

**Reissued: 7-Jul-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001b
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (System)		Prepared by: A.Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.16.4</b>	<b>B2295521F</b>	<b>June 2006 production</b>
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b>1.16.4</b>	<b>Symptoms corrected:</b> <ol style="list-style-type: none"> <li><b>SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</b></li> <li><b>Wording errors.</b></li> </ol> <b>Other changes:</b> <ol style="list-style-type: none"> <li><b>The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</b></li> <li><b>Color print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</b></li> </ol>
1.16.3	When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).  Other changes: The version for the Copy module was updated to: 1 1.14.
1.16.2	1st mass Production

**Reissued: 29-Jan-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229002c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.11</b>	<b>B2295581D</b>	<b>December 2006 production</b>
1.10	B2295581C	October 2006 production
1.08.2	B2295581A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.11</b>	<b><i>Other changes:</i></b> <b><i>1. The procedure for initial ink loading was changed (See RTB #RB229021 for more details).</i></b> <b><i>2. The Head Position Adjustment pattern is now printed with the Nozzle Check chart only once.</i></b> <b><i>3. A temperature correction was added for the ink ejection timing mechanism.</i></b>  <b><i>Important: Do the Head Gap Adjustment after updating the firmware.</i></b>
1.10	Symptom corrected: 1. The carriage does not return to the home position after a carriage paper jam is cleared.  Other changes: 2. Control parameters were optimized to further reduce the occurrence of registration jams.
1.08.2	1st Mass Production

**Reissued: 16-Feb-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229003d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Fax)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
<b>05.00.00</b>	<b><i>B2295522D</i></b>	<b><i>March 2007 production</i></b>
04.00.00	B2295522C	July 2006 production
03.00.00	B2295522B	June 2006 production
02.00.01	B2295522A	1st mass production (March 2006)

Version	Symptom Corrected
<b>05.00.00</b>	<b><i>Other changes: Supports the Turkish and Catalan display languages.</i></b>
04.00.00	Symptom corrected: Depending on the specific timing, an incoming Fax is stored in memory without being printed out. Conditions: <ul style="list-style-type: none"> <li>The machine is in Energy Saver Mode and is not set for Substitute Reception</li> <li>There are already one or more files stored in Fax memory</li> </ul>
03.00.00	Symptom corrected: Sometimes, email cannot be sent if the user logged in with User Authentication and there are more than 999 addresses registered in the Address Book.
02.00.01	1st Mass Production

**Reissued: 20-Feb-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229004b
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (RFax)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (       )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>03.00.00</b>	<b>B2295524B</b>	<b>March 2007 production</b>
02.00.00	B2295524A	1st mass production (March 2006)

Version	Symptom Corrected
<b>03.00.00</b>	<b>Symptom corrected: SC819 occurs if IP-FAX is not used for a long time (certain network environments only).</b>
02.00.00	1st Mass Production

**Reissued: 02-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229005e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (FCU)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>04.00.00</b>	<b>B2295571C</b>	<b>March 2007 production</b>
0.300.00	B2295571B	November 2006 Production
02.00.00	B2295571A	July 2006 production
01.01.00	B2295571	1st mass production (March 2006)

Version	Symptom Corrected
<b>04.00.00</b>	<b><i>Other changes:</i></b> <b><i>Supports the Catalan and Turkish languages.</i></b> <b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b> <b><i>Note: To support this feature, install all of the following firmware:</i></b> <ul style="list-style-type: none"> <li>- <b><i>System_Copy firmware ver 1.28 or later</i></b></li> <li>- <b><i>Fax firmware ver 05.00.00 or later</i></b></li> <li>- <b><i>MBU(FCU) firmware ver 04.00.00 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.4 or later</i></b></li> <li>- <b><i>Scanner firmware ver 1.22 or later</i></b></li> </ul>
03.00.00	Wording errors. (For Korean Language)
02.00.00	Wording errors (Simplified Chinese, Traditional Chinese).
01.01.00	1st Mass Production

**Reissued: 02-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229006d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<b><i>p1_1.22</i></b>	<b><i>B2295525C</i></b>	<b><i>March 2007 production</i></b>
P1_1.21	B2295525B	November 2006 Production
P1_1.20	B2295525A	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>p1_1.22</i></b>	<b><i>Other changes:</i></b> <b><i>Supports the Catalan and Turkish languages.</i></b> <b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b>  <b><i>Note: To support this feature, install all of the following firmware:</i></b> <ul style="list-style-type: none"> <li>- <b><i>System_Copy firmware ver 1.28 or later</i></b></li> <li>- <b><i>Fax firmware ver 05.00.00 or later</i></b></li> <li>- <b><i>MBU(FCU) firmware ver 04.00.00 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.4 or later</i></b></li> <li>- <b><i>Scanner firmware ver 1.22 or later</i></b></li> </ul>
P1_1.21	Error Correction 1. When coming out of sleep mode, the scanner will indicate "Please wait..." and sometimes not recover from that mode. 2. Sometimes the machine fails to recover from sleep mode.
P1_1.20	1st Mass Production

**Reissued: 29-Jun-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007b
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.03</b>	<b>B2295527B</b>	<b>July 2006 production</b>
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.03</b>	<ol style="list-style-type: none"> <li><b>Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits will cause the device's web service to stall.</b></li> <li><b>Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</b></li> <li><b>Fixed: All accounts logged in with the same privileges when they log into the device via WebImageMonitor within about 1 second.</b></li> <li><b>Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</b></li> <li><b>Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version 2.0 Batch Configuration function, might not be applied to target devices.</b></li> <li><b>Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</b></li> </ol>
1.02	1st Mass Production

**Reissued: 29-Jun-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.02</b>	<b>B2295540B</b>	<b>July 2006 Production</b>
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.02</b>	<b><i>Fixed: Anomalies printing PCL raster data, including superimposed images.</i></b>
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <p>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</p> <p>b. Profile data has been changed.</p> <p>c. Balance Adjustments has been changed. The following value has been increased;            * Brightness : +8            * Contrast : +10            * Saturation : +5</p> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. <b><i>Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</i></b></p>
1.00	1st Mass Production



Model: Model PG-C1		Date: 12-May-06	No.: RB229009
Subject: Firmware Release History (Font)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
1.00	B7675383	1st mass production (March 2006)

Version	Symptom Corrected
1.00	1st Mass Production

**Reissued: 29-Jun-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229010b
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (PS&PDF)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>1.01</i></b>	<b><i>B8505601A</i></b>	<b><i>June 2006 production</i></b>
1.00	B8505601	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>1.01</i></b>	<b><i>In relation to the RTB RB229008b (printer module modification about print image improvement), the profile for PS3 was also modified.</i></b>
1.00	1st Mass Production

**Reissued: 15-May-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229011a
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (PSFont)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (      )		

This RTB has been issued to announce the firmware release information for the ***PSFont (FONT1)***.

Version	Program No.	Effective Date
1.00	G1065932	1st mass production (March 2006)

Version	Symptom Corrected
1.00	1st Mass Production

**Reissued: 19-OCT-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229012c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>5.11</i></b>	<b><i>B2295526D</i></b>	<b><i>November 2006 Production</i></b>
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>5.11</i></b>	<b><i>Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).</i></b>
5.10	<ol style="list-style-type: none"> <li>Fixed: Cycling the power causes all jobs that were sent via sftp to be deleted from the sftp spool and the error message "[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM-&gt;Configuration-&gt;System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled</li> <li>Fixed: The device cannot connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)</li> <li>Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.</li> </ol>
5.06.1	1st Mass Production

**Reissued: 29-Jun-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229013b
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (DESS)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

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

Version	Program No.	Effective Date
<b><i>1.02</i></b>	<b><i>B2295523A</i></b>	<b><i>July 2006 production</i></b>
1.00	B2295523	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>1.02</i></b>	<b><i>1. Fixed : The SSL/TLS rollback vulnerability. (TechMail#TS060225).</i></b> <b><i>2. Fixed: The device might stall if the following operations are performed several times from WIM without cycling the power.</i></b> <ul style="list-style-type: none"> <li><b><i>• Import a site certificate.</i></b></li> <li><b><i>• Open the site certificate dialogue.</i></b></li> <li><b><i>• Delete a site certificate.</i></b></li> </ul>
1.00	1st Mass Production

**Reissued: 02-Mar-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229014d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NetFile)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	
<b>2.01.7</b>	<b>B2295528D</b>	<b>March 2007 Production</b>
2.00.7	B2295528C	November 2006 Production
1.00.7	B2295528B	July 2006 production
1.00.6	B2295528A	1st mass production (March 2006)

Version	Symptom Corrected
<b>2.01.7</b>	<b>Symptom corrected:</b> <ol style="list-style-type: none"> <li><b>The "Total Printouts: Scanner (Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes.</b></li> <li><b>Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin.</b></li> <li><b>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</b></li> </ol> <b>Note: To fix this issue, all of the following firmware must be applied:</b> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the fax unit is installed): Fax firmware ver 05.00.00 or later</li> </ul>
2.00.7	Fixed: Minor bug correction.
1.00.7	Improvement of performance for importing or exporting a device address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380)
1.00.6	1st Mass Production

Model: Model PG-C1		Date: 15-May-06	No.: RB229015
Subject: Firmware Release History (PictBridge)		Prepared by: A.Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
1.04	B8245600A	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
1.04	1 <sup>st</sup> mass Production

**Reissued: 7-Jul-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (System)		Prepared by: A.Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>1.22</i></b>	<b><i>B2295521G</i></b>	<b><i>July 2006 production</i></b>
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b><i>1.22</i></b>	<p><b><i>Symptom s corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</i></b></li> <li><b><i>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</i></b></li> <li><b><i>3. SC687 occurs when printing onto paper longer than A3.</i></b></li> <li><b><i>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</i></b></li> <li><b><i>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</i></b></li> <li><b><i>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</i></b></li> <li><b><i>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</i></b></li> <li><b><i>8. Fixed: The device might stall after manually logging into a Scan to folder.</i></b></li> <li><b><i>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</i></b></li> </ol>



**Reissued: 7-Jul-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001c
Version	Symptom Corrected / Other Changes		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li><li>2. Wording errors.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li><li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li></ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

Model: Model PG-C1		Date:19-Jul-06	No.: RB229016
Subject: Copy Data Security Unit Type A (B770-17)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

## Important Notes on the Compatibility Between the PG-C1 and Copy Data Security Unit Type A (B770-17)

- The PG-C1 supports the Copy Data Security Unit Type A (EDP# 412320), but this option is also used on products in the A-C and R-C series.
- From December 1, 2005 production, this option contains a flat cable and harness for use on the PG-C1. So, for the PG-C1, please use options produced from December 2005. Therefore, as shown in the table below, do not use the options produced up until November 2005 production with the PG-C1.
- The options produced from December 2005 onward have a sticker on the outer box. This sticker is **green** for **December 2005** and **January 2006** production, and **white** for **February 2006** production. The sticker color was changed to white for RoHS compliance.

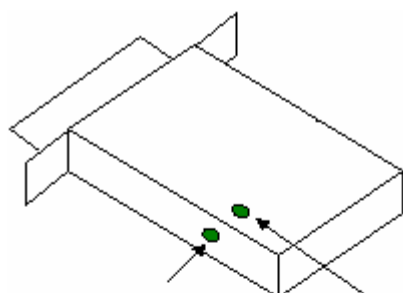
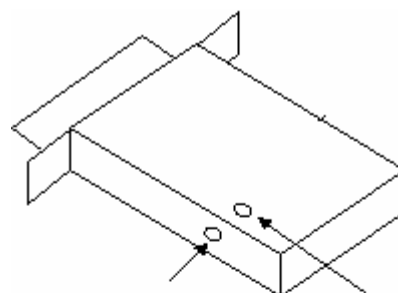
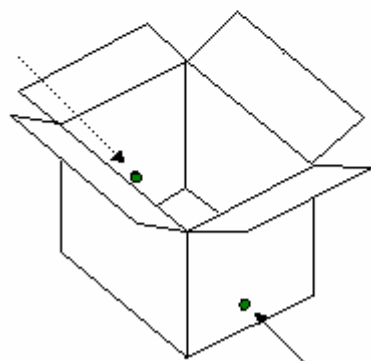
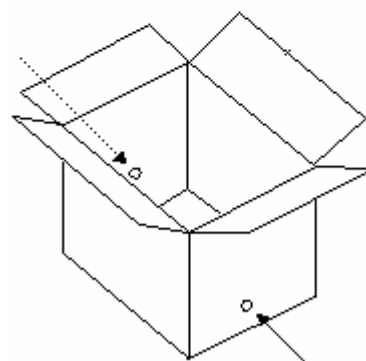
	For PG-C1	Sticker color
<b>Up to Nov. '05 production</b>	<b>DO NOT use</b>	<b>No Sticker</b>
Dec.'05 and Jan.'06 production	Can be used	<b>Green</b>
From Feb. '06 production	Can be used	<b>White</b>

Part Number for additional parts	Description	Q'ty
B2295739	Flat Cable: 13 cm	1
B2295740	Harness	1

Model: Model PG-C1

Date:19-Jul-06

No.: RB229016

**[From December'05 production]****Green Sticker****[From February '06 production]****White Sticker****Green Sticker****White Sticker**

Model: Model PG-C1		Date:19-Jul-06	No.: RB229017
Subject: After using SP5-846-040 or -050		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	

## SYMPTOM

The machine makes a beeping sound and the power LED does not turn OFF under the following conditions:

- **SP5-846-40** (Address Book Migration: from SD to HDD) or **SP5-846-50** (Initialize All Address Book) is executed
- Then, the operation switch is turned OFF

**Important:** Before the main power switch is turned OFF, the power LED must turn OFF. If the main switch is turned OFF when this LED is still ON, the HDD can be damaged.

## SOLUTION

If you execute SP5-846-40 or SP5-846-50, turn the machine main power OFF **from inside User Tools**.

**Note:** This is safe because the machine does not access the HDD when the user is inside UP Mode.

**Reissued: 08-Aug-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

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

Version	Program No.	Effective Date
<b><i>1.03</i></b>	<b><i>B2295540C</i></b>	<b><i>August 2006 Production</i></b>
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>1.03</i></b>	<b><i>Symptom corrected:</i></b> <b><i>When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.</i></b> <b><i>Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).</i></b>
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.

**Reissued: 08-Aug-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008d
Version	Symptom Corrected		
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <ul style="list-style-type: none"> <li>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>b. Profile data has been changed.</li> <li>c. Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ul> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.00	1st Mass Production		

**Reissued: 27-Sep-06**

Model: Model PG-C1	Date: 14-Sep-06	No.: RB229018a
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Service Manual Correction		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The Service Manual was corrected as follows.

- **Replace** the table for Sp5045:

- A Note was added.
- The default value was corrected.

Incorrect: 1: Page counter

**Correct: 0: Development counter**

## 5. Service Tables

[SP Mode Tables] – **Sp5045**

5045	[Counter Mode]
001	<p>Selects the counting method.</p> <p>⬇ <b>Note</b></p> <p>You can change the setting only one time.</p> <p>[0 or 1/ <b>0</b>]</p> <p>0: Development counter. Shows the total counts for color (Y,M,C) and black (K).</p> <p>1: Paper counter. Shows the total page counts for: Color Total, Black Total, Color Copies, Black Copies, Color Prints, Black Prints.</p> <p><b>Note:</b> Settings "2" and "3" are also displayed on the LCD, but they cannot be selected.</p>

- **Correct** the following sentence.

## 7. Specifications

[Supported Paper Size in bypass tray and 1-sheet bypass tray]

Incorrect: Length: 148 - 600mm (5.8" – 23.6")

**Correct: Length: 148 - 600mm (5.8" – 23.6") in Print *and Fax modes***  
**148 - 457.2mm (18.0") in Copy mode**

Model: Model PG-C1		Date:3-Oct-06	No.: RB229019
Subject: When installing Function Upgrade Option (HDD)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Important Information for Installing the Function Upgrade Option (HDD)

Do the procedure in this RTB if you install the Function Upgrade option (HDD) in the following cases:

- The PG-C1 is already installed in the field
- The PG-C1 is not installed yet, but the main power was **already turned ON** at least once

### Note:

- In these cases, the machine created the Address Book and Destination List in the SD card because it did not detect an HDD. To use some features, the Address Book and Destination List must be moved to the HDD. If this is not done, the following errors can occur:
  - ScanRouter: "Specified destination is not programmed" error occurs, because the Destination List cannot be found.
  - Web Image Monitor, operation panel: "LDAP Server" is not displayed.
- The procedure below will **move** (not copy) the Address Book and Destination List data from the SD card to the HDD.

## Procedure for Address Book/Destination List Migration from an SD card to the HDD

1. Back up the Address Book and Destination List data with **Sp5-846-051**.
2. Access **Sp5846-040**.
3. Follow the procedure in **RTB RB229017** to move the data to the HDD.



**Reissued:19-OCT-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (System)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.26</b>	<b>B2295521H</b>	<b>November 2006 Production</b>
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b>1.26</b>	<ol style="list-style-type: none"> <li><b>Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</b></li> <li><b>Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</b></li> <li><b>SC990 occurs when printing an SMC report.</b></li> <li><b>Fax does not start after resetting the controller.</b></li> <li><b>When recovering from energy saver mode, the display indicates "Please Wait" indefinitely.</b></li> <li><b>When left in the energy saver mode for extended periods, the machine locks up.</b></li> </ol>

**Reissued:19-OCT-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001d
Version	Symptom Corrected / Other Changes		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</li><li>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li><li>3. SC687 occurs when printing onto paper longer than A3.</li><li>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li><li>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li><li>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</li><li>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li><li>8. Fixed: The device might stall after manually logging into a Scan to folder.</li><li>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li></ol>		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li><li>2. Wording errors.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li><li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li></ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

**Reissued: 19-OCT-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.04</b>	<b><i>B2295527C</i></b>	<b><i>November 2006 Production</i></b>
1.03	B2295527B	July 2006 production
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.04</b>	<ol style="list-style-type: none"> <li><b><i>Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</i></b></li> <li><b><i>Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.</i></b></li> </ol>
1.03	<ol style="list-style-type: none"> <li>Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</li> <li>Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</li> <li>Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol>
1.02	1st Mass Production

**Reissued: 30-OCT-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.04</b>	<b>B2295540D</b>	<b>November 2006 Production</b>
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.04</b>	<ol style="list-style-type: none"> <li><b><i>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language.</i></b> <ul style="list-style-type: none"> <li><b><i>- Configuration Page</i></b></li> <li><b><i>- Menu List</i></b></li> <li><b><i>- Error Log*</i></b></li> </ul> <b><i>*Additionally, the title "File Name" in the Error Log will contain garbage characters.)</i></b> </li> <li><b><i>Fixed: Black horizontal line might be printed across objects in PCL jobs.</i></b></li> <li><b><i>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</i></b></li> </ol>
1.03	Symptom corrected:  When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.  Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.

**Reissued: 30-OCT-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008e
Version	Symptom Corrected		
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <ul style="list-style-type: none"> <li>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>b. Profile data has been changed.</li> <li>c. Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ul> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.00	1st Mass Production		

**Reissued: 16-NOV-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.05</b>	<b><i>B2295540E</i></b>	<b><i>December 2006 Production</i></b>
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.05</b>	<b><i>Symptom corrected:</i></b> <b><i>PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .</i></b>
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language.            - Configuration Page            - Menu List            - Error Log*            *Additionally, the title "File Name" in the Error Log will contain garbage characters.)</li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>
1.03	Symptom corrected: When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter. Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).

**Reissued: 16-NOV-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008f
Version	Symptom Corrected		
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.		
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <ul style="list-style-type: none"> <li>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>b. Profile data has been changed.</li> <li>c. Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ul> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.00	1st Mass Production		

Reissued: 22-Oct-08

Model: Pegasus-C1	Date: 24-Nov-06	No.: RB229020a
-------------------	-----------------	----------------

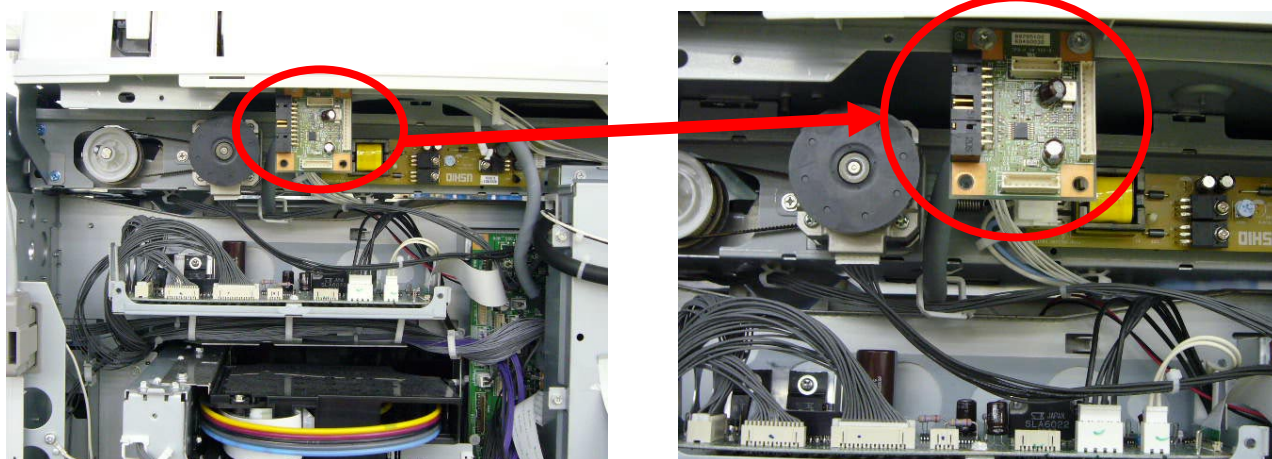
## RTB Reissue

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

Subject: Installation Procedure for Key Counter I/F Unit		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

## Installation Procedure for Key Counter I/F Unit Type A

1. Remove the rear cover.  
**Note:** See "Rear Cover" in the "Replacement and Adjustment" section in the service manual.
2. Attach the key counter interface board over the IO board, as shown in the picture.



