

**Reissued: 17-Mar-11**

Model: Di-C1/C1L	Date: 09-Dec-08	No.: RD038001d
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware Release Note: Engine		Prepared by: M. Saiki	
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 **Engine of the Model Di-C1 and Di-C1L**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.52:03</i></b>	<b><i>D0395501H</i></b>	<b><i>February 2011 production</i></b>	<b><i>Available</i></b>
1.51:03	D0395501G	March 2010 production	Available
1.50:03	D0395501F	September 2009 production	Available
1.05:03	D0395501E	May 2009 production	Available
1.04:03	D0395501D	November 2008 production	Available
1.03:03	D0395501C	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
<b><i>1.52:03</i></b>	<p><b><i>Symptom corrected:</i></b>  <b><i>Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy.</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. The customer sets "Staple" on the printer driver and makes two or more copies.</i></b></li> <li><b><i>2. Paper end occurs on the final page or near the end of the 1st copy.</i></b></li> </ol> <p><b><i>Other Changes:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. When the machine is in the paper end condition during limitless feed mode, the machine does not start the next job before the previous job is completed.</i></b></li> <li><b><i>2. Improve the reliability of continuous action among printing jobs while multiple continuous printing with the staple function is selected.</i></b></li> </ol>
1.51:03	<p>Symptom corrected:            SC552/SC555 occurs due to fusing heater damage (meltdown).            Note: This issue only occurs on the 220V model.</p>
1.50:03	<p>Other changes:            The amount of toner consumed by the machine in Refresh Mode was decreased.</p>
1.05:03	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> <li>The firmware update process for a machine peripheral is interrupted, and the machine does not retry the update even after being rebooted.</li> </ol>

**Reissued: 17-Mar-11**

Model: Di-C1/C1L	Date: 09-Dec-08	No.: RD038001d
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"><li>2. The PM counter value for the AIT unit is not updated unless the machine power is turned off before the unit is replaced.</li><li>3. The SP numbers for the PCU counter/rotation for Magenta and Cyan are incorrect.</li><li>4. Fan motors do not stop when the waste toner bottle is full. Note: The related SP setting was changed to "1", so that the motors shut off in one second.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>5. The timing conditions for performing MUSIC were changed (MUSIC will no longer be triggered by the elapsed time since the previous performance). Note: This is to realize the following benefits:<ul style="list-style-type: none"><li>- Waiting time is minimized</li><li>- Toner consumption is reduced</li><li>- The accuracy of the synchronization of MUSIC for the PCU and development unit is increased</li></ul></li><li>6. When thin paper is selected with 1200dpi mode, the fusing temperature for "Plain 1" (SP1105-128 to 131) is used, which can minimize paper curl.</li><li>7. (Minor change applied for the Japanese domestic model).</li></ol>
1.04:03	1st release for C1 and C1L
1.03:03	1st Mass production

Reissued: 24-Dec-14

Model: Di-C1	Date: 23-Oct-08	No.: RD038002d
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>04.00.00</i></b>	<b><i>D0395528F</i></b>	<b><i>December 2014 production</i></b>	<b><i>Available</i></b>
03.00.00	D0395528E	September 2010 production	Available
02.00.00	D0395528D	June 2009 production	Available
01.06.00	D0395528C	December 2008 production	Available
01.05.00	D0395528B	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
<b><i>04.00.00</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.</i></b> <b><i>2. SC899 may occur during FAX function is in use</i></b>
03.00.00	Symptom Corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
02.00.00	Symptom corrected: 1. If the operator presses the Reset key a number of times while viewing the Stored Files screen, the thumbnails for received FAX files (stored files) disappear from the display. 2. In cases where the symptom above occurs, the FAX function will freeze if the operator tries to view the third page onward.
01.06.00	Symptom corrected: SC990 occurs when using the Internet FAX and IP-FAX together.
01.05.00	1st Mass production

**Reissued: 09-Jun-11**

Model: Di-C1/C1.5	Date: 23-Oct-08	No.: RD038003b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Finisher1		Prepared by: M.Saiki	
From: 1st Overseas Tech Support Sec., 1st 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 **Finisher1**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>0.41:10</i></b>	<b><i>D4295550E</i></b>	<b><i>July 2011 production</i></b>	<b><i>Available</i></b>
0.40:10	D4295550D	September 2010 production	Available
0.039	D4295550C	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
<b><i>0.41:10</i></b>	<p><b><i>Symptoms corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. Single pages are stapled when printing out a copy or print job.</i></b></li> <li><b><i>2. The "Output Tray Full" message remains displayed when the paper is removed from the internal finisher output tray.</i></b></li> </ol>
0.40:10	<p>Symptoms Corrected:</p> <p>Jam Code 001 appears even when the following paper jams have been detected:</p> <ul style="list-style-type: none"> <li>- Jam Code 240: Entrance sensor of the internal finisher does not detect paper (in duplex copy/printing mode).</li> <li>- Jam Code 244: The mainframe detects the lock signal from the front or rear jogger motor.</li> <li>- Jam Code 245: The mainframe detects the lock signal from the pick-up roller contact motor.</li> </ul> <p>Other Changes:</p> <p>Paper feeding has been improved to support the following types of paper feeding through Long Edge Feed.</p> <ol style="list-style-type: none"> <li>1. Com 10 Envelope</li> <li>2. C6 Envelope</li> <li>3. DL Envelope</li> </ol>
0.039	1st Mass production.

**Reissued: 14-Apr-16**

Model: Di-C1	Date: 23-Oct-08	No.: RD038004d
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>06.00.00</i></b>	<b><i>D4325570F</i></b>	<b><i>April 2016 production</i></b>	<b><i>Available</i></b>
05.00.00	D4325570E	January 2012 production	Available
04.00.00	D4325570D	January 2011 production	Available
03.00.00	D4325570C	January 2010 production	Available
02.00.00	D4325570B	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
<b><i>06.00.00</i></b>	<b><i>Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i></b>
05.00.00	Symptom Corrected: 1. The MFP stalls after forwarding a received document to a folder, email address (PDF file), or G4 FAX line. 2. BAD LINE (similar to sandstorm) appears with JBIG reception.
04.00.00	Symptom Corrected: 1. A connection failure occurs when receiving a FAX from certain senders.  Other changes: 1. Firmware modified to stabilize the TEC value.
03.00.00	Symptom Corrected: The machine may not receive fax message in off/sleep mode.
02.00.00	1st Mass production

**Reissued: 06-Jun-12**

Model: Di-C1	Date: 15-Dec-08	No.: RD038005c
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**RTB Reissue**

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.03</b>	<b><i>D0395526E</i></b>	<b><i>May 2012 production</i></b>	<b><i>Available</i></b>
1.02	D0395526D	October 2009 production	Available
1.01	D0395526C	December 2008 production	Available
1.00	D0395526B	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
<b>1.03</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>If the Capture Priority setting is enabled (User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</i></b></li> <li><b><i>The device fails to transfer the job log or the access log to the Web SmartDeviceMonitor server or Remote communication Gate S Pro. It affected if a control character was included in the log.</i></b></li> </ol>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor ver 2.x without the powercycle.                     <ul style="list-style-type: none"> <li>The 404 Not Found error will be shown if the WIM document server is accessed.</li> <li>The device will stall if captured data is transferred to a delivery server such as ScanRouter.</li> </ul> </li> <li>Duplicate logs might be transferred to Web SmartDeviceMonitor ver 2.x.</li> </ol>
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list.</li> <li>Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor.</li> <li>The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.</li> </ol>

**Reissued: 06-Jun-12**

Model: Di-C1		Date: 15-Dec-08	No.: RD038005c
Version	Modified Points or Symptom Corrected		
1.00	1st Mass production		

**Reissued: 18-Sep-14**

Model: Di-C1	Date: 16-Dec-08	No.: RD038006h
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
8.33	D0395522K	February 2013 production	Available
8.32	D0395522J	May 2012 production	Available
8.30	D0395522H	September 2010 production	Available
8.28	D0395522F	January 2010 production	Available
8.27	D0395522E	October 2009 production	Available
8.25	D0395522D	January 2009 production	Available
8.23	D0395522C	December 2008 production	Available
8.18	D0395522B	1st Mass production	Available

**Note: Definition of Availability of RFU via @Remote**

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

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

Version	Modified Points or Symptom Corrected
8.33	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If "CNAME" is specified as the destination folder, ScanTo Folder will abort.</li> <li>When NBT is "OFF", Browse list is not shown if touch the Browse Network button on destination folder of Scan to folder.</li> <li>Cannot scan to shared folders in Windows 8 <b>and Windows Server 2012</b>.</li> <li>Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</li> </ol> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.20 (D0395521L) or later.</p>
8.32	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>An httpd timeout has been implemented to prevent Web ImageMonitor lockups that sometimes occurred when applications accessed the MFP by http.</li> <li>Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.</li> <li>If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.</li> <li>Chunk Transfer Encoding over an IPP port might results in print jobs being reset.</li> <li>If SSDP = Active (Web ImageMonitor &gt; Configuration &gt; Network Security), a high load on the CPU might result in the MFP stalling with an SC899 error.</li> <li>MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed).</li> <li>The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.</li> </ol>

Reissued: 18-Sep-14

Model: Di-C1	Date: 16-Dec-08	No.: RD038006h
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"> <li>8. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.</li> <li>9. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.</li> <li>10. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.</li> <li>11. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.</li> <li>12. Scan to SMB fails if the both of the following conditions are met.               <ul style="list-style-type: none"> <li>- Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.</li> <li>- One or more octets in the destination's IPv4 address contain leading zeros.</li> </ul> </li> <li>13. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.</li> <li>14. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.</li> </ol>
8.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 &gt; Domain Name &gt; Specify" will be overwritten by the domain obtained from DHCP.</li> <li>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.</li> <li>3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</li> <li>4. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</li> <li>5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</li> <li>6. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</li> <li>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.</li> <li>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.</li> <li>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 able to fail back to NTLMv2.</li> <li>10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</li> <li>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-</li> </ol>

Reissued: 18-Sep-14

Model: Di-C1	Date: 16-Dec-08	No.: RD038006h
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Version	Modified Points or Symptom Corrected
	<p>directory.</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol> <p>Other changes: -----</p> <p>SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.01 or later has also been applied to the device.</p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Web Image Monitor now shows the certificate's key length in:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Device Certificate &gt; Details</li> </ul> </li> <li>3. 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:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> <li>4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> </ol> <p>-----</p> <ol style="list-style-type: none"> <li>5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.</li> <li>6. Unable to Scan to SMB to a destination that is not specified using an FQDN.</li> <li>7. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</li> <li>8. Windows Authentication fails if the username or password includes lower-case European characters.</li> <li>9. 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.</li> </ol>
8.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SDK/J applications might not be able to recognize some supported USB devices.</li> <li>2. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 &gt; Domain Name &gt; Specify" will be overwritten by the domain obtained from DHCP.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.</li> <li>2. The MFP now supports CIFS, DFS and NTLM v2.</li> </ol>

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Model: Di-C1	Date: 16-Dec-08	No.: RD038006h
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Version	Modified Points or Symptom Corrected
8.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed.</li> <li>2. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure.</li> <li>3. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPsec.</li> <li>4. 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).</li> <li>5. 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.               <ol style="list-style-type: none"> <li>1) The network might become unresponsive.</li> <li>2) User Tools can be accessed but configuration changes will not be applied.</li> <li>3) Application buttons on the operation panel might become unresponsive.</li> </ol> </li> </ol>
8.25	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1.           <ul style="list-style-type: none"> <li>- Scan to SMB is unable to send documents to a hostname containing 2byte characters.</li> <li>- Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.</li> </ul> </li> <li>2. Very infrequently, USB flash drives or SD cards will not be recognized by the device at startup.</li> <li>3. Repeatedly inserting and removing a USB device might result in an SC819 error. This is caused by a memory leak and will only occur if the power has not been recycled.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to USB/SD supports media formatted as superfloppy (media formatted without a partition table).</li> </ol>
8.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.</li> <li>2. The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g).</li> <li>3. LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error.</li> </ol> <p>Note: This problem will not affect Netware 6.5 SP7 if the patch "iprntw65sp7b.zip" has been installed.  <a href="http://download.novell.com/Download?buildid=HsQQ9fMHax0~">http://download.novell.com/Download?buildid=HsQQ9fMHax0~</a></p> <ol style="list-style-type: none"> <li>4. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.</li> <li>5. IPP print jobs are cancelled. This happened very infrequently.</li> <li>6. 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.</li> <li>7. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time).</li> </ol> <p>Note: The fix requires that System firmware version 1.13 or later be applied to the device.</p>

**Reissued: 18-Sep-14**

Model: Di-C1	Date: 16-Dec-08	No.: RD038006h
<b>Version</b>	<b>Modified Points or Symptom Corrected</b>	
8.18	1st Mass production	

Model: Di-C1	Date: 23-Oct-08	No.: RD038007
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Subject: Firmware Release Note: FONT		Prepared by: H. Kamiya	
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 **FONT**.

Version	Program No.	Effective Date
1.05	D0415533	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	1st Mass production.

Model: Di-C1	Date: 23-Oct-08	No.: RD038008
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Subject: Firmware Release Note: FONT1 (PCL Font)		Prepared by: H. Kamiya	
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 **FONT1 (PCL Font)**.

Version	Program No.	Effective Date
1.03	D0415534	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	1st Mass production.

**Reissued: 06-Jun-12**

Model: Di-C1	Date: 23-Oct-08	No.: RD038009e
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**RTB Reissue**

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.06</b>	<b><i>D0415532F</i></b>	<b><i>May 2012 production</i></b>	<b><i>Available</i></b>
1.05	D0415532E	January 2011 production	Available
1.04	D0415532D	September 2010 production	Available
1.03	D0415532C	February 2010 production	Available
1.02	D0415532B	July 2009 production	Available
1.01	D0415532A	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
<b>1.06</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>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.</i></b> <b><i>Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).</i></b></li> <li><b><i>White backgrounds of 1200 or 600 dpi images are printed in color. (GFPR#RE10080012)</i></b></li> <li><b><i>The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely).</i></b></li> <li><b><i>Characters or symbols missing from the printouts of jobs containing HP-GL/2.</i></b></li> <li><b><i>Objects out of position in PCL5 jobs containing HP-GL/2 and macro.</i></b></li> <li><b><i>Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'Á'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. (GFPR#RE11040007)</i></b></li> <li><b><i>Image rotation might result in parts of a page being blacked out. (GFPR#RA11030001)</i></b></li> <li><b><i>HP-GL jobs might be missing objects or fail to print completely.</i></b></li> </ol>

**Reissued: 06-Jun-12**

Model: Di-C1	Date: 23-Oct-08	No.: RD038009e
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<i>(GFPR#RE11040006, GFPR#RE11090002, GFPR#RE12010005)</i>	
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.</li> <li>2. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages.</li> <li>3. A device stall might occur if using a very specific combination of font types.</li> <li>4. 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.</li> </ol>
1.04	<p>Symptom corrected:</p> <p>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.</p>
1.03	<p>Symptom Corrected:</p> <ol style="list-style-type: none"> <li>1. PCL jobs containing macros might be printed slowly.</li> <li>2. PCL jobs containing images might be printed slowly.</li> <li>3. 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.</li> </ol>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Part of pentagon shaped graphics not printed.</li> </ol>
1.01	1st Mass production

Model: Di-C1	Date: 23-Oct-08	No.: RD038010
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Subject: Firmware Release Note: PictBridge		Prepared by: H. Kamiya	
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 **PictBridge**.

Version	Program No.	Effective Date
1.01	M3445103B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	1st Mass production.

Reissued: 20-Jun-12

Model: Di-C1	Date: 23-Oct-08	No.: RD038011e
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.19</b>	<b><i>D0415530F</i></b>	<b><i>May 2012 production</i></b>	<b><i>Available</i></b>
1.18	D0415530E	January 2011 production	Available
1.17	D0415530D	Sep 2010 production	Available
1.13	D0415530C	July 2009 production	Available
1.12	D0415530B	January 2009 production	Available
1.11.2	D0415530A	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
<b>1.19</b>	<b><i>Symptom corrected: Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. (GFPR#RA09010001)</i></b>
1.18	Symptom corrected: 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.
1.17	Symptom corrected: 1. If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and one of the below listed Job Types is used, any of the following might happen: - Jobs that should be deleted will be retained on the MFP hard disk. - Jobs stored on the hard disk might be inadvertently deleted. - Printing of jobs stored on the hard disk might result in an SC997.  Job Types:

Reissued: 20-Jun-12

Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"><li>- Sample Print</li><li>- Hold Print</li><li>- Locked Print</li><li>- Stored Print</li><li>- Store and Print</li></ul> <p>Incomplete jobs might be sent by the MFP to capture servers such as ScanRouter or eCabinet.</p>
1.13	Symptom corrected: <ol style="list-style-type: none"><li>1. Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs.</li><li>2. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.</li></ol>
1.12	Symptom corrected: <ol style="list-style-type: none"><li>1. If Bypass Tray Setting Priority is "Driver/Command Settings", jobs sent to the bypass tray, that contain a Paper Type definition, will cause the bypass tray's Paper Thickness setting to be overwritten with "Plain Paper".</li><li>2. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List.</li></ol> <p>Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.</p>
1.11.2	1st Mass production

Model: Di-C1	Date: 23-Oct-08	No.: RD038012
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Subject: Firmware Release Note: FONT2 (PS3 Font)		Prepared by: H. Kamiya	
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 **FONT2 (PS3 Font)**.

Version	Program No.	Effective Date
1.05	D0415546	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	1st Mass production.

**Reissued: 14-Sep-11**

Model: Di-C1	Date: 23-Oct-08	No.: RD038013c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: PS/PDF		Prepared by: M.Saiki	
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 **PS/PDF**.

Version	Program No.	Effective Date
<b>1.03</b>	<b><i>D0415536D</i></b>	<b><i>October 2011 production</i></b>
1.02	D0415536C	January 2010 production
1.01	D0415536B	August 2009 production
1.00	D0415536A	1 <sup>st</sup> Mass production.

Version	Modified Points or Symptom Corrected
<b>1.03</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall.</i></b></li> <li><b><i>If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts might be used instead. (GFPR#RE10070014)</i></b></li> <li><b><i>PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</i></b></li> </ol>
1.02	Symptom corrected: Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.
1.01	Symptom corrected: 1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed.
1.00	1st Mass production.

**Reissued: 08-Oct-10**

Model: Di-C1	Date: 23-Oct-08	No.: RD038014a
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: RFax		Prepared by: M.Saiki	
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 **RFax**.

Version	Program No.	Effective Date
<b><i>02.00.00</i></b>	<b><i>D0395523C</i></b>	<b><i>September 2010 production</i></b>
01.05.00	D0395523B	1st Mass production.

Version	Modified Points or Symptom Corrected
<b><i>02.00.00</i></b>	<p><b><i>Symptoms corrected:</i></b></p> <p><b><i>IP-FAX functions (both sending and receiving) do not work under the following conditions:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>The other machine does not support or cannot use IP-FAX</i></b></li> <li>- <b><i>The connection refusal packet from the other machine arrives after the response time-out has expired</i></b></li> </ul>
01.05.00	1st Mass production.

Model: Di-C1	Date: 23-Oct-08	No.: RD038015
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Subject: Firmware Release Note: RPCS		Prepared by: H. Kamiya	
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 **RPCS**.

Version	Program No.	Effective Date
3.7.9.2.1	D0415531A	1st Mass production.

Version	Modified Points or Symptom Corrected
3.7.9.2.1	1st Mass production.

Reissued: 20-Jun-12

Model: Di-C1	Date: 16-Dec-08	No.: RD038016c
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>01.11</i></b>	<b><i>D0395529E</i></b>	<b><i>May 2012 production</i></b>	<b><i>Available</i></b>
01.10	D0395529D	October 2009 production	Available
01.09.2	D0395529C	December 2008 production	Available
01.09	D0395529B	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
<b><i>01.11</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. The MFP operation panel might go black and not return until the power is cycled. This only occurred if the MFP had a Device Accounting Unit such as a coin collector or charge card reader.</i></b></li> <li><b><i>2. WSD scanning a color jpg results in any subsequently scanned BW TIFFs being output as PDFs.</i></b></li> <li><b><i>3. A scan configured to output a Multi-page TIFF might have actually output a PDF. This only occurred if both of the following conditions were met:</i></b> <ul style="list-style-type: none"> <li><b><i>- Scanner operation panel &gt; Send Settings &gt; Compression (Gray Scale/Full Color) &gt; OFF</i></b></li> <li><b><i>- Scanner operation panel &gt; Scan Settings &gt; Scan Type &gt; Auto Color Select</i></b></li> </ul> </li> </ol>

**Reissued: 20-Jun-12**

Model: Di-C1	Date: 16-Dec-08	No.: RD038016c
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<b>Version</b>	<b>Modified Points or Symptom Corrected</b>
01.10	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. Job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication</li><li>2. The Job log displayed by WSDM contains the wrong "User Code/User Name", "User Entry ID" and "User display name" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>1. WSD Scanner (Push Type) now supports Windows 7/Windows 2008 Server R2.</li></ol> <p>Notice: Due to Windows 7/Windows 2008 Server R2 spec changes, WSD Scanner (Push Type) jobs that are in-progress can no longer be manually cancelled from the PC side.</p>
01.09.2	First release for China, Taiwan, and Korea model.
01.09	1st Mass production

Reissued: 06-Nov-13

Model: Di-C1	Date: 15-Dec-08	No.: RD038017h
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.21</b>	<b><i>D0395521M</i></b>	<b><i>November 2013 production</i></b>	<b><i>Available</i></b>
1.20	D0395521L	February 2013 production	Available
1.19	D0395521K	May 2012 production	Available
1.17	D0395521J	February 2010 production	Available
1.16	D0395521H	December 2009 production	Available
1.15	D0395521G	October 2009 production	Available
1.14	D0395521F	January 2009 production.	Available
1.13	D0395521E	December 2008 production	Available
1.12	D0395521D	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
<b>1.21</b>	<b><i>Symptom corrected:</i></b> <b><i>1. The time correction for Summer Time (Southern Hemisphere) is not applied after the setting is enabled.</i></b>
1.20	Symptom corrected: <ul style="list-style-type: none"> <li>- Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support firmware v8.33(D0395522K) or later</li> <li>- If the Auto Logout timer is On, there will be a memory leak occurring everytime a user logs in to the device.</li> <li>- Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock).</li> <li>- If left for more than 5 minutes on one of the various login-related screens, the operation panel might be freeze.</li> <li>- The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer.</li> <li>- If the "External Optional Counter Type" setting (SP-5113-002) is not equal to '0', the following problems might occur: 1. Print jobs result in the Data-In LED blinking but nothing is output.</li> </ul>

Reissued: 06-Nov-13

Model: Di-C1	Date: 15-Dec-08	No.: RD038017h
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Version	Modified Points or Symptom Corrected
	<p>2. Fax jobs are printed successfully but not counted by the counter.</p> <ul style="list-style-type: none"> <li>- If an application button on the operation panel (Scanner, Copier, Printer, etc.) is pushed while the machine is logging a user on ("Authenticating... Please wait."), the login process will be cancelled and the login prompt will be displayed again.</li> <li>- An image problem of copy/scanner occurs in condition that DataOverwriteSecurity Unit is installed.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- "Color background" or "Stamps" are disabled when External Charge Unit is connected and Black&amp;White is selected.</li> <li>- New external mech counter switch setting is added to SP5-894-001.</li> </ul>
1.19	<p>Symptom corrected: The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader.</p>
1.17	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SC817 occurs after the firmware is updated via RFU.</li> <li>2. Might be unable to use the printer function if the MFP that installed VM card option, ELP and MFP Browser returns from energy saver mode.</li> </ol>
1.16	<p>Symptom corrected: The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted).</p>
1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If the HDD storage memory reaches capacity while the machine is receiving a continuous string of FAXes, the machine cannot receive any FAXes after this.</li> <li>2. The machine stops while printing out the SMC report.</li> <li>3. Engine SP data stored in the NV-RAM is not saved to the SD card when an NVRAM data upload (SP5824) is performed.</li> <li>4. Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor &gt; Access Log &gt; "Firmware: Structure".</li> <li>5. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.</li> <li>6. The submission of multiple jobs containing at least 50 pages each, might result in a reboot with an error message (SC990) displayed on the operation panel. This was a very infrequently occurring problem (~.01%).</li> <li>7. The printer application will stall if any of the following situations are encountered:             <ul style="list-style-type: none"> <li>- A print job is submitted while another print job is already being processed by the device.</li> <li>- A print job is submitted while the TWAIN driver is scanning.</li> </ul> </li> <li>8. A scan initiated by TWAIN might fail if a print job is already being processed by the device.</li> <li>9. Quickly inserting then immediately removing USB memory from the USB2.0/SD Slot option for Scan to Multimedia results in the device stalling with a SC819 error.</li> </ol>

Reissued: 06-Nov-13

Model: Di-C1	Date: 15-Dec-08	No.: RD038017h
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Version	Modified Points or Symptom Corrected
1.14	Symptom corrected: When the Wireless LAN is installed, SC855 is logged and the following is displayed on the operation panel: "Problem with the wireless LAN card."
1.13	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). Note: The fix requires that NCS firmware version 8.23 or later be applied to the device.</li> <li>2. Web SmartDeviceMonitor &gt; Access Log &gt; "Machine Data Encryption Key Change" &gt; "Start Date/Time" and "End Date/Time" fields are blank.</li> <li>3. Continuous printing of IPDS jobs for 5-6 hours results in the error message "Functional problem detected." being displayed on the operation panel. This is recorded in the error log as an SC687 error.</li> <li>4. Mismatched Entry ID and User Name in Web SmartDeviceMonitor &gt; Access Log &gt; "Machine Data Encryption Key Change" log.</li> <li>5. If the login name or password used for LDAP Authentication contain extended ASCII characters (ie. umlaut), authentication will fail.</li> <li>6. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".</li> <li>7. The printing of any SMC report including the following will be recorded in the Access Log as "Machine Data Encryption Key Change" <ul style="list-style-type: none"> <li>- Operation panel &gt; User Tools &gt; Administrator Tools &gt; "Display/Print Counter" &gt; Counter List</li> <li>- Operation panel &gt; User Tools &gt; Interface Settings &gt; Print List</li> </ul> </li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. The Card Authentication Package (SDK application) is now available.</li> </ol>
1.12	1st Mass production

**Reissued: 08-Feb-13**

Model: Di-C1	Date: 23-Oct-08	No.: RD038018b
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.02</b>	<b><i>D0395524D</i></b>	<b><i>January 2013 production</i></b>	<b><i>Available</i></b>
1.01	D0395524C	September 2010 production	Available
1.00	D0395524B	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
<b>1.02</b>	<b><i>Symptom corrected: Web Image Monitor wording errors in Chinese.</i></b>
1.01	<p>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.</p> <p>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.</p> <p>No2. Web Image Monitor now shows the certificate's key length in: - Configuration &gt; Security &gt; Device Certificate &gt; Details</p> <p>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 &gt; Security &gt; Network Security - Configuration &gt; Security &gt; SSL/TLS</p> <p>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 &gt; Security &gt; Network Security - Configuration &gt; Security &gt; SSL/TLS</p>

**Reissued: 08-Feb-13**

Model: Di-C1		Date: 23-Oct-08	No.: RD038018b
Version	Modified Points or Symptom Corrected		
1.00	1st Mass production.		

