2600.1^{TM}-2009

CD-ROMs
・D133-7113　　Manuals
　　　　　　　　MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/MP 9002SP/
　　　　　　　　Aficio MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/
　　　　　　　　MP 9002SP
・D133-7100　　Printer/Scanner Drivers and Utilities
　　　　　　　　RICOH Aficio MP 6002/MP 6002SP/MP 7502/MP 7502SP/
　　　　　　　　MP 9002/MP 9002SP
　　　　　　　　LANIER MP 6002/MP 6002SP/MP 7502/MP 7502SP/
　　　　　　　　MP 9002/MP 9002SP
　　　　　　　　SAVIN MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/
　　　　　　　　MP 9002SP

For EU
Paper Documents
・D133-7211   MP 6002/6002SP/7502/7502SP/9002/9002SP
Aficio MP 6002/6002SP/7502/7502SP/9002/9002SP
Read This First
・D143-7347   Notes for Security Guide
・D645-7900   SOFTWARE LICENSE AGREEMENT
・AA00-0255A   CE Marking Traceability Information
(For EU Countries Only)
・B758-8620B   CE Marking Traceability Information
(For EU Countries Only)
・D619-8610   FAX OPTION TYPE 9002
(Machine Code: D619)
INSTALLATION PROCEDURE
For Machine Code: D131/D132/D133 Copiers
・D133-7217   Notes on Security Functions
・D133-7216   Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1^{TM}-2009
CD-ROMs
・D133-7116   Manuals
MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/MP 9002SP/
Aficio MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/
MP 9002SP
A
・D133-7103   Printer/Scanner Drivers and Utilities
RICOH Aficio MP 6002/MP 6002SP/MP 7502/MP 7502SP/
MP 9002/MP 9002SP
MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/MP 9002SP
infotec MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/
MP 9002SP

For Asia
Paper Documents
・D133-7203   MP 6002/6002SP/7502/7502SP/9002/9002SP
              Aficio MP 6002/6002SP/7502/7502SP/9002/9002SP
              User Guide
・D133-7213   MP 6002/7502/9002
              Aficio MP 6002/7502/9002
              Read This First
・D133-7250   Notes for Security Guide
・D645-7900   SOFTWARE LICENSE AGREEMENT
・D619-8610   FAX OPTION TYPE 9002
              (Machine Code: D619)
              INSTALLATION PROCEDURE
              For Machine Code: D131/D132/D133 Copiers
・D133-7219   Notes on Security Functions
・D133-7218   Notes for Administrators:
              Using this Machine in a Network Environment
              Compliant with IEEE Std. 2600.1^{TM}-2009
CD-ROMs
・D133-7113   Manuals
              MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/MP 9002SP/
              Aficio MP 6002/MP 6002SP/MP 7502/MP 7502SP/MP 9002/
              MP 9002SP
・D133-7106   Printer/Scanner Drivers and Utilities
              RICOH Aficio MP 6002/MP 7502/MP 9002
              Gestetner MP 6002/MP 7502/MP 9002
              LANIER MP 6002/MP 7502/MP 9002

Model: **MT-C5**	Date: 21-Nov-12	No.: RD131028

Subject: Firmware Release Note: Option IPDS			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
8.562	D6205650	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
8.562	1st Mass production

RICOH **T**echnical **B**ulletin **PAGE**: 1/1

Model: MT-C5	Date: 26-Nov-12	No.: RD131032

Subject: Printing received faxes on a machine with two or more fax lines	Prepared by: Koji Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

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

SYMPTOM

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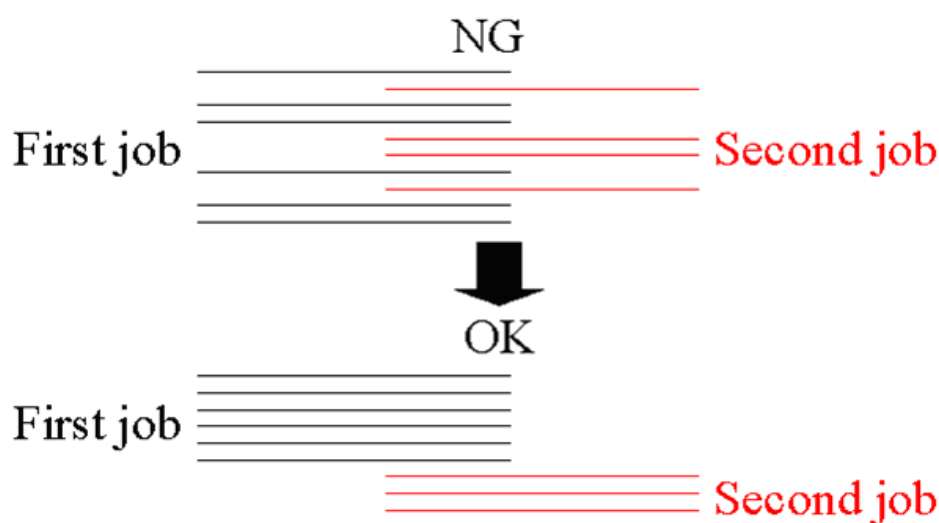
CAUSE

FCU firmware bug

SOLUTION

Update the FCU firmware (D6195570) to **ver 05.00.00**

RICOH

Technical Bulletin

Model: **AI-C2/AP-C3/AT-C3/MT-C5/Mo-C1**	Date: 13-Jan-12	No.: RD129019

Subject: Firmware Release Note: Font EXP		Prepared by: T.Hirakawa
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept		

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

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

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

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

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Reissued:11-Mar-14

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

RTB Reissue

The items in red were corrected or added.

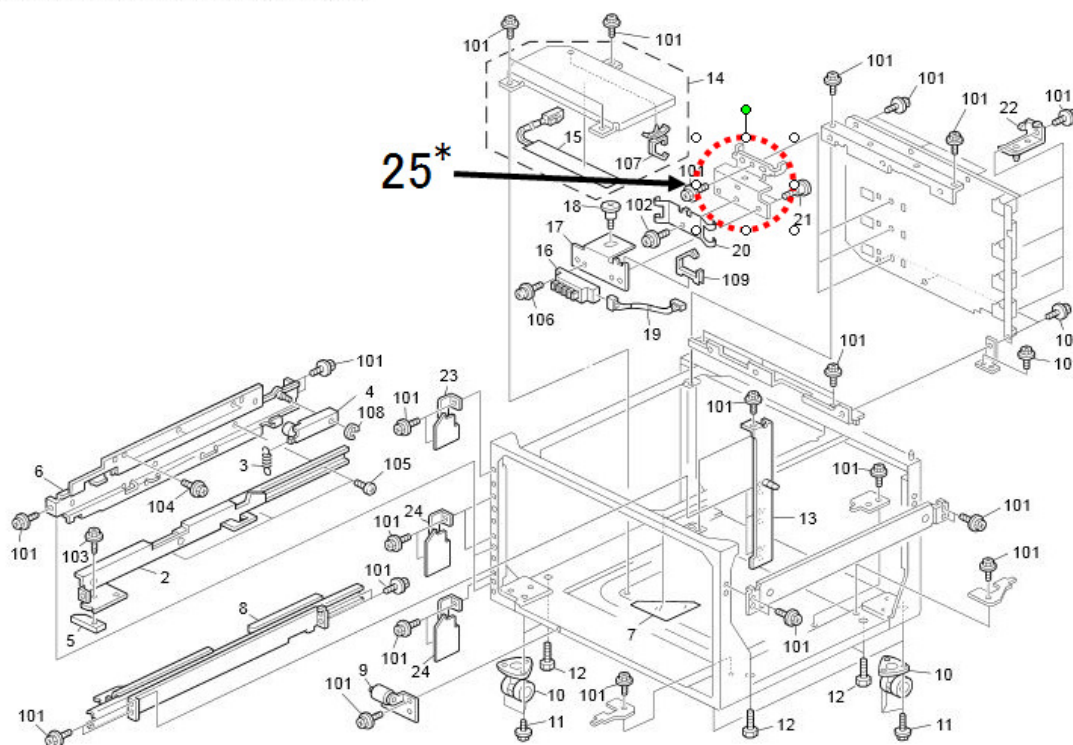| Subject: SC555	Prepared by: K. Yamamoto		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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".

