Model: **MT-C6**	Date: 30-May-16	No.: RD223005

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

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

Version	Program No.	Effective Date	Availability of RFU
00.100:03	D3D75300A	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
00.100:03	1st Mass production

Model: **MT-C6**	Date: 30-May-16	No.: RD223006

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

This RTB has been issued to announce the firmware release information for the **LCT_MAUI-E.**

Version	Program No.	Effective Date	Availability of RFU
01.010:01	D3D65510A	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
01.010:01	1st Mass production

Reissued: 04-Aug-16

Model: **MT-C6**	Date: 30-May-16	No.: RD223013a

RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	***D2235549C***	***August 2016 production***	***Available***
1.01	D2235549B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.02	***Symptom corrected:*** - ***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.*** - ***Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.***
1.01	1st Mass production

Model: **MT-C6**	Date: 30-May-16	No.: RD223014

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D3D45738A	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
1.01	1st Mass production

Reissued: 27-Dec-16

Model: **MT-C6**	Date: 30-May-16	No.: RD223016b

RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	***D2235557D***	***January 2017 production***	***Available***
1.02	D2235557C	August 2016 production	Available
1.01	D2235557B	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	***Symptom corrected:*** - ***PCL macros that were uploaded to the HDD cannot be printed. (GFPR#RE16080014)*** - ***When characters that contain the incorrect TrueType font data are printed, not only are incorrect characters missing but so are correct characters that follow incorrect characters. (GFPR#RE16030046)***
1.02	Symptom corrected: Some lines of text and/or dotted lines might be missing when using the PCL overlay macro. (GFPR#RC16040013)
1.01	1st Mass production

Model: **MT-C6**	Date: 30-May-16	No.: RD223018

Subject: Firmware Release Note: PS3			Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D3D45731A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: **MT-C6**	Date: 30-May-16	No.: RD223020

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

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

Version	Program No.	Effective Date	Availability of RFU
3.20.14	D2235556B	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
3.20.14	1st Mass production

Model: **MT-C6**	Date: 30-May-16	No.: RD223022

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

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

Version	Program No.	Effective Date	Availability of RFU
00.100:03	D3CN5310A	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
00.100:03	1st Mass production

Reissued: 11-Oct-16

Model: **MT-C6/ CH-C2/ CH-C2Pro**	Date: 30-May-16	No.: RD223023a

RTB Reissue

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

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

This RTB has been issued to announce the firmware release information for the **ADF_SINAI-D.**

Version	Program No.	Effective Date	Availability of RFU
01.000:04	***D3AZ5550E***	***1st Mass production***	***Not Available***
~~***00.160:04***~~	~~***D3AZ5550D***~~	~~***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
01.000:04	***1st Mass production***
~~***00.160:04***~~	~~***1st Mass production***~~

Reissued: 13-Dec-16

Model: Lef-C1, GR-C2_SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, ***Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3***	Date: 29-Jan-16	No.: RD259013e

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BluetoothService for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411465B_forEDC	April 2016 production	Not Available
1.0	D2411465A_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
1.01	***Other changes:*** - ***New Model Supported.*** --- Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor. Other changes: - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

Reissued: 02-Mar-17

Model: Brz-P1, Brz-MF1, BR-C2, BR-P2, CH-C1 Office/***Pro, Cor-C1.5, Gim-MF1.5dM, GR-C3,*** MT-C6, MET-C2ab, MET-C2cde, MET-C2yz, ***MET-P2, Midas-P3, Vesta-P1d_15S***	Date: 23-May-16	No.: RD255020b

RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
0.00	D3BC5277	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: 25-May-16

Model: **MET-C2ab/MET-C2cde/MET-C2yz/ *Brz-MF1/MT-C6/Gim-MF1.5dM***	Date: 13-May-16	No.: RD239016a

RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.09	D2415586	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.09	1st Mass production

Model: **Mo-C2/*MET-C2ab/MET-C2cde/MET-C2yz/ Brz-MF1/MT-C6/Gim-MF1.5dM/CH-C2/CH-C2Pro***	Date: 04-Mar-16	No.: RD262032a

Subject: Firmware Release Note: PS3 Font			Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.17	D2415681	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
1.17	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/***CH-C2/MET-P2/GR-C3***	Date: 29-Jan-16	No.: RD259023d

RTB Reissue

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

Subject: Firmware Release Note: StopKeyWidget for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411436B_forEDC	June 2016 production	Not Available
1.00	D2411436A_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
1.01	Symptom corrected: Applications can be uninstalled from Web Image Monitor. -- ***New Model Supported***
1.00	1st Mass production

Reissued: 03-Oct-16

Model: **Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM**	Date: 29-Jan-16	No.: RD259025e

RTB Reissue

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

Subject: Firmware Release Note: EcoInfoWidget for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	***D2411437F_forEDC***	***October 2016 production***	***Not Available***
1.05	D2411437E_forEDC	August 2016 production	Not Available
1.04	D2411437D_forEDC	June 2016 production	Not Available
1.03	D2411437C_forEDC	May 2016 production	Not Available
1.02	D2411437B_forEDC	April 2016 production	Not Available
1.01	D2411437A_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
1.06	***Minor change.***
1.05	Minor change.
1.04	Support for the MP 402SPF and MP C306ZSP/C406ZSPF
1.03	Symptom corrected: - Minor bug correction
1.02	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.01	1st Mass production

Reissued: 03-Oct-16

Model: **Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM**	Date: 29-Jan-16	No.: RD259026f

RTB Reissue

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

Subject: Firmware Release Note: TonnerWidget for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.05	***D2411434G_forEDC***	***October 2016 production***	***Not Available***
1.04	D2411434F_forEDC	June 2016 production	Not Available
1.03	D2411434E_forEDC	April 2016 production	Not Available
1.02	D2411434D_forEDC	April 2016 production	Not Available
1.01	D2411434C_forEDC	March 2016 production	Not Available
1.00	D2411434B_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
1.05	***Symptom corrected:*** ***Remaining amount of toner displayed on the widget is incorrect.***
1.04	Symptom corrected: - Minor bug correction Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF.
1.03	Symptom corrected: - Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.02	Other changes: Minor changes made to improve reliability.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

Reissued: 14-Nov-16

Model:	Date:	No.:
Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/***CH-C2/MET-P2/GR-C3***	29-Jan-16	RD259029e

RTB Reissue

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

Subject: Firmware Release Note: ProgramInfoService for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.18	D2411438D_forEDC	June 2016 production	Not Available
1.17	D2411438C_forEDC	April 2016 production	Not Available
1.16	D2411438B_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
1.18	Symptom corrected: - Minor bug correction -- ***New Model Supported***
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

Reissued: 13-Jan-17

Model: **Lef-C1/Brz-MF1/CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/MT-C6/MET-C2ab/ MET-C2cde/MET-C2yz**	Date: 29-Jan-16	No.: RD259033k

RTB Reissue

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

Subject: Firmware Release Note: SimpleCopy for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.17	***D2411443P_forEDC***	***January 2017 production***	***Not Available***
1.16	D2411443N_forEDC	December 2016 production	Not Available
1.15	D2411443M_forEDC	October 2016 production	Not Available
1.13.1	D2411443L_forEDC	August 2016 production	Not Available
1.11	D2411443J_forEDC	June 2016 production	Not Available
1.10	D2411443H_forEDC	May 2016 production	Not Available
1.09	D2411443G_forEDC	May 2016 production	Not Available
1.08	D2411443F_forEDC	April 2016 production	Not Available
1.07	D2411443E_forEDC	March 2016 production	Not Available
1.05	D2411443D_forEDC	March 2016 production	Not Available
1.04	D2411443C_forEDC	February 2016 production	Not Available
1.03	D2411443B_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
1.17	***Other Changes:*** ***Design of the "Reset" button has been modified.***
1.16	Minor change.
1.15	Minor change.
1.13.1	Symptom corrected: - Minor bug correction
1.11	Symptom corrected: - Preinstalled applications can be accidentally uninstalled from Web Image Monitor Other changes: - Minor changes to the UI.
1.10	Support for the MP 402SPF. Symptom corrected: - Minor bug correction

Reissued: 13-Jan-17

Model: **Lef-C1/Brz-MF1/CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/MT-C6/MET-C2ab/ MET-C2cde/MET-C2yz**	Date: 29-Jan-16	No.: RD259033k

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: - Minor bug correction
1.08	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.07	Other changes: Minor changes made to improve reliability.
1.05	Symptom Corrected: Some of the words are incorrect in several languages.
1.04	Symptom Corrected: Some of the wording in English was incorrect.
1.03	1st Mass production

Reissued: 17-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/***MET-P2/CH-C2/GR-C3***	Date: 29-Jan-16	No.: RD259034h

RTB Reissue

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

Subject: Firmware Release Note: LanguageWidget for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	***D2411431H_forEDC***	***December 2016 production***	***Not Available***
1.05	D2411431G_forEDC	October 2016 production	Not Available
1.04	D2411431F_forEDC	August 2016 production	Not Available
1.03	D2411431E_forEDC	June 2016 production	Not Available
1.02	D2411431D_forEDC	April 2016 production	Not Available
1.01	D2411431C_forEDC	March 2016 production	Not Available
1.00	D2411431B_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
1.06	***Minor change.***
1.05	Minor change.
1.04	Minor change.
1.03	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF. Support for the MP 6503SP/MP 7503SP/MP 9003SP.
1.02	Symptom corrected: Minor bug correction.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

Reissued: 31-May-16

Model: **Mo-C2/*MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/BrazilI-MF1***	Date: 04-Mar-16	No.: RD262033a

RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2415581	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: 06-Jun-16

Model: GR-C2_SOP, ***Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1***	Date: 30-Jul-15	No.: RD196026a

RTB Reissue

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

Subject: Firmware Release Note: IWnnIME for eDC			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.3.3	D1961403_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
2.3.3	1st Mass production

Reissued: 24-Nov-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2, ***Cor-C1.5***	Date: 30-Jul-15	No.: RD196038c

RTB Reissue

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

Subject: Firmware Release Note: iWnnIME for eDC			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

For Korean

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961406_forEDC	1st Mass production	Not Available

For Simplified Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961404_forEDC	1st Mass production	Not Available

For Traditional Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961405_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.

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Reissued: 14-Dec-16

Model:	Date:	No.:
Lef-C1/ Brz-MF1/*CH-C2/Cor-C1.5/* **Gim-MF1.5dM/ GR-C2/*GR-C3/*MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	10-Jun-16	RD259045a

RTB Reissue

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

Subject: Firmware Release Note: NFCPlugin for eDC			Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411452_forEDC	June 2016 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
2.12.00	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

Reissued: 14-Dec-16

Model:	Date:	No.:
Lef-C1/ Brz-MF1/*CH-C2/Cor-C1.5/* Gim-MF1.5dM/ GR-C2/*GR-C3/*MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	10-Jun-16	RD259046a

RTB Reissue

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

Subject: Firmware Release Note: USBCardPlugin for eDC			Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411459_forEDC	June 2016 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
2.12.00	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

Reissued: 13-Dec-16

Model:	Date:	No.:
Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	10-Jun-16	RD259047a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BLEPlugin for eDC			Prepared by: N. Yasuda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411466_forEDC	June 2016 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
2.12.00	***New Model Supported.*** --- Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin

Model: MT-C6	Date: 1-Jul-16	No.: RD223024

Subject: FSM correction on USB device server notes	Prepared by: K. Moriizumi
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Correction:

If the USB Device Server Option Type M19 is installed, the machine will wake up from the energy save mode and print without having to disable the energy save mode. Therefore, please delete the notes below from your field service manual.

2. Installation
> USB Device Server Option Type M19
> Installation
> Notes for Energy Save Mode Setting

Notes for Energy Save Mode Setting

If the machine which has this option enters into the Energy Save Mode, you cannot print because this will cause a communication error. Follow the procedure below to disable the Energy Save Mode function.

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].

Model: **MT-C6**	Date: 10-Aug-16	No.: RD223025

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

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

Version	Program No.	Effective Date	Availability of RFU
8.633	D3D45712	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
8.633	1st Mass production

Reissued: 16-Dec-16

Model:	Date:	No.:
Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	29-Jan-16	RD259032i

RTB Reissue

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

Subject: Firmware Release Note: QRCodeforSDC for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.1.2	D2411453F_forEDC	***January 2017 production***	Not Available
2.1.1	D2411453E_forEDC	July 2016 production	Not Available
2.1.0	D2411453D_forEDC	May 2016 production	Not Available
2.0.1	D2411453C_forEDC	February 2016 production	Not Available
2.0.0	D2411453B_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
2.1.2	***Other changes:*** - ***New Model Supported.*** Symptom corrected: - The QR code application quits when opening the settings in Taiwanese models. On the Griffin-C2_ch, before installing an application or updating to a new version, the CheetahSystem firmware needs to be updated to v1.09 D2411420K) or later.
2.1.1	Symptom corrected: When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.
2.1.0	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: - If Smart Device Connector has not been installed on the device, when the smart device reads the QR code on the Smart Operation Panel, the screen will navigate to the Smart Device Connector website. - Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF. - Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.

Reissued: 16-Dec-16

Model:	Date:	No.:
Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	29-Jan-16	RD259032i

Version	Modified Points or Symptom Corrected
2.0.1	Other changes: Minor changes made to improve reliability. --- 1st mass production for Mo-C2 --- Symptom Corrected: Some of the wording in English was incorrect. Other changes: Support for Bluetooth Low Energy in Smart Device Connector.
2.0.0	1st Mass production

Reissued: 19-Jan-17

Model: **Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6**	Date: 08-Feb-16	No.: RD259038g

RTB Reissue

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

Subject: Firmware Release Note: QuickCardAuth for eDC			Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.12.04	***D2411468A_forEDC***	***January 2017 production***	***Not Available***
2.12.01	D2411468_forEDC	June 2016 production	Not Available
2.01.25	D2411451F_forEDC	April 2016 production	Not Available
2.01.24	D2411451E_forEDC	April 2016 production	Not Available
2.01.22	D2411451D_forEDC	March 2016 production	Not Available
2.01.20	D2411451C_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
2.12.04	***Specification Change*** - ***Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.***
2.12.01	Additional model information: - New Model Supported. Symptom corrected: - Applications can be uninstalled from Web Image Monitor. Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.
2.01.25	Symptom corrected: - Applications can be uninstalled from Web Image Monitor.
2.01.24	Symptom Corrected: When using Quick Card Authentication: – Even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed. – If logging in to Web Image Monitor fails, a message stating that the login failed is displayed on the operation panel even though the operation panel is not being used.
2.01.22	Symptom Corrected: Some of the words are incorrect in several languages.

Reissued: 19-Jan-17

Model: **Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6**	Date: 08-Feb-16	No.: RD259038g

Version	Modified Points or Symptom Corrected
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.

