

Reissued: 09-Mar-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197002d
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06.00	D3A75754F	March 2017 production	Available
1.05.00	D3A75754E	September 2015 production	Available
1.04.00	D3A75754D	April 2015 production	Available
1.03.00	D3A75754C	October 2014 production	Available
1.02.00	D3A75754B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.06.00	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.
1.05.00	Symptom corrected: - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
1.04.00	Version number changed for version management purposes (No program changes made).
1.03.00	Symptom corrected SC899 may occur when performing continuous scanning.
1.02.00	1st Mass production

Reissued: 09-Mar-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197002d
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Reissued: 01-Sep-15

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197003c
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03.00	D3A75755E	September 2015 production	Not Available
1.02.00	D3A75755D	April 2015 production	Not Available
1.01.00	D3A75755C	October 2014 production	Not Available
1.00.00	D3A75755B	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
1.03.00	Symptom corrected: - <i>The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.</i>
1.02.00	Additional Function: - Banner "Connecting" will be shown during web page loading. - Metadata has been added to Http Header. - Avoidance of waiting browser startup when logging out. - Abolition of clearing cache implicitly. - SP mode to control "Add metadata to Http Header or not", "Avoid waiting browser startup or not" and "Abolition of clearing cache implicitly or not".
1.01.00	Symptom corrected: Minor changes were applied for the Japan domestic model only.
1.00.00	1st Mass production

Reissued: 30-Mar-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197004c
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RTB Reissue

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

Subject: Firmware Release Note: GWFCU3.8-7(WW)		Prepared by: R. Tsurumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **GWFCU3.8-7 (WW)**.

Version	Program No.	Effective Date	Availability of RFU
04.00.00	D2025559E	February 2017 production	Available
03.00.00	D2025559D	October 2016 production	Available
02.00.00	D2025559C	April 2015 production	Available
01.00.00	D2025559B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
04.00.00	Symptom corrected: <ul style="list-style-type: none"> Communication error (code: 00-20/22) occurs, if the device is run on V.17 modulation and receives a fax containing many pages. If [Store and Print] is enabled and a document is deleted from GlobalScan, the FAX function becomes inoperable. Message "FAX jobs will be full soon" may appear after continuously using the Remote FAX. If continuously used in this condition, message "FAX jobs are full" appears and Remote FAX function becomes disabled. SC899/990/991 occurs after the machine recovers from Energy Saver Mode.
03.00.00	Support for ErP Lot 6 compliance.
02.00.00	Symptom corrected: File reception (printout) error when receiving from specific senders. Fax reception error when using installed G3 interface unit.
01.00.00	1st Mass production



Reissued: 30-Mar-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197004c
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Reissued: 27-Jan-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197005f
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.08	D2025565L	February 2017 production	Available
1.07	D2025565K	October 2016 production	Available
1.06	D2025565J	June 2015 production	Available
1.05	D2025565H	March 2015 production	Available
1.04	D2025565G	December 2014 production	Available
1.03	D2025565F	October 2014 production	Available
1.02	D2025565E	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: - <i>If a device management tool, such as Device Manager NX, is used, an SC899 error might occur when an IC card is used to log in.</i>
1.07	Symptoms corrected: 1. When attempting to log in to a device management service, such as DeskTopBinder, with a specific user account, a guest account might be used instead. 2. An SC899 error might occur when Device Manager NX Accounting frequently requests a device log collection. 3. When attempting to back up the address book from Device Manager NX, the backup will fail and printer, copy, scan, and fax jobs cannot be conducted. 4. If the device is turned on or is accessed from an application, the guest user authentication logs remain as access logs. Other changes:

Reissued: 27-Jan-17

Model: Cor-C1 / Cor-C1_SOP		Date: 05-Sep-14	No.: RD197005f
Version	Modified Points or Symptom Corrected		
	- Support for user code authentication in applications that use Web Browser NX.		
1.06	Symptom corrected: <ul style="list-style-type: none">- If a user logs in to a device via Basic Authentication just after the device is started up, the Smart Operation Panel application may not work as expected.- Pressing the copy program button may cause the operation panel to become inactive for 30 sec followed by SC997.		
1.05	Other changes: Changes were applied for the domestic (Japan) model only.		
1.04	Other Change: <ul style="list-style-type: none">- Supported RICOH SmartSDK v1.04.		
1.03	Symptom corrected: <ul style="list-style-type: none">- SC997 will occur if a user logs in to an MFP via an SDK application when the device management software is collecting the Volume Use Counter.		
1.02	1st Mass production		

Model: **Cor-C1 / Cor-C1_SOP**

Date: 05-Sep-14

No.: RD197006

Subject: Firmware Release Note: Option Netware

Prepared by: T. Hirakawa

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
14.25	D3A75760A	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
14.25	1st Mass production

Reissued: 07-Dec-15

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197008a
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RTB Reissue

The items in bold italics have been corrected or added.

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	D3A75733C	January 2016 production	Not Available
1.02	D3A75733B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.03	<p>Other changes: Supported the following finisher:</p> <ul style="list-style-type: none"> - Booklet Finisher SR3220 - Booklet Finisher SR3240 - Finisher SR3230 <p>Note that this f/w must be used in combination with printer f/w v.1.05 or later.</p>
1.02	1st Mass production

Reissued: 16-Apr-15

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197009a
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>F.23</i>	<i>D2025554D</i>	<i>April 2015 production</i>	<i>Available</i>
F.22	D2025554C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>F.23</i>	<i>Symptom Corrected: SC672-11 (Controller start up error) may occur.</i>
F.22	1st Mass production

Reissued: 26-Jan-17

Model: Cor-C1 / Cor-C1_SOP	Date: 05-Sep-14	No.: RD197010a
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
3.16.8	D3A75703C	February 2017 production	Available
3.16.7	D3A75703B	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
3.16.8	<i>Symptom corrected:</i> <i>- When "Unauthorized Copy Prevention Printing: Printer" is enabled, an error might occur, causing the job to be cancelled. (GFPR#RA14120002)</i>
3.16.7	1st Mass production

Reissued: 21-Sep-16

Model: Cor-C1_SOP	Date: 05-Sep-14	No.: RD197020c
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
2.03	D2015561D	October 2016 production	Available
2.02	D2015561C	July 2015 production	Available
2.01	D2015561B	October 2014 production	Available
2.00	D2015561A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.03	Symptom corrected: - Web Image Monitor might time out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off.
2.02	Symptom corrected: - When rebooting the device after the firmware has been updated, an application that is used for displaying, printing, deleting, or receiving a document on the Document Server might be unresponsive.
2.01	Symptom corrected: - Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.
2.00	1st Mass production

Model: **Cor-C1**

Date: 05-Sep-14

No.: RD197022

Subject: Firmware Release Note: aics

Prepared by: T. Hirakawa

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D3A75759A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Model: **Cor-C1**

Date: 05-Sep-14

No.: RD197023

Subject: Firmware Release Note: animation

Prepared by: T. Hirakawa

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
29.00	D2025562C	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
29.00	1st Mass production

Reissued: 22-Feb-16

Model: Cor-C1/Cor-C1_SOP/GR-C2_SOP/ Lef-C1	Date: 05-Sep-14	No.: RD197027b
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2025556	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 14-Mar-17

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

Date: 15-Aug-13

No.: RD147150g

RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

For USA/Europe/Asia model

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

Reissued: 14-Mar-17

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

For China/Taiwan model

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

Note: Definition of Availability of RFU via @Remote
“Available”: The firmware can be updated via RFU or SD card.

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

For USA/Europe/Asia model

Version	Modified Points or Symptom Corrected
1.51	Symptom corrected:

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	1. Users may access the app menu screen without Administrator privileges. 2. Apps may take a long time to be installed when the operation panel is connected via direct connection. 3. Files cannot be forwarded from SOP apps to external Web servers.		
1.37	Symptom corrected: 1. Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is specified to 'quick' and the wireless & networks interface setting is specified to 'machine'.		
1.35	Symptom corrected: 1. The Copy Interrupt screen is not displayed when the Interrupt key is pressed. 2. [Android App]: An error occurs when trying to download the log data. 3. [Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation). 4. [Streamline NX] (SDK app): The following occurs after logging out of Streamline NX: - A different SDK app is displayed and the user cannot switch over to another app, or - A different SDK app is displayed, followed by Streamline NX		
1.34	Symptom corrected: 1. [Operation Panel Browser]: Cannot print except when the language is set to English or Japanese. 2. [Operation Panel Browser]: Cannot print if the user logs in with a blank password. 3. Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly. 4. The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login. 5. "Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app. 6. Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen. 7. The login screen is not displayed after logging out of Stren. 8. No machine operations are possible following a cancelled login. 9. Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed. 10. Logout is possible when the logout lock is enabled. 11. The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. 12. Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. 13. SC998 occurs when card authentication package is installed. 14. The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX. 15. Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app. 16. The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment.		

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button). 18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.		
1.33	Symptom corrected: "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.		
1.32	Symptoms corrected: 1. Cannot return to Ready/stand-by mode from Sleep mode due to leakage current. 2. An error occurs when processing the SSID and password of a Wi-Fi direct network. 3. Cannot access NAT connection in quick recovery. 4. Icons do not show up after reconnection. 5. Incorrect user account access rights are sent to the SSDK application. Other changes: 1. Supports Web application API V1.02. 2. Supports QR code applications 3. The WiFi channel was changed. 4. G1.5 system remote F/W update		
1.30	Symptom corrected: 1. Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password. 2. A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing"). 3. An error dialog is displayed and login is not possible if the user tries the login without a user name. Other changes: 1. Web application API V1.01 2. Supports business signage apps for the Smart Operation Panel.		
1.29	Specification Change 1. Supports Wi-Fi Direct Printing Error Corrected: 1. Garbled Chinese characters 2. Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot. 3. Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job. 4. The machine does not recover from Energy Saver mode. 5. Translation errors in Russian. 6. Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode. 7. The previous screen appears if the user logs out from the 'linkage failed' screen. 8. Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed. 9. Wording errors in several languages were corrected (Cloud FAX).		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	10. Stop key does not respond while the user is logged out. 11. LUI is displayed when a system reset is performed after completing import/export. 12. Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.		
1.28	Specification change: Added support for using external tools to install applications on the Smart Operation Panel.		
1.25	Symptom corrected: 1. Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed. Other changes: 2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.		
1.24	Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition. Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.		
1.22	Symptom corrected: 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF.		
1.20	Symptom corrected: 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.		
1.19	Symptom corrected: 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction		
1.17	1st Mass production		

For China/Taiwan model

Version	Modified Points or Symptom Corrected
1.51	Symptom corrected: 1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults. 2. The "Start" button in Quick Scanner might unexpectedly be disabled. Other changes: Affected models: MP C2003/2503 Smart Operation panel models only

Reissued: 14-Mar-17

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

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.		
1.45	Symptom corrected: - Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)." Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later. MP C2003/C2503 : 2.15(D1765550T) MP C3003/C3503 : 3.15(D1465575B) MP C4503/C5503/C6003 : 3.16(D1485553C) - Some touch panel coordinates are shifted.		
1.44	Symptom corrected: Operation panel may stall, if it is kept ON for an extended period.		
1.43	Specification Change: Alert message appears when attempted to download files that are not supported of the format, for example, PDF. Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with Legacy UI version 1.29 or later.		
1.42	Specification Change: More detailed logs can be collected. Symptom corrected: HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.		
1.41	Symptom corrected: Security issues was resolved.		
1.40	Symptom corrected: - Screen may flicker, if System Auto Reset is performed while displaying the preferred application. - The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.		
1.39	Symptom corrected: 1. "Wi-Fi Direct" in the Wireless & Networks settings has been renamed to "Wireless Direct". 2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions: - The Proxy settings are enabled on the SOP and, - The domain name (specified as a proxy server) cannot be resolved.		
1.38	Symptom corrected: 1. Users may access the app menu screen without Administrator privileges. 2. Apps may take a long time to be installed when the operation panel is connected via direct connection. 3. Files cannot be forwarded from SOP apps to external Web servers.		
1.37	Symptom corrected: 1. Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is		

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

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

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Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP			Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected			
	2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.			
1.24	Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition. Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.			
1.22	Symptom corrected: 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF. Important: These firmware changes only apply to the China (CHN) model (only this model is supported).			
1.21	Symptom corrected: 1. The browser displays the page that was last viewed in the previous session if the user opens the default browser after another has logged out, or after the machine has auto-reset itself. 2. The display language is changed but the name of the ESA application remains displayed in the first language. Important: The above changes apply only to the CHN model.			
1.20	Symptom corrected: 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.			
1.19	Symptom corrected: 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction			
1.17	1st Mass production			

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

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

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

Application Update Release: Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

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

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

Application Update Release: Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 11-Nov-16

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147067e
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Version	Modified Points or Symptom Corrected
	are selected. 3. An error occurs 90 seconds after the machine is put into Silent mode directly from the destination input screen, and the machine displays the Simple FAX screen (instead of the Home screen) when recovering from Silent mode.
1.23	Symptom corrected: 1. "Unreadable Direction" cannot be selected after the Original Orientation is changed from this setting to "Readable Direction". Other changes: 2. Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Initial release

Reissued: 05-Jan-17

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

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

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

Application Update Release: Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 14-Feb-14	No.: RD147096i
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Version	Modified Points or Symptom Corrected
	not be set.
1.401.0	Other changes: - Supported RICOH SmartSDK v1.04.
1.301.0	Other changes: - Supported RICOH SmartSDK v1.03.
1.201.0	Other changes: - Supported RICOH SmartSDK v1.02.
1.101.0	Other changes: - Supported APIs for web applications v1.01.
1.02.0	Specification change The wording "What Is Web Browser NX?" is displayed after the browser NX application boots up.
1.01.0	1st Mass production

Reissued: 17-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 15-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147069g
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Version	Modified Points or Symptom Corrected
1.16	Error Correction 1. The display returns to the Home screen (when it should not). 2. Translation errors in Russian were corrected. 3. Two-byte text characters appear in tabs.
1.13	Symptom corrected: - Minor bug correction
1.12	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Symptom corrected: The status display window does not close after the machine reboots automatically due to an SC.
1.10	Initial release

Reissued: 14-Nov-16

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

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

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

Application Update Release: Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 15-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: Cor-C1	Date: 31-Oct-14	No.: RD197035a
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RTB Reissue

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

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

Service Manual Revision

2. INSTALLATION – Toner Bottle (pg. 77-84)

Toner Bottle

Note

- This machine has toner bottle set detection and does not operate without the toner bottle.
- D197, D198, and D199 toner bottles are compatible with D200, D201, and D202. However, D200, D201, and D202 toner bottles are incompatible with D197, D198, and D199.

1. Open the front cover.
2. Make sure that the black cap of the toner bottle is tightened firmly, then shake the toner bottle up and down seven or eight times while the cap faces upward.

Note

- Shaking the bottle while the cap faces downward causes a possible toner blockage.

3. Remove the toner bottle protection cap [A].



d197z1023

4. Push the toner bottle [A] into the machine slowly.



d197z1005

5. Turn on the main power switch while the front cover is open to execute the initial toner supply.

Note

- If the front cover is closed after **turning on the main power switch**, the machine starts a normal toner supply initialization.

6. **Tap [System SP] on Copier screen to access the SP mode.**

IMPORTANT: Make sure to access the SP mode from the Copier screen.



d197f3001

Note

- ~~Initializing messages do not show up if you enter SP mode from the home screen, so please make sure that you enter SP mode from the copy window.~~

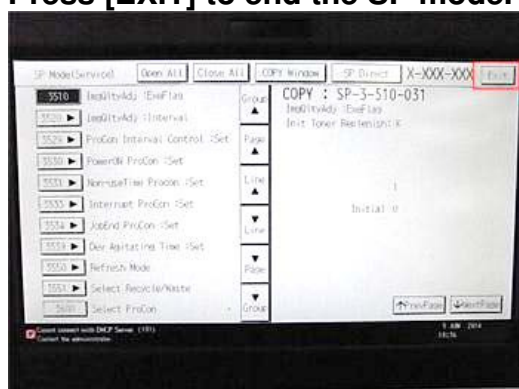
7. Set the setting of SP3-510-031 (ImgQltyAdj: ExeFlag: Init Toner Replenish: K) to "1", and then press "#" on the operation panel.

Model: Cor-C1	Date: 31-Oct-14	No.: RD197035a
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d197f3004

8. Press [EXIT] to end the SP mode.



d197f3005



d197f3006

9. Close the front cover.

10. The machine automatically starts the initial toner supply.

Model: Cor-C1	Date: 31-Oct-14	No.: RD197035a
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d197f3009

⚠ CAUTION

- It takes about one to two minutes to finish the initial toner supply. If the toner has not been shaken well, it may take up to about 10 minutes.
- If a toner bottle has not been set, the machine does not work because there is a toner bottle set detection mechanism.
- ~~**If you turn on the machine without closing the front cover, the initial toner supply is not performed at installation, and the machine goes to the toner end condition even if the machine has plenty of toner in the toner bottle.**~~
- **If you access the SP mode from the [Home] screen, the initialization messages mentioned above will appear as banners, not on the entire display.**

11. Enter SP mode again, and then press [System Sp].



d197f3001

12. Enter SP7-622-250 (PM Counter Reset: SCS), and then press [Execute].

↓ Note

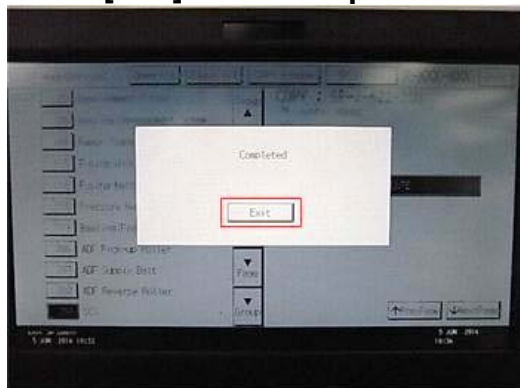
- This procedure updates the replacement year/date.
- The SP has an initial value that was set in the factory. Update this value so that the estimated remaining days counters will work correctly.

Model: Cor-C1	Date: 31-Oct-14	No.: RD197035a
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d197f3002

13. Press [Exit] when completed.

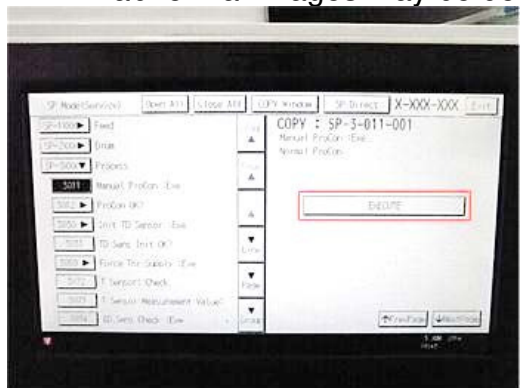


d197f3003

14. Enter SP3-011-001 (Manual ProCon :Exe), and then press [Execute].

Note

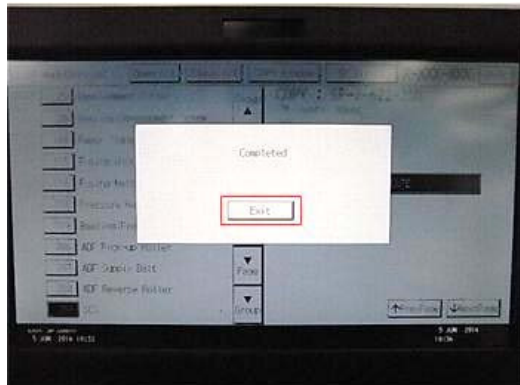
- Be sure to do this procedure in the main machine installation. Otherwise, abnormal images may be developed until the next process control.



d197f3007

15. Press [Exit] when completed.

Model: Cor-C1	Date: 31-Oct-14	No.: RD197035a
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d197f3003

16. Press [EXIT] to end the SP mode.



d197f3008



d197f3006

Note if the initial toner supply has not been performed

If you start printing without executing the initial toner supply at installation, the machine goes to the toner end condition even if the machine has plenty of toner in the toner bottle. Do the following procedure to perform the toner end recovery if the machine has entered the toner end condition.

1. Open the front cover for five seconds or more.
2. Make sure that the toner bottle is set properly.
3. Close the front cover.
4. The toner end recovery automatically starts

Reissued: 20-Feb-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 20-Feb-17

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

Reissued: 21-Nov-14

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.11	1st Mass production

Reissued: 21-Nov-14

Model: OR-C2 / OR-C2_SOP/Cor-C1/Cor-C1_SOP/Gim-MF1d	Date: 04-Feb-14	No.: RD184040a
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.14	1st Mass production

Reissued: 21-Nov-14

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissue: 12-May-15

Model: Cor-C1	Date:12-Dec-14	No.: RD197036a
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RTB Reissue

The areas in ***bold/italics*** were added or revised.

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

Service Manual Revision

The areas highlighted in **bold** were corrected or added.

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

5. System Maintenance

SP Mode Tables- SP5000-1 P737

5-507-081	Toner Call Threshold	*CTL	<p>{10 to 90 / 10 / 10% / step}</p> <p>This program enables only if SP5-507-080 is "1".</p> <p>[10 / 10 / Fixed value]</p> <p>This program enables only if SP5-507-080 is "1".</p> <p><i>The threshold for triggering a Toner Call is fixed at 10%, and cannot be changed. Therefore, the timing of the toner auto-delivery service and alerts on the operation panel also cannot be changed.</i></p>
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Model: Cor-C1		Date: 8-Dec-14	No.: RD197037
Subject: Service Manual Correction		Prepared by: T.Hirakawa	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Revision

The areas highlighted **in bold** were corrected or added.

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

2. INSTALLATION – Smart Operation Panel Type M3 (pg. 255-259)

Note:

- When changing the screen in the field (standard panel smart operation panel), perform the following steps.
- Smart Operation Panel Type M3 is not an option for the EU region. (Standard model)

1. Change the SP modes below before changing the operation panel.

~~• Change the setting of bit 0 in SP5-748-101 to "1".~~

- Change the setting of SP5-748-201 to "1".
- Change the setting of SP5-752-001 to "1".
- Change the setting of SP3-301-001 to "1" (FAX SP) if a fax option is installed.
- Change the setting of SP1-041-001 to "1". (Scanner SP)

From Step 2 to Step 13, the replacement procedure of the operation panel is not changed.

14. Download package firmware (D2015506*) for the SOP model from the firmware download center.

If the SD card is blank, make a "Package" folder on the SD card, and copy the package firmware there.

15. Insert the SD card into SD Card Slot 2 (Lower Slot) and turn the main switch on.

16. An alert message appears after turning the main switch on due to a difference in the firmware part numbers, and press the OK button.

17. Select the package file and update the controller firmware version.

18. Turn the main switch off-on, then check to see if the updating is done with the following user tool: User tool > System Setting > Administrator Setting > Firmware Version)

Model: Cor-C1		Date:	No.: RD197038
Subject: Parts Number Corrected		Prepared by: A.Ishida	
From: 2 nd Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Change/Reason: The following part is now provided as a set, and not as an individual service part.

Note: The new set (P/N **D2023028**) consists of the three old parts below (D2023225, D2023224, D2023242 (x2)).

Old Part Number	New Part Number	Description	Q'ty	Page
D2023225	-	SEAL:CASE:ENTRANCE SEAL:REAR	1	84
D2023224	-	SEAL:CASE:ENTRANCE SEAL:FRONT	1	84
D2023242	-	SEAL:DEVERPMENT:FRONT REAR	2	84

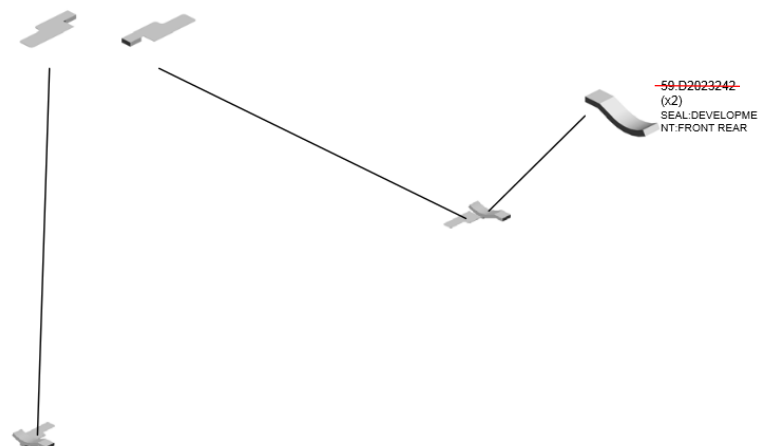
Old Part Number	New Part Number	Description	Q'ty	Page
-	D2023028	SEAL:DEVELOPMENT:ASS'Y	1	84

U006_S001_S001_S005
SEAL:DEVELOPMENT:ASS'Y

~~-58-D2023225-~~
SEAL:CASE:ENTRANCE SEAL:REAR

~~-57-D2023224-~~
SEAL:CASE:ENTRANCE SEAL:FRONT

45.D2023028
SEAL:DEVELOPMENT:ASS'Y



Reissue

Model: Cor-C1c	Date: 9-Feb-15	No.: RD197039a
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RTB Reissue

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

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

Service Manual Revision

The areas highlighted in **bold** were corrected or added.

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

2. INSTALLATION – USB Device Server Option Type M12 (pg. 337-341)

7. Insert the Ethernet cable into the Ethernet post on this option.
8. Insert the other end of the Ethernet cable to a PC for network setting.
9. Plug the power cord into the wall socket and turn on the main power of the machine.

Note:

Do not unplug the USB cable while the machine is recognizing this option. It may take between 30 seconds to 1 minute to finish recognizing it (the LEDs on the Ethernet port of this option; see below). If unplugged, connect the cable again.

~~10. Print out the "Configuration Page", and then check if this option is correctly recognized.~~

~~→ User tools/Counter → Printer Features → List/Test Page → Configuration Page~~

10. Do one of the following (a) – (d) to check to see that the option is detected correctly.

10-(a). Access the option's IP address from a PC browser.

10-(b). Ping the option's IP address from a command prompt on a Windows PC in the same network as the Cor-C1.