**Reissued: 13-Jan-10**

Model: Di-C1	Date: 16-Dec-08	No.: RD038019c
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: LCDC		Prepared by: M.Saiki	
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 **LCDC**.

**EUR**

Version	Program No.	Effective Date
<b><i>1.09</i></b>	<b><i>D0391492C</i></b>	<b><i>January 2010 production</i></b>
1.08	D0391492B	March 2009 production
1.04	D0391492A	1st Mass production

**USA**

Version	Program No.	Effective Date
<b><i>1.09</i></b>	<b><i>D0391491C</i></b>	<b><i>January 2010 production</i></b>
1.08	D0391491B	March 2009 production
1.04	D0391491A	1st Mass production

**ASI\_TWN**

Version	Program No.	Effective Date
<b><i>1.09</i></b>	<b><i>D0391493B</i></b>	<b><i>January 2010 production</i></b>
1.07	D0391493A	December 2008 production
1.04	D0391493	1st Mass production

**KOR**

Version	Program No.	Effective Date
<b><i>1.09</i></b>	<b><i>D0391459A</i></b>	<b><i>January 2010 production</i></b>
1.07	D0391459	1st Mass production

**CHN**

Version	Program No.	Effective Date
<b><i>1.09</i></b>	<b><i>D0391457A</i></b>	<b><i>January 2010 production</i></b>
1.07	D0391457	1st Mass production

Reissued: 13-Jan-10

Model: Di-C1	Date: 16-Dec-08	No.: RD038019c
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**EUR**

Version	Modified Points or Symptom Corrected
1.09	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.08	Symptom corrected: 1. "Extended Auto Tray Switching" in the Printer User Tool menu appears blank when the display language.
1.04	1st Mass production

**USA**

Version	Modified Points or Symptom Corrected
1.09	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.08	Symptom corrected: 1. "Extended Auto Tray Switching" in the Printer User Tool menu appears blank when the display language.
1.04	1st Mass production

**ASI\_TWN**

Version	Modified Points or Symptom Corrected
1.09	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.07	First release for China, Taiwan, and Korea model.
1.04	1st Mass production

**KOR**

Version	Modified Points or Symptom Corrected
1.09	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.07	First release for China, Taiwan, and Korea model.

**CHN**

Version	Modified Points or Symptom Corrected
1.09	<b>Symptom corrected:</b> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i>
1.07	First release for China, Taiwan, and Korea model.

**Reissued: 20-May-09**

Model: Di-C1	Date: 23-Oct-08	No.: RD038020a
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Subject: Firmware Release Note: Language1/Language2		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 **Language1/Language2**.

Version	Program No.	Effective Date
<b>1.08</b>	<b>D0391496A</b>	<b>March 2009 production</b>
1.04	D0391496	1st Mass production

Version	Modified Points or Symptom Corrected
<b>1.08</b>	<b>Symptom corrected:</b> <b>1. "Extended Auto Tray Switching" in the Printer User Tool menu appears blank when the display language.</b>
1.04	1st Mass production

Model: Diana-C1		Date: 28-Nov-08	No.: RD038021
Subject: SP mode description corrections		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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> 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).

Model: Diana-C1		Date: 08-Dec-08	No.: RD038022
Subject: Vertical white line		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 ( )	<input checked="" type="checkbox"/> 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.

Model: Diana-C1		Date: 08-Dec-08	No.: RD038023
Subject: Jam in Fusing unit		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 ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

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

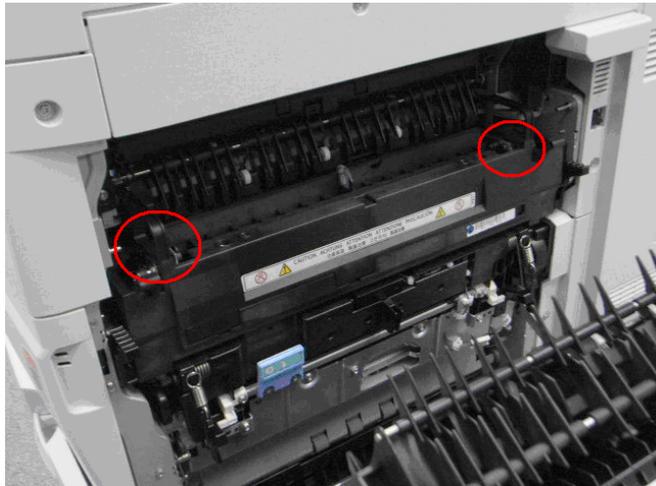
## CAUSE

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**

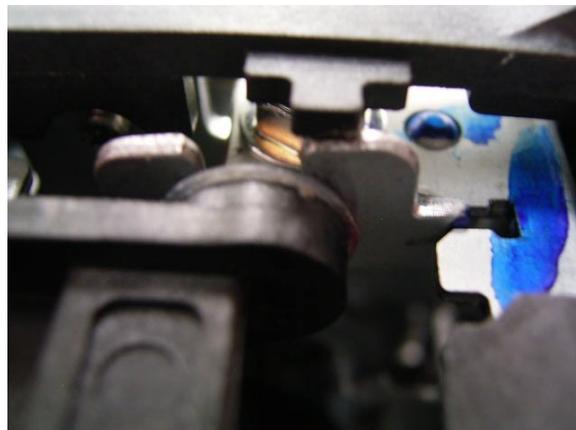
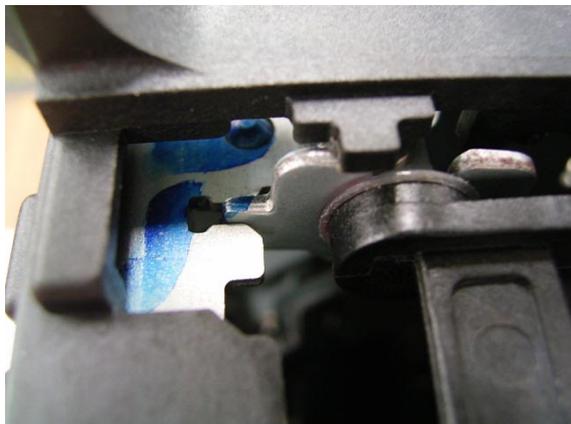


Model: Diana-C1

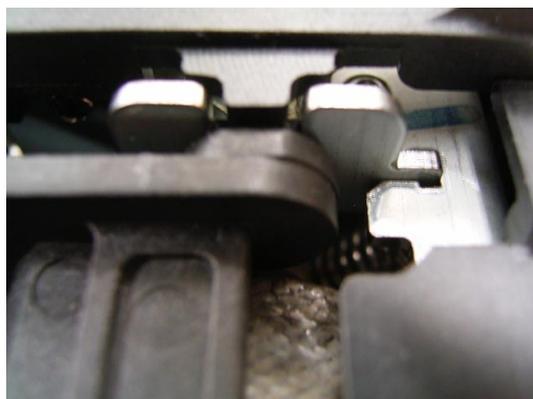
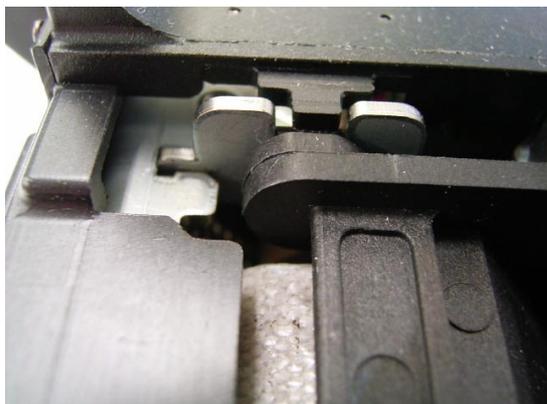
Date: 08-Dec-08

No.: RD038023

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

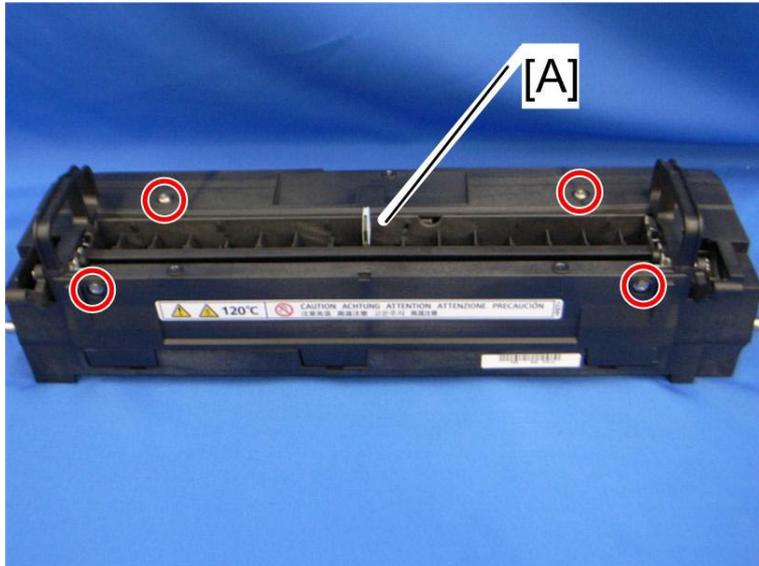


**OK:**



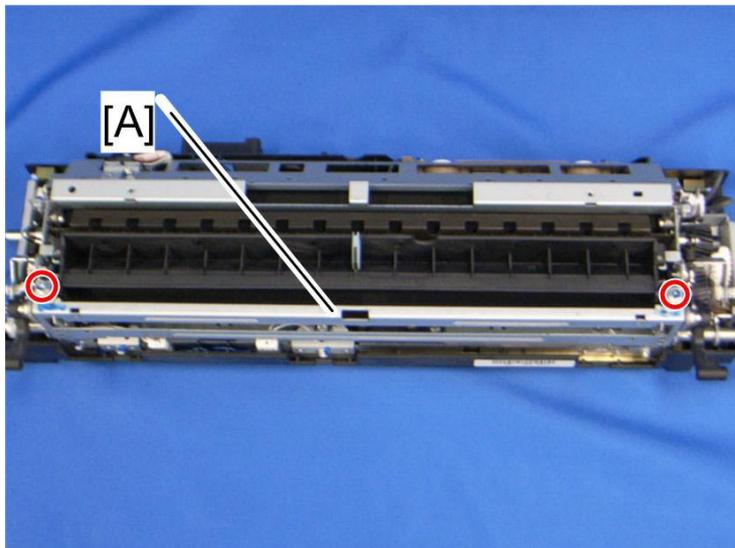
Model: Diana-C1	Date: 08-Dec-08	No.: RD038023
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**Procedure for replacing the pressure roller stay (D0394183)**



d037r236

1. Remove the fusing upper cover [A].



d037r384

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

Model: Diana-C1		Date: 16-Dec-08	No.: RD038024
Subject: Paper jam in 1bin-exit tray		Prepared by: Masato Saiki	
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 (     )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

An R jam (initial error) occurs when starting up a newly-installed machine.

**CAUSE**

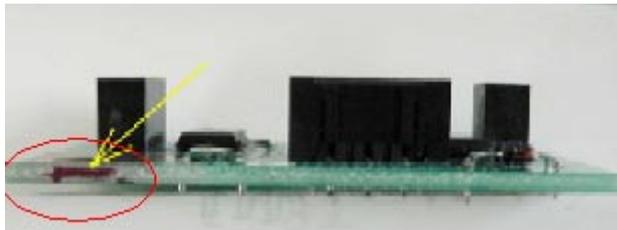
Inside some 1-bin trays manufactured in September and October 2008, there are cracks in the soldering points and surfaces of C1-C7 and R6 on the PCB: COMO board. As a result, the signal from the transferring sensor is distorted.

**Note:** The occurrence rate is low.

**SOLUTION****Production line**

The resistors and capacitors were replaced on all affected PCBs.

**Note:** The modified PCB has a red marking on its underside, as shown in the photo.

**In the field**

If the symptom is reported, replace the PCB with the modified one:

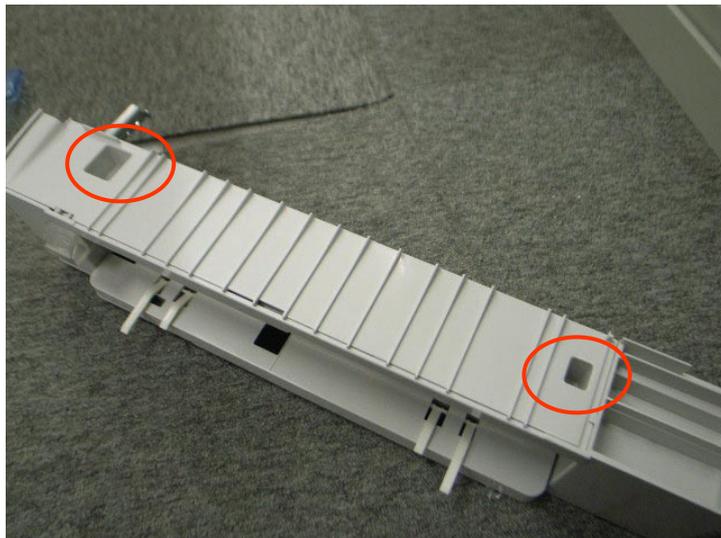
**P/N D4265100     PCB:COMO:ASS'Y**

**See the Replacement Procedure on the next page.**

Model: Diana-C1	Date: 16-Dec-08	No.: RD038024
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**Replacement Procedure**

1. Remove the 1-Bin Tray BN3060 (D426-17) from the machine.  
**Important:** Follow the procedure in the Service Manual.
2. Remove the two tapping screws on both sides of the unit and the upper cover.



3. Disconnect the harnesses and remove the tapping screw.
4. Install the new PCB (D4265100).



Reissued:26-Dec-08

Model: Diana-C1	Date: 24-Dec-08	No.: RD038025a
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**RTB Reissue**

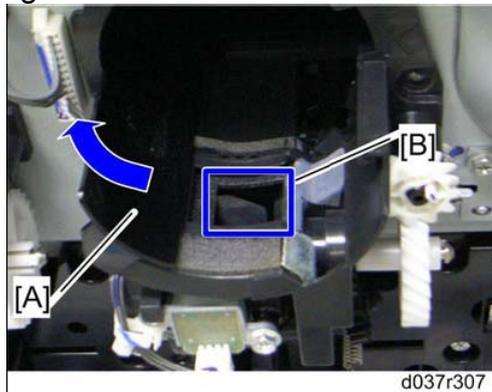
The items in ***bold italics*** were corrected or added.

Subject: A remark regarding the Toner Hopper Unit		Prepared by: Masato Saikii	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Follow the procedure in the service manual when replacing a toner hopper unit:

**When installing a new toner hopper unit**

Some developer (carrier) must be added to the new toner hopper. The necessary developer (8 g) is provided with each new toner hopper unit. Pour this into the toner hopper unit before reattaching the inner cover.



1. Slowly open the toner hopper shutter [A].  
**Note:** Do not try to open the toner hopper shutter fully at one try. This shutter comes off easily without the inner cover. If the toner hopper shutter has come off, reattach it.
2. Pour the developer (8 g) into the inlet [B] of the toner hopper unit.
3. Close the toner hopper shutter.
4. Reassemble the machine.

The black developer bottle is labeled as shown in the photograph below.



**Reissued:26-Dec-08**

Model: Diana-C1	Date: 24-Dec-08	No.: RD038025a
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***The color toner hopper units use a common developer bottle without any label. So, it should be easy to distinguish color carrier bottles from the black one.***

**Note:** When cleaning a toner hopper unit, be careful not to vacuum the developer from the bottom of the hopper.

**Reissued:24-Apr-09**

Model: Diana-C1	Date: 26-Dec-08	No.: RD038026a
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**RTB Reissue**

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

Subject: P Jam by original stopper pad		Prepared by: Masato Saikii	
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 ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

A 'P Jam' occurs when an original document is fed into the ARDF.

**CAUSE**

A 'P' Jam' occurs when the leading edge of the original hits and hooks up on the upper edge of the original stopper pads and bends inside. As a result, the original will be stuck and cause a 'P Jam'. This happens because the scale of the stay (***Stay: Separation (B7891161)***) is incorrect, and it cannot be lowered enough. Pads on the stopper, which are positioned at about the same height as the center of the leading edge of the incoming original, then interfere with the paper feed path.

Basically, the original stopper helps keep the original document still when the original is set. The pad was added to prevent a curled original from passing over the stopper, which could cause incorrect paper size detection.

**SOLUTION****In the field:**

If the symptom is reported, remove the pads from the stopper. This is a temporary countermeasure.

**P/N B7892416      PAD – ORIGINAL STOPPER**

**See the diagram on the next page to confirm the positions of the pads. The pads are numbered 27 and encircled in red.**

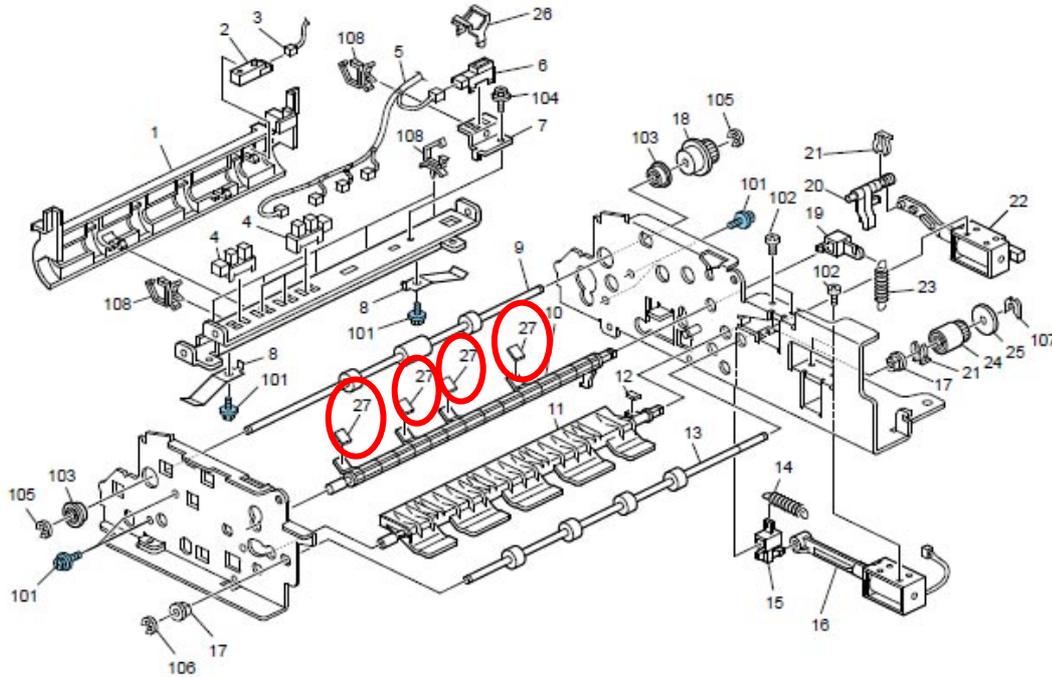
Reissued:24-Apr-09

Model: Diana-C1

Date: 26-Dec-08

No.: RD038026a

## 5.Original Exit (D366)



10

**Permanent Countermeasure****Production Line:****The size of the original stopper pad was changed.**

- New service part: P/N D3662416
- Applied from: March 2009 production of the Diana-C1

**In the field:****If the symptom is reported, replace the stopper pad with the modified one (D3662416).****Important:**

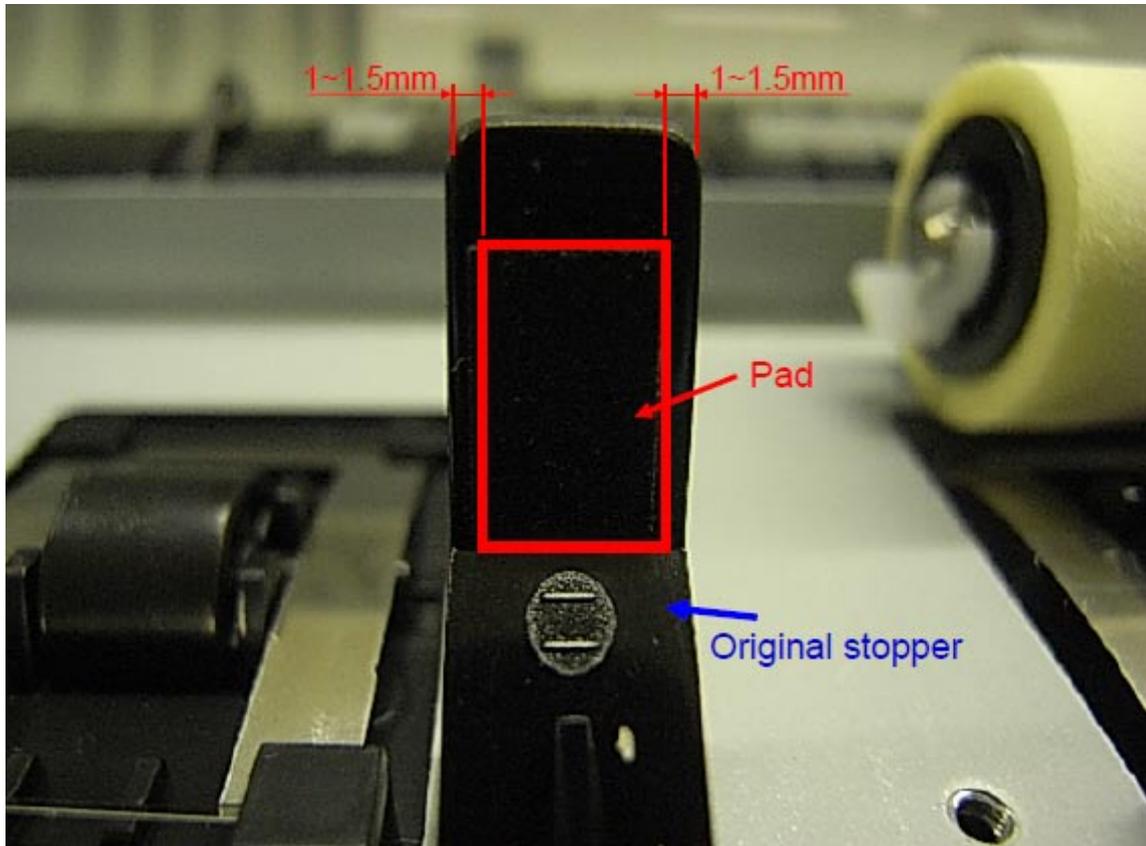
- **In order to replace the stopper pad, you must first remove the original feed unit and original feed-in guide in the ARDF. See the Service Manual for the procedure.**
- **Be sure to attach the pads in the correct position (see the photo below).**

Reissued:24-Apr-09

Model: Diana-C1

Date: 26-Dec-08

No.: RD038026a

***Attachment requirements for P/N D3662416:***

Model: Diana-C1		Date: 6-Jan-09	No.: RD038027
Subject: Preventing Fax Transmission to the Wrong Destination		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 checked="" type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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-C1

Date: 6-Jan-09

No.: RD038027

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

Model: Diana-C1		Date: 13-Jan-09	No.: RD038028
Subject: Service Manual Correction		Prepared by: Masato Saiki	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

**The following section has been added to the Model DI-C1 Field Service Manual:**

No.	Type	Net File function error
SC925	CTL B	The NetFile file management on the HDD cannot be used, or a NetFile management file is corrupted and operation cannot continue. The HDDs are defective and they cannot be debugged or partitioned, so the Scan Router functions (delivery of received faxes, document capture, etc.), Web services, and other network functions cannot be used. HDD status codes are displayed below the SC code:
		· Refer to the four procedures below (Recovery from SC 925).

Here is a list of HDD status codes:

Display	Meaning
(-1)	HDD not connected
(-2)	HDD not ready
(-3)	No label
(-4)	Partition type incorrect
(-5)	Error returned during label read or check
(-6)	Error returned during label read or check
(-7)	“ filesystem” repair failed
(-8)	“ filesystem” mount failed
(-9)	Drive does not answer command
(-10)	Internal kernel error
(-11)	Size of drive is too small
(-12)	Specified partition does not exist
(-13)	Device file does not exist

**Recovery from SC 925****Procedure 1**

If the machine shows SC codes for HDD errors (SC860 to SC865) with SC 925, do the recovery procedures for SC860 to SC865.

**Procedure 2**

1. If the machine does not show one of the five HDD errors (SC860 to SC865), turn the machine power off and on.
2. If this is not the solution for the problem, then initialize the NetFile partition on the HDD with SP5832-11 (HDD Formatting – Ridoc I/F).  
  
