Technical Bulletin

PAGE: 1/2

Model: Diana-C1	L		Dat	e: 27-Nov-	-08	No.: RD037001
Subject: PictBridge option (Camera Direct Print Card Type E)				Prepared	d by: к. м	Noriizumi
From: 1st Tech. S	Support Sec. Service Support D)ept.				
Classification:	☑ Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Printing with PictBridge (Camera Direct Print) takes too long under the following conditions:

- Paper size: A3
- Layout: 16 photos on one page

CAUSE

Software bug.

The Model DI-C1L does not have a secondary cache memory, causing a cache overflow to occur under the conditions described above.

SOLUTION

Update the PictBridge firmware to version 1.01.

Note: Camera Direct Print Cards (Type E) that already contain version 1.01 or later are marked on the outside of the box with a green circle. See the photo below.



Technical Bulletin

PAGE: 1/1

Model: Diana-C1	L		Dat	e: 28-Nov	-08	No.: RD037002
Subject: SP mod	e description corrections			Prepare	d by: ĸ. Ŋ	Ioriizumi
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	it information
	Product Safety	🛛 Other ()	🛛 Tier 2	

The Service Manual was corrected as shown below.

SP Tables

The descriptions (titles) for SP1001-011, -012, and -013 were corrected as shown in **bold**:

SP1001-011:	Tray: Plain: 1200dpi
SP1001-012:	Tray: Thick1: 1200dpi
SP1001-013:	Tray: M-Thick: 1200dpi

Note: These changes will also be applied to the machine firmware (release date TBA).

Technical Bulletin

Model: Diana-C1	L		Dat	:e: 08-Dec	-08	No.: RD037003
Subject: Vertical	white line			Prepare	d by: ĸ. Ŋ	Ioriizumi
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	☐ Troubleshooting	Part info	ormat	tion	Action	required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	it information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

A blurred, white vertical line appears in halftone and solid image areas.

CAUSE

Sometimes, a small, soft clump of toner forms inside the development unit. If this clump catches on the development unit opening, toner is not supplied to this area of the development roller surface.

SOLUTION

Do the following, which will break up any soft clumps of toner:

- 1. Remove the target PCDU from the machine.
- 2. Turn the development gear counter-clockwise a half turn ("1" in the photo below).
- 3. Turn the development gear clockwise a half-turn ("2" in the photo below).



- 4. Repeat Steps 2 and 3 five times.
- 5. Reattach the PDCU.
- 6. Print out five pages and check the image quality.

Technical Bulletin

PAGE: 1/3

Model: Diana-C1	IL		Dat	:e: 08-Dec	-08	No.: RD037004
Subject: Jam in F	⁻ using unit			Prepare	d by: ĸ. ĸ	Noriizumi
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	☐ Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Jam code 019 (a type of fusing jam) occurs frequently.

CAUSE

The operator closes the duplex unit forcefully, which bends the pressure roller stay (even if the fusing unit guide plate is opened). The paper then catches on the pressure roller stay, resulting in a jam.

SOLUTION

If there is a gap between the metal plates shown in the photo below, this means the pressure roller stay has been bent, so replace the pressure roller stay (P/N D0394183).

See more photos and the procedure below



Date: 08-Dec-08

NG (the pressure roller stay has been bent): Notice the gap between the metal plates.



OK:





Date: 08-Dec-08

No.: RD037004

Procedure for replacing the pressure roller stay (D0394183)



1. Remove the fusing upper cover [A].



d037r384

- 2. Remove the pressure roller stay [A].
- 3. Attach the new pressure roller stay.



Model: Di-C1L

Date: 09-12-08

No.: RD037005

Subject: Firmware Release Note: Engine			Prepared by: H.Kamiya	
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	🖂 Other ()			

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

Version	Program No.	Effective Date
1.04 :03	D0395501D	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04 :03	1st Mass production.



Model: Di-C1L

Date: 09-12-08

No.: RD037006

Subject: Firmware Release Note: Fax			Prepared by: H.Kamiya	
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	Part information	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other ()			

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

Version	Program No.	Effective Date
01.00.00	D0405528A	1st Mass production.

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production.

Technical Bulletin

Reissued: 14-Apr-16

Date: 09-12-08

No.: RD037007b

RTB Reissue

Model: Di-C1L

The items in bold italics have been corrected or added.						
Subject: Firmware Release Note: FCU			Prepared by: M. Kumagai			
From: 1st Tech S	Service Sect., MFP/Printer Te	ech Service Dept.				
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part information Electrical Transmit/receiv 	Action required			

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

Version	Program No.	Effective Date	Availability of RFU
03.00.00	D4335570D	-	Available
02.00.00	D4335570C	November 2011 production	Available
01.00.00	D4335570B	1st Mass production.	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected		
03.00.00	Symptom corrected: If an error, for example, 14-30 occurs during folder transfer, the machine		
	may not recover from the error nor report the error.		
02.00.00	 Symptoms corrected: Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. Errors frequently occur when receiving from a FAX server. Forwarding to a FAX folder fails. 		
	Other changes: TEC value further improved.		
01.00.00	1st Mass production.		

Technical Bulletin

Reissued: 08-Jul-09

Model: Di-C1L	Date: 09-12-08	No.: RD037008a

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmwar	e Release Note: Net File	Prepared by: M.Saiki		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part information Electrical Transmit/rec 	tion Action requ Service ma ceive Retrofit info	uired Inual revision ormation

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

Version	Program No.	Effective Date	
1.02	D0405526B	August 2009 production	
1.01	D0405526A	1st Mass production.	

Version	Modified Points or Symptom Corrected			
1.02	 Symptom corrected: 1. Either of the following problems might occur if transferring logs from the device using Web SmartDeviceMonitor ver 2.x without a power cycle. The 404 Not Found error will be shown if the WIM document server is 			
	 accessed. The device will stall if captured data is transferred to a delivery server such as ScanRouter. 2. Duplicate logs might be transferred to Web SmartDeviceMonitor ver 2.x. 			
1.01	1st Mass production.			

Technical Bulletin

Reissued: 15-Sep-10 Model: Di-C1L

Date: 09-12-08

No.: RD037009d

RTB Reissue

The items in bold italics have been added.						
Subject: Firmware Release Note: NIB			Prepared by: M. Saiki			
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part information Electrical Transmit/rec 	tion	 Action required Service manual revision Retrofit information 		

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

Version	Program No.	Effective Date	
8.30	D0405522E	September 2010 production	
8.28	D0405522D	January 2010 production	
8.27	D0405522C	October 2009 production	
8.24	D0405522B	December 2008 production	
8.21	D0405522A	1st Mass production	

Version	Modified Points or Symptom Corrected			
8.30	Symptom corrected:			
	1. When the device IP address and DNS server location are obtained from			
	DHCP, the domain specified by the device setting "IPv4 > Domain Name			
	> Specify" will be overwritten by the domain obtained from DHCP.			
	2. If the MFP/LP has a statically configured IP address and domain, it			
	always sends a HELO using just its hostname. SMTP servers that			
	require client HELOs to include the client's FQDN will close the			
	connection. The result of this was that the MFP/LP was unable to send			
	emails.			
	3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2			
	destinations that have Windows Live ID Sign-in assistant installed.			
	4. Trying and failing to login to a Scan destination three times might result			
	in the Scanner application stalling.			
	5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations			
	specified using an IP address.			
	6. The SMB retry function fails to retry the sending of failed SMB transfers			
	(Scan to SMB or Fax delivery).			
	7. Unable to retrieve the Windows group name from a Windows 2008 R2			
	server during Windows Authentication. Because of this, logged in			
	users will only be granted the "Available Functions" specified for them			
	in the Addressbook.			
	8. 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.			
	9. 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			

Reissued: 15-Sep-10

Model: Di-	Model: Di-C1L Date: 09-12-08 No.: RD037009d				
Version	n Modified Points or Symptom Corrected				
	 able to fail back to NTLMv2. 10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 11. 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. 12. 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. 13. 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. 				
	Other changes:				
	SSL-related changes: Note: The new field will only appear if or later has also been applied to the d	Web Support firmware evice.	version 1.01		
	 When the device creates a certificat which algorithm (SHA1 or MD5) it w This has been implemented by add the certificate request form. Web Image Monitor now shows the - Configuration > Security > Dev Specific versions of SSL or TLS (S enabled/disabled using Web Image configured from either of the follow - Configuration > Security > Net - Configuration > Security > Net Configuration > Security > SSL The encryption strength used for S 	te request, it is now ab vants used to sign the o ling a field "Algorithm S certificate's key length ice Certificate > Details SLv2, SSLv3, or TLSv1, Monitor. The setting co ving locations: work Security /TLS SL can now be configu	le to specify certificate. Signature" to n in: can now be an be red. This can		
	 be done using either of the following Configuration > Security > Net Configuration > Security > SSI 	ng settings in Web Imag work Security /TLS	ge Monitor:		
	5. For security reasons, the device w establish outgoing, connections th	ill no longer accept SSI at use NULL or ADH ci ption that is not aposifi	. incoming, or ohers.		
	 FQDN. Inable to Scan to SMP to destinct 	one that are using both			
	 Authentication and Samba v2.x. 8. Windows Authentication fails if the 	username or password	d includes		
	 9. The device's SMB timeout was too when being used across subnets. increased to 10 sec. 	short (1sec). This caus For this reason, it has b	ed problems een		

