RICOH

Technical **B**ulletin

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Reissued: 11-Nov-11

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028001a

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note:Web Uapl	Prepared by: T. Kiyohara
From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☒ 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
1.01	*M0265789C*	*November 2011 production*	*Available*
1.00.1	M0265789B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.01	*Other changes:* *Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.* *This firmware is dependent on the following firmware modules. Please be sure to update all of them:* *Network DocBox Ver. 1.03 (M0265793C)* *Scanner Ver. 01.04 (M0265777C)* *Web Uapl Ver. 1.01 (M0265789C)*
1.00.1	1st Mass production

RICOH

Technical **B**ulletin

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Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028005

Subject: Firmware Release Note:RemoteFax	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date
01.00.00	M0265775B	1st Mass production

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

RICOH

Technical Bulletin

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028006

Subject: Firmware Release Note:RPCS	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date
3.10.14	M0265795	1st Mass production

Version	Modified Points or Symptom Corrected
3.10.14	1st Mass production

RICOH

Technical Bulletin

Reissued: 23-Feb-11

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028007a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note:Printer	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	*M0265794C*	*March 2011 production*	*Available*
1.00	M0265794B	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
1.01	***Other changes:*** ***1. A new BitSwitch#9-4 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.*** ***Symptom corrected:*** ***1. Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs.***
1.00	1st Mass production

RICOH

Technical **B**ulletin

Reissued: 01-Sep-11

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028008a

RTB Reissue

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

Subject: Firmware Release Note:PS3/PDF	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date
1.01	*M0265797B*	*October 2011 production*
1.00	M0265797A	1st Mass production

Version	Modified Points or Symptom Corrected
1.01	*Symptom corrected:*
	1. PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)
1.00	1st Mass production

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Technical Bulletin

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Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028009h

RTB Reissue

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

Subject: Firmware Release Note:PCL	Prepared by: Y. Urushihara
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.11	*M0265796K*	*January 2015 production*	*Available*
1.10	M0265796J	September 2013 production	Available
1.09	M0265796H	March 2013 production	Available
1.08	M0265796G	December 2012 production	Available
1.07	M0265796F	March 2012 production	Available
1.06	M0265796E	November 2011 production	Available
1.05	M0265796D	July 2011 production	Available
1.04	M0265796C	March 2011 production	Available
1.03	M0265796B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.11	*Symptom corrected:* *1. A PCL XL error might occur when using the Citrix UPD to print.* *2. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)*
1.10	Symptom corrected: Additional condition that caused "SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs" to still occur after the release of v1.09. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020)
1.09	Symptom corrected: 1. Characters or symbols missing from the printouts of PCL5 jobs containing HP-GL/2. (GFPR#RC10070002)

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028009h

Version	Modified Points or Symptom Corrected
1.08	Symptom corrected: 1. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012) 2. PCL6 jobs containing raster images and submitted using an Office 2010 application, cause the device to throw an SC899. This only occurred if the "Enable Large Papers" setting was disabled. (GFPR#RE12010015) 3. SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003)
1.07	Symptom corrected: 1. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001) 2. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#RE11100007)
1.06	Other changes: Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&l#U <ESC>&l#Z
1.05	Other changes: Objects out of position in PCL5 jobs containing HP-GL/2 and macro.
1.04	Symptom corrected: 1. The color of objects in a PCL5 macro might not have been assigned a color, resulting in them being the same color as the background. This made them invisible. 2. The wrong font might be used in PCL5 jobs containing PCL5 macros. This could result in text appearing differently than expected.
1.03	1st Mass production

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028010

Subject: Firmware Release Note:Option PctBrdg		Prepared by: T.Kiyohara	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☒ Tier 2

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

Version	Program No.	Effective Date
1.09.04	M0265776	1st Mass production

Version	Modified Points or Symptom Corrected
1.09.04	1st Mass production

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028011b

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note:OpePanel	Prepared by: T. Kiyohara
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

US Models

Version	Program No.	Effective Date	Availability of RFU
1.04	*M0261492E*	*June 2012 production*	*Available*
1.03	M0261492D	March 2012 production	Available
1.02	M0261492C	1st Mass production	Available

EU Models

Version	Program No.	Effective Date	Availability of RFU
1.04	*M0261493E*	*June 2012 production*	*Available*
1.03	M0261493D	March 2012 production	Available
1.02	M0261493C	1st Mass production	Available

ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
1.04	*M0261494E*	*June 2012 production*	*Available*
1.03	M0261494D	March 2012 production	Available
1.02	M0261494C	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.

US Models

Version	Modified Points or Symptom Corrected
1.04	*Minor bug*
1.03	Other changes: 1. A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application (TBA). 2. A cautionary message will be displayed while the machine is performing the encryption of the hard disk (equivalent to "Do not turn off the power while the encryption is in progress").

RICOH

Reissued: 24-May-12

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028011b

Version	Modified Points or Symptom Corrected
1.02	1st Mass production

EU Models

Version	Modified Points or Symptom Corrected
1.04	*Symptom Corrected* *The error message "ITB unit is not set correctly" is not displayed in Russian.*
1.03	Other changes: 1. A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application (TBA). 2. A cautionary message will be displayed while the machine is performing the encryption of the hard disk (equivalent to "Do not turn off the power while the encryption is in progress").
1.02	1st Mass production

ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.04	*Minor bug*
1.03	Other changes: 1. A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application (TBA). 2. A cautionary message will be displayed while the machine is performing the encryption of the hard disk (equivalent to "Do not turn off the power while the encryption is in progress").
1.02	1st Mass production

Technical **B**ulletin

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Reissued: 24-May-12

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028012c

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note:NetworkDocBox	Prepared by: T. Kiyohara
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.05	***M0265793E***	***June 2012 production***	***Available***
1.04	M0265793D	March 2012 production	Available
1.03	M0265793C	November 2011 production	Available
1.02	M0265793B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.05	***Symptom corrected:*** ***The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 bytes in length.***
1.04	Minor bug correction.
1.03	Other changes: Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network DocBox Ver. 1.03 (M0265793C) Scanner Ver. 01.04 (M0265777C) Web Uapl Ver. 1.01 (M0265789C)
1.02	1st Mass production

RICOH

Technical Bulletin

Reissued: 16-Dec-10

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028014a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note:MediaPrint	Prepared by: T.Kiyohara	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification: ☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

Version	Program No.	Effective Date
1.01.00	*M0265798C*	*December 2010 production*
1.00.00	M0265798B	1st Mass production

Version	Modified Points or Symptom Corrected
1.01.00	*Symptom corrected:* *1. Minor bug correction.*
1.00.00	1st Mass production

RICOH

Technical Bulletin

Reissued: 24-May-12

Model: **Z-C1:GW**	Date: 12-Nov-10	No.: RM028015b

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note:Language Install	Prepared by: T. Kiyohara
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.04	*M0265791B*	*June 2012 production*	*Not available*
1.03	M0265791A	March 2012 production	Not available
1.01	M0265791	1st Mass production	Not available