Reissued: 23-Aug-16

Model: **CH-C1/ MT-C6**	Date: 20-May-13	No.: RD135020d

RTB Reissue

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

Subject: Firmware Release Note: MailBOX_CS4010			Prepared by: K.Hamada
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **MailBOX_CS4010.**

Version	Program No.	Effective Date	Availability of RFU
01.020:03	***D7085300E***	***July 2016 production***	***Not available***
01.020:02	D7085300D	December 2015 production	Not available
01.010:02	D7085300C	February 2014 production	Not available
01.000:02	D7085300B	November 2013 production	Not available
00.500:02	D7085300A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
01.020:03	***Symptom corrected:*** ***The machine stalls when a copy is printed out to the Mail Box after recovering from energy saver mode.***
01.020:02	Other changes: MP 6503SP/7503SP/9003SP supported.
01.010:02	Symptom Corrected: SC670 may occur on MP C6502/8002 with CS4010, when continuous print jobs are ejected to different trays of CS4010. Important: If CS4010 is installed with MPC6502/8002, please be sure to upgrade this CS4010 firmware (01.010:02) and engine firmware (1.29:08) together as a set.
01.000:02	Symptom corrected: Jams when feeding paper longer than 284.0mm (Ex. A3 paper) with the Punch feature.
00.500:02	1st Mass production

Model: MT-C6	Date: 25-Aug-16	No.: RD223026

Subject: Information on part number changes: Smart Operation Panel's PCB	Prepared by: E.Hinata
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Information on part number changes

Preinstalled applications in Smart Operation Panel v2.0 for the MP C306/406 will be updated to unify the part numbers for all preinstalled applications in the MP C306/406 to match the part numbers in the MP 305 and later models. The PCBs changed to be common in these models as follows in line with the changes of the application. This bulletin is to inform you of the notification regarding the change to the new part numbers and the replacement procedure, which will affect the following models:

- MP 305 (D259)
- MP C3004/3504/4504/5504/6004 (D238/D239/D240/D241/D242), MP C2004/2504 (D243/D244)
- MP 6503/7503/9003 (D223/D224/D225)

For China

Old part number	*New part number*	*Description*	*Old Q'ty*	*New Q'ty*	*Int*
D2411531	*D2411536*	*PCB:MAIN:METIS-C2_CHN: PROGRAM:ASS'Y*	*1*	*1*	*O/O*

For other regions

Old part number	*New part number*	*Description*	*Old Q'ty*	*New Q'ty*	*Int*
D2411530	*D2411535*	*PCB:MAIN:METIS-C2: PROGRAM:ASS'Y*	*1*	*1*	*O/O*

Model: MT-C6	Date: 25-Aug-16	No.: RD223026

Caution:
When replacing the PCBs or Operation panel ass'y, follow the procedure below.

1) *Replace the hardware parts, PCBs or Operation panel ass'y.*
2) *Turn ON the main power.*
3) *Press OK at the message 'Changing the settings. Please wait.'*
4) *Enter the SP mode.*
5) *Set the value according to the model and press [Execute] in SP5-761-001: Smart Operation Panel Setting: Restore the default Home screen].*

Option	*Model*	*Remarks*
0 (Default)	*MP C306/406*	*The screen appears as if there are no options.*
1	*Models other than MP C306/406 and MP CW2201*	
2	*MP CW2201*	

Note:
If you do not set the SP above, home screen for other model will be appeared.

Model: MT-C6	Date: 1-Sep-16	No.: RD223027

Subject: The default value of the "Permit SSL/TLS Communication" setting has been changed from "Ciphertext Priority" to "Ciphertext/Cleartext"	Prepared by: Y.Shiga
From: 1st Tech. Support Sec. Service Support Dept.	

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

At machine installation

The default value of the "Permit SSL/TLS Communication" setting has been changed from "Ciphertext Priority" to "Ciphertext/Cleartext" depending on the Network Support firmware version:
- "Ciphertext Priority" will be the default in devices that have Network Support v16.31 or earlier installed from mass production.
- "Ciphertext/Cleartext" will be the default in devices that have Network Support v16.32 or later installed from mass production.

Note: Configurations will not be automatically changed when the firmware is updated.

Cut-in Serial Numbers

Network Support v16.32 has been applied to device in the factory as of the following serial numbers:

Name	Destination.	Product Code	Serial #
MP 6503	TWN	D223-19	G656C800001~
	CHN	D223-21	G656C800001~
	AA	D223-29	G656C800001~
	EU	D223-67	G656J800001~
	NA	D223-90	G656C800001~
	EU	D223-91	G656C790098~
MP 7503	TWN	D224-19	G666C800001~
	CHN	D224-21	G666C800001~
	LA	D224-25	G666L800001~
	AA	D224-29	G666C800001~
	NA	D224-57	G666L800001~
	EU	D224-67	G666J800001~
MP 9003	TWN	D225-19	G676C800001~
	CHN	D225-21	G676C800001~
	LA	D225-25	G676L800001~
	AA	D225-29	G676C800001~
	NA	D225-57	G676L800001~
	EU	D225-67	G676J800001~
	NA	D225-90	G676C800001~
	EU	D225-91	G676C790014~

Model: MT-C6	Date: 3-Oct-16	No.: RD223028

Subject: Service Manual Correction: HDD Encryption	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

Step 7 of the procedure **"How to do a forced start-up with no encryption key"** in the service manual was deleted.

Target models: D223/D224/D225

Service Manual

Main Chapters > Installation > Security Setting > HDD Encryption > Encryption Key Restoration

How to do a forced start-up with no encryption key

If the encryption key back-up has been lost, follow the procedure below to do a forced start-up.

Important

The HDD will be formatted after the forced start-up.
Encrypted data will be deleted.
User settings will be cleared.

1. Prepare an SD card.
2. Create a directory named "restore_key" inside the root directory of the SD card. Then, save the "nvram_key.txt" file using the following name:
   /restore_key/nvram_key.txt
3. Create a text file and write "nvclear".

Important

Write this string at the head of the file.
Use all lower-case letters.
Do not use quotation marks or blank spaces.
It is judged that a forced start has been selected when the content of "nvclear" is executed and the machine shifts to the alternate system (forced start).

4. Confirm that a message is displayed on the LCD telling to insert the SD card that contains the encryption key.
5. Turn off the main power.
6. Insert the SD card that contains the encryption key into SD card slot 2 (the lower slot).
7. ~~Turn on the main power.~~
8. Turn on the main power switch, the machine automatically clear the HDD encryption.
9. Turn off the main power when the machine has returned to normal status.
10. Remove the SD card from SD card Slot 2.
11. Turn on the main power.

12. Memory clear SP5-801-xx (Exclude SP-5-801-001: All Clear and SP-5-801-002: Engine), and clear SP5-846-046: address book.
13. Set necessary user settings in User Tools menus.

Model: MT-C6	Date: 17-Oct-16	No.: RD223031

Subject: Manual Correction: SC9xx	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

The descriptions in **bold** were added.

Service Manual: Top Page >Main Chapters >Troubleshooting> SC900: Miscellaneous>SC900

SC954	D	Printer image setting error
		The settings required for image processing using the printer controller are not sent from the BiCU.
		▪ **Software defective**

SC955	D	Memory setting error
		The settings that are required for image processing using the memory are not sent from the BiCU.
		▪ **Software defective**

SC965	B	Print Start error
		During print processing, another command to start printing was received.
		Software bug

SC994	C	Operation Panel Management Records Exceeded	CTL
		An error occurred because the number of records exceeded the limit for images managed in the service layer of the firmware. This can occur if there are too many application screens open on the operation panel.	
		No action required because this SC does not interfere with operation of the machine.	

SC995	D	CPM setting error	CTL
01		▪ Defective BCU ▪ NVRAM Replacement error	
		▪ Install the previous NVRAM. ▪ Input the serial number with SP5-811-004, and turn the main power switch off and on.	
02		▪ Defective NVRAM ▪ Defective controller	
		▪ Update the controller firmware. ▪ Install a new NVRAM, and turn off and on the main power switch after SC995-002 has occurred.	
03		▪ Incorrect type controller installed ▪ Defective controller	
		▪ Replace the controller with the correct type.	
04		▪ Incorrect model controller installed.	
		▪ Replace the controller with the correct model.	

Model: MT-C6	Date: 30-Nov-16	No.: RD223033

Subject: DO NOT install FAX firmware v02.00.00/03.00.00	Prepared by: Y. Taniguchi
From: Field Quality Management Group1, FQM 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 Notice about GWFCU Firmware v02.00.00/03.00.00

- **DO NOT install** GWFCU frimware **v02.00.00** (D2235546C) or **v03.00.00** (D2235546D) on machines in the field.
- This is because these versions have the following firmware bug.

SYMPTOM

When attempting to send a folder, the memory is consumed and prevents the machine from receiving any documents for an extended period.

CAUSE

Bug with GWFCU firmware.

SOLUTION

Install a latest GWFCU firmware version (v04.00.00 or newer).

Scheduled for release: 30th of Nov. 2016

Firmware Name	P/N	Version
GWFCU3.8-13	D2235546E	04.00.00

Model: MT-C6	Date: 1-Dec-16	No.: RD223034

Subject: Important note: Model NAME PLATE decal for TWN	Prepared by: K.Yamamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

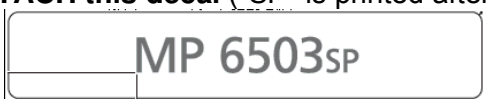
Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Important Note about Model Name Plate decal on the MT-C6

(Taiwan Model Only)

- Replace the decal as shown below. This is required for all MFP models sold in Taiwan because of the regulation concerning application for certification.

ATTACH this decal ("SP" is printed after the model number):



REMOVE this decal

Procedure:

1. Remove the old decal (shown above under "Remove this decal").
2. Clean the attachment area with alcohol.
   Important: Make sure to completely remove the adhesive from this surface.
3. Attach the new decal so that it stays fixed in place in the indented area shown below.

Model: MT-C6	Date: 1-Dec-16	No.: RD223034

Cut-in Serial Numbers:

The correct decal have affected from November 2016 production.

Product code:	Product name:	GER:	Cut-in S/N
D22319	MP6503SP	TWN	G656CC1XXXX~
D22419	MP7003SP		G666CC1XXXX~
D22519	MP9003SP		G676CB1XXXX~

Model: MT-C6	Date: 12-Dec-16	No.: RD223035

Subject: Transfer Belt Unit	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Change: Transfer belt

Reason: Vendor change

Action:

- When replacing with a new transfer belt or with a new transfer belt unit, do the check procedure below to verify if the belt or the unit is of the old vendor or the new vendor.
- If replaced with a transfer belt of the new vendor, modify the image transfer related SP settings as instructed.

Procedure

1. Verify the following:
   - Part number of the new transfer belt or the transfer belt unit you have procured
   - Lot number of the transfer belt requiring the replacement
     (The lot number is printed toward the edge on the inside of the belt.)

Belt of the Old vendor

Part number: D2233897 : FLAT BELT-TRANSFER:TOYO (for MP 6503/7503/9003)
D2233857 : TRANSFER UNIT:M-C6:TOYO (for MP 6503/7503)
D2253857 : TRANSFER UNIT:M-C6E:TOYO (for MP 9003)

Lot number

- Letter in the middle
- Printed in Black
- 9 digits

Belt of the New vendor

Part number: D2233898 : FLAT BELT-TRANSFER:SUMITOMO (for MP 6503/7503/9003)
D2233859 : TRANSFER UNIT:M-C6:SUMITOMO (for MP 6503/7503)
D2253859 : TRANSFER UNIT:M-C6E:SUMITOMO (for MP 9003)

Lot number

- Starts with the prefix “S”
- Printed in Yellow
- 10 digits

2. If there is a change in the vendor, make the following SP modifications.

For MP 6503 SP / 7503 SP

	Old vendor (Toyo) Belt: D2233897 Unit: D2233857	New vendor (Sumitomo) Belt: D2233898 Unit: D2233859
SP2-301-001 and 002	75	65
SP2-301-003	80	75
SP2-301-011 to 014	75	65
SP2-301-015 and 016	80	75
SP2-301-033 to 036	75	65
SP2-301-037 to 051	100	80
SP2-301-101 and 102	75	50
SP2-301-103	85	75
SP2-301-111 to 114	75	50
SP2-301-133 to 136	75	50
SP2-301-137 to 151	100	80

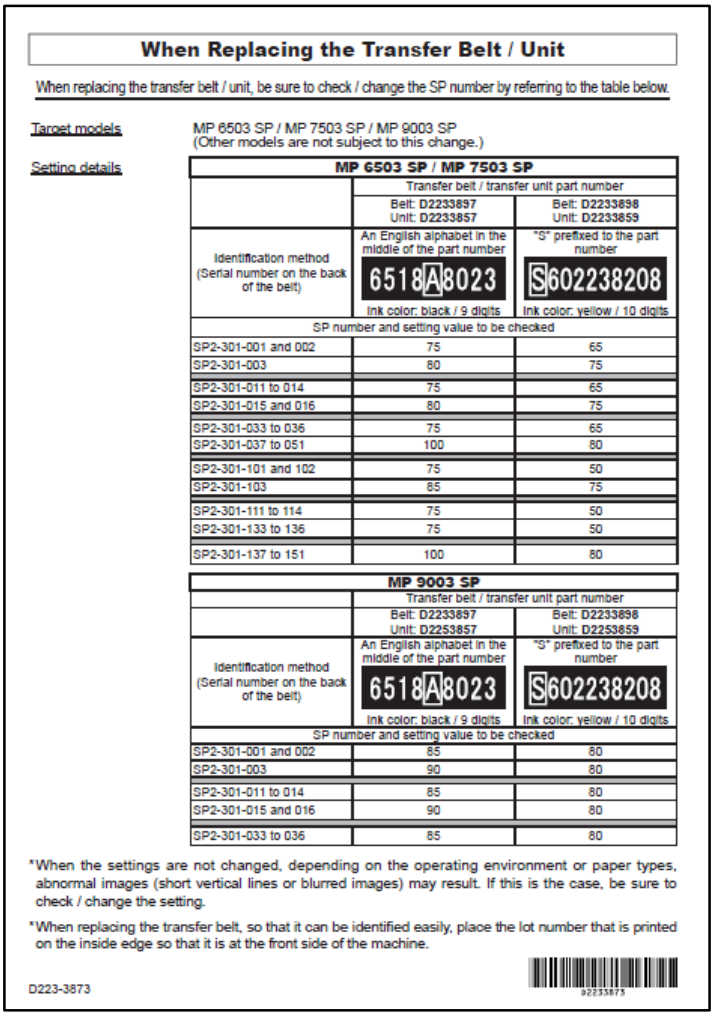
For MP 9003 SP

	Old vendor (Toyo) Belt: D2233897 Unit: D2253857	New vendor (Sumitomo) Belt: D2233898 Unit: D2253859
SP2-301-001 and 002	85	80
SP2-301-003	90	80
SP2-301-011 to 014	85	80
SP2-301-015 and 016	90	80
SP2-301-033 to 036	85	80

3. Install the new transfer belt so that the edge printed with the lot number faces the front of the machine. This will allow easy identification of the lot number when the belt may require replacement again in the future.

Notes:

- Failing to perform the SP modification may cause image quality problems (short vertical lines or blurred image) depending on the operating environment and paper type. In such case, check the SP settings and modify as necessary.
- Clearing the NVRAM will initialize the SP values. If the NVRAM is cleared, check the belt to identify the vendor and modify the SP values by referring to the table described above.
- The following sheet is included as an accessory to the transfer belt and the transfer belt unit manufactured by both old and new vendors. The instructions in this sheet are identical to the contents of this bulletin.



When Replacing the Transfer Belt / Unit

When replacing the transfer belt / unit, be sure to check / change the SP number by referring to the table below.

Target models: MP 6503 SP / MP 7503 SP / MP 9003 SP
(Other models are not subject to this change.)

Setting details:

MP 6503 SP / MP 7503 SP

	Transfer belt / transfer unit part number	
	Belt: D2233897 Unit: D2233857	Belt: D2233898 Unit: D2233859
Identification method (Serial number on the back of the belt)	An English alphabet in the middle of the part number: 6518A8023 (Ink color: black / 9 digits)	"S" prefixed to the part number: S602238208 (Ink color: yellow / 10 digits)
SP number and setting value to be checked		
SP2-301-001 and 002	75	65
SP2-301-003	80	75
SP2-301-011 to 014	75	65
SP2-301-015 and 016	80	75
SP2-301-033 to 036	75	65
SP2-301-037 to 051	100	80
SP2-301-101 and 102	75	50
SP2-301-103	85	75
SP2-301-111 to 114	75	50
SP2-301-133 to 136	75	50
SP2-301-137 to 151	100	80

MP 9003 SP

	Transfer belt / transfer unit part number	
	Belt: D2233897 Unit: D2253857	Belt: D2233898 Unit: D2253859
Identification method (Serial number on the back of the belt)	An English alphabet in the middle of the part number: 6518A8023 (Ink color: black / 9 digits)	"S" prefixed to the part number: S602238208 (Ink color: yellow / 10 digits)
SP number and setting value to be checked		
SP2-301-001 and 002	85	80
SP2-301-003	90	80
SP2-301-011 to 014	85	80
SP2-301-015 and 016	90	80
SP2-301-033 to 036	85	80

*When the settings are not changed, depending on the operating environment or paper types, abnormal images (short vertical lines or blurred images) may result. If this is the case, be sure to check / change the setting.