Reissued: 15-Sep-10

Model: Di	Model: Di-C1L Date: 09-12-08 No.: RD03700				
Version	Modified Points or Symptom Corrected				
8.28	 Symptom corrected: 1. SDK/J applications might not be able to recognize some supported USB devices. 2. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP. Other changes: 1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. 2. The MEP news connecte OLEO. DEC and NELMark 				
8.27	 The MFP now supports CIFS, DFS and NTLM v2. Symptom corrected: When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec. 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). If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours. The network might become unresponsive. 				
8.24	 Symptom corrected: 1. IPP print jobs are cancelled. This happe 2. After a job consisting of a multiple of exa IPP, the device will no longer accept any m 3. If both SNTP and Date/Time settings are be accessible. This happened very infrequ Note: The fix requires that System firmware the device. 4. Scan to SMB is unable to send document characters. Windows authentication might fail on a documents. 	ned very infrequently. aclty 8KB (8192 bytes) i hore jobs until rebooted e configured in WIM, W ently (about 1% of the t e version 1.00 or later b ts to a hostname contai	s submitted via IM might not ime). re applied to ning 2byte hostname		
8.21	1st Mass production				

Technical Bulletin

Reissued: 17-May-11 Model: Di-C1L

Date: 09-Dec-08

No.: RD037010c

RTB Reissue

The items in <i>bold italics</i> have been added.						
Subject: Firmware Release Note: PCL/PCLXL(Option)			Prepared by: M. Saiki			
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part information Electrical Transmit/rec 	tion eive	 Action required Service manual revision Retrofit information 		

This RTB has been issued to announce the firmware release information for the **PCL/PCLXL(Option)**.

Version	Program No.	Effective Date
1.03	D0405532D	April 2011 production
1.02	D0405532C	January 2011 production
1.01	D0405532B	October 2009 production
1.00	D0405532A	1st Mass production

Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).
1.02	 Symptom corrected: PCL jobs containing macros might be printed slowly. PCL jobs containing images might be printed slowly. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages. A device stall might occur if using a very specific combination of font types. PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area. This did not occur if using the driver
1.01	 Symptom corrected: 1. The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.
1.00	1st Mass production

Technical Bulletin

Reissued: 06-Dec-10

Date: 09-Dec-08

No.: RD037011c

RTB Reissue

Model: Di-C1L

The items in bold italics have been added.						
Subject: Firmware Release Note: Printer			Prepared by: M. Saiki			
From: 1st Tech. Support Sec. Service Support De		Dept.				
Classification:	Troubleshooting Mechanical Paper path	 Part information Electrical Transmit/rec 	tion eive	 Action required Service manual revision Retrofit information 		
	⊠ Other ()					

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

Version	Program No.	Effective Date	Availability of RFU
1.02.1	D0405530D	January 2011 production	Available
1.02	D0405530C	October 2009 production	Available
1.01	D0405530B	January 2009 production	Available
1.00	D0405530A	1st Mass production	Available

Note: Definition of Availability of RFU

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

Version	Modified Points or Symptom Corrected
1.02.1	 Symptom corrected: 1. If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing" displayed on the operation panel. 2. Jobs not containing any PJL commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.). Other Changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PJL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.
1.02	Symptom corrected: 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.
1.01	Symptom corrected: 1. Minor bug correction.
1.00	1st Mass production



Model: Di-C1L

Date: 09-12-08

No.: RD037012

Subject: Firmware Release Note: RPCS			Prepared by: H.Kamiya	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other ()			

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

Version	Program No.	Effective Date
3.7.9.3.1	D0405531A	1st Mass production.

Version	Modified Points or Symptom Corrected
3.7.9.3.1	1st Mass production.



Model: Di-C1L

Date: 09-12-08

No.: RD037013

Subject: Firmware Release Note: RFax			Prepared by: H.Kamiya	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other ()			

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

Version	Program No.	Effective Date
01.00.00	D0405523A	1st Mass production.

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production.



Model: Di-C1L

Date: 09-12-08

No.: RD037014

Subject: Firmware Release Note: Scanner			Prepared by: H.Kamiya	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other ()			

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

Version	Program No.	Effective Date
01.02	D0405529A	1st Mass production.

Version	Modified Points or Symptom Corrected
01.02	1st Mass production.



Reissued:15-Sep-10

Model: Di-C1L	Date: 09-12-08	No.: RD037016a

RTB Reissue

The items in bold italics have been added.

Subject: Firmwar	e Release Note: WebSystem	Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part informat Electrical Transmit/rec	tion Action required Service manual revision ceive Retrofit information

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

Version	Program No.	Effective Date
1.01	D0405524B	September 2010 production
1.00	D0405524A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	Other changes: SSL-related changes: Note: The new fields will only appear if Network Support firmware version 8.30 or later has also been applied to the device.
	No1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.
	<i>No2. Web Image Monitor now shows the certificate's key length in:</i> - Configuration > Security > Device Certificate > Details
	No3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS
	No4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS
1.00	1st Mass production.

Technical Bulletin

Model: Diana-C1L			Date: 6-Jan-09			No.: RD037017
Subject: Preventing Fax Transmission to the Wrong Destination			Prepareo	d by: ĸ. Ŋ	<i>l</i> oriizumi	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 □ Part info □ Electric ⊠ Transm □ Other (ormat al it/rec	tion eive)	Action C Servic Retrof Tier 2	n required se manual revision fit information

The following shows you how to use the User Parameter Switch to set features that prevent a fax from being sent to the wrong destination. If users want to use these features, please advise administrator level users of the following information.

Note: The Facsimile Reference for the Operating Instructions contains explanations of these features, but not the methods for setting them.

1. Re-entering a fax number to confirm the destination

• Enter the fax number again to confirm the destination is correct. Transmission is disabled if the confirmation fax number does not match the first fax number. This function helps prevent faxes from being sent to the wrong destination.

• User Parameter Switch 22, Bit 7 to 4 (default setting: 0000)

Settings table:

Bit 7	Bit 6	Bit 5	Bit 4	Setting	
0	0	0	0	0 (OFF)	
0	0	0	1	1	
0	0	1	0	2	
0	0	1	1	3	
0	1	0	0	4	
0	1	0	1	5	
0	1	1	0	6	
0	1	1	1	7	
1	0	0	0	8	
1	0	0	1	9	
1	0	1	0	10	
1	0	1	1	11	
1	1	0	0	12	
1	1	0	1	13	
1	1	1	0	14	



Model: Diana-C1L

Date: 6-Jan-09

No.: RD037017

Bit 7	Bit 6	Bit 5	Bit 4	Setting
1	1	1	1	15

2. Displaying the Destination Prior to Transmission

- To prevent documents being sent to the wrong destination, users can configure the machine to display the destination again after it has been entered and before the file is sent.
- User Parameter Switch 17, Bit 4 (default setting: 0)

0: OFF, 1: ON

3. Disabling broadcasting

- To avoid accidentally specifying multiple destinations, users can disable broadcasting. They cannot specify group destinations if they disable broadcasting. They can specify only one address at a time.
- User Parameter Switch 17, Bit 1 (default setting: 0)

0: OFF, 1: ON

Technical Bulletin

Model: Diana-C1L			Date: 26-Jan-09			No.: RD037018
Subject: Where to attach the authorization label for Fax Option (Taiwan model)			tion	Prepare	d by: Mas	sato Saiki
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	orma	tion	Action	required
			al		Servic	ce manual revision
	Paper path Transmit/		it/rec	eive	Retro	fit information
	Product Safety	🛛 Other ()	Tier 2	

Service Manual revision (for Diana-C1L Taiwan models only)

Note: The purpose of this RTB is to clarify the attachment position of the authorization label.

Replace Step 6 on pg. 12 of the D432/D433 Service Manual with the following:

Fax Option Type C2550/C2530 Installation Procedure (pg. 12)

6. For China and Taiwan models, attach the authorization label above the RFID label ([A]). **Important:** Make sure the decal does not overlap with any other decal. **See the diagram below.**

Authorization Label: Diana-C1L Fax Option Type C2530

Note: This authorization label (Taiwan model only) appears in the Component Checklist on pg. 10 (#6).





Technical Bulletin

PAGE: 1/2

Model: Diana-C1L Da			Dat	:e: 16-Mar-	-09	No.: RD037019
Subject: Jam in EXIT: Fusing Unit			Prepared	d by: Mas	sato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	Part informa		tion	Action	n required
	Mechanical	Electrical		cal 🗌 Se		e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Jam code 019

CAUSE

The duplex unit is closed while the guide plate at the fusing exit area is still open. As a result, the fusing unit stay is deformed and a jam (jam code 019) occurs.

SOLUTION

Attach the following spacer to the upper cover (see the procedure below).

P/N D0394268 SPACER:GUIDE PLATE:FUSING EXIT:ASS'Y

Date: 16-Mar-09

No.: RD037019

Attaching the P/N D0394268 spacer

- 1. Clean and then dry the attachment surface circled in red in Photo 1.
- 2. Attach the spacer to the cover as shown in Photos 2 and 3.
- 3. Make sure the guide plate contacts the space as shown in Photo 4 while it is open.