- **If IP address cannot be found (DHCP server), use the MAC address. This is the number printed on the seal affixed to the printed circuit board for the USB server.**

Reissue

Model: Cor-C1c	Date: 9-Feb-15	No.: RD197039a
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10-(c). Use “RX” + the option’s MAC address and access a PC browser.
EX. <http://RX0080926A3264>

RICOH

[Languages](#)
[Help](#)

[Status](#)

[Network Settings](#)

[System Information](#)

Device Status

Device Status		System Status	
Printer Information [Refresh]			
Printer Name	Raw Port No.	Queue Name	IPP destination URL
MP 3554	9100	lp	http://RX0080926A3264:631/ipp/lp

10-(d). Ping the “RX” + “MAC address” from command prompt, windows PC which is in the same network with Cor-C1.

```
C:\Users\ >Ping RX0080926A3264

Pinging RX0080926A3264 [192.168.100.100] with 32 bytes of data:
Reply from 192.168.100.100: bytes=32 time=1ms TTL=255
Reply from 192.168.100.100: bytes=32 time<1ms TTL=255
Reply from 192.168.100.100: bytes=32 time<1ms TTL=255
Reply from 192.168.100.100: bytes=32 time<1ms TTL=255

Ping statistics for 192.168.100.100:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

Note:

- When Installing the USB Device Server Option Type M12, the installation status couldn't be shown in Configuration Page.

Reissue

Model: Cor-C1c	Date: 9-Feb-15	No.: RD197039a
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Notes for Energy Save Mode Setting (pg.134)

If the machine which has this option enters into the energy save mode, you cannot print because there will be a communication error. Follow the instructions below to disable the machine's entering into the energy save mode.

- ~~1. Press [Features Settings] on the operation panel.~~
- ~~2. Press [Administrator Tools] in [System Settings].~~
- ~~3. Press [Energy Saver Mode to Disable Print Server].~~
- ~~4. Press [Disable Mode].~~
- ~~5. Press [OK].~~
- ~~6. Press [Features Settings].~~

- 1. Set [SP5-191-001(Power Setting/Power Str)] to "0".**

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

Symptom

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

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

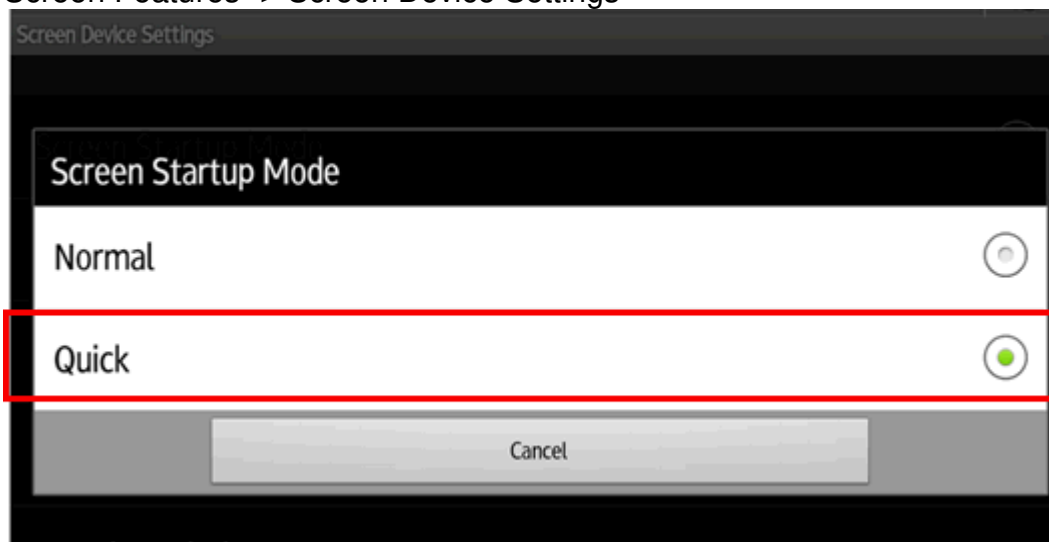
Applications that use the network function on the device (GW controller) are not affected, such as the printer, scanner, and Web Image Monitor.

Occurrence conditions:

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

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

Screen Features -> Screen Device Settings



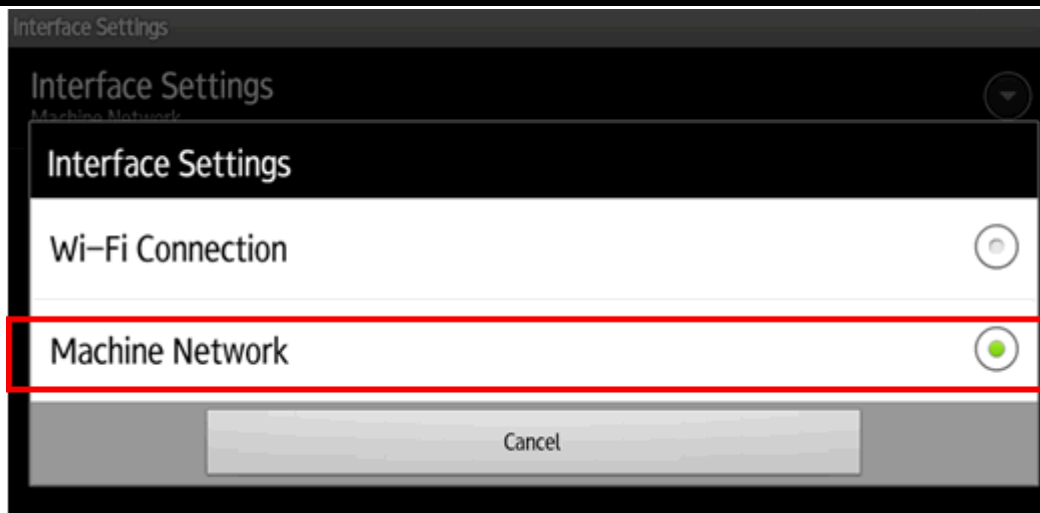
- "Interface Settings" is set to "Machine Network"

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

Model: MET-C1b

Date: 19-Jan-15

No.: RD147130



Applicable Models: D146/D147, D176/D177, D200/D201/D202, D249/D250/D251, D182/D183/D184

Cause

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

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

Workaround:

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

Solution

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

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

Model: Model Cor-C1		Date: 08-Jan-15	No.: RD197040
Subject: CC-CERTIFIED IN 2014 Machine		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Information on Installing the COR-C1 models (SP models for NA and GSA) as a CC-CERTIFIED Machine compliant with IEEE Std 2600.2™-2009

Do the following seven steps if you want to install the COR-C1 models (SP models for NA and GSA) as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in December 2014.

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 6 - 7.

Important:

- Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_admin.html
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_user.html
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
http://support-download.com/services/device/ccmanual/MP2554SP/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009".

See the following pages for Step 3 to Step 7.

Model: Model Cor-C1

Date: 08-Jan-15

No.: RD197040

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation", "Internal Options", and "List of Slots" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "2. Installation", "ARDF DF3090", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", and by comparing the ADF and the images in "2. Installation", "SPDF DF3080", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M12.

 Installation Procedure for Fax Option Type M12

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M12", and "Component Check" in "Fax Option Type M12 Machine Code: D3A5 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M12.

For the detailed installation procedure, see "Fax Option Type M12" in "1. Installation", Fax Option Type M12 Machine Code: D3A5 Field Service Manual.

Model: Model Cor-C1

Date: 08-Jan-15

No.: RD197040

5. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

7. Make sure the machine contains the correct firmware.

● If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the December 2014 machines), install the exact versions shown in the table below.

● If the customer wants to install the machine as an equivalent of the December 2014 machines, install the versions shown in the table below or later.

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

Model: Model Cor-C1

Date: 08-Jan-15

No.: RD197040

Firmware versions with which the COR-C1 models (SP models for NA and GSA) first achieved CC-CERTIFICATION:
(December 2014)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.04	D2025550F
Network Support	14.26	D2025564C
Fax	02.00.00	D2025557D
RemoteFax	01.00.00	D2025558C
Scanner	01.00	D3A75704C
Web Support	1.05	D2025560C
Web Uapl	1.03	D2025561C
NetworkDocBox	1.01	D2025565D
Printer	1.01	D3A75701D
RPCS	3.16.7	D3A75703B
Font EXP	1.00	D1475581
PCL	1.03	D2025566B
PCL Font	1.14	M1095273
PDF	1.02	D3A75733B
PS3 Font	1.11	D6415763A
Java VM v12 std	12.01.05	D2025567B
animation	29.00	D2025562C
Data Erase Onb	1.00	D2025556
GWFCU3.8-7 (WW)	01.00.00	D2025559B
PowerSaving Sys	F.22	D2025554C
Engine	01.06:02	D2025501
OpePanel	1.02	D2025563C
ADF		
ARDF	01.090:02	D7795300E
SPDF	01.340:16	D6835550F
Platen Cover	Undisplayed	Undisplayed

Ic Key and Ic Ctlr versions with which the COR-C1 models (SP models for NA and GSA) first achieved CC-CERTIFICATION:
(December 2014)

Hardware:	Version:
Ic Key	01020714
Ic Ctlr	3330

Model: Model Cor-C1

Date: 08-Jan-15

No.: RD197040

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D202-7008 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7051 Notes for Using This Machine Safely
- D202-7058A Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D202-7081 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For GSA>

Paper Documents

- D202-7008 MP 2554/3054/3554/4054/

Model: Model Cor-C1

Date: 08-Jan-15

No.: RD197040

- 5054/6054 series
- Read This First
- D202-7051 Notes for Using This Machine Safely
- D202-7058A Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D202-7081 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Reissued: 06-Feb-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Reissued: 20-Apr-15

Model: Cor-C1	Date: 05-Feb-15	No.: RD197041b
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RTB Reissue

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

Subject: Troubleshooting for offset issue on Cor-C1		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Fusing offset occurs at the edge or center of the paper.

Note: The customer may report a strange odor coming from the machine.

CAUSE

The temperature is too low at the edge or center of the paper when the paper enters the fusing unit.

SOLUTION

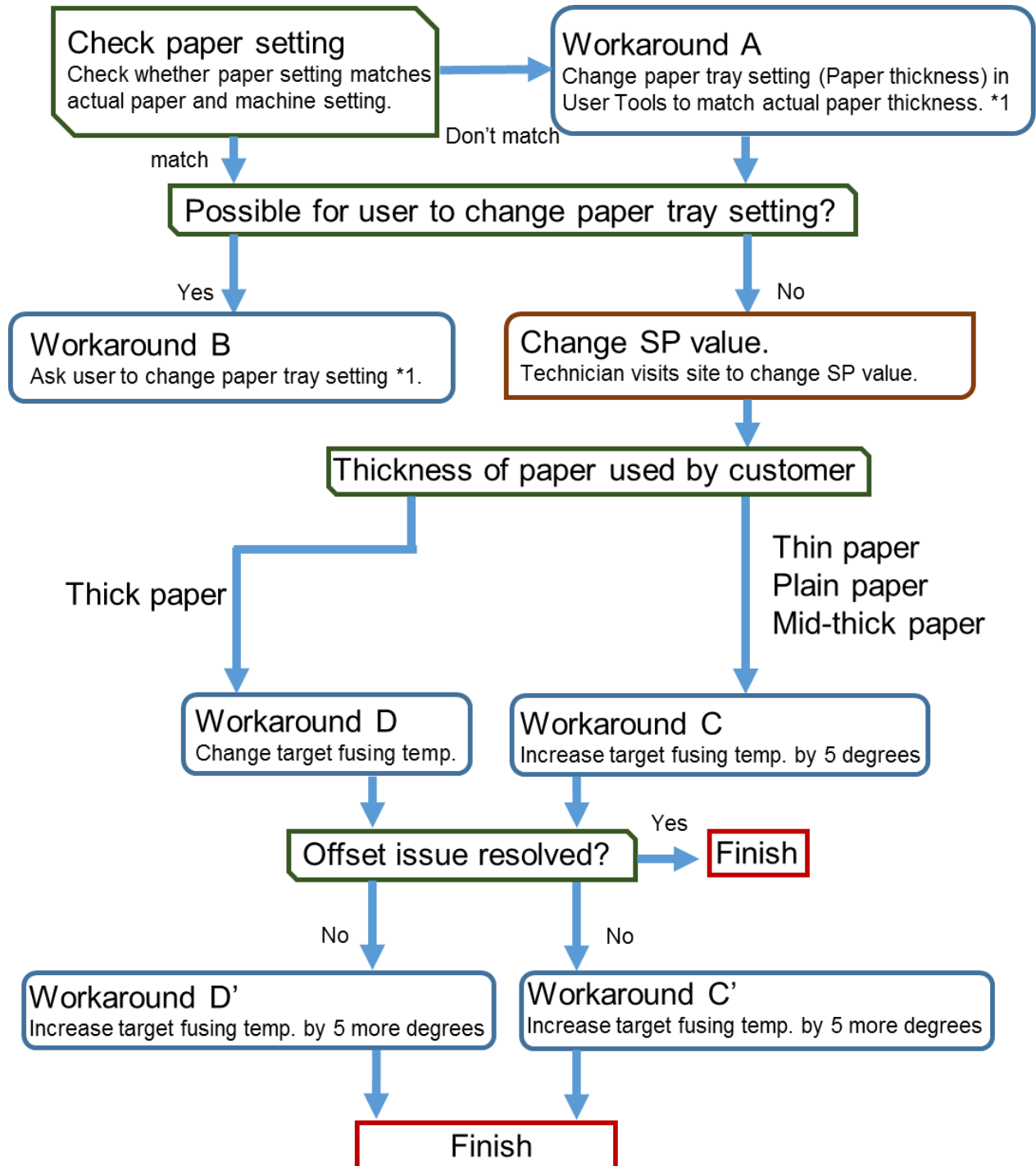
If the symptom occurs on Cor-C1f, please apply the following modified firmware.

Engine/Ver.1.11:03/D2025501E

If the symptom occurs on other models (c/d/e/g/h), do the procedure in the Flowchart below.

Reissued: 20-Apr-15

Model: Cor-C1	Date: 05-Feb-15	No.: RD197041b
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Reissued: 20-Apr-15

Model: Cor-C1	Date: 05-Feb-15	No.: RD197041b
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Workaround A:

Change the paper tray setting (paper thickness setting) in User Tools to match the actual paper thickness.

User Tools -> Tray paper setting -> page 2 -> Select tray -> Select paper thickness

Workaround B:

Change the paper tray setting in User Tools.

Note: There is no workaround for Thick Paper 4.

Thin paper -> Plain paper

Plain paper -> Mid thick (For g/h models, plain paper -> thick paper 1)

Note: The copy speed will be reduced from 60cpm to 50cpm on the "h" model.

Mid thick -> Thick paper 1

Note: The copy speed will be reduced (See the chart below).

Thick paper 1 -> Thick paper 2

Note: The copy speed will be reduced (See the chart below).

Thick paper 2 -> Thick paper 3

Thick paper 3 -> Thick paper 4

Note: Auto duplex cannot be used (See the chart below).

Postcards: Thick paper 2 -> Thick paper 3

Side effects: The following may occur, depending on the paper thickness.

- Paper curl
- Decreased productivity

Reissued: 20-Apr-15

Model: Cor-C1	Date: 05-Feb-15	No.: RD197041b
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Workaround C:

Increase the target fusing temperature by 5 degrees using the following SPs:

SP 1-105-003**SP 1-105-007****SP 1-105-011****SP 1-105-015**

If the symptom occurs with 1200 dpi printing, also increase the target temperature by 5 degrees for these SPs as well:

SP 1-105-107**SP 1-105-137****SP 1-105-111**

Side effects: Paper curl may occur.

Workaround D

Change the target temperature using the following SPs as shown below.

SP 1- 105-109: 145 deg -> 150 deg**SP 1- 105-023: 130 deg -> 140 deg****SP 1- 105-027: 135 deg -> 140 deg****SP 1- 105-141: 140 deg -> 145 deg****SP 1- 105-115: 120 deg -> 125 deg (For 1200 dpi mode)**

Side effects: Paper curl may occur.

Workaround C'

Increase the target fusing temperature by 5 **more degrees using the following SPs:**

SP 1-105-003**SP 1-105-007****SP 1-105-011****SP 1-105-015**

For 1200 dpi printing:

SP 1-105-107**SP 1-105-137****SP 1-105-111**

Side effects: Paper curl may occur.

Reissued: 20-Apr-15

Model: Cor-C1	Date: 05-Feb-15	No.: RD197041b
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Workaround D'

Increase the target fusing temperature by 5 **more degrees using the following SPs:**

SP 1- 105-109: 145 deg -> 150 deg -> **155 deg**

SP 1- 105-023: 130 deg -> 140 deg -> **145 deg**

SP 1- 105-027: 135 deg -> 140 deg -> **145 deg**

SP 1- 105-141: 140 deg -> 145 deg -> **150 deg**

SP 1- 105-115: 120 deg -> 125 deg -> **130 deg (For 1200 dpi mode)**

Side effects: Paper curl may occur.

CPM information:

	Cor-C1c	Cor-C1d	Cor-C1e	Cor-C1f	Cor-C1g	Cor-C1h
Plain paper	25	30	35	40	50	60
Mid-thick	25	30	35	40	50	50
Thick paper 1	25	28	28	30	30	30
Thick paper 2	18	18	18	18	18	18
Thick paper 3	18	18	18	18	18	18
Thick paper 4	18	18	18	18	18	18

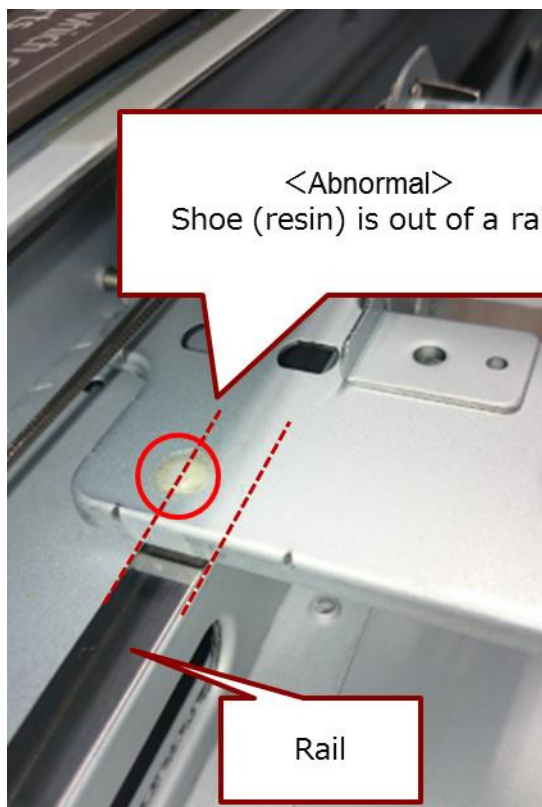
Model: Cor-C1		Date: 19-Feb-15	No.: RD197042
Subject: Troubleshooting for SC121 (HP error)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

- SC121 (HP error) at installation.

CAUSE

The shoe (resin part circled in red) on the second scanner carriage disengages from the rail, due to shock and/or shaking during machine transport.



Model: Cor-C1

Date: 19-Feb-15

No.: RD197042

SOLUTION

Production line:

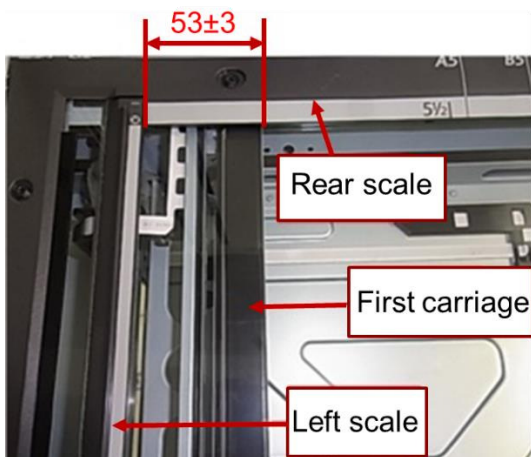
Temporary countermeasure

Before shipment, the first carriage will be moved to the new position shown below (the distance from the left scale to the edge of the carriage was decreased from $53 \pm 3\text{mm}$ to $17 \pm 3\text{mm}$).

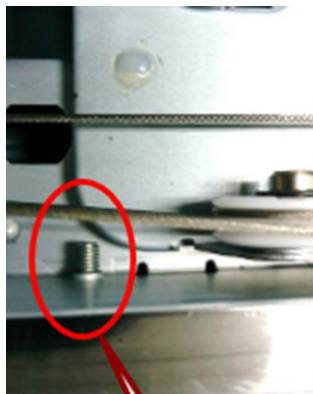
Note:

- This ensures that the second carriage stays firmly fixed in place. When the first carriage is in this position, the second carriage is supported by the screw (circled in red).
- See Cut-in Serial Numbers below.

Before:

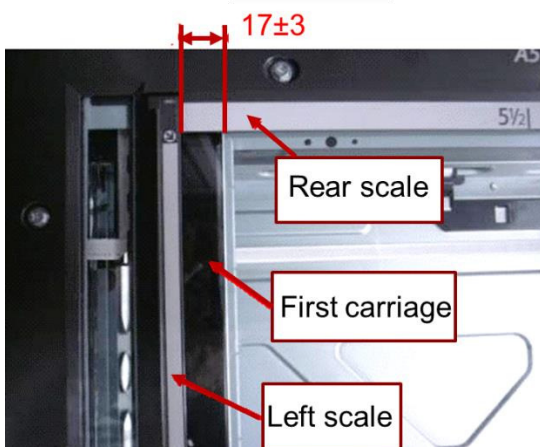


Pic. 1-1

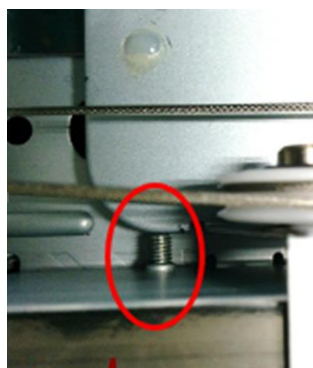


Pic. 1-2

After:



Pic. 1-3



Pic. 1-4

Permanent countermeasure

The shape of the second carriage will be changed so that it does not disengage from the rail.

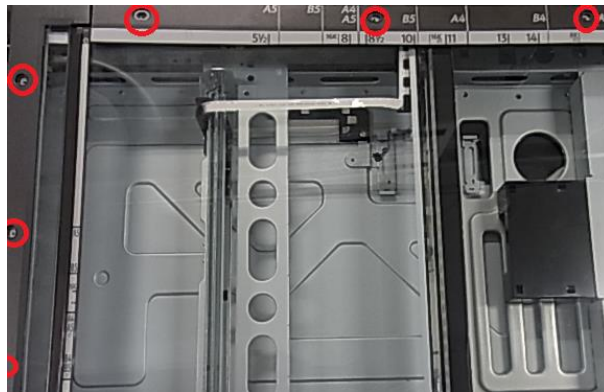
Model: Cor-C1

Date: 19-Feb-15

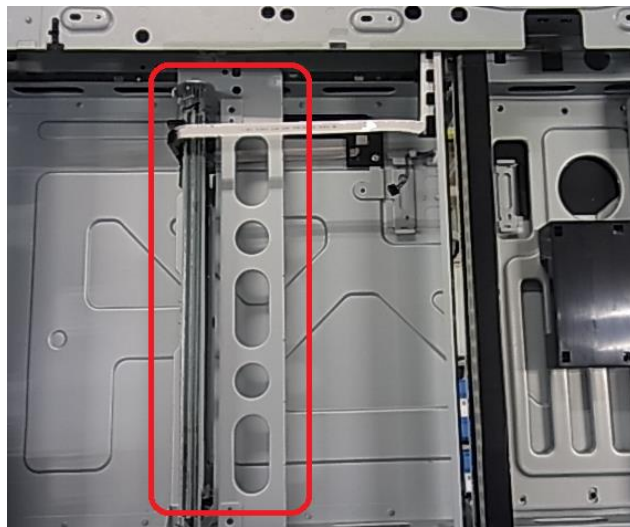
No.: RD197042

In the field:Do the **Procedure** below.**PROCEDURE**

1. Restart the machine.
2. If SC121 still occurs, continue to Step 3.
3. Remove the Left scale, Rear scale, Sheet-through exposure glass, and Exposure glass from the scanner. (Screw x6).



4. Carefully lift up the second scanner carriage, and then put the shoe back into the rail.



5. Reattach all parts that you removed in this procedure.

Model: Cor-C1

Date: 19-Feb-15

No.: RD197042

Cut-in Serial Numbers

The intended parts taken temporary countermeasure from the following serial numbers.

Name	Destination	Machine Code	Serial #
MP 2554 SP	NA/LA	D197-57	G144RB00001~
	Taiwan	D197-59	G144RC40001~
	LA/Korea	D197-69	G144RC90001~
MP 2554 SPJ	Korea	D199-68	G144RC20001~
MP 3054	Taiwan	D198-19	G154RA00001~
MP 3054 SP	NA/LA	D198-57	G154RA30483~
	Taiwan	D198-59	G154RC50001~
MP 3054 SPJ	Korea	D198-68	G154RC80001~
MP 3554	Taiwan	D199-19	G164RA00001~
MP 3554 SP	NA/LA	D199-57	G164RB30001~
	Taiwan	D199-59	G164RC50001~
	LA/Korea	D199-69	G164RB80001~
MP 3554 SPJ	Korea	D199-68	G164RC70001~
MP 4054	Taiwan	D200-19	G174RA00001~
	LA	D200-29	G174RB20001~
MP 4054 SP	NA/LA	D200-57	G174RA30777~
	Taiwan	D200-59	G174RC40001~
	EU	D200-67	G174RC50001~
	LA/Korea	D200-69	G174RC70001~
MP 5054	Taiwan	D201-19	G184RA00001~
	LA	D201-29	G185R110001~
MP 5054 SP	NA/LA	D201-57	G184RB20001~
	Taiwan	D201-59	G184RB50001~
	EU	D201-67	G184RC50001~
	LA/Korea	D201-69	G184RC90001~
MP 6054	LA	D202-29	G195R230001~
MP 6054 SP	NA/LA	D202-57	G194RB40001~
	Taiwan	D202-59	G195R150001~
	LA/Korea	D202-69	G194RB90001~

Model: Cor-C1		Date: 9-Mar-15	No.: RD197043
Subject: Troubleshooting for low image density.		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The image density decreases with continuous printing, especially in solid image areas (though it is within specification).

Note: This does not occur in text areas.

CAUSE

This may occur due to the condition of the developer, and also occurs more easily when repeat prints are made from the same original.

SOLUTION

Change the following SP modes as shown.

Note:

- This will increase the amount of toner used to develop the image.
- As a side effect, this will shorten the yield of the toner bottle.

SP3-629-001 (Vc Vsp) Set to **530**

SP3-629-101 (Vb Vsp) Set to **330**

Model: Model Cor-C1		Date: 23-Mar-15	No.: RD197044
Subject: CC-CERTIFIED IN 2014 Machine		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Information on Installing the COR-C1 models (SP models for EU and Asia) as a CC-CERTIFIED Machine compliant with IEEE Std 2600.2™-2009