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

Version	Modified Points or Symptom Corrected
1.04	*Symptom corrected:* *The error message "ITB unit is not set correctly" is not displayed in Russian.*
1.03	Other changes: 1. A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application (TBA). 2. A cautionary message will be displayed while the machine is performing the encryption of the hard disk (equivalent to "Do not turn off the power while the encryption is in progress").
1.01	1st Mass production

Technical **B**ulletin

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Model: **Z-C1: GW**	Date: 12-Nov-10	No.: RM028016c

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Fax	Prepared by: M. Saiki
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
04.00.00	***M0265774E***	***April 2013 production***	***Available***
03.00.00	M0265774D	June 2012 production	Available
02.00.00	M0265774C	April 2012 production	Available
01.00.00	M0265774B	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
04.00.00	***Symptom corrected:*** ***The machine freezes if a fax is received during a copy job that has been in progress for at least two minutes.*** ***Note: This can only be cleared by turning the main power OFF/ON.***
03.00.00	Symptom corrected: The following may occur when using an SDK application. - The FAX function does not appear in the User Tools menu - The FAX function cannot be accessed from the LCD - The machine cannot be rebooted from inside WIM, and the following message is displayed: "This device is currently in use by other functions. Please try again later."
02.00.00	Minor bug correction
01.00.00	1st Mass production

Model: **Sh-MF1/Z-C1**	Date: 12-Nov-10	No.: RM028017a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note:ADF_MARCY	Prepared by: T. Hirai
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
01.030:04	**M3645604C**	**June 2014 production**	**Not Available**
01.020:04	M3645604B	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
01.030:04	**Other changes:** **Supports copying and scanning of mixed letter and legal sized originals ("LT/LG Mixed Sizes").** **IMPORTANT: To use this feature, make sure that the following firmware versions or newer are also installed.** **System/Copy: v2.03 (M0525771G) or later** **Scanner: v01.04 (M0525777C) or later** **ADF: v01.030:04 (M3645604C)**
01.020:04	1st Mass production

RICOH

Technical Bulletin

Reissued: 24-Jun-14

Model: **Finisher_BLOCK**	Date: 12-Nov-10	No.: RM028018a

RTB Reissue

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

Subject: Firmware Release Note: Finisher_BLOCK	Prepared by: T. Hirai
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
01.030:08	***M3665153C***	***January 2014 production***	***Not Available***
01.010:08	M3665153B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.030:08	***Symptom corrected:*** ***Stapled sheets are shifted slightly when printing out at 1200 dpi.***
01.010:08	1st Mass production

Reissued:15-Dec-10

Model: Model Z-C1	Date: 01-Dec-10	No.: RM028019a

RTB Reissue

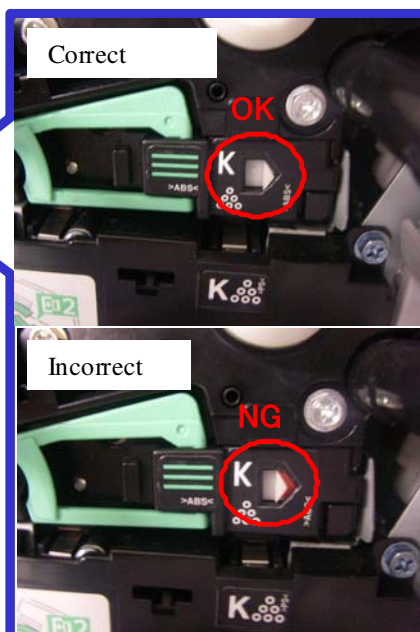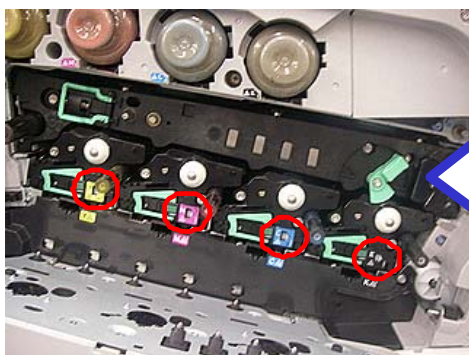The items in **bold italics** were corrected or added.

Subject: Important note for the PCDU	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Important Information About *Installing* the PCDU

- When you *install* the PDCU, make sure to push it in **as far as it will go** (at least until you hear a click).

- To emphasize this point, the installation procedure for the PCDU (Field Service Manual for Z-C1: pg. 193) was revised as follows.

5. Push the green PCDU lever with your finger, **as far as it will go** (at least until you hear a click).

6. Check the pentagon-shaped window for all four colors. If you can see a red area, as shown in the "Incorrect" photo below, this means the unit was not *installed* correctly.
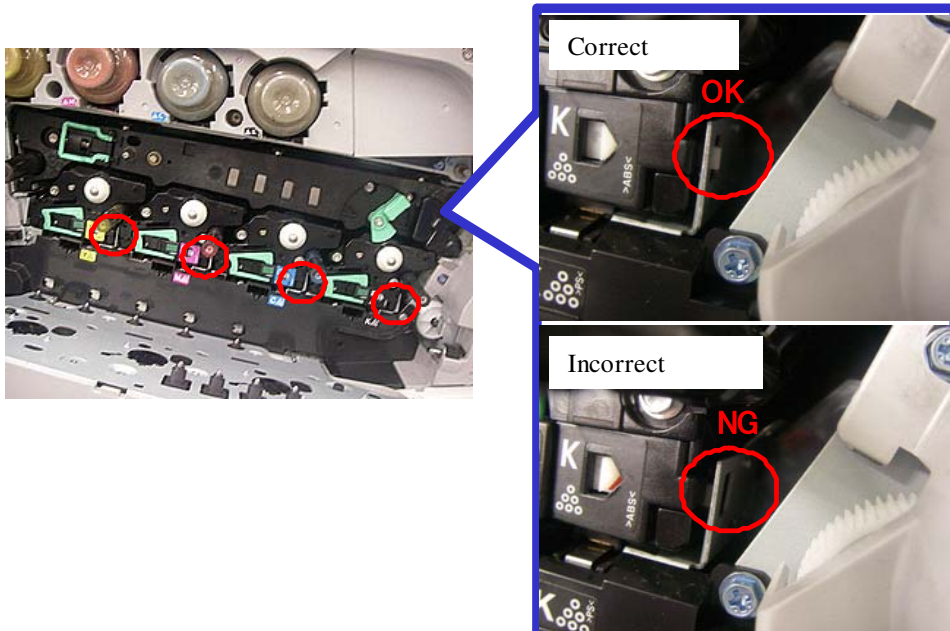

Correct   OK

Incorrect   NG

7. Make sure that the white locking tab on the PDCU (circled in red below) is inside the hole in the bracket. Do this for all four PDCUs.