*When replacing the transfer belt, so that it can be identified easily, place the lot number that is printed on the inside edge so that it is at the front side of the machine.

D223-3873

Model: MT-C6	Date: 30-Nov-16	No.: RD223xxx

Subject: Time of switch into Sleep and Low Power mode is wrong	Prepared by: K.Yamamoto
From: 1st FQM Sect., 1st FQM Dept.	

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

SYMPTOM

Some of the User Mode default values for Sleep mode and Low Power mode are incorrect.

Incorrect:

Sleep mode: **60 min.** (All models)

Low Power mode: **15 min.** (All models)

Correct:

Sleep mode: **60 sec.** (Model a (65cpm), Model c (75cpm))

900 sec. (Model e (90cpm))

Low Power mode: **60 sec.** (All models)

CAUSE

The defaults in the System/Copy firmware were incorrect.

SOLUTION

Do the following:

1. Ask the user for permission to change the values for Sleep mode and Low power mode (the time until the machine shifts to these modes).
2. Update the System/Copy firmware to **Ver.1.04** (D2235540G) **or later.**
3. Change the User Mode values for Sleep mode and Lower Power mode to the **Correct** values shown on the previous page.

   User Settings => Timer Setting => Time of switch into Sleep mode / Time of switch into Low Power mode

Note: Step 3 is necessary because the User Mode settings will not be changed by updating the firmware alone.

Cut-in Serial Numbers:

Version	Destination	Name	Product Code	Cut-in S/N
Model MT-C6a	Taiwan	Ricoh MP 6503SP Gestetner MP 6503SP	D223-19	G656C910001~
	China	Ricoh MP 6503SP	D223-21	G656C920001~
	Asia / Korea	Ricoh MP 6503SP Gestetner MP 6503SP	D223-29	G656C950001~
	North America /Latin America	Ricoh MP 6503SP Savin MP 6503SP Lanier MP 6503SP	D223-57	G656L800736~
	Europe	Ricoh MP 6503SP NRG MP 6503SP	D223-67	G656J800134~
Model MT-C6c	Taiwan	Ricoh MP 7503SP Gestetner MP 7503SP	D224-19	G666C910001~
	China	Ricoh MP 7503SP	D224-21	G666C920001~
	Asia / Korea	Ricoh MP 7503SP Gestetner MP 7503SP	D224-29	G666C950001~
	North America /Latin America	Ricoh MP 7503SP Savin MP 7503SP Lanier MP 7503SP	D224-57	G666K800515~
	Europe	Ricoh MP 7503SP NRG MP 7503SP	D224-67	G666J800099~
Model MT-C6eprprip ort12	Taiwan	Ricoh MP 9003SP Gestetner MP 9003SP	D225-19	G676C910001~
	China	Ricoh MP 9003SP	D225-21	G676C920001~
	Asia/Korea	Ricoh MP 9003SP Gestetner MP 9003SP	D225-29	G676C950001~
	North America /Latin America	Ricoh MP 9003SP Savin MP 9003SP Lanier MP 9003SP	D225-57	G676L800231~
	Europe	Ricoh MP 9003SP NRG MP 9003SP	D225-67	G676J800124~

Reissued: 17-Jan-17

Model: MT-C6	Date: 16-Dec-16	No.: RD223037a

RTB Reissue

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

Subject: Cannot send/receive faxes (Memory Full / Remain in the machine)			Prepared by: Y. Taniguchi
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Important

There are two independent problems about the fax function ("Memory reaches full" and "Document is waiting and remains in the machine"). They are not related directly but the symptoms and countermeasures is similar, so they are mentioned together in this RTB.

Problem 1: Memory reaches full

SYMPTOM

"FAX memory is reached limit" is displayed and the machine cannot receive or send faxes when all of the following conditions are met:

1) Forwarding is enabled.
2) The transmission destination type for Forwarding is set to [Folder].
3) HDD is installed.
4) A large document is received.

Note: This corresponds roughly to 320 A4-sized pages of a normal text document, or fewer pages in the case of images (Example: 6 A3-sized pages of a C4 color chart printed).

CAUSE

Under the conditions explained above, invalid data is received (copied) into fax memory. The machine cannot copy the data to the HDD (which is normal when using Forward to Folder), and continues to retry for up to 72 hours. As a result, the fax memory is locked during this time, and the machine cannot send or receive faxes.

SOLUTION

On the Production line

FCU Firmware is modified so that the default value of the third digit from the bottom of SP1-104-003 is "0". The setting value means invalid data will not be stored in fax memory.

Problem 2: Document is waiting and remains in the machine

SYMPTOM

Faxes that require internal communication with the HDD cannot be sent and remain in the machine, and the Transmission Failure Report is not printed out. Customers may be unaware of non-transmission.

Conditions:

1). Capturing Device Log function is enabled (Default: enable).

2). Capturing Device Log accesses the HDD just as the machine switches to Sleep Mode.

3). The fax is sent using a feature that requires internal communication with the HDD, i.e.:

Preview Before Transmission

Remote Fax (either as the Main machine or Sub machine)

Sending the document stored in Document Server

CAUSE

When the conditions 1) and 2) described above are met, the line of communication between the HDD and machine is locked and remains locked. Fax features that require internal communication with the HDD use this same line, which then prevents fax transmission.

SOLUTION

On the Production line

FCU Firmware is modified to release the line of communication between the machine and HDD under the conditions described above.

Reissued: 17-Jan-17

Model: MT-C6	Date: 16-Dec-16	No.: RD223037a

Important:

In the case of troubleshooting either problem, please do the following procedure in order to prevent both problems.

SOLUTION In the field

1) Update the GWFCU firmware to the following version or later:

Firmware Name	P/N	Version
GWFCU3.8-13	D2235546E	04.00.00

2) Set the **third digit from the bottom** of **FAX SP1-104-003** to "**0**" ("Delete invalid data").

Note: This is because the SP value will not be changed if only the firmware is updated. Only the default value is changed by the firmware update.

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

RTB Reissue

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

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

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

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

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

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

Model: MT-C6	Date: 30-Jan-17	No.: RD223038

Subject: How to Adjust the Screen Angle	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

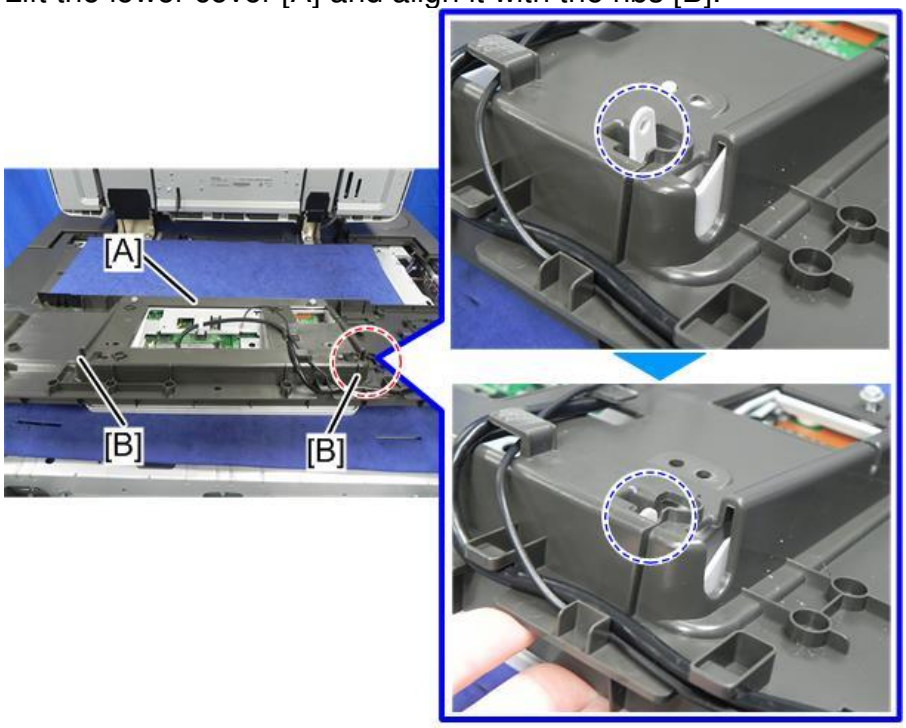
This bulletin provides the instruction for changing the angle of the operation panel screen.

Screen Angle Adjustment Procedure

1. Place the operation panel upside down.
2. Remove the fixing screws (x2).

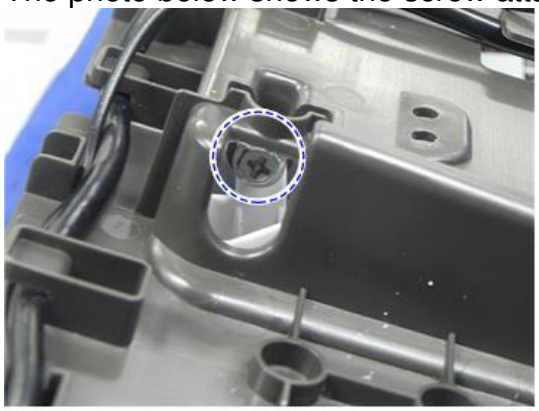
3. To adjust the tilting angle, loosen the following two screws.

4. Lift the lower cover [A] and align it with the ribs [B].



d257a4420

5. Fix the ribs and lower cover with the screws you removed in Step 2.
The photo below shows the screw attached to the right hand side.



×1 d257a4421

6. Tighten the two screws loosened in Step 3, to fix the angle.

×2 d257a4422

d257a4423

Model: MT-6	Date: 21-Feb-17	No.: RD223039

Subject: DO NOT install CheetahSystem firmware v1.21 and package all containing cheetah system	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

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

Important Notice about Cheetah System v1.21 and package_ALL containing CheetahSystem v1.21

DO NOT install Cheetah System v1.21 and package_ALL containing CheetahSystem v1.21 on machines in the field.

This is because these versions have the following firmware bug.

Note: These versions are no longer released/available.

SYMPTOM

Some Smart SDK application for only RHQ get deleted with CheetahSystem v1.21.

Note:
If this symptom occurs, cannot reinstall the Smart SDK application.

Affected model: Met-C2abcdeyz, Met-P2, Gr-C2/C3, Brz-MF1, Ch-C2, Cor-C1.5, Lef-C1, Mt-C6

CAUSE

Bug with the SDK application for RHQ.

Detail:
This cause is the combination between a side effect of V1.21 and a SDK application's manifest file.
The production signature of the smart SDK application is not correct in RHQ region.
The manifest file for the development is still remained in the application.
The other hand, Cheetah system is added the bata signification function that expired application is deleted since version 1.21.
Therefore this application is un-installed by the bata signification function.

SOLUTION

Do either of the following:

- Install a newer Cheetah System firmware latest version (v1.22).

Scheduled for release: the early of March, 2017

- Install a newer package firmware latest version.

Scheduled for release: the end of March, 2017

- Install an older Cheetah System firmware version or older package firmware.

Model: MT-C6	Date: 1-Mar-17	No.: RD223040

Subject: Staple Capacity	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Correction

Top Page > Appendices > 1. Machine Specification > Option Equipment Specifications > Finisher SR4120 (D3CG) > Stapler

Stapler

Stapling Capacity	Same Paper Size	**65 sheets**	A4, **8**1/2" x11" or smaller
		65 sheets	B4, **8**1/2" x14" or larger
	Mixed Paper Size	**65 sheets**	A4 LEF + A3 SEF, B5 LEF + B4 SEF, 8 1/2" x11" LEF + 11" x17" SEF

Top Page > Appendices > 1. Machine Specification > Option Equipment Specifications > Booklet Finisher SR4130 (D3CH) > Stapler

Stapler

Staples Capacity*	Same Paper Size	**65 sheets**	A4, 8 1/2" x 11" or smaller
		65 sheets	B4, 8 1/2" x 14" or larger
	Mixed Paper Size	**65 sheets**	A4 LEF & A3 SEF, B5 LEF & B4 SEF, 8 1/2"x11" LEF & 11" x17" SEF
	Booklet Stapling	**20 sheets**	**64.0 ~ 80.0 g/m2 (17.1 ~ 20 lb. Bond)**

Model: MT-C6	Date: 10-Aug-17	No.: RD223042

Subject: Manual Correction: SC530	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

SC530-13, -14, -15, -16 are Japan only, and SC530-17, -18, -19 have been added.

The meaning of SC530-17 is the same as SC530-13. The following SC codes have the same meaning:

SC530-13 -> SC530-17

SC530-14 -> N/A

SC530-15 -> SC530-18

SC530-16 -> SC530-19

Service Manual: Top Page >Main Chapters >Troubleshooting> SC500: Feed, Transport, Duplex, and Fusing

SC530-13		PFU fan 1 error **Japan Only**
		After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 1.

SC530-14		Paper feed unit fan 2 error **Japan Only**
		After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went

		HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 2.

SC530-15		Paper feed unit fan 3 error **Japan Only**
		After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 3.

SC530-16		Paper feed unit fan 4 error **Japan Only**
		Note: The machines of this series have four trays in Japan, and machines in areas outside Japan have three trays. Tray 1 is a tandem tray, but Tray 1 in Japan is smaller. After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades.

		▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 4.

SC530-17		PFU fan 1 error
		After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 1.

SC530-18		Paper feed unit fan 3 error
		After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts. ▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 3.

SC530-19		Paper feed unit fan 4 error
		Note: The machines of this series have four trays in Japan, and machines in areas outside Japan have three trays. Tray 1 is a tandem tray, but Tray 1 in Japan is smaller. After the fan turns on, the fan lock signal is checked at 1 sec. intervals. ▪ Due to an obstruction or other problem, the lock signal went HIGH 1.5 s after the fan turned on and remained HIGH for 6 consecutive counts.

		▪ The lock signal should remain LOW during normal operation. ▪ The fan stopped and then the machine stopped.
		▪ Fan motor overload due to an obstruction. ▪ Fan motor connector, harness loose, broken, defective. ▪ Fan motor defective.
		▪ Inspect the area around the fan for obstructions that could interfere with the rotation of the fan blades. ▪ Inspect harness, connector and replace if damaged. ▪ Replace PFU fan 4.

Model: MT-C6	Date: 25-May-17	No.: RD223041

Subject: CC-CERTIFIED IN 2016 Machine	Prepared by: T.Suzuki
From: Technical Support Sect, Product Marketing Dept.	

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

This RTB describes the requirements for installing models in the MP 6503/7503/9003 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP 6503/7503/9003 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in May 2017.

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-11.
   Important:
   - For installations in the EU market, make sure this is the Ricoh-genuine O/I.
   - To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
   - 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: https://support-download.com/services/device/ccmanual/MP6503/en/booklist/int/index_book.htm
   - Tell the customer to see the Online Document Set 2 from the following URL: https://support-download.com/services/device/ccmanual/MP6503/en/pdf/User.html
   - Tell the customer to see the Online Document Set 3 from the following URL: https://support-download.com/services/device/ccmanual/MP6503/en/pdf/DriverInstall.html
   - Tell the customer to see the Online Document Set 4 from the following URL: https://support-download.com/services/device/ccmanual/MP6503/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 following URL: https://support-download.com/services/device/ccmanual/mp_6503_7503_9003/en/download_admin.html
     https://support-download.com/services/device/ccmanual/mp_6503_7503_9003/en/download_user.html

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 11.