Do the following seven steps if you want to install the COR-C1 models (SP models for EU and Asia) as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in March 2015.

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 6 - 7.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_admin.html
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_user.html
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
http://support-download.com/services/device/ccmanual/MP2554SP/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009".

See the following pages for Step 3 to Step 7.

Model: Model Cor-C1

Date: 23-Mar-15

No.: RD197044

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation", "Internal Options", and "List of Slots" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "2. Installation", "ARDF DF3090", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", and by comparing the ADF and the images in "2. Installation", "SPDF DF3080", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M12.

Installation Procedure for Fax Option Type M12

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M12", and "Component Check" in "Fax Option Type M12 Machine Code: D3A5 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M12.

For the detailed installation procedure, see "Fax Option Type M12" in "1. Installation", Fax Option Type M12 Machine Code: D3A5 Field Service Manual.

Model: Model Cor-C1

Date: 23-Mar-15

No.: RD197044

5. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

7. Make sure the machine contains the correct firmware.

● If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the March 2015 machines), install the exact versions shown in the table below.

● If the customer wants to install the machine as an equivalent of the March 2015 machines, install the versions shown in the table below or later.

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

Model: Model Cor-C1

Date: 23-Mar-15

No.: RD197044

Firmware versions with which the COR-C1 models (SP models for EU and Asia)) first achieved CC-CERTIFICATION:
(March 2015)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.04	D2025550F
Network Support	14.26	D2025564C
Fax	02.00.00	D2025557D
RemoteFax	01.00.00	D2025558C
Scanner	01.00	D3A75704C
Web Support	1.05	D2025560C
Web Uapl	1.03	D2025561C
NetworkDocBox	1.01	D2025565D
Printer	1.01	D3A75701D
RPCS	3.16.7	D3A75703B
Font EXP	1.00	D1475581
PCL	1.03	D2025566B
PCL Font	1.14	M1095273
PDF	1.02	D3A75733B
PS3 Font	1.11	D6415763A
Java VM v12 std	12.01.05	D2025567B
animation	29.00	D2025562C
Data Erase Onb	1.00	D2025556
GWFCU3.8-7 (WW)	01.00.00	D2025559B
PowerSaving Sys	F.22	D2025554C
Engine	01.06:02	D2025501
OpePanel	1.02	D2025563C
ADF		
ARDF	01.090:02	D7795300E
SPDF	01.340:16	D6835550F
Platen Cover	Undisplayed	Undisplayed

Ic Key and Ic Ctlr versions with which the COR-C1 models (SP models for EU and Asia)) first achieved CC-CERTIFICATION:
(March 2015)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	3330

Model: Model Cor-C1

Date: 23-Mar-15

No.: RD197044

The list of Operating Instructions (O/I)

<For EU>

Paper Documents

- D202-7007 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7051 Notes for Using This Machine Safely
- A232-8561A Safety Information
- D202-7058A Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS
- M109-8615 CE Marking Traceability Information
(For EU Countries Only)

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D202-7079 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Model: Model Cor-C1

Date: 23-Mar-15

No.: RD197044

<For Asia>

Paper Documents

- D202-7009 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7150 Notes for Using This Machine Safely
- D202-7058A Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D202-7079 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Model: Cor-C1		Date: 9-Apr-15	No.: RD197045
Subject: Troubleshooting for Cor-C1 Handset		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The bracket for the handset kit (Handset HS3020) used on the Cor-C1, Met-C1, and Or-C2 cannot be installed on the Cor-C1.

CAUSE

The screw used to attach the handset is too small compared to the screw hole in the cover.

SOLUTION

Temporary countermeasure:

Install the modified handset kit (P/N D1979900). The size of the screw hole in the bracket was changed to fit the M4 screws.

Note: The handset kits that contain the modified bracket have a green seal affixed to the top of the box.



Model: Cor-C1	Date: 9-Apr-15	No.: RD197045
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Part Number	Description	Contained parts	Q'ty
D1979900	KIT:BRACKET:HAND SET	BRACKET: HAND SET	1
		SCREW:M4 X12	1
		SHEET: HAND SET: SCREW	1

Permanent countermeasure:

The EDP code of the handset kit will be changed from 416683 to **417548**.

Affected machines

The destination for all affected machines is LA.

Name	Destination	Machine Code
MP 2554 SP	LA	D197-57
	LA	D197-58
	LA	D197-69
MP 3054 SP	LA	D198-57
	LA	D198-58
	LA	D198-69
MP 3054	LA	D198-29
MP 3554 SP	LA	D199-57
	LA	D199-58
	LA	D199-69
MP 3554	LA	D199-29
MP 4054 SP	LA	D200-57
	LA	D200-28
	LA	D200-69
MP 4054	LA	D200-29
MP 5054 SP	LA	D201-57
	LA	D201-58
	LA	D201-69
MP 5054	LA	D201-29
MP 6054 SP	LA	D202-57
	LA	D202-58
	LA	D202-69
MP 6054	LA	D202-29

Model: Cor-C1		Date: 17-Apr-15	No.: RD197047
Subject: Maintenance table for scanner rails		Prepared by: Y.Saitoh	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Service Manual Correction

The items in **bold** were added/deleted.

Appendices:

Page	Contents
p.57	Add/Delete:
	Mainframe: D197/D198/D199

Model: Cor-C1					Date: 17-Apr-15		No.: RD197047	
	ADF Exposure Glass	-	-	-	C/I/L		Clean with the RICOH's exposure glass cleaner.	
p.61	Add/Delete:							
	Mainframe: D200/D201/D202							
	Item	160K	320K	480K	EM	Life	Note	
	Reflector	-	C/I/L	-	-	-	Clean with an optics cloth.	
	1st Mirror	-	C/I/L	-	-	-		
	2nd Mirror	-	C/I/L	-	-	-		
	3rd Mirror	-	C/I/L	-	-	-		
	Exposure Glass	-	C/I/L	-	-	-	Clean with the RICOH's exposure glass cleaner.	
		-		-	C/I/L	-		
	Scanner Guide Rails	-	C/I/L	-	-	-	Clean with a dry Cloth. Apply lubrication as needed. When the oil runs out, a squeaking noise may occur.	

Reissued: 25-Jun-19

Model: Cor-C1.5cdefgh	Date: 11-Mar-19	No.: RD284048b
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RTB Reissue

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

Subject: Jam 63 (SPDF DF3120/ 3100/3080)		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt 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

A paper non-feed (multi-feed and/or Jam 63) occurs.

Affected models:

MET-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

MET-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

COR-C1.5cdefgh (D284/D285/D286/D287/D288/D289)

CAUSE

Paper dust and toner attaches to the reverse roller. If the attraction strength between sheets of paper is too large, the ability of the paper to separate is decreased.

SOLUTION

If the symptom occurs, do the following:

1. Update the SPDF firmware to the following version.

Note: This will suppress the slight rotation of the reverse roller that is generated when the paper feed motor is stopped.

No	Model	Firmware	P/N
1	SPDF DF3100	ADF_SINAI-E Ver.01.050:061.34	D3B05550G

2. If this does not solve the issue, replace the separation pad with the following one, which has been customized specifically for this symptom.

See PROCEDURE below.

IMPORTANT: Only install this part if the firmware upgrade does not work. This is because there are side effects with this part (explained below).

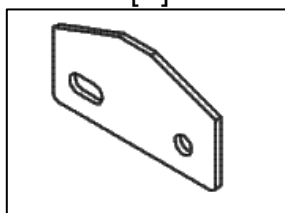
Reissued: 25-Jun-19

Model: Cor-C1.5cdefgh	Date: 11-Mar-19	No.: RD284048b
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2.

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	<i>D6839102</i>	1

[A]



Reissued: 25-Jun-19

Model: Cor-C1.5cdefgh

Date: 11-Mar-19

No.: RD284048b

PROCEDURE

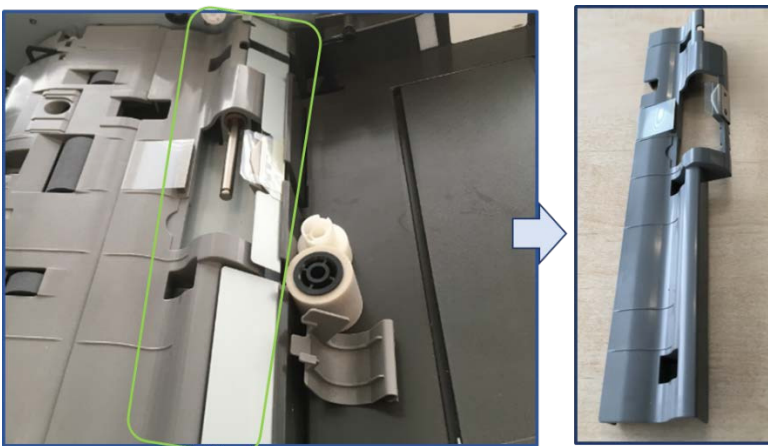
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



Reissued: 25-Jun-19

Model: Cor-C1.5cdefgh

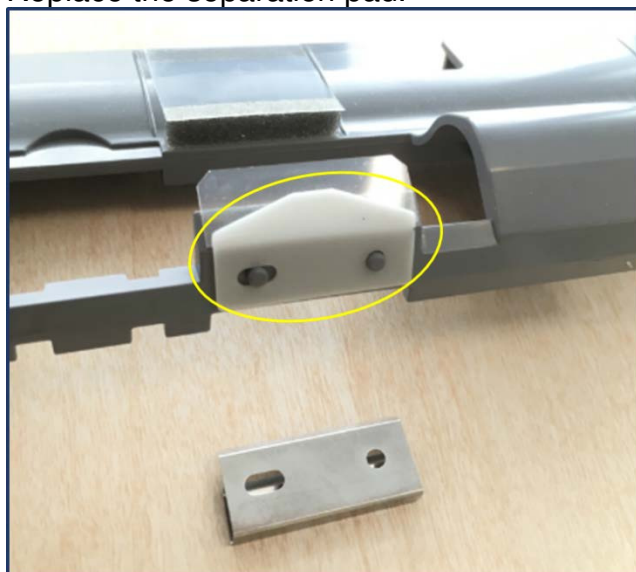
Date: 11-Mar-19

No.: RD284048b

4. Remove the separation pad cover.



5. Replace the separation pad.



Model: Cor-C1		Date: 12-May-15	No.: RD197048
Subject: Service Manual Correction		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Revision

The areas highlighted **in bold** were corrected or added.

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

SPDF DF3080 – Accessory Check (pg. 135-136)

NO.	Description	Q'ty	Remarks
1	Original Caution Decal: Multiple languages	1	
2	Original Set Decal Sheet	1	
3	Coin Screw	2	
	Stepped Screw	2	
4	1 Pass ADF Bracket	1	Not used for this model
5	Sub IPU Bracket	1	Not used for this model
6	Ferrite Core: K3 NF-75 (N) BK0	1	
7	Ferrite Core: K3 NF-70-A(N) BK0	1	
8	Clamp: LWS-0711A	2	
9	Tapping Screw: M3*6	10	Use eight screws for this model
10	BCU Board IPU-sub Board	1	Not used for this model
11	IPU-sub Board BCU Board	1	
12	Spacer	1	
-	Serial Number Decal	1	

Model: Cor-C1/Cor-C1_SOP

Date: 21-May-15

No.: RD197049

Subject: Firmware Release Note: Option IPDS

Prepared by: T. Tachibana

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
8.610	D3A75712	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
8.610	1st Mass production

Model: Cor-C1c		Date: 25-May-15	No.: RD197051
Subject: Service Manual Correction(USB Device Server Option Type M12)		Prepared by: Y.Saitoh	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The areas **in bold** were added.

Page	Contents
p.342	<p>Notes for Energy Save Mode Setting</p> <hr/> <p>If the machine which has this option enters into the energy save mode, you cannot print because there will be a communication error. Follow the instructions below to disable the machine's entering into the energy save mode.</p> <ol style="list-style-type: none"> 1. Set SP5-191-001 (Power Str Set) to a value of "0". 2. Exit SP mode. 3. Turn the machine main power OFF/ON.

Model: Cor-C1		Date: 25-May-15	No.: RD197052
Subject: Parts Catalog Correction for Guide Plate for Fusing Exit		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Ribs were added to the fusing unit guide plate and a retaining ring was added.

Reason: To further strengthen the guide plate and prevent it from breaking.

See **IMPORTANT NOTE on next page** regarding the attachment of the retaining ring.

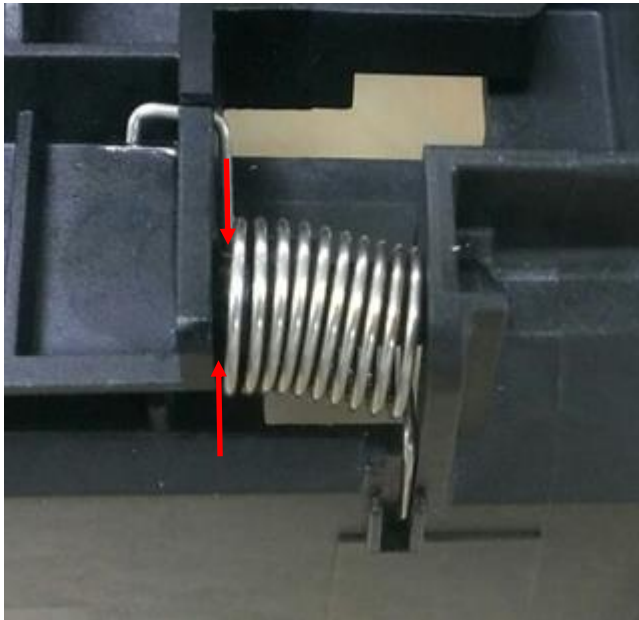
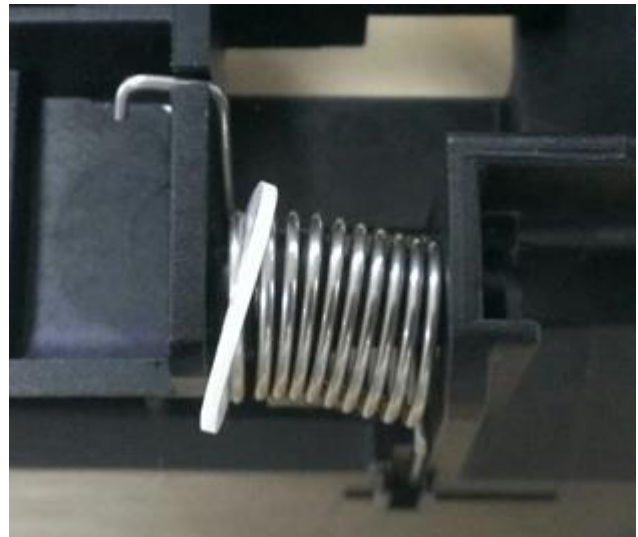
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	08050106	RETAINING RINGS-E:SILENCER:DIA6	0-1				Set as X/O
AA061215	AA066435	SPRING:RELEASE:FUSING EXIT	1-1	X/X			
D2024214	D2024215	GUIDE PLATE:FUSING EXIT	1-1	X/X			

Retaining ring (circled in red):



IMPORTANT NOTE on attachment of the retaining ring:

Attach the retaining ring on the **left side of the spring**, as shown.

**CORRECT:****Incorrect:**

Reissued: 07-Jul-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

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

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

Reissued: 07-Jul-15

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

Reissued: 07-Jul-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193047b
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Version	Modified Points or Symptom Corrected
	<p>- <i>The second screen will remain even while the job is being printed.</i></p> <p>3. <i>When the "Stop" key is pressed while scanning one side of a document, the message "You do not have the privileges to use the following function. Auto Color Sel." will be displayed.</i></p> <p><i>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</i></p> <p>- <i>System/copy firmware:</i> <i>Model Met-C1ab: v3.11 or later (D1465550X)</i> <i>Model Met-C1cde: v3.12 or later (D1485550Y)</i> <i>Model Met-C1xyz: v2.11 or later (D1765550N)</i> <i>Model Cor-C1: v1.11 or later (D2025550M)</i> <i>Model Z-C2: v1.07 or later (D1935771G)</i> <i>Model OR-C2: v1.14 or later (D1835530K)</i></p> <p>- <i>CheetahSystem:</i> <i>v1.39 or later (D1501440Y)</i></p> <p>- <i>SDKService:</i> <i>v1.06.01 or later (D1501437F)</i></p>
1.1	Initial release

Model: Cor-C1		Date: 25-May-15	No.: RD197050
Subject: FSM correction (USB Device Server Option Type M12)		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

- The areas in **bold** were added (2 bands, Step 6-1).

2. INSTALLATION – USB Device Server Option Type M12

Component Check

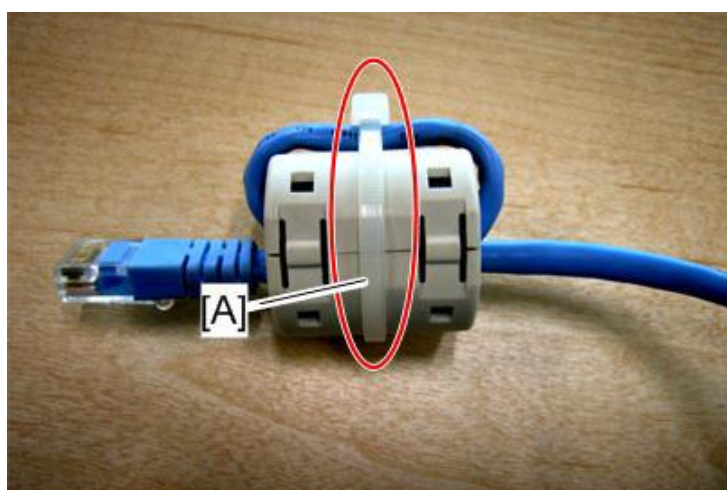
No	Items	Q'ty	Remark
1	Interface Board	1	
2	USB Cable	1	
3	Ferrite Core	4	
-	Band	2	NA only

Installation Procedure

When installing this option in North America only:

6-1. Bind both cores with two bands [A], as shown below.

Note: The two binds are not included in options produced before March, 2015. To bind the cores, use the binds (P/N: 11050047) registered as service parts or similar ones.



m257z0004

Reissued: 3-June-15

Model: Cor-C1c	Date: 28-May-15	No.: RD197053a
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RTB Reissue

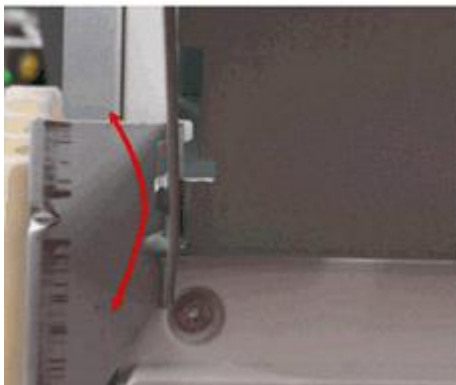
Subject: Troubleshooting for SC721-70		Prepared by: T.Hirakawa	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

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

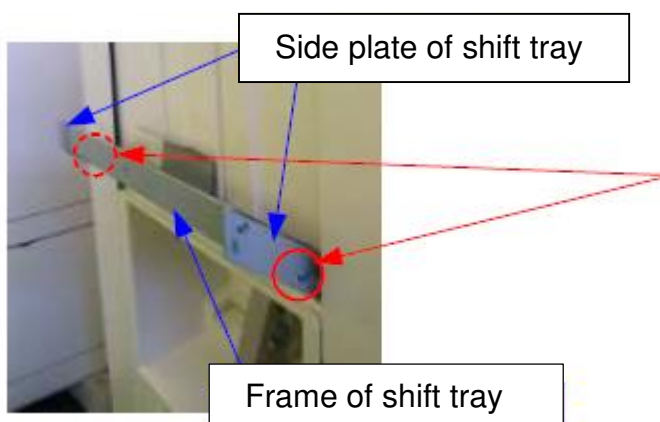
CAUSE

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



SOLUTION

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



Reissued: 3-June-15

Model: Cor-C1c

Date: 28-May-15

No.: RD197053a

Installation Procedure

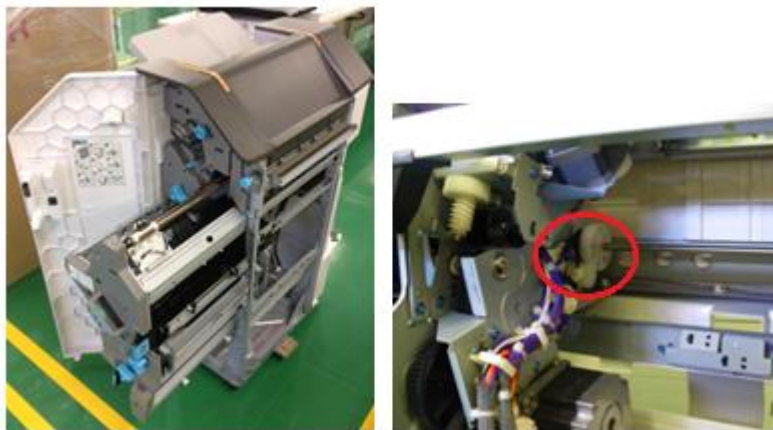
1. Remove the finisher.
2. Access the tray upper motor.

SR3140

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

**SR3150**

Pull the booklet staple unit to access the motor.



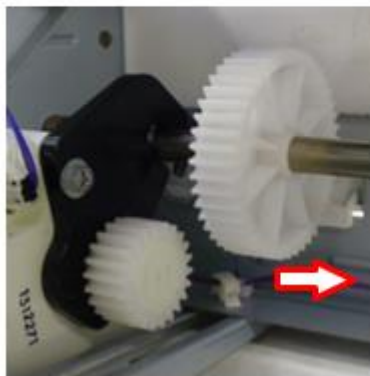
Reissued: 3-June-15

Model: Cor-C1c	Date: 28-May-15	No.: RD197053a
----------------	-----------------	----------------

3. Remove the snap ring



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



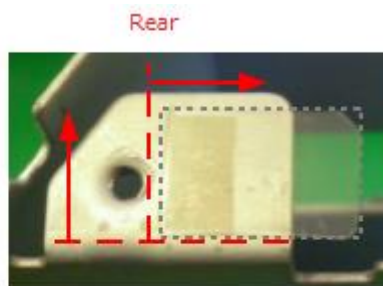
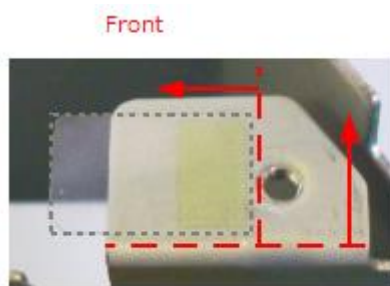
5. Remove the base frames (4 screws).



Reissued: 3-June-15

Model: Cor-C1c	Date: 28-May-15	No.: RD197053a
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6. Attach the sheets to each base frame.



7. Reattach the base frames and the drive gear.

Model: Cor-C1c		Date: 16-Jun-15	No.: RD197054
Subject: Noise in the paper exit unit.		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Noise may occur in the paper exit unit.

CAUSE

Friction between the inner face of the exit driven roller and roller shaft.

SOLUTION

Apply Silicone Grease G-501(P/N: 52039502) to the roller (P/N: D1494459).

See Procedure below.

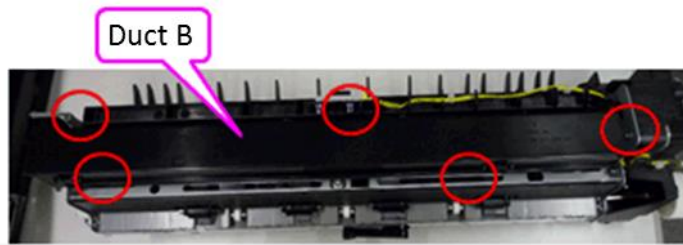
Model: Cor-C1c

Date: 16-Jun-15

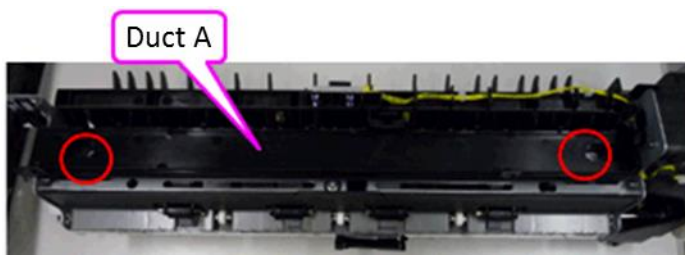