8. Close the drum securing plate, and then close the front cover.

| Model: Z-C1	Date: 01-Dec-10	No.: RM028020b

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

Subject: SC36X and light density	Prepared by: T. Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

SC360/-361/-362/-363 occurs, and/or customers report that the image density is too low.
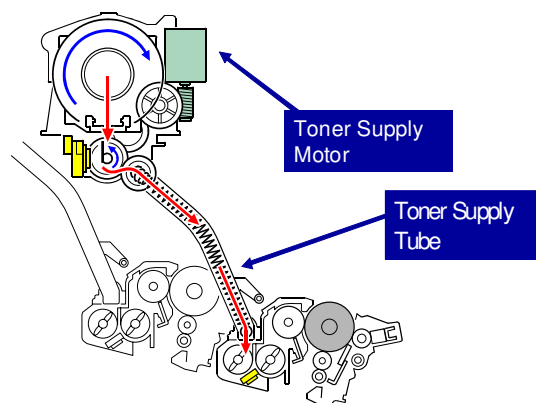
Lower image density   SC360/-361/-362/-363
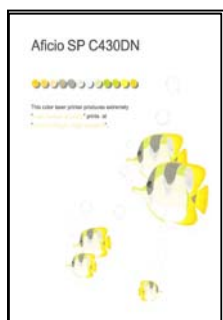
No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
360	D	TD sensor (Vt high) error 1: K
361	D	TD sensor (Vt high) error 1: M
362	D	TD sensor (Vt high) error 1: C
363	D	TD sensor (Vt high) error 1: Y

CAUSE

1. Installation or initial stages of use

Reverse rotation of the toner supply motor decreases the amount of toner supplied through the hopper, and this amount decreases with time. As a result, the toner density decreases, which triggers SC360/-361/-362/-363.

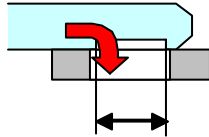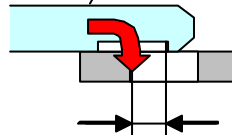| Model: Z-C1	Date: 01-Dec-10	No.: RM028020b

2. PDCU is not installed correctly

The coil coils up when toner at the exit of the toner supply tube is not exited out of the tube properly. The opening of the tube is not aligned properly with the opening in the development unit.

It is difficult for the toner to leave the hopper

PCDU is installed correctly   *PCDU is installed incorrectly*
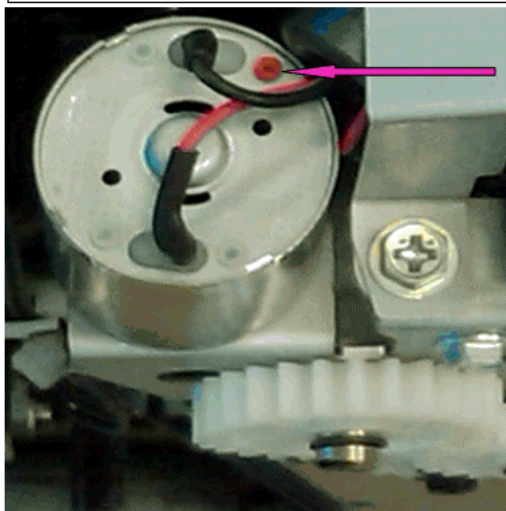
SOLUTION

Do the following if the symptom is reported.

1-   Check the rotation of the toner bottle.

   1-1.   If the toner bottle rotates incorrectly, check the connection of the wires on the toner hopper motor, as shown below.

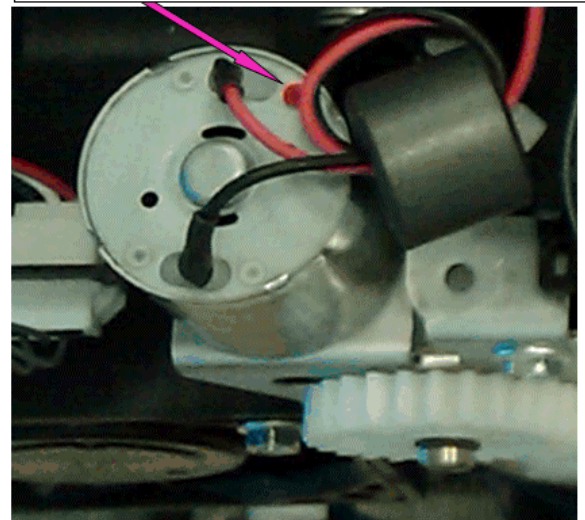**Correct position of the wires attached to the toner hopper motor.**

The BLACK wire is connected to the pin next to the red mark (arrow pointing at)

WRONG position of the wires attached to the hopper motor

The RED wire is connected to the pin next to the red mark (arrow pointing at)

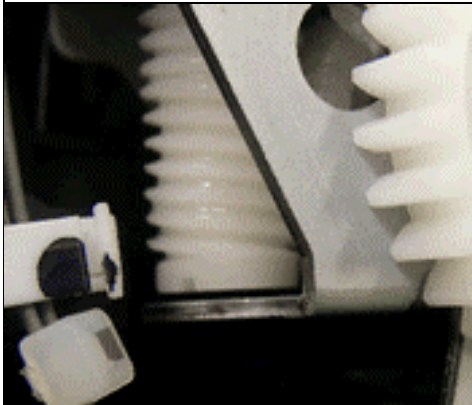   1-2 If the wires are in the "WRONG" position shown in the photo above, replace the toner hopper motor.
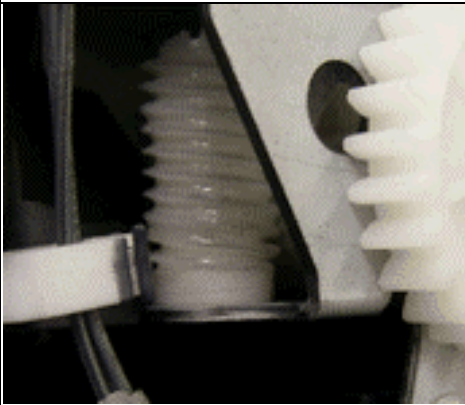
Reissued: 08-Feb-11

Model: Z-C1	Date: 01-Dec-10	No.: RM028020b

1-3. If the toner bottle rotates incorrectly, check to see if there is a gap between the worm gear and bracket on the toner hopper motor.

CORRECT position of the gear and bracket (There is a gap)		WRONG position of the gear and bracket (There is NO gap)

- **To do this, rotate the upper toner hopper gear counterclockwise (The worm gear will shift downward).**
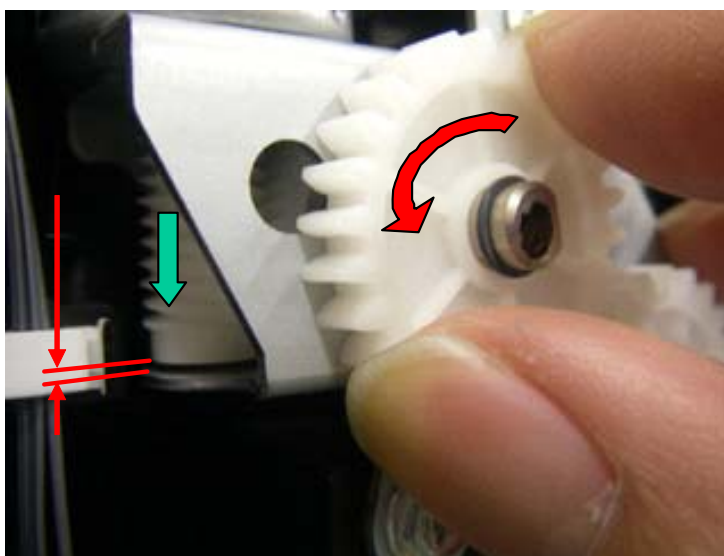
- **If the gap is <u>less than</u> the thickness of one sheet of paper, replace the toner hopper motor.**

2. **If the toner hopper is broken, replace the toner hopper unit.**

3. **Check that the PCDU is set correctly.**

    3-1.   Push the decal (three green lines) attached to the lever using your finger, for all four PCDUs.