3. ***Connect the harness between CN3 on the key counter interface board and CN149 on the BCU board.***

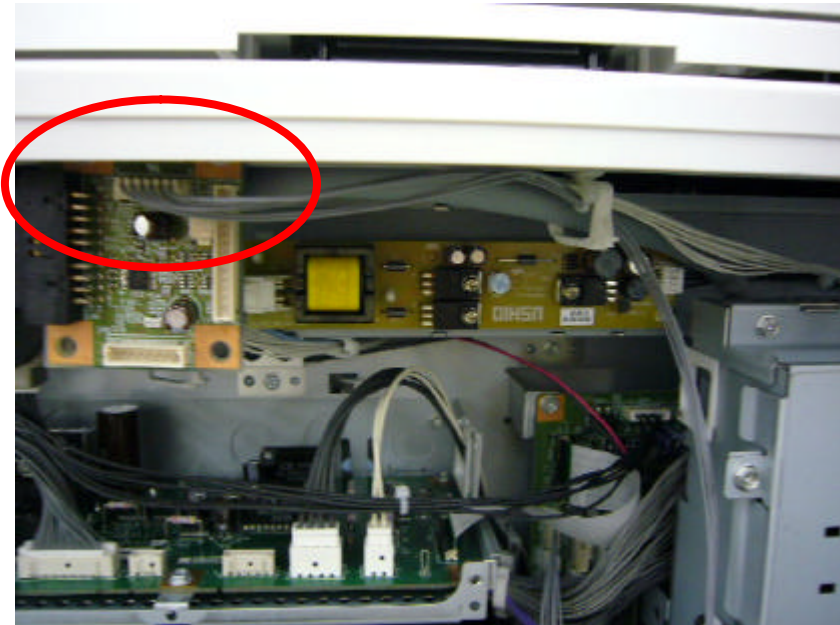


Model: Pegasus-C1

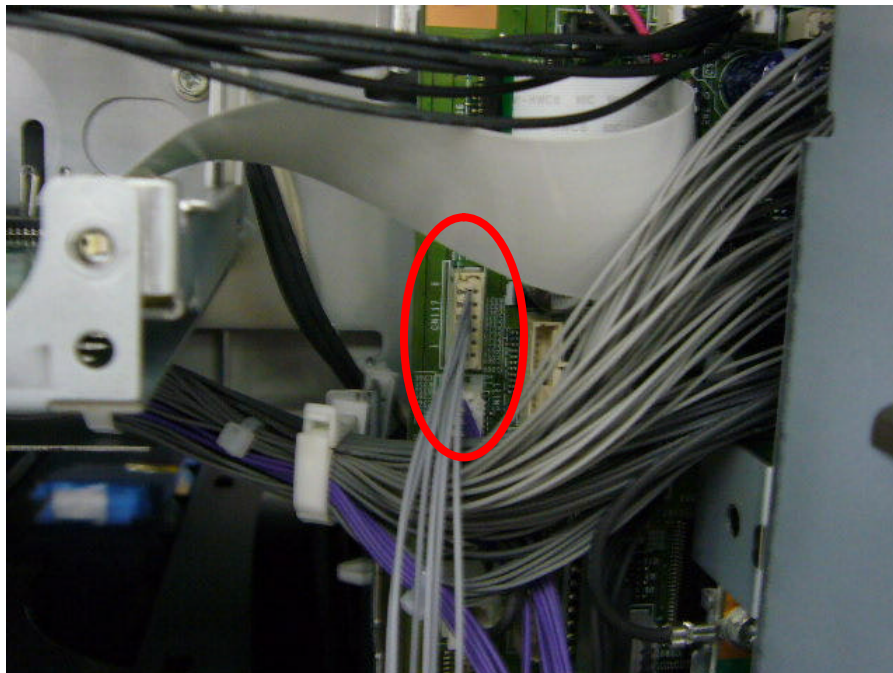
Date: 24-Nov-06

No.: RB229020

3. Connect one end of the harness to the key counter interface board.



4. Connect the other end of the harness to **CN117** on the BCU.

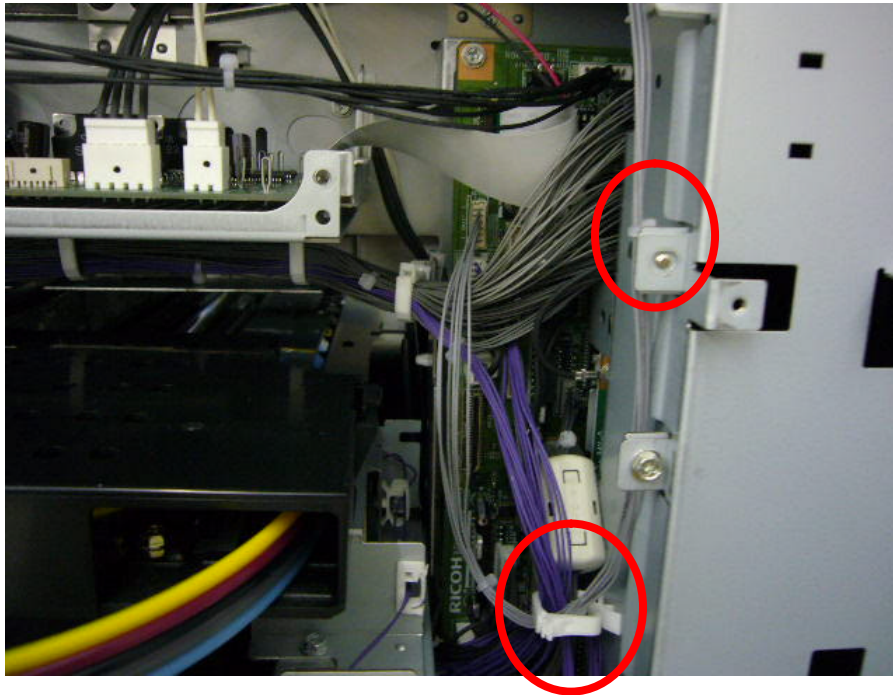


Model: Pegasus-C1

Date: 24-Nov-06

No.: RB229020

5. Route and clamp the harness as shown.



**Reissued:21-Dec-06**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001e
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
<b><i>1.27</i></b>	<b><i>B2295521J</i></b>	<b><i>December 2006 production</i></b>
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b><i>1.27</i></b>	<ol style="list-style-type: none"> <li><b><i>The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</i></b></li> <li><b><i>The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</i></b></li> </ol>
1.26	<ol style="list-style-type: none"> <li>Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>SC990 occurs when printing SMC.</li> <li>Fax does not start after resetting the controller.</li> <li>When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> <li>When left in the energy saver mode for extended periods, machine would lock up.</li> <li><b><i>SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).</i></b></li> </ol>

**Reissued:21-Dec-06**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001e
Version	Symptom Corrected / Other Changes		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</li> <li>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li> <li>3. SC687 occurs when printing onto paper longer than A3.</li> <li>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li> <li>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li> <li>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</li> <li>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li> <li>8. Fixed: The device might stall after manually logging into a Scan to folder.</li> <li>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li> </ol>		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li> <li>2. Wording errors.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li> <li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li> </ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

**Reissued: 23-Apr-07**

Model: Pegasus-C1	Date: 30-Jan-07	No.: RB229021a
-------------------	-----------------	----------------

**RTB Correction**

The items with a line drawn through them have been deleted.

Subject: Initial ink loading procedure		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	

**SYMPTOM**

It takes a long time to initialize the machine (initial ink loading is especially long).

**CAUSE**

If the initial ink loading is interrupted, all of the loaded ink is ejected and new ink is loaded again.

**SOLUTION**

The initial ink loading process was changed from **Engine firmware version 1.11** (the beginning of February 2007 production). See the details below.

**Before Engine firmware ver1.11:**

If the initial ink loading is interrupted by an SC, Ink End, main power OFF or door open condition, the ink in the sub tank is ejected and then reloaded. This happens even if one or more colors have already been completed.

**Engine firmware ver1.11 or later:**

If the initial ink loading is interrupted for any of the reasons mentioned above, it will begin again where it left off (no ink is ejected).

**Note:** If the machine detects air in the tank, it will perform an air release and ink filling for each color.

**Important:** Do the following when using ver1.11 or later.

1. Turn the power ON and wait until "Ready" is displayed.
2. Make sure that **bits 4—5 0-4 of Sp3-112-005** (Print Mode Setting - Setting 5) are at a value of "0".
  - "0": Initial ink loading has been completed
  - "1": Initial ink loading has not been completed

**Reissued: 23-Apr-07**

Model: Pegasus-C1	Date: 30-Jan-07	No.: RB229021a
-------------------	-----------------	----------------

 Bit:        ~~8~~7                      ~~4~~0

0 0 0 0 0 0 0 0

 Bit ~~4~~0: Cyan

 Bit ~~2~~1: Black 1

 Bit ~~3~~2: Black 2

 Bit ~~4~~3: Magenta

 Bit ~~5~~4: Yellow

 Bit ~~6-8~~5-7: (Not used)

3. Do **Sp2-010-002** (Head Maintenance - Refresh) for the color(s) that have not been completed yet.

**0:** All colors, **1:** Cyan, **2:** Black 1, **4:** Black 2, **8:** Magenta, **16:** Yellow

**Note:** If you want to do two or more colors at the same time, input the sum of the codes listed above. For example, to do Magenta and Yellow at the same time, input "**24**" (8+16).

4. Check **Sp3-112-005** again and make sure **bits ~~1-5~~ 0-4** are at a value of "0".

If bit ~~1, 2, 3, 4 or 5~~ 0, 1, 2, 3 or 4 is at a value of "1", do **Sp2-010-002** again for that color.

5. Do the Initial Settings in the Service Manual.

Model: Pegasus-C1		Date: 30-Jan-07	No.: RB229022
Subject: BCU board Replacement and Adjustment		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Important Information Regarding BCU Board Replacement

- If you need to replace the BCU board, do the following procedure before you remove the old BCU board. This will transfer the data in the NV-RAM on the old board to the NV-RAM on the new board.
- This is necessary because the NV-RAM itself is soldered to the board, and cannot be replaced individually.

### Start this procedure before you remove the old BCU board.

**Important:** Keep all dip switches at their default values.

1. Copy the data from the NV-RAM on the old BCU board to an SD card (**SP5-824-001**).  
**Important:** If you cannot copy the data to the SD card, when you get to Step 5 below, use the factory SMC sheet attached to the inside of the front door.
2. Remove the old BCU board.
3. Install the new BCU board.
4. Input the serial number of the new BCU board (**SP5-811-001**).
5. Copy the data from the SD card to the NV-RAM on the new BCU board (**SP5-825-001**).

**Important:** If you could not copy the data to the SD card in Step 1, do the following:

1. Access "Factory Settings Mode" (ask your supervisor for this procedure).
2. Set the destination code (**SP5-807-001**) to your area.  
1:NA, 2:EU, 3:Asia, 4:China, 5:Taiwan, 6:Korea
3. Exit Factory Settings Mode.
4. Input the serial number of the new BCU board (**SP5-811-001**).
5. Input the SP values on the factory SMC sheet attached to the inside of the front door.
6. Replace the waste ink tank (P/N B2292185).

**Note:** This is necessary because the counter value of the waste ink tank cannot be input.



**Reissued: 30-Jan-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008g
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.06</b>	<b><i>B2295540F</i></b>	<b><i>March 2007 production</i></b>
1.05	B2295540E	December 2006 Production
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.06</b>	<b><i>Other changes:</i></b> <b><i>Supports the Turkish and Catalan display languages.</i></b>
1.05	Symptom corrected: PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language.               <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul>               *Additionally, the title "File Name" in the Error Log will contain garbage characters.)             </li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>



**Reissued: 30-Jan-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008g
Version	Symptom Corrected		
1.03	<p>Symptom corrected:</p> <p>When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.</p> <p>Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).</p>		
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.		
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <ul style="list-style-type: none"> <li>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>b. Profile data has been changed.</li> <li>c. Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ul> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.00	1st Mass Production		

**Reissued: 02-Mar-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229012d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: .K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>5.12</b>	<b><i>B2295526E</i></b>	<b><i>March 2007 Production</i></b>
5.11	B2295526D	November 2006 Production
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b>5.12</b>	<b><i>Symptom corrected:</i></b> <b><i>1. The device cannot login to Windows Vista via SMB.</i></b> <b><i>2. SMB printing is sporadically unavailable.</i></b> <b><i>3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).</i></b>
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10	1. Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM->Configuration->System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled  2. Fixed: The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)  3. Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.

**Reissued: 02-Mar-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229012d
Version	Symptom Corrected		
5.06.1	1st Mass Production		

Model: Pegasus-C1		Date: 19-Mar-07	No.: RB229023
Subject: Supports the Catalan and Turkish languages		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This machine now supports Catalan and Turkish.  
Please update the following firmware to add Catalan and Turkish language support.

- Firmware list
  - System ver.1.28 or later
  - Fax ver.05.00.00 or later
  - FCU (MBU) ver.04.00.00 or later
  - Printer ver.1.06 or later
  - Websys ver.1.05.4 or later
  - Scanner ver.1.22 or later
- Firmware release notes
 

All firmware release notes use the same expression as shown below.

  - Supports the Catalan and Turkish languages.
- Supported functions
 

Supported device functions are different depending on language.  
Please confirm them in the following table.

## [Device]

Device functions		Catalan	Turkish
Copy	Operation panel	OK	OK
	Lists printed from Copy operation panel (i.e. Print Sample of User Colour)	NO*	NO*
	Preset Stamp	NO***	NO***
Fax	Operation panel	OK	OK
	Lists printed from Fax operation panel (i.e. Print Journal Report)	NO**	NO*
	Internet Fax: Email message (Transmission)	NO*	NO*
	Internet Fax: Email message (Reception)	OK	NO*
	Internet Fax: Email subject	NO*	NO*

Model: Pegasus-C1	Date: 19-Mar-07	No.: RB229023
-------------------	-----------------	---------------

Device functions		Catalan	Turkish
Printer	Operation panel	OK	OK
	Printer lists in Printer Features (i.e. Configuration Page)	OK	NO*
Scanner	Operation panel	OK	OK
	Lists printed from Scanner operation panel (i.e. transmission result)	OK	NO*
	E-mail Information Language in Scanner Features	OK	OK
User Tools	Print Address Book (Header)	OK	NO*
	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web Image Monitor	Display language	OK	OK
	Help	NO**	NO*
Other	E-mail Notification	OK	OK

\* It will be printed/used/displayed in English instead.

\*\* It will be printed/used/displayed in Spanish instead.

\*\*\* Catalan/Turkish are not available in Stamp Language under Copier / Document Server Features.

\*\*\*\* Turkish is not available.

## [Software]

Software		Catalan	Turkish
SmartDeviceMonitor for Admin		NO	NO
SmartDeviceMonitor for Client		NO	NO
DeskTopBinder		NO	NO

## [Drivers]

Drivers		Catalan	Turkish
Printer driver	All PDL (RPCS/PCL/PS drivers)	NO	NO
Twain driver		NO	NO
LAN-Fax driver		NO	NO

## [Manuals]

Manuals		Catalan	Turkish
Manual		OK	OK

Model: Pegasus-C1		Date: 22-Mar-07	No.: RB229024
Subject: Confirmation of New Engine Unit		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

SC202, white lines, dirty images or an A/C jam occurs.

## CAUSE

Sometimes, vibration and shock during transportation of the engine unit (service parts) can knock the carriage slider out of position.

## SOLUTION

### Service parts:

To fix the carriage unit in place more securely, the packaging for the unit will be changed and shipping tape will be added to the carriage unit.



Model: Pegasus-C1

Date: 22-Mar-07

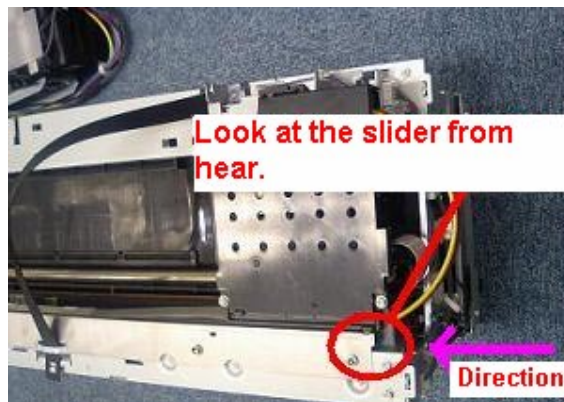
No.: RB229024

**In the field:**

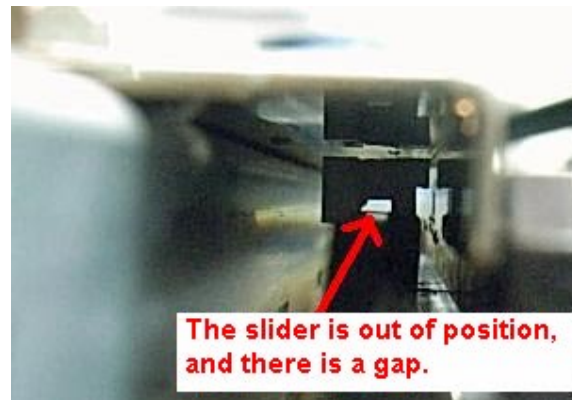
Do the following when you install a new engine unit:

1. Remove the new shipping tape that is attached over the carriage unit.
2. Check the position of the carriage slider.

**If the carriage slider is in the “incorrect” position shown in the following photo, do Steps 3–5.**



Correct position



**Incorrect position**

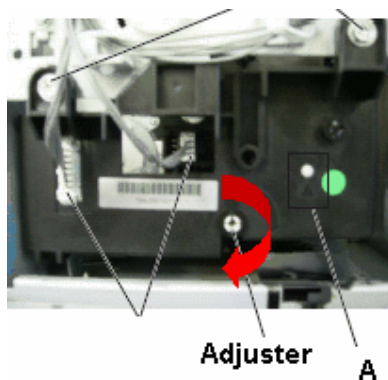
(You can see through the small gap to the other side of the unit)

Model: Pegasus-C1

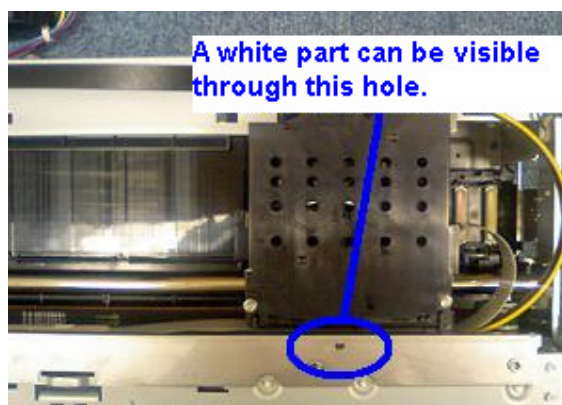
Date: 22-Mar-07

No.: RB229024

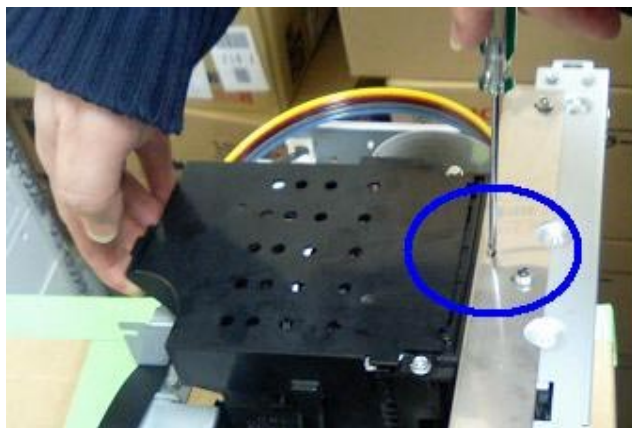
- Release the lock for the maintenance unit. To do this, turn the adjuster clockwise until the heads of the triangles line up.


**Locked**
**Released**

- Slide the carriage until the small white part in the photo lines up with the hole.



- Lift up the carriage unit and insert a small flat-headed screwdriver into the hole. Push until you hear a click.





Model: Pegasus-C1		Date: 23-Mar-07	No.: RB229025
Subject: Correction Service Manual (FAX RAM Addresses)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The Service Manual was corrected as follows:

**P133-134**: Service RAM Address for Fax Option Type C1500 (B267)

- **Delete** the following RAM addresses from the table.

<b>69ECBE to 69ECDE</b>	Dial tone detection parameter (Max. 11 x 3 lines)
<b>6BEBFE(H)</b>	Dial tone detection frequency – Upper limit (High)
<b>6BEBFF(H)</b>	Dial tone detection frequency – Upper Limit (Low)
<b>6BEC00(H)</b>	Dial tone detection frequency – Lower Limit (High)
<b>6BEC01(H)</b>	Dial tone detection frequency – Lower Limit (Low)
<b>6BEC02(H)</b>	Dial tone detection waiting time (20 ms)
<b>6BEC03 to 6BEC04</b>	Dial tone detection monitoring time (20 ms)
<b>6BEC05(H)</b>	Dial tone detect judge time (20 ms)
<b>6BEC06(H)</b>	Dial tone disconnect permission time (20 ms)

**Important:** **Do not change the values** of these RAM addresses.

They are not for use in the field.