No.: RD197054

Procedure for applying grease to the exit driven rollers

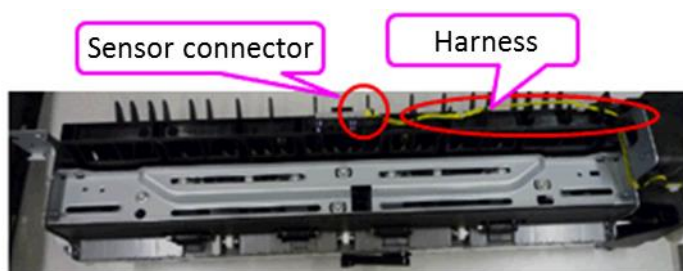
1. Remove the Paper Exit Unit.
2. Remove Duct B (tabs x5).



3. Remove Duct A (screws x2).



4. Remove the sensor connector and harness from the guide plate.



5. Remove the GUIDE PLATE:EXIT:LOWER:ASS'Y (screws x2).



Model: Cor-C1c

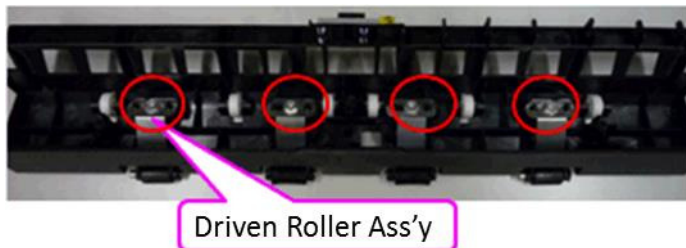
Date: 16-Jun-15

No.: RD197054

6. Remove the STAY:EXIT:LOWER from the GUIDE PLATE:EXIT:LOWER:ASS'Y (screws x4).



7. Remove the ROLLER:DRIVEN:EXIT:ASS'Y (screws x4).



8. Remove the e-ring and shaft.



9. Apply the grease to this shaft.



10. Reattach all parts that you removed in this procedure.

Model: Cor-C1c

Date: 16-Jun-15

No.: RD197054

Cut-in Serial Numbers

Grease has been applied at the factory to the exit driven rollers from the following serial numbers.

Name	Destination	Product Code	Serial #
MP 2554SP	NA / LA	D197-57	G144RB00162~
	Taiwan	D197-59	G144RC40001~
	LA /Korea	D197-69	G144RC90001~
MP 2554SPJ	Korea	D197-68	G144RC20001~
MP 3054SP	NA / LA	D198-57	G154RB30001~
	Taiwan	D198-59	G154RC50001~
MP 3054SPJ	Korea	D198-68	G154RC80001~
MP 3554SP	NA / LA	D199-57	G164RB30060~
	Taiwan	D199-59	G164RC50001~
	LA / Korea	D199-69	G164RB80001~
MP 3554SPJ	Korea	D199-68	G164RC70001~
MP 4054	Asia / LA	D200-29	G174RB20007~
MP 4054SP	NA / LA	D200-57	G174RC30001~
	Taiwan	D200-59	G174RC40001~
	EU	D200-67	G174RB50195~
	Asia / LA	D200-69	G174RC70001~
MP 5054	Asia / LA	D201-29	G185R110001~
MP 5054SP	NA / LA	D201-57	G184RB20001~
	EU	D201-67	G184RC50001~
	Asia / LA	D201-69	G184RC90001~
MP 6054SP	NA / LA	D202-57	G194RC40001~
	Asia / LA	D202-69	G194RB90001~

Model: Cor-C1c		Date: 22-Jun-15	No.: RD197055
Subject: Troubleshooting: SC672		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

SC672-11 or -12 (Controller start up error) occurs.

SC672-11: Communication error between operation panel and CTL after the machine is powered up.

SC672-12: Communication error between operation panel and CTL after normal start-up.

Note:

- SC672 does not appear on the SMC report, because it is not logged.
- The operation panel (Normal Operation Panel / Smart Operation Panel) communicates with the controller via a USB cable and the IPU. SC672 is triggered when the panel cannot communicate with the controller.
- Applicable models: MP 2554/3054/3554/4054/5054/6054

CAUSE

Possible causes include:

1. Failure of USB communication path (USB cable, IPU)
2. Data corruption of CTL onboard Flash memory
3. Poor supply voltage for CTL onboard ASIC
4. Firmware bug related to the energy saving system
5. Defective CTL onboard converter
6. Defective CTL onboard resistors
7. FCU start-up error

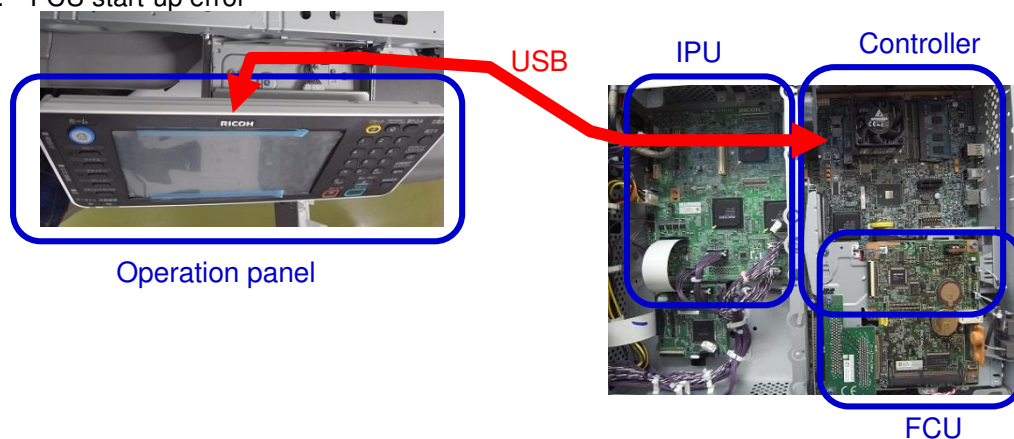


Figure 1: Operation panel, IPU and Controller / FCU

SOLUTION**In the field:**

Do the following.

1. Turn the machine power OFF/ON.
2. Check the power saving system firmware version.
 - If this firmware is older than ver. F.23 update it to **ver. F.23 or newer**.
3. Re-connect the USB cable between IPU board and operation panel.

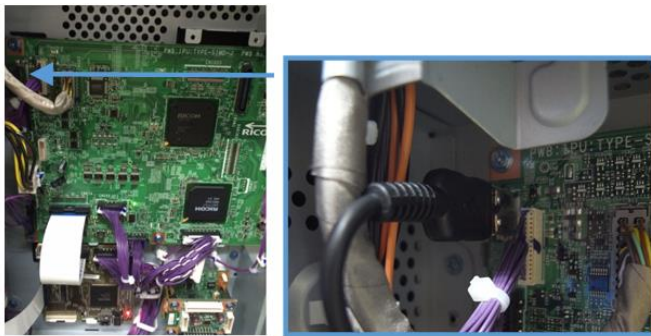


Figure 2: USB connector (IPU)

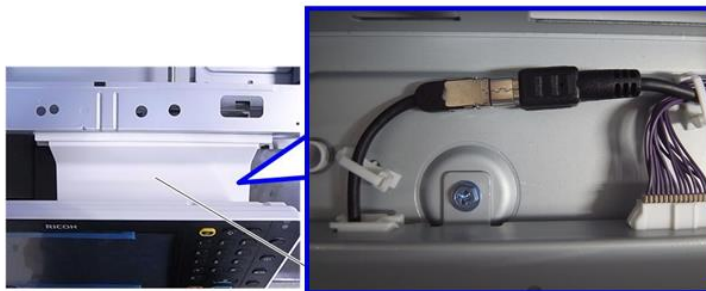


Figure 3: USB connector (Operation panel)

4. Do the action in the **flowchart on the next page** to determine the cause and best course of action.

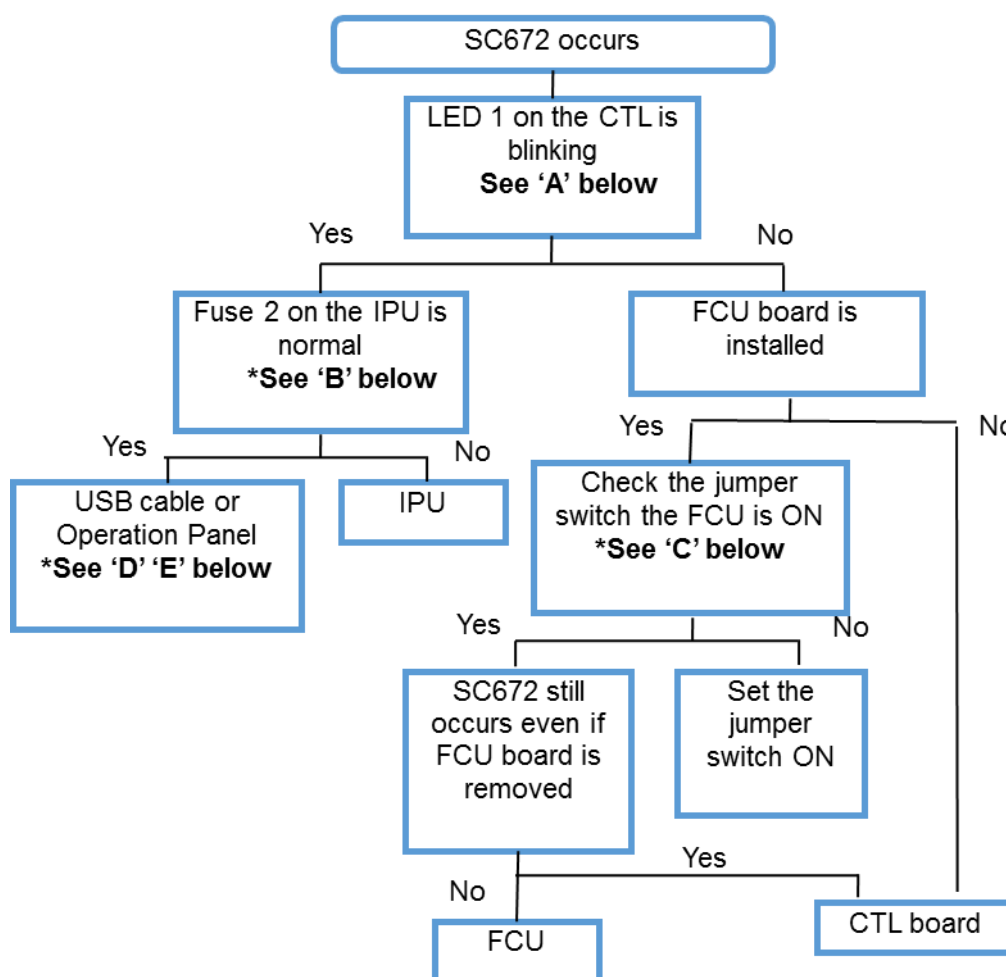
Parts needed:

- USB cable
- CTL board
- IPU board
- FCU board
- Operation panel

Important: If the SC recurs after you do the action in this flowchart, do the following.

- If SC819 (cache error) appears in the SC history, replace the controller board.
- If SC991 (SCS: scs time count level c') appears in the SC history, replace the controller board and the USB cable.

Flowchart to determine the replacement parts



Parts	How to determine the cause
USB cable	Fuse 2 on the IPU
Operation Panel	Fuse 2 on the IPU
IPU	Fuse 2 on the IPU
CTL	LED1 on the CTL
FCU	Jumper switch on FCU

Model: Cor-C1c

Date: 22-Jun-15

No.: RD197055

[A]: LED on the controller board

Check the condition (lit, off, blinking) of the LED on the CTL.

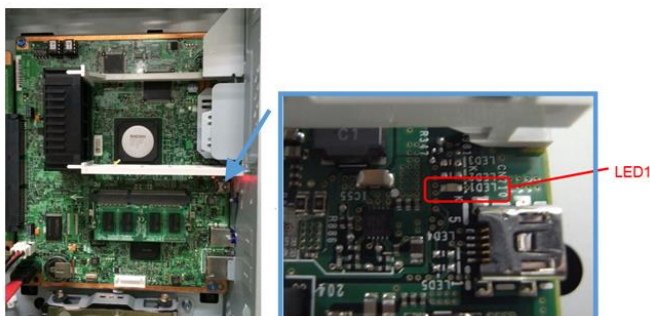


Figure 4: LED 1 on the CTL

No.	Note
LED 1	<p>For CPU</p> <ul style="list-style-type: none"> - LED blinks when the CPU is operating normally. - LED is lit or off when there is a problem with the CPU.

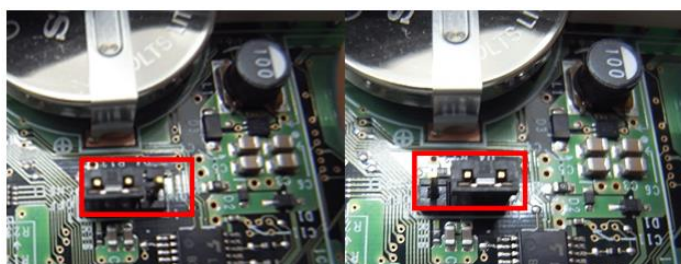
[B]: Fuse on the IPU



Figure 5: Fuse on the IPU

[C]: Jumper switch on the FCU

If the jumper switch on the FCU is OFF, turn the switch **ON**.



Jumper switch OFF

Jumper switch ON

Figure 6: Jumper switch on the FCU

Model: Cor-C1c

Date: 22-Jun-15

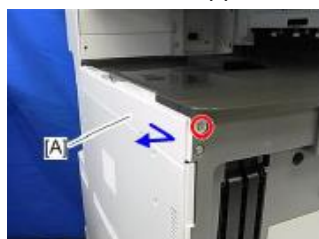
No.: RD197055

[D]: Replacing the USB cable

1. Remove the paper exit tray [A].



2. Remove the left upper cover [A] (screws x 1)



3. Remove the left rear cover [A] (screws x 2)



4. Remove the controller cover [A] (screws x 4)



5. Remove the rear cover [A] (screws x4)



Model: Cor-C1c

Date: 22-Jun-15

No.: RD197055

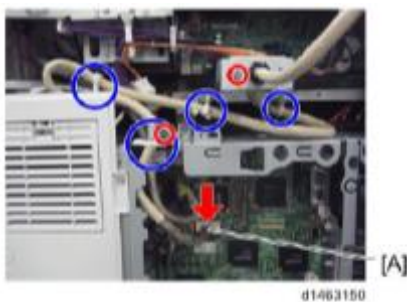
6. Remove the scanner rear cover [A] (screws x 3)



7. Remove the scanner rear cover (small) [A] (screws x 2)

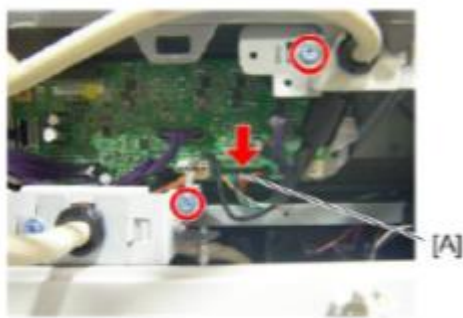


8. Remove the I/F cable [A] (screws x 2, harnesses x 1, clamps x 1)



9. Remove the CIS cable [A].

SPDF (screws x 2, harnesses x1)



ARDF (screws x 2, harnesses x1)

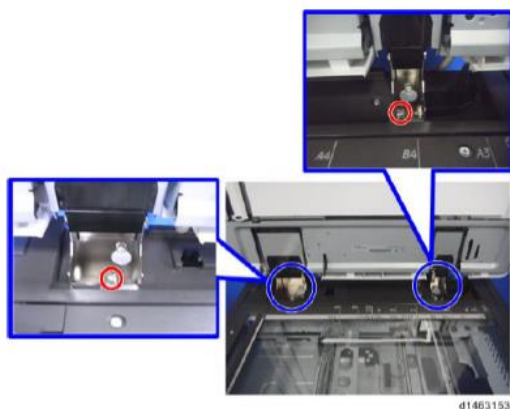


Model: Cor-C1c

Date: 22-Jun-15

No.: RD197055

10. Remove the ADF (screws x 2)

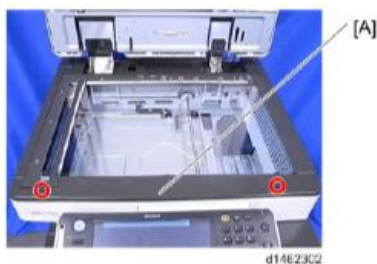


Important: When you re-attach the ARDF later, make sure to attach the right hinge screw on the left side.

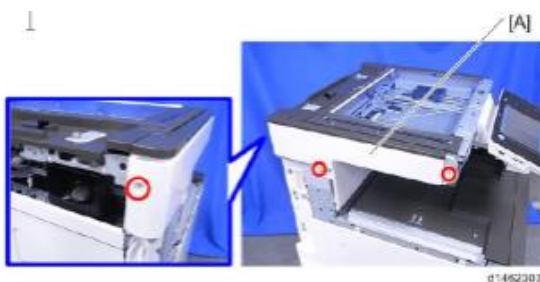
11. Remove the scanner right cover [A] (screws x 1)



12. Remove the scanner front cover [A] (screws x 2)



13. Remove the scanner left cover [A] (screws x 2)

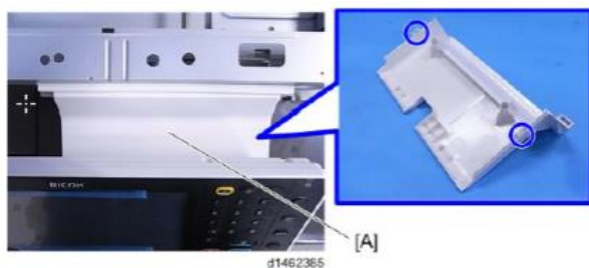


Model: Cor-C1c

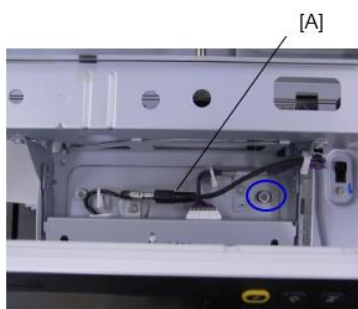
Date: 22-Jun-15

No.: RD197055

14. Remove the operation panel upper cover [A].



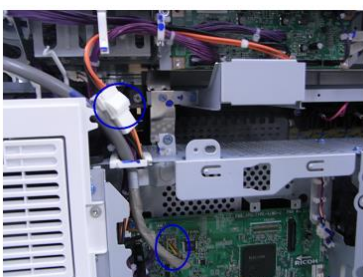
15. Remove the USB cable connector [A] (screws x1, clamps x2)



16. Remove the two screws.



17. Remove the two connectors.

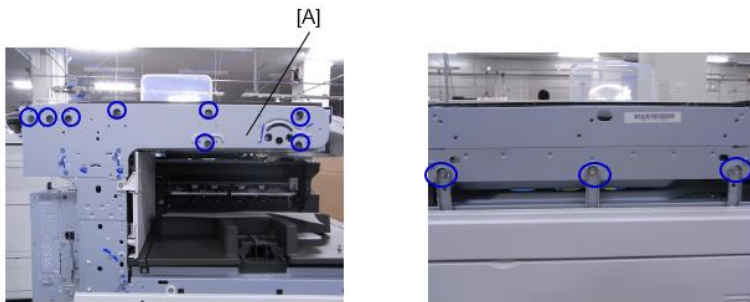


Model: Cor-C1c

Date: 22-Jun-15

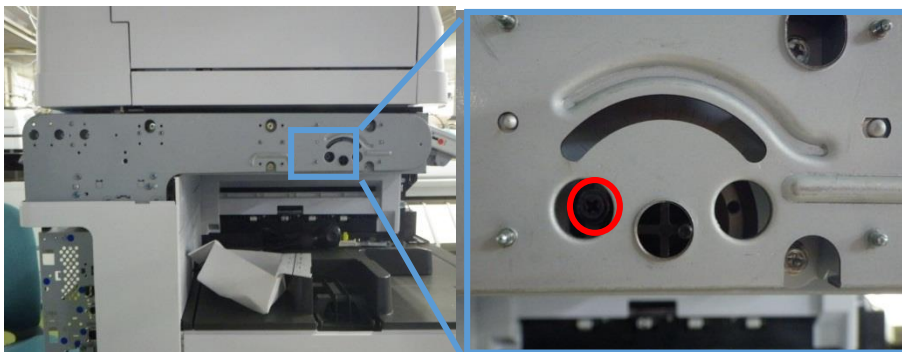
No.: RD197055

18. Remove the scanner unit [A] (screws x 11)

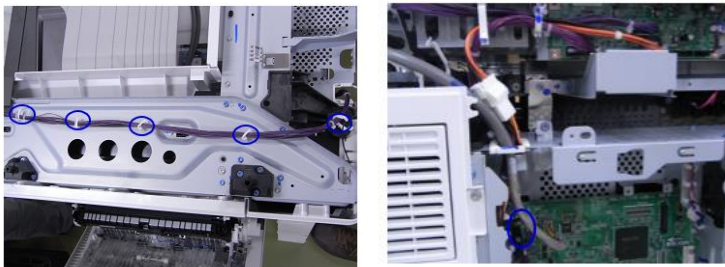


Important:

Never loosen or remove the following screw when you remove or re-attach the unit. This is because this screw fixes the scanner cam in place. If the position of the scanner cam changes, the scanner will be misaligned. This will result in image skew and other image alignment issues.



19. Remove the USB cable (clamp x5)



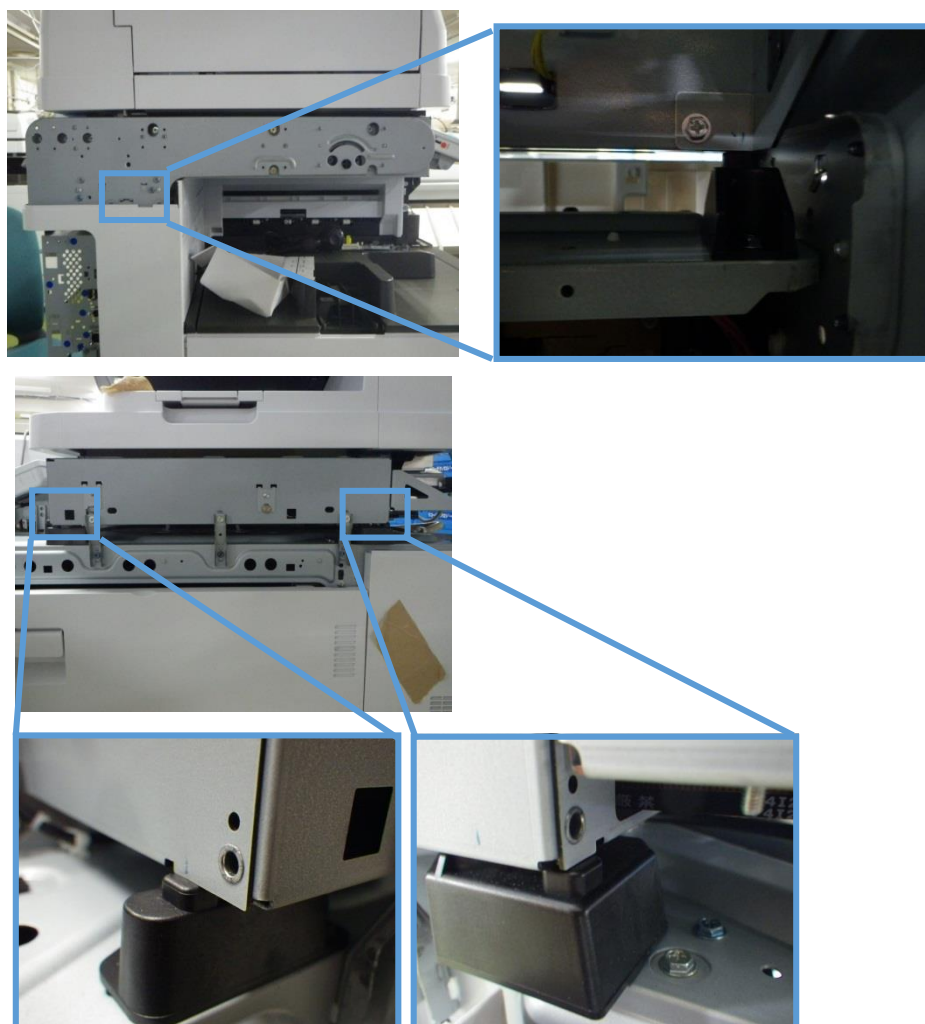
Model: Cor-C1c

Date: 22-Jun-15

No.: RD197055

Important

Make sure that there is no space between the machine frame and the following three areas of the scanner unit when you re-attach the scanner unit.



Part number change information

#	Part	Old P/N	New P/N	Description	Q'ty
1	USB cable	D2025220	D2025224	HARNESS:CRN-C1:OPERATION SUB-UNIT:ASS'Y	1

Model: Cor-C1c

Date: 22-Jun-15

No.: RD197055

[E]: Operation panel

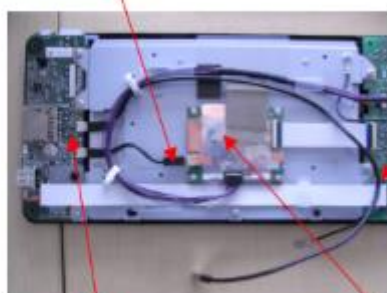
Do the following procedure step-by-step if the USB cable replacement does not solve the problem.

Stop the procedure at any step if the problem is solved.

1. Reconnect **[a]** (Cable:LCDC:USB) and **[b]** (Cable:USB).
2. Replace **[a]** (Cable:LCDC:USB) and **[b]** (Cable:USB).
3. Replace **[c]** (PCB:OP-L:USB:ass'y).
4. Replace **[d]** (PCB:LCDC).

[a] Cable:LCDC:USB

[b] Cable:USB



[c] PCB:OP-L:USB:ass'y

[d] PCB:LCDC

Mass-production:

The following modifications were applied for each possible cause.

#	Possible cause	SC code	Modification
1	Failure of the USB communication path (USB cable, IPU)	SC672-11 -12	Screening process added to the USB cable assembly line from Sept. 2014.
2	Firmware bug with energy saving system	-11	Firmware modified in Feb 2014 (Power Saving Sys version F.17 or newer)
3	Defective converter on CTL	-11	Test process added to the assembly line from Apr 2014.
4	Defective resistors on CTL	-11	Assembly line process changed to prevent resistor damage from May 2013.

Model: Cor-C1		Date: 24-Jun-15	No.: RD197056
Subject: FSM correction for SC990, 991, 997		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC descriptions were missing from the Service Manual.

6. Troubleshooting

- SC Tables: SC9xx (Others)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC990-00	D	Software operation error
		Software attempted an unexpected operation.
		<ul style="list-style-type: none"> Parameter error Internal parameter error Insufficient work memory Operation error caused by abnormalities that are normally undetectable.
		<ul style="list-style-type: none"> Turn the main power off/on. Reinstall the software of the controller and BCU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC991-00	C	Recoverable software operation error
		Software attempted an unexpected operation.
		SC991 covers recoverable errors as opposed to SC990.
		<ul style="list-style-type: none"> Parameter error Internal parameter error Insufficient work memory Operation error caused by abnormalities that are normally undetectable.
		Logging only

Model: Cor-C1

Date: 24-Jun-15

No.: RD197056

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC997-00	D	Application function selection error
		The application selected by the operation panel key operated abnormally (No response, abnormal ending).
		Software bug (mainly the application)
		<ul style="list-style-type: none">• Check the optional RAM, DIMM, boards required by the application program.• Check if the combination of downloaded programs are correct.

Model: Cor-C1		Date: 30-Jun-15	No.: RD197057
Subject: Parts information for Tray Heater Accessory		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Part number	Description	Q'ty	Int	Page	Index	Note
D2150502	PCB:DHB:DEHUMIDIFIER:NA:ASS'Y	1				

Note:

- This part is used on the NA, EU, AA, TWN and CHN models.
- D2150502 consists of the following parts:

Field Service Manual

- 2. Installation
 - Anti-Condensation Heater for Trays
 - Accessory Check

Anti-Condensation Heater (Service Option) for Main Unit

Description	Q'ty
Tapping Screw: M3x6	3
Clamp: LWSM-0306A	7
Clamp: LWS-1211A	1
Heater Board	1
BCU Harness	1
PSU Harness	1
PFU Harness	1

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

Date: 07-Jul-15

No.: RD193049

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When Conference Concierge is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening Conference Concierge, it takes approximately 30 seconds to display the first screen of the application. 2. If the document is set as landscape even though there is no tray that is set to A4 landscape, Conference Concierge might not be able to staple the upper-left side. 3. If Letter-size paper is set as landscape and the staple is to be positioned on the upper-left side, scanning might stop after one side of the document has been scanned.

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

Date: 07-Jul-15

No.: RD193049

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


Model: Cor-C1		Date: 28-Jul-15	No.: RD197058
Subject: FSM correction for SP4013 (Scanner Free Run)		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The following SPs were newly added to the Service Manual. These SPs are available on machines with Engine firmware (p/n: D2025501) version 1.13:03 or later.

5. System Maintenance

- SP Mode Tables - SP4000
- SP4-XXX (Scanner)

4013	[Scanner Free Run]		
	<div>  Note </div> <ul style="list-style-type: none"> · Scan operation amount will depend on the latest scanning size 		
001	Book mode: Lamp Off	ENG	[0 or 1 / 0 / 1/step] 0: OFF 1: ON
	Repeats carriage reciprocating motion with lamp off.		
002	Book mode: Lamp On	ENG	[0 or 1 / 0 / 1/step] 0: OFF 1: ON
	Repeats carriage reciprocating motion with lamp on.		

Model: Cor-C1		Date: 9-Sep-15	No.: RD197059
Subject: Troubleshooting: SC547-02		Prepared by: T. Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

SYMPTOM

SC547-02 (Zero cross Error (relay contact fault)) occurs.

CAUSE

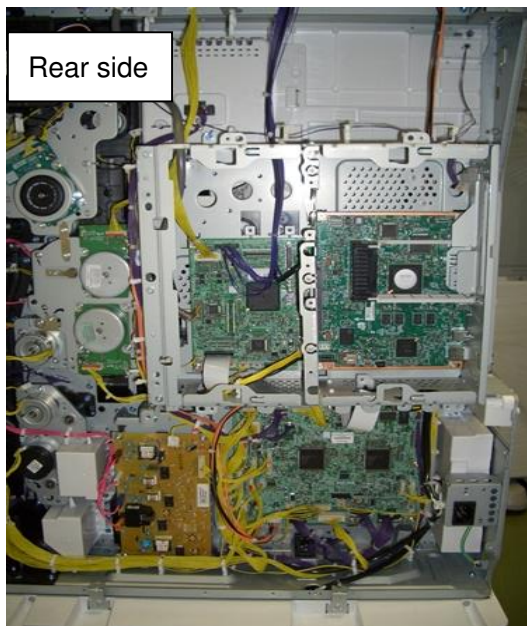
The relay harness was mistakenly routed between the air duct and the frame on the production line.

SOLUTION

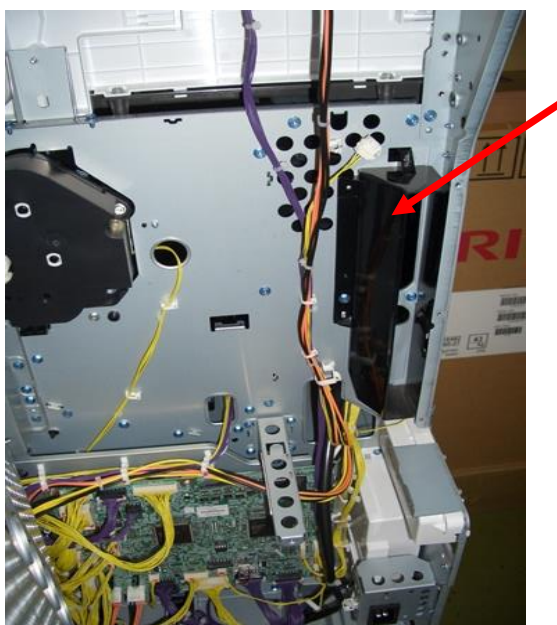
If this SC occurs, do the **PROCEDURE** on the following page.

PROCEDURE

1. Remove the controller rear cover.
2. Remove the scanner rear cover.
3. Remove the rear left cover.
4. Remove the rear right cover.
5. Remove the rear lower gap cover.
6. Remove the rear lower cover



7. Remove the duct.



8. Check whether or not the relay harness (circled in red) is caught between the air duct and frame.

- If it is, **replace all parts shown in the table below.**

IMPORTANT: See **How to replace the relay harness** below.

- If it is not, do the action in the Service Manual, SP tables, pg.1114.



C/D/E models:

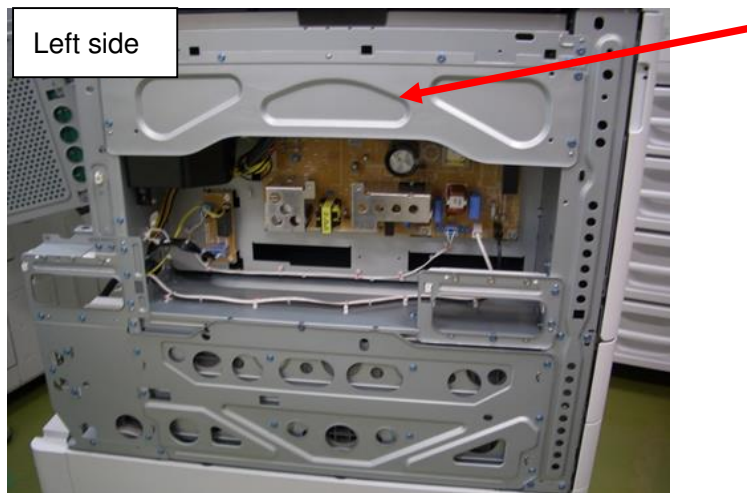
Part number	Description
D1995322	HARNESS:POWER SUPPLY UNIT:POWER SOURCE:FAN
AZ230282 (NA/TWN)	POWER SUPPLY UNIT:NA:166W
AZ230284 (EU/AA/KOR)	POWER SUPPLY UNIT:EU/AP:166W
AZ230286 (CHN)	POWER SUPPLY UNIT:CO-C1E:CHN
D2025106	PCB:BCU:CRN-C1:SRD:ASS'Y

F/G/H models:

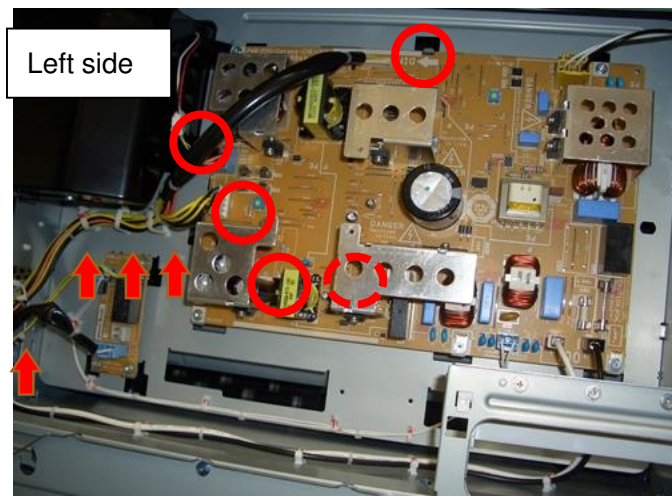
Part number	Description
D2025322	HARNESS:POWER SUPPLY UNIT:POWER SOURCE:FAN:FGH
AZ230276 (NA/TWN)	POWER SUPPLY UNIT:NA:249.7W
AZ230278 (EU/AA/KOR)	POWER SUPPLY UNIT:EU/AP
AZ230280 (CHN)	POWER SUPPLY UNIT:CO-C1H:CHN
D2025106	PCB:BCU:CRN-C1:SRD:ASS'Y

How to replace the relay harness

1. Remove the plate.



2. Disconnect the connectors and remove the harness.

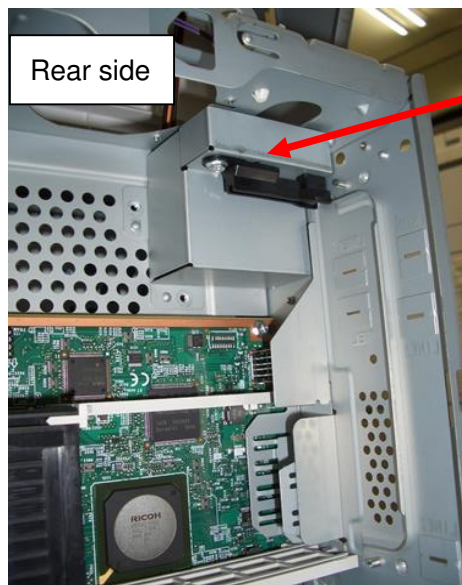


Model: Cor-C1

Date: 9-Sep-15

No.: RD197059

3. Remove the bracket.



4. Disconnect the connector and remove it from the box.



Model: Cor-C1

Date: 9-Sep-15

No.: RD197059

5. Disconnect the connector for the relay harness (circled in red) and then replace the harness.


Affected Serial Numbers:

ASIA	
Model code	Serial number:
D249-69	G145P108007- G145P108086 G145P200198 - G145P500380
D250-29	G155P200539 - G155P400837
D250-69	G155P108077 - G155P501469
D251-29	G165P200033 - G165P400309
D251-69	G165P108001 - G165P500161
EU	
Model code	Serial number
D249-67	G144PC08001 - G145P500368
D250-27	G155P200489 - G155P500841
D251-67	G164PC08001 - G165P500133
CHINA	
Model code	Serial number
D197-61	G144PB00001 - G145P500174
D197-62	G144PA00002 - G145P401260

Model: Cor-C1

Date: 9-Sep-15

No.: RD197059

D198-61	G154PB00001 - G155P500228
D198-62	G154PA00002, G154PC00143 - G154PC00146 G155P100241 - G155P100244 G155P400789 - G155P400797
D199-61	G164PB00001 - G165P500302