3. Confirm that no suspicious parts or devices are attached to the peripheral.
By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP 6503SP/MP 7503SP/MP 9003SP Machine Code:D223/D224/D225 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 "4. Replacement and Adjustment" and "ADF" in "MP 6503SP/MP 7503SP/MP 9003SP Machine Code:D223/D224/D225 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M25.
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M25", and "Accessories" in "Fax Option Type M25 Machine Code: D3D5 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M25.
For the detailed installation procedure, see "Fax Option Type M25" in "1. Installation", Fax Option Type M25 Machine Code: D3D5 Field Service Manual.

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. Setting "Smart Operation Panel mode" to "Secure boot"
In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode" to "1".

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"
In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "1".

8. Setting "On Board USB" to "0"
In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"
In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. 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.

11. Check firmware versions.
If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware

versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
- If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.

If you are not sure which of these the customer prefers, confirm this with your Sales department.

Firmware versions with which the MP 6503/7503/9003 models first achieved CC-CERTIFICATION:

Firmware Name:	Version:	Firmware Number:
System/Copy	1.06	D2235540J
Web Support	1.03	D2235548D
Network Support	16.36	D2235552G
Fax	02.00.00	D2235544C
RemoteFax	03.00.00	D2235545D
Scanner	01.01	D2235547C
Web Uapl	1.02	D2235549C
NetworkDocBox	1.02	D2235550D
animation	1.00	D2235551B
Printer	1.03	D2235554E
RPCS	3.20.14	D2235556B
Font EXP	1.00	D2415581
PCL	1.03	D2235557D
PCL Font	1.09	D2415586
PDF	1.01	D2235560B
PS3 Font	1.17	D2415681
Java VM v12 std	12.47.01	D2235562F
Data Erase Onb *	1.05	D2625244
GWFCU3.8-13(WW)	04.00.00	D2235546E
PowerSaving Sys	F.L3.06	D2235543A
M2a_System	1.20	D2411420X
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.01	D2411465B
M2a_cspf	2.02.00	D1961430B
M2a_ICCdDisptch	2.12.04	D2411450A
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.13.1	D2411427P
M2a_MeidaPrtScn	1.15	D2411447N
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.10	D2411458L
M2a_PrinterSJob	1.60	D2411446L
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.01	D2411468
M2a_SimpleCopy	1.16	D2411443N
M2a_SimpleFAX	1.11	D2411445L
M2a_SimpleScan	1.12	D2411444N
M2a_SmartCopy	1.20	D2411454Q
M2a_SmartFAX	1.17	D2411457M
M2a_SmartScan	1.11	D2411456L

Firmware Name:	Version:	Firmware Number:
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.02	D2411435D
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WTonner	1.05	D2411434G
M2a_zoo	1.04.01	D2411467G
M_1679852032	1.0.4.1(1.8.0.79)	D2411470
M_1679852544	1.00	D1961459
Engine	1.06:02	D2235127E
ADF	01.000:04	D3AZ5550E

* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the MP 6503/7503/9003 models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).
These versions can be confirmed from the operation panel.

MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.20	D2411420X
Keymicon	6.11	D2411423
Application Site	1.04.01	D2411467G
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.01	D2411465B
Change Langs. Widget	1.06	D2411431H
Copy	1.20	D2411454Q
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.17	D2411457M
Fax RX File Widget	1.02	D2411435D
ICCardDispatcher	2.12.04	D2411450A
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.13.1	D2411427P
LegacyUIData	1.00	D2235551B
Print/Scan(Memory Storage Device)	1.15	D2411447N
Printer	1.10	D2411458L
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config	2.12.01	D2411468
Quick Copy	1.16	D2411443N
Quick Fax	1.11	D2411445L
Quick Print Release	1.60	D2411446L
Quick Scanner	1.12	D2411444N
RemoteConnect Support	1.0.4.1(1.8.0.79)	D2411470
RemoteSupportService	1.00	D1961459
Scanner	1.11	D2411456L
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G

The list of Operating Instructions (O/I)
<For North America>
Paper Documents
- D223-7206 Read This First
- D195-7543A Notes for Using This Machine Safely
- D223-7238 For Users of This Product
- D219-7457 Notes to Users in the United States of America
- D219-7460 Note to users in Canada
- D256-8998 Note to users
- D223-7235 Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D241-7178 NOTICE TO USERS

Online Document Set 1
- D223-7280 About This Machine
- D223-7281 Copy/Document Server
- D223-7282 Fax
- D223-7283 Print
- D223-7284 Scan
- D223-7285 Troubleshooting
- D223-7286 Connecting the Machine/ System Settings
- D223-7287 Security Guide
- D223-7288 Extended Feature Settings
- D223-7289 PostScript 3

Online Document Set 2
- D223-7277 User Guide

Online Document Set 3
- D223-7278 Operating Instructions Driver Installation Guide

Online Document Set 4
- D223-7264 About Open Source Software License

Online Document Set 5
- D146-7587 Notes on Security Functions
- D223-7261 Notes for Administrators:
  Using This Machine in a Network Environment
  Compliant with IEEE Std 2600.2™-2009

<For Europe>
Paper Documents
- D223-7205 Read This First

- D195-7543A Notes for Using This Machine Safely
- D223-7238 For Users of This Product
- D150-1468A Note to users EU Countries
- D256-8998 Note to users
- D219-7068A Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D094-7823 As this machine is not a household appliance, it does not conform to ErP Directive 2009/125/EC which was revised in 2013.
- D241-7178 NOTICE TO USERS

Online Document Set 1
- D223-7280 About This Machine
- D223-7281 Copy/Document Server
- D223-7282 Fax
- D223-7283 Print
- D223-7284 Scan
- D223-7285 Troubleshooting
- D223-7286 Connecting the Machine/ System Settings
- D223-7287 Security Guide
- D223-7288 Extended Feature Settings
- D223-7289 PostScript 3

Online Document Set 2
- D223-7277 User Guide

Online Document Set 3
- D223-7278 Operating Instructions Driver Installation Guide

Online Document Set 4
- D223-7264 About Open Source Software License

Online Document Set 5
- D146-7587 Notes on Security Functions
- D223-7261 Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009

<For Asia>
Paper Documents
- D223-7207 Read This First
- D223-7236 Notes for Using This Machine Safely
- D223-7238 For Users of This Product
- D256-8998 Note to users

- D223-7235 Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D241-7178 NOTICE TO USERS

Online Document Set 1
- D223-7280 About This Machine
- D223-7281 Copy/Document Server
- D223-7282 Fax
- D223-7283 Print
- D223-7284 Scan
- D223-7285 Troubleshooting
- D223-7286 Connecting the Machine/ System Settings
- D223-7287 Security Guide
- D223-7288 Extended Feature Settings
- D223-7289 PostScript 3

Online Document Set 2
- D223-7277 User Guide

Online Document Set 3
- D223-7278 Operating Instructions Driver Installation Guide

Online Document Set 4
- D223-7264 About Open Source Software License

Online Document Set 5
- D146-7587 Notes on Security Functions
- D223-7261 Notes for Administrators:
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  Compliant with IEEE Std 2600.2™-2009

Reissued: 22-Nov-17

Model: MT-C6	Date: 17-Nov-17	No.: RD223043a

RTB Reissue

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

Subject: Parts Catalog Correction: Operation Panel PCBs			Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Old part number	New part number	Description	Q'ty	Int	Page	Index
D2411523	D2965430	PCB:CHEETAH_G2:ONE_COMON:ASS'Y ***(EU/NA/AA/KOR//TWN)***	1	XX	***3***	***10***
D2411535				XX	***3***	***11***
D2411523	D2965431	PCB:CHEETAH_G2:ONE_COMON:ASS'Y ***(CHN)***	1	XX	***3***	***10***
D2411536				XX	***3***	***11***

Change/Reason:

Two Operation Panel PCBs have been combined into one PCB.

RICOH **Technical Bulletin** **PAGE: 1/1**

Model: MT-C6	Date: 23-Nov-17	No.: RD223044

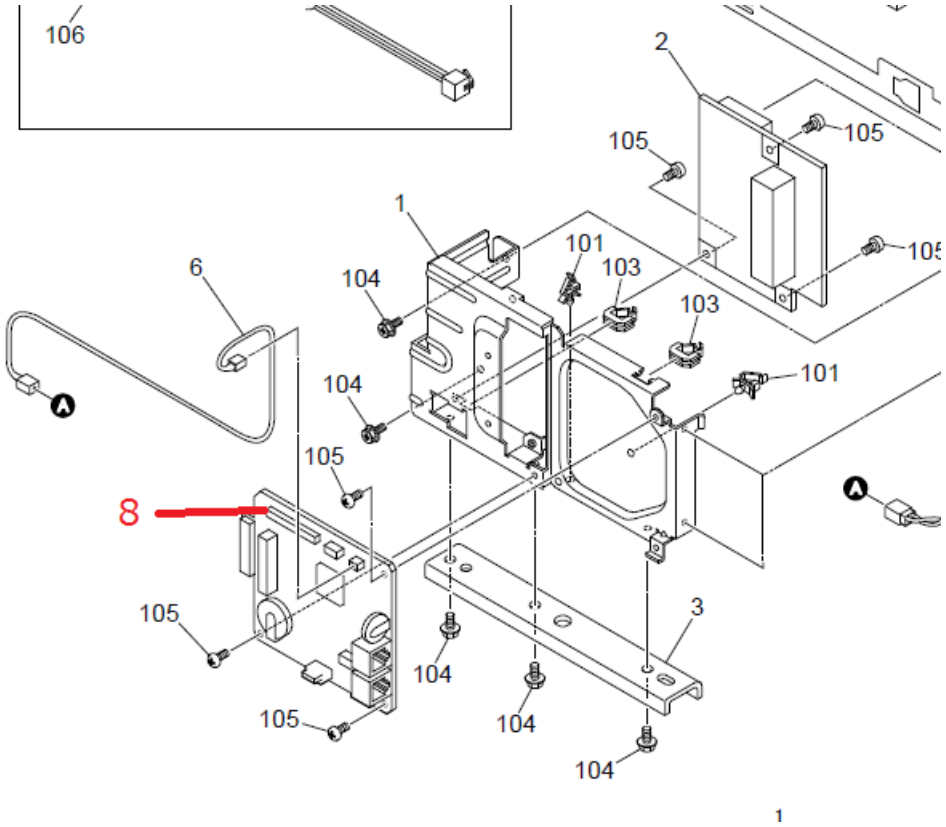
Subject: Parts Catlog Correction: FCU	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Old part number	New part number	Description	Q'ty	Int	Page	Index
	D1675630	PCB:GWFCU-IF14E:ASS'Y	1	-	2	2
	D2238221	FAX CONTROL UNIT:SERVICE PARTS:NA	1	-	2	8
	D2238222	FAX CONTROL UNIT:SERVICE PARTS:EU/CHN/AA	1	-	2	8
	D2238223	FAX CONTROL UNIT:SERVICE PARTS:TWN	1	-	2	8

Change/Reason:

Parts Catalog correction.



1

Model: MT-C6	Date: 5-Dec-17	No.: RD223045

Subject: Manual Correction: SC663, SC900	Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

Descriptions of SC663-00 and SC900-00 were missing from the service manual.

Please refer to the SC663-00 and SC900-00 descriptions below.

SC663-00	D	IOB reset error
		The IOB rest signal was detected abnormal.
		▪ There is an electrical noise from the inside of machine. ▪ IOB defective.
		▪ Cycle the main power off/on. ▪ Replace IOB.

SC900-00	A	Electric counter error
		The electric total counter value is out of specification. Error is detected when increasing the total counter.
		▪ Unexpected NV-RAM is attached. ▪ NV-RAM defective. ▪ NV-RAM data corrupted. ▪ Data written to unexpected area because of extra factor etc. ▪ The count requested by the SRM on receiving PRT is not completed.
		Replace the NV-RAM

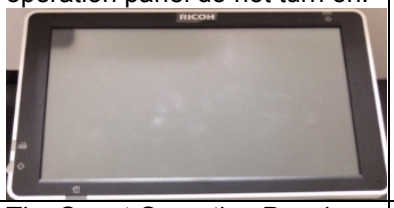
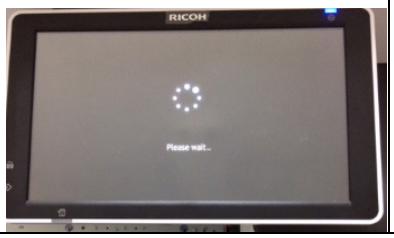
Model: MT-C6	Date: 24-Jan-18	No.: RD223046

Subject: Trouble shooting: Smart Operation Panel Issues	Prepared by: Y. Taniguchi
From: Field Quality Management Group1, FQM Dept.	

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

Notice: There are two types of electrical board construction in SOP for this model (1 board type and 2 boards type).

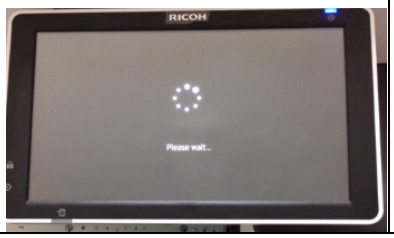
Troubleshooting for the Smart Operation Panel (2 boards type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Main board. 4. Replace the Sub board. 5. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on.	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	1. Reconnect the LCD I/F cable. 2. Replace the LCD unit. 3. Replace the Sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen or “Please wait” message stays on the display. 	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Main board is defective.	1. Update the Cheetah System firmware to the latest version in recovery mode. 2. Do a factory reset. 3. Replace the Main board.

HW: Hardware issue, SW: Software issue

Model: MT-C6	Date: 24-Jan-18	No.: RD223046

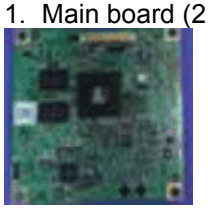
Troubleshooting for the Smart Operation Panel (1 board type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Board. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the Board 4. Replace the LCD I/F cable.
3	A splash (blue) screen or “Please wait” message stays on the display. 	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Board is defective.	1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the Board.