**Reissued:04-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001f
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.28</b>	<b>B2295521K</b>	<b>March 2007 production</b>
1.27	B2295521J	December 2006 production
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b>1.28</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>Application buttons cannot be selected in User Tools or SP mode.</b></li> </ol> <p><b>Conditions:</b></p> <ul style="list-style-type: none"> <li><b>The machine is connected to the @Remote system (SP5-816-003 is set to "1").</b></li> <li><b>The controller board has just been replaced.</b></li> </ul> <ol style="list-style-type: none"> <li><b>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</b></li> <li><b>The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</b></li> <li><b>The size of the PDF created by the scanner might not match the size selected in the operation panel.</b></li> <li><b>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The</b></li> </ol>

Reissued:04-Apr-07

Model: Model PG-C1	Date: 12-May-06	No.: RB229001f
--------------------	-----------------	----------------

Version	Symptom Corrected / Other Changes
	<p><b><i>"domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i></b></p> <p><b><i>Note: To fix this issue, all of the following firmware must be applied:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>System firmware ver 1.28 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.3 or later</i></b></li> <li>- <b><i>NFA firmware ver 2.01.7 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>(If the fax unit is installed): Fax firmware ver 05.00.00 or later</i></b></li> </ul> <p><b><i>Other changes:</i></b></p> <p><b><i>Supports the Catalan and Turkish languages.</i></b></p> <p><b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b></p> <p><b><i>Note: To support this feature, install all of the following firmware:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>System_Copy firmware ver 1.28 or later</i></b></li> <li>- <b><i>Fax firmware ver 05.00.00 or later</i></b></li> <li>- <b><i>MBU(FCU) firmware ver 04.00.00 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.4 or later</i></b></li> <li>- <b><i>Scanner firmware ver 1.22 or later</i></b></li> </ul>
1.27	<ol style="list-style-type: none"> <li>1. The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>2. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>
1.26	<ol style="list-style-type: none"> <li>1. Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>2. Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>3. SC990 occurs when printing SMC.</li> <li>4. Fax does not start after resetting the controller.</li> </ol>

**Reissued:04-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001f
--------------------	-----------------	----------------

Version	Symptom Corrected / Other Changes
	<ol style="list-style-type: none"> <li>When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> <li>When left in the energy saver mode for extended periods, machine would lock up.</li> <li><i>SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).</i></li> </ol>
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The machine freezes while printing out the SMC sheet (Sp5990-001).</li> <li>SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li> <li>SC687 occurs when printing onto paper longer than A3.</li> <li>Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li> <li>Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li> <li>Fixed: The search by name function might return an address that doesn't match the search criteria.</li> <li>Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li> <li>Fixed: The device might stall after manually logging into a Scan to folder.</li> <li>Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li> </ol>
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li> <li>Wording errors.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li> <li>Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li> </ol>

**Reissued:04-Apr-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001f
Version	Symptom Corrected / Other Changes		
1.16.3	When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).  Other changes: The version for the Copy module was updated to: 1_1.14.		
1.16.2	1st mass Production		

**Reissued: 04-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.05.4</b>	<b><i>B2295527D</i></b>	<b><i>March 2007 Production</i></b>
1.04	B2295527C	November 2006 Production
1.03	B2295527B	July 2006 production
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.05.4</b>	<p><b><i>Other changes:</i></b></p> <p><b><i>Supports the Catalan and Turkish languages.</i></b></p> <p><b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b></p> <p><b><i>Note: To support this feature, install all of the following firmware:</i></b></p> <ul style="list-style-type: none"> <li><b><i>- System_Copy firmware ver 1.28 or later</i></b></li> <li><b><i>- Fax firmware ver 05.00.00 or later</i></b></li> <li><b><i>- MBU(FCU) firmware ver 04.00.00 or later</i></b></li> <li><b><i>- Printer firmware ver 1.06 or later</i></b></li> <li><b><i>- Websys firmware ver 1.05.4 or later</i></b></li> <li><b><i>- Scanner firmware ver 1.22 or later</i></b></li> </ul> <p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.</i></b></li> <li><b><i>2. The WebImageMonitor service is stopped if a restoration of the address book is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</i></b></li> </ol>

**Reissued: 04-Apr-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007d
Version	Symptom Corrected		
	<p><b>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</b></p> <p><b>Note: To fix this issue, all of the following firmware must be applied:</b></p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <p><b>4. WebImageMonitor contained wording errors in Russian.</b></p> <ul style="list-style-type: none"> <li>- "IPv6" was shown as "IPv7".</li> <li>- "IPv4" was shown as "IPv5".</li> </ul>		
1.04	<ol style="list-style-type: none"> <li>1. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</li> <li>2. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.</li> </ol>		
1.03	<ol style="list-style-type: none"> <li>1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>2. Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</li> <li>3. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>4. Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</li> <li>5. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>6. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol>		
1.02	1st Mass Production		

**Reissued: 02-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229003e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Fax)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>05.00.00</b>	<b>B2295522D</b>	<b>March 2007 production</b>
04.00.00	B2295522C	July 2006 production
03.00.00	B2295522B	June 2006 production
02.00.01	B2295522A	1st mass production (March 2006)

Version	Symptom Corrected
<b>05.00.00</b>	<p><b><i>Other changes:</i></b>  <b><i>Supports the Catalan and Turkish languages.</i></b>  <b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b>  <b><i>Note: To support this feature, install all of the following firmware:</i></b>            - <b><i>System_Copy firmware ver 1.28 or later</i></b>            - <b><i>Fax firmware ver 05.00.00 or later</i></b>            - <b><i>MBU(FCU) firmware ver 04.00.00 or later</i></b>            - <b><i>Printer firmware ver 1.06 or later</i></b>            - <b><i>Websys firmware ver 1.05.4 or later</i></b>            - <b><i>Scanner firmware ver 1.22 or later</i></b></p> <p><b><i>Symptom corrected:</i></b>  <b><i>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i></b></p> <p><b><i>Note: To fix this issue, all of the following firmware must be applied:</i></b>            - <b><i>System firmware ver 1.28 or later</i></b>            - <b><i>Websys firmware ver 1.05.3 or later</i></b>            - <b><i>NFA firmware ver 2.01.7 or later</i></b>            - <b><i>Printer firmware ver 1.06 or later</i></b>            - <b><i>(If the fax unit is installed): Fax firmware ver 05.00.00 or later</i></b></p>
04.00.00	<p>Symptom corrected:            Depending on the specific timing, an incoming Fax is stored in memory without being printed out.</p>



**Reissued: 02-Apr-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229003e
Version	Symptom Corrected		
	Conditions: <ul style="list-style-type: none"><li>• The machine is in Energy Saver Mode and is not set for Substitute Reception</li><li>• There are already one or more files stored in Fax memory</li></ul>		
03.00.00	Symptom corrected: Sometimes, email cannot be sent if the user logged in with User Authentication and there are more then 999 addresses registered in the Address Book.		
02.00.01	1st Mass Production		

**Reissued: 02-Apr-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008h
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.06</b>	<b><i>B2295540F</i></b>	<b><i>March 2007 production</i></b>
1.05	B2295540E	December 2006 Production
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.06</b>	<p><b><i>Other changes:</i></b>  <b><i>Supports the Catalan and Turkish languages.</i></b>  <b><i>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</i></b></p> <p><b><i>Note: To support this feature, install all of the following firmware:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>System_Copy firmware ver 1.28 or later</i></b></li> <li>- <b><i>Fax firmware ver 05.00.00 or later</i></b></li> <li>- <b><i>MBU(FCU) firmware ver 04.00.00 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.4 or later</i></b></li> <li>- <b><i>Scanner firmware ver 1.22 or later</i></b></li> </ul> <p><b><i>Symptom corrected:</i></b>  <b><i>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i></b></p> <p><b><i>Note: To fix this issue, all of the following firmware must be applied:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>System firmware ver 1.28 or later</i></b></li> <li>- <b><i>Websys firmware ver 1.05.3 or later</i></b></li> <li>- <b><i>NFA firmware ver 2.01.7 or later</i></b></li> <li>- <b><i>Printer firmware ver 1.06 or later</i></b></li> <li>- <b><i>(If the fax unit is installed): Fax firmware ver 05.00.00 or later</i></b></li> </ul>

**Reissued: 02-Apr-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008h
Version	Symptom Corrected		
1.05	Symptom corrected:  PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .		
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language.               <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul>               *Additionally, the title "File Name" in the Error Log will contain garbage characters.)             </li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>		
1.03	Symptom corrected:  When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.  Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).		
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.		
1.01	<ol style="list-style-type: none"> <li>The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.               <ol style="list-style-type: none"> <li>Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>Profile data has been changed.</li> <li>Balance Adjustments has been changed. The following value has been increased;                   <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ol> </li> </ol> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <ol style="list-style-type: none"> <li>Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</li> </ol>		

**Reissued: 02-Apr-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008h
Version	Symptom Corrected		
1.00	1st Mass Production		

**Reissued: 08-May-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
<b>1.06</b>	<b>B2295527E</b>	<b>May 2007 Production</b>
1.05.4	B2295527D	March 2007 Production
1.04	B2295527C	November 2006 Production
1.03	B2295527B	July 2006 production
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.06</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>The printing of stored jobs (e.g. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD.</i></b></li> <li><b><i>WebImageMonitor contained number errors in Russian.</i></b> <ul style="list-style-type: none"> <li><b><i>"Tray 2" was shown as "Tray 3".</i></b></li> <li><b><i>"Tray 3" was shown as "Tray 4".</i></b></li> </ul> </li> <li><b><i>The XSS vulnerability on WIM. (TechMail#OTS-2007-2118)</i></b></li> <li><b><i>Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.</i></b></li> </ol>
1.05.4	<p>Other changes:</p> <p>Supports the Catalan and Turkish languages.</p> <p>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> </ul>

**Reissued: 08-May-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007e
Version	Symptom Corrected		
	<ul style="list-style-type: none"> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.</li> <li>2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</li> <li>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <ol style="list-style-type: none"> <li>4. WebImageMonitor contained wording errors in Russian. <ul style="list-style-type: none"> <li>- "IPv6" was shown as "IPv7".</li> <li>- "IPv4" was shown as "IPv5".</li> </ul> </li> </ol>		
1.04	<ol style="list-style-type: none"> <li>1. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</li> <li>2. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.</li> </ol>		
1.03	<ol style="list-style-type: none"> <li>1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>2. Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</li> <li>3. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>4. Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</li> <li>5. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>6. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol>		

**Reissued: 08-May-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007e
Version	Symptom Corrected		
1.02	1st Mass Production		

**Reissued: 25-May-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229012e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: .K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>5.13</b>	<b><i>B2295526F</i></b>	<b><i>May 2007 production</i></b>
5.12	B2295526E	March 2007 Production
5.11	B2295526D	November 2006 Production
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b>5.13</b>	<b><i>Symptom corrected:</i></b> <b><i>1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration.</i></b> <b><i>2. The device will not be registered with a DNS server by a DHCP relay agent.</i></b> <b><i>3. The device fails to renew with the DDNS server, it will not try again.</i></b> <b><i>4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).</i></b>
5.12	Symptom corrected: 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).



**Reissued: 25-May-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229012e
Version	Symptom Corrected		
5.10	<ol style="list-style-type: none"> <li>Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM-&gt;Configuration-&gt;System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled</li> <li>Fixed: The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)</li> <li>Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.</li> </ol>		
5.06.1	1st Mass Production		

**Reissued: 20-Aug-07**

Model: Pegasus-C1	Date: 8-Jun-07	No.: RB229026a
-------------------	----------------	----------------

**RTB Reissue**

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

Subject: Partial print problem		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

**SYMPTOM**

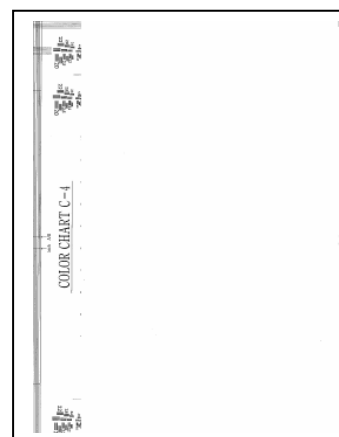
The image only appears in the first few centimeters of the leading edge (the rest of the sheet is blank).

**CAUSE**

The second registration sensor sometimes does not detect the leading edge of the paper correctly.

This misdetection can be caused by the following:

- Letterhead paper is used.
- Light reflected from the edge of the printer head cartridge.
- The surface of the paper transfer belt is dirty or damaged.
- The second registration sensor is damaged.


**SOLUTION**

1. Check to see what kinds of paper the customer is using.
  - If the customer is using a letterhead: Change the feed direction of the paper
2. Make sure the engine firmware is v1.10 (B2295581C) or later.  
**Note:** This firmware corrects the misdetection caused by reflected light.
3. Check the surface of the paper transfer belt.
  - If the belt is dirty with ink: Clean the belt with a water-damp cloth.
  - If the belt is damaged: Replace the paper transfer belt unit (B2293203).
4. Check the second registration sensor.
  - If the sensor is dirty: Clean the sensor
  - If cleaning the sensor does not fix the symptom: Replace the sensor (~~14031201~~ **14031301**).

**Reissued: 04-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008i
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.07</b>	<b>B2295540G</b>	<b>May 2007 production</b>
1.06	B2295540F	March 2007 production
1.05	B2295540E	December 2006 Production
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.07</b>	<b>Symptom corrected:</b> <b>1. The following errors are not printed on the Error Log Report when a language other than English is selected:</b> <ul style="list-style-type: none"> <li>- <b>Option RAM error</b></li> <li>- <b>Failure of an auto-registration of user information</b></li> <li>- <b>Duplication to the registered user</b></li> </ul>
1.06	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> </ul>

**Reissued: 04-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008i
Version	Symptom Corrected	
	<ul style="list-style-type: none"> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul> <p>Symptom corrected:</p> <p>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul>	
1.05	<p>Symptom corrected:</p> <p>PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .</p>	
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language. <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul> <p>*Additionally, the title "File Name" in the Error Log will contain garbage characters.)</p> </li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>	
1.03	<p>Symptom corrected:</p> <p>When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.</p> <p>Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).</p>	
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.	

**Reissued: 04-Jun-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008i
Version	Symptom Corrected		
1.01	<p>1. The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail.</p> <ul style="list-style-type: none"> <li>a. Toner Limit Value.(actually ink limit value)has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>b. Profile data has been changed.</li> <li>c. Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ul> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> <p>2. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.00	1st Mass Production		

**Reissued: 21-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001g
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>1.29</i></b>	<b><i>B2295521L</i></b>	<b><i>April 2007 production</i></b>
1.28	B2295521K	March 2007 production
1.27	B2295521J	December 2006 production
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b><i>1.29</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>Entries such as "usercode/username" in the Job Log or Access Log might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.</i></b></li> <li><b><i>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</i></b></li> </ol> <p><b><i>Other changes:</i></b></p> <ol style="list-style-type: none"> <li><b><i>The "Replace Ink cartridge" message will not be displayed at ink near end.</i></b></li> <li><b><i>Two SP modes were added:</i></b>  <b><i>Note: These SP modes were previously available in factory mode.</i></b> </li> </ol> <p><b><i>SP2-012-001: Initial Operation Settings for Engine unit</i></b>  <b><i>The machine does the following when the main power is turned on:</i></b>  <b><i>0: Nothing at all (not possible to print).</i></b>  <b><i>1: Initial ink loading. After finishing, this SP value is changed to "2"</i></b></p>

**Reissued: 21-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001g
--------------------	-----------------	----------------

Version	Symptom Corrected / Other Changes
	<p><i>automatically.</i></p> <p><b>2: Usual warm-up procedure.</b></p> <p><b>3: Refresh all heads. After finishing, this SP is changed to "2" automatically.</b></p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>- During initial ink loading (when this SP is 1), the machine learns the "tank full" position of the tank lever and saves this data.</li> <li>- If the machine does not have this data at normal warm-up (when this SP is 2), the machine performs air release and then ink loading.</li> </ul> <p><b>Important: Check the value of this SP mode if the machine performs ink loading or abnormal operations when you replace the engine unit.</b></p> <p><b>SP5-807-001: Destination Code</b></p> <p><b>0: Japan, 1: NA, 2: EU, 3: Asia, 4: China, 5: Taiwan, 6: Korea, 7: Other</b></p> <p><b>Set the destination code after replacing the BCU board.</b></p>
1.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Application buttons cannot be selected in User Tools or SP mode.</li> </ol> <p>Conditions:</p> <ul style="list-style-type: none"> <li>- The machine is connected to the @Remote system (SP5-816-003 is set to "1").</li> <li>- The controller board has just been replaced.</li> </ul> <ol style="list-style-type: none"> <li>2. ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>3. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</li> <li>4. The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p><b>Note: To fix this issue, all of the following firmware must be applied:</b></p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> </ul>

**Reissued: 21-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001g
Version	Symptom Corrected / Other Changes	
	<ul style="list-style-type: none"> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <p>Other changes:</p> <p>Supports the Catalan and Turkish languages.</p> <p>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p style="padding-left: 40px;">Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul>	
1.27	<ol style="list-style-type: none"> <li>1. The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>2. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>	
1.26	<ol style="list-style-type: none"> <li>1. Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>2. Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>3. SC990 occurs when printing SMC.</li> <li>4. Fax does not start after resetting the controller.</li> <li>5. When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> </ol>	



**Reissued: 21-Jun-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001g
Version	Symptom Corrected / Other Changes		
	6. When left in the energy saver mode for extended periods, machine would lock up. 7. <i>SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).</i>		
1.22	Symptom corrected: 1. The machine freezes while printing out the SMC sheet (Sp5990-001). 2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON. 3. SC687 occurs when printing onto paper longer than A3. 4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key. 5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled. 6. Fixed: The search by name function might return an address that doesn't match the search criteria. 7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts. 8. Fixed: The device might stall after manually logging into a Scan to folder. 9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.		
1.16.4	Symptom corrected: 1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up. 2. Wording errors.  Other changes: 3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents 4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).		
1.16.3	When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).  Other changes: The version for the Copy module was updated to: 1_1.14.		
1.16.2	1st mass Production		

**Reissued: 21-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229006e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<b><i>p1_1.23</i></b>	<b><i>B2295525D</i></b>	<b><i>July 2007 production</i></b>
p1_1.22	B2295525C	March 2007 production
P1_1.21	B2295525B	November 2006 Production
P1_1.20	B2295525A	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>p1_1.23</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met:</i></b> <b><i>- User authentication was enabled.</i></b> <b><i>- The SNMP polling interval setting was "Constant Intervals".</i></b>
p1_1.22	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.28 or later - Fax firmware ver 05.00.00 or later - MBU(FCU) firmware ver 04.00.00 or later - Printer firmware ver 1.06 or later - Websys firmware ver 1.05.4 or later - Scanner firmware ver 1.22 or later

**Reissued: 21-Jun-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229006e
Version	Symptom Corrected		
P1_1.21	Error Correction		
	1. When coming out of sleep mode, the scanner will indicate "Please wait..." and sometimes not recover from that mode.		
	2. Sometimes the machine fails to recover from sleep mode.		
P1_1.20	1st Mass Production		

**Reissued: 28-Jun-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008j
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.08</b>	<b>B2295540H</b>	<b>July 2007 production</b>
1.07	B2295540G	May 2007 production
1.06	B2295540F	March 2007 production
1.05	B2295540E	December 2006 Production
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.08</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b><i>If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print ) do exist on the device HDD.</i></b></li> <li><b><i>PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</i></b> <ul style="list-style-type: none"> <li><b><i>"Shift load to printer" selected for the RPCS driver's Job Load Distribution setting.</i></b></li> <li><b><i>Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper.</i></b></li> </ul> </li> <li><b><i>Various printing anomalies when printing PowerPoint2007 jobs that have Autosshapes and shadows. This can occur if printing with both of the following RPCS driver settings:</i></b> <ul style="list-style-type: none"> <li><b><i>Resolution: 1800 x 600 dpi</i></b></li> <li><b><i>Job Load Distribution: Shift load to driver</i></b></li> </ul> </li> </ol>

**Reissued: 28-Jun-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008j
Version	Symptom Corrected		
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The following errors are not printed on the Error Log Report when a language other than English is selected: <ul style="list-style-type: none"> <li>Option RAM error</li> <li>Failure of an auto-registration of user information</li> <li>Duplication to the registered user</li> </ul> </li> </ol>		
1.06	<p>Other changes:</p> <p>Supports the Catalan and Turkish languages.</p> <p>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul> <p>Symptom corrected:</p> <p>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul>		
1.05	<p>Symptom corrected:</p> <p>PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .</p>		

**Reissued: 28-Jun-07**

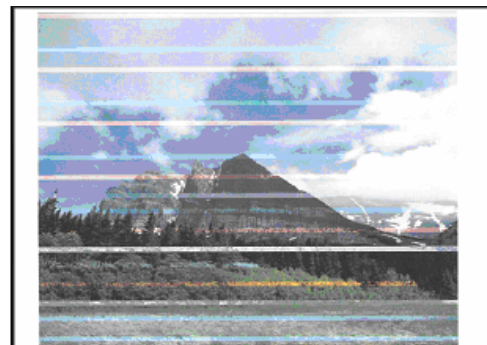
Model: Model PG-C1		Date: 12-May-06	No.: RB229008j
Version	Symptom Corrected		
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language. <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul>                     *Additionally, the title "File Name" in the Error Log will contain garbage characters.)                 </li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>		
1.03	Symptom corrected: When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter. Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).		
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.		
1.01	<ol style="list-style-type: none"> <li>The default value of image density of print mode for plain paper has been improved to make darker and higher contrast.                          The following settings have been changed in detail.                         <ol style="list-style-type: none"> <li>Toner Limit Value.(actually ink limit value)has been changed.                                  SP1-106-001:TonerLimitValue: 140</li> <li>Profile data has been changed.</li> <li>Balance Adjustments has been changed.                                  The following value has been increased;                                 <ul style="list-style-type: none"> <li>* Brightness : +8</li> <li>* Contrast : +10</li> <li>* Saturation : +5</li> </ul> </li> </ol>                         Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.                     </li> <li>Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</li> </ol>		
1.00	1st Mass Production		

Model: Pegasus-C1		Date: 24-Jul-07	No.: RB229027
Subject: White line or color drift		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

White or colored lines can be solved with head cleaning or refreshing, but the lines sometimes recur.

**Note:** Normally, the lines do not recur after head cleaning or refreshing is performed.



## CAUSE

Nozzle(s) are clogged due to one of the following:

- A printout is made after leaving the machine unused for a long time
- The relative humidity of the installation environment is less than the specification
- Paper with a high surface impedance is used (e.g. recycled paper).

## SOLUTION

### 1. If the symptom occurs when a printout is made after leaving the machine unused for a long time:

- 1) Update the **Engine firmware to v1.10** or later.

The head home position may be out of alignment, causing head capping to fail.

- 2) Make sure the carriage slide is in the correct position, and if necessary, replace it.