Technical Bulletin

PAGE: 1/1

Model:Diana-C1L			Dat	:e: 31-Mar-	.09	No.: RD037020
Subject: Parts Catalog - Caster Table Type B			Prepared by: Masato Saiki			
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:		Part info	ormat	tion	Action	required
			al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	Tier 2	

Please be informed of parts catalog of Caster Table Type B for Di-C1/C1L:

Caster Table Type B (D448)



Index No.	Part No.	Description	Qʻty Per Assembly
1	AH012013	Stopper Caster - 60KGF	2
2	AH012014	Caster – 60KGF	2
3	AA143848	Flanged Hexagonal Head Bolt - M3X3	2
4	A7401031	Positioning Pin – L40	2

Technical Bulletin

PAGE: 1/1

Model: Diana-C1L				e: 1-Apr-0	9	No.: RD037021
Subject: Improved Knob: Intermediate Transfer: BK				Prepared by: Masato Saiki		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	 Troubleshooting Mechanical Paper path 	Part info	ormat al iit/rec	tion eive	Action	required ce manual revision fit information
	Product Safety	Other ()	Tier 2	

Old part number	New part number	Description	Q'ty	Int
D0396336	D0396338	KNOB:ON-OFF:INTERMEDIATE TRANSFER:BK	1-1	X/O

Change: The shape of the knob was changed.

Reason: To further strengthen the knob.

Important: As described in the Service Manual, whenever you lock the ITB lock lever, make sure to **push the lever in** first (1), and then rotate it downward (2). If you do not, the lever can break or SC492 and/or an image problem may occur.



Technical Bulletin

PAGE: 1/1

Model: Diana-C1L D				:e: 14-Apr-	09	No.: RD037022	
Subject: FSM correction (SP5-113-001)				Prepared by: K. Moriizumi			
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting	Part info	ormat	rmation Acti		required	
	Mechanical	Electrical		ctrical 🗌 S		ervice manual revision	
	Paper path Transmi		it/rec	eive	Retrof	it information	
	Product Safety	🛛 Other ()	🗌 Tier 2		

Service Manual Revision

Replace the description for SC5-113-001 with the following:

SP5-113 [Option	Counter	Type]
-----------------	---------	-------

5113	[Option Counter Type]		
001	Default Optional	*CTL	This program specifies the counter type.
	Counter Type		Model Di-C1:
			0: None
			1: Key card (RK 3, 4)
			2: Key card (down)
			3: Prepaid card
			4: Coin rack
			5: MF key card
			8: Key counter + Vendor
			9: Bar-code Printer
			Model Di-C1L:
			0: None,
			1: Key card (RK 3, 4)
			2: Key card (down),
			5: MF key card
			Important: Only set this mode to one of the values mentioned above.

PAGE: 1/4

Model: Diana-C1L				e: 15-Apr-	09	No.: RD037023		
Subject: Accessibility handle installation procedure					Prepared by: Masato Saiki			
From: 1st Tech. Support Sec. Service Support Dept.								
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required		
	Mechanical	Electrical		Electrical			Servic	e manual revision
	Paper path Transmit/		it/rec	eive	Retrof	fit information		
	Product Safety	🛛 Other ()	Tier 2			

Important Information Regarding the ADF Handle Type B

Use the following procedure to install the ADF Handle Type B on the Model Di-C1L.

Note: Di-C1L mainframes produced from December 2008 onward support this peripheral.

ADF Handle Type B Installation Procedure

RICOH

1. Open the two holes (indented) on the right scanner cover with a tapping screw.



2. Attach the holder securely to the side of the cover (tapping screws x 2).



Holder



- 4. Open the ADF.
- 5. Attach the contact point bracket to the edge shown on the inside face of the ADF cover (screw x 2).



6. Attach the rise handle bracket to the upper right edge on the inside face of the ADF cover (binding screw x 2).





- 8. Attach the handle to the contact point bracket.
- 9. Attach the ball bearing and spacer to the handle.

Important: Attach the spacer so that it is positioned outside the ball bearing.



10. Tighten the screw to fix the handle in place.



11. Clean and then dry the fulcrum of the handle. Attach the decal.



RICOH	Technical B	ulletin	PAGE: 4/4
Model: Diana-C1L		Date: 15-Apr-09	No.: RD037023

12. Close the ADF and attach the two hinge stoppers (screw x 2 for each stopper).

Note: After the hinge stoppers are attached, the ADF cover can be opened up to a maximum angle of 60 degrees.



- 13. Clean the attachment surface for the operation decal (front upper cover).
- 14. Attach the operation decal to the area shown below.



Technical Bulletin

PAGE: 1/2

Model: Diana-C1L			Date: 20-Apr-09			No.: RD037024
Subject: Cautions when handling fuser unit				Prepared by: Masato Saiki		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part info	ormat al it/rec	tion eive)	Action C Servic Retrof Tier 2	n required ce manual revision fit information

Important Note for when Replacing Fusing Unit Components

- Do the following whenever you replace any components of the fusing unit. This is to make sure that the fusing stay is not bent or deformed.
- If the fusing stay is bent or deformed as shown below, the fusing roller may be in the wrong position. As a result, the thermistor or surface of the fusing belt can be damaged, which will cause SC543 and/or mechanical noise.

OK:





NG:







Model: Diana-C1L

Date: 20-Apr-09

No.: RD037024

1. **Do not press the stay** when attaching the two springs.



2. Make sure there is a clearance of **2mm +/- 0.3** between the retaining rings on both sides of the hot roller and the edge of the upper stay.





Technical Bulletin

Model: Diana-C1L				e : 20-Apr-	09	No.: RD037025
Subject: Service Manual Correction - Pictbridge and PCL option					d by: Mas	sato Saiki
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	on: Troubleshooting Part information Mechanical Electrical Paper path Transmit/ Product Safety Other (ormat al it/rec	tion eive)	Action Servic Retrof Tier 2	required e manual revision it information

The following sections have been added / revised in the Model DI-C1 Field Service Manual:

TABLE OF CONTENTS - Installation (page.12)

Error:

Correct:

Controller Options – SD Card Slots (page.124)

Error:

D037/D040:

- Slot 1 is used for "Printer Enhanced Option".
- Slot 2 is used for service only (for example, updating the firmware).

Correct:

D037/D040:

• Slot 1 is used for one of the optional applications: Printer Enhanced Option, PictBridge

• Slot 2 is used for service only (for example, updating the firmware).

Installation (page.142)

Error:

PictBridge (D038/D041 only)

Correct: PictBridge
Model: Diana-C1L

Date: 20-Apr-09

No.: RD037025

Type of Firmware (page.324)

Added:

L-Model (D037/D040)

Type of firmware	Function	Location of firmware	Message shown
PictBridge	PictBridge control	PictBridge SD card	Option PctBrgd

Technical Bulletin

Model: Diana-C1L		Date: 28-Apr-09		09	No.: RD037026	
Subject: Growling noise from paper feed tray (PB3030)			Prepared by: Masato Saiki		sato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☑ Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

A growling noise (rattling caused by vibration) can be heard coming from the PB3030 Paper Feed Unit when the unit is installed on the Di-C1L.

CAUSE

The friction between the paper and friction pad is high, causing a strong vibration.

SOLUTION

Production Line:

The material of the friction pad was changed from urethane to cork, and the cushion attached to the holder (P/N B3902835) was removed.

Applied from: March 2009 production of the PB3030.

In the field:

If this symptom is reported, replace the friction pad with the following:

P/N D4252831 FRICTION PAD:GUAM-C:ADHESION

See the diagram below to check the position of the pad. The pad is numbered 11 and encircled in red.



Technical Bulletin

PAGE: 1/1

Model: Diana-C1L		Date: 1-May-09		09	No.: RD037027	
Subject: Jam code 059 - Fusing Exit Sensor Jam			Prepared by: Masato Saiki		sato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Jam code 059

CAUSE

As the temperature inside the machine rises, the fusing exit sensor (reflective photosensor) can sometimes detect the upper section of the guide plate as a sheet of paper. As a result, the machine triggers Jam code 059.

SOLUTION

Production Line:

The sensor bracket was changed to improve detection accuracy, preventing misdetections. Applied from: February 2009 mainframe production.

In the field:

If this symptom is reported, replace the sensor bracket with the following:

P/N D0394952 BRACKET:SENSOR:FUSING EXIT

See the service manual for the replacement procedure.

Technical Bulletin

Model: DI-C1L Da		Date: 29-Jul-09		No.: RD037028		
Subject: Paper Jam in the trays			Prepared by: Masato Saiki			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Jam 003 or Jam 004 occurs.

CAUSE

When the paper is loaded in the tray, the bottom plate is not pushed down all the way (i.e. until it clicks). As a result, the paper may not be fed correctly.

SOLUTION

If this symptom is reported, and the customer did not press the bottom plate into the locked position before closing the tray, advise the customer of the points explained below.

Note: This information appears in the Operator's Instructions, "Loading Paper".

Loading the paper correctly

1. Carefully pull out the paper tray until it stops.





Model: DI-C1L

Date: 29-Jul-09

No.: RD037028

2. Press the paper stack down until it clicks.



3. Square the paper and load it print side up.



RICOH
Model: DI-C1L

Date: 29-Jul-09

No.: RD037028

4. Adjust the positions of the side fences and fence.



Important: Each tray can hold up to 250 sheets of paper. Do not stack paper over the limit mark.



Model: DI-C1L

Date: 29-Jul-09

No.: RD037028

5. Carefully push the paper tray in all the way.



Technical Bulletin

Model: DI-C1L Da		Date: 31-Jul-09)9	No.: RD037029	
Subject: Transferring Sensor Jam		Prepared by: Masato Saiki				
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

Jam code 011, 012, 051, or 052 (transferring sensor jams) occurs.

CAUSE

When the machine is moved, it is held by one of the edges circled in red in the photos below. This deforms the bracket for the vertical transport cover.

SOLUTION

1. Make machine users and other technicians aware of the following:

When moving the machine, open the cover on the rear side of the machine (see Photo 1) and pull out the knob. Hold the machine by this knob and the area circled in blue (see Photo 2). Never hold the machine by the edges circled in red or any other areas. If you do, you may damage the machine.