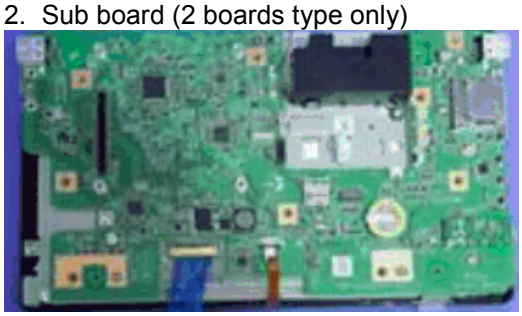
HW: Hardware issue, SW: Software issue

Components to Check during Troubleshooting

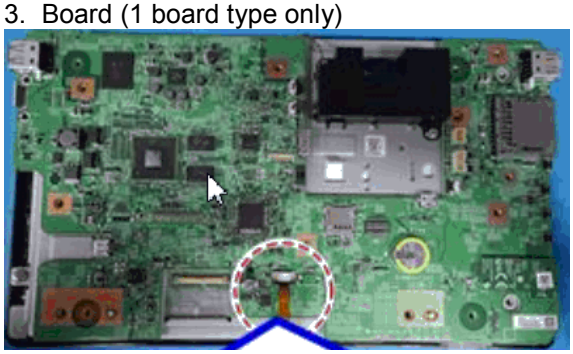
1. Main board (2 boards type only)



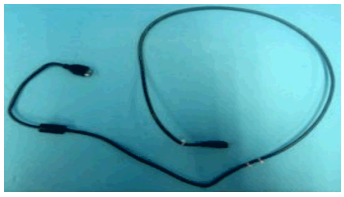
2. Sub board (2 boards type only)



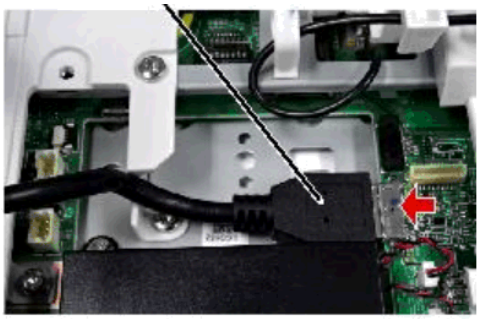
3. Board (1 board type only)



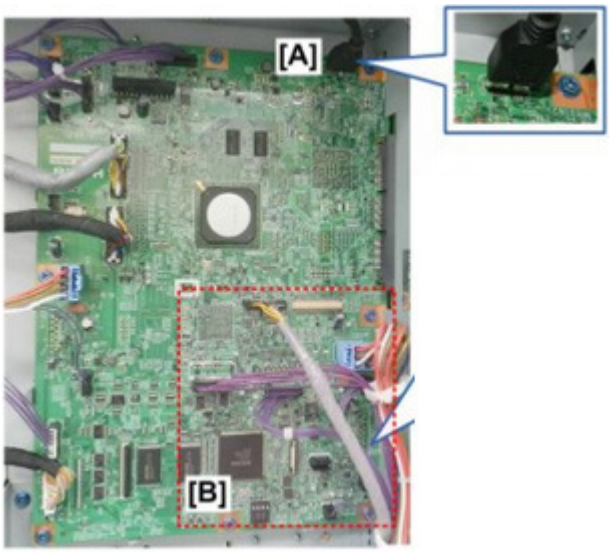
4. USB cable



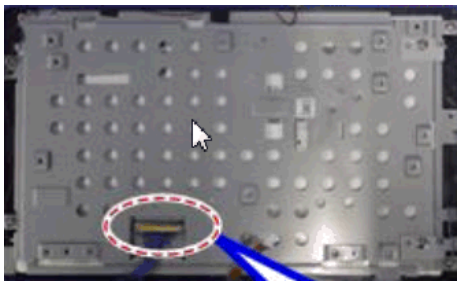
5. Connection between USB cable and Board or Sub board



6. Connection between USB cable and BiCU



7. LCD unit



8. LCD I/F cable

Model: MT-C6	Date: 24-Jan-18	No.: RD223046

How to distinguish the type of electrical board construction

PCB construction type is distinguishable from the prefix (4 digits) of SOP parts number shown on SOP back side. “D196”, “D223”, “D241”, “D261”, “D263”, ”M0AJ” and “D296” are two PCBs type. Others are One PCB type.

[Example for One PCB type]

RICOH **Technical Bulletin**

Model: MT-C6	Date: 30-Jan-18	No.: RD223047

Subject: SC555 occur due to wrong size of thermistor bracket			Prepared by: K.Yamamoto
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☒ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM
SC555 occurs.

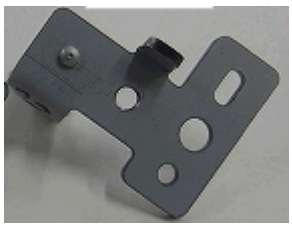
CAUSE
The bracket for the side/rear internal thermistor is not the optimum size, which prevents the thermistor from contacting the hot roller correctly. As a result, the machine cannot detect the correct temperature of the hot roller.

SOLUTION
Replace the bracket with the modified one (D2234195)

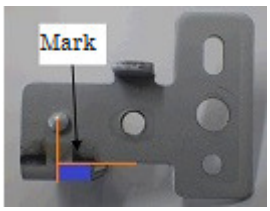
Old part number	New part number	Description	Q'ty	Int	Note
D2234196	D2234195	BRACKET:THERMISTOR:INNER BACK	1	X/O	-

Note: The new bracket has a blue paint mark (initial lot) or has an additional hole (subsequent lots).

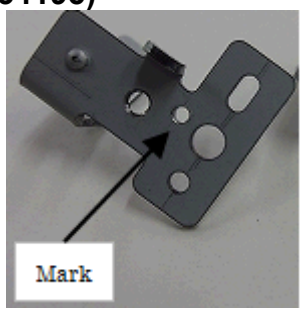
Old (B0654422)



New (D2234195)



or



Cut-in Serial Numbers:
Applied to the production line from December 2016

Model: MT-C6	Date: 8-Feb-18	No.: RD223048

Subject: DO NOT install Legacy UI firmware v1.20			Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM 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 Notice about Legacy UI Firmware v1.20

- **DO NOT install** the following Legacy UI firmware on machines in the field:

  Note: **These versions are no longer released/available.**

- This is because with this version, the following symptoms occur with the Smart Operation Panel when Legacy mode is used.

  - Cannot access user settings.
  - Legacy application cannot boot-up.
  - "Please wait" remains displayed.

  Affected models: Met-C2abcdeyz, Met-C2.1abcdeyz, Met-P2, Cor-C1.5, Cor-P1.5, Brz, Ch-C2, Gim-MF1.5, Gr-C2, Gr-C3, Le-C1 and Mt-C6

- To avoid this, install Legacy UI **v1.19 or older**.

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

RTB Reissue

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

Subject: Service manual Revision -Capturing Debug Logs-			Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2

Service Manual Correction

Log capturing information was corrected and added in *red* in the following section of the Service Manual:

6. System Maintenance > Capturing Debug Logs

Overview

With this feature, you can save debug logs that are stored in the machine (HDD or operation panel) on an SD card. This function allows the Customer Engineer to save and retrieve error information for analysis. The Capturing Log feature saves debug logs for:

- Controller *device log including operation log*
- Engine *device log*
- Operation panel *log*
- *FCU device log*

Important

• In older models, a technician enabled the logging tool after a problem occurred. After that, when the problem had been reproduced, the technician was able to retrieve the debug log.

• However, this new feature saves the debug logs whenever a problem occurs, and then this log can be saved to an SD card.

• You can retrieve the debug logs with an SD card without a network.

• Analysis of the debug log is effective for problems caused by the software. Analysis of the debug log is not valid for the selection of defective parts or problems caused by hardware.

• Make sure to shut down and reboot the machine once before retrieving the Debug Logs. Otherwise, the latest settings may not be collected when the debug logs are retrieved.

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

Types of debug logs that can be saved

Type	Storage Timing	Destination (maximum storage capacity)
~~Controller debug log (GW debug log)~~ *Controller device log including operation log*	• Saved at all times	~~HDD (4 GB). Compressed when written to an SD card from the HDD (from 4 GB to about 300 MB)~~ *HDD (4 GB) or SD card connected to the service slot. When the data gets over 4.0 GB, the older data is deleted.*
Engine ~~debug~~ *device* log	• When an engine SC occurs • When paper feeding/output stop by jams • When the machine doors are opened during normal operation	~~HDD (up to 300 times)~~ *HDD or SD card connected to the service slot (Up to 300 times)*
Operation panel ~~debug~~ log	~~• When a controller SC occurs~~ ~~• When saving by manual operation with the Number keys and the Reset key (Press "Reset", "0", "1" and "C" (hold for 3 seconds))~~ • When the operation unit detects an error • When the operation panel detects an error	~~Operation panel (400 MB /Up to 30 times)~~ ~~When updating the firmware for the operation panel, the debug logs are erased.~~ *Memory in the operation panel.*
FCU device log	*• When a specified amount of FCU device log is stored in the FCU. If fax application is unavailable (e.g. not installed), the machine does not transfer the log.*	*HDD or SD card connected to the service slot*

Debug logs are not saved when:

- Memory is being erased
- Data encryption equipment is being installed
- Firmware configuration is being changed
- There is a power outage (power cord disconnected accidentally)
- The machine is shutdown normally with the power switch and data write to the HDD cannot be completed. For example, when shutdown starts immediately after a paper jam occurs or the front door is opened or closed, the machine needs about 5 sec. to save the debug log after the machine stops completely.

• Power supply to the HDD is off because of energy saving (engine OFF mode /STR mode)

• When one of the following SCs occurs: SC672, SC816, SC819, SC878, SC899, SC859, SC860, SC863, or SC864

Note

The following logs are not saved:

• Logs related to the energy saver mode (Engine-off, suspend-mode, or other cases)

- Network communication log

- Logs related to NRS

- IP-FAX log

- Access log for unauthorized users (guests)

• HTTP session timeout log

• Auto log-out log

• IC card related log

• Authorization for Fax

Note

The default save destination is the HDD. Except when it cannot be saved to the HDD for some reason, there is no need to change from the HDD to an SD card.

If you want to change the save destination to an SD card, do the following.

1. Set SP5-858-002 (Collect Machine Info: Save To) to "1 (SD)".

2. Execute SP5-858-003 (Collect Machine Info: Make Log Trace Dir) to make a folder for the log in the SD card.

3. Turn the power switch OFF and ON.

• It is recommended to use the SD card (8 GB) provided as a service part. The part number of the SD card that is registered as a service part is "B6455040".

Operation Log Security

The following operation logs related to security are never saved.

• User ID

• Password

• IP address

• Telephone number

• Encryption key

• Transition to SP mode

The following operation logs are never saved.

• Number keys (0 to 9) on the operation panel

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

- Soft keyboard on the touch panel display
- External keyboard

Retrieving Debug Logs

Retrieve debug logs to identify the date of occurrence and details about problems.

- Analysis of the debug log is effective for problems caused by the software.
- Analysis of the debug log cannot identify defects in parts or problems caused by hardware.

Procedure for Retrieving Device logs *via Operation Panel*

Important

• Retrieve device logs to identify the date of occurrence of the problems and to find details of the problems.

• e.g.: At around 8:00 am on March 10, an engine stall occurred. The operation panel does not respond. Turn the main power supply off / on.

• Analysis of the device log is effective for problems caused by the software. Analysis of the device log is not valid for the selection of defective parts or problems caused by hardware.

1. Insert the SD card into the slot on the left side of the operation panel ***or the service slot***.

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Important

It is recommended to use the SD card (2 GBs or 8 GBs**) provided as a service part. This is because the log data can be acquired much faster than when using commercially available SD cards.*

• Format the SD card by using SD Formatter from Panasonic before copying the logs: https://www.sdcard.org/downloads/formatter_3/ (free software)

• Insert the SD card into the machine's service slot instead of the SD slot on the side of the operation panel.

** The part number of the SD card with 2 GBs that is registered as a service part is "B6455030".*

*** The part number of the SD card with 8 GBs that is registered as a service part is "B6455040".*

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2. *Turn ON the main power ~~then~~* ~~Enter SP mode~~.

3. Enter SP mode.

4. Specify the date that the problem occurred in SP5-858-101 (Occurrence Date) by setting it to the year -month-day calendar format.

• For example, if a problem occurred on February 1. 2015, the date should be set to "20150201", as shown above.

• Be sure to confirm the date when the problem occurred before obtaining the logs.

5. Specify the number of days to collect the logs in SP5-858-102(Days of Tracing).

• "2" is set by default, which is the minimum needed for investigating the problem.

• A value of "1" to "180" can be set.

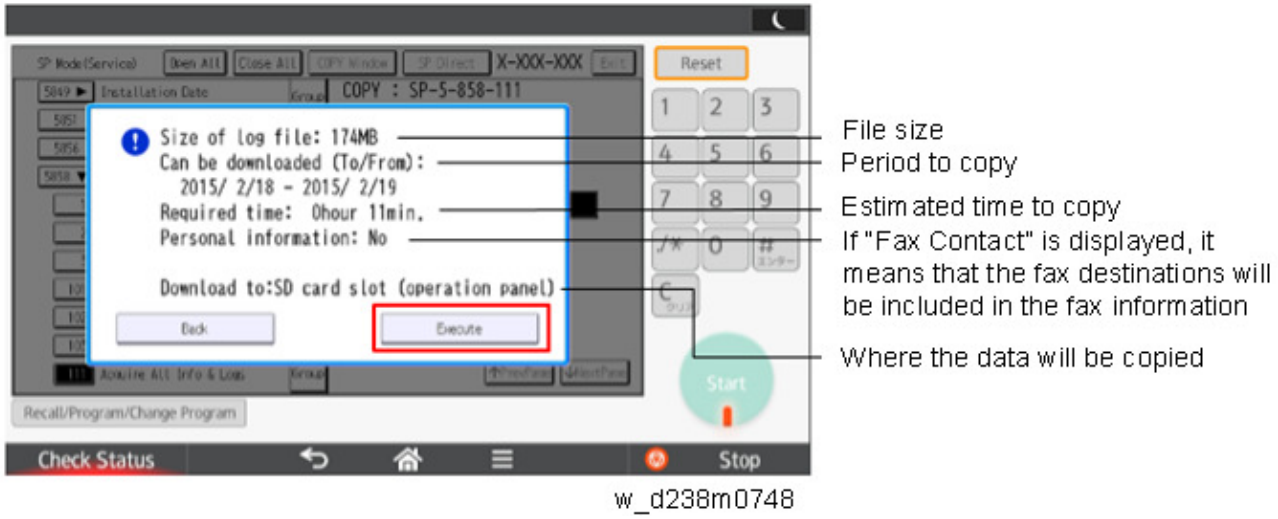
6. Execute SP 5-858-111 (Acquire All info & Logs) to copy all of the log types to an SD card. It is possible to obtain the logs separately by the following SPs.

SP	Function
~~5857-103~~ *SP5-858-111*	~~All debug log~~ *All of the information and logs that are collected by executing the SPs from SP5-858-121 to SP5-858-145, and SMC.*
SP5-858-121	*Configuration page*
SP5-858-122	*Font page*
SP5-858-123	*Print settings list*
SP5-858-124	*Print Error log*
SP5-858-131	*Fax information (whether the fax destinations are included or not depends on the setting of SP5-858-103.)*
SP5-858-141	*Controller log, engine log, operation panel log, FCU, and SMC.*
~~5857-104~~ *SP5-858-142*	Controller ~~debug~~ log
~~5857-105~~ *SP5-858-143*	Engine ~~debug~~ log
~~5857-107~~ *SP5-858-144*	Operation panel log
SP5-858-145	*FCU log*
SP5-992-001	*SMC*

7. *After executing the SP for copying the information and/or logs, a confirmation screen will appear. To proceed with obtaining the information and/or logs, tap "Execute".* When the transfer is finished, the machine will display "Completed" on the operation panel.

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a



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Important

• The length of time needed to transfer the debug log data can be affected by the type and format of the SD card. Formatting the SD card with Panasonic SD Formatter (freeware) is recommended.

Transfer time may be affected by the type or format of the SD card. The approximate time required for the transfer of the following debug logs are:

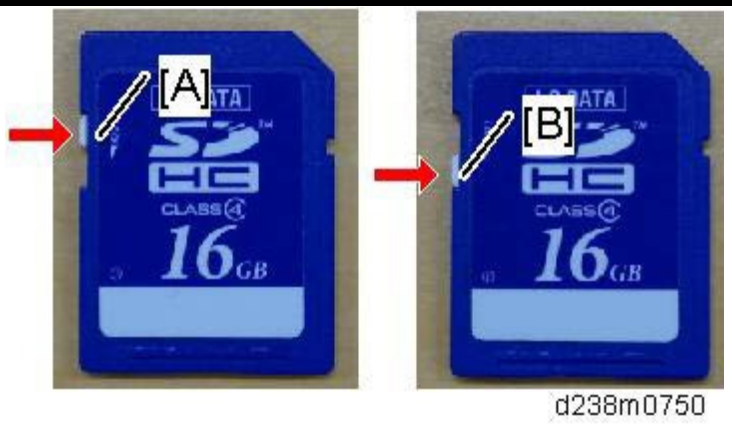
• Controller *device log* (GW *device log*): 2 to 20 min.

• Engine ~~debug~~ *device* log: 2 min.

• Operation *panel device log*: 2 to 20 min.

If the estimated time is not calculated due to an error, an error code will be displayed.

Error Code	Description
-1	*Other.*
-2	*No SD card is inserted in the service slot or in the SD slot on the side of the operation panel. In this case, insert an SD card into either of the SD slots.*
-3	*The SD card is locked. In this case, unlock the SD card, as shown below.*



[A]: Unlocked, [B]: Locked

~~1.~~ Make sure that the SD card access LED is off, then remove the SD card.