NetFiles: These are jobs printed from the document server using a PC and DeskTopBinder. Before you initialize the NetFile partition on the HDD, tell the customer:
  - Received faxes on the delivery server will be erased
  - All captured documents will be erased
  - DeskTopBinder/Print Job Manager/Desk Top Editor job history will be erased
  - Documents on the document server, and scanned documents, will not be erased.
  - The first time that the network gets access to the machine, the management information must be configured again (this will use a lot of time).
3. Before you initialize the Netfile partition with SP5832-11, do these steps:
4. Go into the User Tools mode and do “Delivery Settings” to print all received fax documents that are scheduled for delivery. Then erase them.
5. In the User Tools mode, do Document Management> Batch Delete Transfer Documents.
6. Do SP5832-11, then turn the machine power off and on.

**Procedure 3**

1. If “Procedure 2” is not the solution for the problem, do SP5832-1 (HDD Formatting – All)
2. Cycle the machine off/on.



**SP5832-001 erases all document and address book data on the hard disks.  
Consult with the customer before you do this SP code.**

**Procedure 4**

If “Procedure 3” does not solve the problem, replace the HDD.

Model: Diana-C1		Date: 26-Jan-09	No.: RD038029
Subject: Where to attach the authorization label for Fax Option (Taiwan model)		Prepared by: Masato Saiki	
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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Service Manual revision (for Diana-C1 **Taiwan models only**)

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

**Replace** Step 2 on pg. 6 of the D432/ D433 Service Manual with the following:

**Fax Option Type C2550/ C2530  
Installation Procedure (pg. 6)**

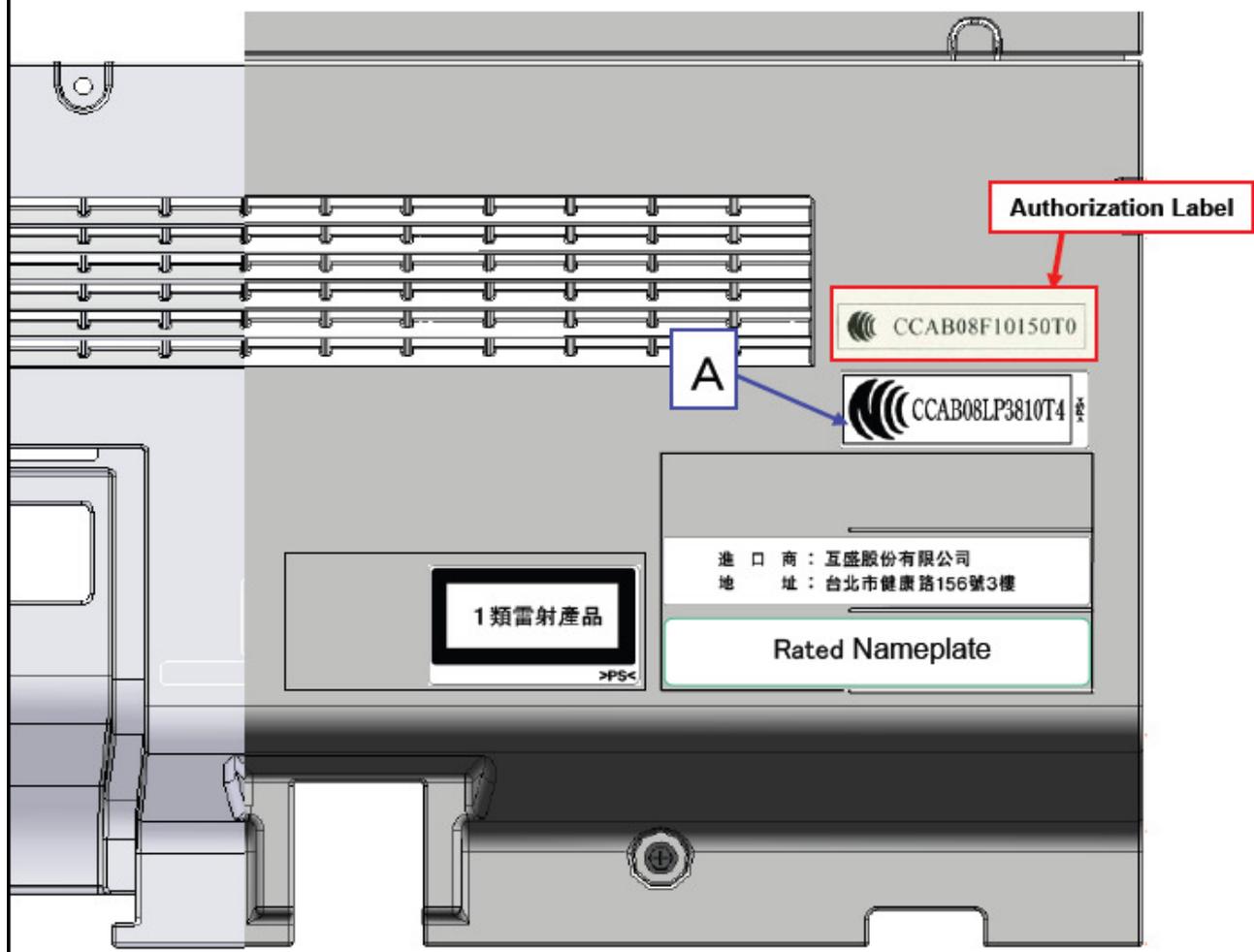
2. For China and Taiwan models, attach the authorization label above the RFID label ([A]).  
**Important:** Make sure the decal does not overlap with any other decal. **See the diagram below.**

Authorization Label: Diana-C1 Fax Option Type C2550



**Note:** This authorization label (Taiwan model only) appears in the Component Checklist on pg. 5 (#7).

Model: Diana-C1	Date: 26-Jan-09	No.: RD038029
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Model: Diana-C1		Date: 26-Jan-09	No.: RD038030
Subject: Service Manual Correction		Prepared by: Masato Saiki	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (        )		

The Service Manual of installation section for the **Data Overwrite Security Unit Type I [D362-11]** was corrected as follows:

1. P135

**Add the following descriptions:**

Accessory Check

Check the accessories and their quantities against the table below.

Description	Q'ty
1. Data Overwrite Security SD Card	1
2. Operating Instructions CD-ROM	1
3. Comments Sheet (17 languages)	2

2. P137-138: Installation Procedure

**Add the following steps between step 9 and 10:**

10. Do SP5990-005 (SP print mode -> Diagnostic Report).

11. Make sure the ROM number and firmware version in area [a] of the diagnostic report are the same as those in area [b].

- [a]: "ROM Number/Firmware Version" – "HDD Format Option"
- [b]: "Loading Program" - "GW5a\_zoffym"

Diagnostic Report:	"ROM No. / Firmware Version" [a]	"Loading Program" [b]
DataOverwriteSecurity Unit	HDD Format Option: <b>D3775912A / 1.01m</b>	<b>GW5a_zoffym:</b> <b>D3775912A / 1.01m</b>

Note: The ROM number and firmware version number change when the firmware is upgraded.

Model: Diana-C1		Date: 26-Jan-09	No.: RD038031
Subject: Memory Required to install SDK applications		Prepared by: Masato Saiki	
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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Important information regarding SDK applications**

- Whenever installing an SDK application on this model (e.g. the VM Card or Browser Unit), install the **Memory Unit Type I: 512MB**.

**See the Service Manual for the installation procedure.**

Product Name	Product Code	EDP Code
Memory Unit Type I 512MB	D435-01	414635

- The Service Manual was changed as follows (the areas in red were added).

2. Installation – Optional Unit Combinations  
Controller Options:

No.	Options	Remarks
	D038/D041	
11	Browser Unit	SD card slot 2 (during installation only) <b>No.14 required</b>
12	VM Card	SD card slot 2 <b>No.14 required</b>
14	Memory Unit (512M)	For SDK applications

**Reissued:28-Mar-11**

Model: DI-C1	Date: 5-Feb-09	No.: RD038032b
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**RTB Reissue**

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

Subject: Transport Sensor Jam		Prepared by: Masato Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

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

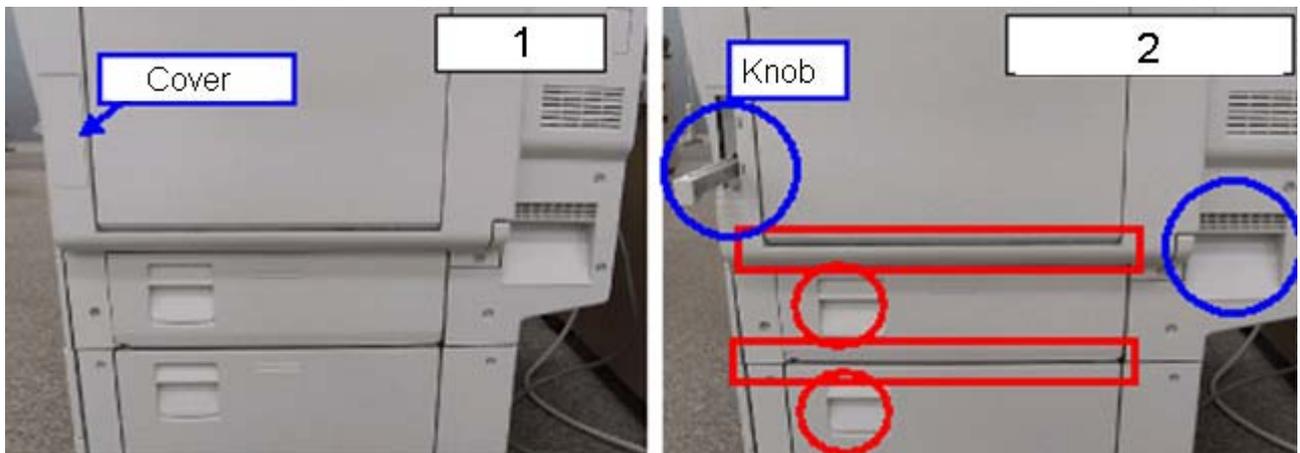
**CAUSE**

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 sure that machine users and other technicians are 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.

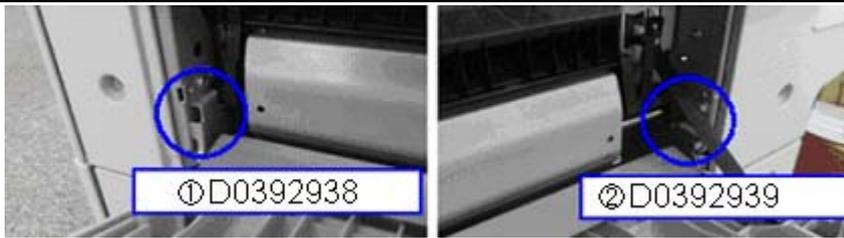


2. If the symptom is reported, and the brackets for the vertical transport covers are damaged or deformed, replace both brackets (Front: P/N D0392938, Rear: P/N D0392939).

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

Reissued:28-Mar-11

Model: DI-C1	Date: 5-Feb-09	No.: RD038032b
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Part numbers for the bracket have been changed:

Old part number	New part number	Description	Q'ty	Int
D0392938	D0392943	BRACKET:COVER:VERTICAL TRANSPORT:FRONT	1-1	X/O
D0392939	D0392944	BRACKET:COVER:VERTICAL TRANSPORT:REAR	1-1	X/O

Change: The shape of the bracket was changed.

Reason: To further strengthen the bracket.

**3. If the symptom is reported, and the guide plate for the vertical transport is damaged or deformed, replace the guide plate (P/N D0392930).**

**4. If the machine is still using the AW020191 actuator or older part, replace it with the new actuator shown below (AW020201).**

Old part number	New part number	Description	Q'ty	Int
AW020191	AW020201	PHOTO INTERRUPTER: VERTICAL TRANSPORT	1-1	X/O

Change: The shape of the sensor actuator was changed.

Reason: To further strengthen the sensor.

**Note: This change was applied from June 2010 production.**

Model: Diana-C1		Date:16-Mar-09	No.: RD038033
Subject: Jam in EXIT: Fusing Unit		Prepared by: Masato Saiki	
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 ( )	<input checked="" type="checkbox"/> 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**

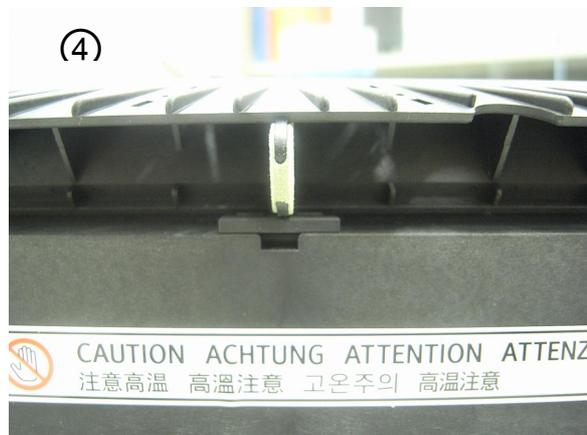
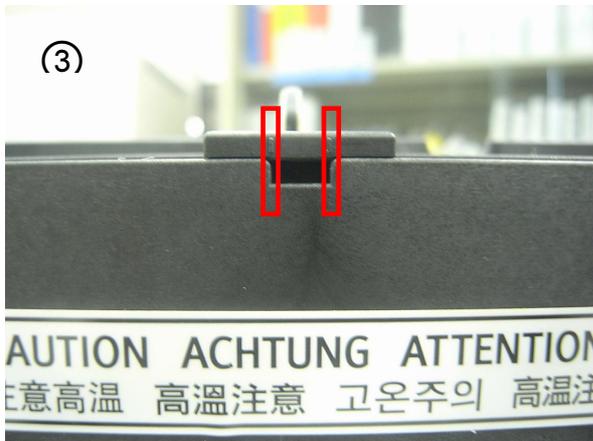
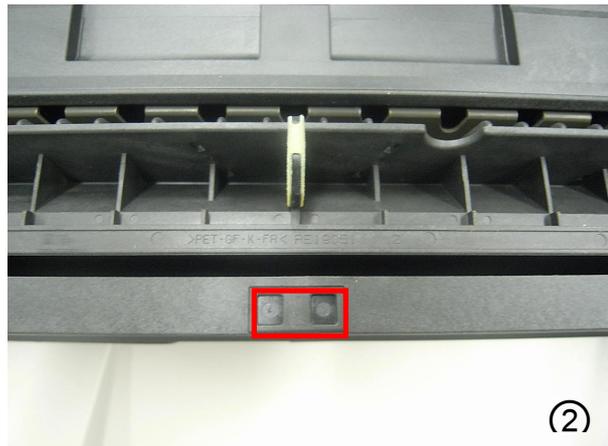
Attach the following spacer to the upper cover (**see the procedure below**).

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

Model: Diana-C1	Date:16-Mar-09	No.: RD038033
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**Attaching the P/N D0394268 spacer**

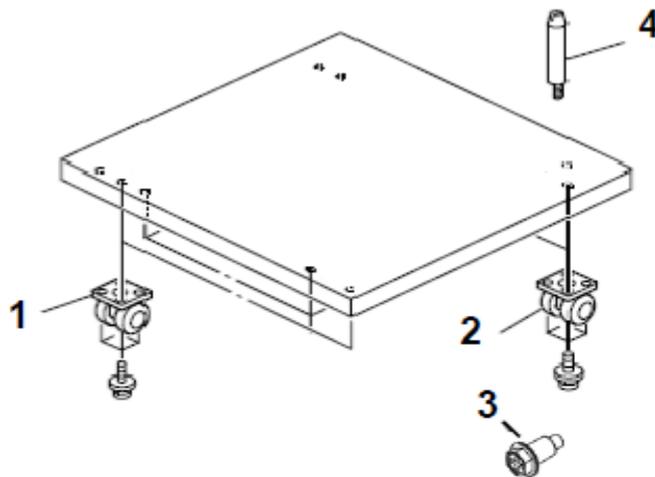
1. Clean and then dry the attachment surface circled in red in Photo 1.
2. Attach the spacer to the cover as shown in Photos 2 and 3.
3. Make sure the guide plate contacts the space as shown in Photo 4 while it is open.



Model: Diana-C1		Date: 31-Mar-09	No.: RD038034
Subject: Parts Catalog - Caster Table Type B		Prepared by: Masato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

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	Q'ty 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

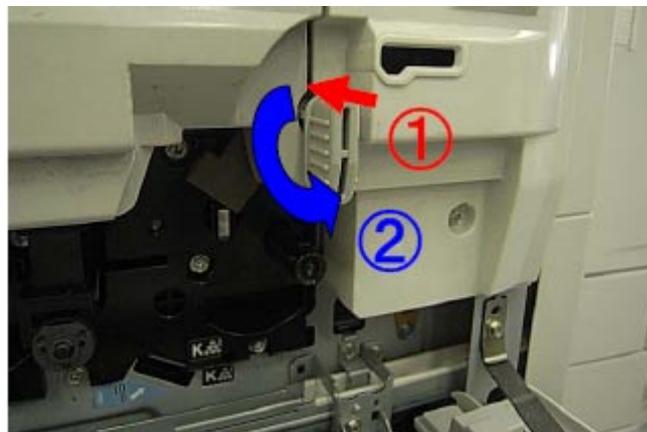
Model: Diana-C1		Date:1-Apr-09	No.: RD038035
Subject: Improved Knob: Intermediate Transfer: BK		Prepared by: Masato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> 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.



Model: Diana-C1		Date: 15-Apr-09	No.: RD038036
Subject: Accessibility handle installation procedure		Prepared by: Masato Saiki	
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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

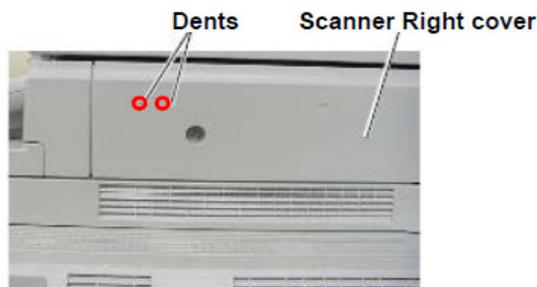
## Important Information Regarding the ADF Handle Type B

Use the following procedure to install the ADF Handle Type B on the Model Di-C1.

**Note:** Di-C1 mainframes produced from December 2008 onward support this peripheral.

### ADF Handle Type B Installation Procedure

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).

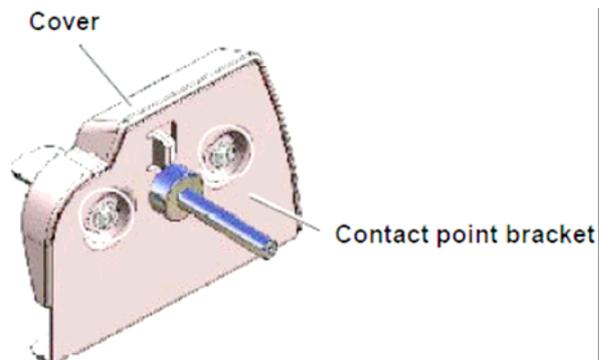


Model: Diana-C1

Date: 15-Apr-09

No.: RD038036

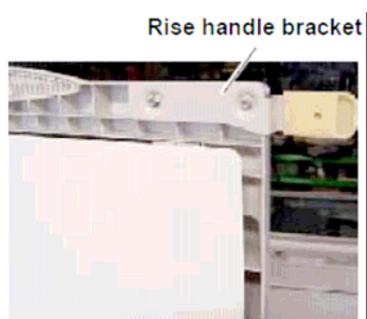
3. Attach the cover for the contact point bracket (tapping screws x 2).



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).

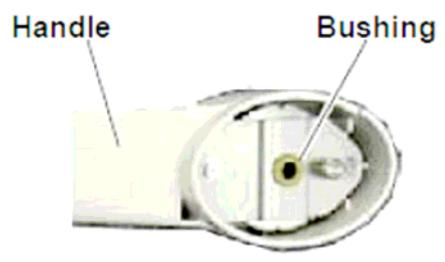


6. Attach the rise handle bracket to the upper right edge on the inside face of the ADF cover (binding screw x 2).



Model: Diana-C1	Date: 15-Apr-09	No.: RD038036
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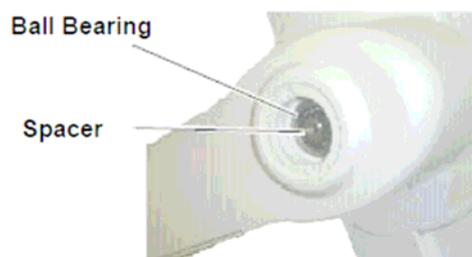
7. Attach the bushing to the inside of the handle.



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.



Model: Diana-C1

Date: 15-Apr-09

No.: RD038036

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.

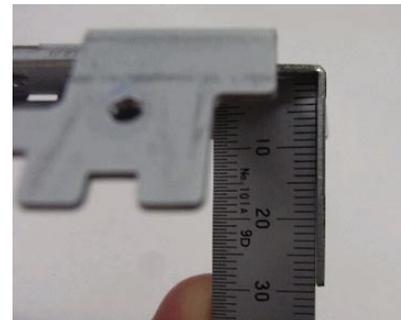
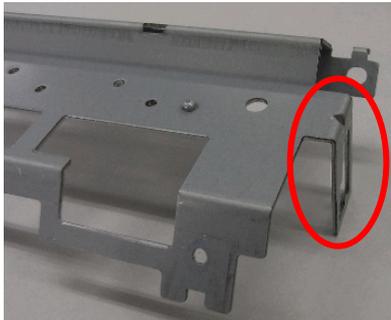


Model: Diana-C1		Date: 20-Apr-09	No.: RD038037
Subject: Cautions when handling fuser unit		Prepared by: Masato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

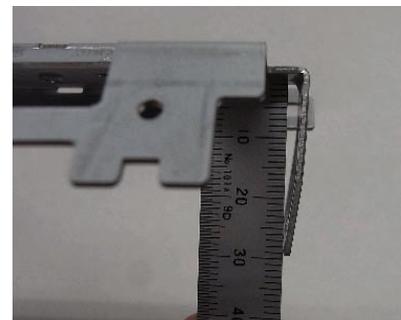
### Important Note for when Replacing Fusing Unit Components

- 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:**

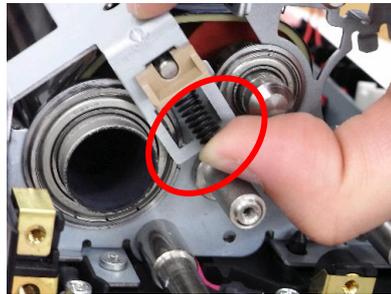


Model: Diana-C1

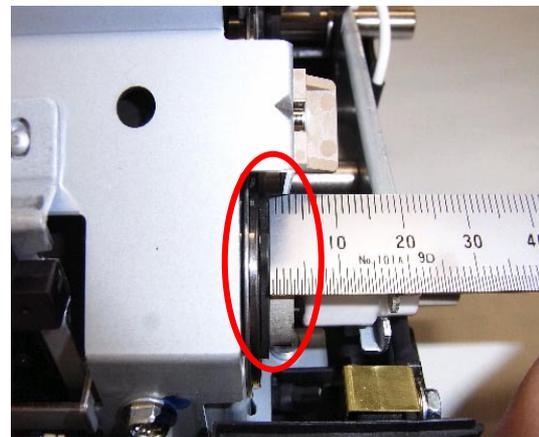
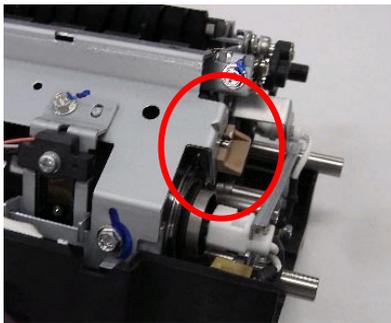
Date: 20-Apr-09

No.: RD038037

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.



Model: Diana-C1		Date: 28-Apr-09	No.: RD038038
Subject: Growling noise from paper feed tray (PB3030)		Prepared by: Masato Saiki	
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 ( )	<input checked="" type="checkbox"/> 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-C1.

**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.

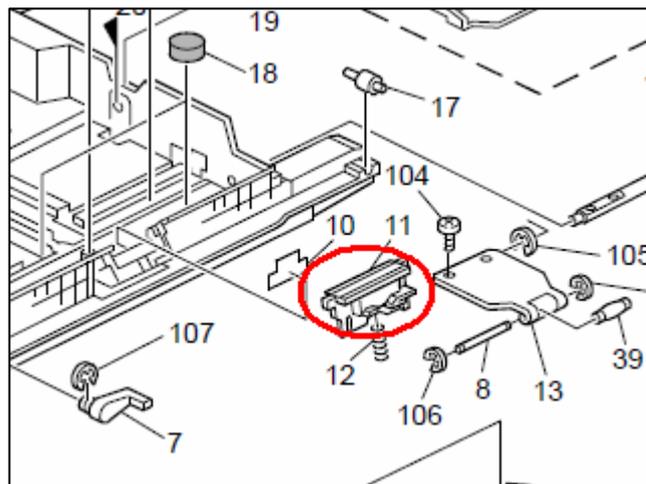
Applied from: March 2009 production of the PB3030.