    3-2.   Check the pentagon-shaped window for all four colors. If you can see a red area, as shown in the "Incorrect" photo below, this means the unit was not installed correctly.

Model: Z-C1	Date: 01-Dec-10	No.: RM028020b

3-3.   Make sure that the white locking tab on the PDCU (circled in red below) is inside the hole in the bracket. Do this for all four PDCUs.

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Technical Bulletin
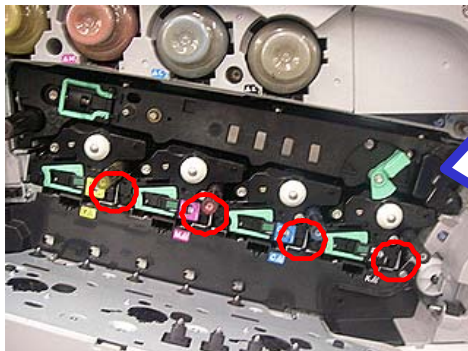
Reissued: 06-Jun-11

Model: **Z-C1:GW**	Date: 16-Dec-10	No.: RM028021a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: App2Me	Prepared by: K. Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

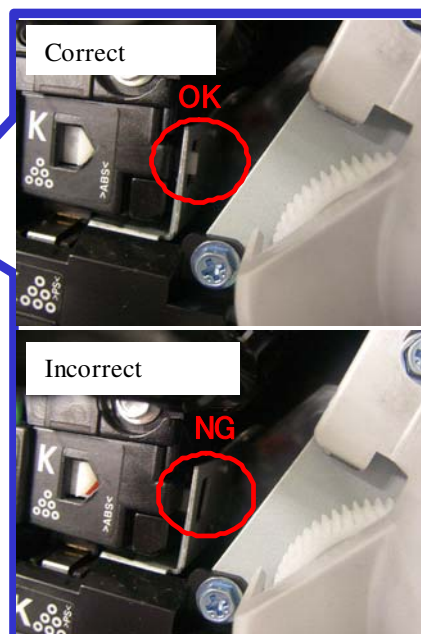| Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **App2Me.**

Version	Program No.	Effective Date
1.5.700	*M0265739B*	*June 2011 production*
1.5.500	M0265739A	1st Mass production

Version	Modified Points or Symptom Corrected
1.5.700	*Minor bug correction.*
1.5.500	1st Mass production

Model: Model Z-C1	Date: 20-Dec-10	No.: RM028022

Subject: SP793X-XXX : Service manual revision	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

The following SP was added to the service manual.

7931	**[Toner Bottle Bk]**		
	Displays the toner bottle information for Bk.		
001	Machine Serial ID	*ENG	Displays the information number for each category.
002	Cartridge Ver	*ENG	
003	Brand ID	*ENG	
004	Area ID	*ENG	
005	Product ID	*ENG	
006	Color ID	*ENG	
007	Maintenance ID	*ENG	
008	New Product Information	*ENG	
009	Recycle Counter	*ENG	
010	Date	*ENG	
011	Serial No.	*ENG	
012	Toner Remaining	*ENG	Displays the remaining toner rate. [0 to 100 / 100 / 1%/step]
013	EDP Code	*ENG	Displays the EDP CODE.
014	End History	*ENG	Displays the toner end.
015	Refill Information	*ENG	Displays the refilling record.
016	Attachment: Total Counter	*ENG	Displays the total number of sheets when replacing the new toner bottle for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
017	Attachment: Color Counter	*ENG	
018	End: Total Counter	*ENG	Displays the total number of sheets when detecting the toner end for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
019	End: Color Counter	*ENG	
020	Attachment Date	*ENG	Displays the date of the toner bottle attacement.
021	End Date	*ENG	Displays the date of the toner end.

7932	**[Toner Bottle C]**		
	Displays the toner bottle information for C.		
001	Machine Serial ID	*ENG	Displays the information number for each category.
002	Cartridge Ver	*ENG	
003	Brand ID	*ENG	
004	Area ID	*ENG	
005	Product ID	*ENG	
006	Color ID	*ENG	
007	Maintenance ID	*ENG	
008	New Product Information	*ENG	
009	Recycle Counter	*ENG	
010	Date	*ENG	
011	Serial No.	*ENG	
012	Toner Remaining	*ENG	Displays the remaining toner rate. [0 to 100 / 100 / 1%/step]
013	EDP Code	*ENG	Displays the EDP CODE.
014	End History	*ENG	Displays the toner end.
015	Refill Information	*ENG	Displays the refilling record.
016	Attachment: Total Counter	*ENG	Displays the total number of sheets when replacing the new toner bottle for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
017	Attachment: Color Counter	*ENG	
018	End: Total Counter	*ENG	Displays the total number of sheets when detecting the toner end for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
019	End: Color Counter	*ENG	
020	Attachment Date	*ENG	Displays the date of the toner bottle attacement.
021	End Date	*ENG	Displays the date of the toner end.

7933	[Toner Bottle M]		
	Displays the toner bottle information for M.		
001	Machine Serial ID	*ENG	Displays the information number for each category.
002	Cartridge Ver	*ENG	
003	Brand ID	*ENG	
004	Area ID	*ENG	
005	Product ID	*ENG	
006	Color ID	*ENG	
007	Maintenance ID	*ENG	
008	New Product Information	*ENG	
009	Recycle Counter	*ENG	
010	Date	*ENG	
011	Serial No.	*ENG	
012	Toner Remaining	*ENG	Displays the remaining toner rate. [0 to 100 / 100 / 1%/step]
013	EDP Code	*ENG	Displays the EDP CODE.
014	End History	*ENG	Displays the toner end.
015	Refill Information	*ENG	Displays the refilling record.
016	Attachment: Total Counter	*ENG	Displays the total number of sheets when replacing the new toner bottle for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
017	Attachment: Color Counter	*ENG	
018	End: Total Counter	*ENG	Displays the total number of sheets when detecting the toner end for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
019	End: Color Counter	*ENG	
020	Attachment Date	*ENG	Displays the date of the toner bottle attacement.
021	End Date	*ENG	Displays the date of the toner end.