Note

The process of obtaining logs fails in the following cases:

- When the size of the logs to obtain exceeds the amount of space available on the SD card.

- When the SD card is removed while the logs are being copied to it.

- When the SD card is not formatted.

If you see the "Failed" message, remove the SD card, cycle the machine off/on, and then repeat this procedure from Step 2.

Procedure for Retrieving Device logs via Web Image Monitor

1. Access the following URL and logon as an administrator:

http://[IP address or host name]/web/entry/df/websys/direct/getSysInfo.cgi

2. Specify the date that the problem occurred and the number of days to download the logs. If the fax destinations need to be included in the fax information, set "On" as "Obtain Fax Destination(s) Information". Then click "Download".

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

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Note

• "3" is set by default for "Number of days, including date fault occurred, to obtain". However "2", which is the minimum needed for investigating the problems, is recommended for reducing the downloading time.

• "Obtain Fax Destination(s) Information" is set to "Off" by default.

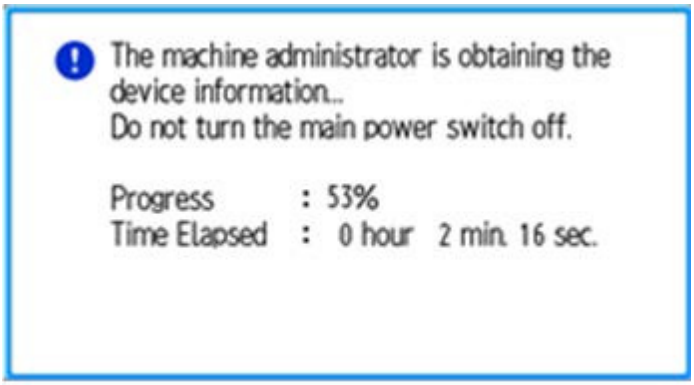
3. The confirmation screen will appear and the information and/or logs will start downloading. To proceed to download the information and/or logs, wait for the open-or-save dialog to appear.

Note

• To cancel downloading, click "Cancel".

• To reconfigure some settings, click "Download again".

• Operation panel when downloading the logs:



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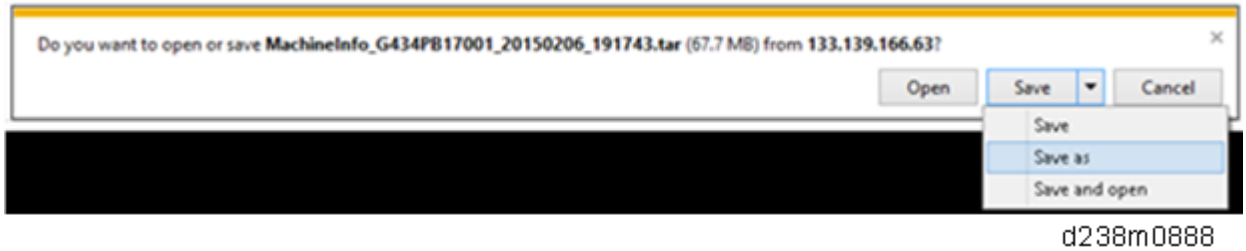
4. After a while, the open-or-save dialog will appear. Specify where to download and save the file.



d238m0888

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

Note

The debug logs are saved with the following file names. These names are the same as the files downloaded with SD card.

Debug logs are saved with the following file names.

Debug Log	Filename Format
~~Controller(GW)~~ *Controller log (mmesg)*	/LogTrace/[the model number]/watching/[yyyymmdd_hhmmss]_[a unique value].gz
Engine *device log*	*/LogTrace/[Machine Serial]/engine/[yyyymmdd_hhmmss].gz*
Operation panel *log*	*/LogTrace/[the model number]/opepanel/[yyyymmdd_hhmmss].tar.gz*
SMC	*/LogTrace/[the model number]/smc/[the model number]_[5992XXX]_[yyyymmdd]_[hhmmss].csv*
Configuration page	*/LogTrace/[the model number]/gps/ConfigrationPage/ ConfigrationPage_ [yyyymmdd_hhmmss].csv*
Font page	*• /LogTrace/[the model number]/gps/FontPage/FontPage_PCL_[the page number]_[yyyymmdd_hhmmss].jpg* *• /LogTrace/[the model number]/gps/FontPage/FontPage_PDF_[the page number]_[yyyymmdd_hhmmss].jpg* *• /LogTrace/[the model number]/gps/FontPage/FontPage_PS_[the page number]_[yyyymmdd_hhmmss].jpg*
Print settings list	*• /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RPGL_[yyyymmdd_hhmmss].txt* *• /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RTIFF_[yyyymmdd_hhmmss].csv*
Error log	*/LogTrace/[the model number]/gps/ErrorLog/[yyyymmdd_hhmmss].csv*
Fax information	*/LogTrace/[the model number]/faxreport/[yyyymmdd_hhmmss].csv*
FCU debug log	*/LogTrace/[Machine Serial]/fculog/[yyyymmdd_hhmmss].gz*

Model: MT-C6	Date: 20-Nov-18	No.: RD223050

Subject: Installing Procedure of Etra Filter Unit	Prepared by: K. Moriizumi
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

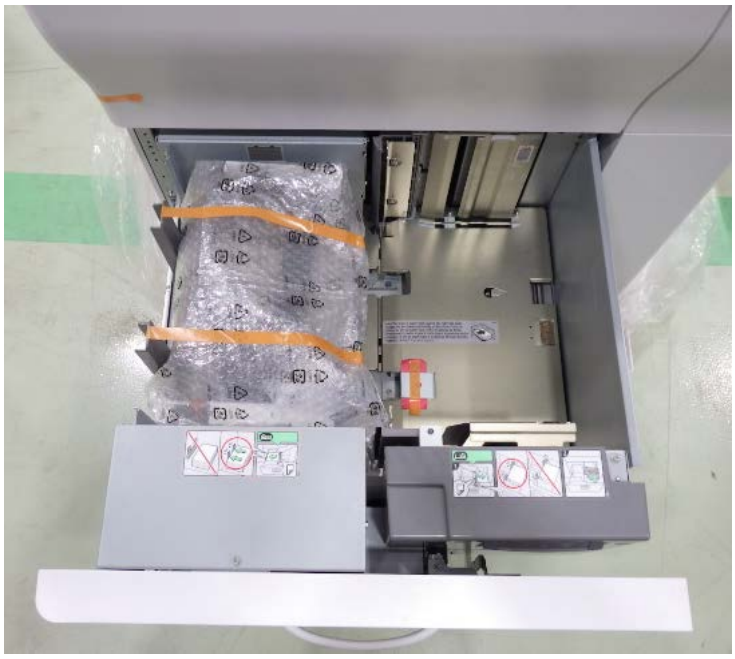
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

The extra filter unit has been added to match the new BAM regulation for European models.

Please refer to the following procedures for the additional installation from the January 2019.

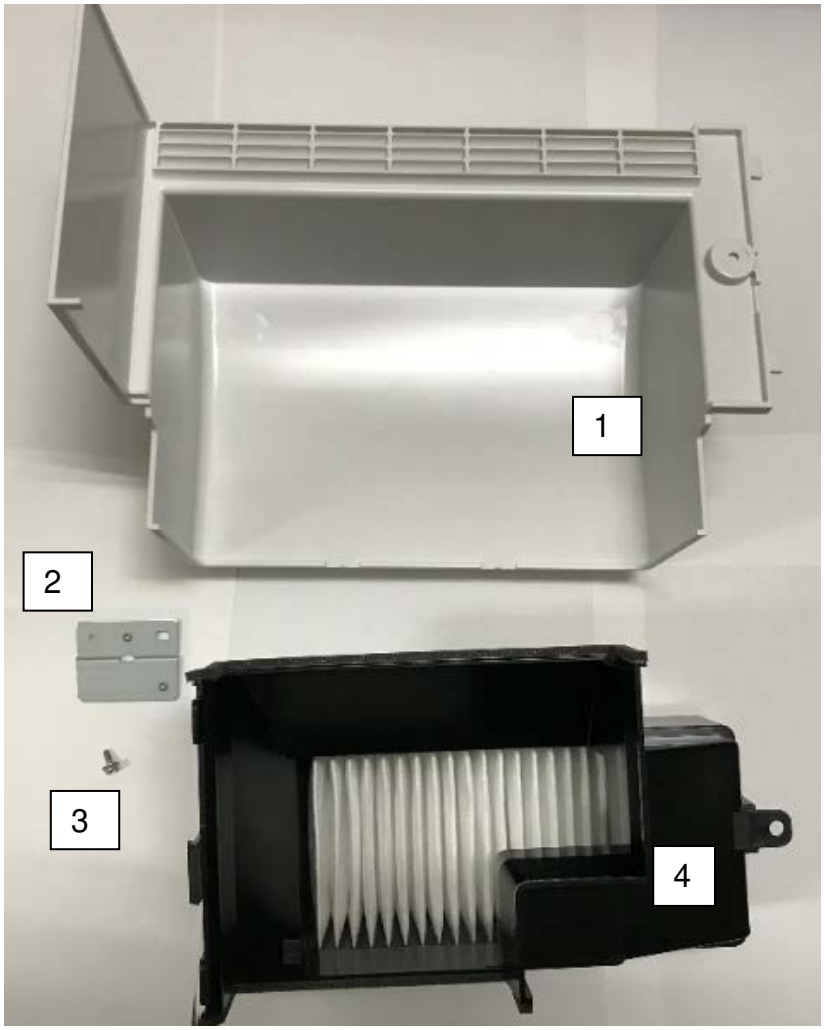
Accessory Check

The additional accessories inside of the tray 1 as below.



Check the accessories and their quantities against the list:

No.	Description	Q'ty
1.	Extra Filter Cover	1
2.	Bracket	1
3.	Screw	1
4.	Extra Filter Unit	1

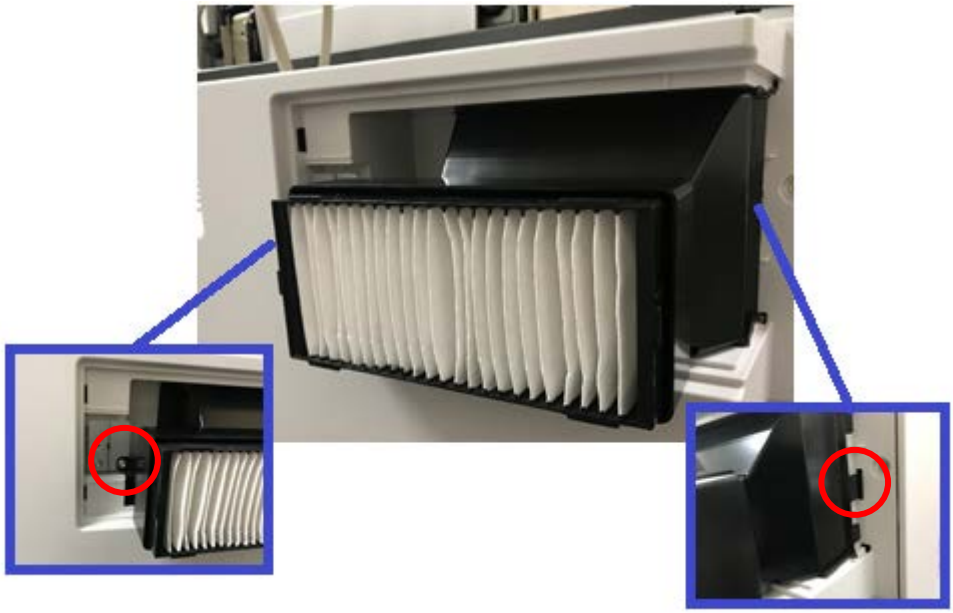


Installation extra filter unit

1. Remove the filter cover. (2 screws)

2. Attach the scur bracket (1 screw).

3. Attach the extra filter unit. (1 screw and 1 hock)



4. Attach the extra filter cover. (2 screw)

Technical Bulletin

Model: MT-C6	Date: 21-Dec-18	No.: RD223051

Subject: Service manual Revision -Memory specification-			Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Correction

Memory information was corrected in *red* in the following section of the Service Manual:

1. **Machine Specifications > General Specifications**

Copier

Specification

Memory	~~4 GB~~ 2 GB
HDD Capacity	320 GB

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

RTB Reissue

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

Subject: Service manual Revision -Capturing Debug Logs-			Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2

Service Manual Correction

Log capturing information was corrected and added in *red* in the following section of the Service Manual:

6. System Maintenance > Capturing Debug Logs

Overview

With this feature, you can save debug logs that are stored in the machine (HDD or operation panel) on an SD card. This function allows the Customer Engineer to save and retrieve error information for analysis. The Capturing Log feature saves debug logs for:

- Controller *device log including operation log*
- Engine *device log*
- Operation panel *log*
- *FCU device log*

Important

• In older models, a technician enabled the logging tool after a problem occurred. After that, when the problem had been reproduced, the technician was able to retrieve the debug log.

• However, this new feature saves the debug logs whenever a problem occurs, and then this log can be saved to an SD card.

• You can retrieve the debug logs with an SD card without a network.

• Analysis of the debug log is effective for problems caused by the software. Analysis of the debug log is not valid for the selection of defective parts or problems caused by hardware.

• Make sure to shut down and reboot the machine once before retrieving the Debug Logs. Otherwise, the latest settings may not be collected when the debug logs are retrieved.

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

Types of debug logs that can be saved

Type	Storage Timing	Destination (maximum storage capacity)
~~Controller debug log (GW debug log)~~ *Controller device log including operation log*	• Saved at all times	~~HDD (4 GB). Compressed when written to an SD card from the HDD (from 4 GB to about 300 MB)~~ *HDD (4 GB) or SD card connected to the service slot. When the data gets over 4.0 GB, the older data is deleted.*
Engine ~~debug~~ *device* log	• When an engine SC occurs • When paper feeding/output stop by jams • When the machine doors are opened during normal operation	~~HDD (up to 300 times)~~ *HDD or SD card connected to the service slot (Up to 300 times)*
Operation panel ~~debug~~ log	~~• When a controller SC occurs~~ ~~• When saving by manual operation with the Number keys and the Reset key (Press "Reset", "0", "1" and "C" (hold for 3 seconds))~~ • When the operation unit detects an error • When the operation panel detects an error	~~Operation panel (400 MB /Up to 30 times)~~ ~~When updating the firmware for the operation panel, the debug logs are erased.~~ *Memory in the operation panel.*
FCU device log	*• When a specified amount of FCU device log is stored in the FCU. If fax application is unavailable (e.g. not installed), the machine does not transfer the log.*	*HDD or SD card connected to the service slot*

Debug logs are not saved when:

- Memory is being erased
- Data encryption equipment is being installed
- Firmware configuration is being changed
- There is a power outage (power cord disconnected accidentally)
- The machine is shutdown normally with the power switch and data write to the HDD cannot be completed. For example, when shutdown starts immediately after a paper jam occurs or the front door is opened or closed, the machine needs about 5 sec. to save the debug log after the machine stops completely.

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

• Power supply to the HDD is off because of energy saving (engine OFF mode /STR mode)

• When one of the following SCs occurs: SC672, SC816, SC819, SC878, SC899, SC859, SC860, SC863, or SC864

Note

The following logs are not saved:

• Logs related to the energy saver mode (Engine-off, suspend-mode, or other cases)

- Network communication log

- Logs related to NRS

- IP-FAX log

- Access log for unauthorized users (guests)

• HTTP session timeout log

• Auto log-out log

• IC card related log

• Authorization for Fax

Note

The default save destination is the HDD. Except when it cannot be saved to the HDD for some reason, there is no need to change from the HDD to an SD card.

If you want to change the save destination to an SD card, do the following.

1. Set SP5-858-002 (Collect Machine Info: Save To) to "1 (SD)".

2. Execute SP5-858-003 (Collect Machine Info: Make Log Trace Dir) to make a folder for the log in the SD card.

3. Turn the power switch OFF and ON.

• It is recommended to use the SD card (8 GB) provided as a service part. The part number of the SD card that is registered as a service part is "B6455040".