**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.



Model: Diana-C1		Date: 1-May-09	No.: RD038039
Subject: Jam code 059 - Fusing Exit Sensor Jam		Prepared by: Masato Saiki	
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 (     )	<input checked="" type="checkbox"/> 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**

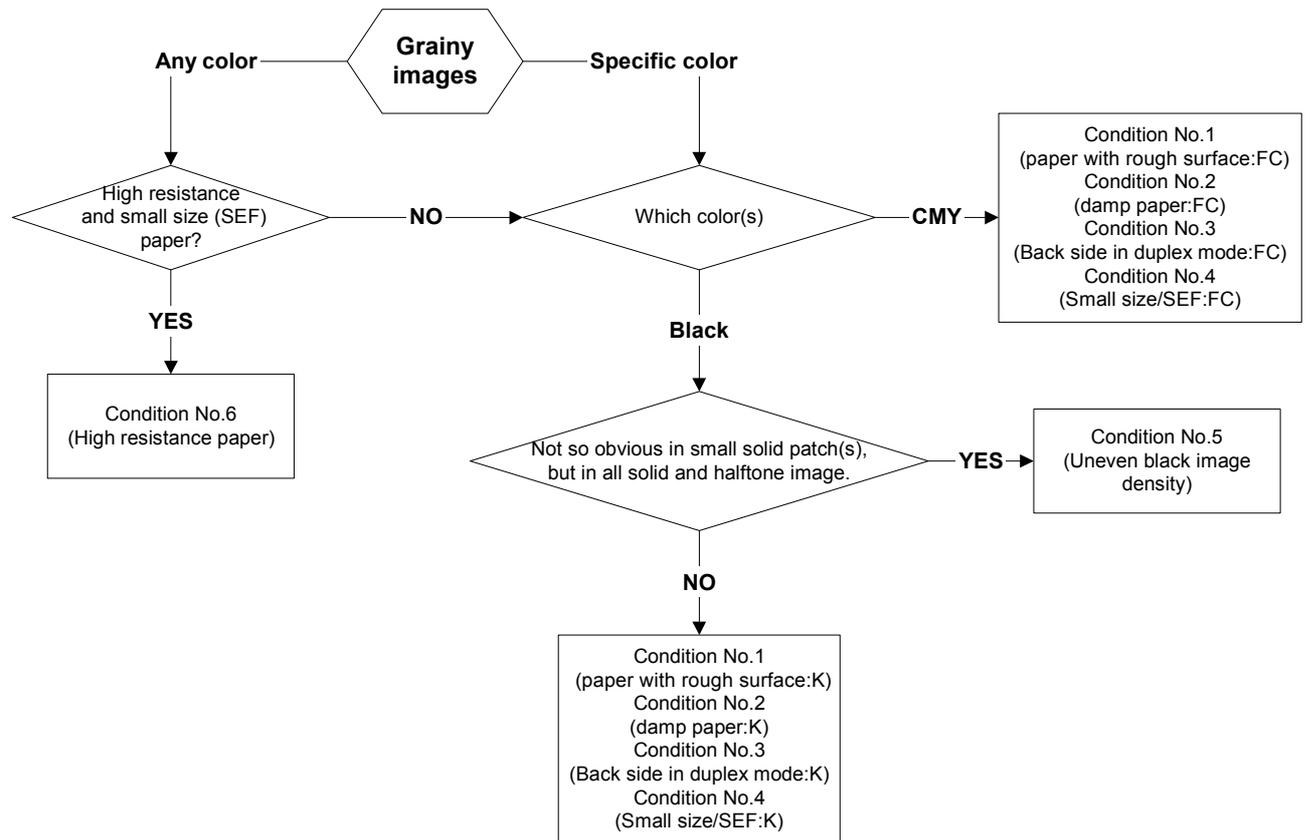
**See the service manual for the replacement procedure.**

Model: DI-C1		Date: 9-Jun-09	No.: RD038040
Subject: Trabloushooting for Grainy Image		Prepared by: H. Kamiya	
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 ( )	<input type="checkbox"/> Tier 2

This RTB contains:

- A troubleshooting guide for dealing with grainy images reported from the field.
- An Appendix that explains in detail how to use the Special Paper settings.

Please use the following flowchart to take action in response to the six conditions.



Model: DI-C1	Date: 9-Jun-09	No.: RD038040
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**Condition No.1: Printing onto paper with a rough surface**

When the surface of the paper is relatively rough, the strength of the electrical field between the ITB and the "sunken" areas in the paper weakens, causing low image density only in these areas.

**Recommended Action:**

**Step 1:** If the grainy images only appear in black image areas with Printer Full Color mode, change the following settings in the printer driver:

<RPCS> Print Quality -> User setting -> Gray reproduction -> **K (Black) for text only**

<PCL> Print Quality -> Color: Manual -> Gray reproduction -> **CMY+K**

**Note:** With this setting for PCL, all B&W images are printed using process black, including text.

**Step 2:** If Step 1 was not effective, change the PTR (paper transfer roller) current as follows:

1. Increase the PTR current in steps of 2 microamperes until +6 microamperes from the default value.

**Example:** Using plain paper, symptom appears on 1<sup>st</sup> printed side (face side), 600dpi.

B/W mode: SP2-403-001: **20** microamperes -> 22 -> 24 -> 26 microamperes

Full Color mode: SP2-407-001: **25** microamperes -> 27 -> 29 -> 31 microamperes

2. If the grainy images get worse, decrease the PTR current in steps of 2 microamperes until -6 microamperes from the default value.

**Example:** Using plain paper, symptom appears on 1<sup>st</sup> printed side (face side), 600dpi.

B/W mode: SP2-403-001: **20** microamperes -> 18 -> 16 -> 14 microamperes

Full Color mode: SP2-407-001: **25** microamperes -> 23 -> 21 -> 19 microamperes

3. If the grainy images only occur when using a specific type of paper, set the Paper Type setting to one of the **Special Paper** settings as follows.

- If the current Paper Type setting is one of the following, change it to **Special Paper 1**.

Plain Paper 1, Plain Paper 2, Middle Thick, Thin Paper, Coated Paper: Gloss

- If the current Paper Type setting is one of the following, change it to **Special Paper 4**.

Thick Paper 1, Thick Paper 2, Thick Paper 3

**Examples:**

- Using plain paper, symptom appears on 1<sup>st</sup> printed side (face side), 600dpi:

Select **Special Paper 1**, then adjust the settings of the following SP modes:

B/W mode: SP2-753-001      Full Color mode: SP2-757-001

- Using thick paper, symptom appears on 1<sup>st</sup> printed side (face side):

Select **Special Paper 4**, then adjust the settings of the following SP modes:

B/W mode: SP2-783-001      Full Color mode: SP2-787-001

**Note:** See "Appendix 3: SP mode setting by Paper type" for more details.

Model: DI-C1	Date: 9-Jun-09	No.: RD038040
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**Step 3:** If the above steps were not effective, increase the amount of the toner per area (M/A).

**Note:** The more this setting is increased, the easier it is for toner blasting to occur.

1. Set the following SP modes to the values highlighted in **bold**.
 

SP3-501-001: Maximum M/A: Bk	Set to: <b>0.500 mg/cm<sup>2</sup></b>
SP3-501-002: Maximum M/A: C	Set to: <b>0.495 mg/cm<sup>2</sup></b>
SP3-501-003: Maximum M/A: M	Set to: <b>0.495 mg/cm<sup>2</sup></b>
SP3-501-004: Maximum M/A: Y	Set to: <b>0.495 mg/cm<sup>2</sup></b>
2. Execute Process Control (**SP3-011-001**).

**Step 4:** If the above steps were not effective, recommend that the customer use paper with a smoother surface.

**Condition No. 2: Printing onto damp paper**

The surface resistance of such paper is low, and the electrical field at paper transfer is weak.

**Recommended Action:**

**Step 1:** Advise the customer to store paper in accordance with the requirements mentioned in the Operator's Instructions (*About This Machine: 3. Adding Paper -> Paper Storage*).

**Step 2:** If Step 1 is not effective, install the tray heaters in the mainframe and paper bank.

**Step 3:** If the grainy images only appear in black image areas with Printer Full Color mode, do **Step 1** from **Condition No. 1** above (selecting process black in the printer driver).

**Step 4:** If the above steps were not effective, do **Step 2** from **Condition No. 1** above (changing the PTR current).

**Step 5:** If the above steps were not effective, do **Step 3** from **Condition No. 1** above (increasing the amount of toner per area (M/A)).

Model: DI-C1

Date: 9-Jun-09

No.: RD038040

**Condition No. 3:** Grainy images appear on the rear side when duplex printing

The resistance on the front and rear sides of the paper is different. In some cases, this can cause the image density to be too low on the rear side.

**Recommended Action:**

**Step 1:** If the grainy images only appear in black image areas with Printer Full Color mode, do **Step 1** from **Condition No. 1** above (selecting process black in the printer driver).

**Step 2:** If the above steps were not effective, do **Step 2** from **Condition No. 1** above (changing the PTR current).

**Note:** By specification, thick paper cannot be used when printing in duplex.

**Step 3:** If the above steps were not effective, do **Step 3** from **Condition No. 1** above (increasing the amount of toner per area (M/A)).

**Step 4:** If the above steps were not effective, recommend that the customer use paper with a smoother surface.

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**Condition No. 4: Printing onto paper narrower than A3 SEF along the main-scan direction**

When the paper's width along the main scan direction is less than A3 SEF, this means the ends of the paper transfer roller (PTR) are exposed. When the paper contacts the roller, the paper transfer current leaks toward these exposed areas on the PTR. There are SP modes to correct this, but under high-temperature/high-humidity conditions, sometimes these adjustments are not enough.

**Recommended Action**

**Step 1:** If the grainy images only appear in black image areas with Printer Full Color mode, do **Step 1** from **Condition No. 1** above (selecting process black in the printer driver).

**Step 2:** Try feeding the paper LEF, so that it covers the entire width of the PTR. If this does not work, try the "Recommended Action" in **Conditions No. 1, 2, and 3.**

**Step 3:** Increase the paper size correction coefficient in increments of 10%.

- If this makes the symptom worse, try decreasing the value.
- Keep the setting within this range: -30% to +30% of the default value

**See Appendix 3 for details.**

**Important:** The paper size correction coefficient setting for non-special paper types is applied to several different paper types at once. This can create side effects for paper types on which the symptom is not occurring. Therefore, if you only want to change the setting for one type, use the Special Paper settings. (See Appendix 3).

Plain Paper 1, 2/Middle Thick/Thin Paper/Coated Paper:Gloss -> **Special Paper 1**

B&W mode: Use **SP2-761-005 to 020**      Full Color mode: Use **SP2-762-005-020**

Thick Paper 1/Thick Paper 2/Thick Paper 3 -> **Special Paper 4**

B&W mode: Use **SP2-791-005 to 017**      Full Color mode: Use **SP2-792-005-017**

**Example:** Using plain paper, A4 SEF ("S3" main-scan width), symptom appears on 1<sup>st</sup> printed side, 600dpi in B&W mode:

Select **Special Paper 1**, then change the setting of **SP2-761-009** (Paper Transfer: Normal: 1st: S3: B&W) in steps of +/- 15%, within the range of 130% to 220%.

**Step 4:** If the above steps were not effective, do **Step 3** from **Condition No. 1** above (increasing the amount of toner per area (M/A)).

**Step 5:** If the above steps were not effective, recommend that the customer use paper with a smoother surface.

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**Condition No. 5: Grainy images appear in black toner areas under certain temperature/humidity, coverage conditions**

The image density in black toner areas may be uneven when two or more of the following conditions are met:

- High temperature and high humidity
- Coverage: More than 30%
- High ITB resistance (parts characteristic)
- Low image transfer roller resistance (parts characteristic)

**Recommended Action**

**Step 1:** If the grainy images only appear in black image areas with Printer Full Color mode, do **Step 1** from **Condition No. 1** above (selecting process black in the printer driver).

**Step 2:** Decrease the gamma standard target setting for black, and then execute process control as follows:

- Decrease **SP3-611-009** (Dev. Gamma: Bk Standard Target Set) to a value of **0.85 mg/cm<sup>2</sup>/Kv**.
- Execute process control (**SP3-011-001**).
- Finally, since the improvement is not immediate, make about 200 printouts.

**Condition No. 6: The paper being used has a high surface resistance**

When using paper that has a high surface resistance, such as transparencies, the paper transfer current can be attracted to the exposed areas of the PTR (same mechanism as Condition No. 4).

**Recommended Action**

**Step 1:** Try feeding the paper LEF, so that it covers the entire width of the PTR.

**Step 2:** Do the same action in **Condition No. 4, Step 3**, with the following differences:

- Use **Special Paper 4, 5, or 6**.
- Increase the setting in steps of 10% until the image improves enough
  - B&W mode: Use **SP2-791-005 to 017**
  - Full Color mode: Use **SP2-792-005-017**

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**Appendix 1: Default settings for each Special Paper mode**

	Plain Paper			Thick paper	
	Paper Transfer Current	Fusing Temperature		Paper Transfer Current	Fusing Temperature
		600 dpi	1200 dpi		
Special Paper 1	<b>Same as Middle Thick</b>	<b>Same as Middle Thick (155 deg.)</b>	<b>Same as Middle Thick (130 deg.)</b>	-	-
Special Paper 2	<b>Same as Middle Thick</b>	<b>160 deg.</b>	<b>135 deg.</b>	-	-
Special Paper 3	<b>Same as Middle Thick</b>	<b>150 deg.</b>	<b>125 deg.</b>	-	-
Special Paper 4	-	-	-	<b>Same as Thick Paper 1</b>	<b>Same as Thick Paper 1 (150 deg.)</b>
Special Paper 5	-	-	-	<b>Same as Thick Paper 1</b>	<b>Same as Thick Paper 2 (160 deg.)</b>
Special Paper 6	-	-	-	<b>Same as Thick Paper 1</b>	<b>145 deg.</b>

**Note:**

- **Special Paper 1-3** are designed for plain paper and Middle Thick paper types.
- **Special Paper 4-6** are designed for paper types equivalent to Thick paper 1 or thicker.
- **Special Paper 2-3 and 5-6** are intended to solve specific types of image problems, and **Special Paper 1 and 4** are intended to be used as a customized mode if modes 2-6 are ineffective.

**Special paper 1:**

Use this mode if the issue occurs only with a specific type of **plain paper** of **middle thick paper**, and you need to change (customize) the paper transfer current and/or fusing temperature settings. The default settings for this mode are exactly the same as those for **Middle Thick**.

**Special paper 2:**

Use this mode if **poor fusing** occurs only with a specific type of **plain paper** of **middle thick paper**.

**Special paper 3:**

Use this mode if **blistered images** occur only with a specific type of **plain paper** of **middle thick paper**.

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**Special paper 4:**

Use this mode if the issue occurs only with a specific type of **thick paper**, and you need to change (customize) the paper transfer current and/or fusing temperature settings. The default settings for this mode are exactly the same as those for **Thick Paper 1**.

**Special paper 5:**

Use this mode if **poor fusing** occurs only with a specific type of **thick paper**.

**Special paper 6:**

Use this mode if **blistered images** occur only with a specific type of **thick paper**.

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**Appendix 2: How to select the correct Special Paper mode**

**L model (D037/D040):**

You can select Special Paper modes from the operation panel (inside the “Paper Type” settings in User Tools) or inside the printer driver.

**H model (D038/D041):**

With this model, you cannot select Special Paper 4, 5, and 6 from the operation panel or inside the printer driver. Therefore, if you want to use these modes, select the following instead:

**1. Copy mode**

**Step 1:** In User Tools, set the “Paper Type” and “Paper Thickness” for the target tray as follows:

<u>Equivalent to:</u>	<u>Paper Type:</u>	<u>Paper Thickness:</u>
Special Paper 1	<b>Special Paper 1</b>	<b>Plain Paper</b> or <b>Middle Thick</b>
Special Paper 2	<b>Special Paper 2</b>	<b>Plain Paper</b> or <b>Middle Thick</b>
Special Paper 3	<b>Special Paper 3</b>	<b>Plain Paper</b> or <b>Middle Thick</b>
Special Paper 4	<b>Special Paper 1</b>	<b>Thick Paper 1, 2 or 3</b>
Special Paper 5	<b>Special Paper 2</b>	<b>Thick Paper 1, 2 or 3</b>
Special Paper 6	<b>Special Paper 3</b>	<b>Thick Paper 1, 2 or 3</b>

**Step 2:** Select the target tray and make copies.

**2. Printer mode**

Refer to the following table of recommended settings.

	Paper Tray	System Setting (Tray Paper Setting)		Printer Driver Setting	
		Paper Type	Paper Thickness	Paper Source Tray	Paper Type
Special Paper 1 to 3	Tray 1 to 4	Special Paper 1 to 3	Plain Paper or Middle Thick	Target Tray	Special Paper 1 to 3
	Bypass Tray (Driver/Command Priority)	Any setting	Any setting	Bypass Tray	
	Bypass Tray (Machine Setting Priority)	Special Paper 1 to 3	Plain Paper or Middle Thick		
Special Paper 4 to 6	Tray 1 to 2	Special Paper 4 to 6	Thick Paper 1, 2 or 3	Target Tray	None (RPCS only)
	Tray 3 to 4			Not applicable (Tray 3 & 4 do not have thick paper)	
	Bypass Tray			Bypass Tray	None (RPCS only)

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**2-1. Special Paper 1 to 3**

**2-1-1. Paper trays (Trays 1– 4)**

**Step 1:** In User Tools, set the “Paper Type” and “Paper Thickness” for the target tray.

<u>Equivalent to:</u>	<u>Paper Type:</u>	<u>Paper Thickness:</u>
Special Paper 1	<b>Special Paper 1</b>	<b>Plain Paper or Middle Thick</b>
Special Paper 2	<b>Special Paper 2</b>	<b>Plain Paper or Middle Thick</b>
Special Paper 3	<b>Special Paper 3</b>	<b>Plain Paper or Middle Thick</b>

**Step 2:** Inside the printer driver, set the “Paper Source Tray” and “Paper Type” to the same tray and paper type that you selected in Step 1 above.

**2-1-2. Bypass tray**

**2-1-2-1. “Driver/Command” Priority (default)**

**Step 1:** Inside the printer driver, set the “Paper Source Tray” to the bypass tray, and the “Paper Type” to **Special Paper 1, 2, or 3.**

**Note:** The machine will ignore the “Paper Type” setting in User Tools.

**2-1-2-2. “Machine Setting” Priority**

**Step 1:** In User Tools, set the “Paper Type” and “Paper Thickness” for the bypass tray.

<u>Equivalent to:</u>	<u>Paper Type:</u>	<u>Paper Thickness:</u>
Special Paper 1	<b>Special Paper 1</b>	<b>Plain Paper or Middle Thick</b>
Special Paper 2	<b>Special Paper 2</b>	<b>Plain Paper or Middle Thick</b>
Special Paper 3	<b>Special Paper 3</b>	<b>Plain Paper or Middle Thick</b>

**Step 2:** Inside the printer driver, set the “Paper Source Tray” to the bypass tray, and the “Paper Type” to the same paper type that you selected in Step 1 above.

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**2-2. Special Paper 4 to 6**

**Note:** Special Paper 4, 5, and 6 are only supported by the RPCS driver.

**Step 1:** In User Tools, set the “Paper Type” and “Paper Thickness” for the target tray.

<u>Equivalent to:</u>	<u>Paper Type:</u>	<u>Paper Thickness:</u>
Special Paper 4	<b>Special Paper 1</b>	<b>Thick Paper 1, 2, or 3</b>
Special Paper 5	<b>Special Paper 2</b>	<b>Thick Paper 1, 2, or 3</b>
Special Paper 6	<b>Special Paper 3</b>	<b>Thick Paper 1, 2, or 3</b>

**Step 2:** Inside the printer driver, set the “Paper Source Tray” to the target tray (from Step 1 above), and Paper Type to “None”.

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**Appendix 3: SP Modes for Setting the Paper Type**

$$RTR \text{ Current } (\mu A) = RTR \text{ standard current } (\mu A) \times \text{Paper size correction co-efficient } (\%) \times X$$

Machine Behave				RTR standard current ( $\mu A$ )	Paper size correction co-efficient (%)
Paper Type	Mode	Resolution (Process Speed)	Print side		
Plain Paper	BW	600dpi (120mm/s)	Face side	2-403-001	2-411-005(S2),009(S3),013(S4),017(S5) 2-411-006(S2),010(S3),014(S4),018(S5) 2-411-007(S2),011(S3),015(S4),019(S5) 2-411-008(S2),012(S3),016(S4),020(S5) 2-412-005(S2),009(S3),013(S4),017(S5) 2-412-006(S2),010(S3),014(S4),018(S5) 2-412-007(S2),011(S3),015(S4),019(S5) 2-412-008(S2),012(S3),016(S4),020(S5)
			Back side	2-403-002	
		1200dpi (60mm/s)	Face side	2-403-003	
			Back side	2-403-004	
	Color	600dpi (120mm/s)	Face side	2-407-001	
			Back side	2-407-002	
		1200dpi (60mm/s)	Face side	2-407-003	
			Back side	2-407-004	
Middle Thick	BW	600dpi (120mm/s)	Face side	2-703-001	(Common with the Plain Paper 1)
			Back side	2-703-002	
		1200dpi (60mm/s)	Face side	2-703-003	
			Back side	2-703-004	
	Color	600dpi (120mm/s)	Face side	2-707-001	
			Back side	2-707-002	
		1200dpi (60mm/s)	Face side	2-707-003	
			Back side	2-707-004	
Thin paper	BW	600dpi (120mm/s)	Face side Only	2-453-001	(Common with the Plain Paper 1)
			Face side Only	2-453-003	
	Color	600dpi (120mm/s)	Face side Only	2-457-001	
			Face side Only	2-457-003	
Coated Paper: Gloss	BW	60mm/s Only	Face side Only	2-482-001	(Common with the Plain Paper 1)
	Color	60mm/s Only	Face side Only	2-483-001	
Thick Paper 1	BW	60mm/s Only	Face side Only	2-502-001	2-511-005(S2),009(S3),013(S4),017(S5)
	Color	60mm/s Only	Face side Only	2-507-001	2-512-005(S2),009(S3),013(S4),017(S5)
Thick Paper 2	BW	60mm/s Only	Face side Only	2-553-001	(Common with the Thick Paper 1)
	Color	60mm/s Only	Face side Only	2-558-001	
Thick Paper 3	BW	60mm/s Only	Face side Only	2-651-001	(Common with the Thick Paper 1)
	Color	60mm/s Only	Face side Only	2-652-001	
OHP	BW	60mm/s Only	Face side Only	2-603-001	(Common with the Thick Paper 1)
	Color	60mm/s Only	Face side Only	2-608-001	

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Paper Type	Machine Behave			RTR standard current (μA)	Paper size correction co-efficient (%)
	Mode	Resolution (Process Speed)	Print side		
Special Paper 1	BW	600dpi (120mm/s)	Face side	2-753-001	2-761-005(S2),009(S3),013(S4),017(S5) 2-761-006(S2),010(S3),014(S4),018(S5) 2-761-007(S2),011(S3),015(S4),019(S5) 2-761-008(S2),012(S3),016(S4),020(S5) 2-762-005(S2),009(S3),013(S4),017(S5) 2-762-006(S2),010(S3),014(S4),018(S5) 2-762-007(S2),011(S3),015(S4),019(S5) 2-762-008(S2),012(S3),016(S4),020(S5)
			Back side	2-753-002	
		1200dpi (60mm/s)	Face side	2-753-003	
			Back side	2-753-004	
	Color	600dpi (120mm/s)	Face side	2-757-001	
			Back side	2-757-002	
		1200dpi (60mm/s)	Face side	2-757-003	
			Back side	2-757-004	
Special Paper 2	BW	600dpi (120mm/s)	Face side	2-803-001	(Common with the Special Paper 1) ↑
			Back side	2-803-002	
		1200dpi (60mm/s)	Face side	2-803-003	
			Back side	2-803-004	
	Color	600dpi (120mm/s)	Face side	2-807-001	
			Back side	2-807-002	
		1200dpi (60mm/s)	Face side	2-807-003	
			Back side	2-807-004	
Special Paper 3	BW	600dpi (120mm/s)	Face side	2-852-001	(Common with the Special Paper 1) ↑
		1200dpi (60mm/s)	Face side	2-852-003	
	Color	600dpi (120mm/s)	Face side	2-857-001	
		1200dpi (60mm/s)	Face side	2-857-003	
			Face side	2-857-003	
Special Paper 4	BW	60mm/s Only	Face side Only	2-783-001	2-791-005(S2),009(S3),013(S4),017(S5)
	Color	60mm/s Only	Face side Only	2-787-001	2-792-005(S2),009(S3),013(S4),017(S5)
Special Paper 5	BW	60mm/s Only	Face side Only	2-833-001	(Common with the Special Paper 4) ↑
	Color	60mm/s Only	Face side Only	2-837-001	
Special Paper 6	BW	60mm/s Only	Face side Only	2-883-001	(Common with the Special Paper 4) ↑
	Color	60mm/s Only	Face side Only	2-887-001	

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Subject: Paper Jam in the trays		Prepared by: Masato Saiki	
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 (     )	<input checked="" type="checkbox"/> 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.

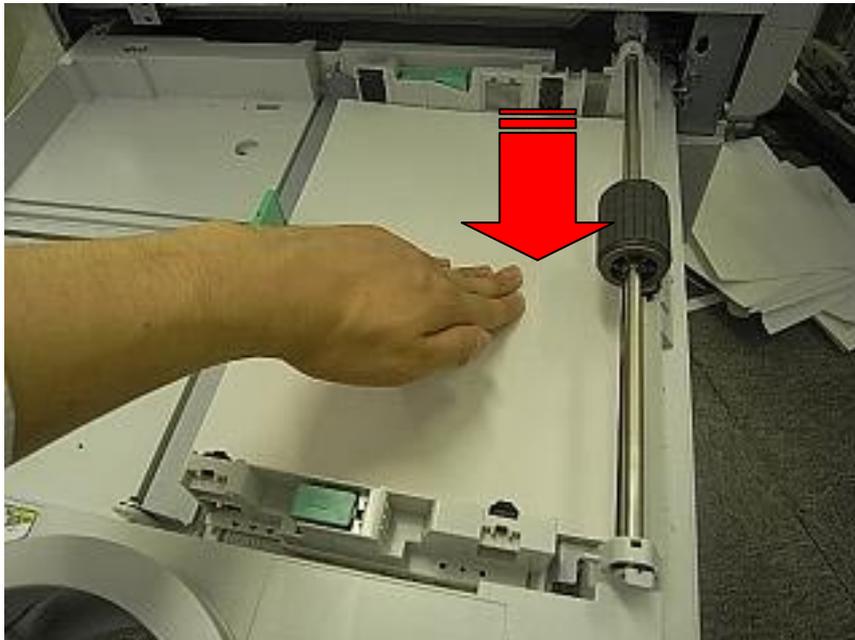


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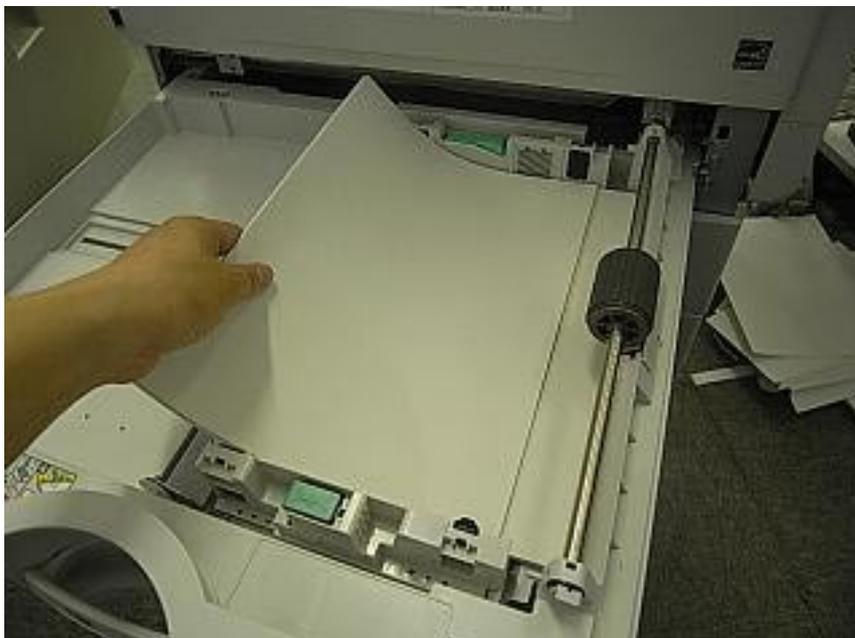
Date: 29-Jul-09

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2. Press the paper stack down until it clicks.