D199-62	G164PA00003, G164PC00051 - G164PC00052 G165P100103, G165P400124 - G165P400125
D200-21	G174PB00001 - G174PB00019, G174PC00001 - G174PC00119, G175P100001 - G175P100375
D200-61	G174PB00020 - G174PC00363, G175P100047 - G175P500100
D200-62	G174PA00003 - G175P400069
D201-21	G184PA00004 - G185P100039
D201-61	G184PB00001 - G195P400003
D202-62	G194PA00003, G194PC00025
D252-21	G174PC50001 - G174PC50010
D253-61	G184PC50001 - G184PC50010
D254-61	G194PC50001 - G194PC50010

Model: Cor-C1		Date: 9-Oct-15	No.: RD197060
Subject: Manual correction - Caution note on PSU replacement		Prepared by: T. Tachibana	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please add the following caution in the field service manual.

- 4. Replacement and Adjustment
 - > PCBs and Other Items
 - > PSU

Model: Cor-C1

Date: 9-Oct-15

No.: RD197060

⚠ CAUTION:

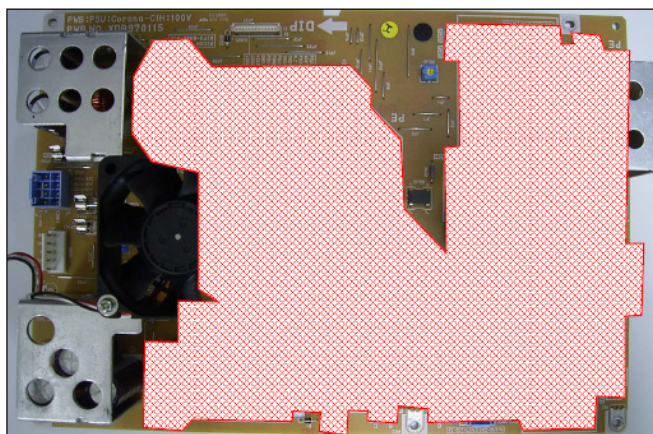
NEVER touch the areas outlined in red in the photos below, to prevent electric shock caused by residual charge.

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

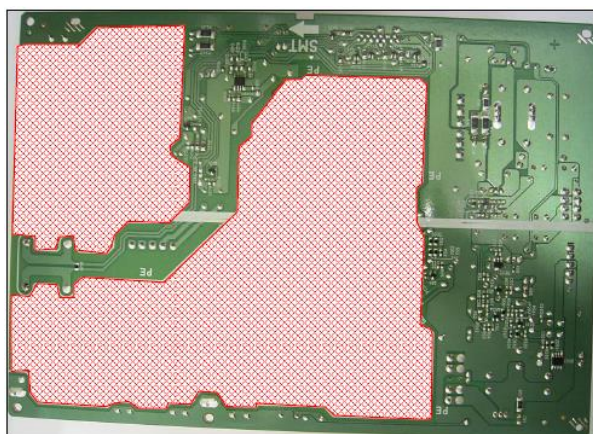
The procedure to discharge residual charge from the machine by unplugging the power cord from the AC wall outlet and pressing the main power switch works only for the DC circuits on this board. Residual charge remains in the AC circuits.

For NA/TWN:

Front:

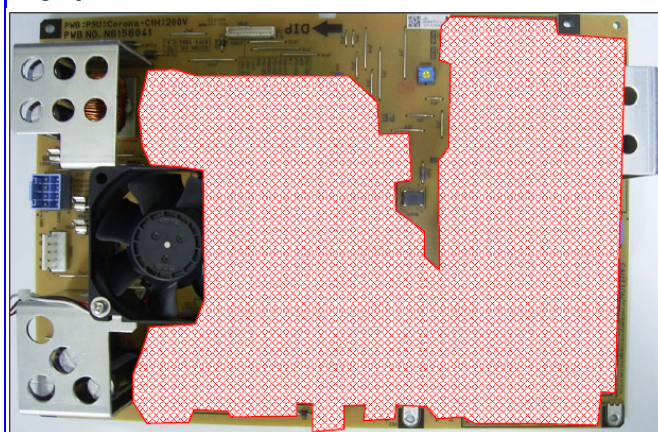


Back:

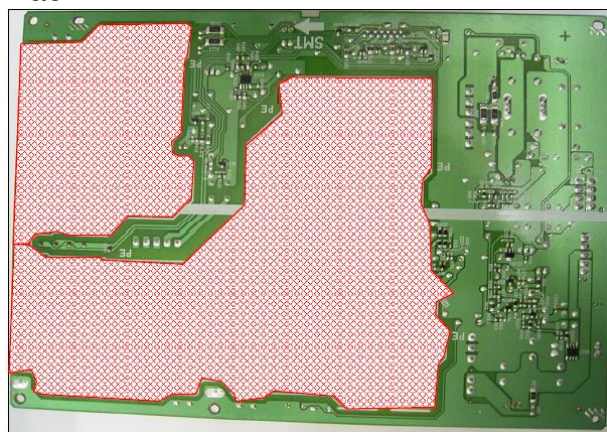


For EU/AA/CHN:

Front:



Back:



Reissued : 30-Jan-19

Model: Cor-C1	Date: 4-Nov-15	No.: RD197061a
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RTB Reissue

The items in **red** is the latest one.

Subject: List of controller boards by model and product destination		Prepared by: R. Tsurumi	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This bulletin provides the p/n and description of Controller Boards by model and product destination.

Updated on 30th Jan 2019:

This bulletin is regarding the new numbers given to the parts. The parts number listed in red is the latest one.

NA

	SP model (Non-SOP)		SOP Model	
Code	P/N	Description	P/N	Description
D197	D1975673 D2025640	PCB:CTL_JL2:CRN-C1C:EXP	D1975676 D2005600	PCB:CTL_JL2:CRN-C1C_CH:EXP
D198	D1985673 D2005641	PCB:CTL_JL2:CRN-C1D:EXP	D1985676 D2005601	PCB:CTL_JL2:CRN-C1D_CH:EXP
D199	D1995673 D2005642	PCB:CTL_JL2:CRN-C1E:EXP	D1995676 D2005602	PCB:CTL_JL2:CRN-C1E_CH:EXP
D200	D2005663 D2005673	PCB:CTL_JL2:CRN-C1F:EXP	D2005676 D2005603	PCB:CTL_JL2:CRN-C1F_CH:EXP
D201	D2015673 D2005644	PCB:CTL_JL2:CRN-C1G:EXP	D2015676 D2005604	PCB:CTL_JL2:CRN-C1G_CH:EXP
D202	D2025653 D2005645	PCB:CTL_JL2:CRN-C1H:EXP	D2025676 D2005605	PCB:CTL_JL2:CRN-C1H_CH:EXP

EU

Non-SOP Model				
	Basic model		SP model	
Code	P/N	Description	P/N	Description

Reissued : 30-Jan-19

Model: Cor-C1			Date: 4-Nov-15	No.: RD197061a
D197	-	-	D1975673 D2005640	PCB:CTL_JL2:CRN-C1C:EXP
D198	D1985672 D2005651	PCB:CTL_JL2:CRN-C1D_BASIC:EXP	D1985673 D2005641	PCB:CTL_JL2:CRN-C1D:EXP
D199	-	-	D1995673 D2005642	PCB:CTL_JL2:CRN-C1E:EXP
D200	-	-	D2005663 D2005673	PCB:CTL_JL2:CRN-C1F:EXP
D201	-	-	D2015673 D2005644	PCB:CTL_JL2:CRN-C1G:EXP
D202	-	-	D2025653 D2005645	PCB:CTL_JL2:CRN-C1H:EXP

SOP Model		
Code	P/N	Description
D197	D1975676 D2005600	PCB:CTL_JL2:CRN-C1C_CH:EXP
D198	D1985676 D2005601	PCB:CTL_JL2:CRN-C1D_CH:EXP
D199	D1995676 D2005602	PCB:CTL_JL2:CRN-C1E_CH:EXP
D200	D2005666 D2005666	PCB:CTL_JL2:CRN-C1F_CH:EXP
D201	D2015676 D2005604	PCB:CTL_JL2:CRN-C1G_CH:EXP
D202	D2025676 D2005605	PCB:CTL_JL2:CRN-C1H_CH:EXP

AA/TWN

Non-SOP Model				
Basic model			SP model	
Code	P/N	Description	P/N	Description
D197	-	-	D1975673 D2005640	PCB:CTL_JL2:CRN-C1C:EXP
D198	D1985672	PCB:CTL_JL2:CRN-C1D_BASIC:EXP	D1985673	PCB:CTL_JL2:CRN-C1D:EXP

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Reissued : 30-Jan-19

Model: Cor-C1			Date: 4-Nov-15	No.: RD197061a
	D2005651		D2005641	
D199	D1995672 D2005652	PCB:CTL_JL2:CRN-C1E_BASIC:EXP	D1995673 D2005642	PCB:CTL_JL2:CRN-C1E:EXP
D200	D2005672 D2005653	PCB:CTL_JL2:CRN-C1F_BASIC:EXP	D2005663 D2005673	PCB:CTL_JL2:CRN-C1F:EXP
D201	D2015672 D2005654	PCB:CTL_JL2:CRN-C1G_BASIC:EXP	D2015673 D2005644	PCB:CTL_JL2:CRN-C1G:EXP
D202	D2025662 D2025652	PCB:CTL_JL2:CRN-C1H_BASIC:EXP	D2025663 D2005645	PCB:CTL_JL2:CRN-C1H:EXP

SOP Model				
	Basic model		SP model	
	This parts needed when install SOP to Basic model.			
Code	P/N	Description	P/N	Description
D197	-	-	D1975676 D2005600	PCB:CTL_JL2:CRN-C1C_CH:EXP
D198	D1985675 D2005611	PCB:CTL_JL2:CRN-C1D_BAS_CH:EXP	D1985676 D2005601	PCB:CTL_JL2:CRN-C1D_CH:EXP
D199	D1995675 D2005612	PCB:CTL_JL2:CRN-C1E_BAS_CH:EXP	D1995676 D2005602	PCB:CTL_JL2:CRN-C1E_CH:EXP
D200	D2005665 D2005675	PCB:CTL_JL2:CRN-C1F_BAS_CH:EXP	D2005666 D2005676	PCB:CTL_JL2:CRN-C1F_CH:EXP
D201	D2015675 D2005614	PCB:CTL_JL2:CRN-C1G_BAS_CH:EXP	D2015676 D2005604	PCB:CTL_JL2:CRN-C1G_CH:EXP
D202	D2025685 D2005620	PCB:CTL_JL2:CRN-C1H_BAS_CH:EXP	D2025676 D2005605	PCB:CTL_JL2:CRN-C1H_CH:EXP

CHN

Non-SOP Model				
	Basic model		SP model	
Code	P/N	Description	P/N	Description
D197	-	-	D1975673 D2005640	PCB:CTL_JL2:CRN-C1C:EXP
D198	-	-	D1985673 D2005641	PCB:CTL_JL2:CRN-C1D:EXP

Reissued : 30-Jan-19

Model: Cor-C1			Date: 4-Nov-15	No.: RD197061a
D199	-	-	D1995673 D2005642	PCB:CTL_JL2:CRN-C1E:EXP
D200	D2005672 D2005653	PCB:CTL_JL2:CRN-C1F_BASIC:EXP	D2005663 D2005673	PCB:CTL_JL2:CRN-C1F:EXP
D201	D2015672 D2005654	PCB:CTL_JL2:CRN-C1G_BASIC:EXP	D2015673 D2005644	PCB:CTL_JL2:CRN-C1G:EXP
D202	D2025662 D2025652	PCB:CTL_JL2:CRN-C1H_BASIC:EXP	D2025663 D2005645	PCB:CTL_JL2:CRN-C1H:EXP

SOP Model				
	Basic model		SP model	
	This parts needed when install SOP to Basic model.			
Code	P/N	Description	P/N	Description
D197	-	-	D1975676 D2005600	PCB:CTL_JL2:CRN-C1C_CH:EXP
D198	-	-	D1985676 D2005601	PCB:CTL_JL2:CRN-C1D_CH:EXP
D199	-	-	D1995676 D2005602	PCB:CTL_JL2:CRN-C1E_CH:EXP
D200	D2005665 D2005675	PCB:CTL_JL2:CRN-C1F_BAS_CH:EXP	D2005666 D2005676	PCB:CTL_JL2:CRN-C1F_CH:EXP
D201	D2015675 D2005614	PCB:CTL_JL2:CRN-C1G_BAS_CH:EXP	D2015676 D2005604	PCB:CTL_JL2:CRN-C1G_CH:EXP
D202	D2025685 D2005620	PCB:CTL_JL2:CRN-C1H_BAS_CH:EXP	D2025676 D2005605	PCB:CTL_JL2:CRN-C1H_CH:EXP

Reissued: 9-May-16

Model: Cor-C1	Date: 5-Nov-16	No.: RD197062b
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RTB Reissue

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

Subject: Supplementary information on the optional anti-condensation heater		Prepared by: A Ishida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Supplementary information on the optional anti-condensation heater

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe tray
- Optional tray (PB3150, PB3220/PB3210, PB3230/PB3170)
- PCU
- Scanner

See the table below for the parts required when installing the heater.

	Part description	P/N for NA/TWN (110V to 130V)	P/N for EU/AP/CHN (220V to 240V)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater
Heater PCB (Assembly-1)	PCB:DHB:DEHUMIDIFIER: ASS'Y	D2150502	D2150502	1	1	1	1	1	1	1	1
Tray Heater (main unit)	HEAT SINK: HEATER:ASS'Y	D1862880	D1862890	1				1	1	1	
	TAPPING SCREW - M3X8	08025299	08025299	1				1	1	1	
PCU Heater	THERMOSTAT:ASS'Y	D2027980	D2027980			1			1	1	1
	HEATER:OPTION:9W	B2291687	B2291688			1			1	1	1
	SCREW:SMALL ROUND/ SPRING:M3X6	09573006N	<i>09573007N</i> <i>09573006N</i>			1			1	1	1
	DECAL:WARNING (HIGH TEMPERATURE)	G1281151	<i>G1281152</i> <i>G1281151</i>			1			1	1	1
Scanner Heater (Assembly-2)	HEATER:SCANNER:ASS'Y	D7390071	D7390072				1				1
Harness for PCU & Scanner Heater	HARNESS:DEHUMIDIFIER: SCANNER:PCU	D2025399	D2025399			1	1		1	1	1
Tray Heater for PB3230/PB3170	HEATER:ASS'Y	D6951117	D6951127		*1			*1		*1	
Tray Heater for PB3220/3210	HEATER:ASS'Y	D6931117	D6931127		*1			*1		*1	
Tray Heater for PB3150	HEATER:ASS'Y	D6931117	D6931127		*1			*1		*1	

* Choose one.

Reissued: 9-May-16

Model: Cor-C1	Date: 5-Nov-16	No.: RD197062b
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RTB Reissue

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

Assembly-1: Heater PCB is composed of the following parts.

Part number	Description	Q'ty
D2025185	PCB:DHB	1
D2025396	HARNESS:BCU:DEHUMIDIFIER:DC	1
D2025397	HARNESS:POWER SUPPLY UNIT: DEHUMIDIFIER:AC	1
D2025398	HARNESS:DEHUMIDIFIER:PAPER FEED:BANK	1
04543006Q	TAPPING SCREW - M3X6	3
11050758	CLAMP:LWSM-0306A	7
11050763	CLAMP:LWS-1211A	1

Assembly-2: Scanner Heater is composed of the following parts.

Part number	Description	Q'ty
D2021836	COVER:HEATER:SCANNER	1
D1491835	BRACKET:DEHUMIDIFIER:HEATER	1
B2291688 (EU)	HEATER:OPTION:230V:9W	1
B2291687 (NA)	HEATER:120V:9W	1
03530050N	SCREW:M3X5	1
03530030N	SCREW:M3X3	2

IMPORTANT:

- Make sure to install the tray heater with the rated voltage that matches your country/region.
- If you do not, the heater will overheat and damage the tray and/or cause carbonization (Example: If a 100V heater is installed on a 200V rated machine), or the heater will not be able to reduce enough moisture (Example: If a 200V heater is installed on a 100V rated machine).

Model: Cor-C1		Date: 13-Nov-15	No.: RD197063
Subject: Request for mylar replacement when installing the Document Feeder DF3090		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Request at installation)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Request

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

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

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

S/N information

Main unit	Document Feeder (DF3090)
Before October 2015 production	From October 2015 production
e.g.	
G14 <u>5</u> <u>f</u> <u>9</u> xxxxx, G14 <u>5</u> <u>f</u> <u>8</u> xxxxx, G15 <u>5</u> <u>f</u> <u>9</u> xxxxx, G15 <u>5</u> <u>f</u> <u>8</u> xxxxx, G16 <u>5</u> <u>f</u> <u>9</u> xxxxx, G16 <u>5</u> <u>f</u> <u>8</u> xxxxx, G17 <u>5</u> <u>f</u> <u>9</u> xxxxx, G17 <u>5</u> <u>f</u> <u>8</u> xxxxx, G18 <u>5</u> <u>f</u> <u>9</u> xxxxx, G18 <u>5</u> <u>f</u> <u>8</u> xxxxx, G19 <u>5</u> <u>f</u> <u>9</u> xxxxx, G19 <u>5</u> <u>f</u> <u>8</u> xxxxx,	E93 <u>5</u> <u>f</u> <u>A</u> xxxxx, E93 <u>5</u> <u>f</u> <u>B</u> xxxxx, E93 <u>5</u> <u>f</u> <u>C</u> xxxxx,

e.g. G14ymxxxxx

y: Right most digit of the year of production

m: Production month

Model: Cor-C1

Date: 13-Nov-15

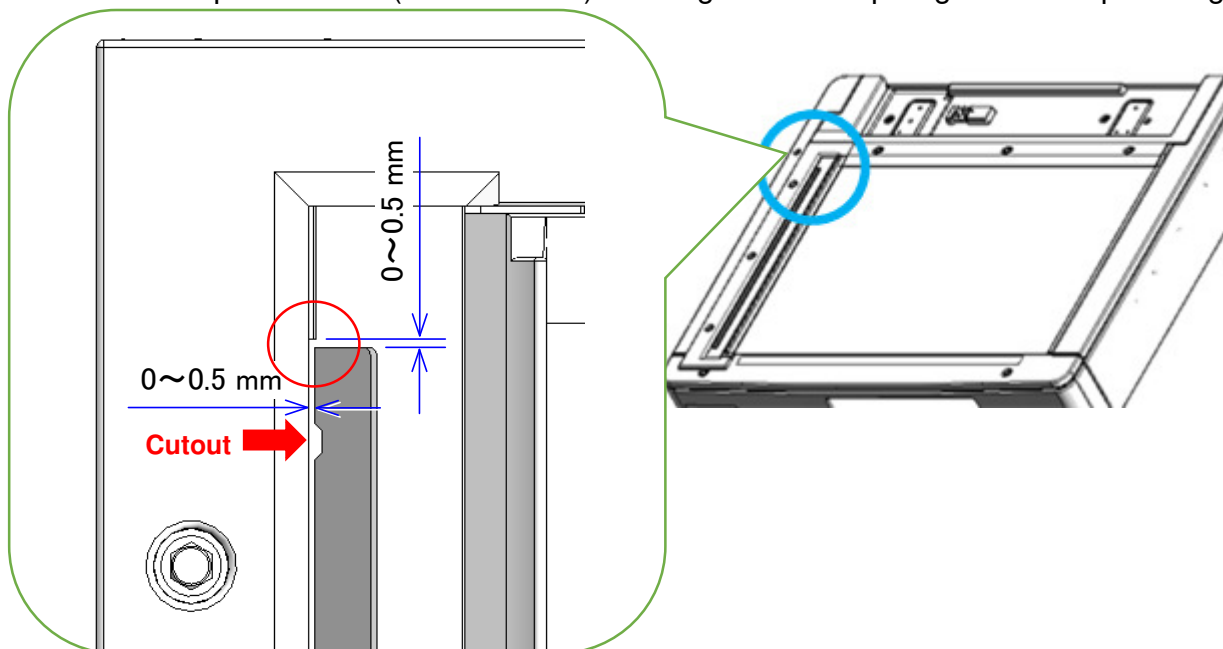
No.: RD197063

Mylar Replacement Procedure:

Note:

- If the mylar could not be attached properly, remove it and attach a new one at your next visit.
- Without the new mylar, feeding thick paper for more than 90K pages may cause jitter.

1. Remove the mylar originally attached from the document feeder exposure glass.
2. Wipe the document feeder exposure glass with cloth.
3. Attach the new mylar.
 - The cutout on the mylar faces to the left.
 - Set the top left corner (circled in red) flush against the top edge of the exposure glass.



View from the side:



Part Information:

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

Model: Cor-C1		Date: 30-Nov-15	No.: RD197064
Subject: FSM correction: IOB --> BCU		Prepared by: R.Tsurumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction

The description "IOB" was changed to "BCU," because Cor-C1 does not have an IOB. Please make the following corrections to your field service manual.

SC302-00 to SC392-01

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC324-01	D	Development Motor: Bk: Lock
		Lock signals are observed at 2 sec intervals during motor ON, and a High level is detected at least 20 times
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective. Unit torque increased
		<ul style="list-style-type: none"> Replace the development motor. Reconnect the connector. Replace the harness. Replace the IOB. BCU Replace the development unit. Replace the driven unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC396-01	D	Drum Motor Lock
		Lock signals are observed at 2 sec intervals during motor ON, and a High level is detected at least 20 times.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective PCU torque increased

Model: Cor-C1

Date: 30-Nov-15

No.: RD197064

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Reconnect the connector. Replace the harness of the drum/waste toner motor. Replace the drum/waste toner motor. Replace the PCU. Replace the IOB BCU.

SC440-00 to SC498-00

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC440-00	D	High Voltage Power Source: Paper Transfer : Output Error
		The machine detects the error detection signal "L (unexpected)" 10 times for 200 msec consecutively when monitoring the error signal every 20 msec during outputting the PWM signal.
		Hardware error <ul style="list-style-type: none"> Input / Output connector is disconnected. Input / Output harness is short-circuited. IOB BCU error (signal error) HVPS defective Load error <ul style="list-style-type: none"> Transfer roller's impedance increases. Transfer unit is not set properly.
		<ul style="list-style-type: none"> Cycle the main power off/on. Reconnect or replace the harness of the HVPS (power pack). Reconnect or replace the harness between the BCU and the HVPS. Reset or replace the transfer unit. Check if the contact and separation movement of the transfer unit works correctly. Replace the HVPS. Replace the BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC460-00	D	High Voltage Power Source: Separation : Output Error
		The machine detects the error detection signal "L (unexpected)" 10 times for 200 msec consecutively when monitoring the error signal every 20 msec during outputting the PWM signal.

Model: Cor-C1

Date: 30-Nov-15

No.: RD197064

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		Hardware error <ul style="list-style-type: none"> Input / Output connector is disconnected. Input / Output harness is short-circuited. Transfer unit is not set properly. IOB BCU error (signal error) HVPS defective Load error <ul style="list-style-type: none"> Grounding fault of separation power output, short-circuit with other outputs Surface/air clearance insufficient in separation power output path (including distance from other outputs)
		<ul style="list-style-type: none"> Cycle the main power off/on Reconnect or replace the harness of the HVPS (power pack). Reconnect or replace the harness between the BCU to the HVPS. Reset or replace the transfer unit. Check if the contact and separation movement of the transfer unit works correctly. Replace the HVPS. Replace the BCU.

SC501-01 to SC589-02

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC501-01	B	1st Tray Lift Error
		The machine detects the error of the 1st tray lift motor 3 times consecutively when the 1st tray is lifted. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		<ul style="list-style-type: none"> 1st tray limit sensor connector disconnection, malfunction or sensor's dirt. 1st tray lift motor connector disconnection, malfunction Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor. Paper set fault