Operation Log Security

The following operation logs related to security are never saved.

• User ID

• Password

• IP address

• Telephone number

• Encryption key

• Transition to SP mode

The following operation logs are never saved.

• Number keys (0 to 9) on the operation panel

Reissued : 2-Nov-18

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- Soft keyboard on the touch panel display
- External keyboard

Retrieving Debug Logs

Retrieve debug logs to identify the date of occurrence and details about problems.

- Analysis of the debug log is effective for problems caused by the software.
- Analysis of the debug log cannot identify defects in parts or problems caused by hardware.

Procedure for Retrieving Device logs *via Operation Panel*

Important

• Retrieve device logs to identify the date of occurrence of the problems and to find details of the problems.

• e.g.: At around 8:00 am on March 10, an engine stall occurred. The operation panel does not respond. Turn the main power supply off / on.

• Analysis of the device log is effective for problems caused by the software. Analysis of the device log is not valid for the selection of defective parts or problems caused by hardware.

1. Insert the SD card into the slot on the left side of the operation panel ***or the service slot***.

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Important

It is recommended to use the SD card (2 GBs or 8 GBs**) provided as a service part. This is because the log data can be acquired much faster than when using commercially available SD cards.*

• Format the SD card by using SD Formatter from Panasonic before copying the logs: https://www.sdcard.org/downloads/formatter_3/ (free software)

• Insert the SD card into the machine's service slot instead of the SD slot on the side of the operation panel.

** The part number of the SD card with 2 GBs that is registered as a service part is "B6455030".*

*** The part number of the SD card with 8 GBs that is registered as a service part is "B6455040".*

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2. *Turn ON the main power ~~then~~* ~~Enter SP mode~~.

3. Enter SP mode.

4. Specify the date that the problem occurred in SP5-858-101 (Occurrence Date) by setting it to the year -month-day calendar format.

• For example, if a problem occurred on February 1. 2015, the date should be set to "20150201", as shown above.

• Be sure to confirm the date when the problem occurred before obtaining the logs.

5. Specify the number of days to collect the logs in SP5-858-102(Days of Tracing).

• "2" is set by default, which is the minimum needed for investigating the problem.

• A value of "1" to "180" can be set.

6. Execute SP 5-858-111 (Acquire All info & Logs) to copy all of the log types to an SD card. It is possible to obtain the logs separately by the following SPs.

SP	Function
~~5857-103~~ *SP5-858-111*	~~All debug log~~ *All of the information and logs that are collected by executing the SPs from SP5-858-121 to SP5-858-145, and SMC.*
SP5-858-121	*Configuration page*
SP5-858-122	*Font page*
SP5-858-123	*Print settings list*
SP5-858-124	*Print Error log*
SP5-858-131	*Fax information (whether the fax destinations are included or not depends on the setting of SP5-858-103.)*
SP5-858-141	*Controller log, engine log, operation panel log, FCU, and SMC.*
~~5857-104~~ *SP5-858-142*	Controller ~~debug~~ log
~~5857-105~~ *SP5-858-143*	Engine ~~debug~~ log
~~5857-107~~ *SP5-858-144*	Operation panel log
SP5-858-145	*FCU log*
SP5-992-001	*SMC*

7. *After executing the SP for copying the information and/or logs, a confirmation screen will appear. To proceed with obtaining the information and/or logs, tap "Execute".* When the transfer is finished, the machine will display "Completed" on the operation panel.

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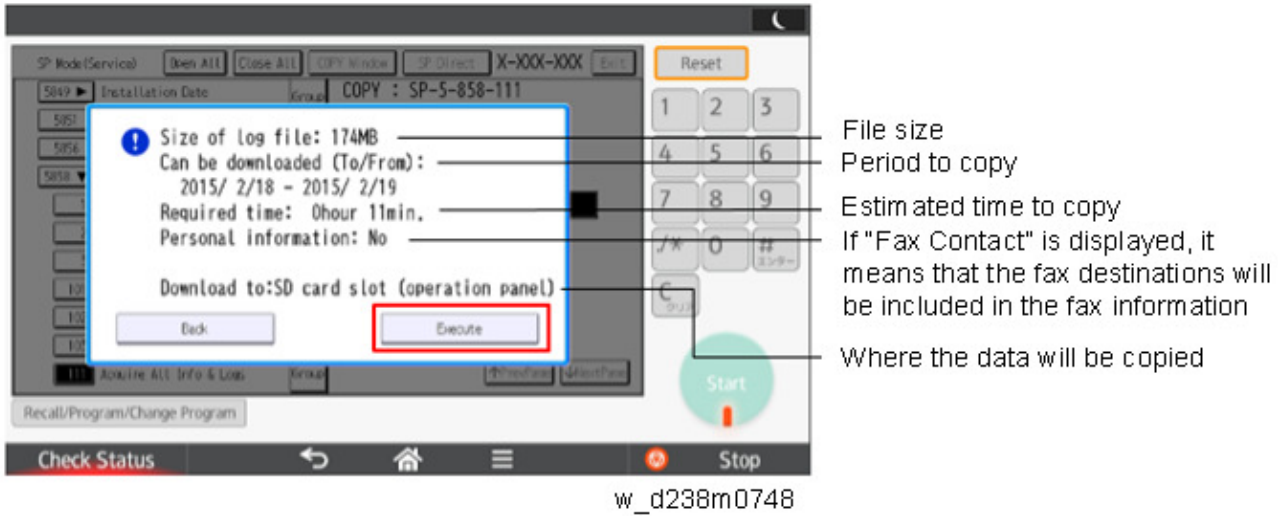

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Important

• The length of time needed to transfer the debug log data can be affected by the type and format of the SD card. Formatting the SD card with Panasonic SD Formatter (freeware) is recommended.

Transfer time may be affected by the type or format of the SD card. The approximate time required for the transfer of the following debug logs are:

• Controller *device log* (GW *device log*): 2 to 20 min.

• Engine ~~debug~~ *device* log: 2 min.

• Operation *panel device log*: 2 to 20 min.

If the estimated time is not calculated due to an error, an error code will be displayed.

Error Code	Description
-1	Other.
-2	No SD card is inserted in the service slot or in the SD slot on the side of the operation panel. In this case, insert an SD card into either of the SD slots.
-3	The SD card is locked. In this case, unlock the SD card, as shown below.

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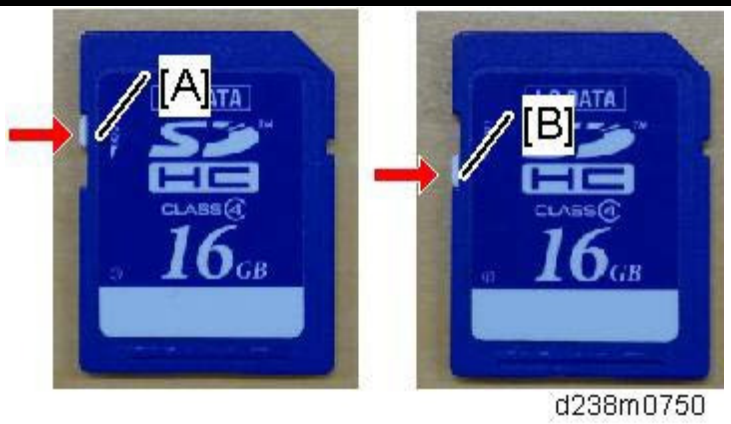

[A]: Unlocked, [B]: Locked

1. Make sure that the SD card access LED is off, then remove the SD card.

Note

The process of obtaining logs fails in the following cases:

- When the size of the logs to obtain exceeds the amount of space available on the SD card.

- When the SD card is removed while the logs are being copied to it.

- When the SD card is not formatted.

If you see the "Failed" message, remove the SD card, cycle the machine off/on, and then repeat this procedure from Step 2.

Procedure for Retrieving Device logs via Web Image Monitor

1. Access the following URL and logon as an administrator:

http://[IP address or host name]/web/entry/df/websys/direct/getSysInfo.cgi

2. Specify the date that the problem occurred and the number of days to download the logs. If the fax destinations need to be included in the fax information, set "On" as "Obtain Fax Destination(s) Information". Then click "Download".

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Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

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Note

• "3" is set by default for "Number of days, including date fault occurred, to obtain". However "2", which is the minimum needed for investigating the problems, is recommended for reducing the downloading time.

• "Obtain Fax Destination(s) Information" is set to "Off" by default.

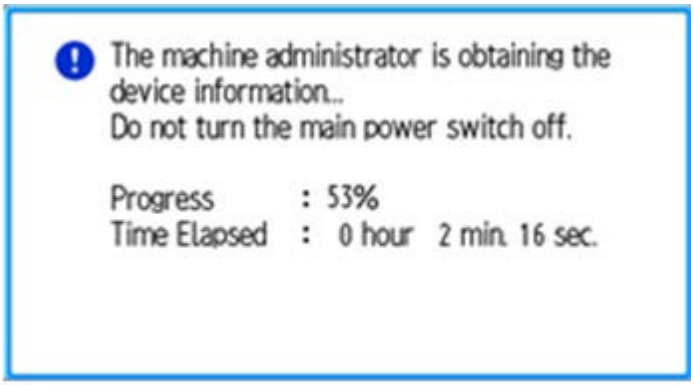
3. The confirmation screen will appear and the information and/or logs will start downloading. To proceed to download the information and/or logs, wait for the open-or-save dialog to appear.

Note

• To cancel downloading, click "Cancel".

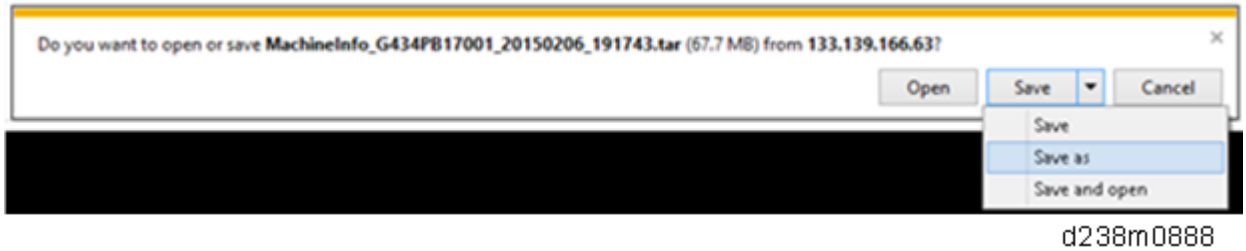
• To reconfigure some settings, click "Download again".

• Operation panel when downloading the logs:



d238m0887

4. After a while, the open-or-save dialog will appear. Specify where to download and save the file.



d238m0888

Reissued : 2-Nov-18

Model: MT-C6	Date: 9-Oct-18	No.: RD223049a

Note

The debug logs are saved with the following file names. These names are the same as the files downloaded with SD card.

Debug logs are saved with the following file names.

Debug Log	Filename Format
~~Controller(GW)~~ *Controller log (mmesg)*	/LogTrace/[the model number]/watching/[yyyymmdd_hhmmss]_[a unique value].gz
Engine *device log*	*/LogTrace/[Machine Serial]/engine/[yyyymmdd_hhmmss].gz*
Operation panel *log*	*/LogTrace/[the model number]/opepanel/[yyyymmdd_hhmmss].tar.gz*
SMC	*/LogTrace/[the model number]/smc/[the model number]_[5992XXX]_[yyyymmdd]_[hhmmss].csv*
Configuration page	*/LogTrace/[the model number]/gps/ConfigrationPage/ ConfigrationPage_ [yyyymmdd_hhmmss].csv*
Font page	*• /LogTrace/[the model number]/gps/FontPage/FontPage_PCL_[the page number]_[yyyymmdd_hhmmss].jpg* *• /LogTrace/[the model number]/gps/FontPage/FontPage_PDF_[the page number]_[yyyymmdd_hhmmss].jpg* *• /LogTrace/[the model number]/gps/FontPage/FontPage_PS_[the page number]_[yyyymmdd_hhmmss].jpg*
Print settings list	*• /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RPGL_[yyyymmdd_hhmmss].txt* *• /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RTIFF_[yyyymmdd_hhmmss].csv*
Error log	*/LogTrace/[the model number]/gps/ErrorLog/[yyyymmdd_hhmmss].csv*
Fax information	*/LogTrace/[the model number]/faxreport/[yyyymmdd_hhmmss].csv*
FCU debug log	*/LogTrace/[Machine Serial]/fculog/[yyyymmdd_hhmmss].gz*

Technical Bulletin

Reissued : 16-Jan-19

Model: MT-C6	Date: 20-Nov-18	No.: RD223050a

RTB Reissue

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

Subject: Installing Procedure of Etra Filter Unit			Prepared by: K. Moriizumi
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

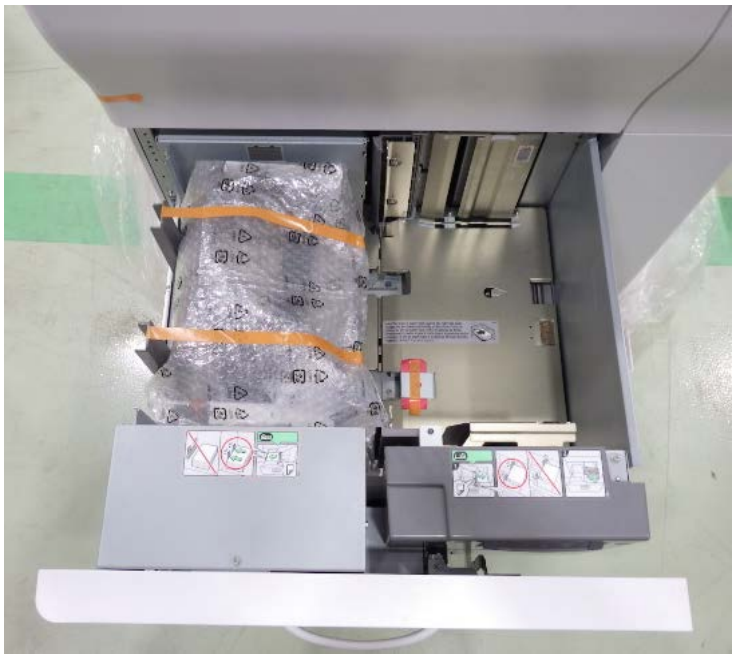
For the model MT-C6a/c only. (MP 6503 and MP 7503)

The extra filter unit has been added to match the new BAM regulation for European models.

Please refer to the following procedures for the additional installation from the January 2019.

Accessory Check

The additional accessories inside of the tray 1 as below.