The carriage slider may be out of position, loosening the head capping (see RTB229024).

### 2. If the symptom occurs in special installation environments:

Make sure the machine is installed in an environment that satisfies humidity specifications.

**Note:** If the relative humidity of the installation environment is less than 15% (out of operational range of specifications), the ink will dry up faster than usual.

### 3. If the symptom occurs during regular use of the machine:

- 1) Set **Sp2-508-001** (Exhalation Interval Change) to a value of **1: every 15sec.**

The symptom may be occurring only on specific colors.

- 2) Do one of the following:

- Set **bit 6 of Sp3-112-001** (Print Mode Setting 1) to a value of **1**.

Ink mist is easily generated when using paper with a high surface impedance, such as recycled paper. This mist can then clog the nozzle.

**Or,**

- Change the setting of **Sp3-112-004** (Print Mode Setting 4) so that auto cleaning is performed more often.

xxxxx000: Default (one time per about 300 pages)

xxxxx001: 1.3 times

xxxxx010: 2 times

xxxxx011: 4 times

xxxxx100: 10 times

### 4. If the symptom occurs even after trying all of the actions above:

Clean the maintenance unit and/or print head surface. If the nozzle is still clogged after you do this, replace the maintenance unit.

**Note:** In these cases, waste ink from the maintenance unit or paper dust may be clogging the nozzle.



Model: Pegasus-C1		Date: 16-Oct-07	No.: RB229028
Subject: Quick Guide		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please use the following Quick Guides at your call centers and in the field. These guides contain solutions for many issues that are caused by operator errors.



PGC1\_QuickGuide  
RC.doc

For RAC models:



PGC1\_QuickGuide  
RE\_RA.doc

For RE, RA, and RCN models:


**RICOH**




***SGC 1506***  
***GS 106***  
***LD215c***  
***Aficio™ 615C***

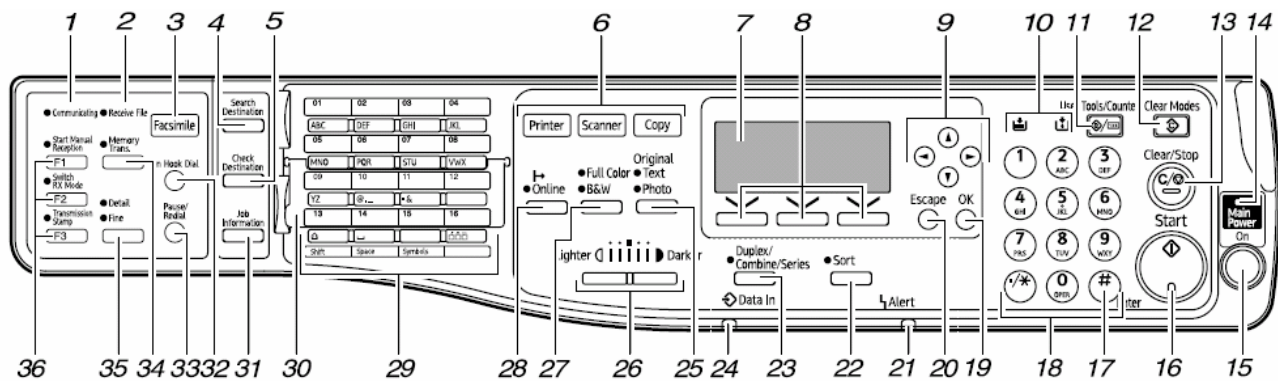
# Quick Guide






# Table of Contents

Control Panel .....	3
When such output paper comes out .....	4
Cleaning Print-Heads .....	5
Flushing Print-Heads .....	8
Adjusting Head Position .....	9
Changing Paper Size.....	11
When  blinks.....	11
Unusable Paper.....	12

# Control Panel

 **Reference:** See “Control Panel”, About This Machine.




1. Communicating indicator (facsimile mode)
2. Receiving File indicator (facsimile mode)
3. [Facsimile] key
4. [Search Destination] key (scanner and facsimile mode)
5. [Check Destination] key (scanner and facsimile mode)
6. Function keys
7. Display panel
8. Selection key
9. Scroll key
10. Indicators
  -  Add Ink indicator
  -  Load Paper indicator
11. [User Tools/Counter] key
12. [Clear Modes] key
13. [Clear/Stop] key
14. Main power indicator
15. Operation switch
16. [Start] key
17. [#] key
18. Number keys
19. [OK] key
20. [Escape] key
21.  Alarm
22. [Sort] key (copier mode)
23. [Duplex/Combine/Series] key (copier mode)
24.  Data-in indicator (printer mode)
25. [Original] key (copier and scanner mode)
26. [Lighter] key, [Darker] key (copier, scanner and facsimile mode)
27. [Full Color/B&W] key
28.  [Online] key (printer mode)
29. Quick Dial keys
30. Quick Dial Flip Plate
31. [Job Information] key (scanner and facsimile mode)
32. [On Hook Dial] key (facsimile mode)
33. [Pause/Redial] key (facsimile mode)
34. [Memory Trans] key (facsimile mode)
35. [Resolution] key (facsimile mode)
36. User Function keys (facsimile mode)



## Note

Depending on the machines or options, the functions you can use will be different. For details about machine's functions, see “Options”, About This Machine.

# When such output paper comes out

 **Reference:** For details, see “Maintenance” in Other User Tools section, General Settings Guide.

## Output paper with white lines or color drift

When white lines appear on the paper or color drift occurs, adjust followings:

Output Image of white lines and color drift



Clean Print-heads

P.5 - 7

When the problem  
will not solved:

P.8

## Output paper with blurry colors or misaligned vertical lines

When the color of output image blurs or vertical lines are misaligned, adjust followings:

Output Image of misaligned vertical lines



Clean Print-heads

P.5 - 7

When the problem  
will not solved:

Head Position Adjust

P.9 - 10

### Note

When misaligned verticals occur during using printer function, the condition may improve if you select [Quality] in [Print priority according to selected paper]. In this case, however, the printer speed becomes slow.

# Cleaning Print-Heads



 **Reference:** See “Nozzle Check Pattern”, Troubleshooting.

## Printing Nozzle Check Pattern

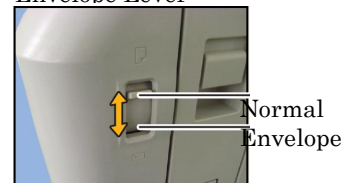
This machine makes prints by spitting inks from nozzles of print-heads and the nozzles are clogged on rare occasions.

When a specified color is not printed or patchy, the nozzle may be clogged. In this case, check the nozzles by following steps. When the nozzles are clogged, clean the print-heads.

### Before the operation:

- Make sure the Envelope Lever, which is on the right side of the machine, has been raised. Otherwise, you will be unable to print.
- Check that A4  or 8½” × 11”  size paper is set in Tray 1. You cannot print the test pattern if paper is not set.

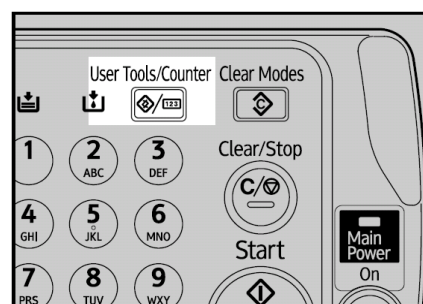
Envelope Lever



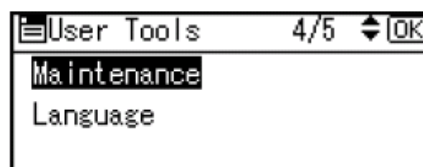
### Important

- During printing the test pattern, do not conduct any other operations.

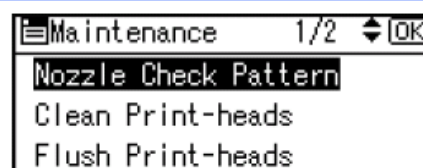
1) Press the [User Tools/Counter] key.



2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.

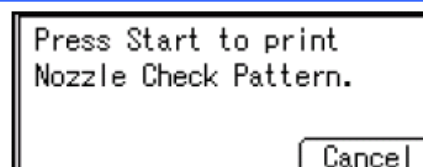


3) Select [Nozzle Check Pattern] using [▲] or [▼], and then press the [OK] key.




4) Press the [Start] key.

Check the print results of the test pattern. Go on to the next page and check the results.



## Cleaning Print-Heads (Continued)

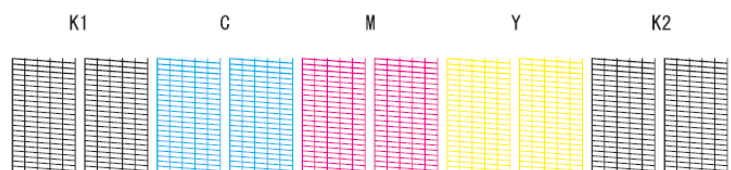
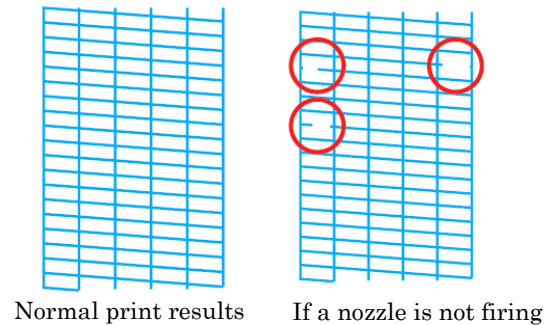
 **Reference:** See steps 5 and 6 in “Nozzle Check Pattern”, Troubleshooting.

### Checking the Nozzle Check Pattern.

- 1) Check the print results of the Nozzle Check Pattern.

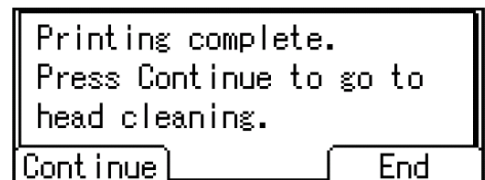
In the test pattern, "K1", "C", "M", "Y", and "K2" correspond to [Black 1], [Cyan], [Magenta], [Yellow], and [Black 2] of [Clean Print-heads] and [Flush Print-heads] functions, respectively ([User Tools/Counter] - [Maintenance]).

For example, if you fix “K1” nozzle, select [Black 1] of [Clean Print-heads] or [Flush Print-heads] and then flush the nozzles.




- 2) If the printing is blurred or unclear, press [Continue] to perform head cleaning.

If you don't perform head cleaning, press [End] to finish.



## Cleaning Print-Heads (Continued)

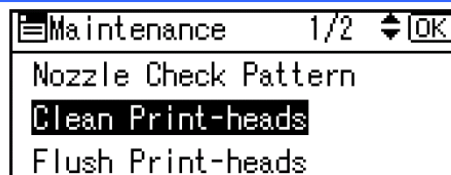
 **Reference:** See “Clean Printheads”, Troubleshooting.

### Cleaning Print-Heads

#### Important

- Cleaning print-heads consumes ink.
- Perform no other operations during head cleaning.
- Head cleaning is not possible if even one color has run out.
- Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.

- 1) Select [Clean Print-heads] using [▲] or [▼], and then press the [OK] key.



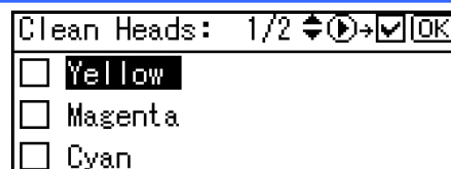
Maintenance 1/2 [OK]

Nozzle Check Pattern

**Clean Print-heads**

Flush Print-heads

- 2) Select the color of which head you want to clean using [▲] or [▼], and then press the [▶] key.



Clean Heads: 1/2 [▶] [OK]

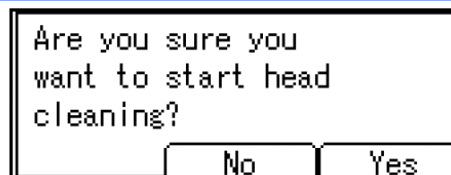
☐ **Yellow**

☐ Magenta

☐ Cyan

- 3) Press the [OK] key.

- 4) Press [Yes].
- Head cleaning begins.



Are you sure you want to start head cleaning?

No Yes

- 5) Press [Exit] and check the results of head cleaning.

The display goes back to step 1 by pressing [Exit]. Select [Nozzle Check Pattern] and check the print results.

\* If you have repeated head cleaning several times and the problem is not solved, check the following conditions and then perform flushing or adjust the head position

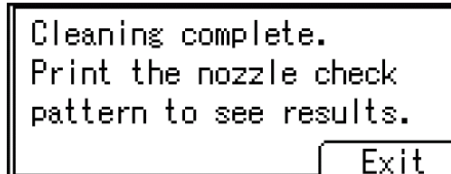
- **When the nozzle is clogged:**

Go to step 3 in “Flushing Print-Heads” on page 8 and perform flushing.

- **When the vertical line is misaligned:**

Go to “Adjusting Head Position” on pages 9 and 10 and adjust head position.

- 6) Press the [User Tools/Counter] key and finish cleaning after checking the normal print results.




Cleaning complete.

Print the nozzle check pattern to see results.

Exit



# Flushing Print-Heads

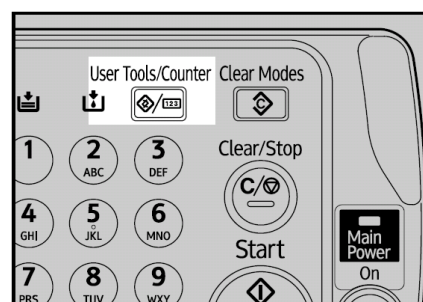
 **Reference:** See “Flush Printheads”, Troubleshooting.

Use this function if repeated head cleaning fails to reactivate a mis- or non-firing nozzle. This function cleans the print-heads far more thoroughly. It consumes much more ink than head cleaning.

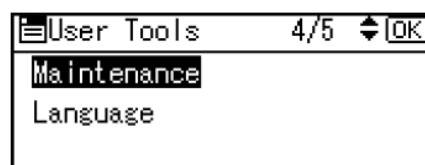
## Important

- Flushing consumes ink. Perform flushing only when necessary.
- Perform no other operations during flushing.
- Flushing is not possible if even one color has run out.
- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.

1) Press the [User Tools/Counter] key.

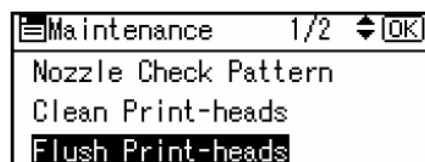


2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.

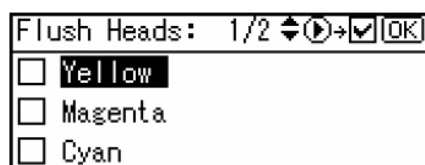


3) Select [Flush Print-heads] using [▲] or [▼], and then press the [OK] key.

Start from this step when you perform flushing after pressing [Exit] in step 5 on page 7.



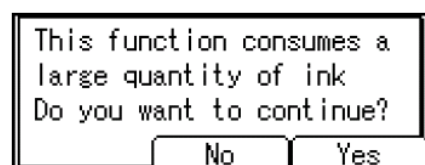
4) Select the color of which head you want to clean using [▲] or [▼], and then press the [▶] key.



5) Press the [OK] key.

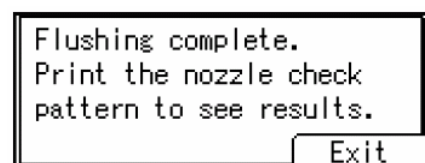
6) Press [Yes].

Flushing begins.




7) Press [Exit] and check the results of head cleaning.

Press [Exit] and the display goes back to step 3. Select [Nozzle Check Pattern] and check the print results.



8) Check the normal print results and press the [User Tools/Counter] key to finish.



# Adjusting Head Position

 **Reference:** See “Head Position Adjust”, Troubleshooting.

## Printing the test pattern for Head Position Adjust.

This machine adopts ink jet system. Since the characteristic of ink changes by environment such as temperature and humidity, it may cause misaligned vertical lines or color drift. Head Position Adjust may effect to such cases.

### Before the operation

- Make sure the Envelope Lever, which is on the right side of the machine, has been raised. Otherwise, you will be unable to print.
- Check that A4  or 8½” × 11”  size paper is set in Tray 1. You cannot print the test pattern if paper is not set.



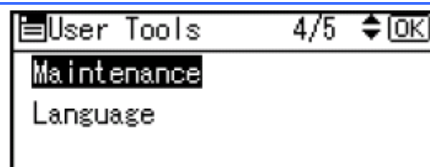
### Important

- During printing the test pattern, do not conduct any other operations.

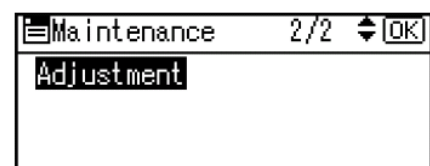
1) Press the [User Tools/Counter] key.



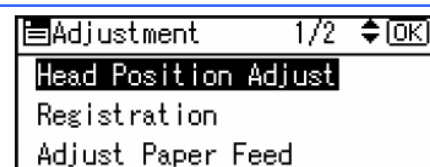
2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



3) Select [Adjustment] using [▲] or [▼], and then press the [OK] key.

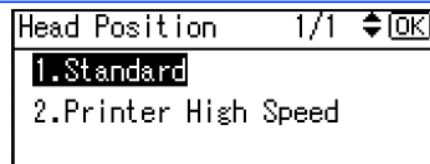


4) Select [Head Position Adjust] using [▲] or [▼], and then press the [OK] key.



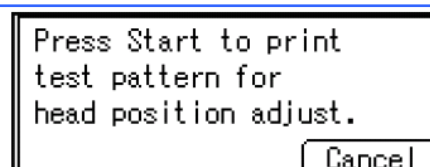
5) Select the item of which head position you want to adjust using [▲] or [▼], and then press the [OK] key.

The item you should select differs depending on the write mode you want to adjust. Select [2.Printer High Speed] if you have selected Plain and Fast mode (300 dpi) for the printer. Otherwise, select [1.Standard].



6) Press the [Start] key.

The Head Position Adjust test pattern is printed. Go on to the next page and check the print results of Head Position Adjust test pattern.



## Adjusting Head Position (Continued)

**Reference:** See steps 7 to 12 in “Head Position Adjust”, Troubleshooting.

### Check the test pattern for Head Position Adjust

Check the optimal adjustment value based on the print results of the test pattern.

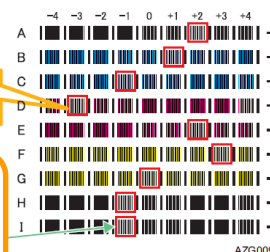
The best adjust value is that matches the following conditions:

- \* The square pattern that has faintest color closest to gray.
- \* Vertical lines on both sides are closet to straight.

If the value in column “A” is “+2”, the adjustment value of [A] is [+2]. Also check the appropriate value for the “B” to “I” lines.

The pattern, which meets the conditions

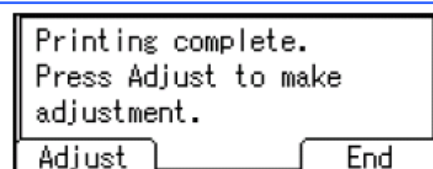
Check the appropriate pattern for each line.  
e.g. “+2” for “A”, “+1” for “B”, “-3” for “D”, “+2” for E...



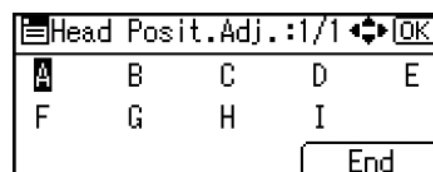
AZG009S

### Adjust the Head Position

1) Press [Adjust].

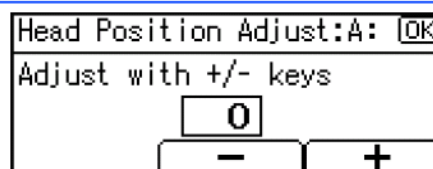


2) Select the item you want to adjust, and then press the [OK] key.



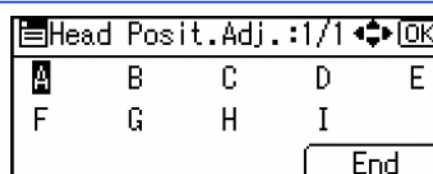
3) Enter the adjustment value checked in the test pattern for the Head Position adjust, and then press the [OK] key.

The display goes back to that of Step 2.



4) Press [End].

The display goes to step 4 in “Printing the test pattern for Head Position Adjust” on the previous page.



5) Print the test pattern and check the adjustment results.

Adjustment is complete when the values are all “0”.

Align to “0”.

The pattern, which meets the conditions.

6) Press the [User Tools/Counter] key to finish.

# Changing Paper Size

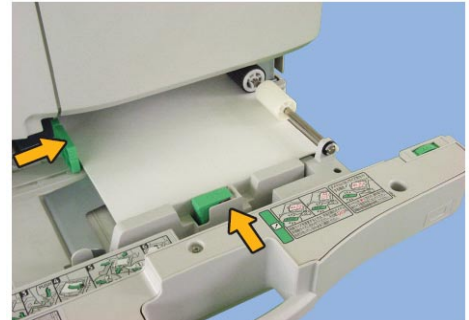
**Reference:** For details, see “Changing the Paper Size”, Troubleshooting.

When changing the paper size, you should set up the paper size selector.

## **Important**

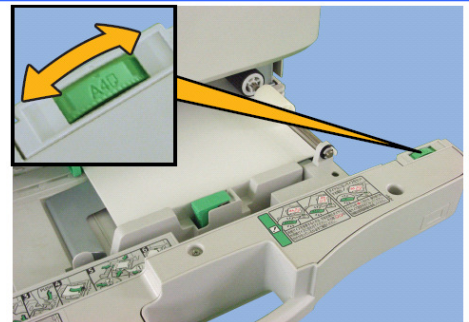
- If you set a paper size which is not in the paper size selector, adjust the selector to “\*” and set “Paper Tray” in User Tools/Counter menu.
- The steps of changing the paper size are different by paper trays. Check the paper tray before changing.