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

SOLUTION

<u>Workflow in the field</u>
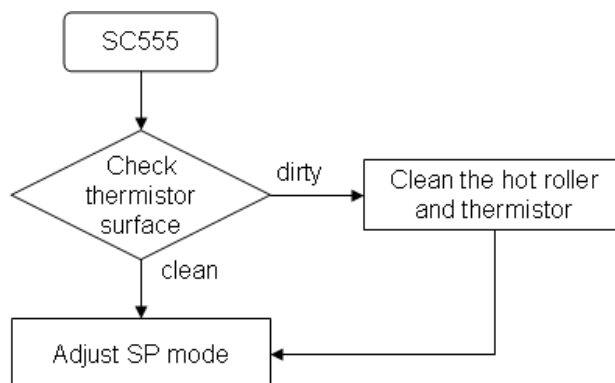
1. Check whether the thermistors are clean or dirty.

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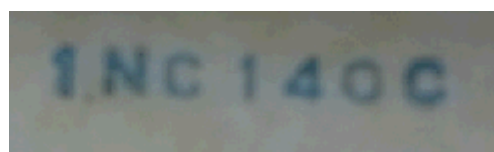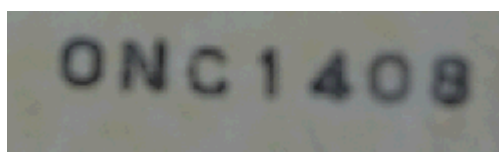
Model: Model MT-C5	Date: 30-Jan-2013	No.: RD131033a

The **new web** (AE045069) is marked with a circle as shown below.
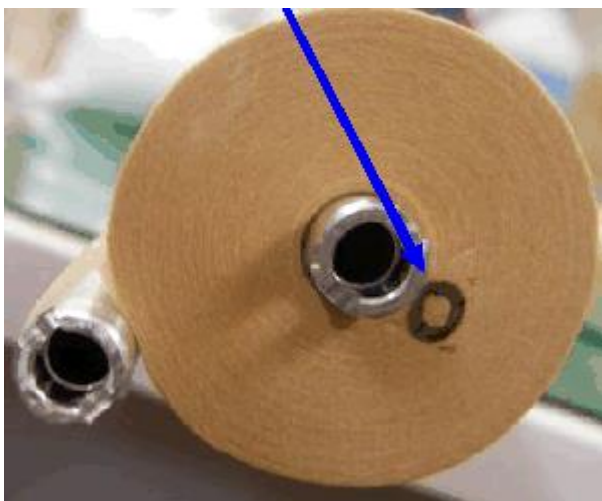
Cut-in Serial Numbers

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-C5	Date: 02-Sep-13	No.: RD131034

Subject: Parts change information.	Prepared by: Y.Saitoh
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

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		162	25*	

*New Index

74.Frame Section 4 (D131/D132/D133)

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035

Subject: Installation Procedure for Browser Unit Type J	Prepared by: K. Yamamoto
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Installation Procedure for the Browser Unit Type J

Use the following procedure to install the Browser Unit Type J.

1. Turn the main switch ON.
2. Press the "User Tools/Counter" key.
3. On the touch panel, press "System Settings".
4. Make sure that the "Increase Scanner Memory by Disabling Browser" setting in the General Features tab is **OFF.**
5. Turn the main switch OFF.

6. Insert the Browser Option SD card in the lower slot [A].
7. Turn the main switch ON.
8. Touch the "User Tools/Counter" key.
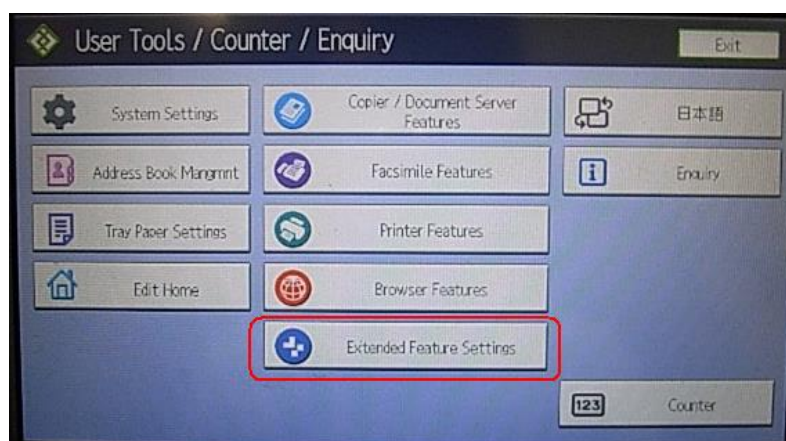
9. On the touch panel, touch "Extended Feature settings".

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035

10. Touch "Extended Feature settings" in the Extended Feature Settings Menu.
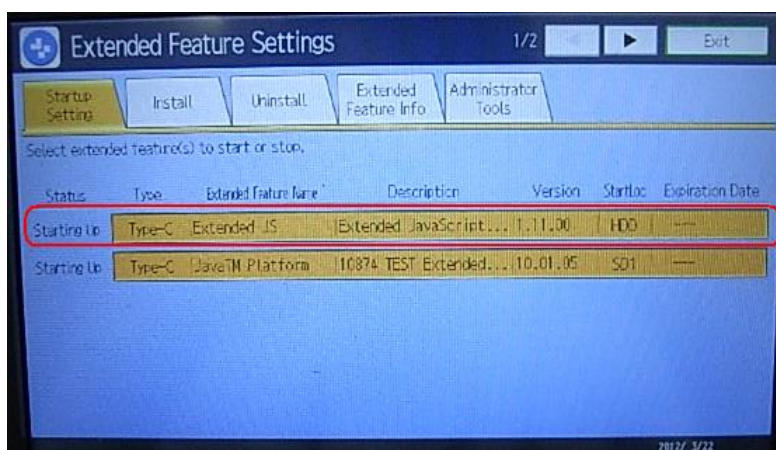
11. Make sure that the "Extended JS" application was automatically installed in the Startup Settings tab.
12. Turn the main switch OFF/ON.

13. Move the application to the SD card.
    Note: See the Service Manual for details.

14. Press the "User Tools/Counter" key.
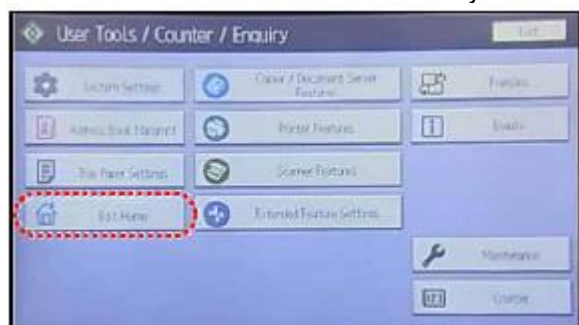
15. Touch "Edit home".

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035
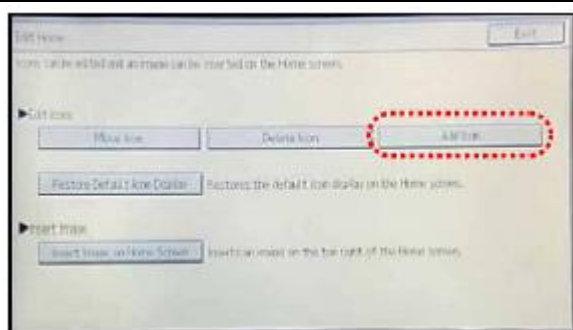
16. Touch "Add Icon".