Model: Cor-C1

Date: 30-Nov-15

No.: RD197064

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Reset the paper. Remove the foreign matter. 1st tray limit sensor, 1st tray lift motor <ul style="list-style-type: none"> Check the harness. Reset the connector. Replacement 1st paper feed unit, 1st tray <ul style="list-style-type: none"> Replacement Paper transport IOB BCU <ul style="list-style-type: none"> Replacement
SC501-02	B	1st Tray Lowering Error
		The machine detects the error of the 1st tray lift motor 5 times consecutively when the 1st tray is lowered. (The message of resetting the tray is displayed when the machine detects the error consecutively 4 times or less.)
		<ul style="list-style-type: none"> 1st tray limit sensor connector disconnection, malfunction or sensor's dirt. 1st tray lift motor connector disconnection, malfunction Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor. Paper set fault Paper overload
		<ul style="list-style-type: none"> Reset the paper. Remove the foreign matter. 1st tray limit sensor, 1st tray lift motor <ul style="list-style-type: none"> Check the harness. Reset the connector. Replacement 1st paper feed unit, 1st tray <ul style="list-style-type: none"> Replacement Paper transport IOB BCU <ul style="list-style-type: none"> Replacement

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC502-01	B	2nd Tray Lift Error
		The machine detects the error of the 2nd tray lift motor 3 times consecutively when the 2nd tray is lifted. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		<ul style="list-style-type: none"> 2nd tray limit sensor connector disconnection, malfunction, dirt 2nd tray lift motor connector disconnection, malfunction Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor Paper set fault

Model: Cor-C1

Date: 30-Nov-15

No.: RD197064

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Reset the paper. Remove the foreign matter. 2nd tray limit sensor, 2nd tray lift motor <ul style="list-style-type: none"> Check the harness. Reset the connector. Replacement 2nd paper feed unit, 2nd tray <ul style="list-style-type: none"> Replacement Paper transport IOB BCU <ul style="list-style-type: none"> Replacement
SC502-02	B	2nd Tray Lowering Error
		The machine detects the error of the 2nd tray lift motor 5 times consecutively when the 2nd tray is lowered. (The message of resetting the tray is displayed when the machine detects the error consecutively 4 times or less.)
		<ul style="list-style-type: none"> The 2nd paper feed tray limit sensor connector disconnection, malfunction, and dirt 2nd tray lift motor connector disconnection, malfunction Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor Paper set fault Paper overload
		<ul style="list-style-type: none"> Reset the paper. Remove the foreign matter. 2nd tray limit sensor, 2nd tray lift motor <ul style="list-style-type: none"> Check the harness. Reset the connector. Replacement 2nd paper feed unit, 2nd tray <ul style="list-style-type: none"> Replacement Paper transport IOB BCU <ul style="list-style-type: none"> Replacement

SC520-03	C	Transport Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective Encoder defective
		<ul style="list-style-type: none"> Replace the motor. Reset the connector. Replace the harness. Replace the IOB BCU.

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No.: RD197064

SC521-02	C	Duplex By-pass Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective Encoder defective
		<ul style="list-style-type: none"> Replace the motor. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC522-00	C	Paper Exit Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective Encoder defective
		<ul style="list-style-type: none"> Replace the motor. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC530-00	D	Fusing Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective
		<ul style="list-style-type: none"> Replace the fusing fan. Reset the connector. Replace the harness. Replace the IOB BCU.

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No.: RD197064

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC531-00	D	Development Bearing Cooling Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective
		<ul style="list-style-type: none"> Replace the development bearing cooling fan Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC533-00	D	PSU Cooling Fan Lock
SC533-01	D	Development Bearing Cooling Fan
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective
		<ul style="list-style-type: none"> Replace the development bearing cooling fan. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC534-00	D	Development Exhaust Fan
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Replace the development exhaust fan. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC535-00	D	Paper Exit Cooling Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective
		<ul style="list-style-type: none"> Replace the paper exit cooling fan. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC540-00	D	Fusing/paper Exit Motor: Lock
		During motor ON, after checking lock signals for 2sec, a High level was detected at least 20 times.
		<ul style="list-style-type: none"> Motor defective Connector disconnected Harness broken IOB BCU defective Unit torque increased
		<ul style="list-style-type: none"> Replace the fusing/paper exit motor. Reset the connector. Replace the harness. Replace the IOB BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC543-00	A	Fusing Central Thermopile High Temperature Detection (Software)
		When the fusing central thermopile detects a predetermined temperature or above for specified seconds consecutively. Detection period 100ms, detection count: 10 times or more.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> ▪ Triac short-circuit ▪ IOB board defective ▪ BCU board defective
		<ul style="list-style-type: none"> ▪ Replace the IOB board. ▪ Replace the BCU board. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC553-00	A	Fusing End Thermopile High Temperature Detection (software)
		Above a predetermined temperature detected for specified seconds continuously. Detection period: 100ms, detection count: 10 times or more.
		<ul style="list-style-type: none"> ▪ Triac short-circuit ▪ IOB defective ▪ BCU defective
		<ul style="list-style-type: none"> ▪ Replace the IOB. ▪ Replace the BCU. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC563-00	A	Pressurized Central Thermistor High Temperature Detection (software)
		Above a predetermined temperature detected for specified seconds continuously. Detection period: 100ms, detection count: 10 times or more.
		<ul style="list-style-type: none"> ▪ Triac short-circuit ▪ IOB defective ▪ BCU defective
		<ul style="list-style-type: none"> ▪ Replace the IOB. ▪ Replace the BCU. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC573-00	A	Pressurized Edge Thermistor High Temperature Detection (software)
		When the pressurized edge thermistor detects a predetermined temperature or above for specified second consecutively.
		<ul style="list-style-type: none"> ▪ Triac short-circuit ▪ IOB defective ▪ BCU defective

Model: Cor-C1

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none">▪ Replace the IOB.▪ Replace the BCU.▪ Replace the fusing unit.


Model: Cor-C1		Date: 30-Nov-15	No.: RD197065
Subject: FSM correction: SP6009		Prepared by: R.Tsurumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction

Please add the following SP descriptions to your Field Service Manual in section:
System Maintenance > SP Mode Tables – SP6001-1

NOTE: This SP is operated in the SSP mode.

SP6-XXX (Peripherals)

6009	[ADF Free Run] (SSP) Performs an ARDF free run in duplex mode. Press [ON] to start, [OFF] to stop. <div>  Note <ul style="list-style-type: none"> This is a general free run controlled from the copier. This SP works in the SSP mode. </div>		
6-009-001	Free Run Simplex Motion	ENG	[OFF or ON / - / 1/step]
	ADF operates in a free-run state with simplex paper.		
6-009-002	Free Run Duplex Motion	ENG	[OFF or ON / - / 1/step]
	ADF operates in a free-run state with duplex paper.		
6-009-003	Free Run Stamp Motion	ENG	[OFF or ON / - / 1/step]
	ADF operates in a free-run state with simplex paper and stamp.		
6-009-004	Free Run Simplex Motion(low speed)	ENG	[OFF or ON / - / 1/step]
	Performs ADF free running with simplex paper in a low speed.		
6-009-005	Free Run Simplex Motion(high speed)	ENG	[OFF or ON / - / 1/step]
	Performs ADF free running with simplex paper in a high speed.		
6-009-006	Free Run Duplex Motion(low speed)	ENG	[OFF or ON / - / 1/step]

Model: Cor-C1	Date: 30-Nov-15	No.: RD197065
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	Performs ADF free running with duplex paper in a low speed.		
6-009-007	Free Run Duplex Motion(high speed)	ENG	[OFF or ON / - / 1/step]
	Performs ADF free running with duplex paper in a high speed.		

Model: Cor-C1		Date: 08-Dec-15	No.: RD197066
Subject: CC-CERTIFIED IN 2015 Machine		Prepared by: J.Kitagawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important information on installing the COR-C1 models (SP models) as a CC-CERTIFIED machine compliant with IEEE Std 2600.2™-2009

If you install the COR-C1 model (for NA, GSA, Asia, EU and KOR), please follow this RTB instead of RTB No.RD197040 (for NA, GSA), No.RD197044 (for EU and Asia).
Because the firmware has been updated.

Do the following seven steps if you want to install the COR-C1 models (SP models) as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in October 2015.

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 6 -11.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_admin.html
http://support-download.com/services/device/ccmanual/mp_2554_3054_3554_4054_5054_6054/en/download_user.html
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
http://support-download.com/services/device/ccmanual/MP2554SP/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<http://support-download.com/services/device/ccmanual/MP2554SP/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2TM-2009".

See the following pages for Step 3 to Step 7.

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation", "Internal Options", and "List of Slots" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "2. Installation", "ARDF DF3090", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", and by comparing the ADF and the images in "2. Installation", "SPDF DF3080", "Installation Procedure" in "Model COR-C1 Machine Code: D197/D198/D199/D200/D201/D202 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M12.

Installation Procedure for Fax Option Type M12

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M12", and "Component Check" in "Fax Option Type M12 Machine Code: D3A5 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M12.

For the detailed installation procedure, see "Fax Option Type M12" in "1. Installation", Fax Option Type M12 Machine Code: D3A5 Field Service Manual.

Model: Cor-C1

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No.: RD197066

5. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the October 2015 machines), install the exact versions shown in the table below.

- If the customer wants to install the machine as an equivalent of the October 2015 machines, install the versions shown in the table below or later.

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

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

Firmware versions with which the COR-C1 models (SP models) first achieved CC-CERTIFICATION:
(October 2015)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.12	D2025550P
Network Support	14.32	D2025564J
Fax	06.00.00	D2025557H
RemoteFax	02.00.00	D2025558D
Scanner	01.05	D3A75704H
Web Support	1.05	D2025560C
Web Uapl	1.04	D2025561D
NetworkDocBox	1.06	D2025565J
Printer	1.04	D3A75701G
RPCS	3.16.7	D3A75703B
Font EXP	1.00	D1475581
PCL	1.06	D2025566E
PCL Font	1.14	M1095273
PDF	1.02	D3A75733B
PS3 Font	1.11	D6415763A
Java VM v12 std	12.13.04	D2025567H
animation	29.00	D2025562C
Data Erase Onb	1.00	D2025556
GWFCU3.8-7 (WW)	02.00.00	D2025559C
PowerSaving Sys	F.23	D2025554D
Engine	1.12:03	D2025501F
OpePanel	1.04	D2025563E
ADF		
ARDF	01.130:03	D7795300F
SPDF	01.340:16	D6835550F
Platen Cover	Undisplayed	Undisplayed

Ic Key and Ic Hdd versions with which the COR-C1 models (SP models) first achieved CC-CERTIFICATION:
(October 2015)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	3330

Model: Cor-C1**Date:** 08-Dec-15**No.:** RD197066

The list of Operating Instructions (O/I)

<For NA/ GSA (D197/D198/D199/D200/D201/D202)>

Paper Documents

- D202-7008 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7051 Notes for Using This Machine Safely
- D202-7058C Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For EU (D249/D250/D251)>

Paper Documents

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

- D202-7007 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7360 Notes for Using This Machine Safely
- A232-8561A Safety Information
- D202-7365A Notes for Users
- D193-7657 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For EU (D200/D201/D202)>

Paper Documents

- D202-7007 MP 2554/3054/3554/4054/
5054/6054 series
Read This First

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

- D202-7051 Notes for Using This Machine Safely
- A232-8561A Safety Information
- D202-7352A Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS
- M109-8615 CE Marking Traceability Information
(For EU Countries Only)

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia (D249/D250/D251)>

Paper Documents

- D202-7089 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D237-7560 Notes for Using This Machine Safely

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

- D202-7361A Notes for Users
- D193-7657 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia (D200/D201/D202)>

Paper Documents

- D202-7009 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7150 Notes for Using This Machine Safely
- D202-7058C Notes for Users
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax
- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For KOR_J(D197/D198/D199)>

Paper Documents

- D202-7009 MP 2554/3054/3554/4054/
5054/6054 series
Read This First
- D202-7150 Notes for Using This Machine Safely
- D193-7658 SOFTWARE LICENSE AGREEMENT
- D193-7659 NOTICE TO USERS
- D202-7058C Notes for Users

Online Document Set 1

- D202-7471 About This Machine
- D202-7472 Copy/ Document Server
- D202-7473 Fax

Model: Cor-C1

Date: 08-Dec-15

No.: RD197066

- D202-7474 Print
- D202-7475 Scan
- D202-7476 Troubleshooting
- D202-7477 Connecting the Machine/ System Settings
- D202-7478 Security Guide
- D193-7479 Extended Feature Settings
- D202-7480 PostScript 3
- D202-7481 Appendix

Online Document Set 2

- D202-7482 RICOH MP 2554/3054/3554/4054/
5054/6054 series
User Guide