2. If the symptom is reported, and the brackets for the vertical transport covers are damaged or deformed, replace both brackets (Front: P/N D0392943, Rear: P/N D0392944).

Important: Open the lower side cover to access the brackets.



Technical Bulletin

Reissued:17-Aug-09

Model: DI-C1L

Date: 6-Aug-09

No.: RD037030a

RTB Reissue

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

Subject: Paper J	am Troubleshooting Guide		Prepare	d by: Masato Saiki
From: 1st Tech. 8	Support Sec. Service Support I	Dept.		
Classification:	☐ Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	🛛 Tier 2

Paper Jam Troubleshooting Guide

Use the information in this RTB if you notice frequent jams in the SP7-507 jam history.

Jam 3: Paper is not fed from Tray 1

- 1. Remove the paper from Trays 1 and 2.
- 2. Turn the paper feed motor on using **SP5-804-005** (Output check: Paper Feed M1:CCW:190mm/s).
- 3. If the feed rollers for Tray 1 do not rotate, replace the one-way clutch with P/N D0391164.

 \rightarrow See "Roller Clutch: Feed (A)" in **Appendix: One-way clutches**.





Reissued:17-Aug-09

RICOH

Model: DI-C1L	Date: 6-Aug-09	No.: RD037030a
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- 4. Press the surface of the vertical transport roller for Tray 1 gently with a small piece of paper, as shown.
- 5. If the roller stops easily, replace the one-way clutch with P/N D0391166. → See "Roller Clutch: GRIP (B)" in **Appendix: One-way clutches**.



6. Advise the user on the correct way to load the paper in the tray. → See **Appendix: Paper loading to the tray**.

Reissued:17-Aug-09

Model: DI-C1L

Date: 6-Aug-09

No.: RD037030a

Jam 4: Paper is not fed from Tray 2

- 1. Remove the paper from Trays 1 and 2.
- 2. Turn the paper feed motor on using **SP5-804-013** (Output check: Paper Feed M2:CCW:190mm/s).
- 3. If the feed rollers for Tray 2 do not rotate, replace the one-way clutch with P/N D0391164.

 \rightarrow See "Roller Clutch: Feed (C)" in **Appendix: One-way clutches**.



- 4. Press the surface of the vertical transport roller for Tray 2 gently with a small piece of paper, as shown.
- 5. If the roller stops easily, replace the one-way clutch with P/N D0391166. → See "Roller Clutch: GRIP (D)" in **Appendix: One-way clutches**.
- 6. Advise the user on the correct way to load the paper in the tray.
 - \rightarrow See Appendix: Paper loading to the tray.



Model: DI-C1L	Date: 6-Aug-09	No.: RD037030a

Jam 5: Paper is not fed from Tray 3 (one-tray paper feed unit)

Advise the user on the correct way to load the paper in the tray. \rightarrow See Appendix: Paper loading to the tray.

Jam 6: Paper is not fed from Tray 4

RICOH

Reissued:17-Aua-09

Advise the user on the correct way to load the paper in the tray.

→ See Appendix: Paper loading to the tray.

Jam 8: Paper is not fed from the by-pass tray

- 1. Remove the paper from Trays 1 and 2.
- 2. Turn the paper feed motor on using **SP5-804-001** (Output check: Paper Feed M2:CW:190mm/s).
- 3. Press the surface of the vertical transport roller for Tray 1 gently with a small piece of paper, as shown.
- 4. If the roller stops easily, replace the one-way clutch with P/N D0391166.
 → See "Roller Clutch: GRIP (E)" in Appendix: One-way clutches.



Model: DI-C1L Da	Date: 6-Aug-09	No.: RD037030a
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Jam 11: Vertical transport sensor 1 does not detect paper from tray 1

- 1. Remove the paper from Trays 1 and 2.
- 2. Turn the paper feed motor on using **SP5-804-009** (Output check: Paper Feed M2:CW:190mm/s).
- 3. Press the surface of the vertical transport roller for Tray 2 gently with a small piece of paper, as shown.
- 4. If the roller stops easily, replace the one-way clutch with P/N D0391166. → See "Roller Clutch: GRIP (F)" in **Appendix: One-way clutches**.



5. If Jam 11 still occurs, replace the brackets for the vertical transport covers (Front: P/N D0392943, Rear: P/N D0392944).

Important: Open the lower side cover to access the brackets. See RTB #RD038032a for more details.



Reissued:17-Aug-09

RICOH

Model: DI-C1L	Date: 6-Aug-09	No.: RD037030a

Jam 12: Vertical transport sensor 2 does not detect paper from Tray 2.

- 1. Press down on the vertical transport sensor bracket in the area around the embossing (bead) shown below.
- 2. If there is some play between this area of the bracket and the frame underneath it, replace the bracket with P/N D0392929.



3. If Jam 11 still occurs, replace the brackets for the vertical transport covers (Front: P/N D0392943, Rear: P/N D0392944).

Important: Open the lower side cover to access the brackets. See RTB #RD038032a for more details.



Reissued:17-Aug-09

Model: DI-C1L	Date: 6-Aug-09	No.: RD037030a
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Jam 17: Registration sensor does not detect paper

- 1. Remove the paper from Trays 1 and 2.
- 2. Turn the paper feed motor using **SP5-804-001** (Output check: Paper Feed M2:CW:190mm/s).
- 3. Press the surface of the vertical transport roller for **Tray 1** gently with a small piece of paper, as shown.
- 4. If the roller stops easily, replace the one-way clutch with P/N D0391166.
 → See "Roller Clutch: GRIP (E)" in Appendix: One-way clutches.



- 5. If Jam 17 still occurs, turn the paper feed motor using **SP5-804-009** (Output check: Paper Feed M2:CW:190mm/s).
- 6. Press the surface of the vertical transport roller for **Tray 2** gently with a small piece of paper, as shown.
- 7. If the roller stops easily, replace the one-way clutch with P/N D0391166. \rightarrow See "Roller Clutch: GRIP (**F**)" in **Appendix: One-way clutches**.



Reissued:17-Aug-09

Technical Bulletin

Model: DI-C1L Date: 6-Aug-09 No.: RD0	37030a
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Jam 19: Fusing exit sensor does not detect paper.

If Jam 19 occurs frequently, check to see if the guide plate spacer (P/N D0394268) is attached to the upper cover in the fusing exit area. If it is not, attach one. See **RTB #RD038033** for details.

<u>Jam 19</u>: Fusing exit sensor does not detect paper. If Jam 19 occurs frequently, check to see if the pressure roller stay (P/N D0394183) is deformed, and replace the part if necessary. See RTB #RD038023 for details.

After the replacement is completed, attach the guide plate spacer (P/N D0394268) to the upper cover in the fusing exit area. See RTB #RD038033 for details.

Jam 51: Vertical transport sensor 1 does not turn off

Jam 52: Vertical transport sensor 2 does not turn off

Replace the brackets for the vertical transport covers (Front: P/N D0392943, Rear: P/N D0392944).

Important: Open the lower side cover to access the brackets. See RTB #RD038032a for more details.



Jam 59: Fusing exit sensor does not turn off.

If Jam 59 occurs frequently, replace the fusing exit sensor bracket (D0394952). See **RTB #RD038039** for details.

Technical Bulletin

Reissued:17-Aug-09

Model: DI-C1L

Date: 6-Aug-09

No.: RD037030a

Appendix: One-way Clutches



Model: DI-C1L

Technical Bulletin

Reissued:17-Aug-09

Date: 6-Aug-09

No.: RD037030a

Appendix: Loading the Paper in the Paper Tray See RTB #RD038041 for details.

1. Carefully pull out the paper tray until it stops.



2. Press the paper stack down until it clicks (Tray 1 and Tray 2 only).



3. Square the paper and load it print side up.



RICOH Reissued:17-Aug-09

Technical Bulletin

Model: DI-C1L	Date: 6-Aug-09	No.: RD037030a

4. Adjust the positions of the side fences and end fence.

Important: If the user only uses one paper size for a given paper tray, use the screw to fix the positions of the side fence and fence for that paper size.



Note: The screws are prepared in tray 1 and tray 2.







Reissued:17-Aug-09

Model: DI-C1L

Date: 6-Aug-09 No.: RD037030a



5. Carefully push the paper tray in all the way.



Important: Each tray can hold up to 250 sheets of paper. Do not stack paper over the limit mark.

Important: Tray 1 and Tray 2 can hold up to 250 sheets of paper. Tray 3 and Tray 4 can hold up to 500 sheets of paper. Do not stack paper over the limit mark.



Technical Bulletin

PAGE: 1/3

Model: DI-C1L Date					-09	No.: RD037031	
Subject: Loud squeaking noise from PCDU					d by: Mas	sato Saiki	
From: 1st Tech. 8	Support Sec. Service Support	Dept.					
Classification:	☐ Troubleshooting	Part informa		tion	Action	n required	
	Mechanical	Electrical			Servic	ce manual revision	
	Paper path	Transmit/rec		eive	Retrof	fit information	
	Product Safety	Other ()	🛛 Tier 2		

SYMPTOM

A loud squeaking noise can be heard when any of the following conditions is met:

- High image coverage, and
- High original-to-copy ratio (1-to-x), and
- Printing at half speed

CAUSE

Under the conditions described above, the cleaning brush becomes unable to supply enough lubricant to the surface of the drum.

SOLUTION

If this problem is reported, replace the compression spring with the modified part (P/N AA063690).