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

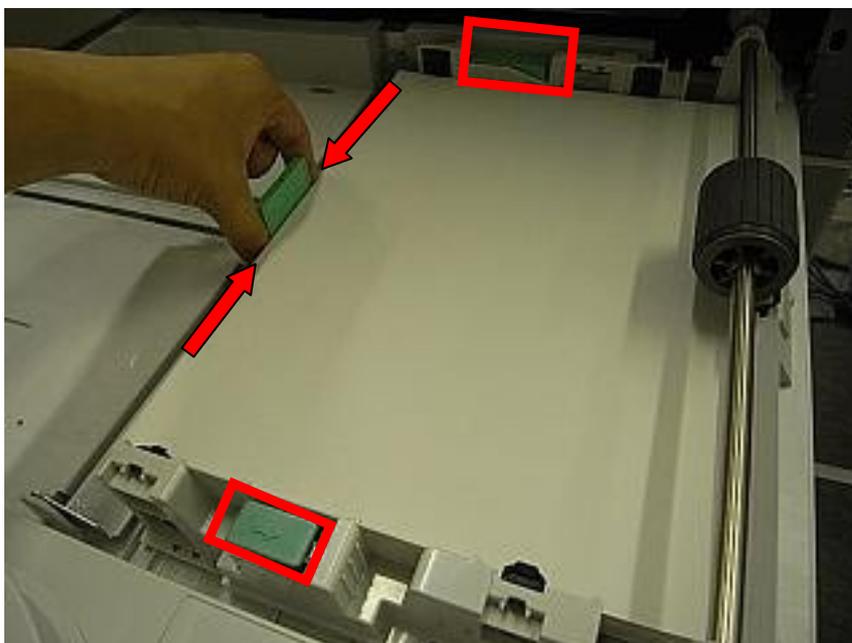


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4. Adjust the positions of the side fences and fence.



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



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



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

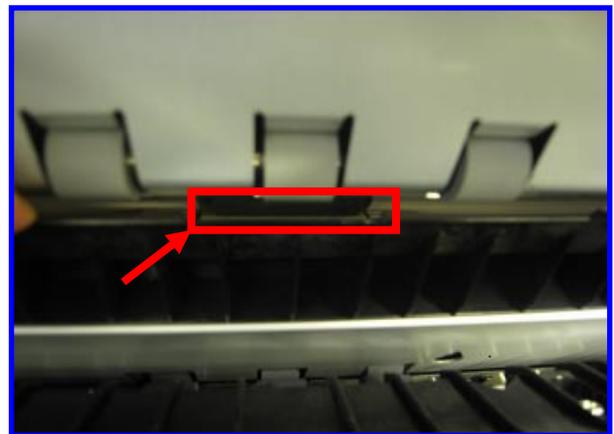
Subject: Paper Jam Troubleshooting Guide		Prepared by: Masato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<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 ( )	<input checked="" type="checkbox"/> 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.  
→ See "Roller Clutch: Feed (A)" in **Appendix: One-way clutches**.



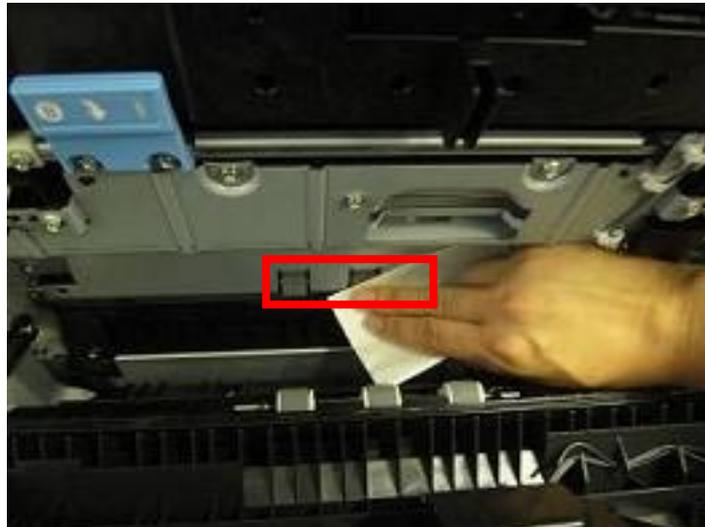
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4. Press the surface of the vertical transport roller for Tray 1 gently with a small piece of paper, as shown.
5. If the roller stops easily, replace the one-way clutch with P/N D0391166.  
→ See “Roller Clutch: GRIP (B)” in **Appendix: One-way clutches**.



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

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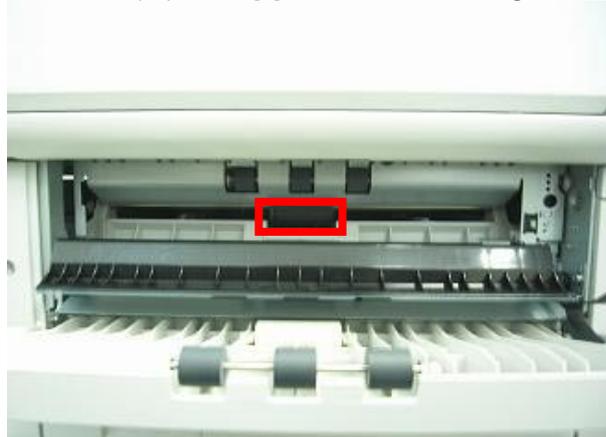
Model: DI-C1

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**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.  
→ 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.  
→ See **Appendix: Paper loading to the tray**.

**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.  
→ See **Appendix: Paper loading to the tray**.

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**Jam 6: Paper is not fed from Tray 4**

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.**



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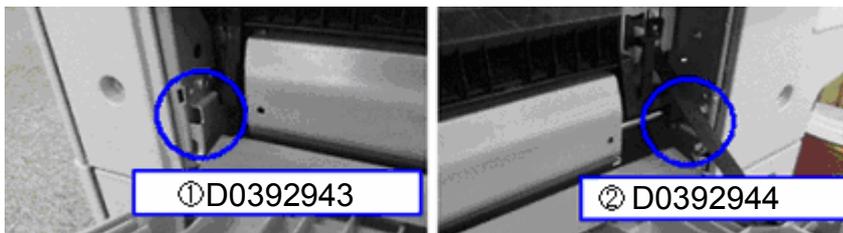
**Jam 11: Vertical transport sensor 1 does not detect paper from tray 1**

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.



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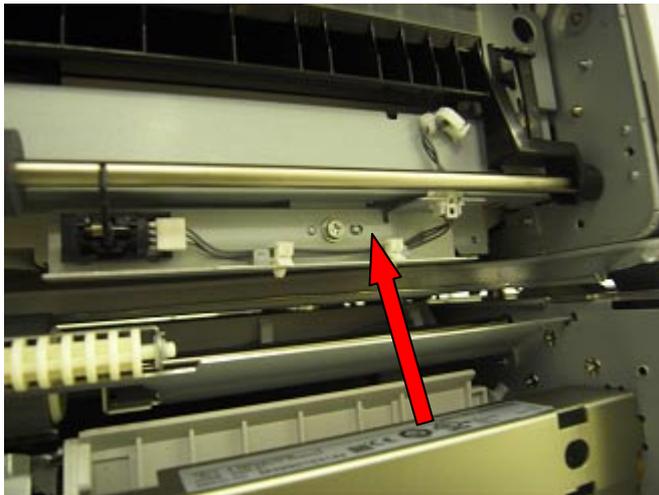
Model: DI-C1

Date: 6-Aug-09

No.: RD038042a

**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.



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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.  
→ See “Roller Clutch: GRIP (F)” in **Appendix: One-way clutches**.



Reissued:17-Aug-09

Model: DI-C1

Date: 6-Aug-09

No.: RD038042a

**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.

**Jam 19: 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.*

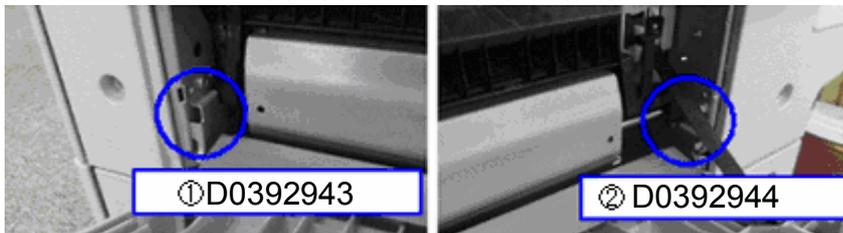
*After the replacement is completed, attach the guide plate spacer (P/N D0394268) to the upper cover in the fusing exit area.*

*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.**

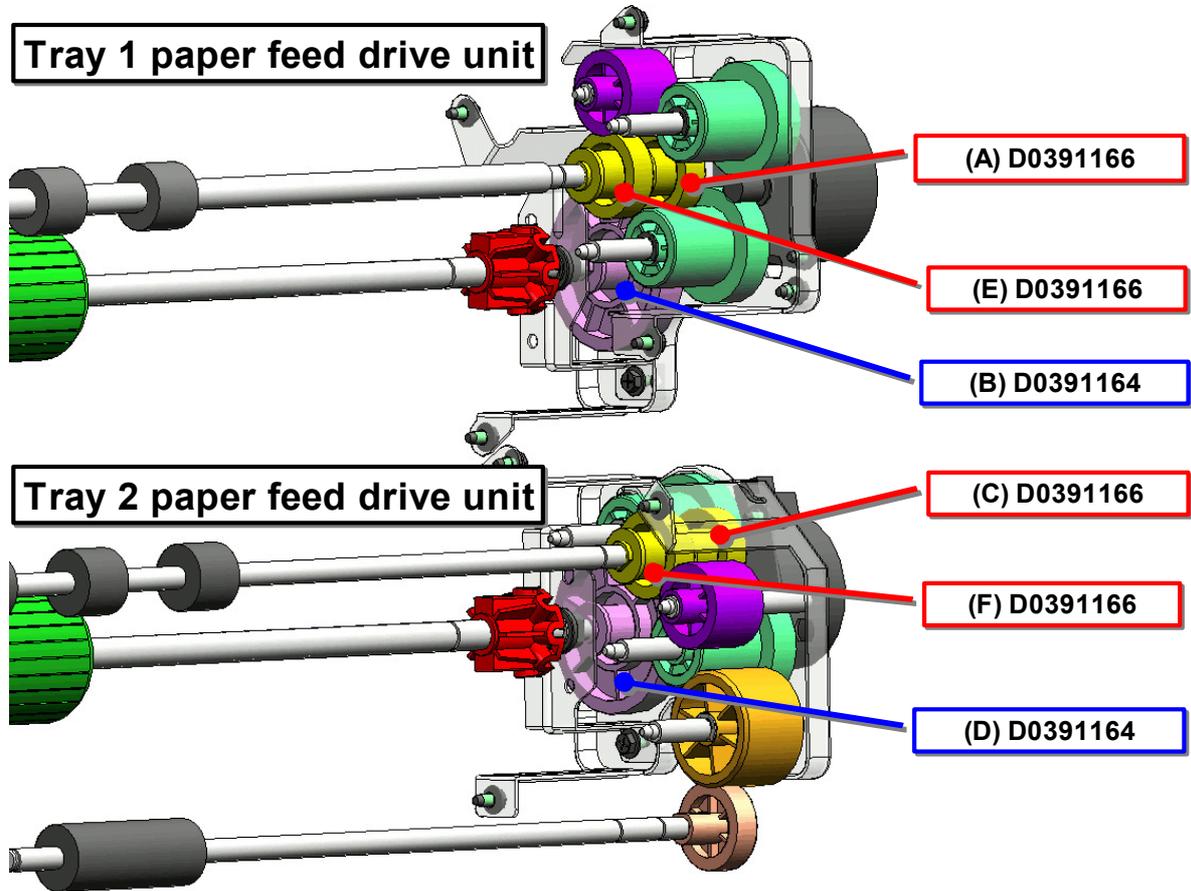
If Jam 59 occurs frequently, replace the fusing exit sensor bracket (D0394952).

See **RTB #RD038039** for details.

Reissued:17-Aug-09

Model: DI-C1	Date: 6-Aug-09	No.: RD038042a
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**Appendix: One-way Clutches**



Reissued:17-Aug-09

Model: DI-C1

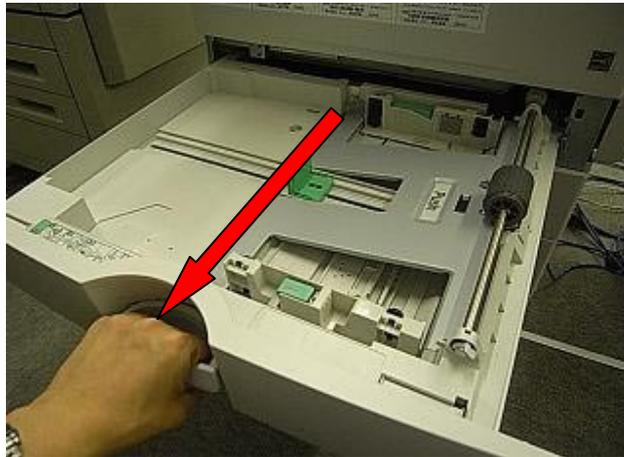
Date: 6-Aug-09

No.: RD038042a

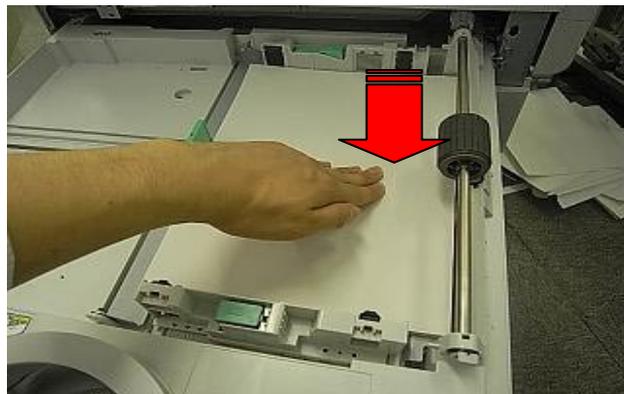
**Appendix: Loading the Paper in the Paper Tray**

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.



Reissued:17-Aug-09

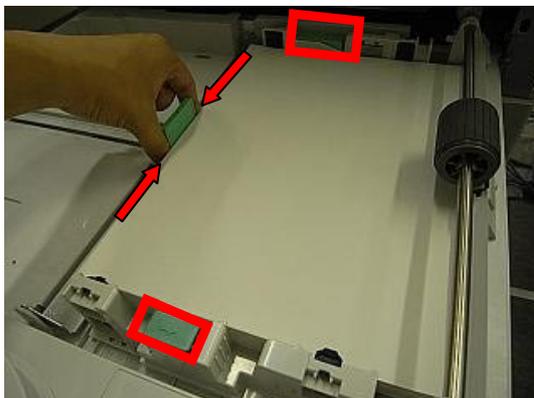
Model: DI-C1

Date: 6-Aug-09

No.: RD038042a

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.

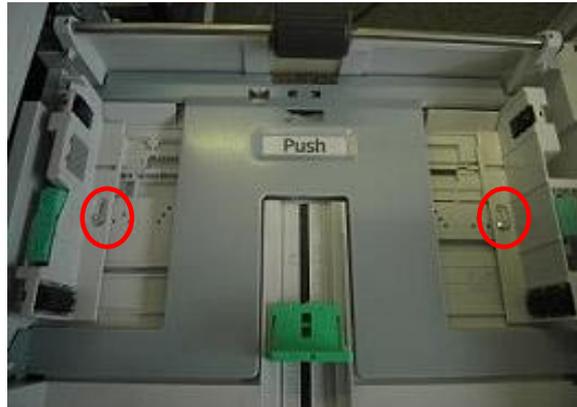


Reissued:17-Aug-09

Model: DI-C1

Date: 6-Aug-09

No.: RD038042a



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.*



Model: DI-C1		Date: 31-Aug-09	No.: RD038043
Subject: Loud squeaking noise from PCDU		Prepared by: Masato Saiki	
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 ( )	<input checked="" type="checkbox"/> 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).



Model: DI-C1

Date: 31-Aug-09

No.: RD038043

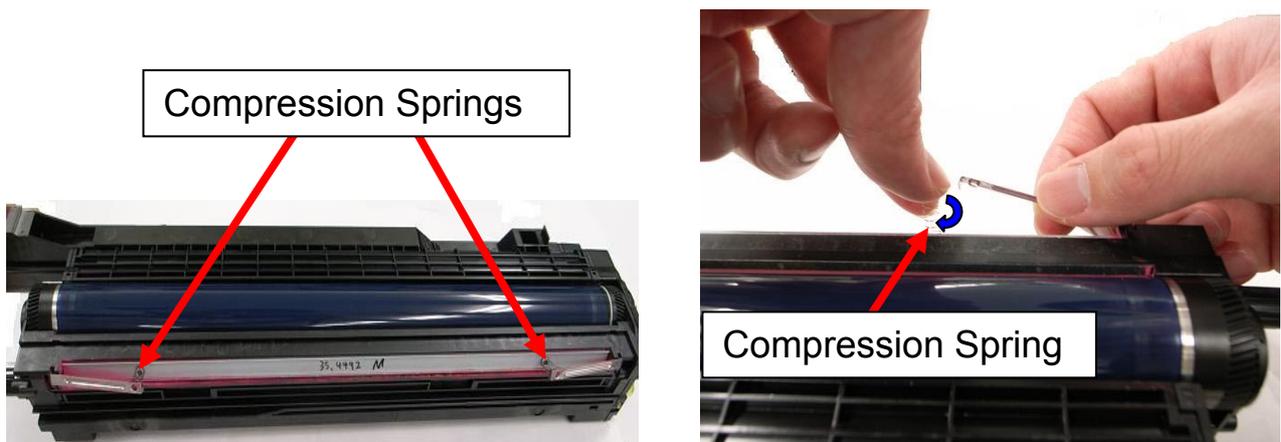
- Slide the upper cover as shown and remove it.



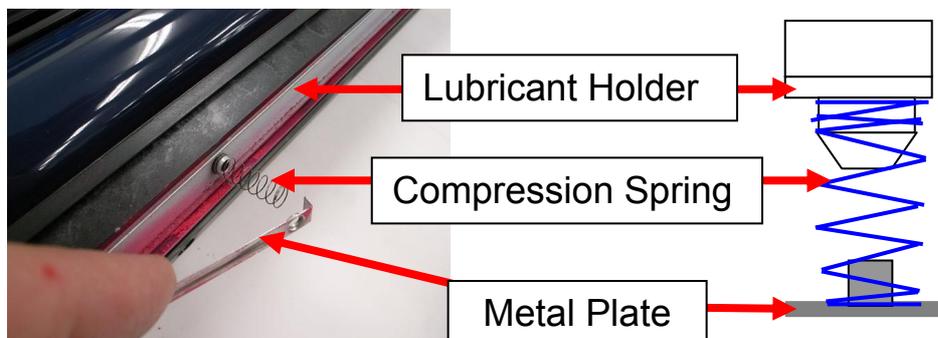
- Carefully lift up the metal plate and remove the compression springs.

**Important:**

- Be careful not to bend the metal plate.
- Twist the spring clockwise when you remove it (This will make the removal easier).



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

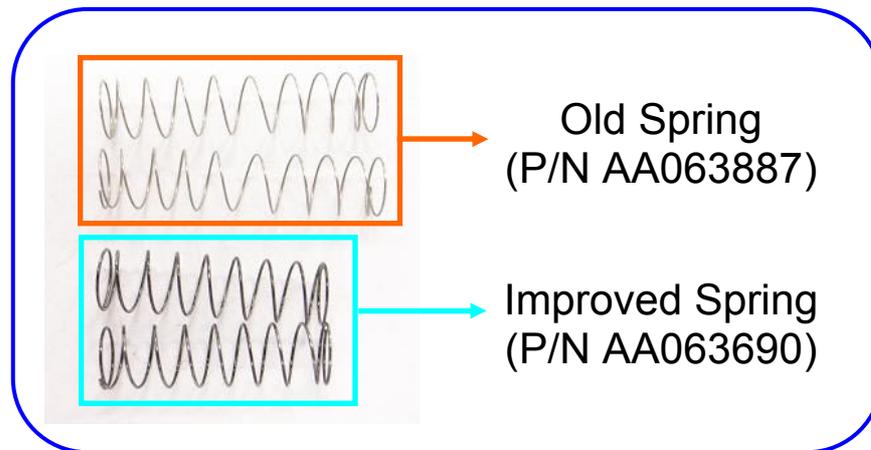


Model: DI-C1

Date: 31-Aug-09

No.: RD038043

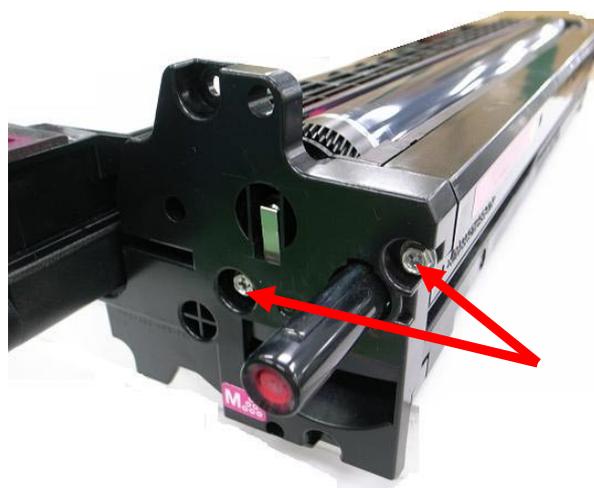
**Note:** The modified spring is black, and about 3mm shorter than the old spring.



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.



**Reissued: 07-Oct-09**

Model: DI-C1	Date: 14-Sept-09	No.: RD038044a
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RTB Reissue

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

Subject: <b><i>Paper Feed Improvement for DF3030</i></b>		Prepared by: Masato Saiki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

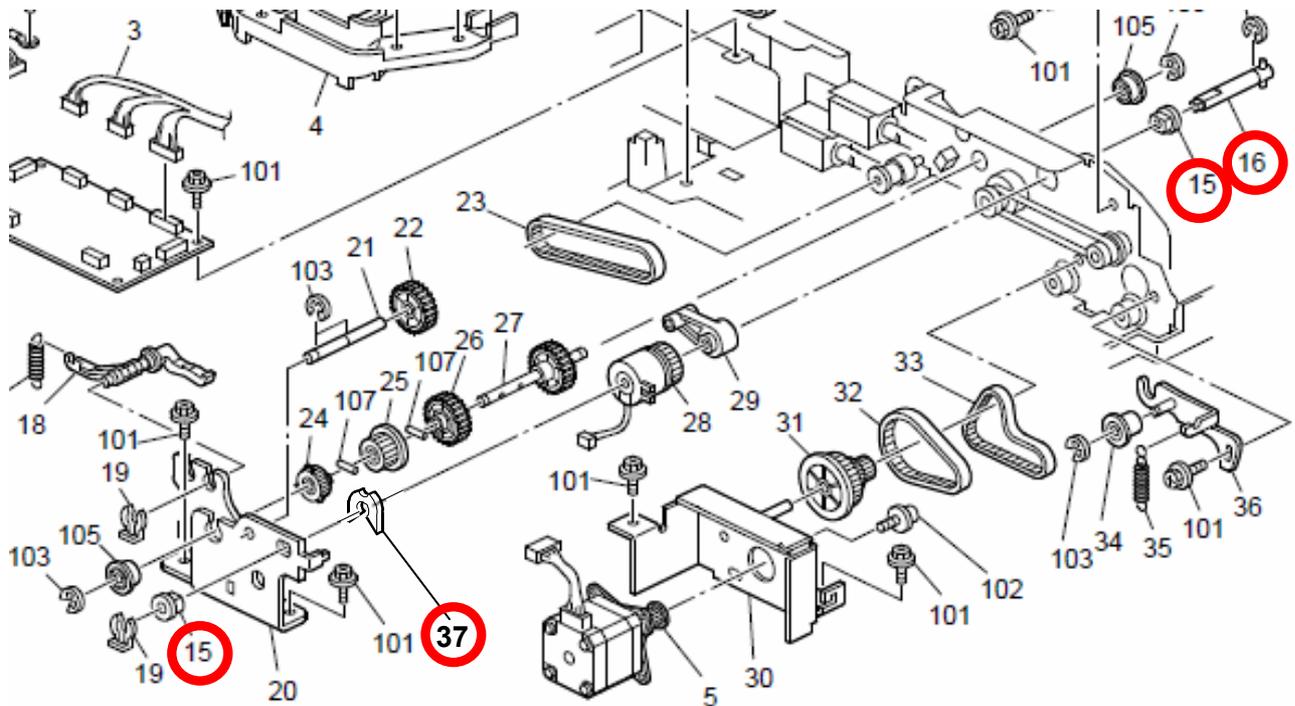
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AA082104	53041639	Bushing - 8MM	2-2	X/X	12	15	X/O as a Set
B7894215	D3664215	Shaft: Magnetic Clutch	1-1	X/X	12	16	
	08050088	Retaining Ring - M6	0-1	X/X	12	37*	

\*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**.