- 1) Set the side fence and back fence to the appropriate place and then set the paper to the tray.



- 2) Adjust the paper size selector to the changed paper size.

If you set a paper size which is not in the paper size selector, adjust the selector to “\*” and set “Paper Tray” in User Tools/Counter menu.



- 3) Gently push the paper tray all the way in then check the paper size on the display.



## **Note**

Check followings when paper is jammed:

1. Check the paper


For the details of paper, please refer “Unusable Paper” on the next page.

- 2 Check the paper in the paper tray.


If the paper size of the paper tray and the paper size, which is set, are different, paper may be jammed or be copied inappropriate place. Set the selector to the appropriate paper size.

# When blinks

**Reference:** For details, see “Handling Print Cartridges”, Troubleshooting.

When ink is almost run out, the Add Ink indicator () blinks. You can use the ink until the indicator lights.

# Unusable Paper

 **Reference:** See “Unusable Paper”, About This Machine.

## **CAUTION:**

Do not use paper with stapler, aluminum foil, carbon paper, or similar conductive paper to avoid a fire or machine failure.

- To prevent failure, do not use any of the following kinds of paper:
  - Thermal fax paper · Art paper · Aluminum foil · Carbon paper · Conductive paper
  - Paper with perforated lines · Hemmed-edge paper · Tab stock · Tracing paper
- Failure can occur if you copy onto sides that are already printed. Take care to copy onto unprinted sides only.
- To prevent misfeeding, do not use the following kinds of paper:
  - Bent, folded, or creased paper · Torn paper · Slippery paper · Perforated paper
  - Rough paper · Thin paper with little stiffness · Paper with a dusty surface
- If you copy onto rough grain paper, the image might be blurred.
- You may not be able to print rightly when you print to colored or patterned paper.


**RICOH**




MP C1500SP

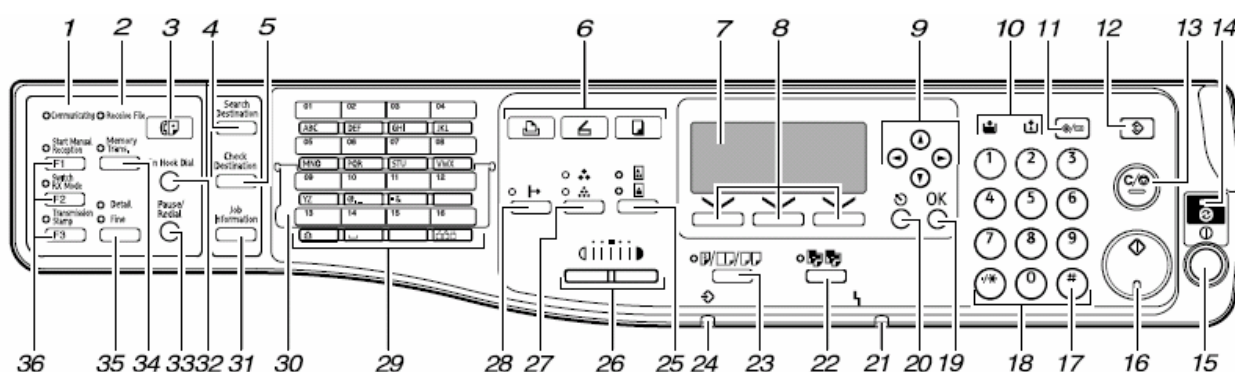
# Quick Guide

## Table of Contents

Control Panel .....	3
When such output paper comes out .....	4
Cleaning Print-Heads .....	5
Flushing Print-Heads .....	8
Adjusting Head Position .....	9
Changing Paper Size.....	11
When  blinks.....	11
Unusable Paper.....	12

# Control Panel

 **Reference:** See “Control Panel”, About This Machine.



1. Communicating indicator (facsimile mode)
2. Receiving File indicator (facsimile mode)
3. [Facsimile] key
4. [Search Destination] key (scanner and facsimile mode)
5. [Check Destination] key (scanner and facsimile mode)
6. Function keys
7. Display panel
8. Selection key
9. Scroll key
10. Indicators
  - 10.1: Add Ink indicator
  - 10.2: Load Paper indicator
11. [User Tools/Counter] key
12. [Clear Modes] key
13. [Clear/Stop] key
14. Main power indicator
15. Operation switch
16. [Start] key
17. [#] key
18. Number keys
19. [OK] key
20. [Escape] key
21. Alarm
22. [Sort] key (copier mode)
23. [Duplex/Combine/Series] key (copier mode)
24. Data-in indicator (printer mode)
25. [Original] key (copier and scanner mode)
26. [Lighter] key, [Darker] key (copier, scanner and facsimile mode)
27. [Full Color/B&W] key
28. [Online] key (printer mode)
29. Quick Dial keys
30. Quick Dial Flip Plate
31. [Job Information] key (scanner and facsimile mode)
32. [On Hook Dial] key (facsimile mode)
33. [Pause/Redial] key (facsimile mode)
34. [Memory Trans] key (facsimile mode)
35. [Resolution] key (facsimile mode)
36. User Function keys (facsimile mode)




## Note

Depending on the machines or options, the functions you can use will be different. For details about machine's functions, see “Options”, About This Machine.



# When such output paper comes out

 **Reference:** For details, see “Maintenance” in Other User Tools section, General Settings Guide.

## Output paper with white lines or color drift

When white lines appear on the paper or color drift occurs, adjust followings:

Output Image of white lines and color drift



Clean Print-heads

P.5 - 7

When the problem  
will not solved:

P.8

## Output paper with blurry colors or misaligned vertical lines

When the color of output image blurs or vertical lines are misaligned, adjust followings:

Output Image of misaligned vertical lines



Clean Print-heads

P.5 - 7

When the problem  
will not solved:

Head Position Adjust

P.9 - 10

### Note

When misaligned verticals occur during using printer function, the condition may improve if you select [Quality] in [Print priority according to selected paper]. In this case, however, the printer speed becomes slow.

# Cleaning Print-Heads



 **Reference:** See “Nozzle Check Pattern”, Troubleshooting.

## Printing Nozzle Check Pattern

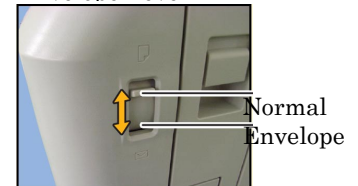
This machine makes prints by spitting inks from nozzles of print-heads and the nozzles are clogged on rare occasions.

When a specified color is not printed or patchy, the nozzle may be clogged. In this case, check the nozzles by following steps. When the nozzles are clogged, clean the print-heads.

### Before the operation:

- Make sure the Envelope Lever, which is on the right side of the machine, has been raised. Otherwise, you will be unable to print.
- Check that A4  or 8½” × 11”  size paper is set in Tray 1. You cannot print the test pattern if paper is not set.

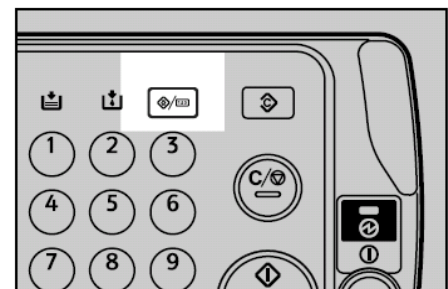
Envelope Lever



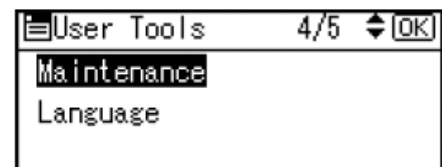
### Important

- During printing the test pattern, do not conduct any other operations.

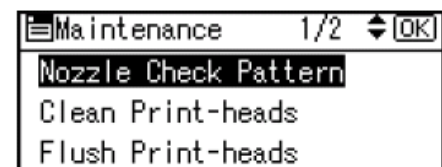
1) Press the [User Tools/Counter] key.



2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.

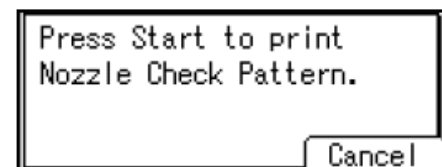


3) Select [Nozzle Check Pattern] using [▲] or [▼], and then press the [OK] key.




4) Press the [Start] key.

Check the print results of the test pattern. Go on to the next page and check the results.



## Cleaning Print-Heads (Continued)

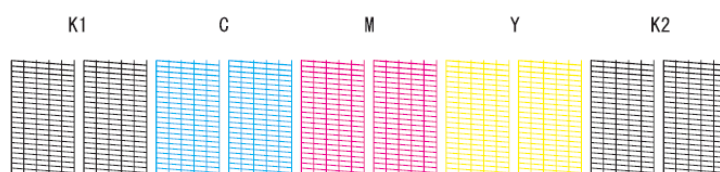
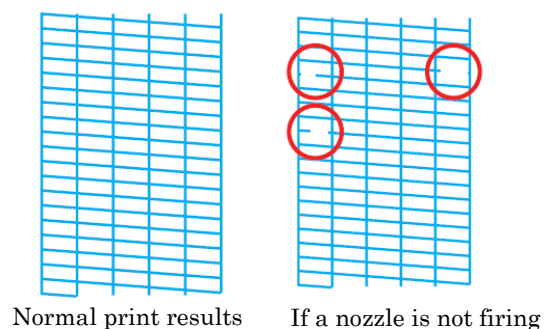
 **Reference:** See steps 5 and 6 in “Nozzle Check Pattern”, Troubleshooting.

### Checking the Nozzle Check Pattern.

- 1) Check the print results of the Nozzle Check Pattern.

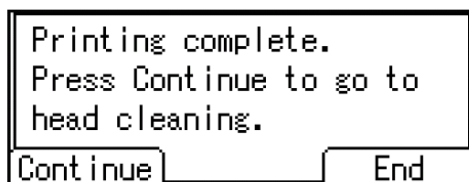
In the test pattern, "K1", "C", "M", "Y", and "K2" correspond to [Black 1], [Cyan], [Magenta], [Yellow], and [Black 2] of [Clean Print-heads] and [Flush Print-heads] functions, respectively ([User Tools/Counter] - [Maintenance]).

For example, if you fix “K1” nozzle, select [Black 1] of [Clean Print-heads] or [Flush Print-heads] and then flush the nozzles.



- 2) If the printing is blurred or unclear, press [Continue] to perform head cleaning.

If you don't perform head cleaning, press [End] to finish.



## Cleaning Print-Heads (Continued)

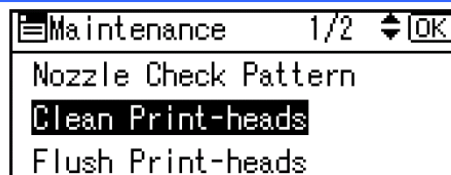
 **Reference:** See “Clean Printheads”, Troubleshooting.


### Cleaning Print-Heads

#### Important

- Cleaning print-heads consumes ink.
- Perform no other operations during head cleaning.
- Head cleaning is not possible if even one color has run out.
- Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.

- 1) Select [Clean Print-heads] using [▲] or [▼], and then press the [OK] key.



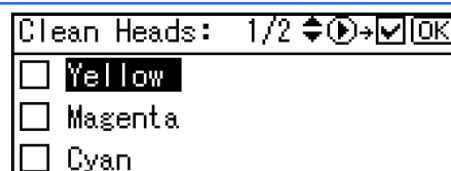
Maintenance 1/2  [OK]




Nozzle Check Pattern

**Clean Print-heads**

Flush Print-heads

- 2) Select the color of which head you want to clean using [▲] or [▼], and then press the [▶] key.



Clean Heads: 1/2    [OK]

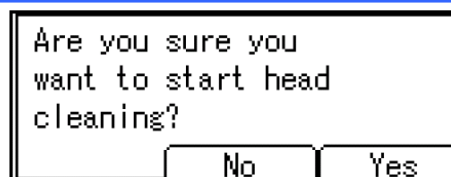
☐ **Yellow**

☐ Magenta

☐ Cyan

- 3) Press the [OK] key.

- 4) Press [Yes].
- Head cleaning begins.



Are you sure you want to start head cleaning?

No Yes

- 5) Press [Exit] and check the results of head cleaning.

The display goes back to step 1 by pressing [Exit]. Select [Nozzle Check Pattern] and check the print results.

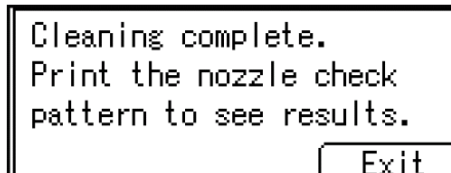
\* If you have repeated head cleaning several times and the problem is not solved, check the following conditions and then perform flushing or adjust the head position

- **When the nozzle is clogged:**

Go to step 3 in “Flushing Print-Heads” on page 8 and perform flushing.

- **When the vertical line is misaligned:**

Go to “Adjusting Head Position” on pages 9 and 10 and adjust head position.




Cleaning complete.

Print the nozzle check pattern to see results.

Exit

- 6) Press the [User Tools/Counter] key and finish cleaning after checking the normal print results.

# Flushing Print-Heads

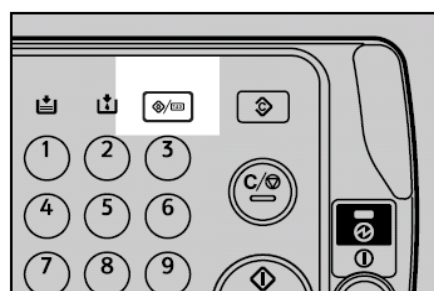
 **Reference:** See “Flush Printheads”, Troubleshooting.

Use this function if repeated head cleaning fails to reactivate a mis- or non-firing nozzle. This function cleans the print-heads far more thoroughly. It consumes much more ink than head cleaning.

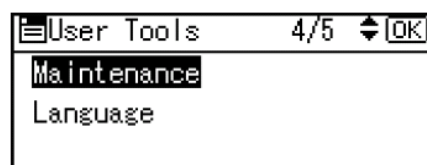
## Important

- Flushing consumes ink. Perform flushing only when necessary.
- Perform no other operations during flushing.
- Flushing is not possible if even one color has run out.
- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.

1) Press the [User Tools/Counter] key.

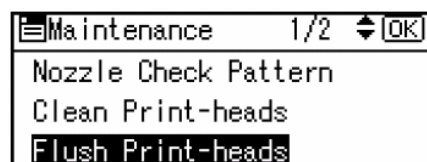


2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.

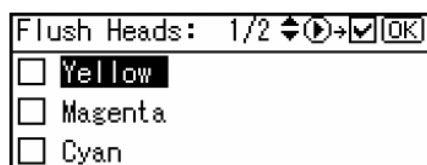


3) Select [Flush Print-heads] using [▲] or [▼], and then press the [OK] key.

Start from this step when you perform flushing after pressing [Exit] in step 5 on page 7.



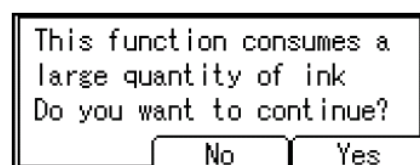
4) Select the color of which head you want to clean using [▲] or [▼], and then press the [▶] key.



5) Press the [OK] key.

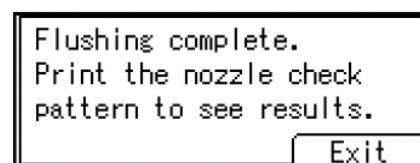
6) Press [Yes].

Flushing begins.




7) Press [Exit] and check the results of head cleaning.

Press [Exit] and the display goes back to step 3. Select [Nozzle Check Pattern] and check the print results.



8) Check the normal print results and press the [User Tools/Counter] key to finish.



# Adjusting Head Position

 **Reference:** See “Head Position Adjust”, Troubleshooting.

## Printing the test pattern for Head Position Adjust.

This machine adopts ink jet system. Since the characteristic of ink changes by environment such as temperature and humidity, it may cause misaligned vertical lines or color drift. Head Position Adjust may effect to such cases.

### Before the operation

- Make sure the Envelope Lever, which is on the right side of the machine, has been raised. Otherwise, you will be unable to print.
- Check that A4  or 8½” × 11”  size paper is set in Tray 1. You cannot print the test pattern if paper is not set.



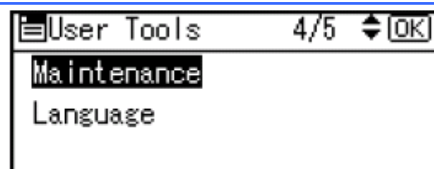
### Important

- During printing the test pattern, do not conduct any other operations.

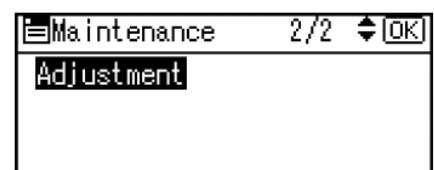
1) Press the [User Tools/Counter] key.



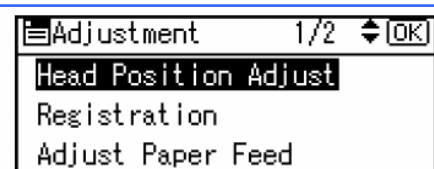
2) Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



3) Select [Adjustment] using [▲] or [▼], and then press the [OK] key.

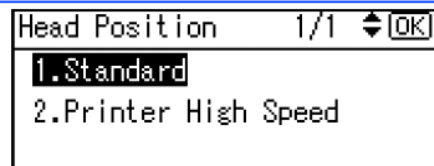


4) Select [Head Position Adjust] using [▲] or [▼], and then press the [OK] key.



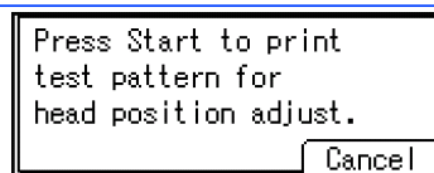
5) Select the item of which head position you want to adjust using [▲] or [▼], and then press the [OK] key.

The item you should select differs depending on the write mode you want to adjust. Select [2.Printer High Speed] if you have selected Plain and Fast mode (300 dpi) for the printer. Otherwise, select [1.Standard].



6) Press the [Start] key.

The Head Position Adjust test pattern is printed. Go on to the next page and check the print results of Head Position Adjust test pattern.



## Adjusting Head Position (Continued)

**Reference:** See steps 7 to 12 in “Head Position Adjust”, Troubleshooting.

### Check the test pattern for Head Position Adjust

Check the optimal adjustment value based on the print results of the test pattern.

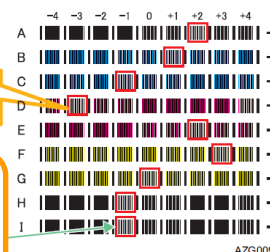
The best adjust value is that matches the following conditions:

- \* The square pattern that has faintest color closest to gray.
- \* Vertical lines on both sides are closet to straight.

If the value in column “A” is “+2”, the adjustment value of [A] is [+2]. Also check the appropriate value for the “B” to “I” lines.

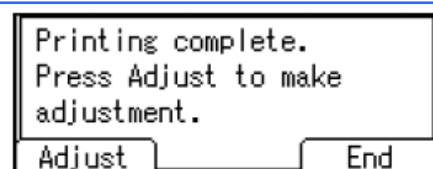
The pattern, which meets the conditions

Check the appropriate pattern for each line.  
e.g. “+2” for “A”, “+1” for “B”, “-3” for “D”, “+2” for E...

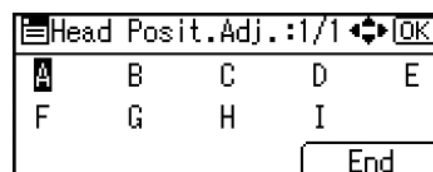


### Adjust the Head Position

1) Press [Adjust].

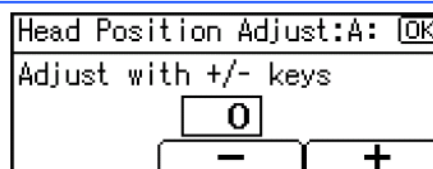


2) Select the item you want to adjust, and then press the [OK] key.



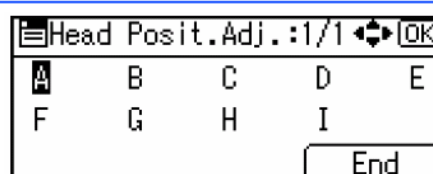
3) Enter the adjustment value checked in the test pattern for the Head Position adjust, and then press the [OK] key.

The display goes back to that of Step 2.



4) Press [End].

The display goes to step 4 in “Printing the test pattern for Head Position Adjust” on the previous page.



5) Print the test pattern and check the adjustment results.

Adjustment is complete when the values are all “0”.

Align to “0”.

The pattern, which meets the conditions.

6) Press the [User Tools/Counter] key to finish.



# Changing Paper Size

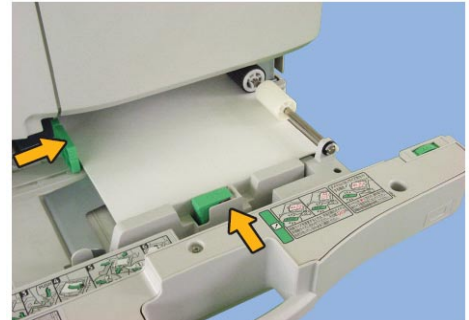
**Reference:** For details, see “Changing the Paper Size”, Troubleshooting.

When changing the paper size, you should set up the paper size selector.

## **Important**

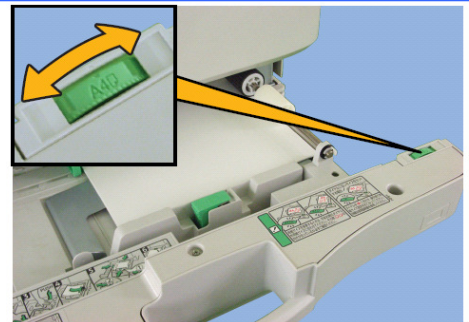
- If you set a paper size which is not in the paper size selector, adjust the selector to “\*” and set “Paper Tray” in User Tools/Counter menu.
- The steps of changing the paper size are different by paper trays. Check the paper tray before changing.