Replacement Procedure:

1. Remove the front bracket from the PCDU (screws x 2).





RICOH	Technical Bulletin	PAGE: 2/3
Model: DI-C1L	Date: 31-Aug-09	No.: RD037031

2. Slide the upper cover as shown and remove it.



- 3. Carefully lift up the metal plate and remove the compression springs. **Important:**
 - Be careful not to bend the metal plate.
 - Twist the spring clockwise when you remove it (This will make the removal easier).



4. Attach the modified compression spring so that it is in the position shown below.





Improved Spring (P/N AA063690)

5. Reattach the PCDU upper cover (Slide it as shown).



6. Reattach the front bracket to the PCDU (screws x 2), and then re-install the PCDU in the machine.



Technical Bulletin

Reissued: 07-Oct-09

Model: DI-C1L

Date: 14-Sept-09

No.: RD037032a

RTB Reissue

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

Subject: Paper Feed Improvement for DF3030						Prepared by: Masato Saiki					
From: 1st Tech. Support Sec. Service Support Dept.											
Classificatio	on:	Troubleshooting Z Part informa			nati	ation Action required					
	Mechanical		Electrical		Service manual revision						
	🗌 Paper path 🔹 Trans		Transmit/re	Transmit/receive		Retrofit information					
Product Safety Other ()	🗌 Tie	er 2						
Old part	N	ew part		Description			Q'ty	Int	Page	Index	Note

Olu part	New part	Description	Quy	1110	i aye	IIIUEA	NOLE
number	number						
AA082104	53041639	Bushing - 8MM	2-2	X/X	12	15	X/O aa
B7894215	D3664215	Shaft: Magnetic Clutch	1-1	X/X	12	16	A/O as
	08050088	Retaining Ring - M6	0-1	X/X	12	37*	a Sei

*New Index

Change: The shapes of the bushing and shaft were changed, and a retaining ring was added.

Reason: Parts standardization with other model

Important: If you replace the old shaft in the field, make sure to install the new bushing and retaining ring **together as a set.**



Technical Bulletin

Reissued:09-Apr-10

Date: 19-Oct-09

No.: RD037033c

RTB Reissue

Model: DI-C1L

Subject: SC552	2/555 Troubleshooting	Prepared by: M. Saiki		
From: 2nd Over	seas Tech Support Sec., 2nd I			
Classification	Troubleshooting	Part informat	tion	Action required
:	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	🔀 Tier 2

Target Models: DI-C1 Asia model, China model, and Europe model.

Target Models: DI-C1/C1L Asia model, China model, and Europe model.

SYMPTOM

The fusing lamp (P/N AX440292) breaks, triggering SC552 or SC555.



CAUSE

Electricity is passed through a tungsten wire in order to heat up the halogen gas inside the fusing lamp. A stable halogen cycle depends on the right balance of current and halogen tube properties.

If the Auto Off Timer / Panel Off Timer is increased from the default value, the machine will spend a larger amount of time in the Standby (Ready) condition or performing a job, i.e. heating up the halogen in the lamp. In some cases, the electric current applied and properties of the halogen tube were not in the correct balance, causing the tungsten wire to break.

Reissued:09-Apr-10

Model: DI-C1L	Date: 19-Oct-09	No.: RD037033c

SOLUTION

Production Line

The following two modifications have been applied to the production line. Either one of the solutions provides a full fix of the problem.

1. The fusing lamp was modified:

Old part number	New part number	Description
AX440292	AX440300	HEATER:230V:660W/470W

- Applied from: July 2009 (RAI) production.

- Cut-in Serial Numbers:

Broduct Namo	Model-	Cut in serial numbers		
	code	Asia	China	Europe
Ricoh Aficio MP C2030				
NRG MP C2030	D037	V2196740001	V2196700011	V2194400001
infotec MP C2030				
Ricoh Aficio MP C2050				
NRG MP C2050	D038	V2296740001	V2296700001	V2294400094
infotec MP C2050				
Ricoh Aficio MP C2530				
NRG MP C2530	D040	V2396840001	V2396700001	V2394400001
infotec MP C2530				
Ricoh Aficio MP C2550				
NRG MP C2550	D041	V2496740001	V2496700006	V2494400029
infotec MP C2550				

Note: The part number for the fusing unit sub assembly for EU models was changed as follows:

Old part number	New part number	Description
D0394012	D0394022	FUSING UNIT:EU:SUB-ASS'Y

The new part contains the modified lamp.

This assembly has been in production since July 2009.

2. Engine Firmware change:

- Modified Firmware

Firmware Type:	Version:
Engine	1.51:03

- Applied from: March 2010 Production

- Cut-in Serial Numbers: See the next page

Reissued:09-Apr-10

Model: DI-C1L

Date: 19-Oct-09

No.: RD037033c

- Latest Cut-in Serial Numbers as of 4/6/2010:

(TBA: To be applied from following mass production)

Broduct Namo	Model-	Cut in serial numbers			
Froduct Name	code	Asia	China	Europe	Korea
Ricoh Aficio MP C2030					
NRG MP C2030	D037	V2106340114	V2106460001	V2103700536	TBA
infotec MP C2030					
Ricoh Aficio MP C2050					
NRG MP C2050	D038	V2206340209	V2206360058	V2203900056	TBA
infotec MP C2050					
Ricoh Aficio MP C2530					
NRG MP C2530	D040	V2306340001	TBA	TBA	TBA
infotec MP C2530					
Ricoh Aficio MP C2550					
NRG MP C2550	D041	TBA	V2406360011	V2403800589	V2406300006
infotec MP C2550					

Important note:

The modified firmware changes the fusing lamp control to prevent the tungsten wire from breaking. This change is <u>also effective for the old type of lamp (AX440292)</u>.

In the Field

1. To prevent SC552 or SC555:

As a preventive measure, upgrade the engine firmware on machines in the field as soon as possible by @Remote or at the next service visit. If the old type of lamp (AX440292) is still installed in the machine (see note 1), always update the Engine firmware to the following version or higher as a preventive measure.

Firmware Type:	Version:
Engine	1.51:03

With the new firmware installed, the lamp does not need to be replaced.

Note 1: If the new type of lamp (AX440300) is already installed, the firmware update is not required. However, upgrading to the latest firmware is recommended as always.

2. If SC552 or SC555 is reported:

Replace the defective lamp with the modified one:

P/N AX440300 Heater:230V:660W/470W

Upgrade the engine firmware to version 1.51:03 (not required for the new type of lamp, but it is recommended to keep firmware up to date)

See the Service Manual for the replacement procedure.

Model: DI-C1L	Date: 19-Oct-09	No.: RD037033c
---------------	-----------------	----------------

2. Additional recommended measures:

Strongly recommend users to keep the Auto Off Timer and Panel Off Timer at the **default value.**

Although the stand-by time does not affect the life of the lamp any more after installing the new lamp and/or the firmware upgrade, the default setting will still provide the best results regarding energy saving.

Asia model only: If the customer does not accept this, strongly recommend them to set the Panel Off Timer to **1 minute**, and the Energy Saver Level to **Level 2** (User Tools – Administrator Tools).

Default values for each timer:

	CPM	Auto-Off Timer	Panel-Off Timer	Energy Saver Level
Asia Model	All CPM	1 Minute	Off	1
China Model /	20 CPM	20 minutes	1 Minute	2
Europe Mode	25 CPM	30 Minutes	1 Minute	2

Important:

Please explain to the customers that the maximum energy consumption will be raised after the firmware applied as follows (Energy consumptions of normal printing/copying operation and sleep mode will not be changed.) This is the errata sheet that is used for Operating Instructions *"About this machine"* and *"Fax reference"* corrections.

MP C2050/2550: (Type 1: MP C2050, Type 2: MP C2550) Error: Old Firmware Corrections: New Firmware

About This Machine

Торіс	Error	Corrections
8. Appendix	Main unit only	Main unit only
"Specifications for the Main	Stand-by	Stand-by
Unit" Power consumption	Type 1: About 180 W	Type 1: About 222 W
	Type 2: About 180 W	Type 2: About 222 W
	 Complete system 	 Complete system
	Stand-by	Stand-by
	Type 1: About 231 W	Type 1: About 273 W
	Type 2: About 231 W	Type 2: About 273 W

Facsimile Reference

Торіс	Error	Corrections
8. Appendix "Specifications" Power Con- sumption	Immediate Transmission: <u>approx. 240 W</u> Memory Transmission: <u>approx. 200 W</u> Memory Reception: <u>approx. 200 W</u>	Immediate Transmission: <u>approx. 282 W</u> Memory Transmission: <u>approx. 242 W</u> Memory Reception: <u>approx. 242 W</u>

Technical Bulletin

Reissued:09-Apr-10

Model: DI-C1L

Date: 19-Oct-09

No.: RD037033c

MP C2030/2530: (Type 1: MP C2030, Type 2: MP C2530) Error: Old Firmware Corrections: New Firmware

About This Machine

Topic	Error	Corrections
8. Appendix	Main unit only	Main unit only
"Specifications for the Main	Stand-by	Stand-by
Unit" Power consumption	Type 1: About 165 W	Type 1: About 185 W
	Type 2: About 165 W	Type 2: About 185 W
	 Complete system 	 Complete system
	Stand-by	Stand-by
	Type 1: About 231 W	Type 1: About 251 W
	Type 2: About 231 W	Type 2: About 251 W
F 1 1 D (*

Facsimile Reference

Торіс	Error	Corrections
8. Appendix "Specifications" Power Con- sumption	Immediate Transmission: <u>approx. 240 W</u> Memory Transmission: <u>approx. 200 W</u> Memory Reception: <u>approx. 200 W</u>	Immediate Transmission: <u>approx. 282 W</u> Memory Transmission: <u>approx. 242 W</u> Memory Reception: <u>approx. 242 W</u>

The above errata sheets have been arranged for each model and prepared as service parts as follows. Please use them as occasion arises while explaining to the customers.