17. Touch "Browse".

18. Touch a blank square to set the location for the browser icon.
19. Touch "Exit" to complete the addition of the fax browser icon.

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035

Do the following steps if the customer is using the Ricoh JavaScript connected to a Web application developed by Operius/RiDP.

1. Turn the main switch ON.
2. Press the "User Tools/Counter" key.

3. On the touch panel, touch "Browser Features".
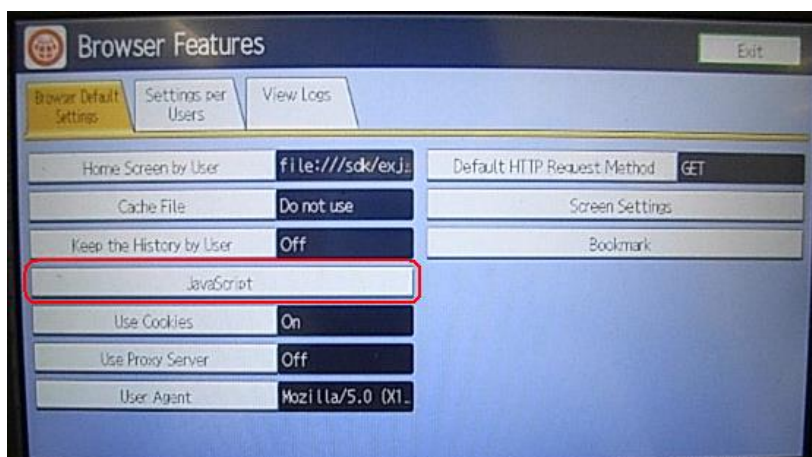
4. Touch "JavaScript".
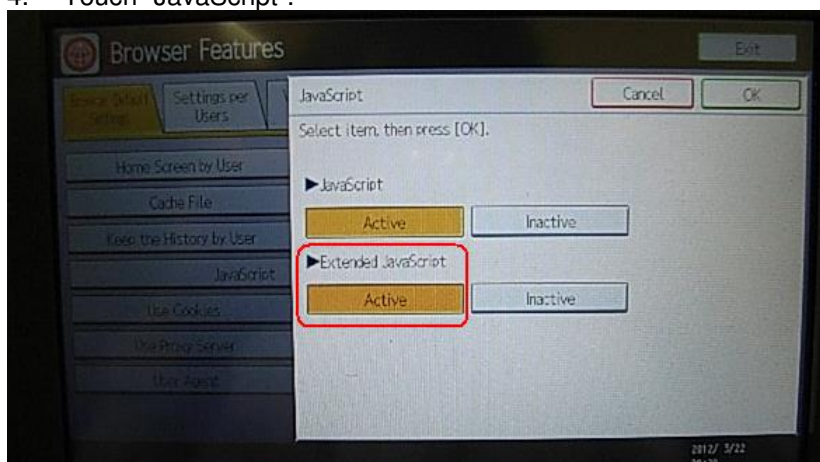
5. Change the Extended JavaScript setting to "Activate".

EXJS Firmware Update Procedure

Note:
- The firmware configuration of the Browser Unit Type J has been changed to enhance browsing.
- The Browser Unit Type J consists of the Browser firmware and EXJS firmware. The EXJS firmware is equivalent to the existing browser firmware. Therefore, it is possible to update the EXJS firmware using the same procedure as that of SDK application firmware.
- Both the Browser firmware and EXJS firmware are automatically installed when the Browser SD card is inserted in the upper slot.

Preparation:
1. Download the latest EXJS firmware from the RISSN server.
2. Extract the exe file (XXXX. exe), after which the following two files are generated: XXXX_machine. exe/ XXXX_stock.exe.
   Note: The file (XXXX_machine) is for updating the EXJS firmware in the field.
3. Extract the file (XXXX_machine), after which the "SDK" folder is created.
4. Copy the "SDK" folder to an SD card.

   Note: XXXX = part number.

Main procedure:

1. Insert the SD card included for firmware update into the lower slot [A].

2. Turn the main switch ON.
3. After the Update screen is displayed, select the "Browser".
4. Touch "Update (#)".
5. After the "Update Done" message appears on the screen, turn the main power switch OFF.
6. Remove the SD card from the lower slot.

Do the following steps if you are updating the Extended JavaScript.

7. Turn the main switch ON.
8. Press the "User Tools/Counter" key.
9. On the touch panel, touch "Extended Feature settings".
10. Touch "Extended Feature settings" in the Extended Feature Settings Menu.

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035
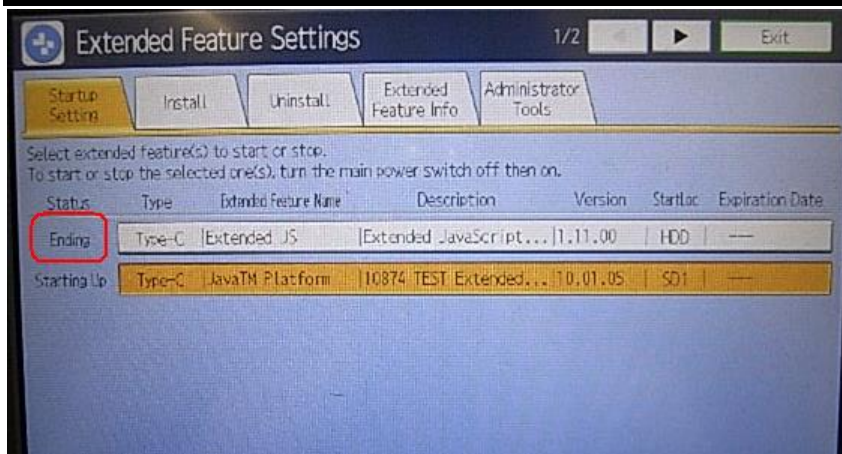
11. Change the status of "Extended JS" to "Ending" in the Startup Settings tab.
12. Turn the main switch OFF.
13. Insert the SD card containing the Extended JS firmware into the lower slot.
14. Turn the main switch ON.
15. Press the "User Tools/Counter" key.
16. On the touch panel, push "Extended Feature settings".
17. Touch "Extended Feature settings" in the Extended Feature Settings Menu.