7934	**[Toner Bottle Y]**		
	Displays the toner bottle information for Y.		
001	Machine Serial ID	*ENG	Displays the information number for each category.
002	Cartridge Ver	*ENG	
003	Brand ID	*ENG	
004	Area ID	*ENG	
005	Product ID	*ENG	
006	Color ID	*ENG	
007	Maintenance ID	*ENG	
008	New Product Information	*ENG	
009	Recycle Counter	*ENG	
010	Date	*ENG	
011	Serial No.	*ENG	
012	Toner Remaining	*ENG	Displays the remaining toner rate. [0 to 100 / 100 / 1%/step]
013	EDP Code	*ENG	Displays the EDP CODE.
014	End History	*ENG	Displays the toner end.
015	Refill Information	*ENG	Displays the refilling record.
016	Attachment: Total Counter	*ENG	Displays the total number of sheets when replacing the new toner bottle for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
017	Attachment: Color Counter	*ENG	
018	End: Total Counter	*ENG	Displays the total number of sheets when detecting the toner end for the b/w mode or the full color mode. [0 to 9999999 / 0 / 1/step]
019	End: Color Counter	*ENG	
020	Attachment Date	*ENG	Displays the date of the toner bottle attacement.
021	End Date	*ENG	Displays the date of the toner end.

Model: **Z-C1:GW**	Date: 24-Dec-10	No.: RM028023b

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: Engine	Prepared by: M. Saiki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03:02	*M0265501E*	*August 2013 production*	*Available*
1.02:02	M0265501D	February 2011 production	Available
1.01:02	M0265501C	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
1.03:02	*Symptom Corrected:* *SC240/241 occurs when the machine has been initialized or recovered from energy-saving mode.*
1.02:02	Minor bug corrections.
1.01:02	1st Mass production

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Reissued: 19-Apr-13

Model: **Z-C1: GW**	Date: 24-Dec-10	No.: RM028024e

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PowerSaving Sys	Prepared by: M. Saiki
From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.	

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

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

Version	Program No.	Effective Date	Availability of RFU
F.17	*M0265773E*	*April 2013 production*	*Available*
F.16	M0265773D	November 2011 production	Available
F.15	M0265773C	April 2011 production	Available
F.14	M0265773B	March 2011 production	Available
F.13	M0265773A	August 2010 production	Available
F.13	M0265773A	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
F.17	*Symptom corrected:* *1. Margin improvement for SC816-26 and SC816-49.*
F.16	Symptom corrected: 2. SC816-38 occurs when the ADF is opened or originals are put on ADF after the machine recovers from energy saving mode. 3. Machine does not detect paper size after recovering from energy saving mode when ADF is opened or originals are put on the ADF. 4. SC816-94 occurs when the machine receives SNMP packet while in energy saving mode.
F.15	Symptom corrected: The machine cannot recover from Energy Saver mode after the Power Saving System firmware is updated to F.14
F.14	Minor bug corrections.
F.13	Minor bug corrections.
F.13	1st Mass production

Model: **Z-C1**	Date: 27-Dec-10	No.: RM028025d

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: FCU(WW)	Prepared by: T. Suzuki
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
05.00.00	*D4835570E*	*April 2016 production*	*Available*
04.00.00	D4835570D	January 2013 production	Available
03.00.00	D4835570C	April 2012 production	Available
02.00.00	D4835570B	June 2011 production	Available
01.00.00	D4835570A	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
05.00.00	*Symptom correction:* *If an error (error codes: 14~30) occurs when sending data to a folder, received document(s) may disappear without notice via the automatic communication failure report or automatic output of the received document(s).*
04.00.00	Symptom corrected: 1. The number of FAX pages printed out does not match the number that appears in the Job Log. 2. The number of pages printed out does not match the number that appears in the Job Log, if the machine main power is turned OFF/ON while the machine is receiving a FAX.
03.00.00	Minor bug correction.
02.00.00	Symptom corrected: FAX reception fails when receiving from a specific FAX server.
01.00.00	1st Mass production

Reissued: 12-Apr-12

Model: **Z-C1**	Date: 18-Jan-11	No.: RM028026c

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Java VM v7 std UpdateTool	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

This RTB has been issued to announce the firmware release information for the **Java VM v7 std Update Tool.**

Version	Program No.	Effective Date	Availability of RFU
7.17.04	*M0265738F_upd*	*February 2012 production*	*Not available*
7.16.07	M0265738E_upd	November 2011 production	Not available
7.14.03	M0265738D_upd	June 2011 production	Not available
7.09.03	M0265738C_upd	December 2010 production	Not available
-	-	1st Mass production	-

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
7.17.04	*Other changes:* *1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.* *Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.* *2. Software Keyboard type was changed for Taiwan model.*
7.16.07	Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.

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Reissued: 12-Apr-12

Model: **Z-C1**	Date: 18-Jan-11	No.: RM028026c

Version	Modified Points or Symptom Corrected
7.14.03	Supported: Support for eDC-i1.2 and Remote Install Manager V1.1 was added. Fixed: 1. May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up. 2. The device may stall if an SDK application takes more than 15 seconds to start up. 3. SC997 can occur if an SDK application takes more than 15 seconds start up. 4. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator. 5. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out. 6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size. Others: The Java VM v7.xx update tool has been merged into a single download object (self-extracting archive) which can be used for all supported models. A list (list.txt) of supported VM card part nos. is included in the update archive.
7.09.03	Minor bug correction.
-	1st Mass production

Model: Model Z-C1	Date: 08-Feb-11	No.: RM028027

Subject: Notice for Waste Toner Bottle Installation	Prepared by: T. Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

The screw (agitator) for the waste toner bottle is dislodged out of position (occurs at installation).

CAUSE

The waste toner bottle is subjected to strong impact forces on its bottom surface, which causes the agitator to warp/bend. As a result, the tip of the agitator pops out of its hole in the case (see the photos below).

Note: This does not occur when the bottle is subjected to strong impact forces on its side surfaces. This is because there is no space for the agitator to warp/bend.

The agitator is inserted into this hole to fix it in place.