Broduct Namo	Model-	E	Errata Sheet Serv	vice Part Numbe	rs
FIGUELINAIIIe	code	Asia	China	Europe	Korea
Ricoh Aficio MP C2030					
NRG MP C2030	D037	D0417925	D0417926	D0417924	D0417925
infotec MP C2030					
Ricoh Aficio MP C2050					
NRG MP C2050	D038	D0417922	D0417923	D0417921	D0417922
infotec MP C2050					
Ricoh Aficio MP C2530					
NRG MP C2530	D040	D0417925	D0417926	D0417924	D0417925
infotec MP C2530					
Ricoh Aficio MP C2550					
NRG MP C2550	D041	D0417922	D0417923	D0417921	D0417922
infotec MP C2550					

Technical Bulletin

PAGE: 1/9

Model: S-C4, K-C3, PR-C	1, R-C5, Al-C1, Di-C1, AT-C2,	, AP-C2	Dat	e: 18-Nov	-09	No.: RGene036
Subject: Recomr East/Africa only)	nended Eco Mode setting (for	Europe/Mid	dle	Prepare	d by: F.N	oguchi
From: 2nd Overs	eas Tech Support Sec., 2nd Pe	QM Dept.				
Classification:	Troubleshooting	Part inf	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other ()	Tier 2	

1. Recommended Ricoh Eco Mode settings

Ricoh products are designed to help our customers to reduce their power consumption. The following table shows Ricoh recommended setting values for Panel off timer, Energy saver timer and Auto off timer for energy saving.

		Panel Off Tin	ner	Energy Saver	Timer	Auto Off	Timer	Reduction
	Model	Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time	ratio for power consumption
	S-C4	-	-	1 min	10 sec		10sec (C4/C4SPF) 7 sec (C4F)	77%~86%
>	K-C3	-	-	(Factory default)	10 sec	1 min	10 sec	74%~85%
B&	PR-C1	-	-		10 sec	(Factory default)	10 sec	83%
	R-C5	1 min	0 sec	-	-		10 sec	72%~81%
	AI-C1	(Factory default)	0 sec	-	-		10 sec	66%
	Di-C1	1 minLevel2(Factory default)	5.9 sec		-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
B2C	AT-C2	 1 min (Factory default) Change from Level1 (default) to Level2 See Note 	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	1 minLevel1(Factory default)	5.4 sec	Change from 15 min (default) to 1 min See Note	5.5 sec	45 min (Factory default)	31 sec(C1c) 49 sec(C1d)	24%

Note: We cannot change the default settings to be the recommended settings, because we already took the Energy Star certification with the default settings.



RICOH	Technical E	ulletin	PAGE: 2/9
Model: S-C4, K-C3, PR-C1, R-C5,	Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
2. Eco Mode setting proce	edure		

2.1 B/W models

Model S-C4, K-C3, PR-C1

Timer Setting Procedure:

1) Check the current setting on Auto Off timer setting.

2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings \rightarrow Auto Off Timer1 min. (Default)



Model R-C5

- Timer Setting Procedure:
 - 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings \rightarrow Auto Off Timer1 min. (Default)

🧇 U	ser Tools / Cou	inter / E	nquiry		Exit	Ē	System Settings					Exit
		6	Copier / Document Server Features	æ	Français	(F	Seneral eatures Settings	Timer Int Settings Se	erface ttings	File Adi Transfer	ministrator Tools	
C	System Settings						Auto Off Timer	1 minute(s)		Set Date		25/11/2009
		분	Printer Features	1	Enquiry		Panel Off Timer	1 minute(s)		Set Time		11:37:47
							System Auto Reset Timer	180 second(s)		Auto Logout Time	з	60 second(s)
		6	Scanner Features			Cop	ier / Document Server Auto Reset Tin	187 6 O second(s)				
G]					Facsimile Auto Reset Timer	3 O second(s)				
	Maintenance]					Printer Auto Reset Timer	60 second(s)				
	Country]					Scanner Auto Reset Timer	60 second(s)				
120	Counter	J										
133.139.16	6.44		System Status Job Li	st	OCT 26.2009				System Status	hblist		25 NOV 2009



Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model AL-C1

- Timer Setting Procedure:
 - 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings \rightarrow Auto Off Timer1 min. (Default)

🧇 U	ser Tools / Cou	nter / E	nquiry		Exit	🔞 System Settings				Exit
		ß	Copier / Document Server Features	æ	Français	General Features Settings	Timer Settings Setti	ace File Ings Transfer	Administrato Tools	<u>`</u>
œ	System Settings	B				Auto Off Timer	1 min.	Scanner Auto Re	vet Timer	60 second(s)
		Ľ.	Printer Features	1	Enquiry	Energy Saver Timer	1 min.	Set Date	÷	08/21/2009
		1				Panel Off Timer	1 min.	Set Tim	2	09:57:59AM
		6	Scanner Features			System Auto Reset Timer	999 second(s)	Auto Logout	Timer	180 second(s)
(CA						Copier / Document Server Auto Reset Timer	60 second(s)			
P	Maintenance					Facsimile Auto Reset Timer	30 second(s)			
123	Counter					Printer Auto Reset Timer	60 second(s)			
_							20			
133.139.16	6.44		System Status Job L	ist	OCT 26,2009 1:00AM	Please call service. 250120444444		System Status 🛛 Job List		AUG 21,2009 9:50AM



Model:

S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

2.2 Color models

RICOH

Model Di-C1

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings. (Refer to table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🚸 ι	Jser Tools / Cou	nter / E	nquiry		Exit		🔞 System Settings					Exit
		6	Copier / Document Server Features	æ	Français		General Features Settings	Timer Settings Sett	face ings \ T	File Ad	ministrator Tools	
ſŌ	System Settings						Auto Off Timer	20 minute(s)		Set Date		21/08/2009
		븝	Printer Features		Enquiry		Panel Off Timer	1 minute(s)		Set Time		09:21:51
		1	Courses Frankrus			Ľ	System Auto Reset Timer	999 second(s)	A	uto Logout Time	a	500 second(s)
		6	Scanner Features				Copier / Document Server Auto Reset Timer	6 O second(s)				
ß	Maintenance						Facsimile Auto Reset Timer	3 O second(s)				
	Maintenance						Printer Auto Reset Timer	6 O second(s)				
123	Counter						Scanner Auto Reset Timer	6 O second(s)				
	counter											
133.139.1	66.44		System Status	ob List	OCT 26,2009		133.139.166.103		System Status	- bhlist		21 AUG 2009

■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2 (factory default setting).

General Features Settings	Timer Inter Settings Sett	face File Administrator Transfer Tools
		Service Test Call
		Notify Machine Status
Program / Change / D	elete LDAP Server	
LDAP Search	On	Firmware Version
Program / Change /	Delete Realm	Network Security Level
AOF (Always On)	On	
Energy Saver Level	Level 2	

PAGE: 5/9

Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model Di-C1L

RICOH

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.





Model AT-C2

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🚸 User Tools / Cou	nter / Enquiry	Exit	To System Settings	Exit
-	Copier / Document Server Features	Français	General Tray Paper Timer Interfa Features Settings Setting	ce File Administrator Transfer Tools
System Settings	Printer Features	Enquiry	Auto Off Timer 3 O min. Energy Saver Timer 1 5 min.	Scanner Auto Reset Timer 6 O second(s) Set Date 08/21/2009
	1 constraints		Panel Off Timer 1 min.	Set Time 09:57:59AM
	Scanner reatures		System Auto Reset Timer 9 9 9 second(s)	Auto Logout Timer 180 second(s)
Maintenance			Copier / Document Server Auto Reset Timer 6 O. second(s)	
Plantenaite	J		Facsimile Auto Reset Timer 3.0 second(s)	
123 Counter			Printer Auto Reset Timer 6 O second(s)	
133.139.166.44	System Status Job Lie	OCT 26.2009 5t 1:004M	Vellow 5501 20444444	usten Status Job List Aug. 21,2009

■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.

General \ Tray Paper \	Timer \ Inter	face File	Administrator	
Features Settings	Settings Sett	ings 🛛 Transfer	Tools	
Program / Change / Dele	ete LDAP Server		Firmware Version	
	Contract of Contra			
LDAP Search	On	Network Se	curity Level	
LDAP Search AOF (Always On)	On On	Network Se	curity Level	
LDAP Search AOF (Always On) Energy Saver Level	On On Level 2	Network Se	curity Level	
LDAP Search AOF (Always On) Energy Saver Level	On On Level 2	Network Se	curity Level Delete All Logs	



PAGE: 7/9

Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model AP-C2

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🚸 User Tools / C	ounter / Enquiry	Exit	🔞 System Settings			Exit
-	Copier / Document Server Features	Français	General Tray Paper Timer Interface File A Features Settings Settings A		ace File Administrator ngs Transfer Tools	
System Settings	Printer Features	Frankry	Auto Off Timer	45 min.	Scanner Auto Reset Timer	6 O second(s)
			Energy Saver Timer	1 min.	Set Date	08/21/2009
	1		Panel Off Timer	1 min.	Set Time	09:57:59AM
	Scamer Features		System Auto Reset Timer	999 second(s)	Auto Logout Timer	180 second(s)
S Maintenance			Copier / Document Server Auto Reset Timer	6 O second(s)		
- Maintenia de			Facsimile Auto Reset Timer	30 second(s)		
123 Counter			Printer Auto Reset Timer	6 O second(s)		
133.139.166.44	System Status Job L	0CT 26.2009 1:004M			System Status Job List	AUG 21,2009

■ Panel Off timer (Energy Saver Level) on setting Procedure:

 $\textit{User Tools/Counter} \rightarrow \textit{System Settings} \rightarrow \textit{Administrator Tools} \rightarrow \textit{Energy Saver Level}$

- 1) Check the current setting.
- 2) If it is not Level 1, change the setting to Level 1 (factory default setting).