18. Touch the "Install" tab.

Model: Model MT-C5	Date: 2-Oct-14	No.: RD131035
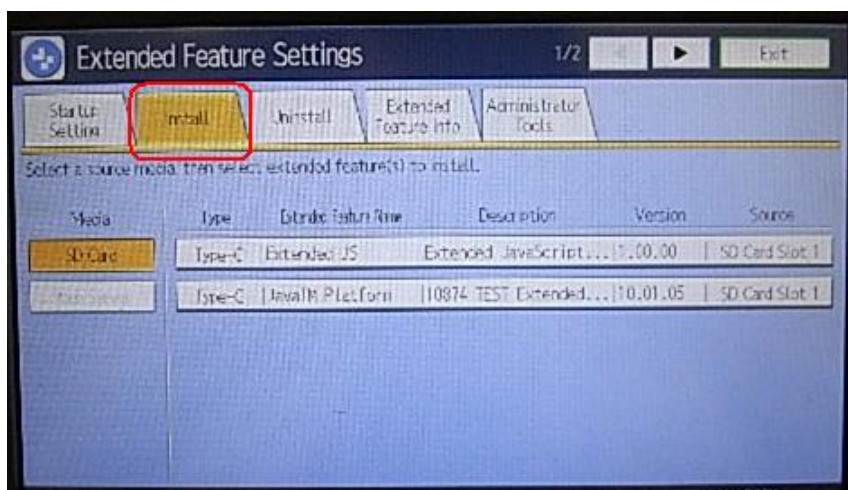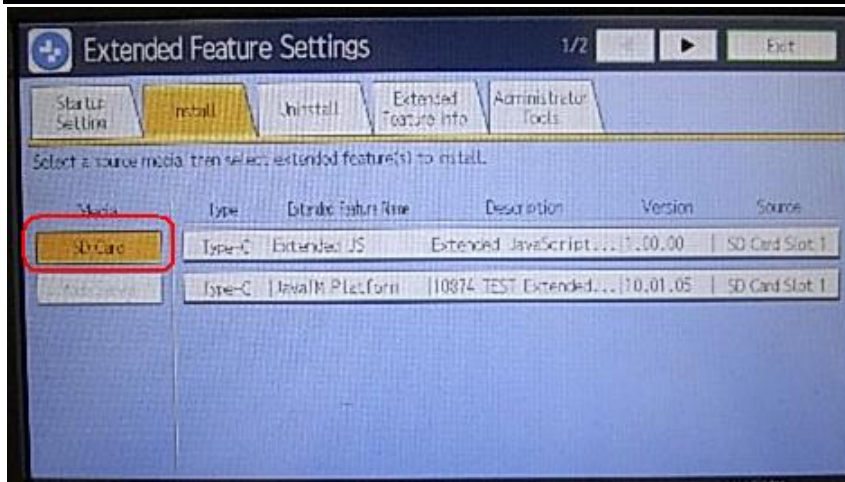
19. Touch "SD card", then select "Extended JS" from the list of Extended Features.

20. Select "Machine HDD" as the "Install to" destination, then touch "Next".
21. Check the Extended Features information on the "Ready to Install" screen, then press "OK".
22. After "The following extended feature has already been installed. Are you sure you want to overwrite it?" is displayed, press "Yes".
23. Change the status of Extended JS to "waiting" in the Startup Settings tab.
24. Turn the main switch OFF.
25. Remove the SD card from slot 2 (lower slot).
26. Turn the main switch ON.
27. Press the "User Tools/Counter" key.
28. On the touch panel, touch "Extended Feature settings".
29. Touch "Extended Feature settings" in the Extended Feature settings Menu.
30. Make sure that the "Extended JS" has been updated to the latest version in the Startup Settings tab.

EXJS Firmware Un-install Procedure

1. Turn the main switch ON.
2. Press the "User Tools/Counter" key.
3. Login with an administrator user name and password.
4. On the touch panel, touch "Extended Feature settings".
5. Touch "Extended Feature settings" in the Extended Feature Settings Menu.
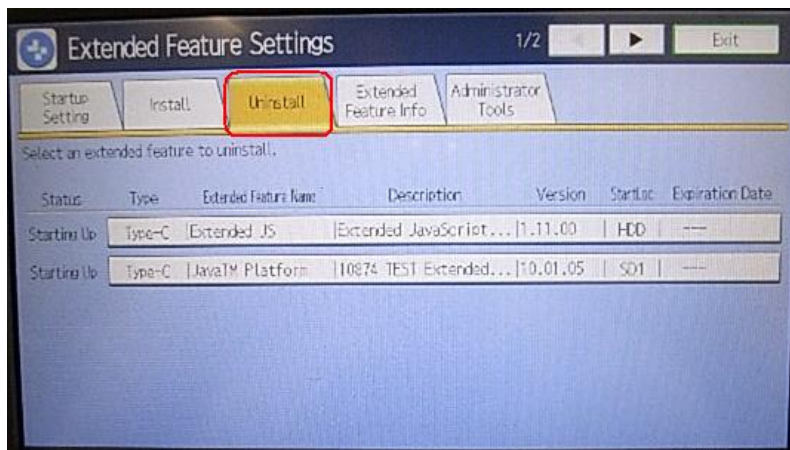
6. Touch "Uninstall".
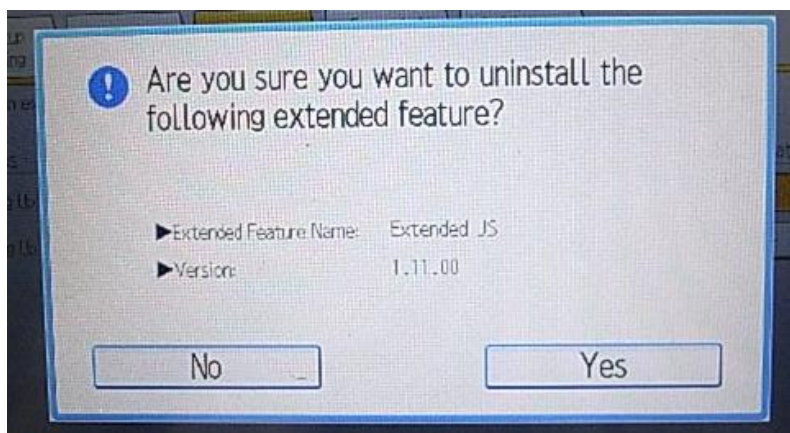
7. Touch "Browser", and then touch "Yes" after "Are you sure you want to uninstall the following extended feature?" is displayed.
   Note: "Uninstalling the extended feature... Please wait" is then displayed on the touch screen.
8. After "Completed" is displayed, turn the main power switch OFF

Note: The Browser firmware is un-installed from the machine when the Browser SD card is removed.

RICOH

Model:MT-C4,C5	Date: 6-Nov-14	No.: RD131036

Subject: Service Manual Correction: ADF Scanning adjustments	Prepared by: M. Yoneda
From: 2nd Tech Service Sec. MFP/P Tech Service Dept.	

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

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.: RD131036

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 ┃ **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-C5	Date: 3-Dec-14	No.: RD131037

Subject: Parts Information D0625852 BRACKET:CONTROL BOARD	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

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

New part number	Description	Q'ty	Int	Page	Index	Note
D0625852	BRACKET:CONTROL BOARD	1		152	13*	

*New Index

69.Electrical Section 8 (D131/D132/D133)

152

RICOH T echnical B ulletin
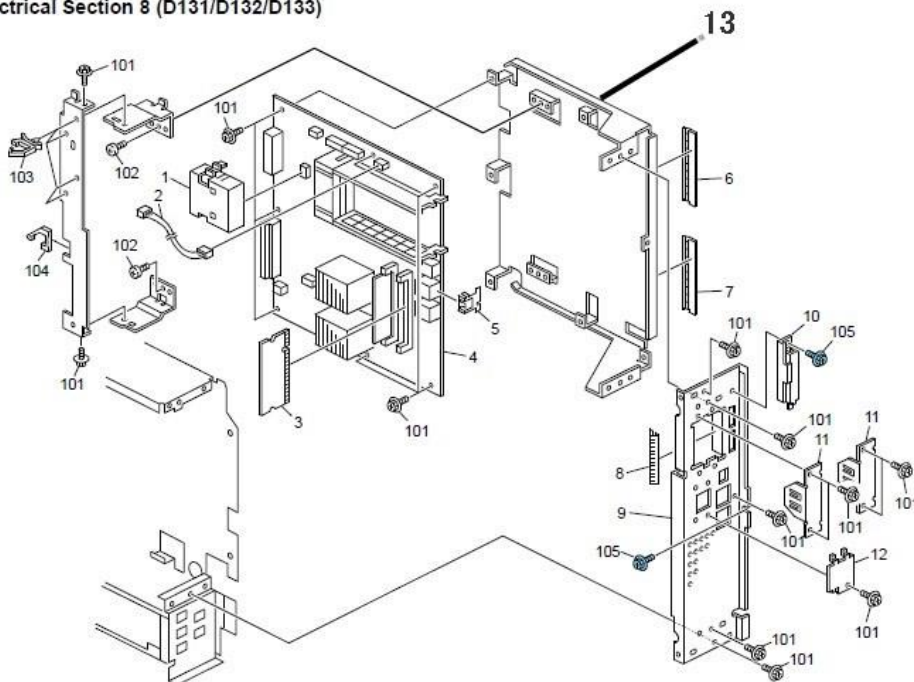
Model: MT-C5	Date: 11-Mar-15	No.: RD131038

Subject: Parts Information AB012062: FUSING GEAR/ AB012316:GEAR:HOT ROLLER	Prepared by: M. Yoneda
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Change: The illustration was revised.