**Reissued:09-Apr-10**

Model: DI-C1	Date: 19-Oct-09	No.: RD038045e
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**RTB Reissue**

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

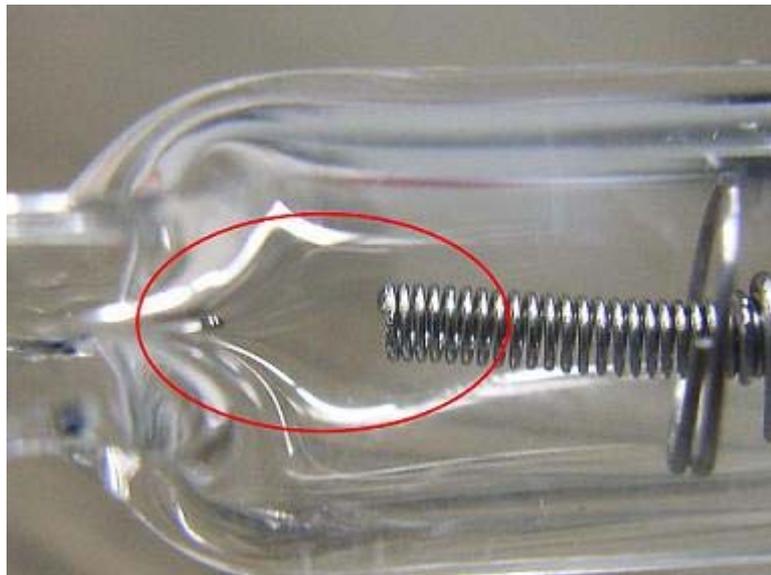
Subject: SC552/555 Troubleshooting		Prepared by: M. Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> 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-C1	Date: 19-Oct-09	No.: RD038045e
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**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:

Product Name	Model-code	Cut in serial numbers		
		Asia	China	Europe
Ricoh Aficio MP C2030	D037	V2196740001	V2196700011	V2194400001
NRG MP C2030				
infotec MP C2030				
Ricoh Aficio MP C2050	D038	V2296740001	V2296700001	V2294400094
NRG MP C2050				
infotec MP C2050				
Ricoh Aficio MP C2530	D040	V2396840001	V2396700001	V2394400001
NRG MP C2530				
infotec MP C2530				
Ricoh Aficio MP C2550	D041	V2496740001	V2496700006	V2494400029
NRG MP C2550				
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-C1	Date: 19-Oct-09	No.: RD038045e
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- Latest Cut-in Serial Numbers as of 4/6/2010:

(TBA: To be applied from following mass production)

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

**Important note:**

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

**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.

<b>Firmware Type:</b>	<b>Version:</b>
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.

Reissued:09-Apr-10

Model: DI-C1	Date: 19-Oct-09	No.: RD038045e
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**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 / Europe Mode	20 CPM	20 minutes	1 Minute	2
	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**

Topic	Error	Corrections
8. Appendix “Specifications for the Main Unit” Power consumption	<ul style="list-style-type: none"> <li>- Main unit only Stand-by Type 1: <u>About 180 W</u> Type 2: <u>About 180 W</u></li> <li>- Complete system Stand-by Type 1: <u>About 231 W</u> Type 2: <u>About 231 W</u></li> </ul>	<ul style="list-style-type: none"> <li>- Main unit only Stand-by Type 1: <u>About 222 W</u> Type 2: <u>About 222 W</u></li> <li>- Complete system Stand-by Type 1: <u>About 273 W</u> Type 2: <u>About 273 W</u></li> </ul>

■ **Facsimile Reference**

Topic	Error	Corrections
8. Appendix “Specifications” Power Consumption	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>

Reissued:09-Apr-10

Model: DI-C1	Date: 19-Oct-09	No.: RD038045e
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**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 "Specifications for the Main Unit" Power consumption	<ul style="list-style-type: none"> <li>· Main unit only Stand-by Type 1: <u>About 165 W</u> Type 2: <u>About 165 W</u></li> <li>· Complete system Stand-by Type 1: <u>About 231 W</u> Type 2: <u>About 231 W</u></li> </ul>	<ul style="list-style-type: none"> <li>· Main unit only Stand-by Type 1: <u>About 185 W</u> Type 2: <u>About 185 W</u></li> <li>· Complete system Stand-by Type 1: <u>About 251 W</u> Type 2: <u>About 251 W</u></li> </ul>

■ *Facsimile Reference*

Topic	Error	Corrections
8. Appendix "Specifications" Power Consumption	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.*

Product Name	Model-code	Errata Sheet Service Part Numbers			
		Asia	China	Europe	Korea
Ricoh Aficio MP C2030	D037	D0417925	D0417926	D0417924	D0417925
NRG MP C2030					
infotec MP C2030					
Ricoh Aficio MP C2050	D038	D0417922	D0417923	D0417921	D0417922
NRG MP C2050					
infotec MP C2050					
Ricoh Aficio MP C2530	D040	D0417925	D0417926	D0417924	D0417925
NRG MP C2530					
infotec MP C2530					
Ricoh Aficio MP C2550	D041	D0417922	D0417923	D0417921	D0417922
NRG MP C2550					
infotec MP C2550					

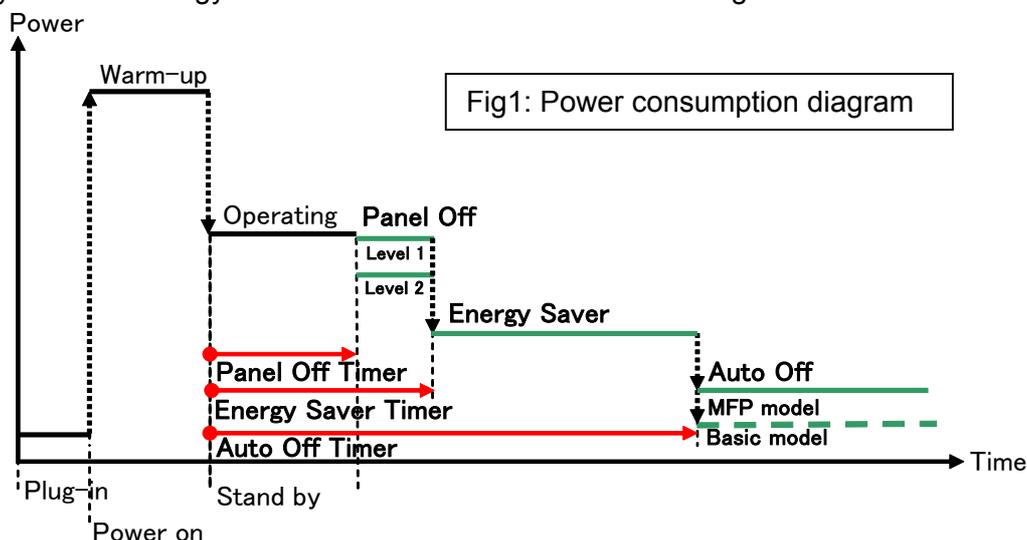
Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2		Date: 18-Nov-09	No.: RGene036
Subject: Recommended Eco Mode setting (for Europe/Middle East/Africa only)		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> 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.

Model	Panel Off Timer		Energy Saver Timer		Auto Off Timer		Reduction ratio for power consumption	
	Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time		
B&W	S-C4	-	-	10 sec	1 min (Factory default)	10sec (C4/C4SPF) 7 sec (C4F)	77%~86%	
	K-C3	-	-	10 sec		10 sec	74%~85%	
	PR-C1	-	-	10 sec		10 sec	83%	
	R-C5	1 min (Factory default)	0 sec	-		-	10 sec	72%~81%
	AI-C1	-	0 sec	-		-	10 sec	66%
B2C	Di-C1	<ul style="list-style-type: none"> <li>1 min</li> <li>Level2 (Factory default)</li> </ul>	5.9 sec	-	-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
	AT-C2	<ul style="list-style-type: none"> <li>1 min (Factory default)</li> <li>Change from Level1 (default) to Level2 See Note</li> </ul>	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	<ul style="list-style-type: none"> <li>1 min</li> <li>Level1 (Factory default)</li> </ul>	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.



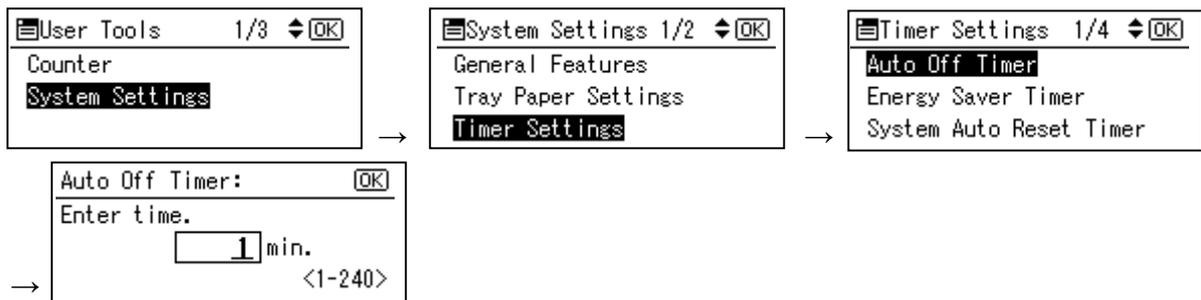
<b>Model:</b> S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	<b>Date:</b> 18-Nov-09	<b>No.:</b> RGene036
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2. Eco Mode setting procedure  
2.1 B/W models

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 → System Settings → Timer Settings → Auto Off Timer 1 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 → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



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

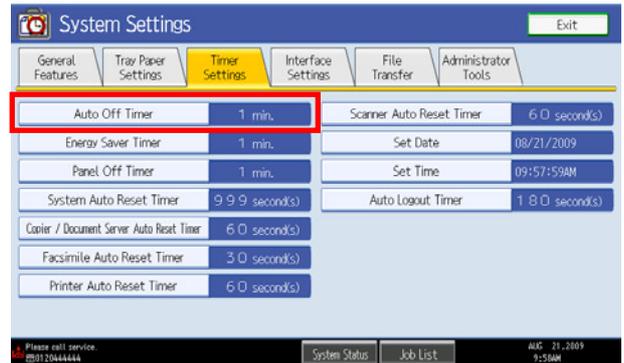
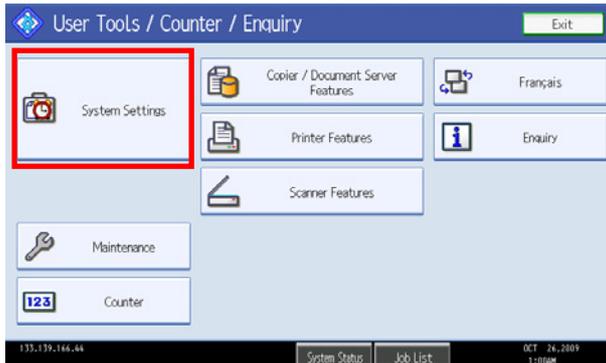
Date: 18-Nov-09

No.: RGene036

### 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 → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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2.2 Color models

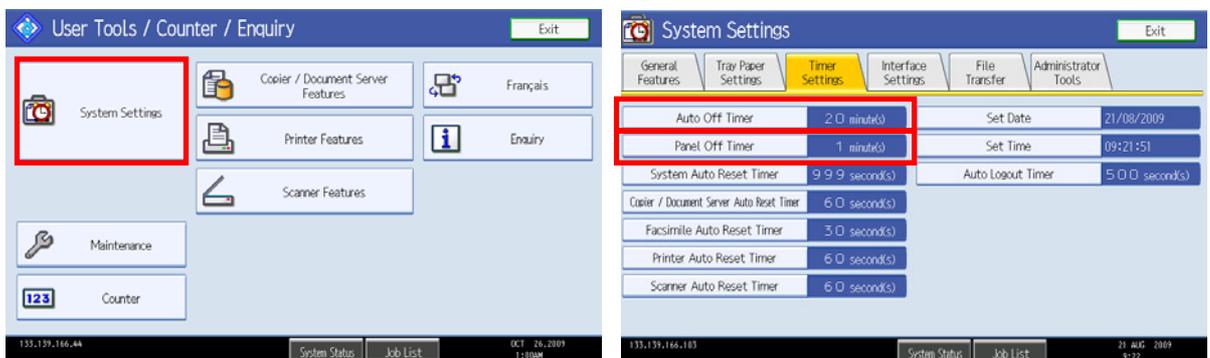
**Model Di-C1**

■ Timer Setting Procedure:

User Tools/Counter → System Settings → 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)

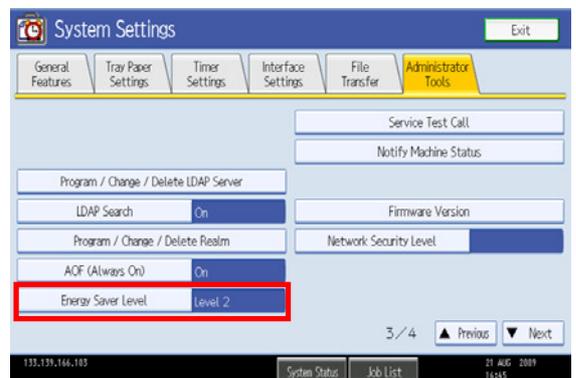
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



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

User Tools/Counter → System Settings  
→ Administrator Tools → Energy Saver Level

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



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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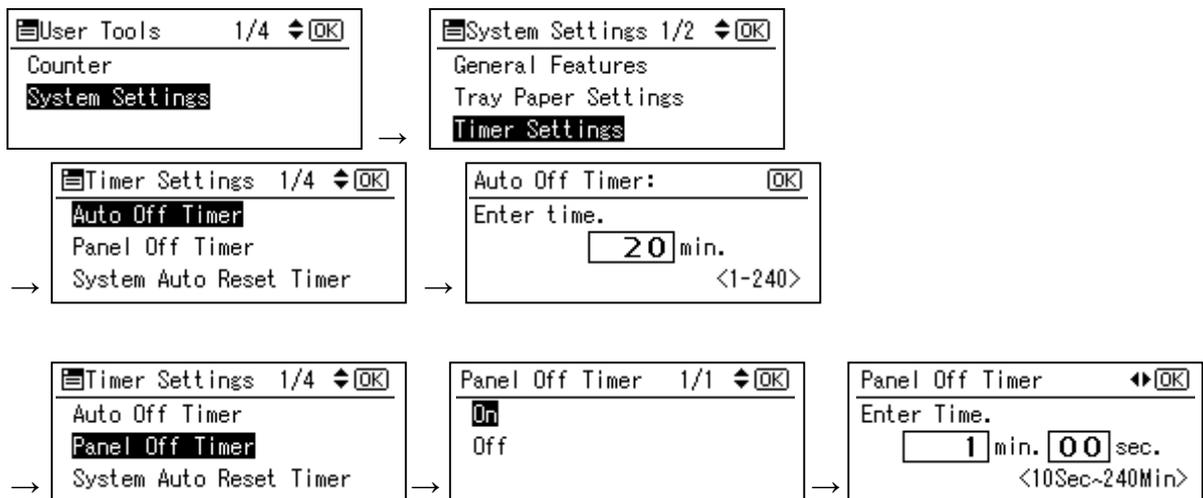
Model Di-C1L

■ Timer Setting Procedure:

User Tools/Counter → System Settings → 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.

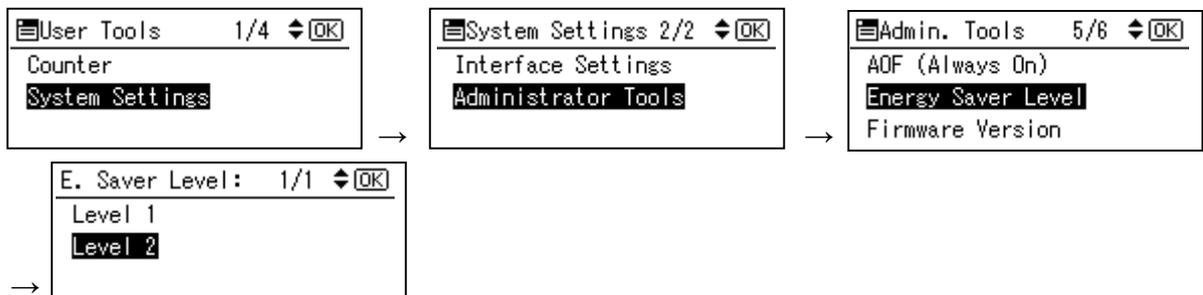
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



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

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

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



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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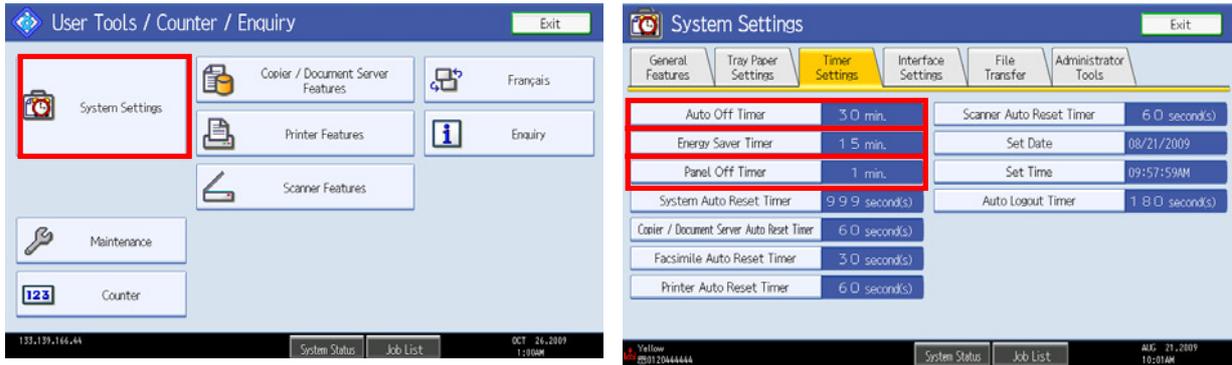
**Model AT-C2**

■ Timer Setting Procedure:

User Tools/Counter → System Settings → 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)

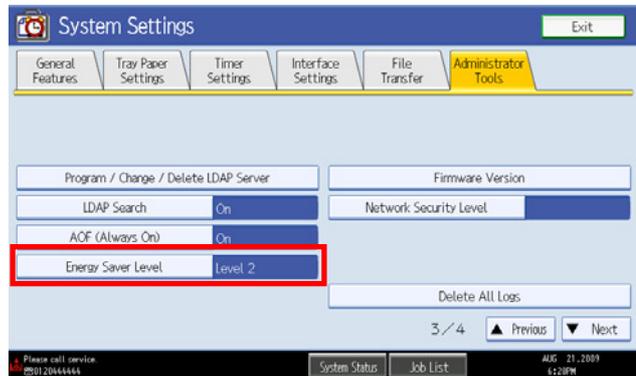
**Note:** If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



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

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

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



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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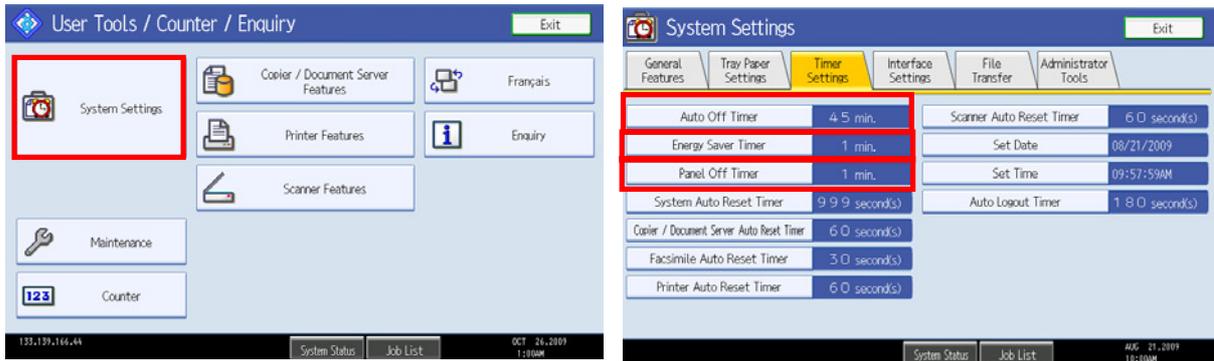
**Model AP-C2**

■ **Timer Setting Procedure:**

User Tools/Counter → System Settings → 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)

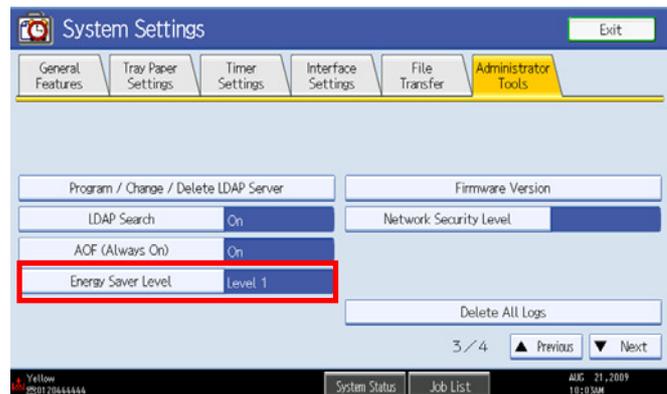
**Note:** If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



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

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

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



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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**3. Power consumption**

Model Name	Panel Off Timer			Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting		Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	
S-C4				1	21.6	Keep Factory Default	1	0.6	Keep Factory Default	86
S-C4 F				1	30.2		1	4.8		77
S-C4 SPF				1	25.5		1	5.0		77
K-C3a				1	40		1	1.0		85
K-C3b				1	40		1	1.0		85
K-C3cd				1	40		1	0.7		74
PR-C1				1	34.3		1	0.7		83
R-C5b CS	1	161	Keep Factory Default				1	5.6	Keep Factory Default	77
R-C5c CS	1	161					1	5.6		72
R-C5b	1	154					1	1.1		81
R-C5c	1	154					1	1.1		76
AI-C1b	1	143					1	5.7		66

Model Name	Panel Off Timer				Energy saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	
Di-C1La	2	1	126	Keep Factory Default				20	4.7	Keep Factory Default	40
<b>Di-C1Lc</b>	<b>2</b>	<b>1</b>	<b>126</b>					<b>30</b>	<b>4.7</b>		<b>38</b>
Di-C1a	2	1	131					20	5.2		42
Di-C1c	2	1	131					30	5.2		41

<b>Model:</b> S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	<b>Date:</b> 18-Nov-09	<b>No.:</b> RGene036
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Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AT-C2a	1	1	210	Change to Level2	Keep Factory Default	173	15	106	Keep Factory Default	30	4.3	Keep Factory Default	35
AT-C2b	1	1	216	Change to Level2		171	15	104		30	4.3		37

Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AP-C2c	1	1	141	Keep Factory Default	Keep Factory Default	135	15	135	Change to 1 min	45	2.9	Keep Factory Default	24
AP-C2d	1	1	141				15			45	2.9		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).

Model: DI-C1		Date: 22-Jan-10	No.: RD038046
Subject: LCD panel does not indicate		Prepared by: M. Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

The LCD may remain blank when the machine recovers from Energy Saver or Off/Sleep Mode.

**CAUSE**

A bug in the LCDC firmware control program causes a fuse mounted on the operation panel LCD board to short out.

**SOLUTION**

**Production line:**

The LCDC firmware was modified to correct the bug.

Applied from: January 2010 production.

**In the field:**

**Proactive measures**

Update the LCDC firmware to the following versions or later at the next site visit.

Region	Version	Program No.	Pre-installed from:
<b>US Models</b>	1.09	D0391491C	January 2010 production
<b>EU Models</b>	1.09	D0391492C	January 2010 production
<b>ASI_TWN Models</b>	1.09	D0391493B	January 2010 production
<b>CHN Models</b>	1.09	D0391457A	January 2010 production
<b>KOR Models</b>	1.09	D0391459A	January 2010 production

**If the symptom is reported:**

1. Replace the operation panel LCD board.
2. If the LCDC firmware is older than the versions listed in the table above, install the new version.

**Note:** When you update the firmware, you may need to also update the language firmware (if the machine has had the language firmware changed from the factory-set firmware).

**Affected units**

From the beginning of mass production through the end of December 2009 production.

Model: DI-C1		Date: 23-Feb-10	No.: RD038047
Subject: Duplex Exit Guide Plate		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

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

**CAUSE**

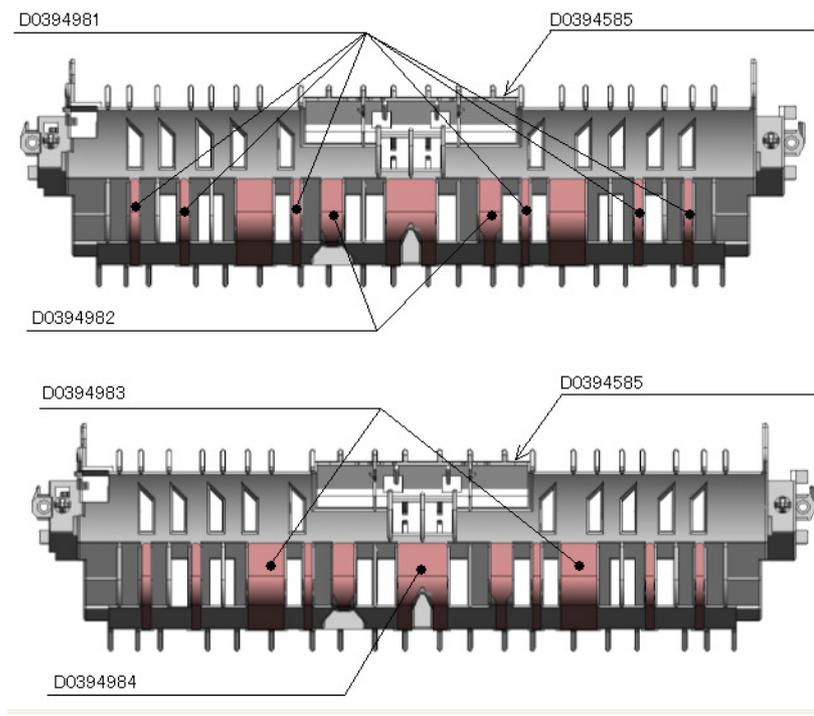
The Teflon sheet on the duplex exit guide plate peels off and blocks the paper feed path.