Warping

Impact

Agitator out of position.
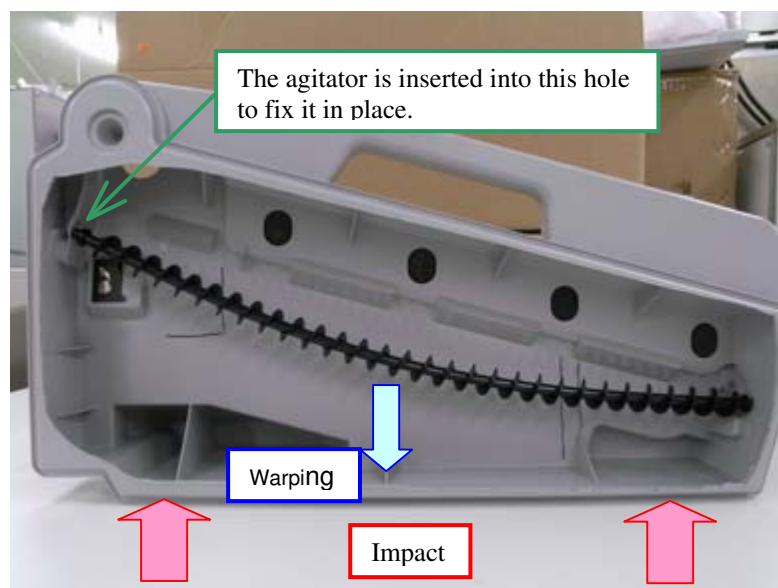
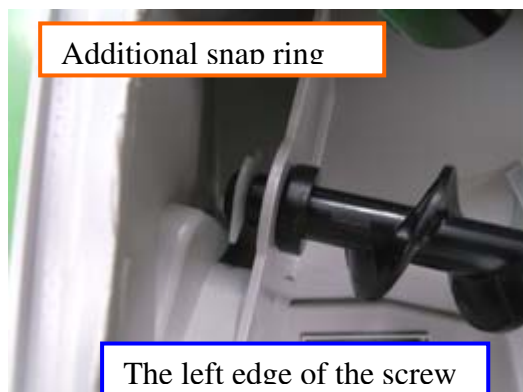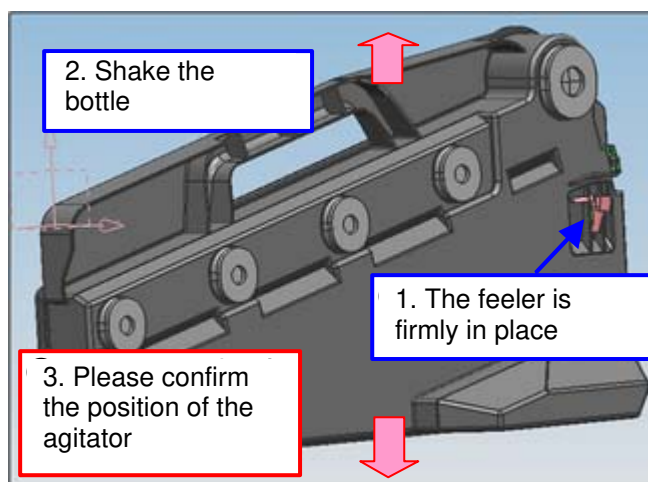| Model: Model Z-C1	Date: 08-Feb-11	No.: RM028027

SOLUTION

Production line:

A snap ring was added, so that the tip of the agitator cannot pop out of the hole.

   Applied from: The end of January 2011 production

Additional snap ring

The left edge of the screw

In the field:

Do the following when you replace the waste toner bottle.

2. Shake the bottle

1. The feeler is firmly in place

3. Please confirm the position of the agitator

1. Make sure the feeler is firmly in place, and does not rattle when you try to move it.

2. Shake the bottle gently in the direction of the arrows shown.

3. If you can hear or feel something rattling inside the bottle, this means the agitator has popped out of position. Replace the waste toner bottle.

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Model: Z-C1	Date: 8-Mar-11	No.: RM028028

Subject: SC899 when accessing from WIM	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Symptom

SC899 occurs if the MFP is accessed from WIM after receiving an IP-FAX.
NOTE: "bmlinksd" is shown on the SMC for 7990.

7990-01	SC詳細情報表示	最新SC :ファイ		bmlinksd
		最新SC :発生行		134683364
		最新SC :値		11
-02		最新1SC :ファ		bmlinksd
		最新1SC :発生		134683364
		最新1SC :値		11

Cause

Firmware bug

Solution

Update the Network Support firmware to **ver.10.53 or later.**

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Model: Z-C1	Date: 8-Mar-11	No.: RM028029

Subject: SC817,816	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Service Manual Revision

The following SCs were added.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)	
816	CTL D	Energy saving I/O sub-system error	
		The energy saving I/O sub-system detects an error.	
		• Controller board defective	
		Replace the controller board.	

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)	
817	CTL D	Monitor Error	
		00FE	File Detection/Electronic Signature Check Error.
		• The boot loader failed to read the signature of one or more of the following files on the boot SD card: 1) Self-diagnostic module, 2) Kernel, 3) Root file system. One or more of these files in the flash ROM or on the SD card is false, missing, or revised.	
		Replace the controller board.	

Model: Z-C1	Date: 10-Mar-11	No.: RM028030

Subject: SC681	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Symptom

SC681-XX

Cause

- Defective RFID-CPU board
- Defective RFID_AFE board (K, C, M, Y)
- Firmware bug

Solution

Do the following.
   Note: Steps 1 and 3 can be done in reverse order.

1. Remove and reinsert the toner bottle, as this may solve the SC.
2. If the SC still occurs, replace the toner bottle.
3. Update the Engine firmware to **ver1.01** or later.
   Important: Make sure to do this step (updating the firmware) **before** you replace any of the parts mentioned below.
4. Make sure the connectors for the "RFID_CPU board" and "Harness: ANTENNA: toner supply" have been inserted correctly (tightly).
5. If the connectors are correctly inserted, replace the "RFID_CPU board" and "Harness: ANTENNA: toner supply".
6. Replace the affected RFID_AFE board (K, M, C, or Y).
   To determine which color is affected, see the table on the next page.

7. Replace the BCU.

SC681-XX

Use the following table to determine which color is affected. The numbers shown correspond to the "XX" in the "SC681-**XX**" displayed.

For example,

SC681-**06**   K
SC681-**27**   C
SC681-**24**   Y

RFID-AFE board (SC681-**XX**)			
K	**C**	**M**	**Y**
-06	-07	-08	-09
-11	-12	-13	-14
-16	-17	-18	-19
-21	-22	-23	-24
-26	-27	-28	-29
-31	-32	-33	-34
-36	-37	-38	-39
-41	-42	-43	-44
-46	-47	-48	-49
-51	-52	-53	-54
-56	-57	-58	-59

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Model: Z-C1	Date: 11-Mar-11	No.: RM028031

Subject: Disconnect USB connection	Prepared by: T. Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

The following occurs when the machine and PC are connected via USB:

- The PC does not detect the machine (Plug and Play error), or
- The machine cannot print out

CAUSE

The USB connection is disabled under the following conditions:

- The PC is in Sleep mode or the system standby condition, or its power is off.
- The machine is in Sleep mode (Controller OFF mode).

SOLUTION

1. Set **SP5-191-001** to a value of "**0**".

    SP5-191-001: Power Setting: Power STR

    0: Not enter Controller OFF mode

    1: Enter the Controller OFF mode

2. Update the System firmware to the version that contains the solution for this symptom, which will be released in March 2011.

Model: Z-C1	Date: 14-Mar-11	No.: RM028032

Subject: Printer Bit Switch	Prepared by: T. Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Please add the following information written in **_bold italics_** to the Section.5 "System Maintenance: Service Program Mode Tables" and Section. 3 "Appendix: SP Mode Tables" of M022/M024/M026/M028 manual.