Reason: To clarify the model(s) for each part, as per a request from the field.

For **e** model

part number	Description	Page	Index	Note
AB012316	FUSING GEAR	**106**	**17**	

For **a/c** models

part number	Description	Page	Index	Note
AB012062	GEAR:HOT ROLLER	**108**	**24**	
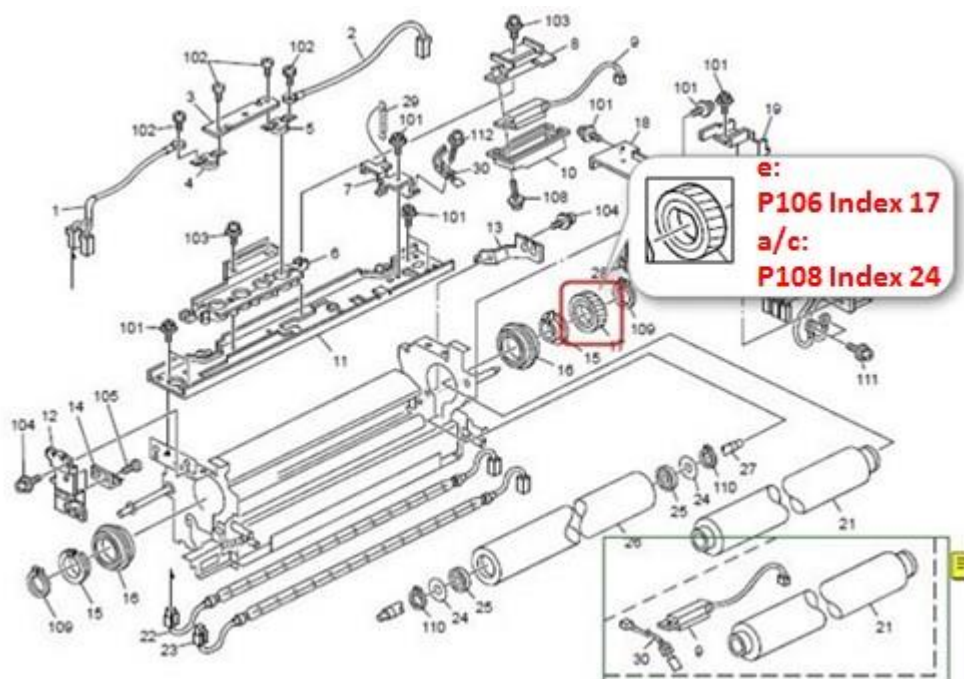
Reissued: 12-Dec-16

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

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:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ 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
	D1314091	DRIVE SUB-UNIT:CLEANING UNIT:ASS'Y					
AX040187	**AX040190**	DC MOTOR:CLEANING	1		103	11	
B2474188	**D1314188**	BRACKET:DRIVE:ASS'Y	1		103	13	
B1404190	**D1314190**	BRAKE SPRING PLATE	1	X/X as a set	103	10	
D0624232	**D1314218**	BRACKET:GUARD:FEELER	1		103	8	
B0654225	**D1314225**	MOTOR PLATE BRACKET	1		103	12	

Type E:

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

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:
Type A	9	**18**
Type C	9	**18**
Type E	15	**18**

Cut in serial number:

From November 2014 production

D131: W864CB10001~

D132: W874CB10001~

D133: W884CB10001~

Technical **B**ulletin

PAGE: 1/1

RICOH

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

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

Subject: Firmware Release Note: SG3-ND	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

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

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

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

Model: MT-C5	Date: 7-Aug-15	No.: RD131040

Subject: Parts Information D0626857/D0626859 (Tandem Tray Positioning Bracket)	Prepared by: Y.Taniguchi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Part number	Description	Q'ty	Int	Page	Index	Note
D0626857	BRACKET:HOLDER:STOPPER: TANDEM LCT	1	-	164	-	-
D0626859	HOLDER:STOPPER:TANDEM LCT	1	-	164	-	-

Change/Reason:

The following parts were missing from the Parts Catalog.
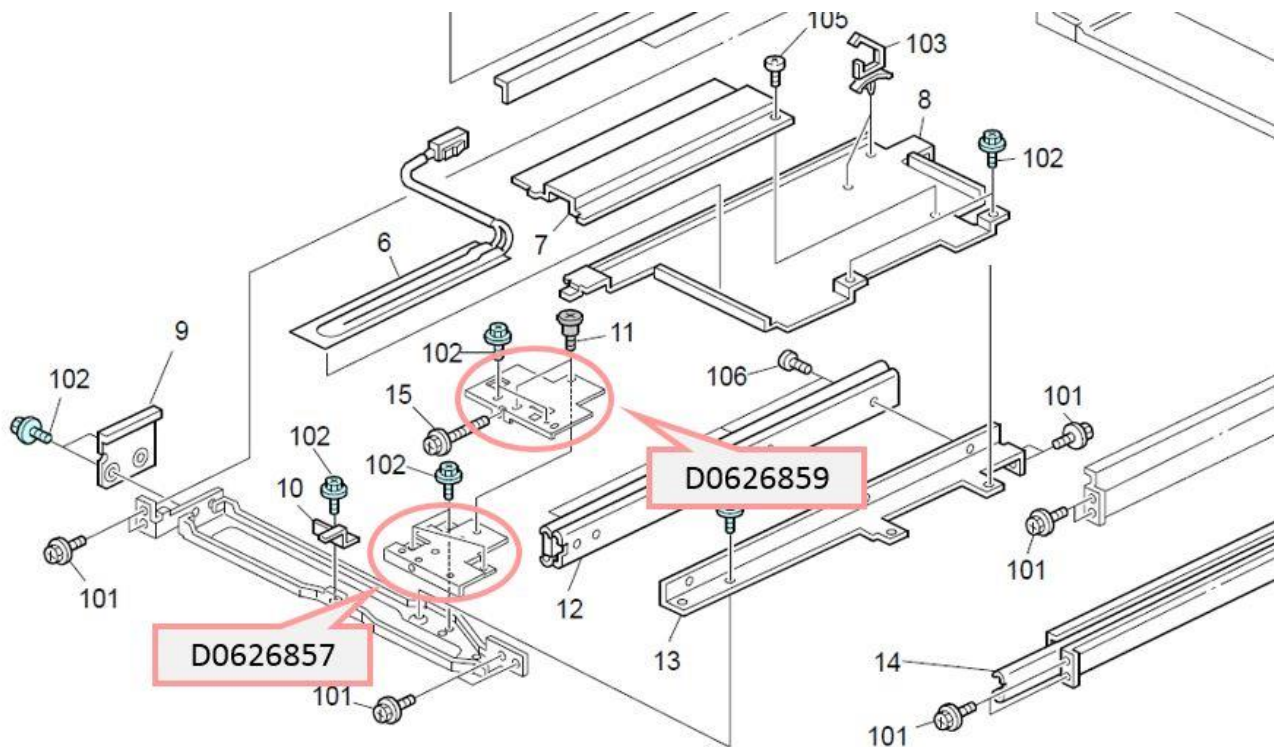
Note:
The holder (p/n: D0626859) needs to be adjusted when performing side-to-side registration. See "Tandem Tray Side Registration" in the FSM for details.

Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

Subject: Parts information (Relay board and Harnesses)		Prepared by: Y.Taniguchi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

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

The modifications announced in this bulletin <u>apply only to MT-C5 "a" and "c" models for the European region</u>.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D1315240	PCB:RYB	1	-	-	-	-
-	D1315905	BRACKET:PCB:RELAY	1	-	-	-	-
-	03603006P	SCREW:M3X6	7	-	-	-	-
-	D1315619	HARNESS:SW_TRG:BAM	1	-	-	-	-
-	D1315620	HARNESS:AC POWER SUPPLY:RYB:BAM	1	-	-	-	-
D0625561	D1315562	HARNESS:PWRCTL_DC24V: CONNECTING:BAM	1	X/O	-	-	-
D0625517	D1315518	HARNESS:DC POWER SUPPLY: IMAGE PROCESSING UNIT:BAM	1	X/O	-	-	-

Change:

- Relay board (and bracket for the relay board) were added.
- Two harnesses were modified.
- Two harnesses were newly added.

Reason: To further reduce power consumption during Sleep Mode

Important:

- Cut-in S/N information for this modification is unavailable. If the machine is installed with the new relay board (RYB, p/n: D1315240), it is of the modified type.

- Installing the new RYB in a machine manufactured prior to this modification will not reduce power consumption during Sleep Mode. Refer to this bulletin only when any of the above parts need to be replaced.

- Old harnesses (p/n: D0625561, p/n: D0625517) do not have to be replaced with new ones (p/n: D1315562, p/n: D1315518) on machines manufactured prior to this modification. Old harnesses will continue to be supplied.
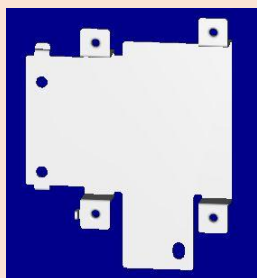
Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

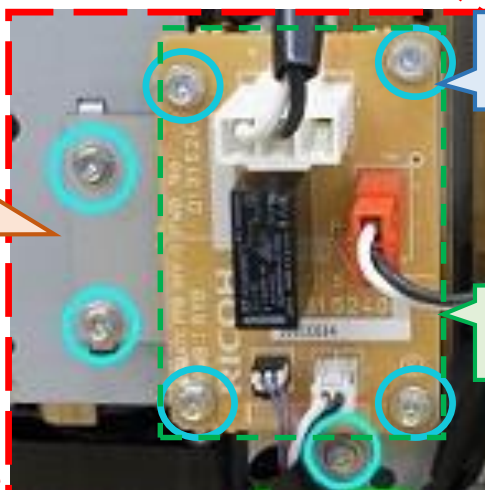**Newly added relay board** (with bracket)
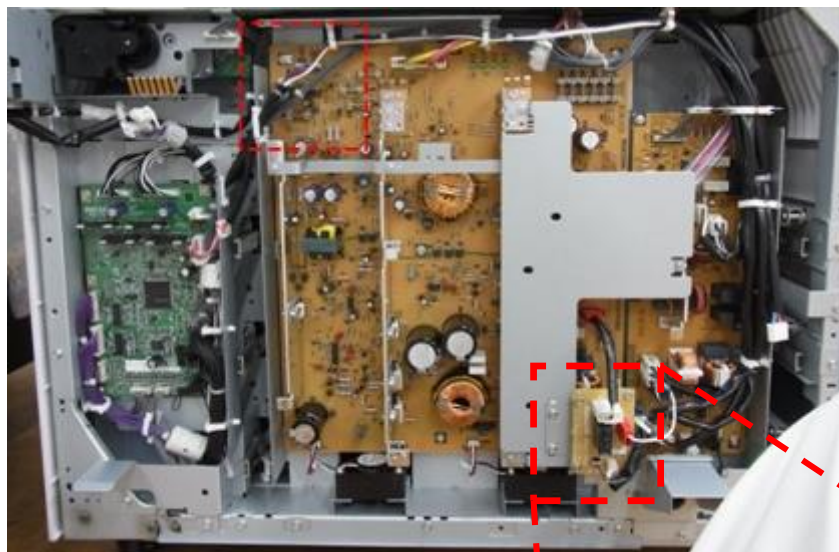
Bracket (p/n: D13159065)
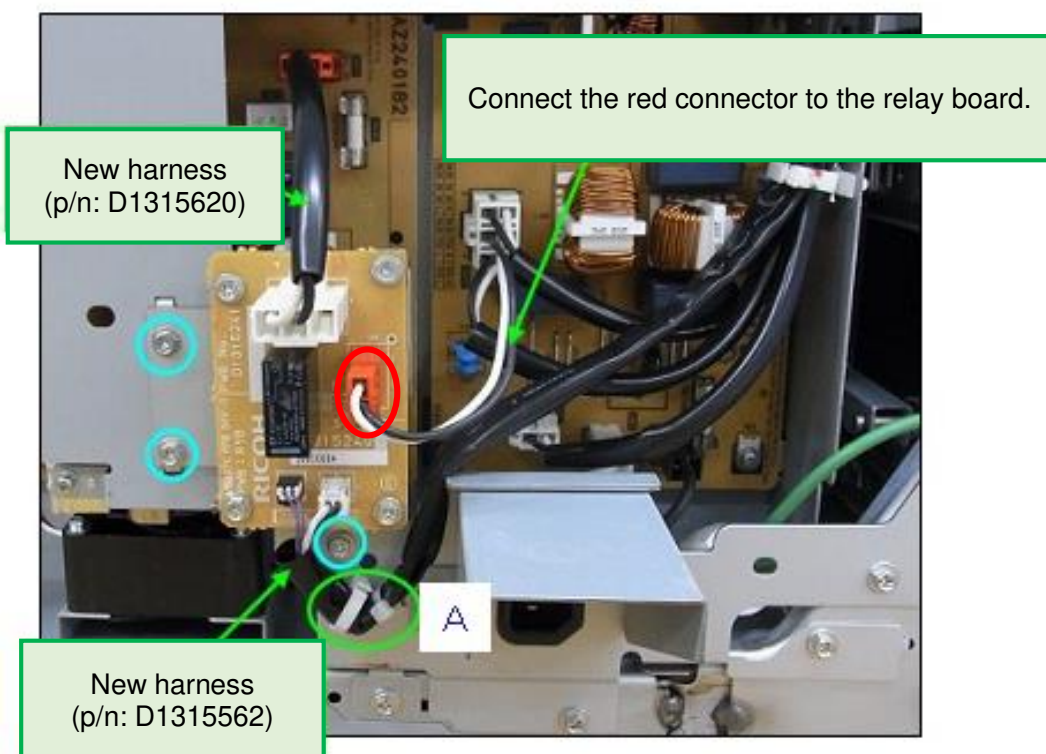
Screw: M3x6
(p/n: 03603006P)
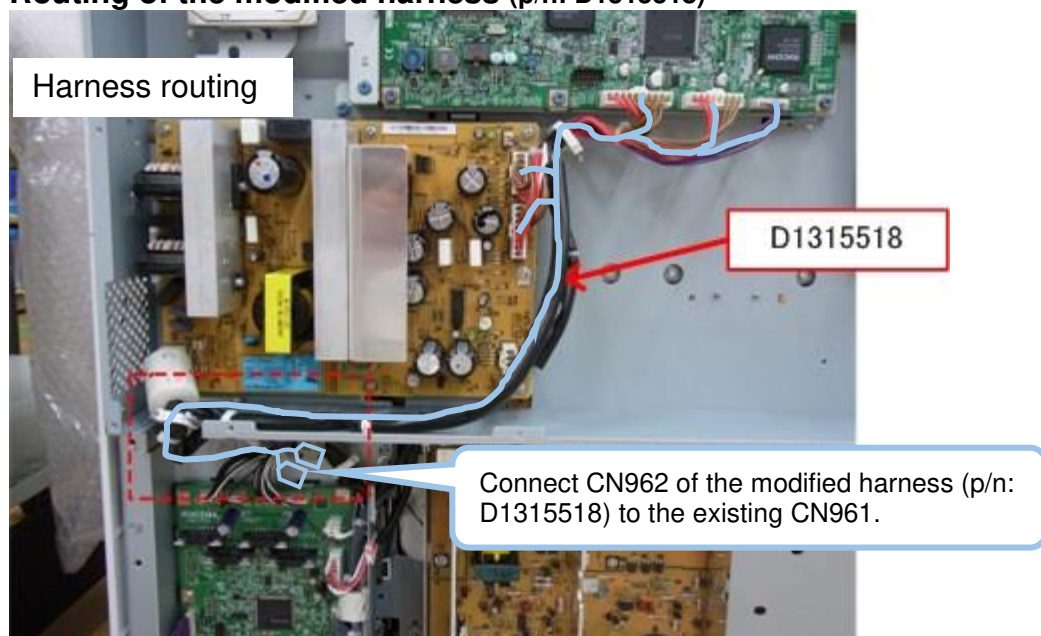
Relay board
(p/n: D1315240)

Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

How to connect the relay board

Connect the red connector to the relay board.

New harness
(p/n: D1315620)

New harness
(p/n: D1315562)

A

Routing of the modified harness (p/n: D1315518)

Harness routing

D1315518

Connect CN962 of the modified harness (p/n: D1315518) to the existing CN961.

Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

Routing of the modified harness (p/n: D1315562)

Harness routing

D1315562

Connect CN962 of the modified harness (p/n: D1315518) to the existing CN961.

Enlarged view

CN3

CN4
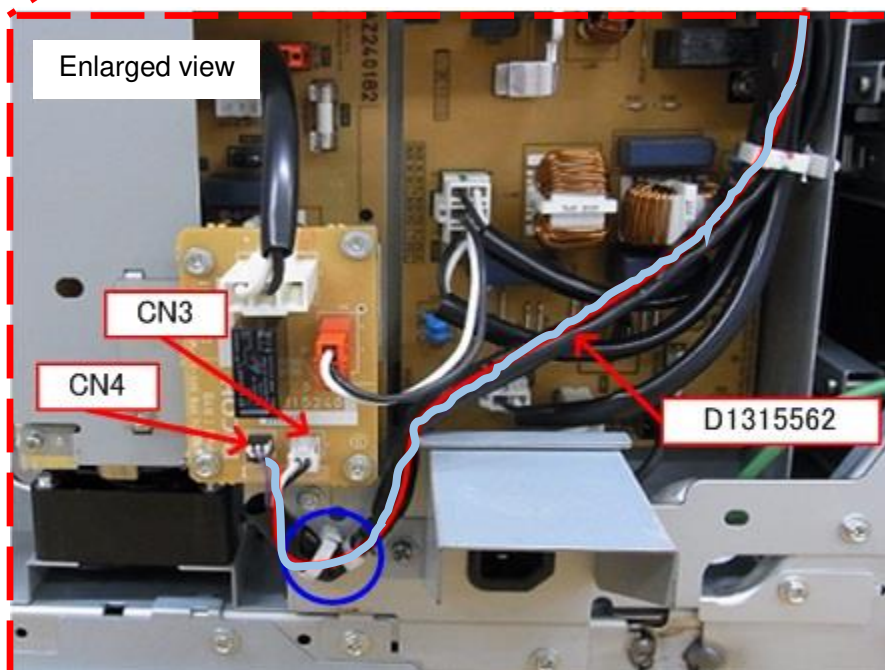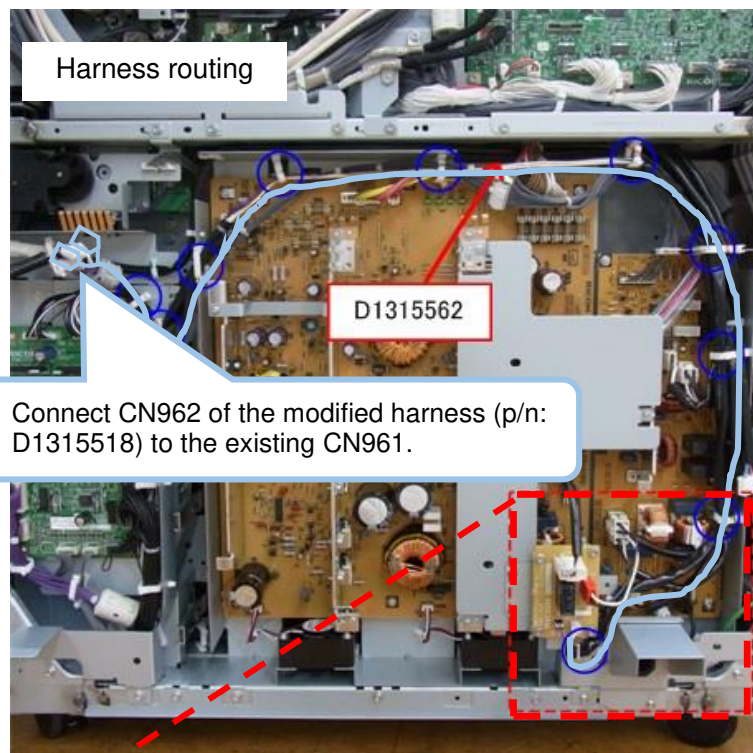
D1315562

Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

How to connect the two modified harnesses (p/n: D1315518, p/n: D1315562)
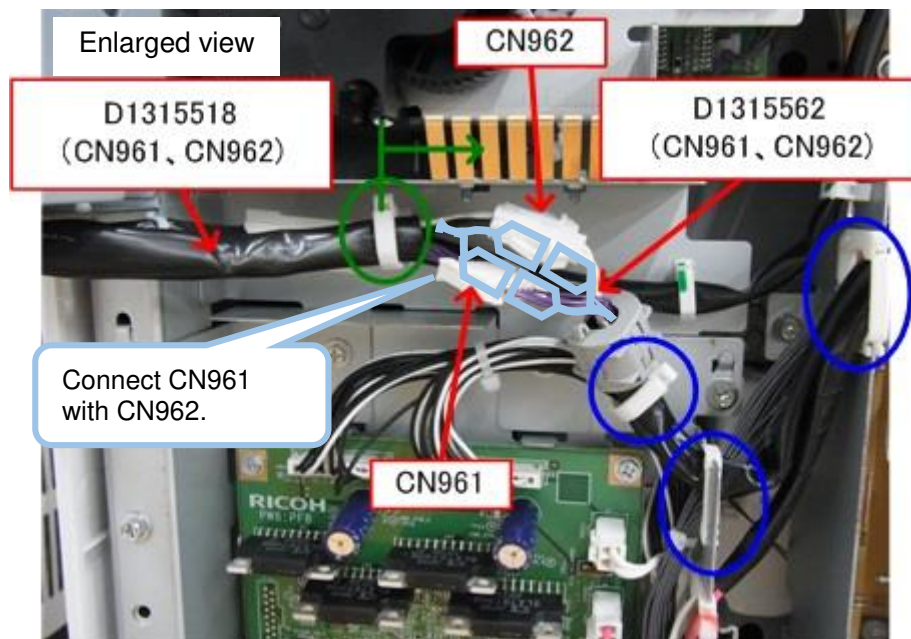
Model: MT-C5 a/c (for EU only)	Date: 16-Nov-15	No.: RD131041

Newly added harness (p/n: D1315619)