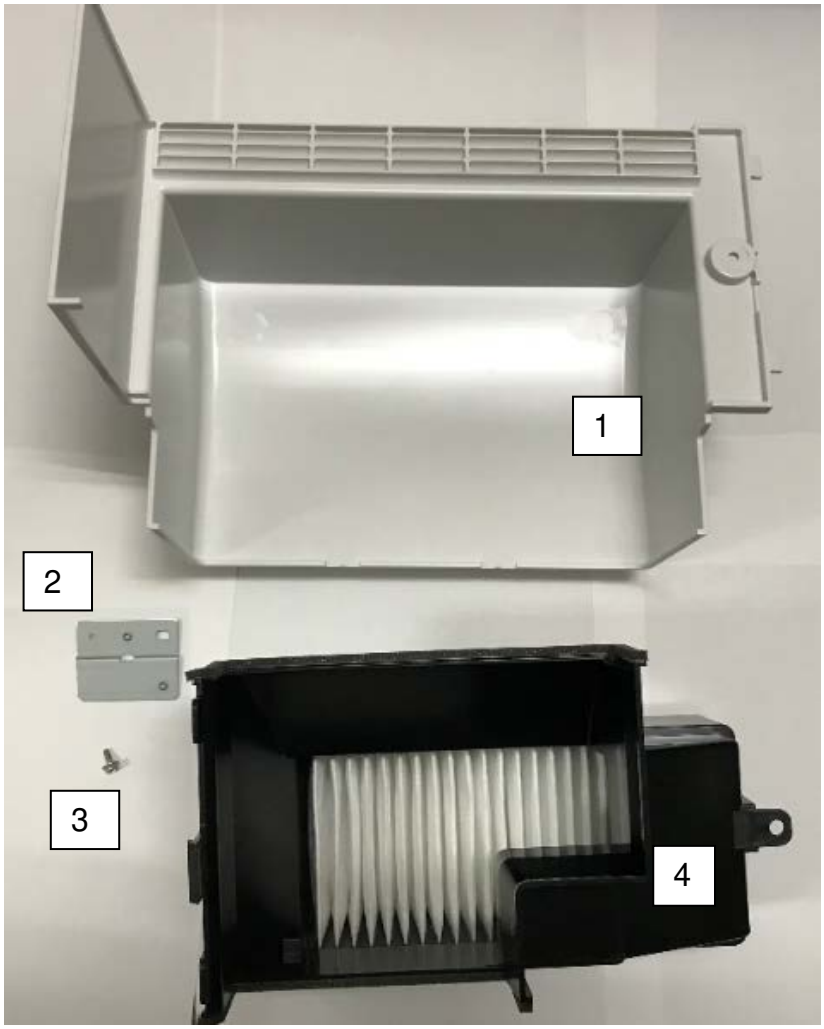


Check the accessories and their quantities against the list:

Reissued : 16-Jan-19

Model: MT-C6	Date: 20-Nov-18	No.: RD223050a

No.	Description	Q'ty
1.	Extra Filter Cover	1
2.	Bracket	1
3.	Screw	1
4.	Extra Filter Unit	1



Reissued : 16-Jan-19

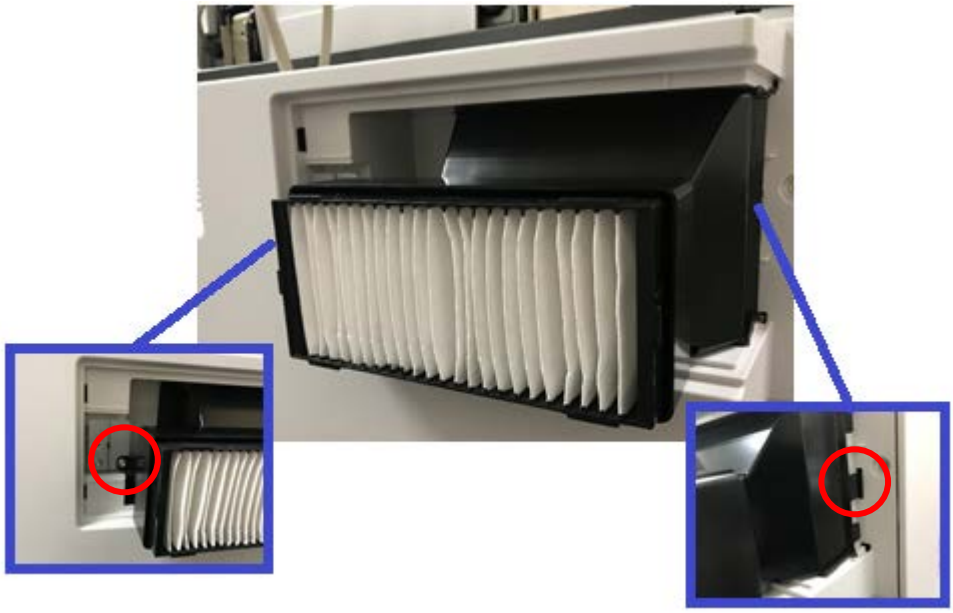
Model: MT-C6	Date: 20-Nov-18	No.: RD223050a

Installation extra filter unit

1. Remove the filter cover. (2 screws)

2. Attach the scur bracket (1 screw).

3. Attach the extra filter unit. (1 screw and 1 hock)



Reissued : 16-Jan-19

Model: MT-C6	Date: 20-Nov-18	No.: RD223050a

4. Attach the extra filter cover. (2 screw)

Technical Bulletin

Model: MT-C6	Date: 21-Dec-18	No.: RD223051

Subject: Service manual Revision -Memory specification-			Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Correction

Memory information was corrected in *red* in the following section of the Service Manual:

1. **Machine Specifications > General Specifications**

Copier

Specification

Memory	~~4 GB~~ 2 GB
HDD Capacity	320 GB

Technical Bulletin

Model: MT-C6	Date: 7-Jan-19	No.: RD223052

subject: DO NOT install Legacy UI v1.23	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

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

IMPORTANT Notice about Legacy UI v1.23

- **DO NOT install** the following Legacy UI firmware on machines in the field.

  Note: These versions are no longer released/available.

Firmware	version	P/N
Legacy UI	**1.23**	D2411439_for EDC

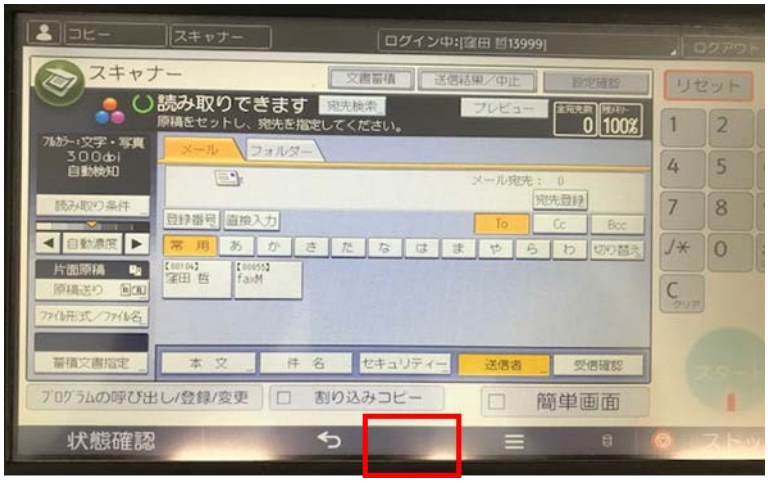
Affected models:

Brz-MF1/Ch-C2/Ch-C2Pro/Cor-C1.5/Cor-P1.5/Gim-MF1.5dM/Gr-C2_ch/Gri-C3/Lef-C1b/MT-C6/Met-C2.1abyz/Met-C2.1cde/Met-C2abyz/Met-C2cde/Met-P2(EXP)

- This is because there is a bug with the operation panel feature.

  Specifically:

  With firmware combination **#3** below, the Home button is not displayed, making it impossible to switch between applications.



Comb.	CheetahSystem	LegacyUI	Result
1	1.30 or older	1.22 or older	Good

Model: MT-C6	Date: 7-Jan-19	No.: RD223052

2	1.31 or newer	1.22 or older	Good
3	**1.30 or older**	**1.23 or newer**	**Problem occurs**
4	1.31or newer	1.23 or newer	Good

- To ensure this does not occur, ~~**downgrade** the Legacy UI to ver. **1.22.**~~ ***Update the Cheetah System to 1.31 or newer.***

Model: Martini-C6	Date: 25-Jun-19	No.: RD223053

Subject: Parts Catlog Correction: CTL board and Firmware	Prepared by: Akira Shigeta
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

The controller boards have been changed with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D2235330	D2235334	PCB:SERVICE:CTL:M-C6_A_EXP	1	O/O
D2235331	D2235335	PCB:SERVICE:CTL:M-C6_C_EXP	1	O/O
D2235332	D2235336	PCB:SERVICE:CTL:M-C6_E_EXP	1	O/O

And System/Copy Firmware Version has been changed as below.

D2235540 -> D2235565

Version 1.17 Version 1.18

Caution

There is interchangeability between the new CTL board and the firmware.

Old System/Copy firmware (version 1.17) cannot be used for new CTL board.

If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.17. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.

If SC878 occurs after downgrading the firmware, the CTL board has to be replaced to solve the SC878.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

Model: MT-C6	Date: 19-Sep-19	No.: RD223054

Subject: Service manual Revision -SC720-80-	Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept	

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

Service Manual Correction

The description in *red* for SC720-80 was corrected in the following section of the Service Manual:

7. Troubleshooting > SC700: Peripherals

SC 700: Peripherals

SC720-80	D	Overload protection circuit error 3 (3K/2K Finisher)
		A blown fuse interrupted the overload protection circuit.
		• Interlock power circuit harness, switch is loose, broken, defective. • Motor harness, connector is loose, broken, or defective. • Solenoid harness, connector is loose, broken, or defective. • Solenoid defective. • Motor defective.
		• Inspect the interlock power protection circuit harness, connector, and confirm that switch is installed correctly. • Inspect all motor, solenoid harnesses, connectors and replace if damaged. • ~~Use SP6007 (ADF Input Check) and SP6008 (ADF Output Check) to check the operation of all finisher motors, solenoids and replace if defective.~~ • Inspect main board harnesses, connectors. • ~~Replace ADF main board.~~

Model: MT-C6	Date: 16-Oct-19	No.: RD223055

Subject: Service Manual Revision -Fusing SC Clear-	Prepared by: A. Shigeta
From: OC Technical Support Sect., Service Strategy Dept	

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

Service Manual Correction

The descriptions in red are corrected in the following section of the Service Manual:

4. Replacement and Adjustment > Before You Begin

Important SP Codes: Machine Information, Servicing

Here are quick summaries of SP codes that give you useful information about the machine, and some common SP codes you will need during the maintenance.

Commonly Used During Servicing

Item	SP No.	Function
Fusing SC clear	~~5810~~	Fusing unit SC errors disable the machine until the problem is corrected. ~~Do this SP to release the machine interface for servicing.~~ Execute the CE reset by entering and exiting the SP mode. After exiting the SP mode, power cycle the machine.

7. Troubleshooting > Self-Diagnostic Mode

Service Call Codes

Service Call Conditions

Level	Display	How to reset
A	Fatal error. The SC is displayed on the operation panel, and the machine cannot be used (safety related SC).	Execute CE reset ~~with SP5810~~ by entering and exiting the SP mode, and then ~~cycle the machine off/on~~ power cycle the machine.
B	When a function is selected, the SC is displayed on the operation panel, and the machine cannot be used.	~~Cycle the machine off/on.~~ Power cycle the machine.
C	No display on the operation panel, and the machine can be used.	Count only logging.
D	The SC is displayed on the operation panel, and the machine cannot be used (machine-error SC).	~~Cycle the machine off/on.~~ Power cycle the machine.

7. Troubleshooting > Service Call Conditions

Service Call Conditions

There are 4 levels of service call conditions.

Level	Definition	Reset Procedure
A	Fusing unit SCs displayed on the operation panel. The machine is disabled. The user cannot reset the SC.	This is a fatal error. The machine cannot be used until the service technician ~~releases it for servicing with SP5810~~ excuses CE reset by entering and exiting the SP mode, solves the problem, and then ~~cycles the machine off/on~~ power cycle the machine.
B	SCs that disable only the features that use the defective item. Although these SCs are not shown to the user under normal conditions, they are displayed on the operation panel only when the defective feature is selected.	~~Turn the main power switch off/on.~~ Power cycle the machine.
C	SCs that are not shown on the operation panel. They are internally logged.	Logging only. The SC code is logged but not displayed.
D	Cycling the machine off/on resets SCs displayed on the operation panel. These are re-displayed if the error occurs again.	~~Cycle the machine off/on~~ Power cycle the machine with the power switch.

7. Troubleshooting > SC540 to SC545

Before You Begin

This section is a summary of some of the most common fusing unit SC codes that require your attention.

- These are fatal fusing unit errors. Once one of these SC codes appears, the machine cannot be used until the service technician ~~releases it for servicing with SP5810~~ clears the error by entering and exiting the SP mode, solves the problem, and then ~~cycle the machine off/on~~ power cycle the machine.
- There are three machines in this series (D223, D224, and D225). Make sure all replacement parts are the correct ones for the machine you are servicing.

Model: MT-C6	Date: 18-Oct-19	No.: RD223056

Subject: Part number for Developer Type 24			Prepared by: A. Shigeta
From: OC Technical Support Sect., Service Strategy Dept			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Applied models: MT-C1/C2/C3/C3.5/C4/C5/C6

Change: The service part number for the developer was changed.

Reason: The developer for the NA market will be supplied from RCL.

Old part number	New part number	Description	Q'ty	Int	Target Destination
B0649645	B0649640	DEV TYPE 24 BK PRT	1	O/O	NA

Model: MT-C6	Date: 4-Dec-19	No.: RD223057

Subject: Service Manual Revision: NVRAM replacement procedure	Prepared by: A. Shigeta
From: OC Technical Support Sect., Service Strategy Dept	

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

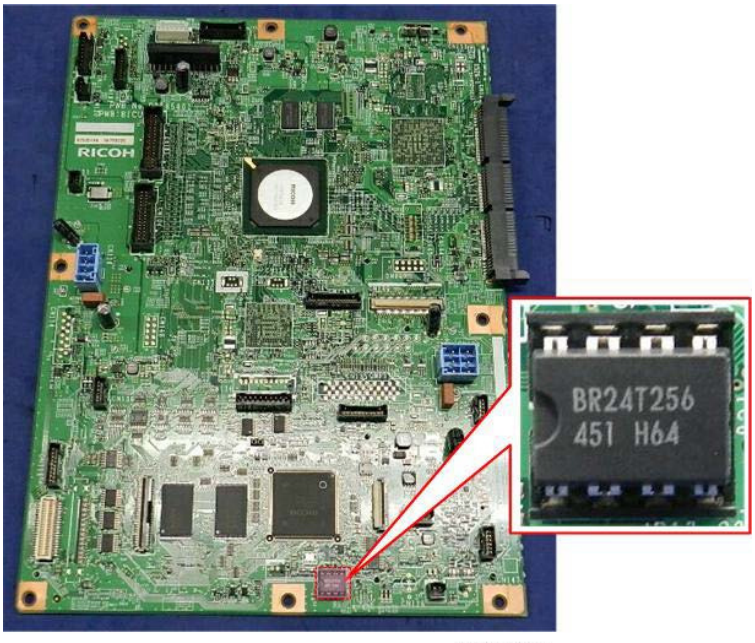
Service Manual Correction

The description for the NVRAM replacement procedure was corrected, marked in red, in the following section of the Service Manual:

4. Replacement and Adjustment > PCBs, HDD

BICU NVRAM

1. Refer to the SMC report provided with the machine at installation.
2. Do **SP5990-001** to print out a complete, current SMC report.
3. Turn the machine off.
4. Remove the SD card slot cover, insert an SD card in SD Card Slot 2, and then turn the machine on.
5. Do **SP5824-001** (NVRAM Data Upload) to copy the data from NVRAM onto the SD card.
6. Turn the machine off, and then unplug the machine from its power source.
7. Remove the upper rear cover and controller box cover. page 488
8. Remove the BICU. page 872
9. Replace the old NVRAM on the BICU with the new NVRAM.



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10. Connect the machine to its power source, and then turn the machine on.
11. Open **SP5131**, and then select your location.

12. Enter the ID number for the new NVRAM.

Note

- ~~This is not the same number entered for the NVRAM with **SP5811-04** (Machine Serial Number Set – Set BCU).~~
- You have to enter the same number as SP5811-04 (Machine Serial Number Set - Set BCU).
- Contact your supervisor for instructions on how to procure and enter this number. If this number is not entered correctly, the machine will return SC195-00 or display "Fusing Unit Setting Error."

13. Power cycle the machine.
14. Insert into SD Card Slot 2 the SD card with the data you copied earlier with **SP5824**, and then do **SP5825** (NVRAM Download) to download (copy) the data to the new NVRAM.
15. Turn the machine off and remove the SD card from SD Card Slot 2.
16. Turn the machine on.
17. Use the User Tools and SP code settings as needed.
18. Power cycle the machine to enable the settings.