General Tray F Features Sett	Paper ings	Timer Settings	Interface Settings	File Transfer	Administrator Tools			
Program / Change / Delete LDAP Server				Firmware Version				
LDAP Search		On		Network Security Level				
AOF (Always On)		On						
AOF (Always (210							
AOF (Always (Energy Saver Le	vel	Level 1						
AOF (Always (Energy Saver Le	vel	Level 1						
Technical Bulletin

PAGE: 8/9

Model:

S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

3. Power consumption

	Panel Off Timer			Energy Saver Timer			A	uto Off Ti	mer		
Model Name	Default Setting		Recomme ndation	Default Setting		Recom mendati on	Default	Setting	Recom mendati on	Reduction ratio for Power	
	Time (m)	Power consu mption (W)	Time (W)	Time (m)	Power consu mption (W)	Time (W)	Time (m)	Power consu mption (W)	Time (W)	*See Note1	
S-C4				1	21.6		1	0.6		86	
S-C4 F				1	30.2		1	4.8		77	
S-C4 SPF				1	25.5	Keep	1	5.0		77	
K-C3a				1	40	Factory	1	1.0		85	
K-C3b				1	40	Deladit	1	1.0		85	
K-C3cd				1	40		1	0.7	Keep Factory	74	
PR-C1				1	34.3		1	0.7	Default	83	
R-C5b CS	1	161					1	5.6		77	
R-C5c CS	1	161	Keep				1	5.6		72	
R-C5b	1	154	Factory				1	1.1		81	
R-C5c	1	154	Delault				1	1.1	1	76	
Al-C1b	1	143					1	5.7		66	

		Pa	annel Off T	ïmer		Ene	ergy saver	Timer	A	uto Off Tir	ner	Reduc
Model Name	Default Setting			Recommendation		Default	Default Setting		Default Setting		Recomme ndation	ratio for Power
	Lavel	Time (min)	Power consu mption (W)	Level	Time (min)	Time (min)	Power consu mption (W)	Time (min)	Time (min)	Power consu mption (W)	Time (min)	mption (%) *See Note1
Di-C1La	2	1	126						20	4.7		40
Di-C1Lc	2	1	126	Keep	Factory				30	4.7	Keep Factory	38
Di-C1a	2	1	131	De	Default –				20	5.2	Default	42
Di-C1c	2	1	131						30	5.2		41

Technical Bulletin

PAGE: 9/9

Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

				Panel O	ff Timer			Ene	rgy Saver T	imer	Α	uto Off Time	er	Reduc
Model		Default Setting			Recommendation		Default Setting		Reco mmen Defa dation		It Setting	Reco mmen dation	ratio for Power	
	Name	Level	Time (min)	Power consum ption (W)	Level	Time (min)	Power consu mption (W)	Time (min)	Power consum ption (W)	Time (min)	Time (min)	Power consum ption (W)	Time (min)	consu mption (%) *See Note1
	AT- C2a	1	1	210	Chang e to Level2	Keep Factor	173	15	106	Keep Factory	30	4.3	Keep Factory	35
	AT- C2b	1	1	216	Chang e to Level2	y Default	171	15	104	Default	30	4.3	Default	37

		Panel Off Timer				Energ	y Saver Tim	er	A	er			
Model Name	Default Setting			Recommendation		Default Setting		Reco mmen dation	Default Setting		Reco mmen dation	ratio for Power consumpti	
	Level	Time (min)	Power consu mption (W)	Level	Time (min)	Time (min)	Power consum ption (W)	Time (min)	Time (min)	Power consum ption (W)	Time (min)	on (%) *See Note1	
AP- C2c	1	1	141	Keep Factory	Keep Factory	15	135	Chang e to 1	45	2.9	Keep Factory	24	
AP- C2d	1	1	141	Default	Default	15	135	min	45	2.9	Default	24	

Note 1: Percentage reduction in power consumption when using the recommended settings, compared with the maximum setting of 240 minutes.

The actual reduction in power consumption will vary depending on the customer's usage conditions (e.g. ACV, P/J, option configuration, etc.) and installation environment (e.g. temperature and humidity conditions).

Technical Bulletin

PAGE: 1/1

Model: DI-C1L			Dat	e: 15-Mar	-10	No.: RD037034	
Subject: Duplex	Exit Guide Plate	Prepared by: M.Saiki					
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.							
Classification:	☐ Troubleshooting	Part info	ormat	tion	Action	n required	
	Mechanical	Electric	al		Servic	e manual revision	
	Paper path	Transm	it/rec	eive	Retrof	fit information	
	Product Safety	Other ()	🛛 Tier 2		

SYMPTOM

Jam code 019, 020, 024, 025, or 027

CAUSE

The Teflon sheet on the duplex exit guide plate peels off and blocks the paper feed path.

SOLUTION

Replace the duplex unit exit guide plate (D0394985).

Change: The Telfon sheets were attached to the duplex exit guide plate.

Old part		New part	Description	Q'ty		
number		number				
D0394585			GUIDE PLATE:EXIT:DUPLEX	1 – 0		
D0394981			SHEET:EXIT:PTFE:4	6 – 0		
D0394982			SHEET:EXIT:PTFE:10	2-0		
D0394983			SHEET:EXIT:PTFE:17			
D0394984			SHEET:EXIT:PTFE:MIDDLE	1 – 0		
		► D0394985	GUIDE PLATE:EXIT:DUPLEX:ADHESION	0 – 1		



PAGE: 1/2

Model: DI-C1L		te: 27-Apr-10		No.: RD037035				
Subject: MAC A	Address Change Notification		Prepared by: M. Saiki					
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept								
Classification:	☐ Troubleshooting	Part info	ormat	tion	Action	n required		
	🗌 Mechanical	Electrica	al		Servic	ce manual revision		
	Paper path	🗌 Transmi	it/rec	eive	Retrof	fit information		
	Product Safety	Other ()				

MAC Address Change Notification

Overview:

RICOH

- The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.
- The part number of the PCB used on the DI-C1L was changed as follows:

Old Part	New Part	Description	I/C
Number	Number		
D0405740	D0405742	PCB:DI-C1LA-EXP:SERVICE:ASS'Y	O/O
D0405750	D0405752	PCB:DI-C1LC-EXP:SERVICE:ASS'Y	O/O

Production Line:

Applied from first mass production in November, 2009.

Connection issues and solutions:

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

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

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

SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client

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

Web Smart DeviceMonitor

The device is detected as another vendor's product.

RC Gate S

The device is detected as another vendor's product.

RICOH	
Model: DI-C1L	

Date: 27-Apr-10

No.: RD037035

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

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

Other important notes:

- The controller firmware was also modified in order to support both the old and new MAC addresses. **System/Copy Firmware version 1.04** and later support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.
- PCBs that contain the old MAC address will still be available under P/N D0405740/D0405750, but the quantities are very limited. Therefore, only order this board if the customer needs to continue using the old firmware (such as a customized version of firmware) when the PCB breaks.

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

Date: 28-June-10

No.: RD037036

PAGE: 1/1

Subject:: Multip affecting:	le Network Support Fir	Prepared by: M.Saiki		
Windows Authe	entication			
From: 2nd Overs	eas Tech Support Sec., 2nd	PQM Dept.		
Classification:	Troubleshooting	Part informat	tion 🗌	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other ()			

Symptom

There are some issues related to the network support firmware for Windows 7.

Version	Program No.	Effective Date
8.28	D0405522D	January 2010 production
8.27	D0405522C	October 2009 production

Firmware v8.28 is affected by the following 2 issues:

Problem 1. Windows Authentication fails if the username/password includes European characters.

Conditions of occurrence: The username/password contains European characters

Cause: The character table used by the MFP for Windows authentication doesn't include these characters.

Problem 2. Unable to retrieve the Windows group name from a Windows 2008 R2 server, during Windows Authentication.

Conditions of occurrence: The authenticating server is Windows 2008 R2.

Cause: The group request used by GW devices is no longer supported by Windows Server 2008 R2.

Workaround: To resolve these above problems, please reinstall Firmware v8.27.

Action

These problems are going to be fixed in the Network firmware version to be released at the beginning of September 2010.

Model: DI-C1L

RICOH

Technical Bulletin

PAGE: 1/4

Model: DI-C1L Date					10	No.: RD037037
Subject: Duplex	unit cannot be opened	Prepare	d by: M.S	Saiki		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	☐ Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

The duplex unit locks up and cannot be reopened.

CAUSE

When the duplex unit is closed, the front pressure release arm rides up onto the front pressure release lever, and the pin of the duplex lever bracket gets stuck inside the rib of the front duplex stopper hook.

Factors:

- Side-to-side play in the front pressure release lever
- The user does not push the center of the duplex unit cover when closing the cover. As a result, the cover is angled when closed, sometimes causing the arm to catch on the lever.





PAGE: 2/4

No.: RD037037



SOLUTION **Production line:**

RICOH

The shape of the front pressure lever was changed to minimize the lever's side-to-side play, and to further ensure that the front pressure release arm cannot contact the lever when the cover is closed.