Connector

Enlarged view
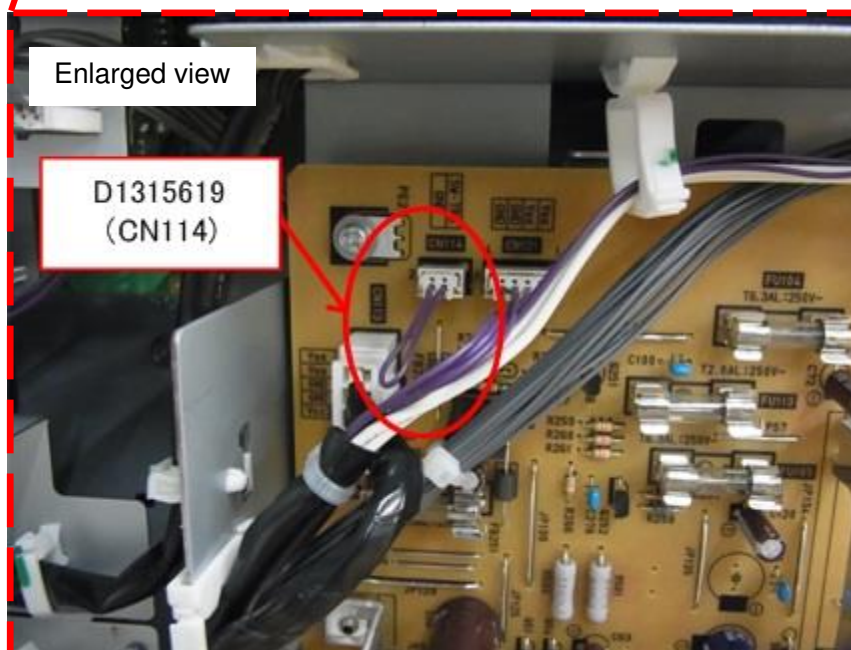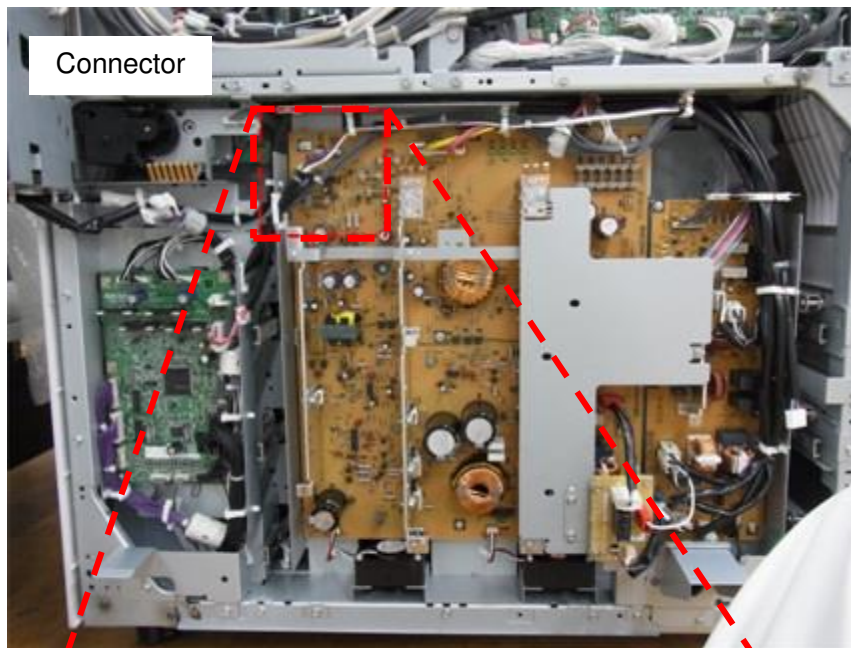
D1315619
(CN114)

Connection to CN114 is shorted with the new harness (p/n: D1315619).

Model: MT-C5	Date: 17-Feb-16	No.: RD131042

Subject: SC542	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

SC542 still occurs after the SOLUTION in RTB #RD131033 is performed.

CAUSE

Temperature misdetection by thermistor(s)

When the paper used contains a lot of calcium carbonate and/or generates paper dust, these materials tend to mix with toner and then stick to the surface of the hot roller. As a result, the surface of the thermistor(s) also tend to become dirty, triggering a misdetection.

SOLUTION

1. Set **SP1902-002** (Fusing Web Motor Control) to the following values.

   Note: This will increase the amount of web that is fed out, improving the cleaning of the hot roller.

   MP6001: **14** (Default: 18)

   MP7501: **12** (Default: 15)

2. Set **SP1902-004** (Web Near End Value) to a value of **60** (Default: 80).

   Note: This will adjust the timing of the web Near-End alert by changing the amount of web that is fed out (SP1902-002).

Note: Changing SP1902-002 from the default value to 14 (MP6001) or 12 (MP7501) will decrease the PM cycle of the cleaning web from 450K to 350K.

Model: MT-C5	Date: 10-Feb-17	No.: RD131043

Subject: Fusing Roller Gear	Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AB012062	AB012233	Gear:Hot Roller	1	X/O	109	24	-

Change/Reason:

The material of the part is changed and the size of the part is made more accurate to prevent it from breaking or wearing out.

Note:

The color is changed due to change of the material.

Old   New

Model: MT-C5		Date: 6-Apr-17	No.: RD131044
Subject: Guide plate lever		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

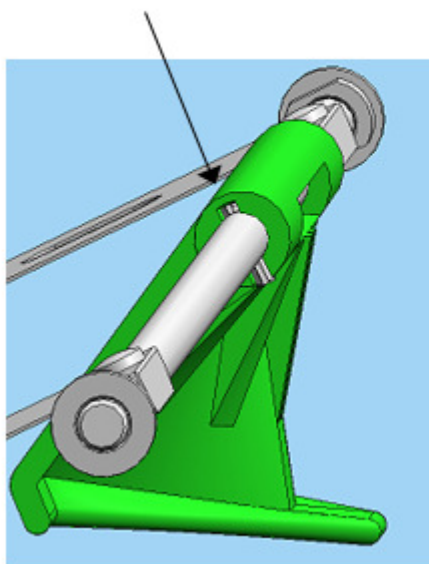| Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0654422	D1314421	SHAFT:PRESSURE:GUIDE PLATE:ASS'Y	1	X/O	119	12&13	-

Change/Reason:

The shape is changed to prevent it from breaking.
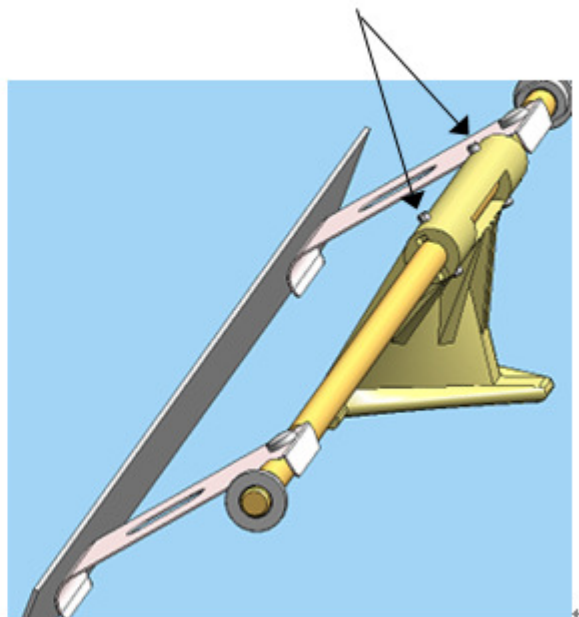
Note:

B0654422

This part was broken.

D1314422

Two spring pins is added.

Cut-in serial number:

From June 2016 production

Model: MT-C5	Date: 27-NOV-17	No.: RD131045

Subject: Parts Catlog Correction: Original Sensors	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AW010115	AW010153	Original Sensor:H1-81.5mm	1	-	51	13	
AW010153	AW010115	Original Sensor:H=81.5	1	-	51	23	

Change/Reason:

Parts Catalog correction.