- 1) Set the side fence and back fence to the appropriate place and then set the paper to the tray.



- 2) Adjust the paper size selector to the changed paper size.

If you set a paper size which is not in the paper size selector, adjust the selector to “\*” and set “Paper Tray” in User Tools/Counter menu.



- 3) Gently push the paper tray all the way in then check the paper size on the display.



## **Note**

Check followings when paper is jammed:

1. Check the paper


For the details of paper, please refer “Unusable Paper” on the next page.

- 2 Check the paper in the paper tray.

If the paper size of the paper tray and the paper size, which is set, are different, paper may be jammed or be copied inappropriate place. Set the selector to the appropriate paper size.

# When blinks

**Reference:** For details, see “Handling Print Cartridges”, Troubleshooting.

When ink is almost run out, the Add Ink indicator () blinks. You can use the ink until the indicator lights.



# Unusable Paper

 **Reference:** See “Unusable Paper”, About This Machine.

## **CAUTION:**

Do not use paper with stapler, aluminum foil, carbon paper, or similar conductive paper to avoid a fire or machine failure.

- To prevent failure, do not use any of the following kinds of paper:
  - Thermal fax paper · Art paper · Aluminum foil · Carbon paper · Conductive paper
  - Paper with perforated lines · Hemmed-edge paper · Tab stock · Tracing paper
- Failure can occur if you copy onto sides that are already printed. Take care to copy onto unprinted sides only.
- To prevent misfeeding, do not use the following kinds of paper:
  - Bent, folded, or creased paper · Torn paper · Slippery paper · Perforated paper
  - Rough paper · Thin paper with little stiffness · Paper with a dusty surface
- If you copy onto rough grain paper, the image might be blurred.
- You may not be able to print rightly when you print to colored or patterned paper.

**Reissued: 27-Dec-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

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

Version	Program No.	Effective Date
<b>1.07</b>	<b><i>B2295527F</i></b>	<b><i>September 2007 production</i></b>
1.06	B2295527E	May 2007 Production
1.05.4	B2295527D	March 2007 Production
1.04	B2295527C	November 2006 Production
1.03	B2295527B	July 2006 production
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.07</b>	<b><i>Symptom corrected:</i></b> <b><i>1. WIM does not list Catalan or Turkish as selections for the language used to send "Auto E-mail Notifications" or "On-demand E-mail Notifications".</i></b> <b><i>2. WebImageMonitor contained wording errors in Turkish.</i></b>
1.06	Symptom corrected: 1. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD. 2. WebImageMonitor contained number errors in Russian. - "Tray 2" was shown as "Tray 3". - "Tray 3" was shown as "Tray 4". 3. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 4. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.
1.05.4	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.28 or later - Fax firmware ver 05.00.00 or later - MBU(FCU) firmware ver 04.00.00 or later - Printer firmware ver 1.06 or later - Websys firmware ver 1.05.4 or later - Scanner firmware ver 1.22 or later

**Reissued: 27-Dec-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007f
Version	Symptom Corrected		
	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.</li> <li>2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</li> <li>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <ol style="list-style-type: none"> <li>4. WebImageMonitor contained wording errors in Russian. <ul style="list-style-type: none"> <li>- "IPv6" was shown as "IPv7".</li> <li>- "IPv4" was shown as "IPv5".</li> </ul> </li> </ol>		
1.04	<ol style="list-style-type: none"> <li>1. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</li> <li>2. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.</li> </ol>		
1.03	<ol style="list-style-type: none"> <li>1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>2. Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</li> <li>3. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>4. Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</li> <li>5. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>6. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol>		
1.02	1st Mass Production		

**Reissued: 28-Dec-07**

Model: Model PG-C1	Date: 12-May-06	No.: RB229012f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: .K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>5.15</b>	<b>B2295526G</b>	<b><i>September 2007 production</i></b>
5.13	B2295526F	May 2007 production
5.12	B2295526E	March 2007 Production
5.11	B2295526D	November 2006 Production
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b>5.15</b>	<b><i>Symptom corrected:</i></b> <b><i>1. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913 )</i></b> <b><i>2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913 )</i></b> <b><i>3. The performance of WIM might be reduced if SSDP is enabled on the device.</i></b>
5.13	Symptom corrected: 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. The device will not be registered with a DNS server by a DHCP relay agent. 3. The device fails to renew with the DDNS server, it will not try again. 4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.12	Symptom corrected: 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).

**Reissued: 28-Dec-07**

Model: Model PG-C1		Date: 12-May-06	No.: RB229012f
Version	Symptom Corrected		
5.10	<ol style="list-style-type: none"> <li>Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM-&gt;Configuration-&gt;System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled</li> <li>Fixed: The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)</li> <li>Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.</li> </ol>		
5.06.1	1st Mass Production		

**Reissued: 29-Jan-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001h
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>1.30</i></b>	<b><i>B2295521M</i></b>	<b><i>September 2007 production</i></b>
1.29	B2295521L	April 2007 production
1.28	B2295521K	March 2007 production
1.27	B2295521J	December 2006 production
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b><i>1.30</i></b>	<b><i>Symptom corrected:</i></b> <ol style="list-style-type: none"> <li><b><i>If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots.</i></b></li> <li><b><i>RFU cannot be performed while the printer is booting up.</i></b></li> <li><b><i>The job processing speed is slower when the DataOverwriteSecurity option is installed.</i></b></li> <li><b><i>The device might not be able to access the network under the following conditions (FPR#RC07050005):</i></b> <ul style="list-style-type: none"> <li><b><i>The device is connected to a hub that has link flapping enabled.</i></b></li> <li><b><i>The device "Ethernet speed" is not "Auto".</i></b></li> </ul> </li> </ol>
1.29	Symptom corrected: <ol style="list-style-type: none"> <li>Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.</li> <li>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</li> </ol> Other changes: <ol style="list-style-type: none"> <li>The "Replace Ink cartridge" message will not be displayed at ink near end.</li> <li>Two SP modes were added: Note: These SP modes were previously available in factory mode.</li> </ol>

**Reissued: 29-Jan-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001h
Version	Symptom Corrected / Other Changes	
	<p>SP2-012-001: Initial Operation Settings for Engine unit  The machine does the following when the main power is turned on:  0: Nothing at all (not possible to print).  1: Initial ink loading. After finishing, this SP value is changed to "2" automatically.  2: Usual warm-up procedure.  3: Refresh all heads. After finishing, this SP is changed to "2" automatically.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>- During initial ink loading (when this SP is 1), the machine learns the "tank full" position of the tank lever and saves this data.</li> <li>- If the machine does not have this data at normal warm-up (when this SP is 2), the machine performs air release and then ink loading.</li> </ul> <p>Important: Check the value of this SP mode if the machine performs ink loading or abnormal operations when you replace the engine unit.</p> <p>SP5-807-001: Destination Code  0:Japan, 1:NA, 2: EU, 3: Asia, 4: China, 5: Taiwan, 6: Korea, 7: Other  Set the destination code after replacing the BCU board.</p>	
1.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Application buttons cannot be selected in User Tools or SP mode.  Conditions:  - The machine is connected to the @Remote system (SP5-816-003 is set to "1").  - The controller board has just been replaced.</li> <li>2. ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>3. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</li> <li>4. The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <p>Other changes:  Supports the Catalan and Turkish languages.  For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> </ul>	

**Reissued: 29-Jan-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001h
Version	Symptom Corrected / Other Changes		
	<ul style="list-style-type: none"> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul>		
1.27	<ol style="list-style-type: none"> <li>1. The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>2. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>		
1.26	<ol style="list-style-type: none"> <li>1. Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>2. Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>3. SC990 occurs when printing SMC.</li> <li>4. Fax does not start after resetting the controller.</li> <li>5. When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> <li>6. When left in the energy saver mode for extended periods, machine would lock up.</li> <li>7. <i>SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).</i></li> </ol>		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</li> <li>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li> <li>3. SC687 occurs when printing onto paper longer than A3.</li> <li>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li> <li>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li> <li>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</li> <li>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li> <li>8. Fixed: The device might stall after manually logging into a Scan to folder.</li> <li>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li> </ol>		



**Reissued: 29-Jan-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001h
Version	Symptom Corrected / Other Changes		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li><li>2. Wording errors.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li><li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li></ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

**Reissued: 29-Jan-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229002d
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.12.1</b>	<b><i>B2295581D_BK</i></b>	<b><i>October 2007 production</i></b>
1.11	B2295581D	December 2006 production
1.10	B2295581C	October 2006 production
1.08.2	B2295581A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.12.1</b>	<b><i>Symptom corrected:</i></b> <b><i>1. A jam occurs if the image data begins at least 17cm from the leading edge of the paper, and the paper is fed from the one-sheet bypass tray.</i></b> <b><i>2. Sometimes, if the PFU bottom plate pressure is set to High, the machine cannot detect the paper in the PFU when recovering from Energy Saver mode.</i></b>
1.11	Other changes: 1. The procedure for initial ink loading was changed (See RTB #RB229021 for more details). 2. The Head Position Adjustment pattern is now printed with the Nozzle Check chart only once. 3. A temperature correction was added for the ink ejection timing mechanism.  Important: Do the Head Gap Adjustment after updating the firmware.
1.10	Symptom corrected: 1. The carriage does not return to the home position after a carriage paper jam is cleared.  Other changes: 2. Control parameters were optimized to further reduce the occurrence of registration jams.
1.08.2	1st Mass Production

**Reissued: 29-Feb-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229006f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<b><i>p1_1.24</i></b>	<b><i>B2295525E</i></b>	<b><i>February 2008 production</i></b>
p1_1.23	B2295525D	July 2007 production
p1_1.22	B2295525C	March 2007 production
p1_1.21	B2295525B	November 2006 Production
p1_1.20	B2295525A	1st mass production (March 2006)

Version	Symptom Corrected
<b><i>p1_1.24</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. Scan to NCP problems. (TechMail#TS070022)</i></b> <b><i>Note: Both System firmware (version 1.31 or later) and Scanner firmware (version 1.24 or later) need to be applied to fix this issue.</i></b> <b><i>2. The destination field of scans sent using any of the following methods is not shown in the Job Log of WebSmartDeviceMonitor 2.x:</i></b> <ul style="list-style-type: none"> <li>- <b><i>Manually entered 'Scan to Folder' or 'Scan to E-mail' destination.</i></b></li> <li>- <b><i>'Scan to E-mail' destination retrieved from an LDAP server.</i></b></li> <li>- <b><i>'Scan to Folder' destination specified by browsing the network.</i></b></li> </ul>
p1_1.23	Symptom corrected: 1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met: <ul style="list-style-type: none"> <li>- User authentication was enabled.</li> <li>- The SNTP polling interval setting was "Constant Intervals".</li> </ul>
p1_1.22	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul>

**Reissued: 29-Feb-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229006f
Version	Symptom Corrected		
P1_1.21	Error Correction 1. When coming out of sleep mode, the scanner will indicate "Please wait..." and sometimes not recover from that mode. 2. Sometimes the machine fails to recover from sleep mode.		
P1_1.20	1st Mass Production		

Reissued: 29-Feb-08

Model: Model PG-C1	Date: 12-May-06	No.: RB229012g
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>5.17</b>	<b>B2295526H</b>	<b>February 2008 production</b>
5.15	B2295526G	September 2007 production
5.13	B2295526F	May 2007 production
5.12	B2295526E	March 2007 Production
5.11	B2295526D	November 2006 Production
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b>5.17</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b><i>LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)</i></b></li> <li><b><i>The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.</i></b></li> <li><b><i>Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</i></b></li> <li><b><i>The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.</i></b></li> <li><b><i>If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:</i></b> <ul style="list-style-type: none"> <li><b><i>The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.</i></b></li> <li><b><i>The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</i></b></li> </ul> </li> <li><b><i>The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</i></b></li> </ol> <p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li><b><i>The new WLAN card is now available. (TechMail#OTS-2008-543)</i></b>  <b>Note: To use this new card, System firmware (version 1.31 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</b> </li> </ol>

**Reissued: 29-Feb-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229012g
Version	Symptom Corrected		
5.15	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913 ) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913 ) 3. The performance of WIM might be reduced if SSDP is enabled on the device.		
5.13	Symptom corrected: 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. The device will not be registered with a DNS server by a DHCP relay agent. 3. The device fails to renew with the DDNS server, it will not try again. 4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).		
5.12	Symptom corrected: 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).		
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).		
5.10	1. Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM->Configuration->System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled  2. Fixed: The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)  3. Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.		
5.06.1	1st Mass Production		

**Reissued: 29-Feb-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229013c
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (DESS)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.03</b>	<b>B2295523B</b>	<b>February 2008 production</b>
1.02	B2295523A	July 2006 production
1.00	B2295523	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.03</b>	<b>Symptom corrected:</b> <b>1. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)</b> <b>2. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276).</b>
1.02	1. The SSL/TLS rollback vulnerability. (TechMail#TS060225). 2. The device might stall if the following operations are performed several times from WIM without cycling the power. <ul style="list-style-type: none"> <li>• Import a site certificate.</li> <li>• Open the site certificate dialogue.</li> <li>• Delete a site certificate.</li> </ul>
1.00	1st Mass Production

**Reissued: 05-Mar-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001i
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b><i>1.31</i></b>	<b><i>B2295521N</i></b>	<b><i>February 2008 production</i></b>
1.30	B2295521M	September 2007 production
1.29	B2295521L	April 2007 production
1.28	B2295521K	March 2007 production
1.27	B2295521J	December 2006 production
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b><i>1.31</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>IPv6 Type 0 Route Headers allow the sender to control routing (CVE-2007-2242) (TechMail#TS080184)</i></b></li> <li><b><i>2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:</i></b> <ul style="list-style-type: none"> <li><b><i>The device stalls while the first job is being stored to the HDD.</i></b></li> <li><b><i>After the stall, the printer is rebooted and another job is submitted for storage.</i></b></li> <li><b><i>The first and second store must be to/from the same application (Copy/Scanner/Printer).</i></b></li> </ul> </li> <li><b><i>Scan to NCP problems. (TechMail#TS070022)</i></b>  <b><i>Note: Both System firmware (version 1.31 or later) and Scanner firmware (version 1.24 or later) need to be applied to fix this issue.</i></b> </li> </ol> <p><b><i>Other changes:</i></b></p> <ol style="list-style-type: none"> <li><b><i>Daylight saving time and date can be configured for North American models. Note: The firmware update for daylight saving time and date can only be used on new machines. For details, please refer to TechMail#RC060731</i></b></li> <li><b><i>The new WLAN card is now available. (TechMail#OTS-2008-543)</i></b>  <b><i>Note: To use this new card, System firmware (version 1.31 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</i></b> </li> </ol>



**Reissued: 05-Mar-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001i
Version	Symptom Corrected / Other Changes		
	<b>3. @Remote communication is now possible over a wireless LAN connection.</b>		
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots.</li> <li>RFU cannot be performed while the printer is booting up.</li> <li>The job processing speed is slower when the DataOverwriteSecurity option is installed.</li> <li>Device might not be able to access the network under the following conditions (FPR#RC07050005): <ul style="list-style-type: none"> <li>The device is conncted to a HUB that has link flapping enabled.</li> <li>The device "Ethernet speed" is not "Auto".</li> </ul> </li> </ol>		
1.29	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.</li> <li>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>The "Replace Ink cartridge" message will not be displayed at ink near end.</li> <li>Two SP modes were added: Note: These SP modes were previously available in factory mode.</li> </ol> <p>SP2-012-001: Initial Operation Settings for Engine unit The machine does the following when the main power is turned on: 0: Nothing at all (not possible to print). 1: Initial ink loading. After finishing, this SP value is changed to "2" automatically. 2: Usual warm-up procedure. 3: Refresh all heads. After finishing, this SP is changed to "2" automatically.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>During initial ink loading (when this SP is 1), the machine learns the "tank full" position of the tank lever and saves this data.</li> <li>If the machine does not have this data at normal warm-up (when this SP is 2), the machine performs air release and then ink loading.</li> </ul> <p>Important: Check the value of this SP mode if the machine performs ink loading or abnormal operations when you replace the engine unit.</p> <p>SP5-807-001: Destination Code 0:Japan, 1:NA, 2: EU, 3: Asia, 4: China, 5: Taiwan, 6: Korea, 7: Other Set the destination code after replacing the BCU board.</p>		
1.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Application buttons cannot be selected in User Tools or SP mode. Conditions: <ul style="list-style-type: none"> <li>The machine is connected to the @Remote system (SP5-816-003 is set to "1").</li> <li>The controller board has just been replaced.</li> </ul> </li> <li>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>The job log will become corrupted and can no longer be uploaded to</li> </ol>		

**Reissued: 05-Mar-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001i
Version	Symptom Corrected / Other Changes		
	<p>WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</p> <ol style="list-style-type: none"> <li>The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>System firmware ver 1.28 or later</li> <li>Websys firmware ver 1.05.3 or later</li> <li>NFA firmware ver 2.01.7 or later</li> <li>Printer firmware ver 1.06 or later</li> <li>(If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <p>Other changes:  Supports the Catalan and Turkish languages.  For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>System_Copy firmware ver 1.28 or later</li> <li>Fax firmware ver 05.00.00 or later</li> <li>MBU(FCU) firmware ver 04.00.00 or later</li> <li>Printer firmware ver 1.06 or later</li> <li>Websys firmware ver 1.05.4 or later</li> <li>Scanner firmware ver 1.22 or later</li> </ul>		
1.27	<ol style="list-style-type: none"> <li>The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>		
1.26	<ol style="list-style-type: none"> <li>Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>SC990 occurs when printing SMC.</li> <li>Fax does not start after resetting the controller.</li> <li>When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> <li>When left in the energy saver mode for extended periods, machine would lock up.</li> <li>SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).</li> </ol>		

**Reissued: 05-Mar-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001i
Version	Symptom Corrected / Other Changes		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</li> <li>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li> <li>3. SC687 occurs when printing onto paper longer than A3.</li> <li>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li> <li>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li> <li>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</li> <li>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li> <li>8. Fixed: The device might stall after manually logging into a Scan to folder.</li> <li>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li> </ol>		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li> <li>2. Wording errors.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li> <li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li> </ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

Model: Pegasus-C1		Date: 4-Mar-08	No.: RB229029
Subject: Troubleshooting procedure for SC202		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other (      )		

## Troubleshooting Information for SC202

If SC202 occurs in the field, check the following five points and try the suggested action.  
**See the flowchart for these five points on the last page of this RTB.**

1. **Check:** If SC202 occurs at machine installation, check to see if the machine serial number is listed below.

**Action:** If the serial number is listed below, **replace the engine unit.**

Serial No.	Q'ty	Serial No.	Q'ty	Serial No.	Q'ty
B229-17		B229-22		B229-29	
L4977600046-105	60	L4977600111-277	167	L4977600278-293	16
L4977700405-419	15	L4977700178-289	112	L4977700001-177	177
L4977800304-313	10	L4977700290-397	108	L4977800457-552	96
L4977900001-12	12	L4977800001-62	62		
		L4977800339-456	118		
		B229-26		B229-19	
		8M68470027-40	14	L4977600106-110	5
		8M68570001-40	40	L4977700398-404	7
		8M68670001-80	80	L4977800314-318	5
		B229-27		B229-21	
		L4977700420-559	140	L4977800063-113	51
		L4977800114-303	190	L4977800319-338	20

Model: Pegasus-C1

Date: 4-Mar-08

No.: RB229029

2. **Check:** Print out the SMC report and **check the counter values** of SP7-215 (Air releasing detection counter). If you cannot print out the SMC report, check the values on the operation panel.

SP7-215-001: Air releasing detection counter: K1  
 -002: Air releasing detection counter: K2  
 -003: Air releasing detection counter: C  
 -004: Air releasing detection counter: M  
 -005: Air releasing detection counter: Y

**Action:** If either of the conditions below is true, **replace the engine unit**.  
 This is because there is still a small object inside the air release valve.

1) Any counter value / No. days from installation to occurrence x 30 = **10 or more**

**OR,**

2) Highest counter value = Lowest counter value x **10 or more**

Example: The highest value is 11, which is more than 10x the lowest value (1).