**SOLUTION**

Replace the duplex unit exit guide plate (D0394985).

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

Old part number	New part number	Description	Q'ty
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	2-0
D0394984		SHEET:EXIT:PTFE:MIDDLE	1-0
	D0394985	GUIDE PLATE:EXIT:DUPLEX:ADHESION	0-1



Model: DI-C1 Internal Finisher Type C2550		Date: 09-Apr-10	No.: RD429002
Subject: SC742 (stapler motor error)		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

SC742 (finisher stapler motor error)

## CAUSE

The friction between the stapler unit shaft and its bushings is too high, which prevents the stapler unit from operating smoothly.

## SOLUTION

### Production Line:

Grease has been applied to the shaft from April 2010 finisher production.

### In the Field:

If the symptom is reported, apply the following grease to the shaft:

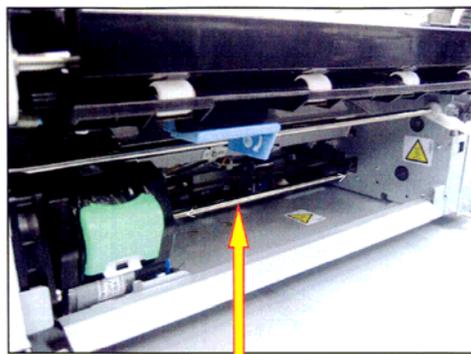
**P/N A2579300 Grease Barrierta – S552R**

### Important:

- Apply the amount of grease shown in the photograph (which just covers the head of a small flathead screwdriver).



- Apply the grease to the shaft shown in the photo below. Move the stapler unit carefully so that you can apply the grease evenly across the shaft. And verify if the guide plate doesn't rub the front plate. If so, push it gently inside to avoid friction.



Model: DI-C1		Date: 27-Apr-10	No.: RD038048
Subject: MAC Address Change Notification		Prepared by: M. Saiki	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" 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 ( )	

**MAC Address Change Notification**

**Overview:**

- 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-C1 was changed as follows:

Old Part Number	New Part Number	Description	I/C
D0415740	D0415742	PCB:DI-C1A-EXP:SERVICE:ASS'Y	O/O
D0415750	D0415752	PCB:DI-C1C-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.

Model: DI-C1	Date: 27-Apr-10	No.: RD038048
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- 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 1.16** 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 D0415740/D0415750, 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.

Model: DI-C1	Date: 28-June-10	No.: RD038049
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Subject:: Multiple Network Support Firmware issues affecting: Scan to SMB Windows Authentication		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM 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"/> Other ()		

**Symptom**

There are some issues related to the network support firmware for Windows 7. Currently, there are 2 Network firmware modules to choose from and each has its own problems.

Version	Program No.	Effective Date
8.28	D0395522F	January 2010 production
8.27	D0395522E	October 2009 production

**Firmware v8.28 is affected by the following 6 issues:**

**Problem 1. Unable to Scan to SMB to Windows 7 and 2008.**

Conditions of occurrence: The destination is Windows 7 or 2008 and the Windows Online ID provider is installed. <http://windows.microsoft.com/en-US/windows7/online-id-providers>

Cause: Firmware A was not designed to handle the extra information included by Windows Online ID provider.

Workaround: None.

**Problem 2. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server.**

Conditions of occurrence: The destination is Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server and is specified using an IP address instead of a hostname.

Cause: These operating systems don't allow SMB connections via IP address. The device should fail over to a hostname, but it doesn't.

Workaround: Specify destinations using a hostname.

**Problem 3. Unable to Scan to SMB when the domain name is not an FQDN.**

Conditions of occurrence:

The username is something like "username@example", not "username@example.com"

Cause: The Ricoh MFP doesn't adhere to the NTLMv2 specification which doesn't allow the use of usernames in formats other than FQDN.

Workaround: Use FQDNs when specifying a user name.

Model: DI-C1

Date: 28-June-10

No.: RD038049

**Problem 4. Scan to SMB authentication error results in an SC 899 and device stall.**

Conditions of occurrence: The device tries and fails to login to a Windows scan destination 3 times. This is intermittent, occurring about 20% of the time that these conditions are met.

Cause: Invalid memory access.

Workaround: None. Please reboot.

**Problem 5. 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.

Workaround: None.

**Problem 6. Unable to retrieve the Windows group name from a Windows 2008 R2 server, during Windows Authentication.**

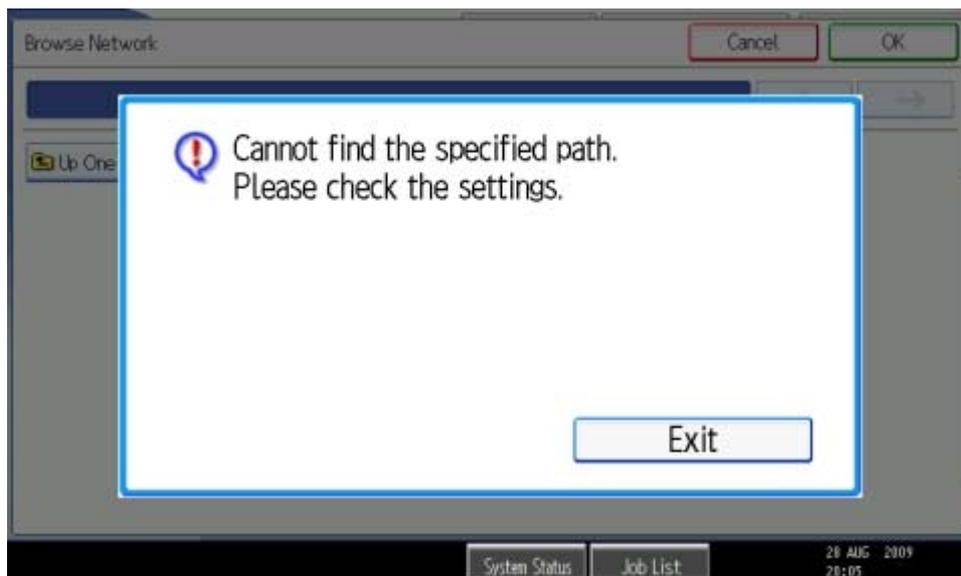
Conditions of occurrence: The authenticating server is Windows 2008 R2.

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

Workaround: None.

**Firmware v8.27 is affected by the following issue:**

**Problem. Scan to Folder destinations cannot be selected by browsing. When a user attempts to select a destination by browsing, an error is displayed.**



Conditions of occurrence: The destination is Windows 7 or Windows Server 2008 R2.

Model: DI-C1	Date: 28-June-10	No.: RD038049
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Cause: As of Windows 7/Windows Server 2008 R2, Samba 3.0.23 or later is required in order to establish an smb connection. Current GWs have older versions of Samba.

Workaround: None. Users will have to manually enter the paths to their destinations.

**Action**

These problems are going to be fixed in the Network firmware version to be released at the beginning of September 2010. For now, please just select whichever best meets your customers' needs.

Model: DI-C1		Date: 09-Jul-10	No.: RD038050
Subject: Duplex unit cannot be opened		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

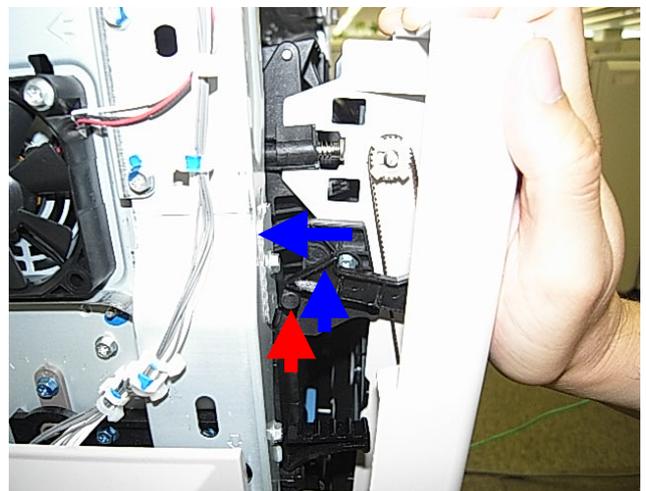
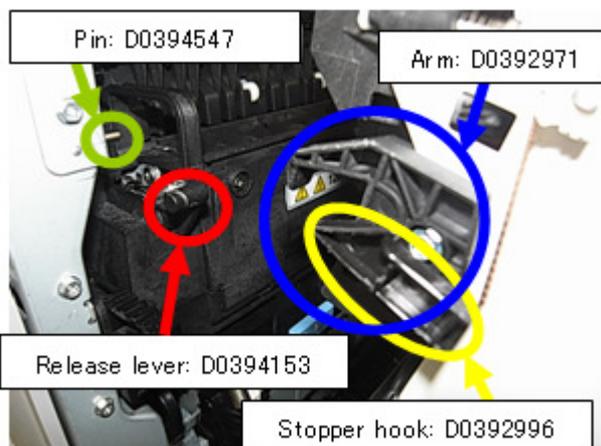
The duplex unit locks up and cannot be reopened.

## 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.



Model: DI-C1

Date: 09-Jul-10

No.: RD038050



## SOLUTION

### Production line:

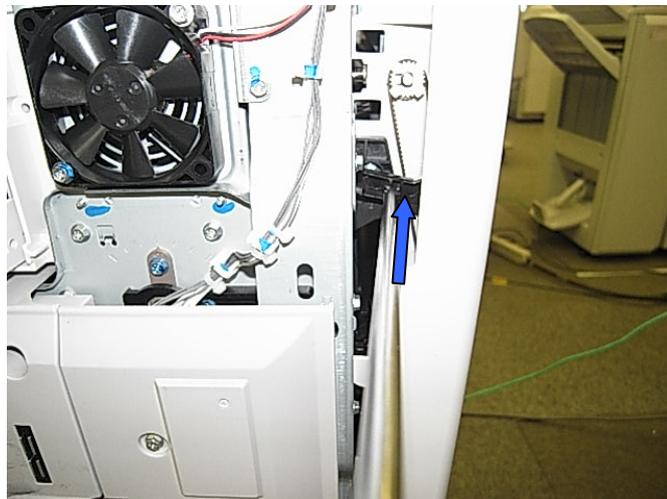
The shape of the front pressure lever was changed to minimize the lever's side-to-side play, and to further ensure that the front pressure release arm cannot contact the lever when the cover is closed.

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:

- ✧ To do this, remove the end ring, bushing, and front pressure lever.
- ✧ See the attachment procedure below.

- 2) Front duplex stopper hook (D0392996).

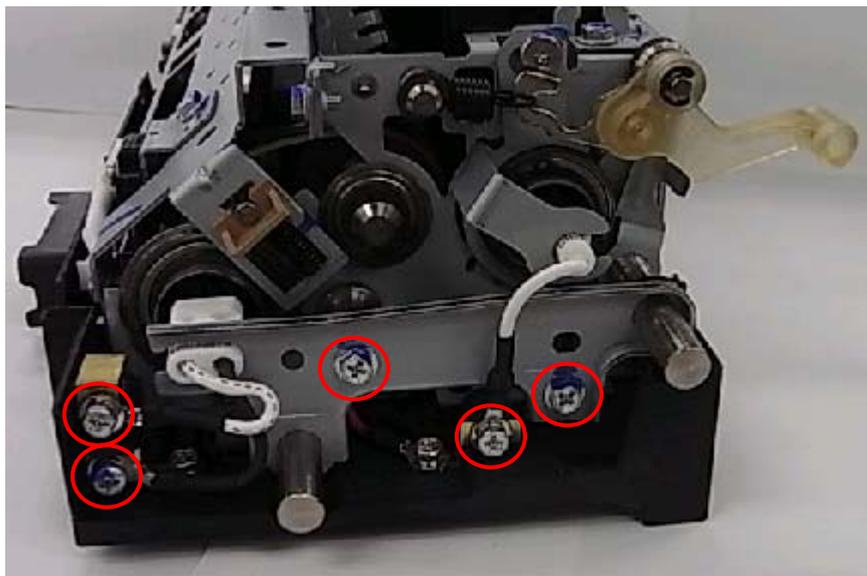
Model: DI-C1	Date: 09-Jul-10	No.: RD038050
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Service parts:

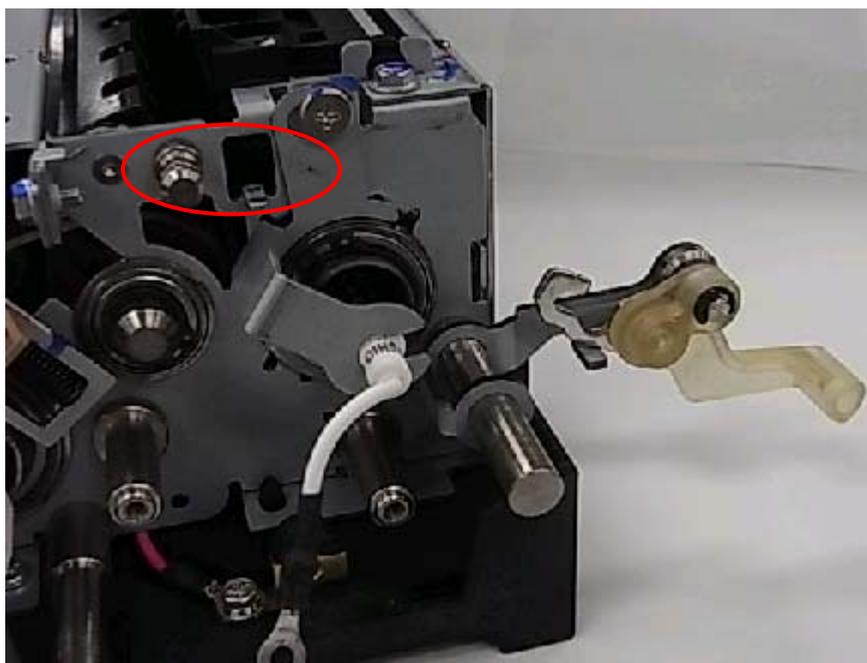
Old part number	New part number	Description	Q'ty
B2384166	}	END RING:SPRING:DIA4	1-0
07330408		BUSHING:4X8	1-0
D0394153		LEVER:PRESSURE RELEASE:FRONT:ASS'Y	1-0
	→D0394177	LEVER:PRESSURE:FRONT:SUB-ASS'Y	0-1

**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.

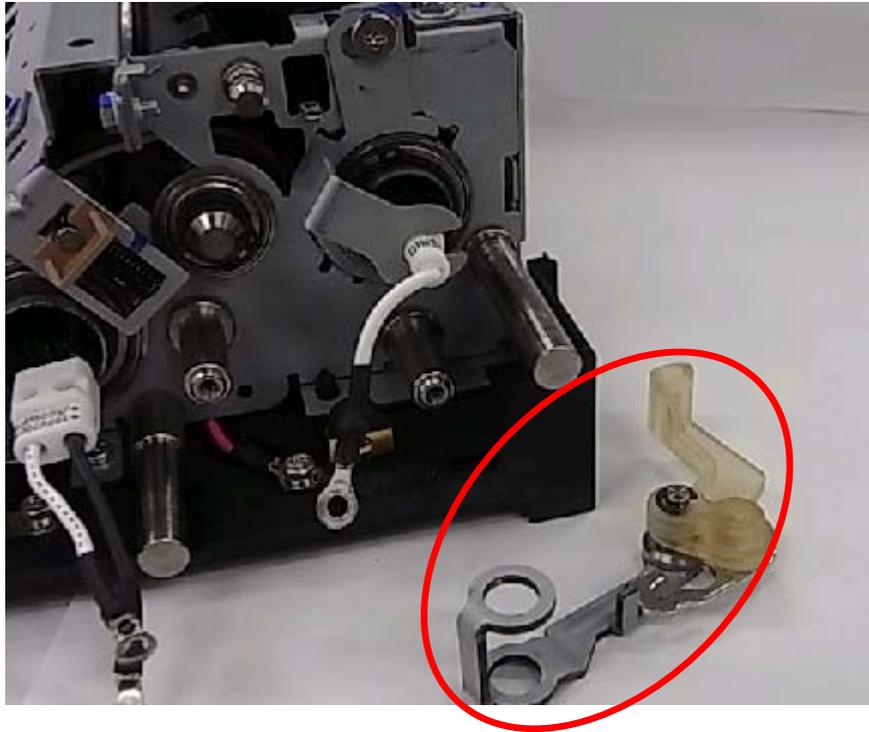


Model: DI-C1

Date: 09-Jul-10

No.: RD038050

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.



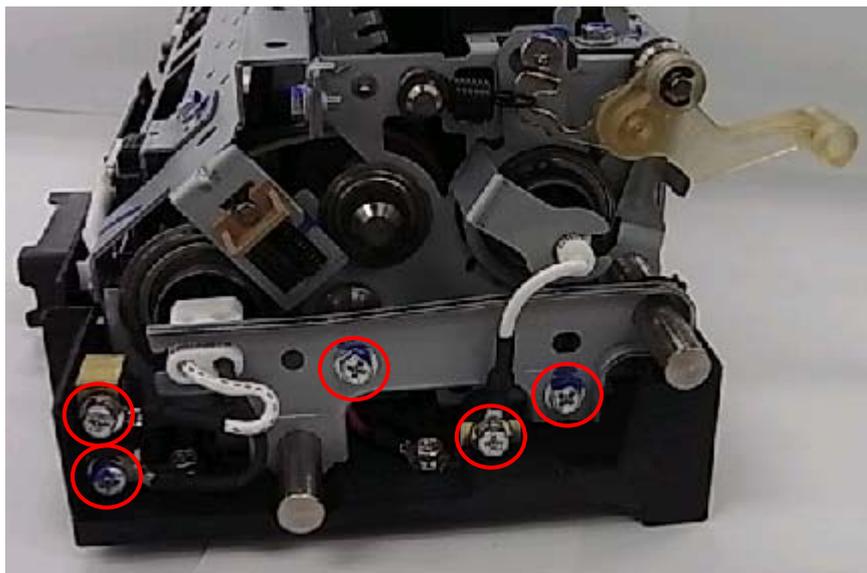
Model: DI-C1		Date: 27-Jul-10	No.: RD038051
Subject: Part catalog correction_Fusing pressure release levers		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
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)**

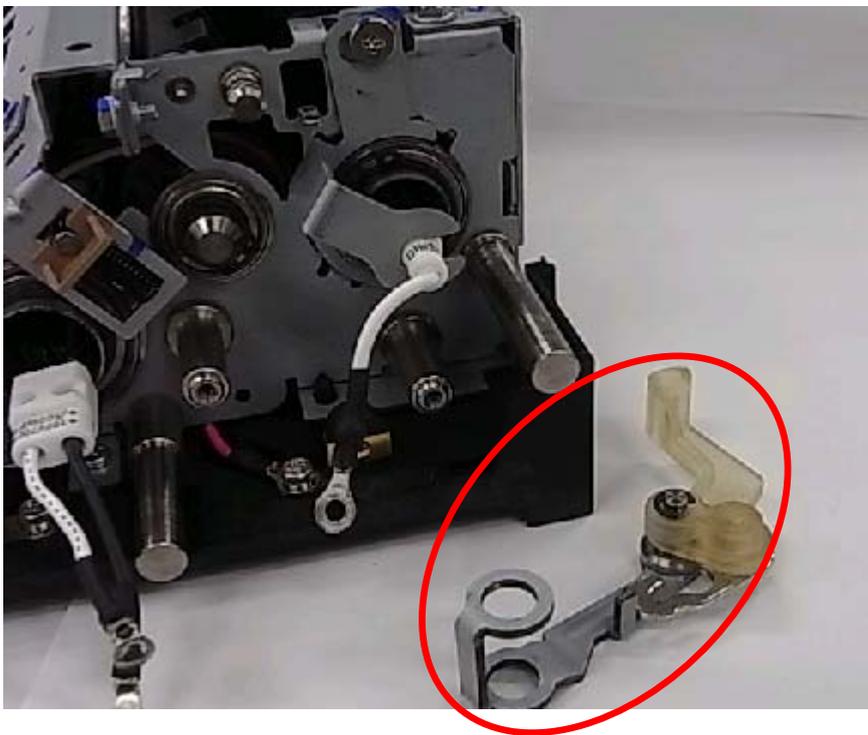
1. Remove the fusing unit's upper cover and front side bracket.



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)

Model: DI-C1		Date: 20-Aug-10	No.: RD038052
Subject: SC838		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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

The Service Manual was changed as follows.

The following description was **added**:

Troubleshooting

No.		Symptom	Possible Cause/Countermeasure
Definition			
SC838	B	Self-diagnostic Error: Clock Generator	
		A verification error occurred when settings data was read from the clock generator via the I2C bus.	<ul style="list-style-type: none"> <li>- Defective clock generator</li> <li>- Defective I2C bus</li> <li>- Defective CPU port for the I2C bus</li> </ul>

*i-CTL (i-Controller) board should be replaced.*

Model: DI-C1		Date: 17-Nov-10	No.: RD038053
Subject: Troubleshooting for HDD problem (SC863)		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

**SYMPTOM**

1. The "Please Wait" display does not change to "Ready" after warming up at power ON or after recovering from Energy Saving mode.
2. SC863 (HDD: Read error)

**CAUSE**

AC voltage supplied to the PSU is interrupted, causing corruption of data in the HDD. As a result, the fax function cannot boot up.

**Note:**

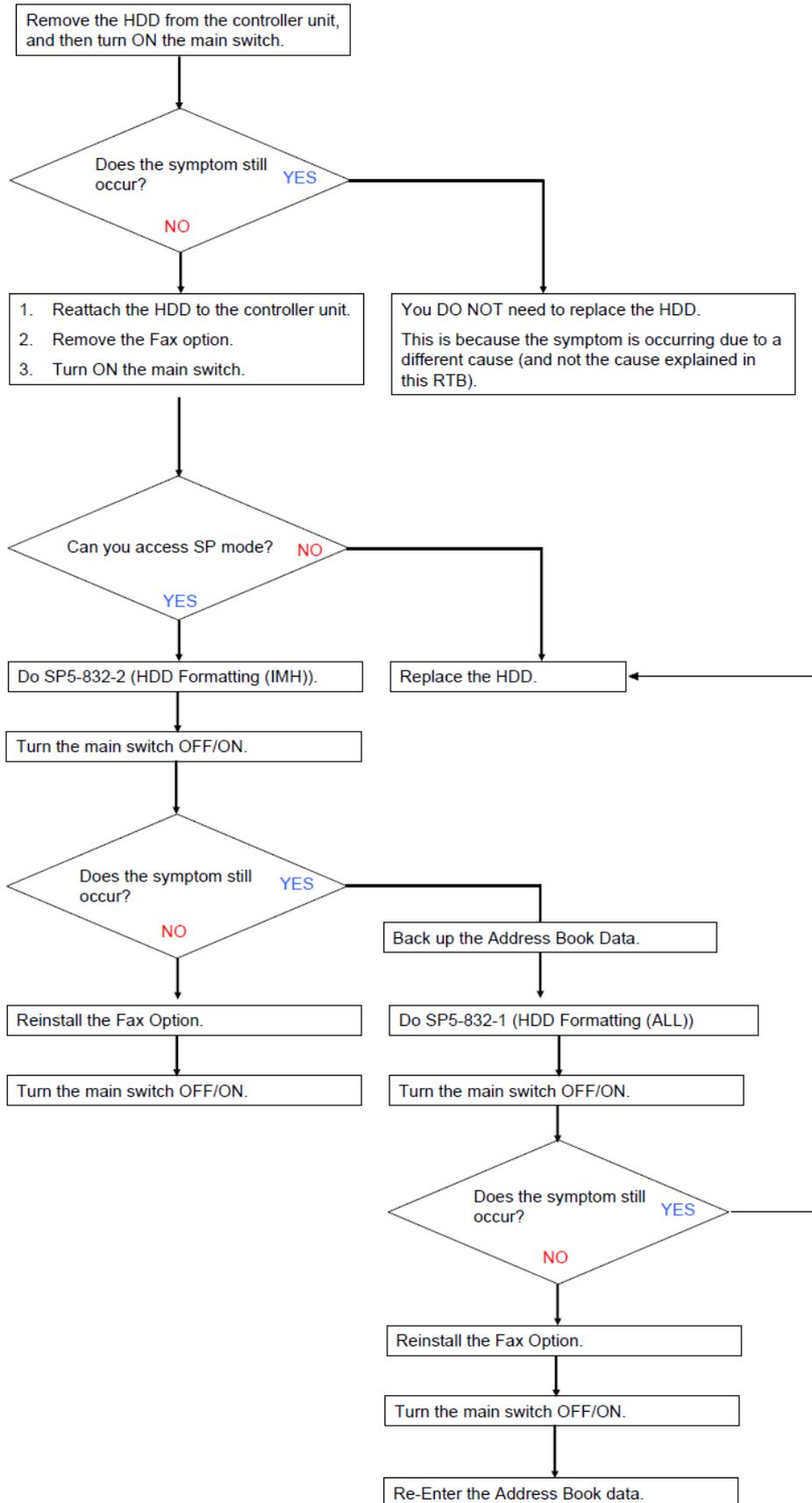
- This symptom can happen when the power is interrupted for an instant, or for a longer period (e.g. the user pulls the power cord out of the outlet).
- If the power is interrupted, the area in the HDD that contains image data is corrupted easily.

**SOLUTION**

Follow the action in the attached flowchart on the next page.