Applied from: April 2010 (RAI) production

In the field:

If this symptom is reported,

1. Remove the right cover, and then use a screwdriver to push in the jammed hook. This will release the hook so that the cover can be reopened.



- 2. Install the following parts together as a set:
 - 1) The new pressure lever sub-assembly (D0394177).

Important:

- \diamond To do this, remove the end ring, bushing, and front pressure lever.
- ♦ See the attachment procedure below.
- 2) Front duplex stopper hook (D0392996).

Model: DI-C1L

Date: 09-Jul-10

No.: RD037037

Service parts:

Old part number	New part number	Description	Q'ty
B2384166		END RING:SPRING:DIA4	1-0
07330408	• 7	BUSHING:4X8	1-0
D0394153 ┛		LEVER:PRESSURE RELEASE:FRONT:ASS'Y	1-0
	►D0394177	LEVER:PRESSURE:FRONT:SUB-ASS'Y	0-1

Installation Procedure for the Pressure Lever Sub-assembly (D0394177)

1. Remove the fusing unit's upper cover and front side bracket.



2. Remove the end ring and spring.



RICOH	Technical Bulletin		PAGE: 4/4
Model: DI-C1L	Da	ite: 09-Jul-10	No.: RD037037

3. Remove the lever assembly from the pin, and then attach D0394177.



Important: Please advise customers of the following:

Whenever closing the duplex cover, place your hand on the top center area of the cover and do not use the handle.



Technical Bulletin

PAGE: 1/2

Model: DI-C1L		Dat	e: 27-Jul-	10	No.: RD037038	
Subject: Part cat levers	alog correction_Fusing pressu	Prepare	d by: M.S	Saiki		
From: 2nd Overse	eas Tech Support Sec., 2nd PC	QM Dept.				
Classification:	Troubleshooting	🛛 Part inf	orma	tion	Action	required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	it information
	Product Safety	Other ()	Tier 2	

Old part	New part	Description	Q'ty	Int	Note
number	number				
B2384166		END RING:SPRING:DIA4	1 - 0		
07330408	-	BUSHING:4X8	1 - 0		
D0394153		LEVER:PRESSURE RELEASE:FRONT:ASS'Y	1 - 0		
	D0394177	LEVER:PRESSURE:FRONT:SUB-ASS'Y	0 - 1	X/O	
B2384166		END RING:SPRING:DIA4	1 - 0		
07330408		BUSHING:4X8	1 - 0		
D0394164 -		LEVER:PRESSURE RELEASE:REAR:ASS'Y	1 - 0		
	D0394188	LEVER:PRESSURE:REAR:SUB-ASS'Y	0 - 1	X/O	

Change/Reason: The shape of the lever was changed to minimize the lever's side-to-side play, and to further ensure that the pressure release arm cannot mistakenly contact the lever when the right cover is closed. As each component is new and modified, it is now combined as a new sub-assembly.

Installation Procedure for the Front Pressure Lever Sub-assembly (D0394177)

1. Remove the fusing unit's upper cover and front side bracket.



RICOH	Technical Bulletin		PAGE: 2/2
Model: DI-C1L	Da	te: 27-Jul-10	No.: RD037038

2. Remove the end ring and spring.



3. Remove the lever assembly from the pin, and then attach D0394177.



Follow the same installation procedure for the Rear Pressure Lever Sub-assembly (D0394188)

Technical Bulletin

PAGE: 1/1

Model: DI-C1L		e: 02-Mar	·11	No.: RD037039		
Subject: Transfer unit guide plate breaks at the hinge side handle					d by: M.S	Saiki
From: 2nd Overs	eas Tech Support Sec., 2nd Pe	QM Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

SYMPTOM

The transfer unit guide plate (P/N D0396221) breaks at the hinge side, moving the blue release grip (P/N D0396239) out of position.



CAUSE

The operator applies too much force to the blue release grip when opening the transfer unit. The guide rib plate cannot bear the resulting load, and the hinge breaks.

SOLUTION

Production line:

The shape of the guide plate was changed to increase the plate's strength. Applied from: August 2010 mainframe production (RAI)

In the field:

If this symptom is reported, replace the guide plate with the modified part (P/N D0396241).

Technical Bulletin

PAGE: 1/2

Model: DI-C1L		Dat	ate: 18-Apr-11		No.: RD037040	
Subject: Service	manual revision (SC681)	Prepare	d by: M. S	Saiki		
From: 2nd Overs	eas Tech Support Sec., 2nd Pe					
Classification:	Troubleshooting	Part inf	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path Transm		iit/rec	eive	Retro	fit information
	Product Safety	Other ()	🛛 Tier 2	

Service Manual Revision

The areas **in bold** were added.

No.	Sub code	Туре	Details (Symptom, Possible Cause, Troubleshooting Procedures)
681	001 ~ 005	D	 RFID: Communication error due to the following: Poor connection with harness that connects RFID controller board and BCU board Defective RFID controller board. Defective BCU board Electrical noise Check the connection of the harness that runs between the RFID controller board and BCU board. Check the connection of the GND line for the ITB unit. Check the physical condition of this harness and replace it if it is damaged. Replace the RFID controller board.
	061 ~ 064	D	 Replace the BCU board RFID: Communication error due to the following: Defective RFID reader and writer Defective RFID controller board Electrical noise Replace the toner cartridge for the affected color (See table below). Replace the BCU board Replace the RFID controller board.
	071 ~ 074	D	 RFID: Communication error due to the following: Defective RFID reader and writer Defective RFID controller board Electrical noise Replace the toner cartridge for the affected color (See table below). Replace the RFID controller board.
	081 ~ 164	D	RFID: Communication error due to the following:



Mod	el: DI-C1L			Date: 18-Apr-11	No.: RD037040
No.	Sub code	Туре	Details (Symptom	n, Possible Cause, Tro Procedures)	oubleshooting
			 Defective RFID re Electrical noise 	eader and writer	
			 Replace the tone (See table below) If the SC still occ 	r cartridge for the af urs, see note below	fected color

• For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
**1	BK
**2	М
**3	С
**4	Y

• For sub codes 081–164:

In some cases, replacing the toner cartridge may not clear the SC. If this happens, the cause is probably a board or harness defect, which affects all four colors.

In such cases:

- Check the physical condition of the harness that connects RFID controller board and BCU board. If it is damaged, replace it.
- Check the physical condition of the RFID controller board and BCU board. If they are damaged, replace them.

Technical Bulletin

Model: DI-C1L	Date: 11-Jul-11		1	No.: RD037041			
Subject: Vibrating noise from mainframe paper feed tray				Prepared by: Masato Saiki			
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.							
Classification:	☐ Troubleshooting	 Part information Electrical Transmit/receive 		tion	Action	n required	
	🗌 Mechanical				Service manual revision		
	Paper path			eive			
	Product Safety	Other ()	🛛 Tier 2		

SYMPTOM

A loud vibration is heard while paper is being fed from Paper Feed Tray 1 or 2.

CAUSE

The friction is high between the paper and the friction pad, and a vibration is generated. This vibration is transmitted via the friction pad holder to the paper tray, where it resonates and creates a loud noise.

SOLUTION

Production line:

A quick-drying grease is applied to the paper tray (P/N D0392551) to make the contact with the paper tray more smooth.

Applied from: October 2010 production

In the field:

If this symptom is reported, replace the friction pad with the following:

P/N D1052722 FRICTION PAD:SERVICE PARTS:ASS'Y

Important: When you replace the friction pad, make sure to handle the new part very carefully. Do not touch the areas shown in the photo below. This is to prevent the grease from getting on the surface of the feeding pad. If the grease sticks to the pad, a double-feed paper jam may occur.



Technical Bulletin

PAGE: 1/1

Model: DI-C1L	Dat)ate: 20-Jun-12		No.: RD037042				
Subject: New parts information (Fusing)					Prepared by: Ryoh Takemura			
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.								
Classification:	Troubleshooting	\boxtimes Part information		tion	Action required			
	Mechanical	Electric	cal		Servic	Service manual revision		
	Paper path	Transmit/rece		/receive 🗌 Ret		ofit information		
	Product Safety	Other ()	🗌 Tier 2			

Old part	New part	Description	Q'ty	Int	Note
number	number				
D0394222	D0394226	BRACKET:HEATER:PRESSURE :REAR	1-1	X/X	X/O as a
G0043519	-	SCREW:SLIDER:SEPARATION	2-1	X/X	Set
	C2443522	SCREW:GRIP:FRONT	0-1	X/X	

Change:

- The shape of the rear bracket for the pressure heater was changed.
- The screw for the bracket was changed to a different type.
- **Reason:** To optimize the clearance between the base of the pressure heater and the inner wall of the pressure roller.

Important: If the old **rear** bracket needs to be replaced, make sure to install the two new parts shown above (bracket and screw) **together as a set.** Note that the old screw (G0043519) can still be used for the front bracket.



Technical Bulletin

PAGE: 1/1

Model: DI-C1L Date				9: 23-May-14		No.: RD037064		
Subject: New Service Part (D0394506)					Prepared by: Kei Kumamoto			
From: 1 st Tech. Service Section, MFP/P Tech. Service Dept.								
Classification:	cation: Troubleshooting Part in Mechanical Electr Paper path Trans Product Safety Other		art information lectrical ransmit/receive Dther ()		 Action required Service manual revision Retrofit information Tier2 			

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
	D0394506	GUIDE PLATE:EXIT:DUPLEX:ASS'Y	1		44		Add

Reason Modified for hook breaking

D0394506 GUIDE PLATE:EXIT:DUPLEX: ASS'Y