7215-01	Air Detec #	K1	3
-02		K2	1
-03		C	1
04		M	11
-05		Y	2

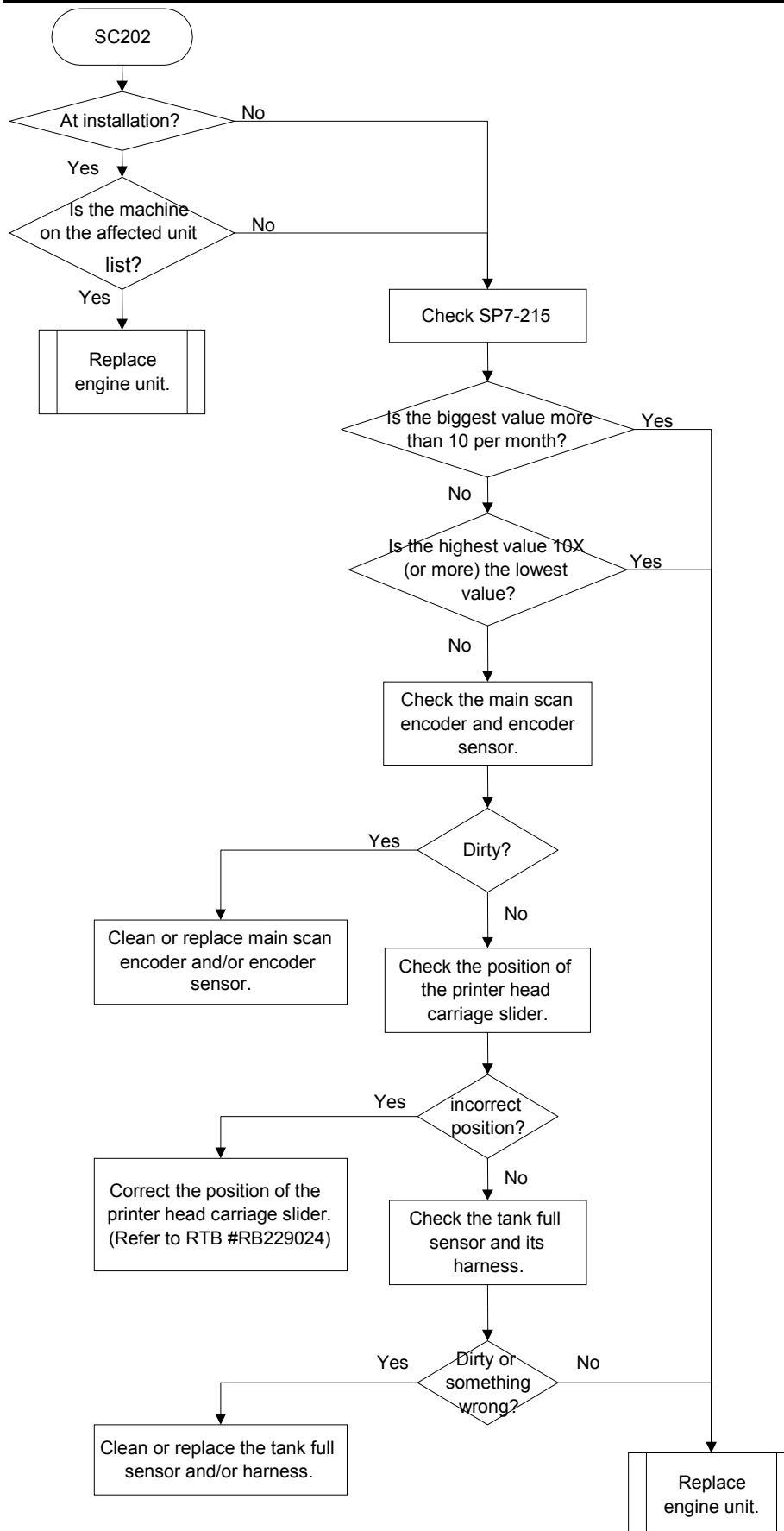
**Important:** If you have not printed out the SMC report yet, print it out after you replace the engine unit, but **before you do SP7-959-001** (GJ engine counter reset). This is because the SP7-215 counter values will be cleared.

3. **Check:** Check the condition of the main scan encoder and encoder sensor.  
**Action:** If the main scan encoder or encoder sensor is dirty, **clean or replace** the main scan encoder sheet and/or encoder sensor. (This is because if they are dirty, the machine cannot detect the tank full lever).
4. **Check:** Check the position of the printer head carriage slider.  
**Action:** If necessary, move the slider into the correct position. **See RTB #RB229024.**
5. **Check:** Check the condition of the tank full sensor and its harness.  
**Action:** **Clean or replace** the tank full sensor and/or harness.

Model: Pegasus-C1

Date: 4-Mar-08

No.: RB229029



**Reissued: 11-Mar-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229007g
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (WebSystem)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.08</b>	<b>B2295527G</b>	<b>February 2008 production</b>
1.07	B2295527F	September 2007 production
1.06	B2295527E	May 2007 Production
1.05.4	B2295527D	March 2007 Production
1.04	B2295527C	November 2006 Production
1.03	B2295527B	July 2006 production
1.02	B2295527A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.08</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b><i>The error message "Method Not Allowed" might be displayed in the web browser of a client that clicks a link in WIM's "To Link Page" page.</i></b></li> <li><b><i>If a user fails to authenticate more than 3 times via WebImageMonitor, a 404 error will be returned.</i></b></li> </ol> <p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li><b><i>The new WLAN card is now available. (TechMail#OTS-2008-543)</i></b>  <b><i>Note: To use this new card, System firmware (version 1.31 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</i></b></li> </ol>
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>WIM does not list Catalan or Turkish as selections for the language used to send "Auto E-mail Notifications" or "On-demand E-mail Notifications".</li> <li>WebImageMonitor contained wording errors in Turkish.</li> </ol>
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD.</li> <li>WebImageMonitor contained number errors in Russian.           <ul style="list-style-type: none"> <li>- "Tray 2" was shown as "Tray 3".</li> <li>- "Tray 3" was shown as "Tray 4".</li> </ul> </li> <li>The XSS vulnerability on WIM. (TechMail#OTS-2007-2118)</li> <li>Using WebImageMonitor in the Safari browser, address book back-up files</li> </ol>

**Reissued: 11-Mar-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007g
Version	Symptom Corrected		
	cannot be downloaded.		
1.05.4	<p>Other changes:  Supports the Catalan and Turkish languages.  For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.</li> <li>2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</li> <li>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> <ol style="list-style-type: none"> <li>4. WebImageMonitor contained wording errors in Russian. <ul style="list-style-type: none"> <li>- "IPv6" was shown as "IPv7".</li> <li>- "IPv4" was shown as "IPv5".</li> </ul> </li> </ol>		
1.04	<ol style="list-style-type: none"> <li>1. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</li> <li>2. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.</li> </ol>		
1.03	<ol style="list-style-type: none"> <li>1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>2. Fixed: Using the Firefox and Netscape browsers, access to Wireless LAN settings -&gt; Refresh might cause the device's web service to stall.</li> <li>3. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>4. Fixed: The device's web service will stall if the "Fax Journal: Reception" screen is left open for more than 30 min. This only occurs if the Job log was opened prior to accessing the "Fax Journal: Reception" screen.</li> <li>5. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>6. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol>		



**Reissued: 11-Mar-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229007g
Version	Symptom Corrected		
1.02	1st Mass Production		

Model: Pegasus-C1		Date: 12-Mar-08	No.: RB229030
Subject: Entrance Paper Jam		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	

## SYMPTOM

Entrance jams occur frequently.

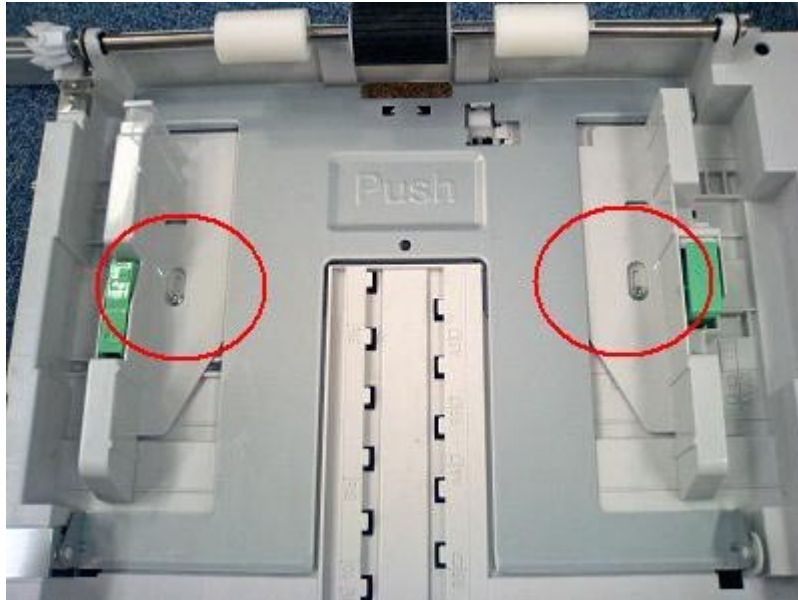
## CAUSE

The operator does not fit the side fences to the size of the paper loaded in the cassette.

## SOLUTION

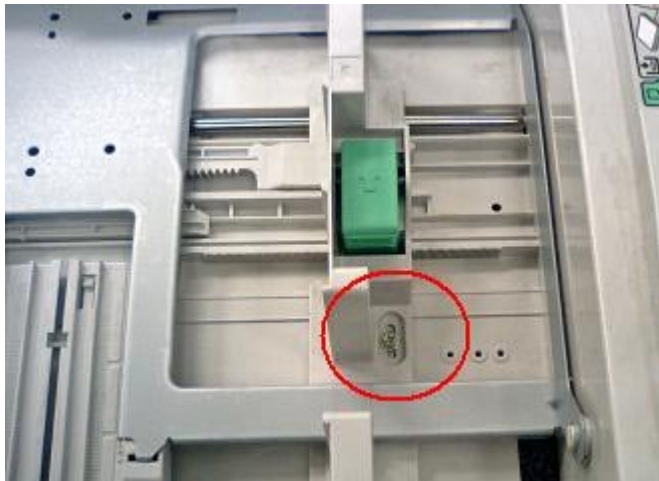
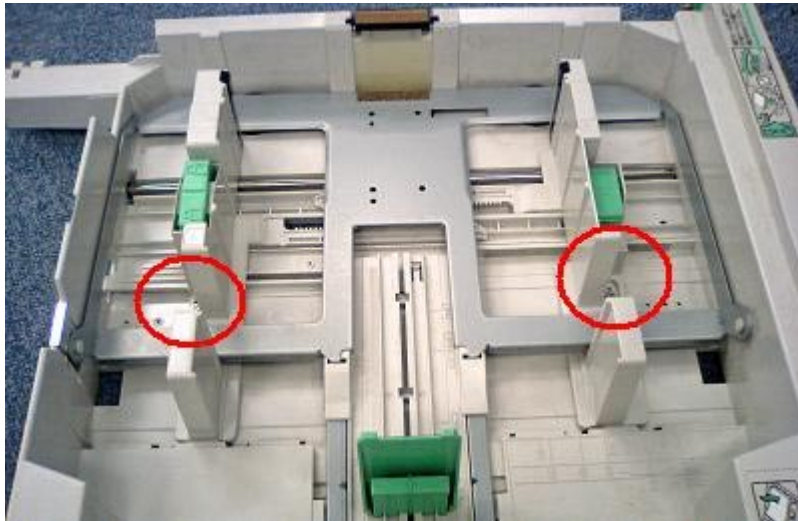
Secure the side fences in place with screws, in the position corresponding to the paper size used by the operator.

Standard paper cassette:



Model: Pegasus-C1	Date: 12-Mar-08	No.: RB229030
-------------------	-----------------	---------------

Optional paper cassette:



Model: General		Date: 12-Mar-08	No.: RGene027
Subject: New Wireless LAN Option		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Important Information on the Release of a New Wireless LAN Option

### Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

### Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
<b>G813-08</b>	<b>403019</b>	<b>802.11b Interface Unit Type F</b>	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
<b>G813-07</b>	<b>403018</b>	<b>IEEE802.11b Interface Unit Type H</b>	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
<b>G874-48</b>	<b>403017</b>	<b>IEEE802.11b Interface Unit Type I</b>	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
<b>G813-10</b>	<b>403020</b>	<b>802.11b Interface Unit Type F</b>	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
<b>G813-09</b>	<b>414421</b>	<b>IEEE802.11b Interface Unit Type H</b>	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print\_B7367059.pc

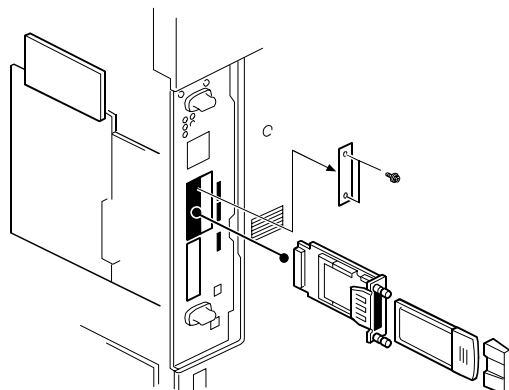
#### Specification Sheet:

Model Name: IEEE 802.11b Interface Unit Type N  
 Machine code: B736-16  
 EDP code: 414525  
 Package: All-in-one (PCB, LAN card, and cover are pre-assembled)  
 Channel freq. range: 2412 MHz to 2462 MHz (11ch.)  
 Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

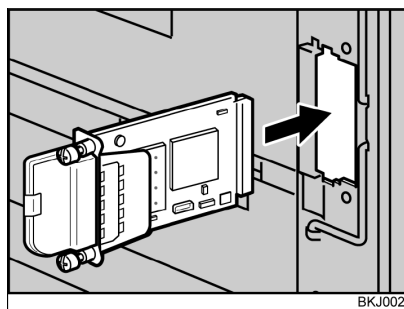
Model: General

Date: 12-Mar-08

No.: RGene027



Previous types:  
PCB, LAN card, and cover are  
separate



New Type (IEEE802.11b  
Interface Unit Type N):  
Pre-assembled

## Action in the Field

### 1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

**See “Target Models” below.**

### 2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.

**See “Target Models” below.**

Notice to users (excerpt on next page):



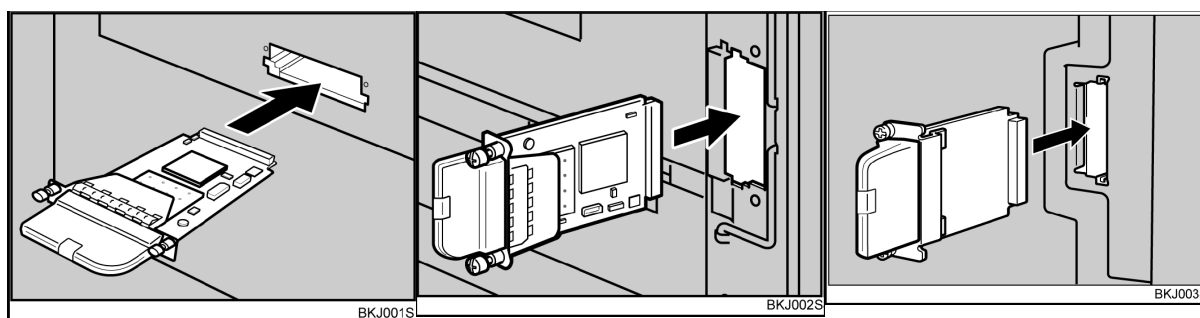
print\_B7367058.pdf

**Excerpt from the Operating Instructions for LP models**
Installing the Optional Wireless LAN Interface Unit
**Important:**

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
  - Do not subject the wireless LAN interface unit to physical shocks.
1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
  2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.  
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.

Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws.  
Check the wireless LAN interface unit is connected firmly to be controller board.

**Note**

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

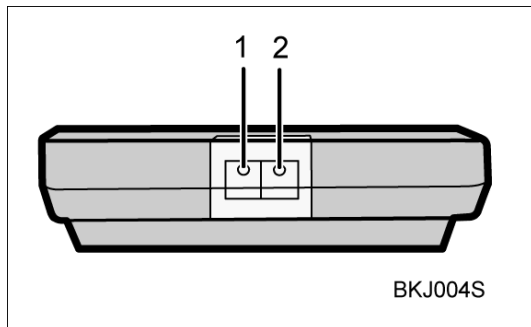
Model: General

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Model: General

Date: 12-Mar-08

No.: RGene027

## Target Models

### MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

### Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:  
Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

### LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	(1.10)	T.B.D	T.B.D	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	T.B.D	T.B.D	T.B.D	2008 May

### Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:  
Kir-P4, Ares-P2, Jupiter-P4
- \*: The notice to customers for Sincere -P1 mentions “version 1.07” for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.



**Reissued: 04-Arp-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229002e
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.14</b>	<b>B2295581F</b>	<b>February 2008 production</b>
-	-	<b>Version 1.13 (B2295581E) has been skipped.</b>
1.12.1	B2295581D_BK	October 2007 production
1.11	B2295581D	December 2006 production
1.10	B2295581C	October 2006 production
1.08.2	B2295581A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.14</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>1. Halftone areas are sometimes not reproduced correctly (Copier only).</b></li> <li><b>2. The machine does not detect the paper in the PFU when recovering from Energy Saver Mode if the bottom plate pressure is higher than default.</b></li> <li><b>3. A paper jam occurs when feeding from the one-sheet bypass tray if there is no image in the first 170 mm (from the leading edge).</b></li> </ol> <p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li><b>4. The following SP modes were added:</b>  <b>SP3-112-006: After no operation head cleaning (black heads).</b>  <b>SP3-112-007: After no operation head cleaning (color heads).</b> </li> </ol> <p><b>Setting range: 11-168 hours (default: 168)</b>  <b>Note: The setting range on the display is "0-255", but values 0-10/169-255 are invalid. If these values are input, the actual SP value will be the default (168).</b>  <b>Purpose: Sets the conditions (number of hours of machine non-use) for automatic head cleaning.</b></p> <ol style="list-style-type: none"> <li><b>5. The following SP mode was added:</b>  <b>SP3-112-001</b>  <b>Settings (Bit 4):</b>  <b>0: OFF (default)</b>  <b>1: ON</b>  <b>Purpose: Adjusts the paper transfer bias for low-humidity environments.</b> </li> </ol>

**Reissued: 04-Arp-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229002e
Version	Symptom Corrected		
1.12.1	Symptom corrected: <ol style="list-style-type: none"><li>1. A jam occurs if the image data begins at least 17cm from the leading edge of the paper, and the paper is fed from the one-sheet bypass tray.</li><li>2. Sometimes, if the PFU bottom plate pressure is set to High, the machine cannot detect the paper in the PFU when recovering from Energy Saver mode.</li></ol>		
1.11	Other changes: <ol style="list-style-type: none"><li>1. The procedure for initial ink loading was changed (See RTB #RB229021 for more details).</li><li>2. The Head Position Adjustment pattern is now printed with the Nozzle Check chart only once.</li><li>3. A temperature correction was added for the ink ejection timing mechanism.</li></ol> Important: Do the Head Gap Adjustment after updating the firmware.		
1.10	Symptom corrected: <ol style="list-style-type: none"><li>1. The carriage does not return to the home position after a carriage paper jam is cleared.</li></ol> Other changes: <ol style="list-style-type: none"><li>2. Control parameters were optimized to further reduce the occurrence of registration jams.</li></ol>		
1.08.2	1st Mass Production		

Model: Pegasus-C1		Date: 4-Apr-08	No.: RB229031
Subject: Copy quality problem		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	

## SYMPTOM

One of the following occurs when the machine is used for the first time in a while:

White lines, color drift, faint/light copies, and/or a certain color is not printed correctly

## CAUSE

One or more of the print head nozzles is clogged.

**Note:** Normally, the nozzles are cleaned when the user executes Head Cleaning in UP Mode. However, the nozzles tend to clog up when the machine is not used for a long time.

## SOLUTION

1. Update the Engine firmware to **ver 1.14 or newer**.
2. Set the new SP modes **SP3-112-006/-007** to a recommended value (see below).

SP3-112-006: Threshold for "After no operation head cleaning" (**black** heads)

SP3-112-007: Threshold for "After no operation head cleaning" (**color** heads)

- Setting range: **11-168** hours (default: 168)

**Note:** The setting range on the display is "0-255", but values 0-10/169-255 are invalid. If these values are input, the SP value will change to the default.

- Purpose: Sets the conditions for automatic head cleaning (number of hours of machine non-use after which head cleaning is performed).

**Note:** When this threshold is reached, the machine performs the cleaning just before the beginning of the next job.

- Recommended settings, if any of the above symptoms is reported:

- If the machine is not used from 10:00pm Friday to 8:00am Monday: **58** hours
- If the machine is not used from 10:00pm Saturday to 8:00am Monday: **34** hours

- Limitations: When either of these SP modes is set to a value lower than the default, the ink yield may decrease.

Model: Pegasus-C1		Date: 25-Jun-08	No.: RB229032
Subject: SC838		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

The Service Manual was changed as follows.

The following description was added:

## Troubleshooting

No. Definition		Symptom	Possible Cause/Countermeasure
SC838	B	Self-diagnostic Error: Clock Generator	
		Verify error occurred when setting data was read from the clock generator via the I2C bus.	- Clock generator abnormal - I2C bus abnormal - CPU port for the I2C bus abnormal

**Reissued: 31-Jul-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229002f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.15</b>	<b>B2295581G</b>	<b>June 2008 production</b>
1.14	B2295581F	February 2008 production
-	-	Version 1.13 (B2295581E) has been skipped.
1.12.1	B2295581D_BK	October 2007 production
1.11	B2295581D	December 2006 production
1.10	B2295581C	October 2006 production
1.08.2	B2295581A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.15</b>	<b><i>Other changes:</i></b> <b><i>The paper feed timing was changed to minimize non-feed jams from the main paper tray and optional paper tray.</i></b>

**Reissued: 31-Jul-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229002f
Version	Symptom Corrected		
1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Halftone areas are sometimes not reproduced correctly (Copier only).</li> <li>2. The machine does not detect the paper in the PFU when recovering from Energy Saver Mode if the bottom plate pressure is higher than default.</li> <li>3. A paper jam occurs when feeding from the one-sheet bypass tray if there is no image in the first 170mm (from the leading edge).</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>4. The following SP modes were added:            SP3-112-006: After no operation head cleaning (black heads).            SP3-112-007: After no operation head cleaning (color heads).</li> </ol> <p>Setting range: 11-168 hours (default: 168)            Note: The setting range on the display is "0-255", but values 0-10/169-255 are invalid. If these values are input, the actual SP value will be the default (168).            Purpose: Sets the conditions (number of hours of machine non-use) for automatic head cleaning.</p> <ol style="list-style-type: none"> <li>5. The following SP mode was added:             SP3-112-001            Settings (Bit 4):                0: OFF (default)                1: ON            Purpose: Adjusts the paper transfer bias for low-humidity environments.</li> </ol>		
1.12.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. A jam occurs if the image data begins at least 17cm from the leading edge of the paper, and the paper is fed from the one-sheet bypass tray.</li> <li>2. Sometimes, if the PFU bottom plate pressure is set to High, the machine cannot detect the paper in the PFU when recovering from Energy Saver mode.</li> </ol>		
1.11	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. The procedure for initial ink loading was changed (See RTB #RB229021 for more details).</li> <li>2. The Head Position Adjustment pattern is now printed with the Nozzle Check chart only once.</li> <li>3. A temperature correction was added for the ink ejection timing mechanism.</li> </ol> <p>Important: Do the Head Gap Adjustment after updating the firmware.</p>		
1.10	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The carriage does not return to the home position after a carriage paper jam is cleared.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>2. Control parameters were optimized to further reduce the occurrence of registration jams.</li> </ol>		
1.08.2	1st Mass Production		

Model: Pegasus-C1		Date: 2-Sep-08	No.: RB229033
Subject: No paper feed Jam or Entrance Jam problem		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Non-feed jams or entrance jams occur frequently on machines with engine firmware older than v1.15.