Model: DI-C1	Date: 17-Nov-10	No.: RD038053
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**Flowchart**



Model: Di-C1	Date: 02-Feb-11	No.: RD038054
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Subject: Firmware Release Note: Web Uapl		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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	D0395525A	1st Mass production	Available

**Note: Definition of Availability of RFU**

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

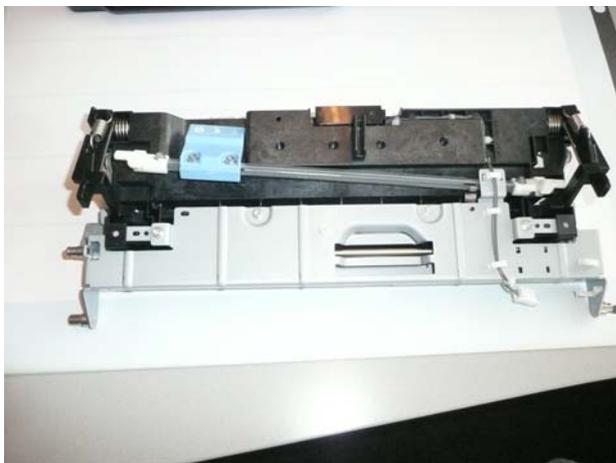
“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.03	1st Mass production

Model: DI-C1		Date: 02-Mar-11	No.: RD038055
Subject: Transfer unit guide plate breaks at the hinge side handle		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> 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).

Model: DI-C1		Date: 18-Apr-11	No.: RD038056
Subject: Service manual revision (SC681)		Prepared by: M. Saiki	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**Service Manual Revision**

The areas in **bold** were added.

No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
681	001 ~ 005	D	<b>RFID: Communication error due to the following:</b>
			<ul style="list-style-type: none"> <li>▪ <b>Poor connection with harness that connects RFID controller board and BCU board</b></li> <li>▪ <b>Defective RFID controller board.</b></li> <li>▪ <b>Defective BCU board</b></li> <li>▪ <b>Electrical noise</b></li> </ul>
			<ul style="list-style-type: none"> <li>▪ <b>Check the connection of the harness that runs between the RFID controller board and BCU board.</b></li> <li>▪ <b>Check the connection of the GND line for the ITB unit.</b></li> <li>▪ <b>Check the physical condition of this harness and replace it if it is damaged.</b></li> <li>▪ <b>Replace the RFID controller board.</b></li> <li>▪ <b>Replace the BCU board</b></li> </ul>
061 ~ 064	D	<b>RFID: Communication error due to the following:</b>	
		<ul style="list-style-type: none"> <li>▪ <b>Defective RFID reader and writer</b></li> <li>▪ <b>Defective RFID controller board</b></li> <li>▪ <b>Electrical noise</b></li> </ul>	
		<ul style="list-style-type: none"> <li>▪ <b>Replace the toner cartridge for the affected color (See table below).</b></li> <li>▪ <b>Replace the BCU board</b></li> <li>▪ <b>Replace the RFID controller board.</b></li> </ul>	
071 ~ 074	D	<b>RFID: Communication error due to the following:</b>	
		<ul style="list-style-type: none"> <li>▪ <b>Defective RFID reader and writer</b></li> <li>▪ <b>Defective RFID controller board</b></li> <li>▪ <b>Electrical noise</b></li> </ul>	
		<ul style="list-style-type: none"> <li>▪ <b>Replace the toner cartridge for the affected color (See table below).</b></li> <li>▪ <b>Replace the RFID controller board.</b></li> </ul>	
081 ~ 164	D	<b>RFID: Communication error due to the following:</b>	

Model: DI-C1	Date: 18-Apr-11	No.: RD038056
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No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> <li>▪ <b>Defective RFID reader and writer</b></li> <li>▪ <b>Electrical noise</b></li> </ul>
			<ul style="list-style-type: none"> <li>▪ <b>Replace the toner cartridge for the affected color (See table below).</b></li> <li>▪ <b>If the SC still occurs, see note below.</b></li> </ul>

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
<b>**1</b>	<b>BK</b>
<b>**2</b>	<b>M</b>
<b>**3</b>	<b>C</b>
<b>**4</b>	<b>Y</b>

- 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.

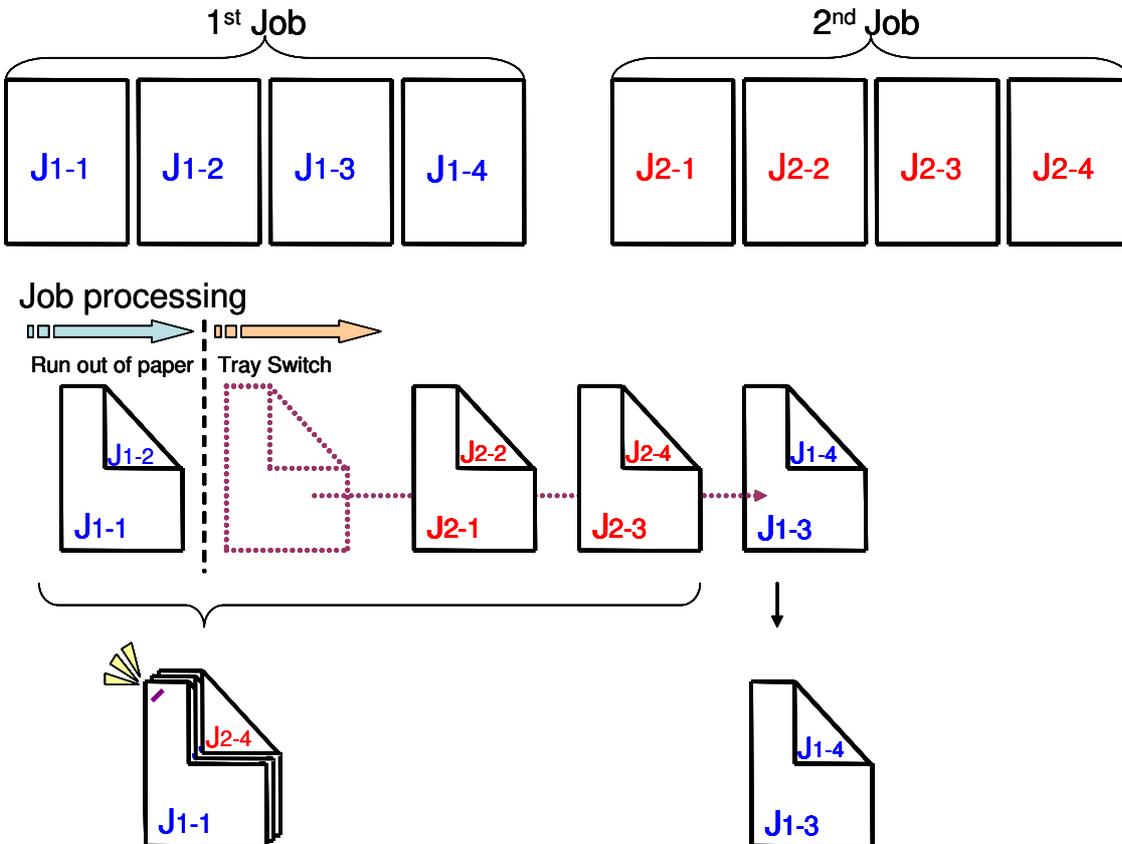
Model: Di-C1		Date: 25-May-11	No.: RD038057
Subject: Job mixing problem with Duplex, Staple function.		Prepared by: M. Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

When the machine is performing two consecutive print jobs with Stapling, both jobs are stapled together except for the last sheet of the first job. This last sheet is then printed out separately.

Conditions:

- Both jobs are duplex print jobs
- Both jobs are set for Stapling
- Paper runs out during the first job, just before the last duplex sheet is printed out
- At that time, the machine switches to another paper tray via Auto Tray Switch



Model: Di-C1

Date: 25-May-11

No.: RD038057

**CAUSE**

Engine firmware bug

**SOLUTION****Production line**

The Engine firmware was modified as follows.

Di-C1

<b>Version</b>	<b>Program No.</b>	<b>Applied from:</b>
1.52:03	D0395501H	February 2011 production

**In the field**Update the **Engine firmware** to the version shown above or newer.

Model: DI-C1		Date: 11-Jul-11	No.: RD038058
Subject: Vibrating noise from mainframe paper feed tray		Prepared by: Masato Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> 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.

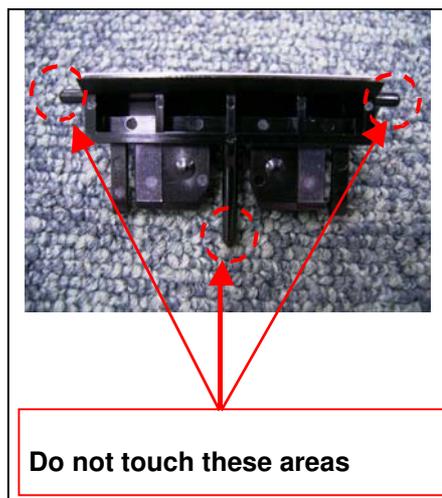
Applied from: October 2010 production

### 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.



Model: DI-C1		Date: 20-Jun-12	No.: RD038059
Subject: New parts information (Fusing)		Prepared by: Ryoh Takemura	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

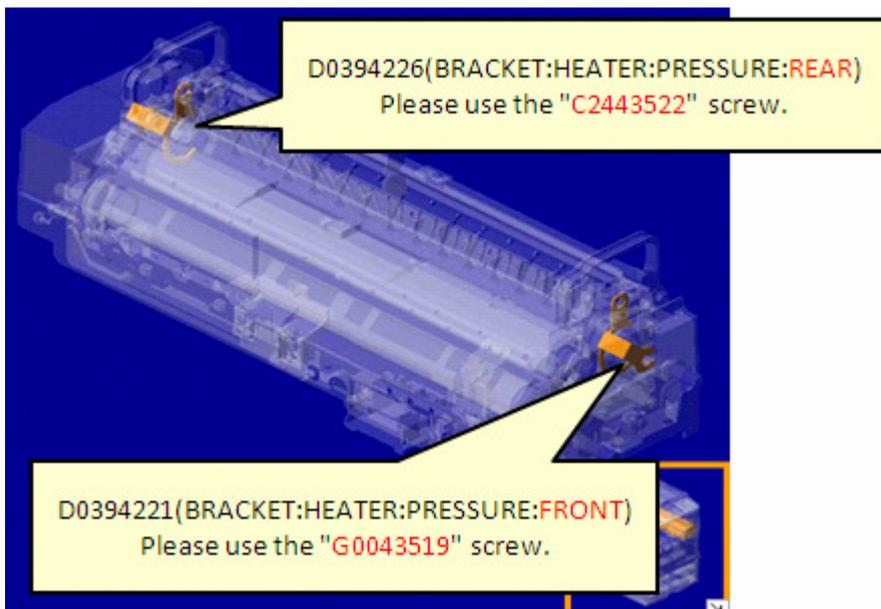
Old part number	New part number	Description	Q'ty	Int	Note
D0394222	D0394226	BRACKET:HEATER:PRESSURE:REAR	1-1	X/X	X/O as a Set
G0043519	-	SCREW:SLIDER:SEPARATION	2-1	X/X	
	C2443522	SCREW:GRIP:FRONT	0-1	X/X	

**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 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.



Model: DI-C1		Date: 23-May-14	No.: RD038061
Subject: Troubleshooting for the duplex unit guide plate damage		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0394584	D1054584	LEVER:GATE PAWL	1	X/X	-	-	
D0394585	D1054585	GUIDE PLATE:EXIT:DUPLEX:SUB-ASS'Y	1	X/X			
D1054588	D1054583	GATE PAWL:REVERSE:ASS'Y	1	X/X	-	-	-

**Change:** The gate pawl was reinforced and the shape of the spring hook of the gate pawl was changed.

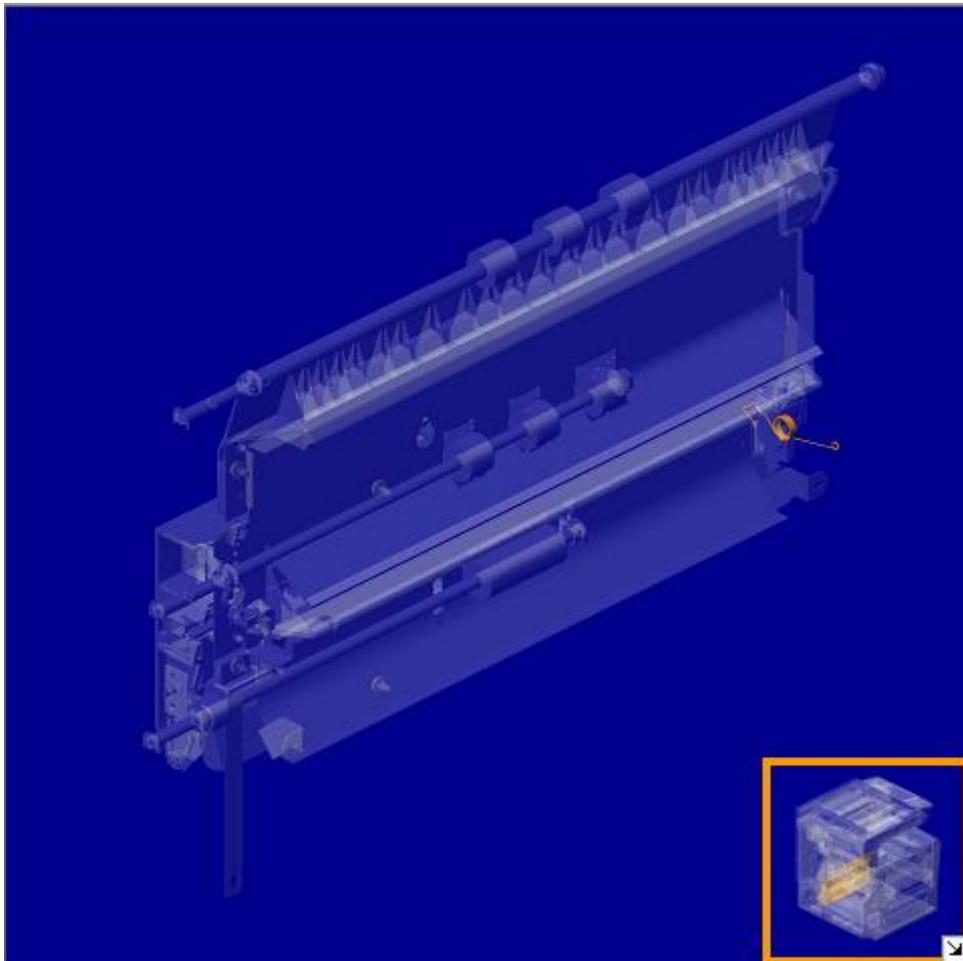
**Reason:** To prevent damage to the duplex unit guide plate.

**Important:** The interchangeability of all three parts is **X/O as a set**.

Model: DI-C1		Date: 23-May-14	No.: RD038062
Subject: New Service Part (D1052929)		Prepared by: Kei Kumamoto	
From: 1 <sup>st</sup> Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
	D1052929	TORSION SPRING:VERTICAL TRANSPORT:GUIDE PLATE	1	-	44(C1)		Add

Reason  
Ensure safety margin.



Model: DI-C1		Date: 23-May-14	No.: RD038063
Subject: Parts Number Changed		Prepared by: Kei Kumamoto	
From: 1 <sup>st</sup> Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

PB3070 Paper Feed Unit

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
B0242773	D3312775	BRACKET:RISE:2	1	×/○	13		Add

Reason  
VA



107.D3312775  
BRACKET:RISE:2  
201209-01 X/O

Model: DI-C1		Date: 23-May-14	No.: RD038064
Subject: Parts Number Changed		Prepared by: Kei Kumamoto	
From: 1 <sup>st</sup> Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0394415	D1054414	FEELER:PHOTOINTERRUPTOR:EXIT:ASS'Y	1	×/×	156		
D0394421	D1054421	GUIDE PLATE:EXIT:LOWER	1	×/×	156		

Reason  
 Modified for feeler lock issue on the exit unit.

Model: DI-C1		Date: 23-May-14	No.: RD038065
Subject: New Service Part (D1054506)		Prepared by: Kei Kumamoto	
From: 1 <sup>st</sup> Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
	D1054506	GUIDE PLATE:EXIT:DUPLICATE:ASS'Y	1		96		Add

Reason  
Modified for hook breaking

U016\_S001\_S001

D1054506

GUIDE PLATE:EXIT:DUPLICATE:  
ASS'Y

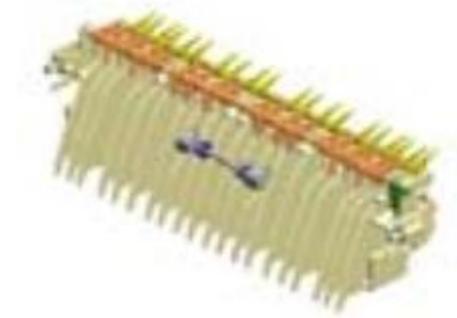


Model: DI-C1		Date: 27-May-14	No.: RD038066
Subject: New Service Part (D0394506)		Prepared by: Kei Kumamoto	
From: 1 <sup>st</sup> Tech. Service Section, MFP/P Tech. Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier2

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
	D0394506	GUIDE PLATE:EXIT:DUPLEX:ASS'Y	1	-	46		Add

Reason  
Modified for hook breaking

**D0394506**  
GUIDE PLATE:EXIT:DUPLEX:  
ASS'Y



Model: DI-C1		Date: 1-Sep-14	No.: RD038067
Subject: The boss on the paper tray(Tray1 or Tray2) is broken.		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

The boss on Tray 1 or Tray 2 breaks if the tray is pulled out before the internal tray lock fully disengages.



**CAUSE**

Under these conditions, stress is concentrated on the root of the boss (circled above), forming a crack and then damaging the part as shown in the photo.

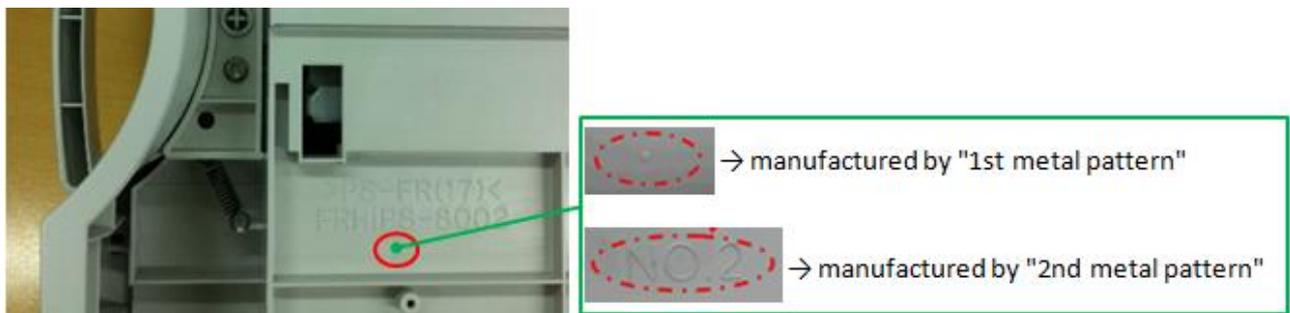
**SOLUTION**

**Production line**

The shape of the base of the boss was changed (rounded), to further strengthen the boss.

Applied from: March 2010 (RAI)

**Note:** The part number was not changed, but you can identify the modified paper tray by the engraved marking on the rear of the machine. Trays that have either of these two markings shown in the photo below have been modified:



Model: DI-C1

Date: 1-Sep-14

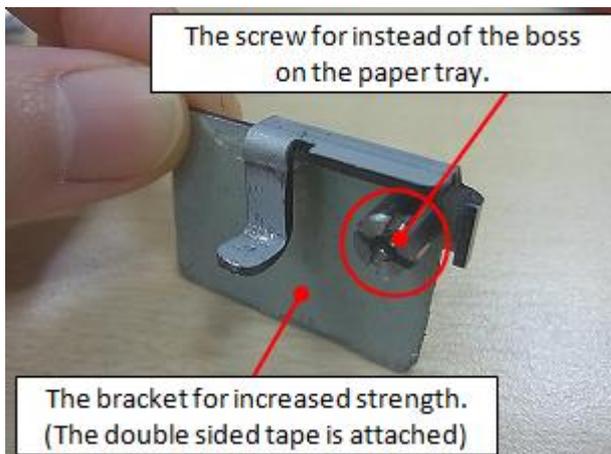
No.: RD038067

**In the field**

Attach the Reinforcing Plate Kit.

See **Installation Procedure** on the next page.

Part number	Description	Q'ty
D1052540	REINFORCING PLATE KIT:PAPER TRAY:EXP	0-1

**Note:** This part includes the following:

Model: DI-C1	Date: 1-Sep-14	No.: RD038067
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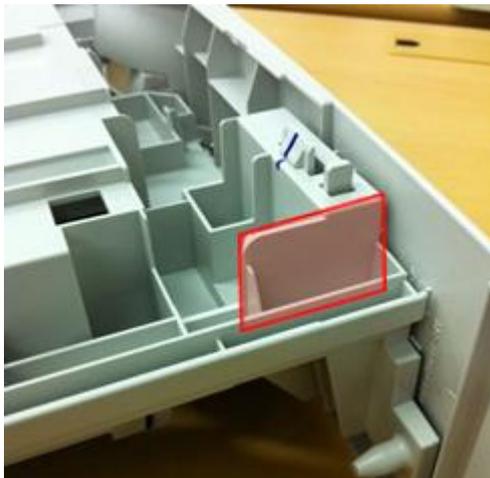
**Installation Procedure**

**IMPORTANT:**

If the root of the boss is cracked, remove the boss with nippers before you begin this procedure.



1. Remove the paper tray and turn it upside down.
2. Clean the surface of the clamp shown with alcohol.



3. Attach the screw in place of the boss on the paper tray.



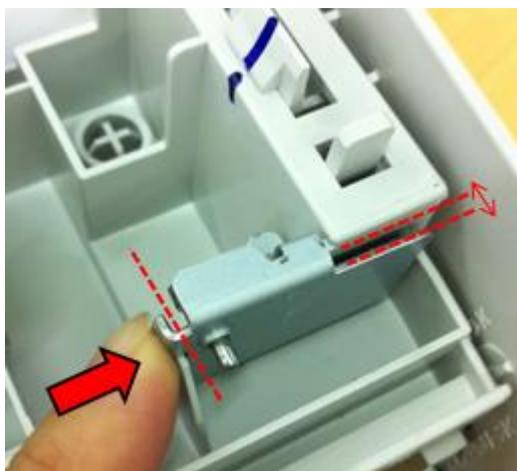
Model: DI-C1

Date: 1-Sep-14

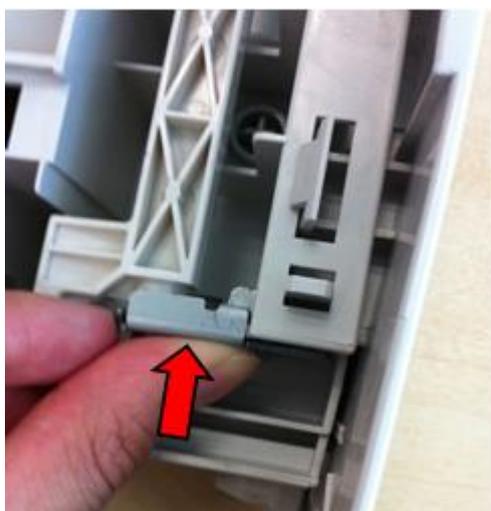
No.: RD038067

4. Press the bracket flush against the side wall.

**Important:** Do not attach the double-sided tape yet.



5. Push the bracket as shown to attach it with double-sided tape.

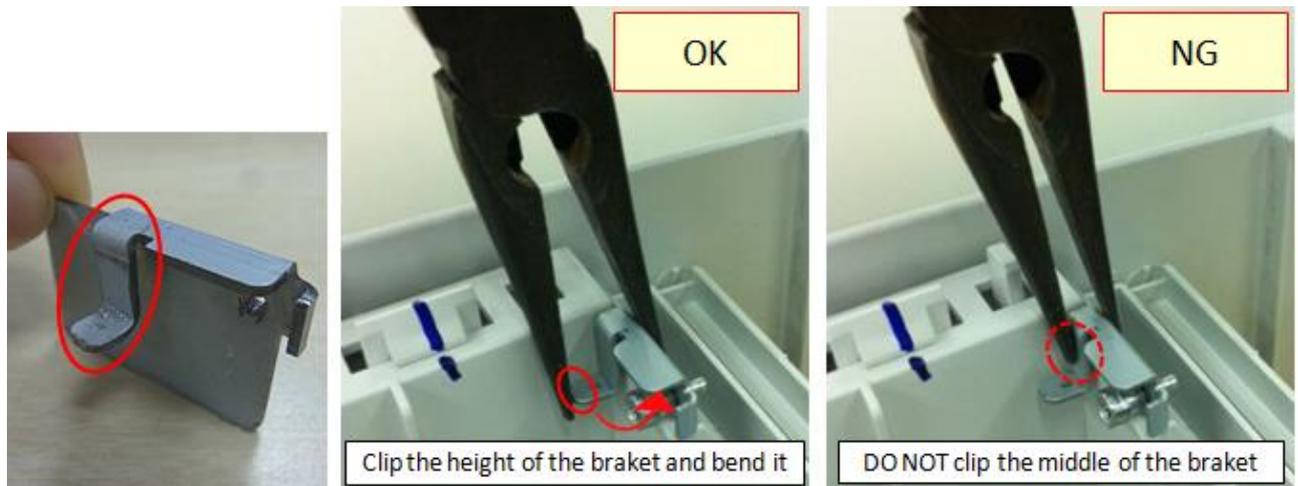


Model: DI-C1

Date: 1-Sep-14

No.: RD038067

6. Bend the bracket as shown to make the connection tighter.



7. Make sure that the bracket is firmly connected.  
8. Attach the release lever and other related parts.

**Note:**

By attaching this bracket in advance, you can strengthen the boss of the paper tray and prevent the symptom from occurring.