Printer Service Mode

SP1-XXX (Service Mode)

1001	**Bit Switch**			
009	Bit Switch 9		0	1
	bit 0	PDL Auto Detection timeout of jobs submitted via USB or Parallel Port (IEEE 1284).	Disable (Immediately)	Enable (10 seconds)
		To be used if PDL auto-detection fails. A failure of PDL auto-detection does not necessarily mean that the job cannot be printed. This bit switch tells the device whether to time-out immediately (default) upon failure or to wait 10 seconds.		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	DFU	-	-
	bit 4	**_Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies._**	**_Disabled_**	**_Enabled_**
		This bit switch determines the timing of the PJL USTATUS JOB END sent when multiple collated copies are being printed. **_0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job._** **_1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job._**		
	bit 5 to 7	DFU	-	-

Model:Z-C1	Date: 25-Apr-11	No.: RM028033

Subject: Installation Procedure for CC certified DOSS	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Important Information on the Release of the CC-certified DOSS Type H

Overview

● The Z-C1 now supports **DOSS Type H.**
● To achieve this, the System firmware was modified. For a list of the target models and supported System software for each, see the "Target Models, Firmware" table below.

Action in the field

1) Make sure that the System firmware has been updated to the following versions or newer.

Target models, firmware

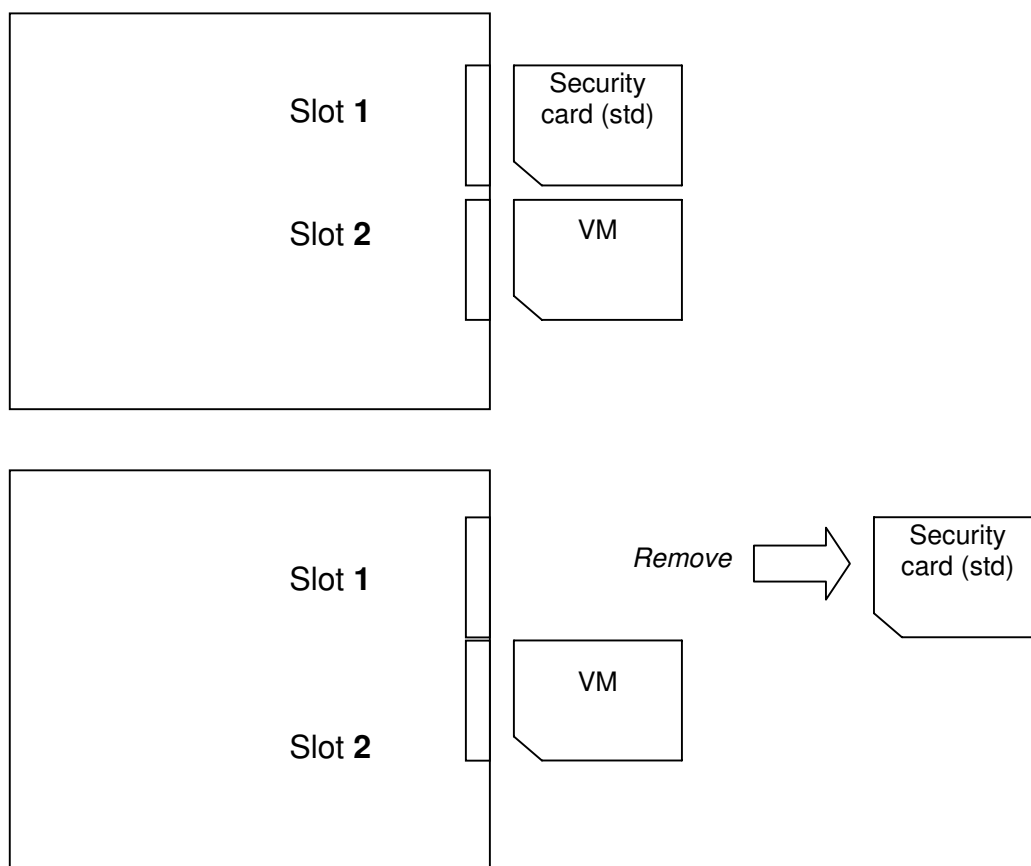| Model	System firmware	Applied to the production line
M022/M024/ M026/M028	1.04	2011 Jan

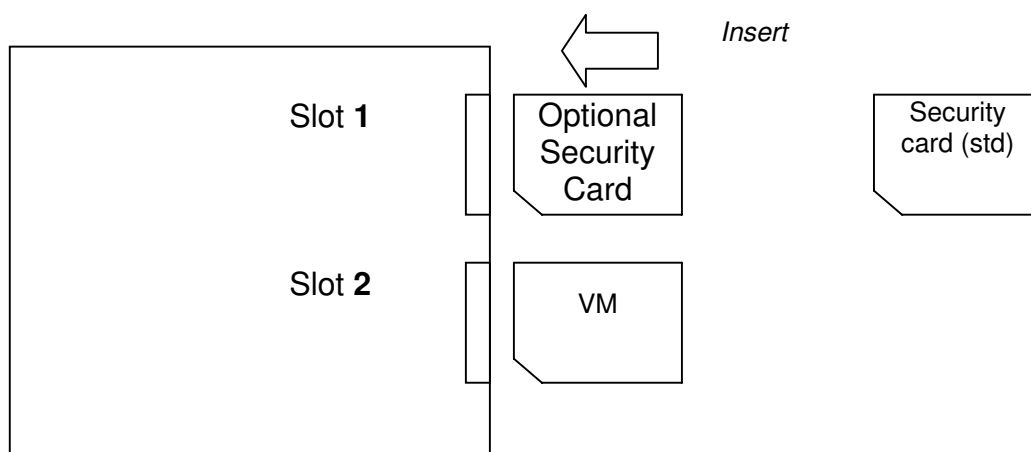2) Do the procedure on the next page.

Procedures

Do one of the following procedures, depending on whether any applications have been moved to the Standard Security Card.

If no extra applications have been moved to the Standard Security Card (factory default):

1) Remove the Standard Security Card from Slot 1.

```
┌──────────────────┐
│                  │  ┌─ ┌─────────────┐
│   Slot 1         │  │  │ Security    │
│                  │  │  │ card (std)  │
│                  │  └─ └─────────────┘
│                  │  ┌─ ┌─────────────┐
│   Slot 2         │  │  │    VM       │
│                  │  └─ └─────────────┘
│                  │
└──────────────────┘
```

```
┌──────────────────┐
│                  │  ┌─                          ┌─────────────┐
│   Slot 1         │  │      Remove  ⇨            │ Security    │
│                  │  ┤                           │ card (std)  │
│                  │  │─ ┌─────────────┐          └─────────────┘
│                  │  │  │    VM       │
│   Slot 2         │  └─ └─────────────┘
│                  │
└──────────────────┘
```

2) Insert the Optional Security Card into Slot 1.
3) Install the application using SP5-878-001.

```
                              ⇦   Insert
┌──────────────────┐
│                  │  ┌─ ┌─────────────┐        ┌─────────────┐
│   Slot 1         │  │  │ Optional    │        │ Security    │
│                  │  │  │ Security    │        │ card (std)  │
│                  │  └─ │ Card        │        └─────────────┘
│                  │     └─────────────┘
│                  │  ┌─ ┌─────────────┐
│   Slot 2         │  │  │    VM       │
│                  │  └─ └─────────────┘
│                  │
└──────────────────┘
```

Model: Z-C1	Date: 26-Apr-11	No.: RM028034

Subject: ITB unit encorder replacement proceadure	Prepared by: T.Kiyohara
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

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

Service Manual Revision

The procedure for removing the ITB encoder unit was added.