Online Document Set 3

- D202-7483 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D202-7464 About Open Source Software License

Online Document Set 5

- D176-7593 Notes on Security Functions
- D202-7078 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Reissued : 21-Dec-15

Model: Cor-C1	Date: 11-Dec-15	No.: RD197067a
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RTB Reissue

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

Subject: SC142 occurs after replacing a "LENS:HOLDER:ASS'Y"		Prepared by:T.Hirakawa	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

SYMPTOM

SC142-00 occurs after replacing the lens holder assembly with the service part (LENS:HOLDER:ASS'Y, P/N: D2021771).

CAUSE

The focus adjustment and positioning adjustment of the lens and CCD (service parts only) were not performed at the RMT factory.

SOLUTION

Production line:

The adjustments have been performed on lens holder assemblies beginning in January 2015.

In the field:

Replace the assembly.

Important: Use the information below to identify the affected service parts from unaffected (normal) service parts.

Reissued : 21-Dec-15

Model: Cor-C1

Date: 11-Dec-15

No.: RD197067a

How to identify the affected and unaffected (OK) parts

- Check the production date by looking at the lot number on the packaging.
 - The lot number is circled in red in the photo below.
 - The right 4 digits show the production date (example: production month: 01, production year: 14)



- Check the serial number on the lens holder frame.
 - If the serial number is attached to the frame, the focusing and positioning adjustments have already been completed.



Model: Cor-C1		Date: 22-Dec-15	No.: RD197068
Subject: FSM revision (1 Bin Tray BN3110 Installation Procedure)		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction

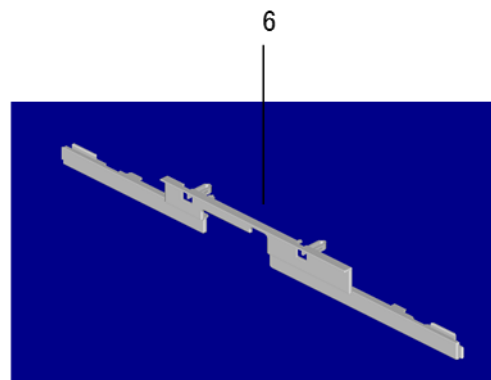
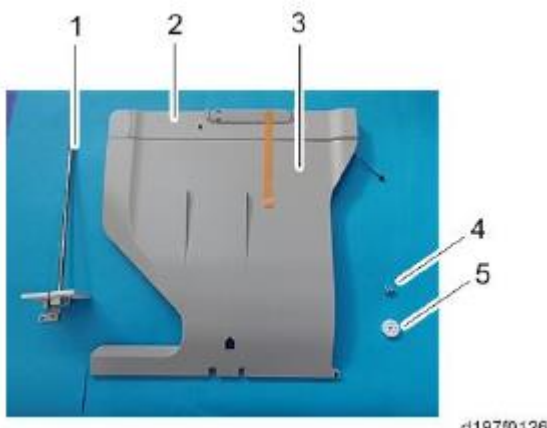
Descriptions in **red** were added.

2. Installation

- 1 Bin Tray BN3110 (D692/ **D3CQ**)

Accessory Check

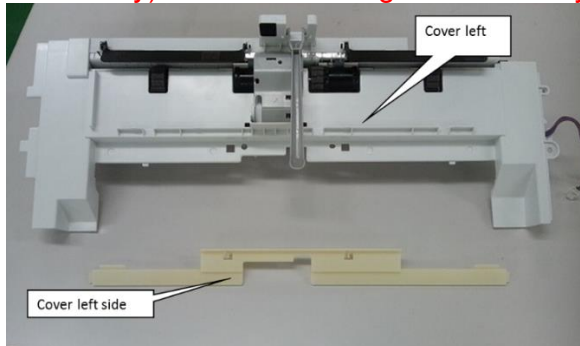
No.	Description	Q'ty	Note
1	Tray support bar	1	
2	Harness cover	1	
3	Tray	1	
4	Screw: M3 x 8	2	
5	Gear	1	
6	Left lower cover	1	D3CQ Only



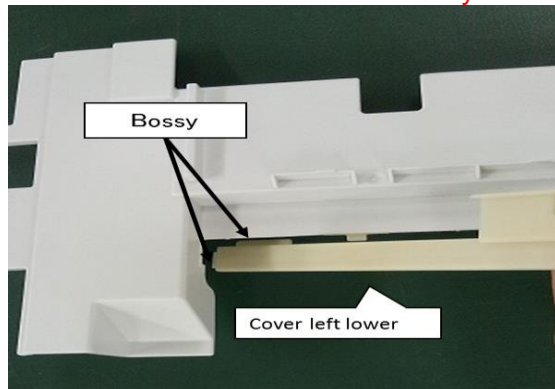
Installation Procedure

★ Important

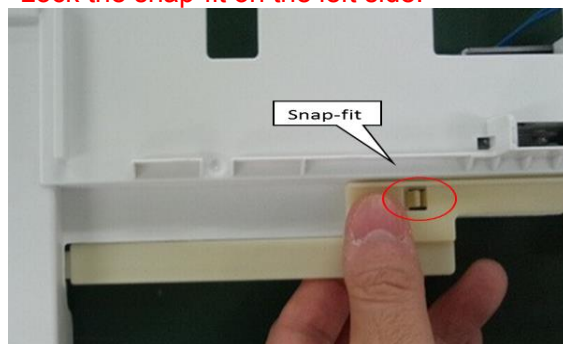
(D3CQ Only) Before installing the 1 bin tray, attach the left side cover to the left cover.



1. Attach the cover from the left side by matching the bosses.



2. Lock the snap-fit on the left side.

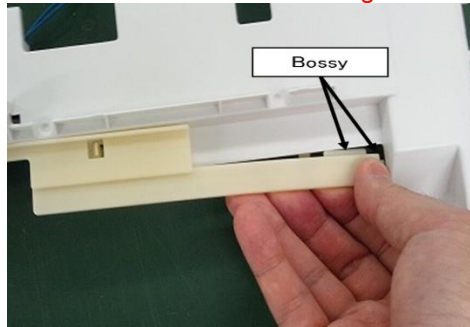


Model: Cor-C1

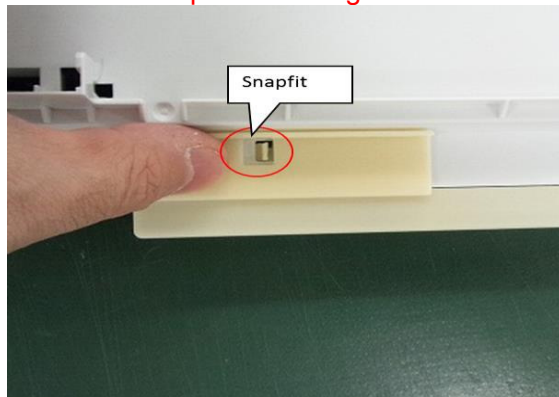
Date: 22-Dec-15

No.: RD197068

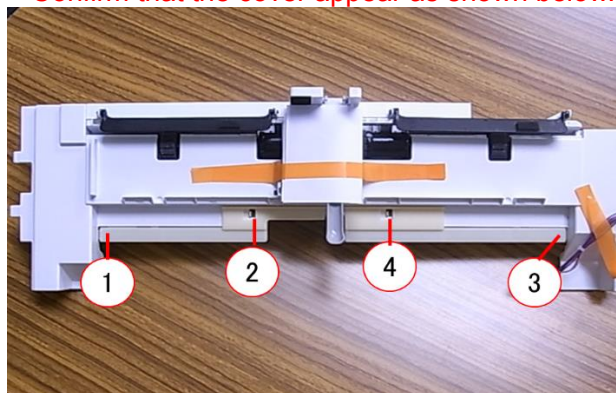
3. Match the bosses on the right side.



4. Lock the snap-fit on the right side.



5. Confirm that the cover appear as shown below.



Continue with the 1 Bin Tray installation procedure as described in the service manual (P151~).

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.14	1st Mass production

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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RTB Reissue

The item in ***bold italics*** was corrected.

Subject: HE Model Installation Procedure		Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (New model)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

For NA ONLY

The new HE model, targeting only the NA market, will launch in Feb 2016. This model will be available for the following product series:

- D146-D150 series: MP C3003/C3503/C4503/C5503/C6003
- D197-D202 series: MP 2554/3054/3554/4054/5054/6054
- Peripherals: Paper Feed Unit PB3160 (for D146-D150)
Paper Feed Unit PB3220 (for D197-D202)

Differences between the HE model and standard models:

- 1) Card Reader and Keyboard
 - Swipe type or Touch type can be selected for the Card Reader.
- 2) Paper Tray with key and lock
- 3) Decal for disabling the Bypass Tray



2) is attached at the factory, but 1) and 3) are not.

This bulletin provides the installation procedure ***of 1) and 3).***

Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

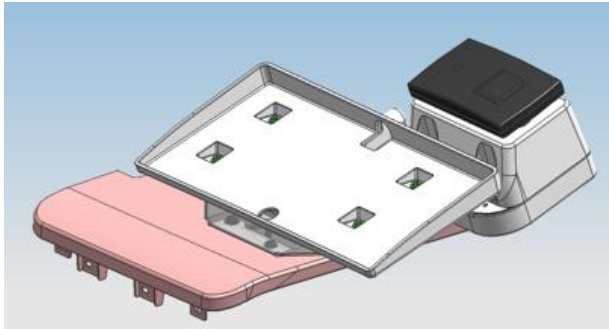
Date: 10-Feb-15

No.: RD197069a

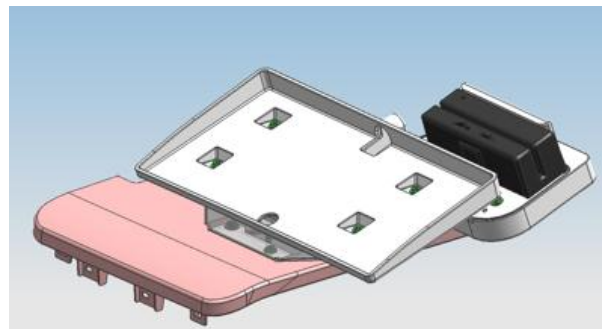
Card Reader and Keyboard

Overview

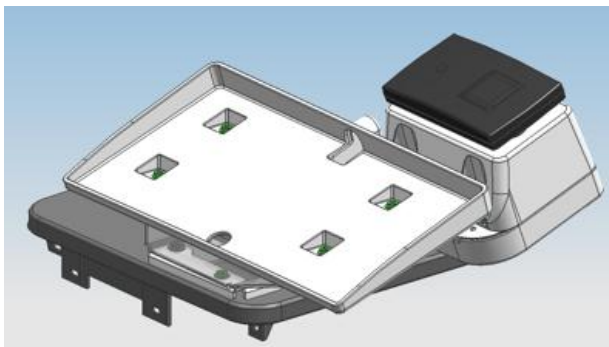
D146-D150 / Touch



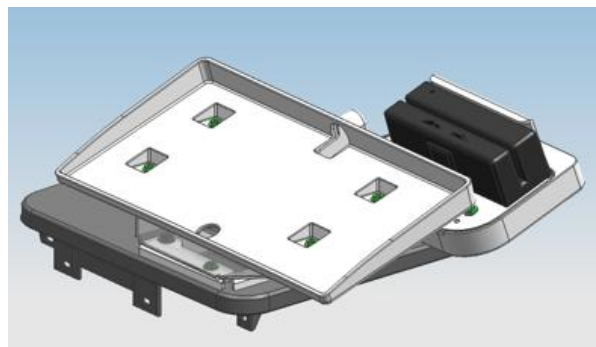
D146-D150 / Swipe



D197-D202/ Touch



D197-D202 / Swipe



Reissued: 19-Feb-16

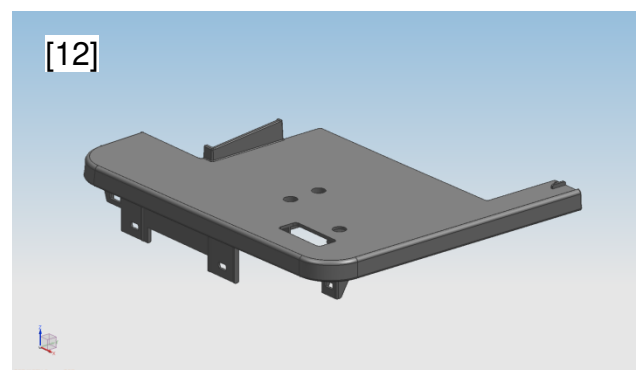
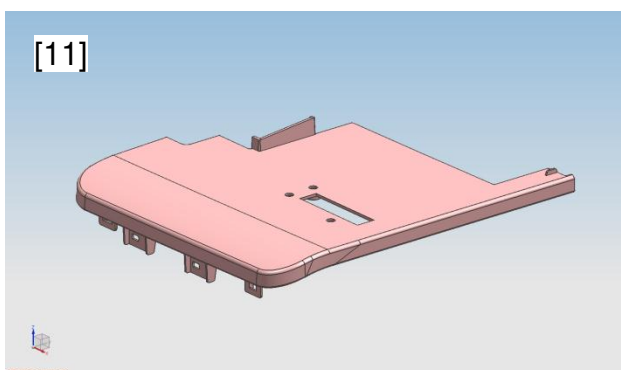
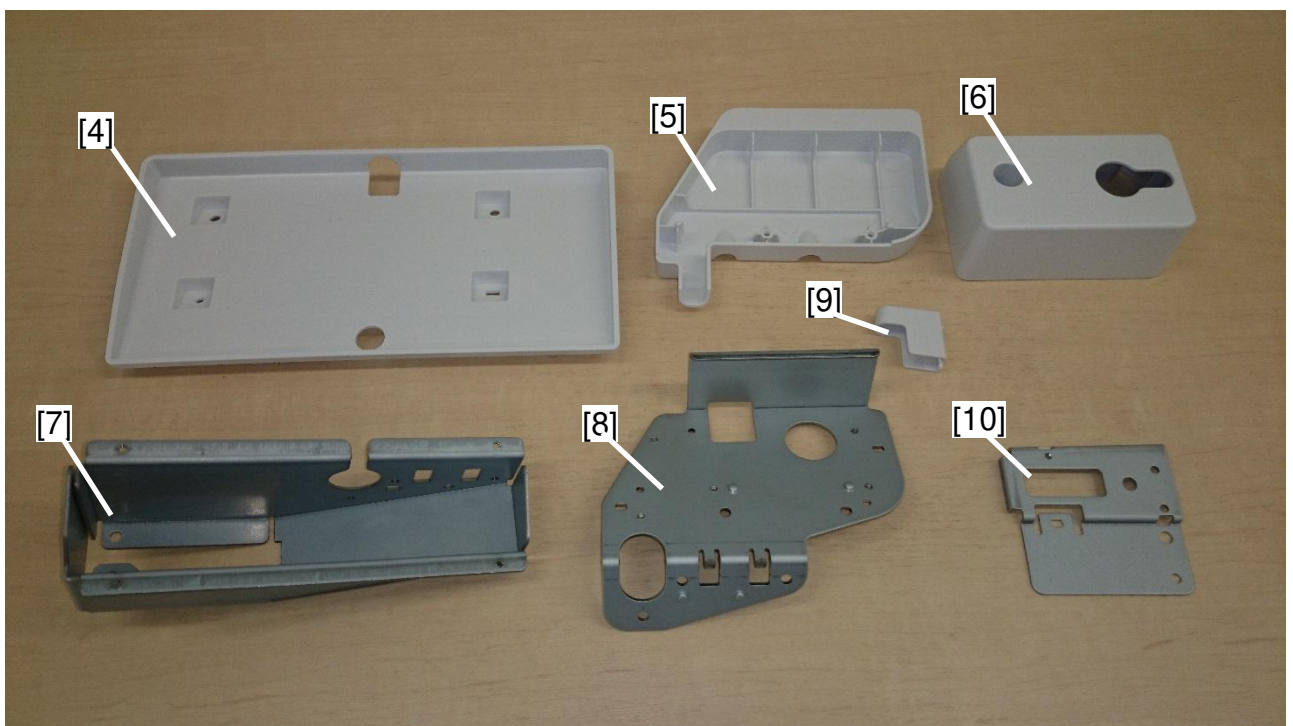
Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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Accessories Check

No.	Description	Q'ty
1	Card Reader (Touch)	1
2	Card Reader (Swipe)	1
3	Keyboard	1
4	Keyboard Tray	1
5	Card Reader Tray	1
6	Cover:Card Reader (Touch)	1
7	Keyboard Bracket	1
8	Card Reader Bracket	1
9	Cover:Cables	1
10	BRACKET:SHIFT:D197-D202	1
11	COVER:FRONT:UPPER:(for D146-D150)	1
12	COVER:FRONT:UPPER:(for D197-D202)	1
A	SCREW:M3X10	2
B	SCREW:M3X6	13
C	SCREW:M4X10	1
D	SCREW:M4X6	2
E	SCREW:M4X12	2
F	SCREW:M3X8	2
G	Clamp	3

Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD197069a

Installation Procedure

1. Spread a mat or a sheet of paper on the contact glass for protection.

2. Remove the following covers:

D146-D150

- Main Power Switch Cover
- Right Upper Cover
- Controller Cover
- Rear Cover
- Scanner Rear Cover
- Scanner Rear Cover (Small)
- Scanner Right Cover
- Upper Left Cover
- Left Rear Cover

D197-D202

- Main Power Switch Cover
- Controller Cover
- Controller Rear Cover
- Scanner Rear Cover
- Rear Left Cover
- Scanner Right Cover
- Upper Left Cover
- Left Rear Cover

3. Replace the upper piece of the Main Power Switch Cover. (🔩 x2)



Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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4. Remove the screw below.

D146-D150



D197-D202



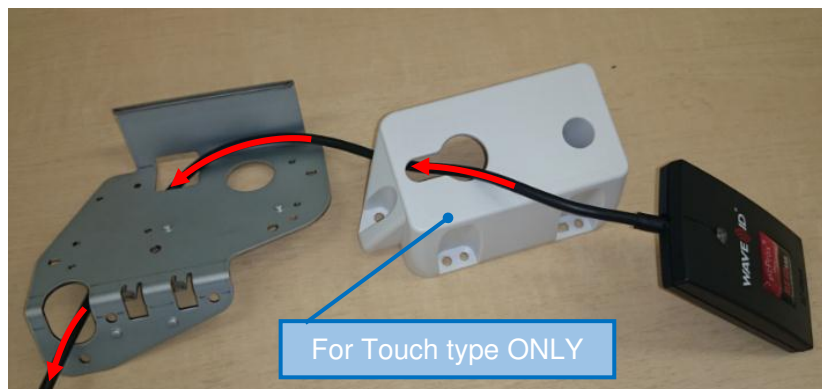
5. Attach the clamps (x3) to the right hand side of the scanner unit.



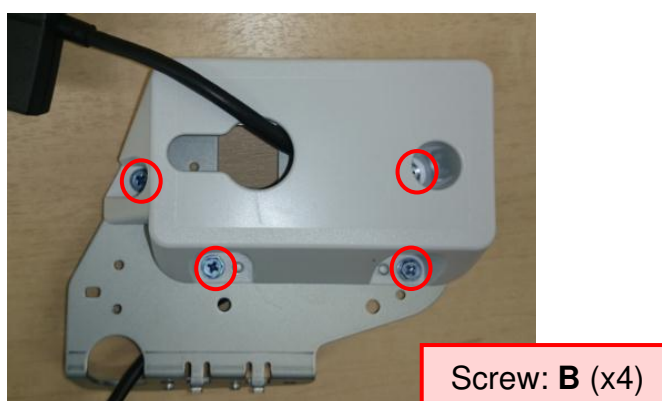
Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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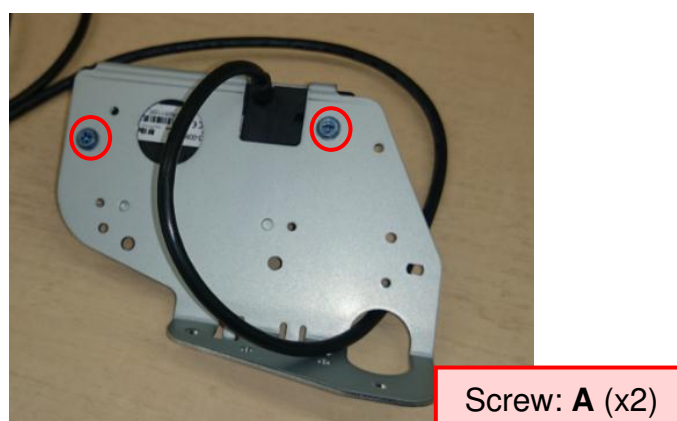
6. Insert the cable of the Card Reader through the cover and bracket as shown below.



7. Touch type: Attach the Card Reader to the Bracket.



8. Swipe type: Attach the Card Reader to the Bracket.



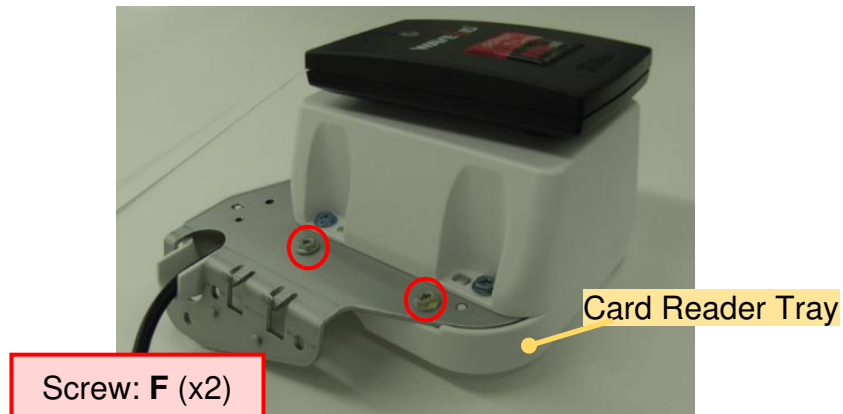
Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

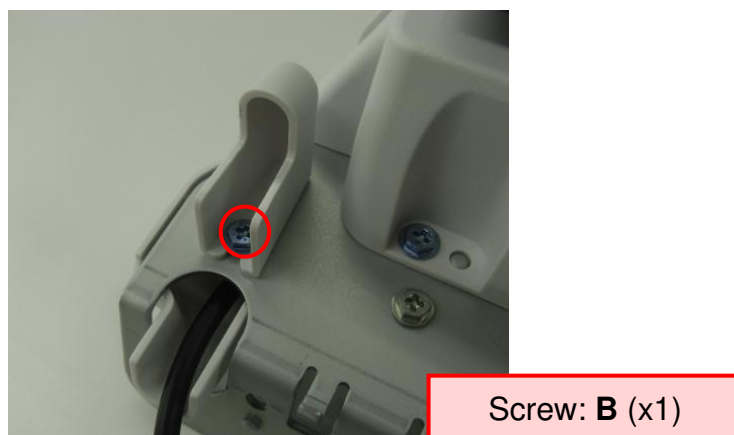
Date: 10-Feb-15

No.: RD197069a

9. Attach the Card Reader Tray to the Bracket.



10. Attach COVER:CABLE to the Bracket.



11. Insert the cable of the Keyboard through the Keyboard Tray.



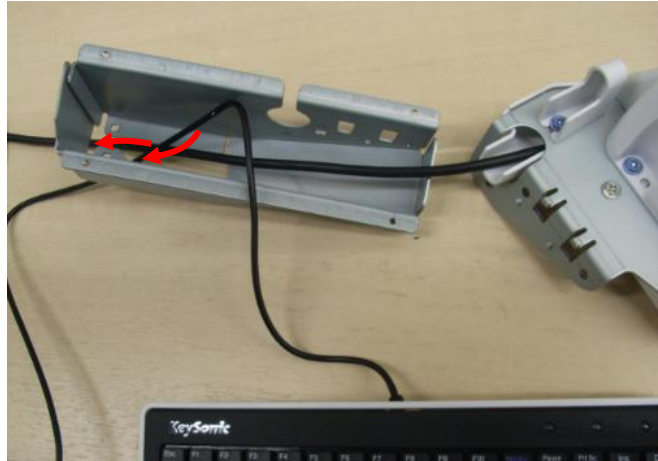
Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

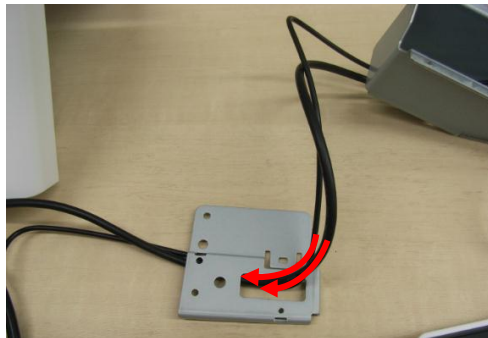
Date: 10-Feb-15

No.: RD197069a

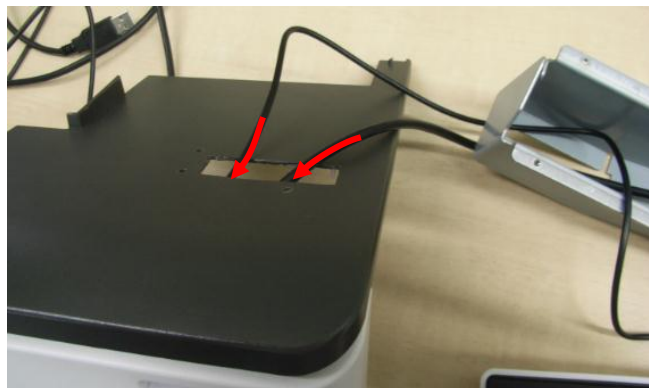
12. Insert the cables of the Card Reader and Keyboard through the Bracket.



13. For D197-D202 ONLY: Insert the cables through the hole in the Shift Bracket.



14. Insert the cables through the Main Power Switch Cover.



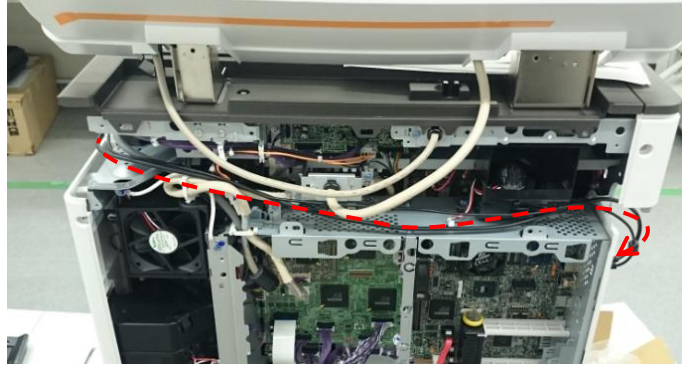
Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

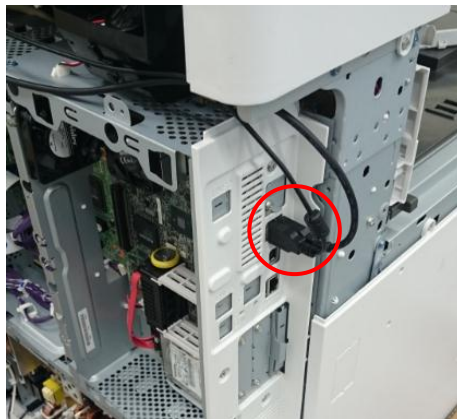
Date: 10-Feb-15

No.: RD197069a

15. Route the cables through the top of the controller box as shown.



16. Connect the USB connectors to the I/O port.



17. Route the cables under the Scanner front cover and lock with the clamps.

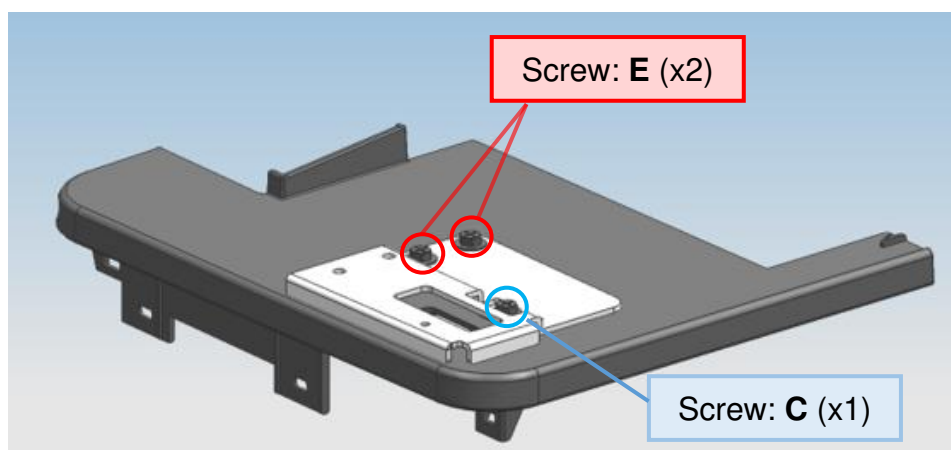


Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD197069a

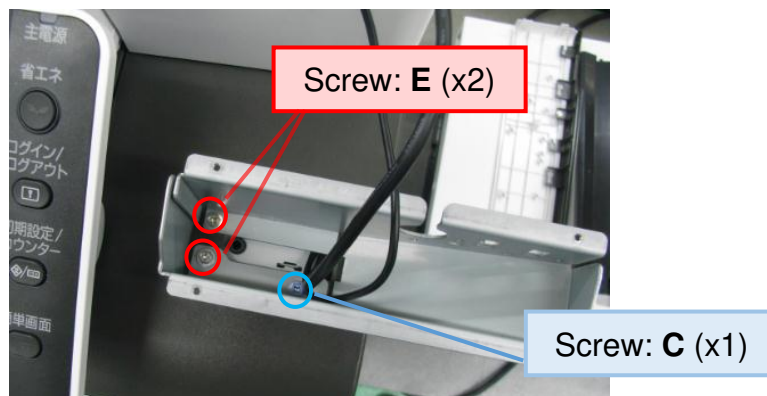
18. Reattach the Main Power Switch Cover**19. For D197-D202 ONLY: Attach the Shift Bracket.**

Reissued: 19-Feb-16

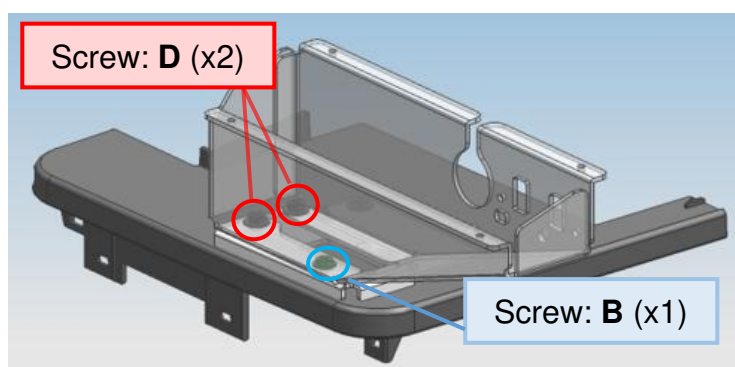
Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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20. Attach the Keyboard Bracket.

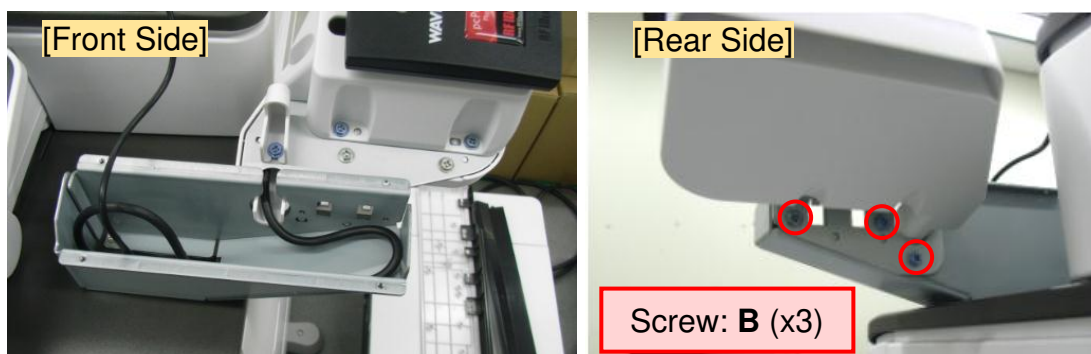
D146-D150



D197-D202



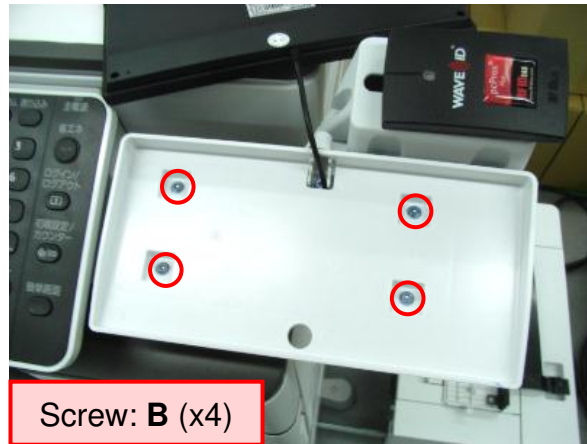
21. Attach the Card Reader Bracket.



Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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22. Attach the Keyboard Tray.



23. Set the Keyboard.



Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD197069a

24. Remove the cutout from the left rear cover to make a hole for the cable.



25. Reattach the left rear cover as shown below.



26. Reattach all the covers removed.

Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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Decal for disabling the Bypass Tray

Note:

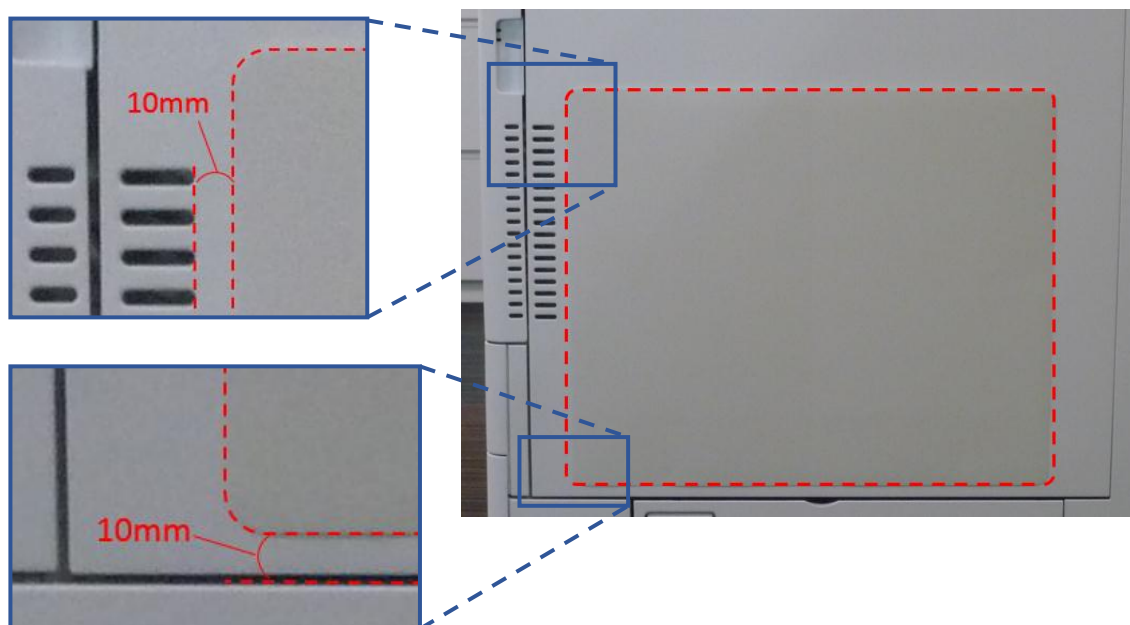
Check with the customer or the sales person before attaching the decal. If the customer wishes to use the Bypass Tray, do not attach it.

Accessories Check

No.	Description	Q'ty
1	Decal:Bypass Tray	1

Installation Procedure

- 1. Peel off the liner.**
- 2. Attach the Decal to the Bypass Tray as shown below.**

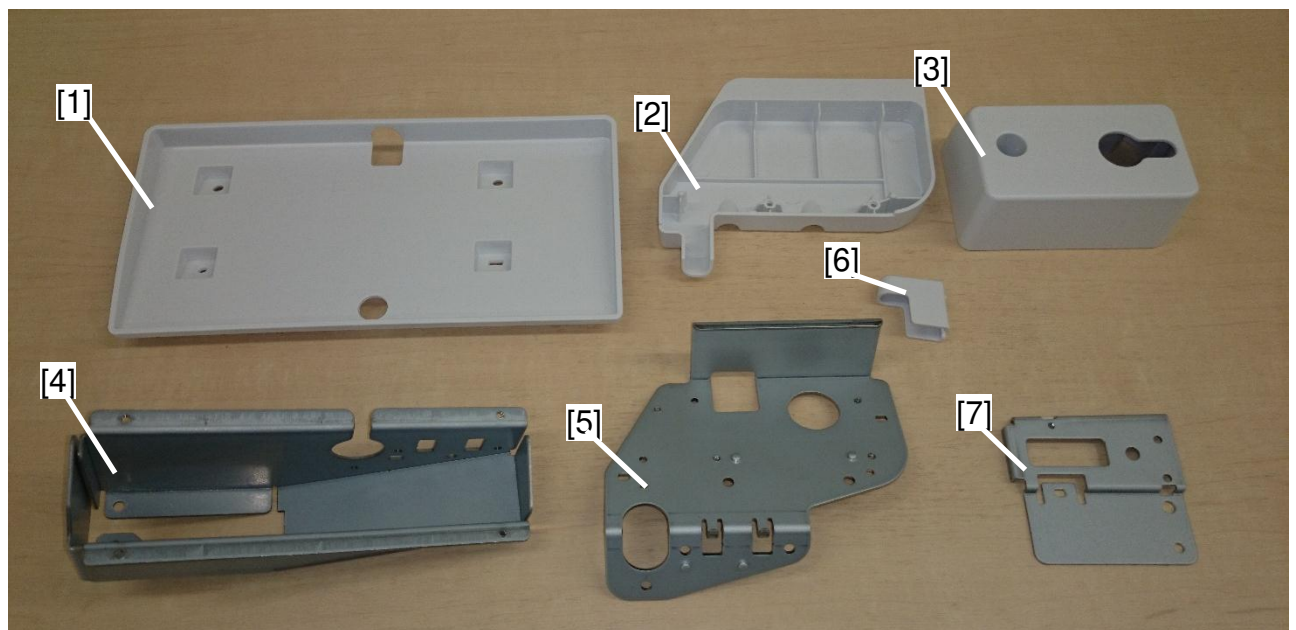


Reissued: 19-Feb-16
Model: MET-C1/COR-C1 HE Model (for NA Only)
Date: 10-Feb-15
No.: RD197069a

Parts Catalog for HE models

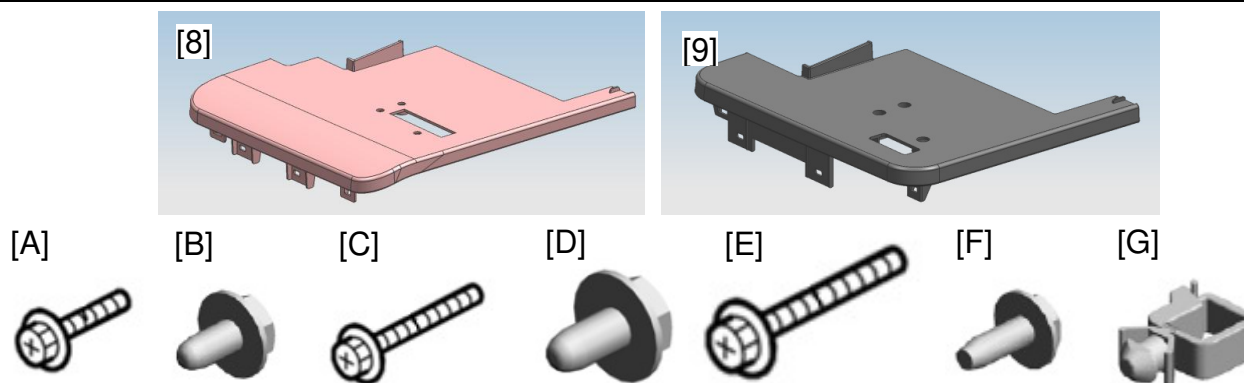
1. Card reader and Keyboard Section

Part number	Description	Q'ty	Int	Page	Index	Note
D7391451	CASE:KEYBOARD	1	-	-	1	-
D3DN1744	COVER:CARD READER:LOWER	1	-	-	2	-
D3DN1748	COVER:CARD READER:UPPER	1	-	-	3	-
D3DN1732	BRACKET:KEYBOARD	1	-	-	4	-
D3DN1749	BRACKET:CARD READER	1	-	-	5	-
D3DN1746	COVER:CABLE:KEYBOARD	1	-	-	6	-
D3DN1729	BRACKET:KEYBOARD:SHIFT:D197-D202	1	-	-	7	-
D3DN1711	COVER:FRONT:UPPER:D146-D150	1	-	-	8	-
D3DN1721	COVER:FRONT:UPPER:D197-D202	1	-	-	9	-
03603010P	SCREW:M3X10	2	-	-	A	-
04543006N	TAPPING SCREW:ROUND POINT:3X6	13	-	-	B	-
04543012N	TAPPING SCREW:ROUND POINT:3X12	1	-	-	C	-
04544006Q	TAPPING SCREW:4X6	2	-	-	D	-
04544012N	TAPPING SCREW:ROUND POINT:4X12	2	-	-	E	-
04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	-	-	F	-
11050759	CLAMP:LWSM-0605A	3	-	-	G	-



Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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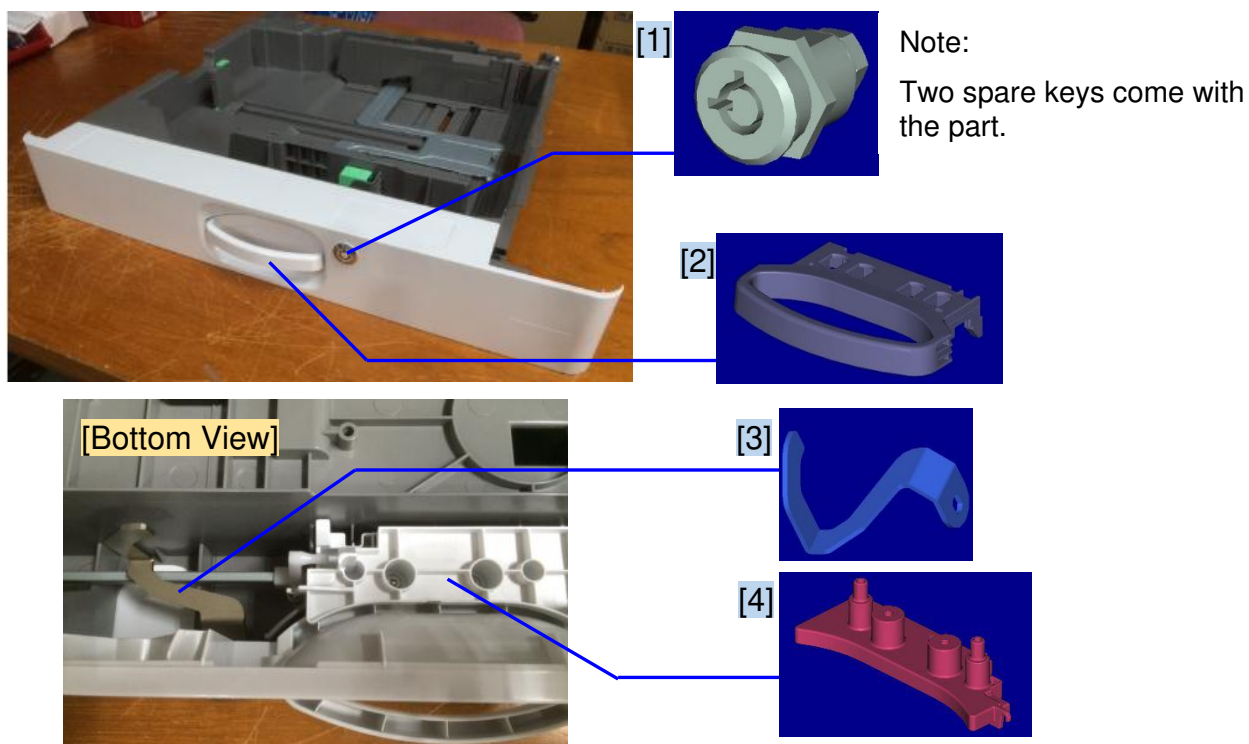


2. Paper Tray Section

Note: Parts not shown here are common with the standard model.

Common Parts for All the Trays

Part number	Description	Q'ty	Int	Page	Index	Note
D1462868	CYLINDER:KEY	1	-	-	1	-
D1462860	GRIP:PAPER TRAY:LOCK	1	-	-	2	-
D1462867	LOCK:CYLINDER:PAPER TRAY	1	-	-	3	-
D1462861	HOLDER:GRIP:PAPER TRAY:LOCK	1	-	-	4	-

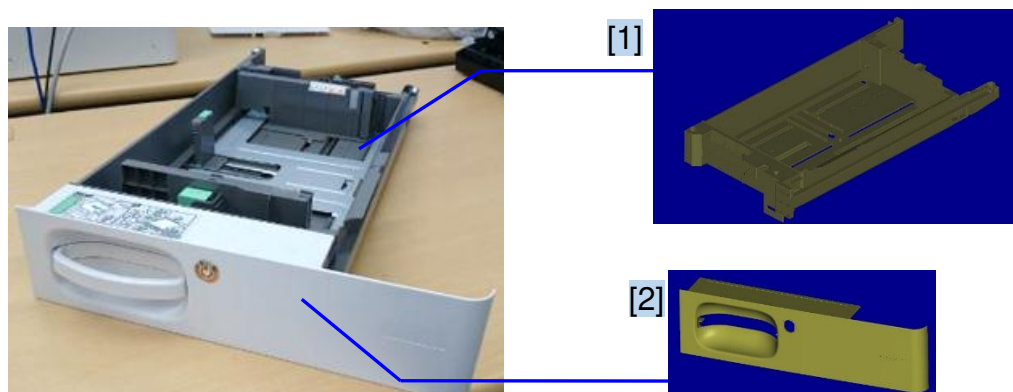


Reissued: 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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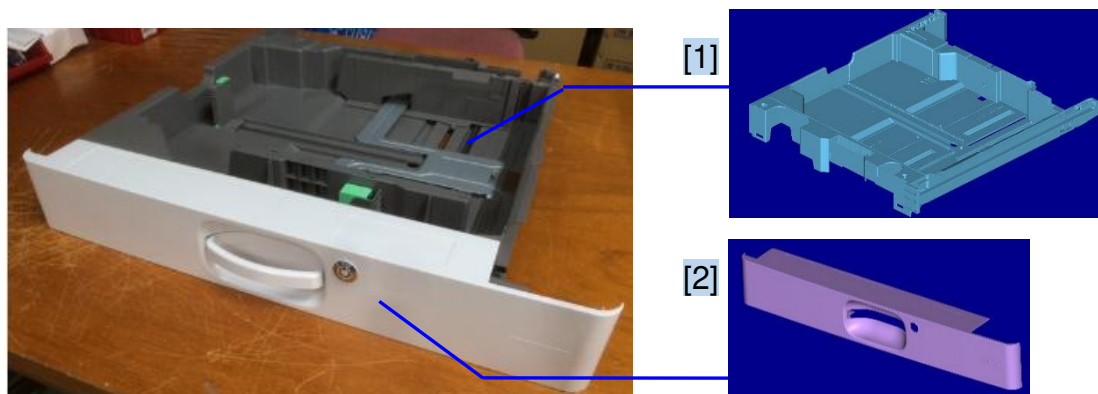
1st Tray for D146-D150

Part number	Description	Q'ty	Int	Page	Index	Note
D1462863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1462865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



2nd Tray for D146-D150

Part number	Description	Q'ty	Int	Page	Index	Note
D1462864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



Reissued: 19-Feb-16

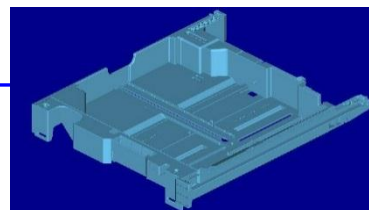
Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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1st Tray for D197-D202

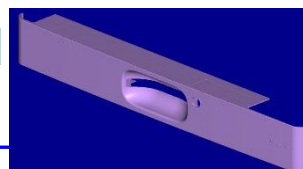
Part number	Description	Q'ty	Int	Page	Index	Note
D1972863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1972865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



[1]



[2]

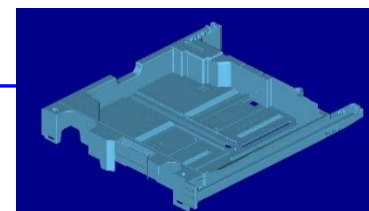


2nd Tray for D197-D202

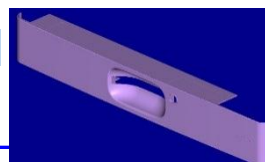
Part number	Description	Q'ty	Int	Page	Index	Note
D1972864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



[1]



[2]



Reissued: 19-Feb-16

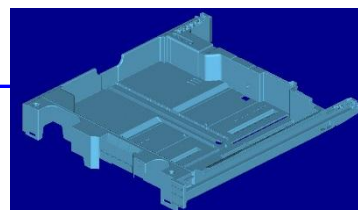
Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD197069a
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3rd and 4th Trays for PB3160

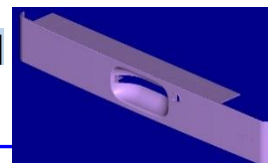
Part number	Description	Q'ty	Int	Page	Index	Note
D3DM2864	PAPER TRAY:NO.3:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



[1]



[2]

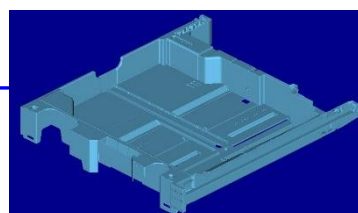


3rd and 4th Trays for PB3220

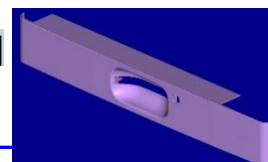
Part number	Description	Q'ty	Int	Page	Index	Note
D3DM2871	PAPER TRAY:NO.3:B:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



[1]



[2]



Model: Cor-C1		Date: 30-Mar-16	No.: RD197070
Subject: Parts Catalog Correction: Separate bracket of the paper feed unit		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Shape of the separate bracket of the paper feed unit

Reason: To prevent multi feed

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1472736	D2412736	BRACKET:SEPARATE:REAR	2-2	X/X	-	-	Set as O/O
	D2412730	STAY:SEPARATE:PEEN	0-1	-	-	-	

Note: When replacing the Separate bracket, replace together with the Separate Stay as a set.

Reissued: 05-Jan-17

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

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

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

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

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

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

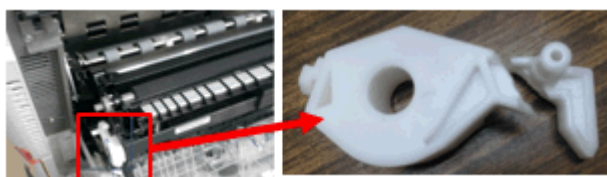
"Not available": The firmware can only be updated via SD card.

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

Model: MET-C1b		Date: 25-Aug-16	No.: RD147161
Subject: Transfer Lever Damage		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The front lever is broken when the duplex unit is opened and closed.



Affected models:

Met-C2abcde (D238/D239/D240/D241/D242),

Met-C1abcdeyz (D146/D147/D148/D149/D150/D176/D177),

Cor-C1 (D197, D198, D199, D200, D201, D202)

CAUSE

The strength of the front lever was decreased when a modification was applied to this part in March 2016.

SOLUTION

If the symptom occurs, replace the lever (P/N: D2399901).

Model: MET-C1b

Date: 25-Aug-16

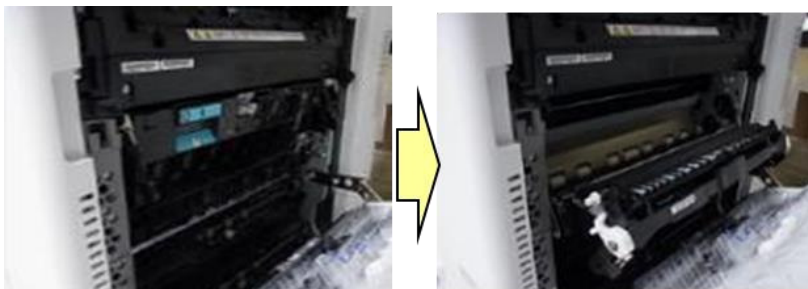
No.: RD147161

PROCEDURE

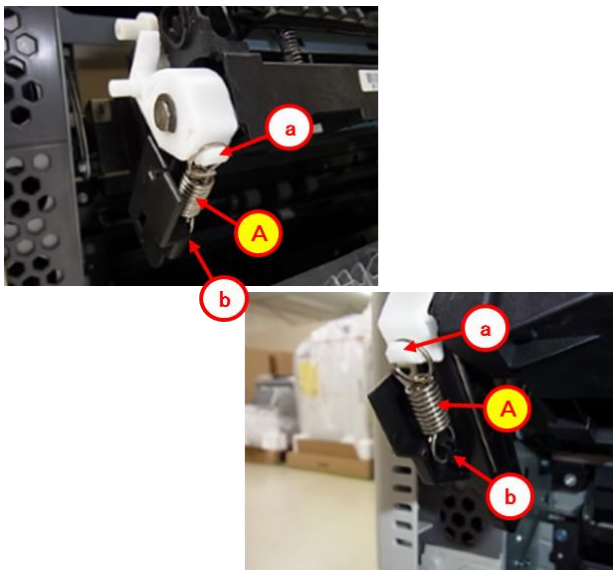
1. Open the duplex unit.



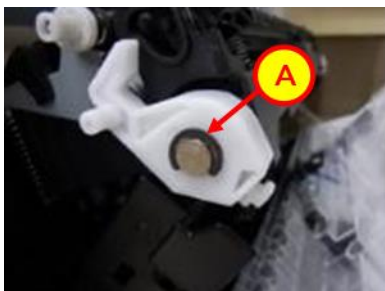
2. Open the transfer/separation unit.



3. Remove the spring.



4. Remove the lever (E-ring).

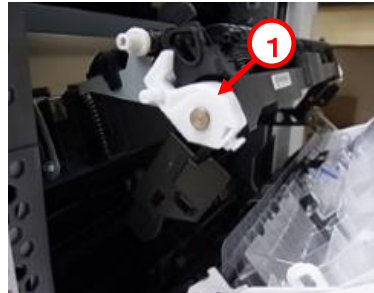
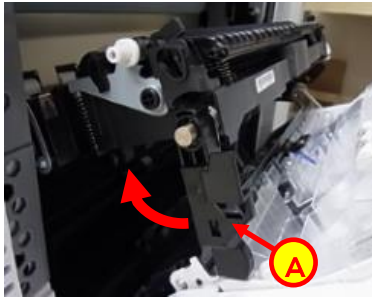


Model: MET-C1b

Date: 25-Aug-16

No.: RD147161

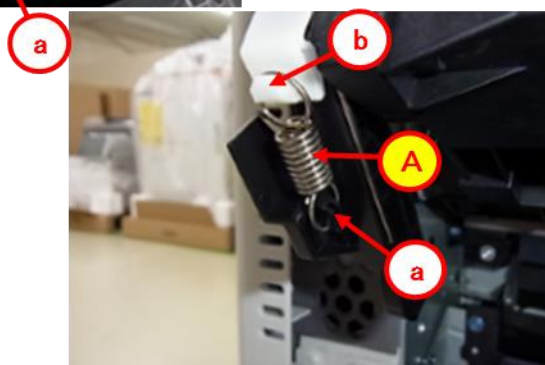
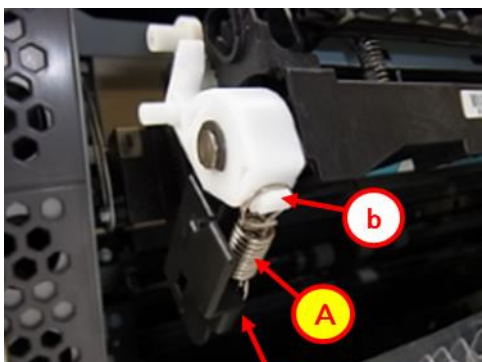
5. Move [A] in the direction of the red arrow and attach the new lever.



6. Attach the E-ring.



7. Attach the spring.



Model: Corona-C1cdefgh		Date: 3-Feb-17	RD197071
Subject: New bottom right cover		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

PROBLEM

Small insects may get inside the machine from the open space at the bottom right.



Model: Corona-C1cdefgh