## CAUSE

A non-feed jam is declared if the paper does not reach the registration sensor within a specific length of time after the separation roller begins rotating. With firmware versions older than v1.15, this length of time is relatively short. As a result, if the separation roller slips, it is very easy for the Non-feed Jam condition to be triggered.

## SOLUTION

Update the Engine firmware to **ver1.15 (B2295581G) or newer**.

**Note:** With this firmware, the interval explained above is longer, which prevents unnecessary occurrences.

**Reissued: 09-Oct-08**

Model: Model PG-C1	Date: 09-Oct-08	No.: RB229005f
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (FCU)		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
<b>05.00.00</b>	<b>B2295571D</b>	<b>October 2008 production</b>
04.00.00	B2295571C	March 2007 production
0.300.00	B2295571B	November 2006 Production
02.00.00	B2295571A	July 2006 production
01.01.00	B2295571	1st mass production (March 2006)

Version	Symptom Corrected
<b>05.00.00</b>	<b><i>Sympton corrected On-hook transmission and manual reception are disabled when the on-hook key is pressed.</i></b>
04.00.00	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU(FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul>
03.00.00	Wording errors. (For Korean Language)
02.00.00	Wording errors (Simplified Chinese, Traditional Chinese).
01.01.00	1st Mass Production



**Reissued: 18-Nov-08**

Model: Model PG-C1	Date: 12-May-06	No.: RB229002g
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.17a</b>	<b>K2295581H</b>	<b>November 2008 production</b>
1.15	B2295581G	June 2008 production
1.14	B2295581F	February 2008 production
-	-	Version 1.13 (B2295581E) has been skipped.
1.12.1	B2295581D_BK	October 2007 production
1.11	B2295581D	December 2006 production
1.10	B2295581C	October 2006 production
1.08.2	B2295581A	1st mass production (March 2006)

Version	Symptom Corrected
<b>1.17a</b>	<p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li><b>From this version, SP3-112-001 can be used to improve paper transfer for both low-humidity and high-humidity environments.</b></li> <li><b>SP3-112-002 was newly added:</b></li> </ol> <p><b>Settings (Bit 2, Bit 1): Controls the amount of ink ejected after printing in order to prevent clogging in the printer heads.</b></p> <p><b>Bit 2 1</b></p> <p>0 0: <b>ON (default): The default amount of ink is ejected.</b></p> <p>0 1: <b>ON: More than the default amount of ink is ejected for the K1 and K2 printer heads.</b></p> <p>1 0: <b>OFF (No ink is ejected).</b></p> <p>1 1: <b>OFF (No ink is ejected).</b></p> <p><b>Settings (Bit 4): Enables/disables automatic detection of paper width.</b></p> <p><b>Note: Use the OFF setting to prevent the machine from misdetecting the width of preprinted or watermarked paper.</b></p> <p>0: <b>OFF (default)</b></p> <p>1: <b>ON</b></p>
1.15	<p>Other changes:</p> <p>The paper feed timing was changed to minimize non-feed jams from the main paper tray and optional paper tray.</p>

**Reissued: 18-Nov-08**

Model: Model PG-C1		Date: 12-May-06	No.: RB229002g
Version	Symptom Corrected		
1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Halftone areas are sometimes not reproduced correctly (Copier only).</li> <li>2. The machine does not detect the paper in the PFU when recovering from Energy Saver Mode if the bottom plate pressure is higher than default.</li> <li>3. A paper jam occurs when feeding from the one-sheet bypass tray if there is no image in the first 170mm (from the leading edge).</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>4. The following SP modes were added:            SP3-112-006: After no operation head cleaning (black heads).            SP3-112-007: After no operation head cleaning (color heads).</li> </ol> <p>Setting range: 11-168 hours (default: 168)            Note: The setting range on the display is "0-255", but values 0-10/169-255 are invalid. If these values are input, the actual SP value will be the default (168).            Purpose: Sets the conditions (number of hours of machine non-use) for automatic head cleaning.</p> <ol style="list-style-type: none"> <li>5. The following SP mode was added:             SP3-112-001            Settings (Bit 4):                0: OFF (default)                1: ON            Purpose: Adjusts the paper transfer bias for low-humidity environments.</li> </ol>		
1.12.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. A jam occurs if the image data begins at least 17cm from the leading edge of the paper, and the paper is fed from the one-sheet bypass tray.</li> <li>2. Sometimes, if the PFU bottom plate pressure is set to High, the machine cannot detect the paper in the PFU when recovering from Energy Saver mode.</li> </ol>		
1.11	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. The procedure for initial ink loading was changed (See RTB #RB229021 for more details).</li> <li>2. The Head Position Adjustment pattern is now printed with the Nozzle Check chart only once.</li> <li>3. A temperature correction was added for the ink ejection timing mechanism.</li> </ol> <p>Important: Do the Head Gap Adjustment after updating the firmware.</p>		
1.10	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The carriage does not return to the home position after a carriage paper jam is cleared.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>2. Control parameters were optimized to further reduce the occurrence of registration jams.</li> </ol>		
1.08.2	1st Mass Production		

**Reissued: 04-Apr-09**

Model: Model PG-C1	Date: 12-May-06	No.: RB229008k
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<b>1.09</b>	<b>B2295540J</b>	<b>February 2009 production</b>
1.08	B2295540H	July 2007 production
1.07	B2295540G	May 2007 production
1.07	B2295540G	May 2007 production
1.06	B2295540F	March 2007 production
1.05	B2295540E	December 2006 Production
1.04	B2295540D	November 2006 Production
1.03	B2295540C	August 2006 Production
1.02	B2295540B	July 2006 Production
1.01	B2295540A	June 2006 Production
1.00	B2295540	1st mass production

Version	Symptom Corrected
<b>1.09</b>	<b>Symptom corrected:</b> <b>1. The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.</b>
1.08	Symptom corrected: 1. If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exist on the device HDD. 2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: – "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. – Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 3. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows.

**Reissued: 04-Apr-09**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008k
Version	Symptom Corrected		
	<p>This can occur if printing with both of the following RPCS driver settings:</p> <ul style="list-style-type: none"> <li>- Resolution: 1800 x 600 dpi</li> <li>- Job Load Distribution: Shift load to driver</li> </ul>		
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The following errors are not printed on the Error Log Report when a language other than English is selected: <ul style="list-style-type: none"> <li>- Option RAM error</li> <li>- Failure of an auto-registration of user information</li> <li>- Duplication to the registered user</li> </ul> </li> </ol>		
1.06	<p>Other changes:</p> <p>Supports the Catalan and Turkish languages.</p> <p>For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.28 or later</li> <li>- Fax firmware ver 05.00.00 or later</li> <li>- MBU (FCU) firmware ver 04.00.00 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.05.4 or later</li> <li>- Scanner firmware ver 1.22 or later</li> </ul> <p>Symptom corrected:</p> <p>Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.28 or later</li> <li>- Websys firmware ver 1.05.3 or later</li> <li>- NFA firmware ver 2.01.7 or later</li> <li>- Printer firmware ver 1.06 or later</li> <li>- (If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul>		
1.05	<p>Symptom corrected:</p> <p>PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753).</p>		

**Reissued: 04-Apr-09**

Model: Model PG-C1		Date: 12-May-06	No.: RB229008k
Version	Symptom Corrected		
1.04	<ol style="list-style-type: none"> <li>Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language. <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul> <p>*Additionally, the title "File Name" in the Error Log will contain garbage characters.)</p> </li> <li>Fixed: Black horizontal line might be printed across objects in PCL jobs.</li> <li>Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.</li> </ol>		
1.03	<p>Symptom corrected:</p> <p>When a general user makes a List/Test Print, the counter of a random user might be incremented instead of the "Other" counter.</p> <p>Note: This only happens when User Authentication is disabled. Also, it does not occur with normal print jobs (only List/Test Print).</p>		
1.02	Fixed: Anomalies printing PCL raster data including the superimposed images.		
1.01	<ol style="list-style-type: none"> <li>The default value of image density of print mode for plain paper has been improved to make darker and higher contrast. The following settings have been changed in detail. <ol style="list-style-type: none"> <li>Toner Limit Value. (Actually ink limit value) has been changed. SP1-106-001:TonerLimitValue: 140</li> <li>Profile data has been changed.</li> <li>Balance Adjustments has been changed. The following value has been increased; <ul style="list-style-type: none"> <li>* Brightness: +8</li> <li>* Contrast: +10</li> <li>* Saturation: +5</li> </ul> </li> </ol> <p>Note: With the PS and/or PCL5/6 drivers, the above machine firmware has to be updated to reflect the change. But the same effect has been implemented with the version 6.82 of RPCS driver, so the same effect can be seen with the RPCS ver 6.82 without updating the above machine firmware.</p> </li> <li>Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</li> </ol>		
1.00	1st Mass Production		

**Reissued: 28-Apr-09**

Model: Model PG-C1	Date: 12-May-06	No.: RB229001j
--------------------	-----------------	----------------

**RTB Reissue**

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

Subject: Firmware Release History (System)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (      )		

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

Version	Program No.	Effective Date
<b>1.32</b>	<b>B2295521P</b>	<b>February 2009 production</b>
1.31	B2295521N	February 2008 production
1.30	B2295521M	September 2007 production
1.29	B2295521L	April 2007 production
1.28	B2295521K	March 2007 production
1.27	B2295521J	December 2006 production
1.26	B2295521H	November 2006 Production
1.22	B2295521G	July 2006 production
1.16.4	B2295521F	June 2006 production
1.16.3	B2295521E	May 2006 production
1.16.2	B2295521D	1st mass production (March 2006)

Version	Symptom Corrected / Other Changes
<b>1.32</b>	<p><b><i>The following @Remote-related corrections/changes were made:</i></b></p> <ol style="list-style-type: none"> <li><b><i>An error occurs during RFU.</i></b></li> <li><b><i>Several emails are sent confirming successful ordering of machine consumables.</i></b></li> <li><b><i>Some changes to the display were made.</i></b></li> </ol> <p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>An SC990 error might occur if a job that contains a large amount of data per page is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet.</i></b></li> </ol>
1.31	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) (TechMail#TS080184)</li> <li>2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:             <ul style="list-style-type: none"> <li>The device stalls while the first job is being stored to the HDD.</li> <li>After the stall, the printer is rebooted and another job is submitted for storage.</li> <li>The first and second store must be to/from the same application (Copy/Scanner/Printer).</li> </ul> </li> <li>Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.31 or later ) and Scanner firmware (version 1.24 or later) need to be applied to fix this issue.</li> </ol>

**Reissued: 28-Apr-09**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001j
Version	Symptom Corrected / Other Changes		
	<p>Other changes:</p> <ol style="list-style-type: none"> <li>Daylight savings time and date can be configured for North American models. Note: The firmware update for Daylight savings time and date can only be used on new machines. For details, please refer to TechMail#RC060731</li> <li>The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.31 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</li> <li>@Remote communication is now possible over a wireless LAN connection.</li> </ol>		
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots.</li> <li>RFU cannot be performed while the printer is booting up.</li> <li>The job processing speed is slower when the DataOverwriteSecurity option is installed.</li> <li>Device might not be able to access the network under the following conditions (FPR#RC07050005): <ul style="list-style-type: none"> <li>The device is conneted to a HUB that has link flapping enabled.</li> <li>The device "Ethernet speed" is not "Auto".</li> </ul> </li> </ol>		
1.29	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.</li> <li>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>The "Replace Ink cartridge" message will not be displayed at ink near end.</li> <li>Two SP modes were added: Note: These SP modes were previously available in factory mode.</li> </ol> <p>SP2-012-001: Initial Operation Settings for Engine unit The machine does the following when the main power is turned on:</p> <ol style="list-style-type: none"> <li>Nothing at all (not possible to print).</li> <li>Initial ink loading. After finishing, this SP value is changed to "2" automatically.</li> <li>Usual warm-up procedure.</li> <li>Refresh all heads. After finishing, this SP is changed to "2" automatically.</li> </ol> <p>Note:</p> <ul style="list-style-type: none"> <li>During initial ink loading (when this SP is 1), the machine learns the "tank full" position of the tank lever and saves this data.</li> <li>If the machine does not have this data at normal warm-up (when this SP is 2), the machine performs air release and then ink loading.</li> </ul> <p>Important: Check the value of this SP mode if the machine performs ink loading or abnormal operations when you replace the engine unit.</p> <p>SP5-807-001: Destination Code 0:Japan, 1:NA, 2: EU, 3: Asia, 4: China, 5: Taiwan, 6: Korea, 7: Other</p>		



**Reissued: 28-Apr-09**

Model: Model PG-C1		Date: 12-May-06	No.: RB229001j
Version	Symptom Corrected / Other Changes		
	Set the destination code after replacing the BCU board.		
1.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Application buttons cannot be selected in User Tools or SP mode. Conditions: <ul style="list-style-type: none"> <li>The machine is connected to the @Remote system (SP5-816-003 is set to "1").</li> <li>The controller board has just been replaced.</li> </ul> </li> <li>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</li> <li>The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> <li>System firmware ver 1.28 or later</li> <li>Websys firmware ver 1.05.3 or later</li> <li>NFA firmware ver 2.01.7 or later</li> <li>Printer firmware ver 1.06 or later</li> <li>(If the FAX unit is installed): Fax firmware ver 05.00.00 or later</li> </ul> </li> </ol> <p>Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB229023 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>System_Copy firmware ver 1.28 or later</li> <li>Fax firmware ver 05.00.00 or later</li> <li>MBU(FCU) firmware ver 04.00.00 or later</li> <li>Printer firmware ver 1.06 or later</li> <li>Websys firmware ver 1.05.4 or later</li> <li>Scanner firmware ver 1.22 or later</li> </ul> </p>		
1.27	<ol style="list-style-type: none"> <li>The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>		
1.26	<ol style="list-style-type: none"> <li>Changed the interval and the frequency of re-transmissions for the set-interval Cumin-N/M and counter.</li> <li>Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001).</li> <li>SC990 occurs when printing SMC.</li> <li>Fax does not start after resetting the controller.</li> <li>When recovering from energy saver mode, display indicates "Please Wait" indefinitely.</li> <li>When left in the energy saver mode for extended periods, machine would lock up.</li> </ol>		



**Reissued: 28-Apr-09**

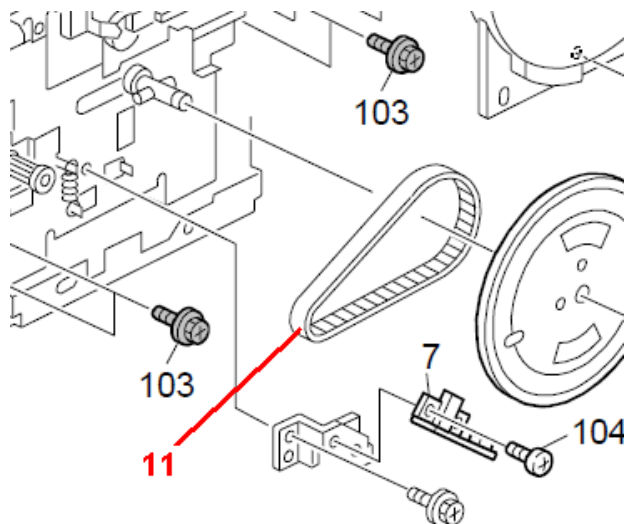
Model: Model PG-C1		Date: 12-May-06	No.: RB229001j
Version	Symptom Corrected / Other Changes		
	7. SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The machine freezes while printing out the SMC sheet (Sp5990-001).</li> <li>2. SC819 occurs if the machine enters Energy Saver mode right after the main power is turned ON.</li> <li>3. SC687 occurs when printing onto paper longer than A3.</li> <li>4. Fixed: Parts of characters in the SMB folder name remain on the operation panel after the SMB folder name has been cleared using the Clear/Stop key.</li> <li>5. Fixed: Users can configure the Fax E-mail Account if User Authentication is enabled.</li> <li>6. Fixed: The search by name function might return an address that doesn't match the search criteria.</li> <li>7. Fixed: The password policy will not be enforced when passwords are assigned to existing accounts.</li> <li>8. Fixed: The device might stall after manually logging into a Scan to folder.</li> <li>9. Fixed: Scan to SMB cannot display 2-byte fonts contained in folder names.</li> </ol>		
1.16.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SMTP server information for e-Mail transmission was missing from the Address Book item to be backed up.</li> <li>2. Wording errors.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>3. pages for The HDD writing method was improved so that SC991 occurs less often. Note: SC991 is a continuity error that can occur when there is not enough working memory to store documents</li> <li>4. Color Print jobs performed with SDK applications are now counted up in Sp5807-003 (full color). Previously, these prints were counted up in Sp5807-005 (Two color).</li> </ol>		
1.16.3	<p>When the user selects the 1-sheet bypass tray, "Open the 1-sheet bypass tray" is not displayed (all languages except English and Hungarian).</p> <p>Other changes:</p> <p>The version for the Copy module was updated to: 1_1.14.</p>		
1.16.2	1st mass Production		

Model: PG-C1		Date: 18-Feb-10	No.: RB229034
Subject: Timing Belt and Harness		Prepared by: K. Moriizumi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

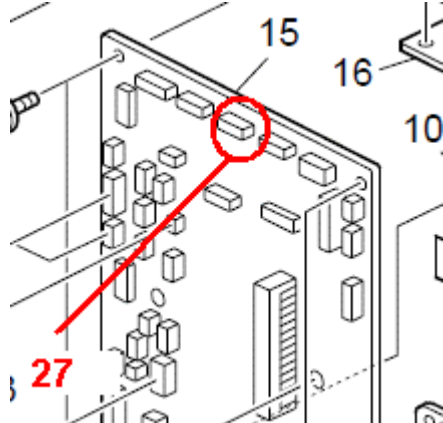
**Change/Reason:** This part was missing from the Parts Catalog.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2293275	Timing Belt:Drive:Transport Roller	1		29	11	
-	B2295808	Harness:Entrance Senor	1		41	27	

## B2293275: Timing Belt:Drive:Transport Roller



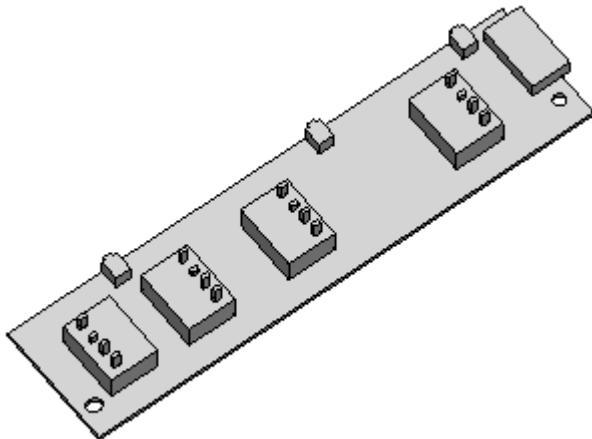
## B2295808: Harness:Entrance Senor



Model: PG-C1		Date: 18-Feb-10	No.: RB229035
Subject: Sensor Board		Prepared by: K. Moriizumi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2291918	Set Sensor Board:Cartridge:B229	1		29	12	



**Reissued: 06-Sep-10**

Model: Model PG-C1	Date: 12-May-06	No.: RB229012h
--------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (NIB)		Prepared by: K. Moriizumi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

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

Version	Program No.	Effective Date
<b>5.21</b>	<b>B2295526J</b>	<b>September 2010 production</b>
5.17	B2295526H	February 2008 production
5.15	B2295526G	September 2007 production
5.13	B2295526F	May 2007 production
5.12	B2295526E	March 2007 Production
5.11	B2295526D	November 2006 Production
5.10	B2295526C	June 2006 Production
5.06.1	B2295526B	1st mass production (March 2006)

Version	Symptom Corrected
<b>5.21</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>The device might not be able to access the network once the Log collection tool is run.</i></b></li> <li><b><i>IPP print jobs are cancelled. This happened very infrequently.</i></b></li> <li><b><i>After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.</i></b></li> <li><b><i>The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).</i></b></li> <li><b><i>Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</i></b></li> <li><b><i>Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</i></b></li> <li><b><i>Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</i></b></li> <li><b><i>The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</i></b></li> <li><b><i>Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Address book.</i></b></li> <li><b><i>The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.</i></b></li> </ol>

Reissued: 06-Sep-10

Model: Model PG-C1	Date: 12-May-06	No.: RB229012h
Version	Symptom Corrected	
	<p><b>11. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fall back to NTLMv2.</b></p> <p><b>12. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</b></p> <p><b>13. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</b></p> <p><b>14. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.</b></p> <p><b>15. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</b></p> <p><b>Other changes:</b></p> <p><b>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</b></p> <p><b>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</b></p> <p><b>3. Windows Authentication fails if the username or password includes lower-case European characters.</b></p> <p><b>4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</b></p>	
5.17	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)</li> <li>2. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.</li> <li>3. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</li> <li>4. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.</li> <li>5. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:                         <ul style="list-style-type: none"> <li>– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.</li> <li>– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</li> </ul> </li> <li>6. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</li> </ol> <p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li>1. The new WLAN card is now available. (TechMail#OTS-2008-543)                          Note: To use this new card, System firmware (version 1.31 or later), Websys firmware (version 1.08 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</li> </ol>	

**Reissued: 06-Sep-10**

Model: Model PG-C1		Date: 12-May-06	No.: RB229012h
Version	Symptom Corrected		
5.15	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913 ) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913 ) 3. The performance of WIM might be reduced if SSDP is enabled on the device.		
5.13	Symptom corrected: 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. The device will not be registered with a DNS server by a DHCP relay agent. 3. The device fails to renew with the DDNS server, it will not try again. 4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).		
5.12	Symptom corrected: 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).		
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).		
5.10	1. Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [[MFP] "Spool Printing" is enabled. WIM->Configuration->System Default: disabled - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled  2. Fixed: The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)  3. Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.		
5.06.1	1st Mass Production		