Date: 3-Feb-17

RD197071

SOLUTION

Procure and install the cover [A] below.

No	Part Number	Description	Qty
1	D1491268	COVER:RIGHT:LOWER	1



Model: COR-C1		Date: 13-Apr-17	No.: RD197072
Subject: SC670-00 occurs frequently		Prepared by:	
From: 1 st FQM Sect, 1 st FQM Dept.		Yuusuke Taniguchi	
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

SC670 occurs frequently.

CAUSE

Insufficient contact of the ground plate for the Fusing Unit/Paper Exit Unit.

When the plate is deformed, it may lose contact with the metal frame of the fusing unit or paper exit unit. As a result, electrical noise (produced by paper transport inside the unit) is not discharged through the plate correctly.

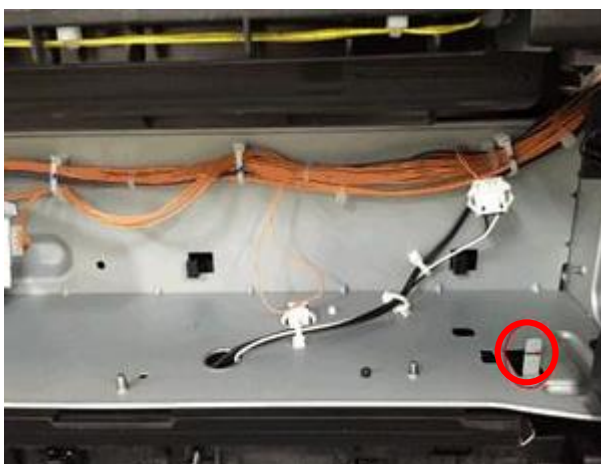
Note: Please be careful not to deform the plate when installing such a unit.

SOLUTION

Do the following:

- Correct the deformation in the ground plate as shown in the photos, so that the plate touches the contact point on the frame.

Fusing unit:

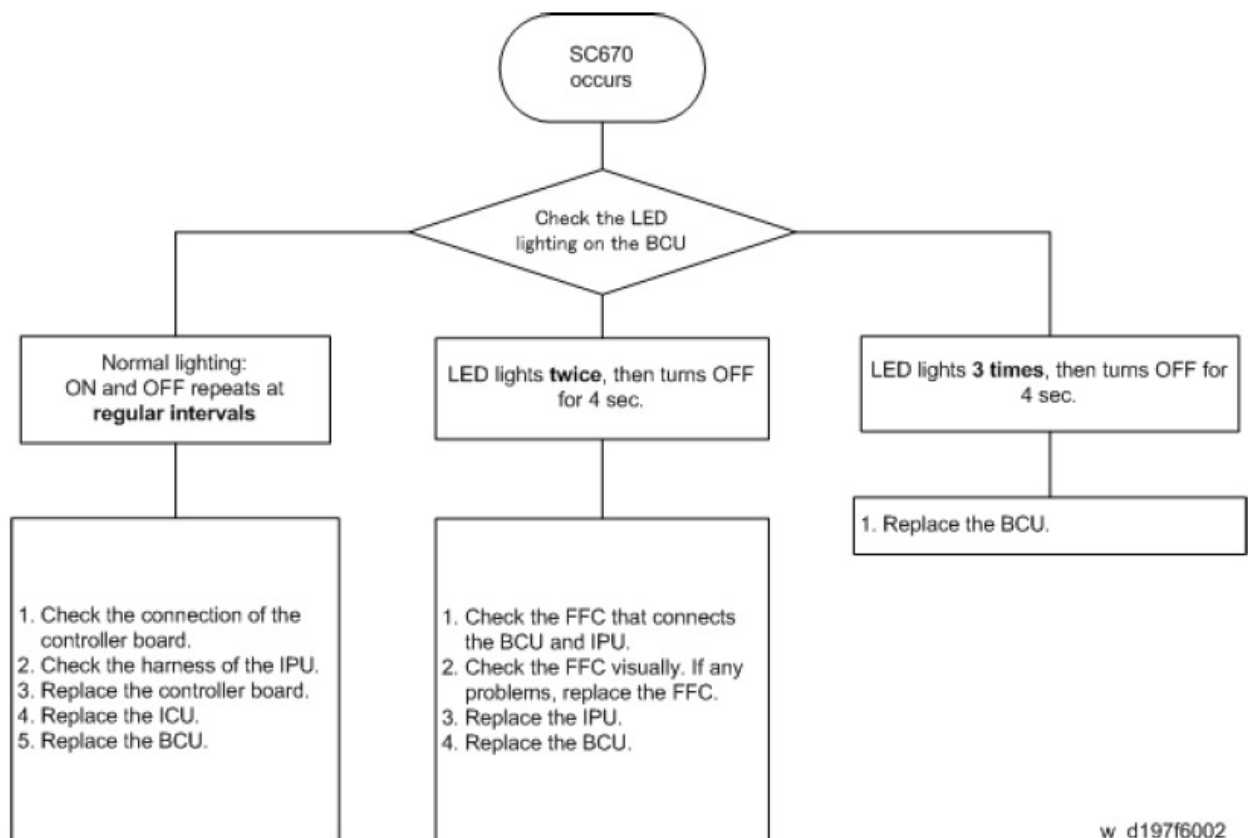


Paper exit unit:



- If SC670-00 still occurs, do the action in the following flowchart (from the Field Service Manual).

Note: This is because the cause is different from the one described above.



Reissued: 22-Jun-17

Model: <i>Cor-C1</i>	Date: 7-Jun-17	No.: RD197073a
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RTB Reissue

The item (only Model name) in ***bold italics*** was corrected.

Subject: Parts Catalog Correction: Front Door and Case		Prepared by: K. Moriizumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Change: Shape of the front door and front door case.

Reason: To be common with the printer model.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D2021242	D2011242	DOOR:FRONT	1-1	X/X	-	-	Set as O/O
D2021241	D2011241	CASE:DOOR:FRONT	1-1	X/X	-	-	

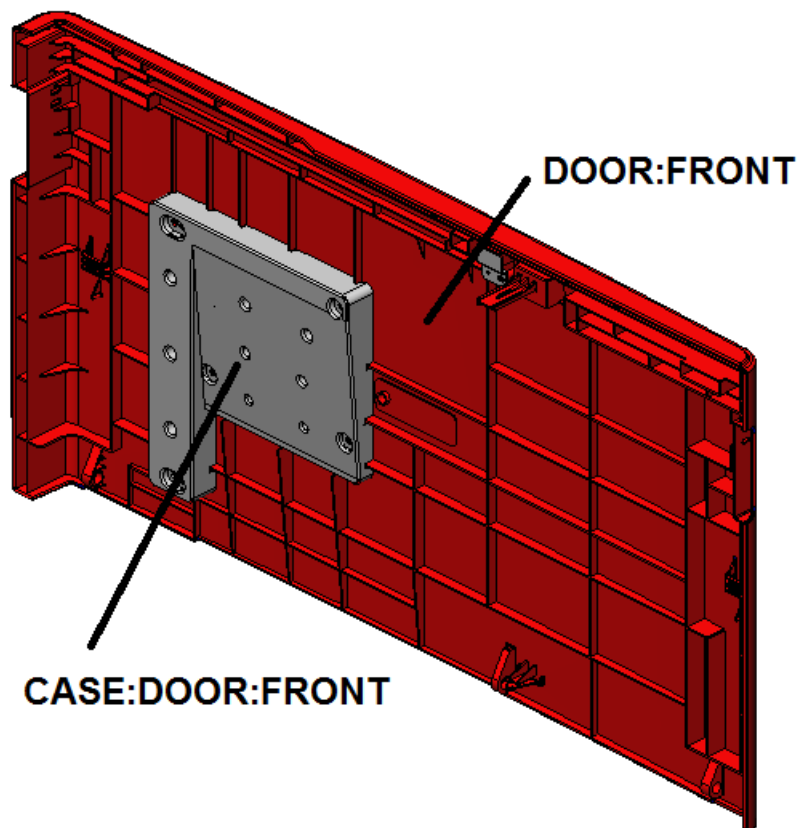
Note: When replacing the front door, replace the front door case also at the same time.

Reissued: 22-Jun-17

Model: *Cor-C1*

Date: 7-Jun-17

No.: RD197073a



Reissued: 11-Jan-18

Model: Cor-C1	Date: 25-Aug-17	No.: RD197074a
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RTB Reissue

The item in ***bold italics*** were corrected.

Subject: SC672-11 always occur just after System Reset		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

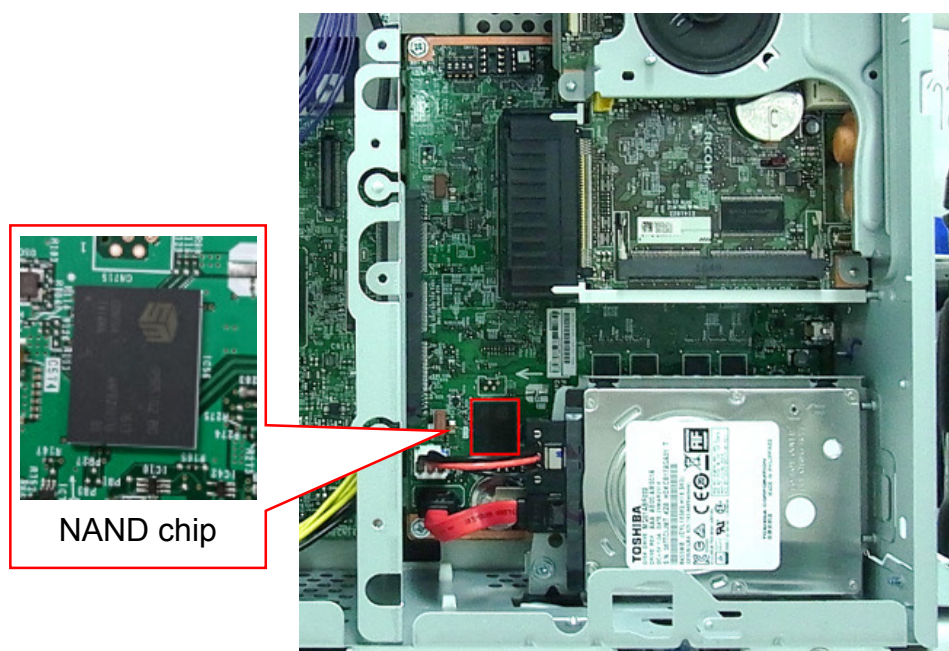
SC672-11 occurs just after a “System Reset” is performed on the **Affected Models** below.

Note:

- The machine works normally until System Reset is performed.
- A System Reset is performed in the following cases:
 - Remote installation of a solution app
 - After RFU/ARFU completed
 - The # and * keys are pressed together for 10 seconds
 - Remote reboot via WIM (HDD format, A time area change and a measurement unit change “mm/inch”).
- The above operations are completed normally, but SC672-11 will occur and it must be cancelled when by the manual power OFF/ON.

CAUSE

Defective NAND chips are used on controller boards produced between Aug 2016 to April 2017 (see **Affected Models** below). A software bug is in the NAND chip. As a result of this bug, the chip cannot perform a restore after the System Reset, which triggers the SC.



Reissued: 11-Jan-18

Model: Cor-C1

Date: 25-Aug-17

No.: RD197074a

Affected Models

- COR-C1 (MP 2554/3054/3554/4054/5054/6054)
- GR-C2 (MP C306/C307)
- Lef-C1 (MP 305+)
- Z-P2 (SP C435DN/C440DN)
- Service parts of Controller Boards for the above models.

SOLUTION**Production line:**

The NAND chip was modified (applied from: April 2017 production).

Note: This was applied to the Lef-C1 and Z-P2 only, since production of the COR-C1 and GR-C2 have already been discontinued.

In the field:

A new firmware module "NAND FLASH" is added. Install this firmware into the affected NAND chip by the following procedure.

- 1) Update System/Copy to the following version or later. This is a preparation for installation of NAND FLASH firmware.

Product	Firmware name	P/N	Version
COR-C1	System/Copy	D2025550X	1.19
COR-C1_SOP	System/Copy	D2015550W	1.19
GR-C2	System/Copy	D1965400R	1.14
LEF-C1	System/Copy	D2595552M	1.11
Z-P2a	System	M2575735B	1.02
Z-P2b	System	M2575731D	1.05

- 2) Install NAND FLASH to modify the NAND chip

The installation procedure is same as other module. A caution message "One or more of the items you selected have a different P/N..." should be shown but please press "OK".

Product	Firmware name	P/N	Version
All	NAND FLASH	D2055599	Q0310E

Note: The software will not be applied to the NAND chip if the NAND chip is NOT affected. In that case the version information is not changed.

Reissued: 11-Jan-18

Model: Cor-C1	Date: 25-Aug-17	No.: RD197074a
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Important:

- Both firmwares cannot be updated at the same time (by SD card and remote update). Please be sure to follow the order above because NAND FLASH cannot be installed unless the System/Copy is updated to this version.
- Either the new System/Copy or NAND FLASH is available for RFU/ARFU, but a System Reset is performed after step 1) completed, and then SC672-11 occurs because the affected NAND chip is not modified yet at that moment. Second System Reset will be performed after step 2) but SC672-11 does not occur at that time.
- If the System/Copy is the new version or later, the version information of NAND FLASH can be shown on SMC Diagnostic report. If the version is "**Q0310E**" or later, NAND FLASH is installed correctly.
- In the case that a customized System/Copy firmware have been installed to the machine, please overwrite System/Copy with the customized version after the procedure above. Once the software in NAND chip is modified, System/Copy can be downgraded to the customized version.

Affected S/N

Product	Affected S/N	Production month
COR-C1c/COR-C1c_(SOP)	G146x800001~	Aug 2016 to Discontinuation
COR-C1d/COR-C1d_(SOP)	G156x800001~	
COR-C1e/COR-C1e_(SOP)	G166x800001~	
COR-C1f/COR-C1f_(SOP)	G176x800001~	
COR-C1g/COR-C1g_(SOP)	G186x800001~	
COR-C1h/COR-C1h_(SOP)	G196x800001~	
GR-C2a (SP model)	G436P800001~	Aug 2016 to Discontinuation
GR-C2a (SPF model)	G446P800001~	
GR-C2b (SP model)	G276P800001~	
GR-C2b (SPF model)	G136P900001~	
Lef-C1	G586P902194~ G587P400986	Aug 2016 to Apr 2017
Z-P2a	Y016P900085~ Y017P100040	Aug 2016 to Apr 2017
Z-P2b	X686P900477~ X687P500096	

Note:

- Not all units which are produced in this period are affected. Some units should not be affected.
- Besides, also some service parts for CTL board have been affected. A machine which is not produced in the period may be also affected if its CTL board has been replaced.

Reissued: 11-Jan-18

Model: Cor-C1	Date: 25-Aug-17	No.: RD197074a
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Controller Board Service Parts Change information.

Product	Model	Old PN	New P/N	Description	Q'ty
COR-C1c SP	SP	D1975673	D2005640	PCB:JL2:CRN-C1_AR_SP:EXP:C	1
COR-C1c SP	SP	D1975676	D2005600	PCB:JL2:CRN-C1_CH_SP:EXP:C	1
COR-C1d	Basic	D1985672	D2005651	PCB:JL2:CRN-C1_AR_BS:EXP:D	1
COR-C1d_SOP	Basic	D1985675	D2005611	PCB:JL2:CRN-C1_CH_BS:EXP:D	1
COR-C1d	SP	D1985673	D2005641	PCB:JL2:CRN-C1_AR_SP:EXP:D	1
COR-C1d_SOP	SP	D1985676	D2005601	PCB:JL2:CRN-C1_CH_SP:EXP:D	1
COR-C1e	Basic	D1995672	D2005652	PCB:JL2:CRN-C1_AR_BS:EXP:E	1
COR-C1e_SOP	Basic	D1995675	D2005612	PCB:JL2:CRN-C1_CH_BS:EXP:E	1
COR-C1e	SP	D1975671	D2005642	PCB:JL2:CRN-C1_AR_SP:EXP:E	1
COR-C1e_SOP	SP	D1995676	D2005602	PCB:JL2:CRN-C1_CH_SP:EXP:E	1
COR-C1f	Basic	D2005672	D2005653	PCB:JL2:CRN-C1_AR_BS:EXP:F	1
COR-C1f_SOP	Basic	D2005675	D2005613	PCB:JL2:CRN-C1_CH_BS:EXP:F	1
COR-C1f	SP	D2005673	D2005643	PCB:JL2:CRN-C1_AR_SP:EXP:F	1
COR-C1f_SOP	SP	D2005676	D2005603	PCB:JL2:CRN-C1_CH_SP:EXP:F	1
COR-C1g	Basic	D2015672	D2005654	PCB:JL2:CRN-C1_AR_BS:EXP:G	1
COR-C1g_SOP	Basic	D2015675	D2005614	PCB:JL2:CRN-C1_CH_BS:EXP:G	1
COR-C1g	SP	D2015673	D2005644	PCB:JL2:CRN-C1_AR_SP:EXP:G	1
COR-C1g_SOP	SP	D2015676	D2005604	PCB:JL2:CRN-C1_CH_SP:EXP:G	1
COR-C1h	Basic	D2025652	D2005655	PCB:JL2:CRN-C1_AR_BS:EXP:H	1
COR-C1h_SOP	Basic	D2025685	D2005615	PCB:JL2:CRN-C1_CH_BS:EXP:H	1
COR-C1h	SP	D2025653	D2005645	PCB:JL2:CRN-C1_AR_SP:EXP:H	1
COR-C1h_SOP	SP	D2025676	D2005605	PCB:JL2:CRN-C1_CH_SP:EXP:H	1
GR-C2a	-	D3AW5681	D3AW5671	PCB:CTL_JL2_S:2ND:GRI-C2A:EXP	1
GR-C2b	-	D3AW5682	D3AW5672	PCB:CTL_JL2_S:2ND:GRI-C2B:EXP	1
Lef-C1	-	D2055612	D2055614	PCB:CTL:LEF-C1B:EXP:SUB-ASS'Y	1
Z-P2a	-	M4795685	M4795686	PCB:CTL_JL2:ZEUS-P2A:EXP	1
Z-P2b	-	M4795680	M4795681	PCB:CTL_JL2:ZEUS-P2B:EXP	1

Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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RTB Reissue

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

Subject: Part catalog correction: Guide plate for PB3150/PB3160/PB3170/PB3230		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

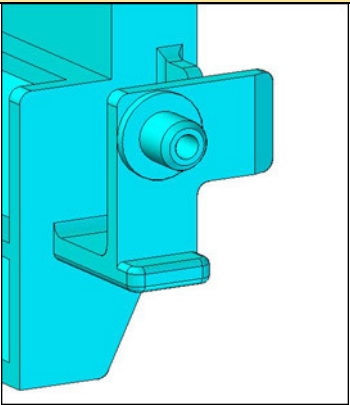
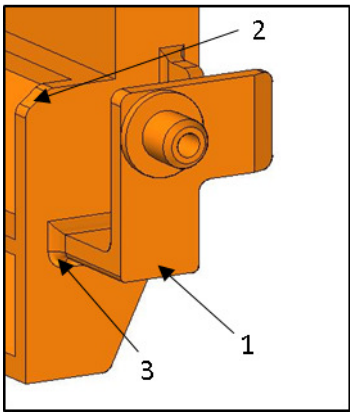
Parts catalog correction1

Affected model: D694 (Paper Feed Unit: PB3150)

Old P/N	New P/N	Description	Q'ty	Int
D1492721	D6942721	GUIDE PLATE: SWIVEL	1-1	X/O

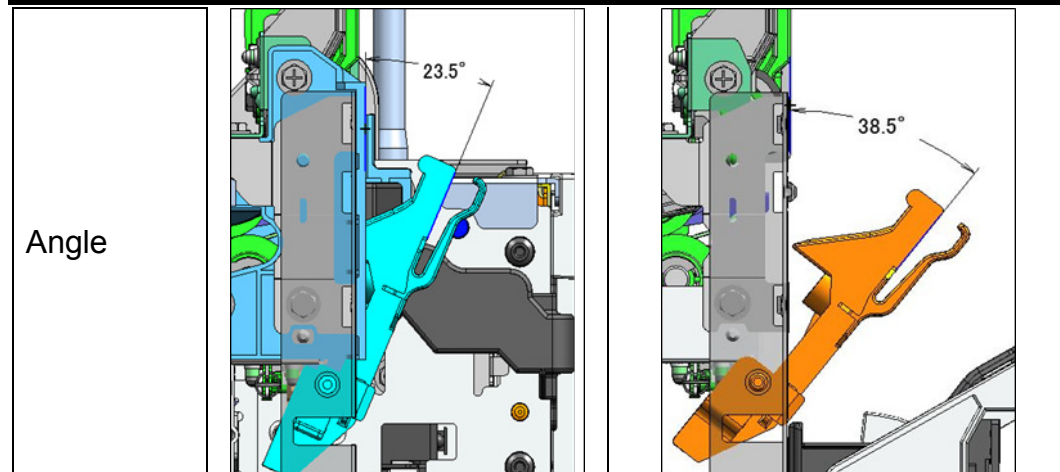
Change: The shape of the guide plate was changed.

Reason: To further strengthen and prevent breaking of the guide plate.

	Old	New
	D1492721	D6942721
Shape		 <ol style="list-style-type: none"> Deleted stopper Changed angle regulation Strengthened part

Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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Reissued: 19-Mar-18

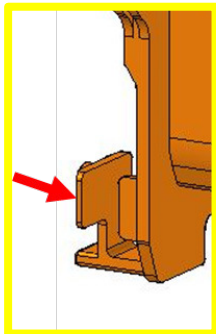
Model: Cor-C1

Date: 28 -Nov-17

No.: RD197075a

Procedure:

1. Release the hook and remove the guide plate.



2. Attach the guide plate by sliding it toward the right hole.



3. Hook the guide plate.



Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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Parts catalog correction 2

Affected model: D693 (Paper Feed Unit: PB3160)

Old P/N	New P/N	Description	Q'ty	Int	Int
D6932526	D6932581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O	X/O
	D6931157	CUSHION:GUIDE:SWIVEL:UP PER	0-1	-	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-	-
D6932725	D6932726	GUIDE PLATE:AUXILIARY:PAPER FEED UNIT	1-1	-	O/O

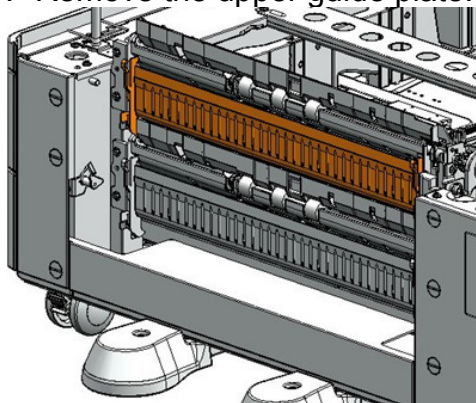
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

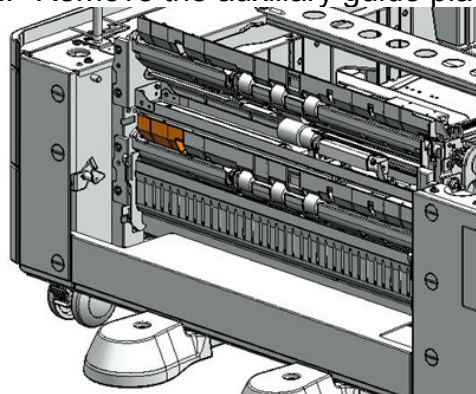
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for UPPER GUIDE PLATE ASSYS

1. Remove the upper guide plate.



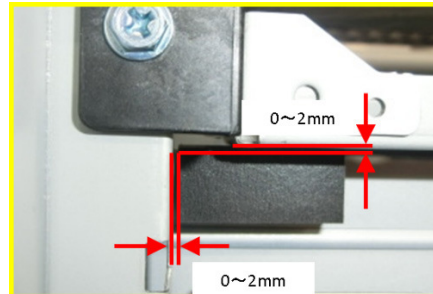
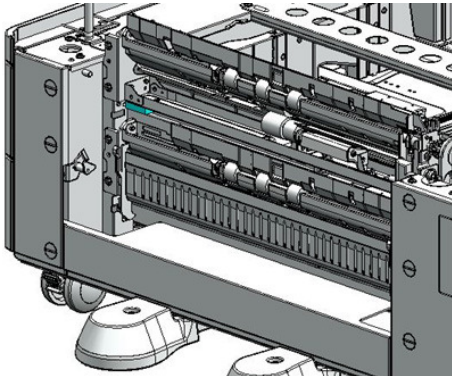
2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).



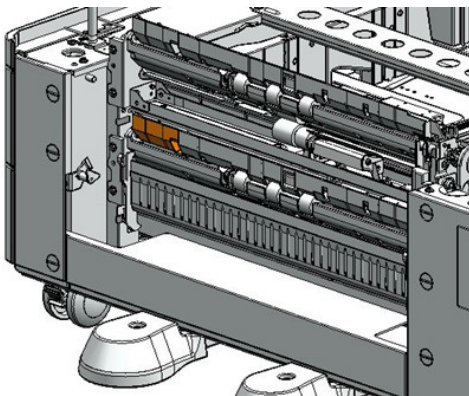
Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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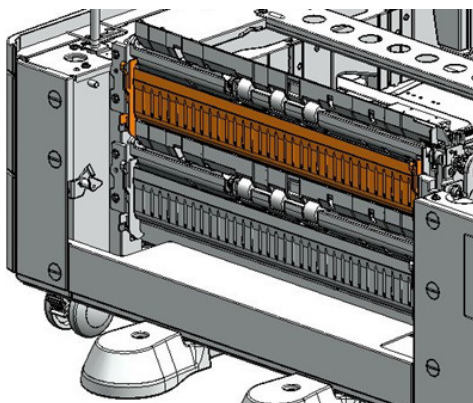
3. Attach the cushion.



4. Attach the auxiliary guide plate for the lower guide plate (screw x1).



5. Attach the upper guide plate.



Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6932582	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

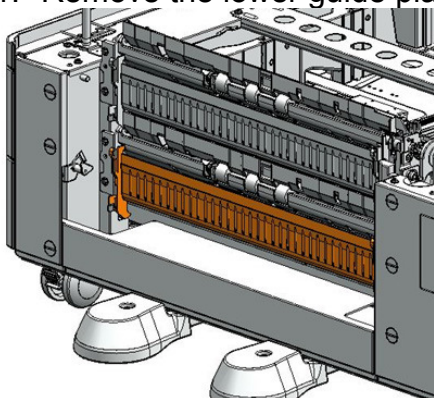
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

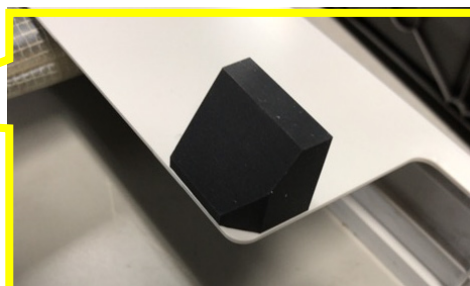
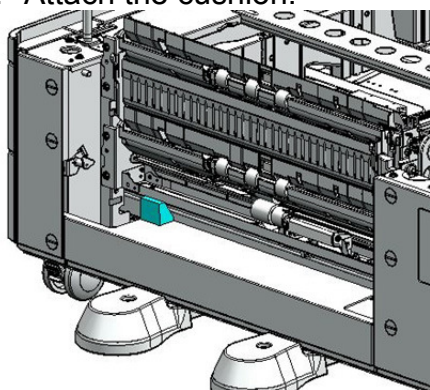
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for LOWER GUIDE PLATE ASSYS

1. Remove the lower guide plate.



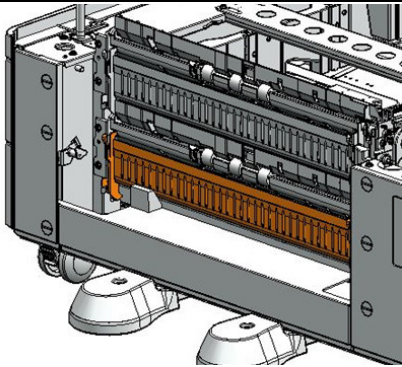
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Cor-C1	Date: 28 -Nov-17	No.: RD197075a
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Parts catalog correction 3

Affected model: D695 (LCIT: PB3230/PB3170)

Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6952581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	-	STOPPER:GUIDE PLATE:SWIVEL:ASS'Y	0-1	-
	-	GUIDE PLATE:SWIVEL:ADHESION	0-1	-

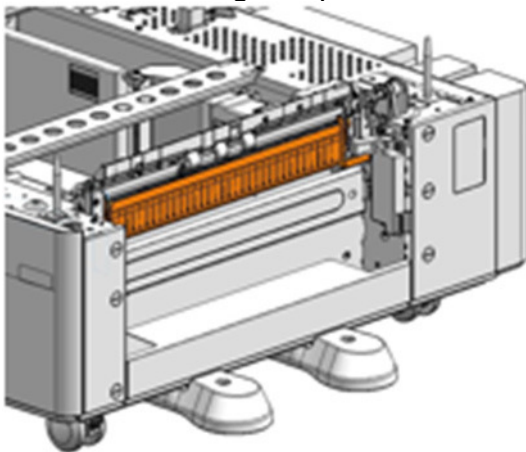
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

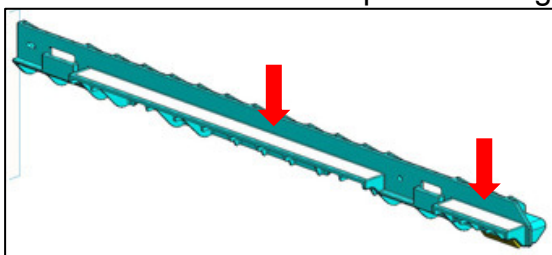
Important: Be sure to attach the above STOPPER, when installing the paper guide plates.

Procedure

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



Reissued: 19-Mar-18

Model: Cor-C1

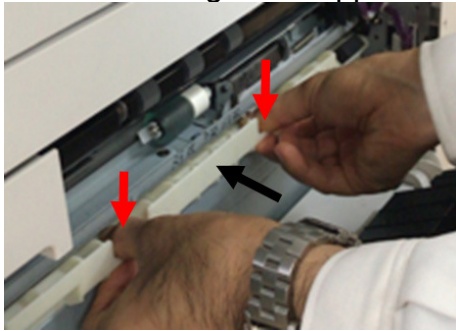
Date: 28 -Nov-17

No.: RD197075a

3. Attach the guide stopper.



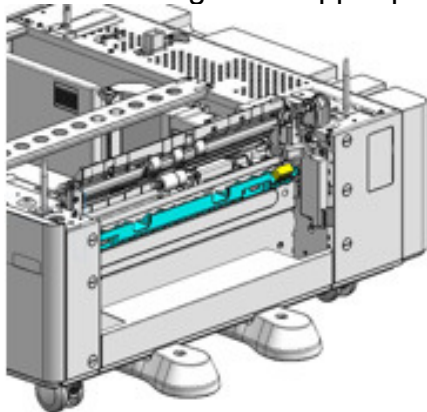
4. Attach the guide stopper.



5. Attach the guide plate stopper.



6. Attach the guide stopper plate.



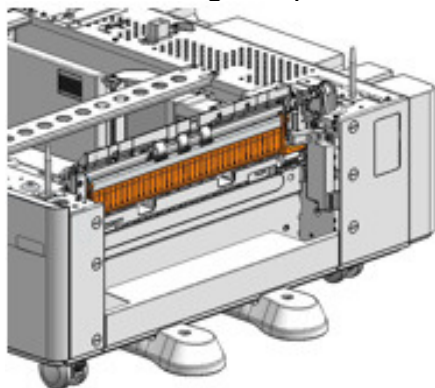
Reissued: 19-Mar-18

Model: Cor-C1

Date: 28 -Nov-17

No.: RD197075a

7. Attach the guide plate.



Model: Cor-C1		Date: 1-Dec-17	No.: RD197076
Subject: Toner Call is not sent		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The following occur if the toner bottle is replaced at Toner **Near** End:

- The Supply Call for Toner bottle is not sent to the @Remote Center even though SP5-507-080 (Toner Call Trigger) is set to "0: Toner replacement" (default).
- The value of SP8-781-001 (Toner Replacement Counter) does not count up.

Note: This does not occur if the bottle is used until Toner End.

CAUSE

Software Bug in the Engine firmware

SOLUTION

Update the Engine firmware to the modified version or later.

Firmware Name	P/N	Version
Engine	D2025501M	1.18:03

Model: COR-C1		Date: 7-Jun-18	No.: RD197077
Subject: Waste toner cannot be transported from PCU		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

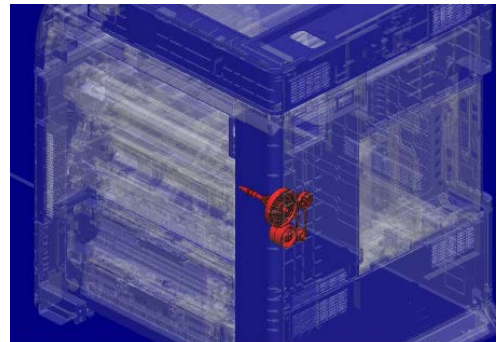
SYMPTOM

The following may occur:

- Black lines, toner dropping, or dirty background
- A smashing/impact noise
- The waste toner transport coil breaks

CAUSE

- The PCU drive unit gear (D2021126) breaks due to excessive loads or other factor. As a result, the waste toner (unit) transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU (Ex., in the PCU upper cover, as shown in the photo).



- The machine is used even after the waste toner bottle is full. As a result, the waste toner coagulates inside the waste toner unit and PCU (Ex., in the PCU upper cover, as shown in the photo).

Note: The waste toner replacement message can be temporarily cleared by just removing the bottle and placing it back in the machine (even if still full).

SOLUTION**Production line:**

The gear was strengthened to prevent breakage.

Note: This modification was applied to the Cor-C1.5 and Cor-P1.5 since May 18 production, but not to the Cor-C1 (as this model has since been discontinued).

In the field:

- 1) Check the status of the waste toner bottle, and replace it if it is full of waste toner.
- 2) Replace the PCU.
- 3) Replace the waste toner unit.

See: FSM "Replacement and adjustment" -> "Drive unit" -> "Waste toner Shutter Solenoid".

P/N	Description
D2026511	BRACKET:TONER RECYCLING SECTION:MAIN ASS'Y:ASS'Y

- 4) If the gear is broken, replace it.

See: FSM "Replacement and adjustment" -> "Drive unit" -> "Waste toner Shutter Solenoid" -> "Motor unit".

Old P/N	Description
D2021126	GEAR:USED TONER:2