Removing the ITB encoder unit

Note: When you replace the ITB unit encoder sensor, the PM counter for the ITB unit will be reset. This is because replacing the sensor triggers the detection of a new ITB unit.

1. Remove the ITB unit.
2. Remove the encoder cover (hooks x 2).
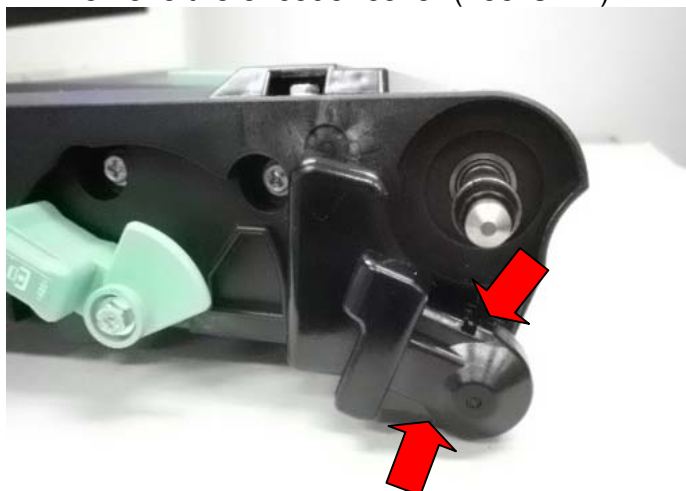
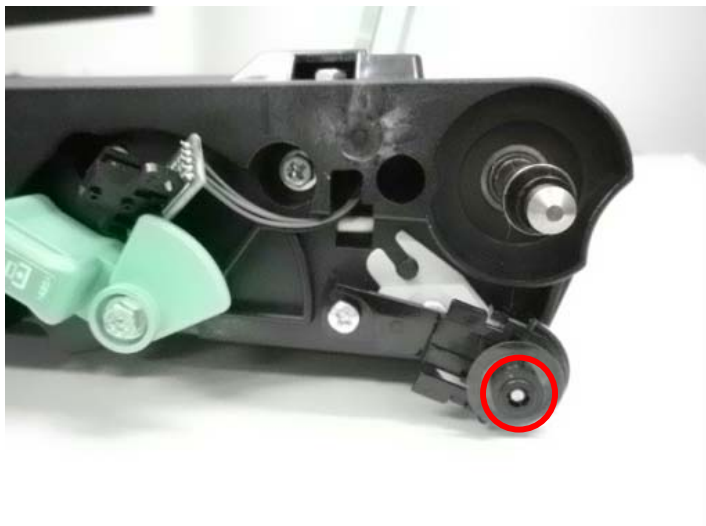3. Remove the ITB encoder sensor (hooks x 2) and hook it temporarily onto the green lever, as shown in the photos.
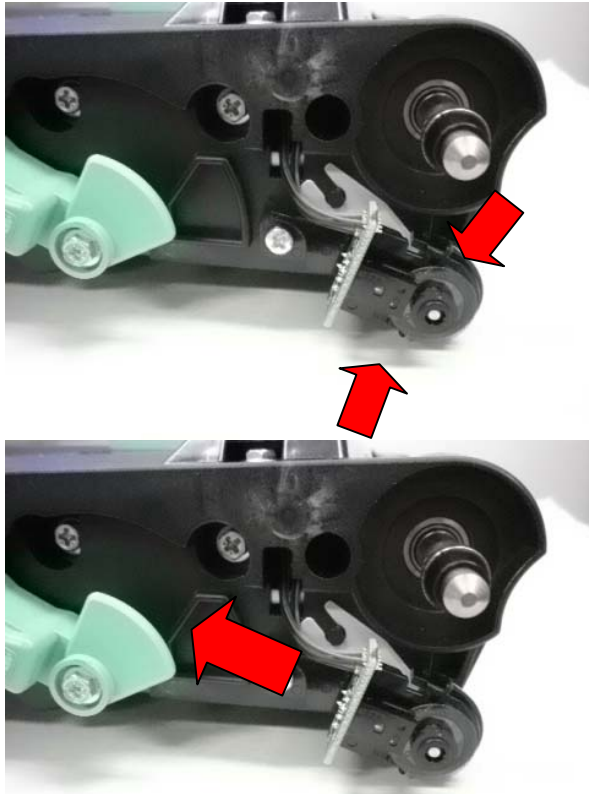
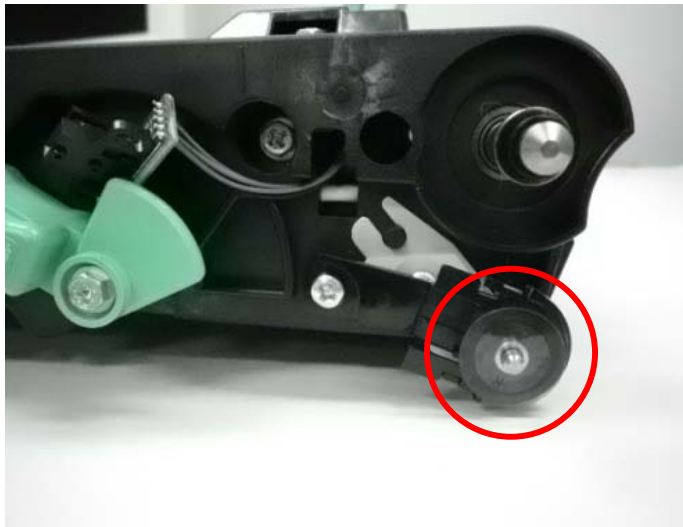4. Remove the encoder collar.

Model: Z-C1	Date: 26-Apr-11	No.: RM028034

5.   Remove the encoder disc.

   IMPORTANT: When you re-attach the disc later,
- Never bend the disc.
- Never scratch the disc.
- Make sure the reading surface is not dirtied.
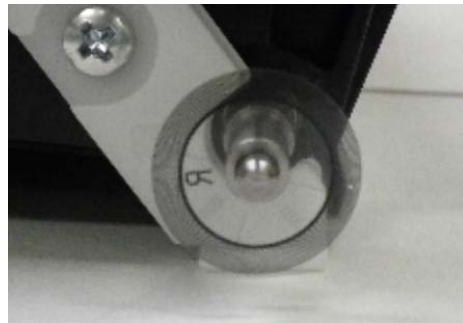- Make sure that the "R" on the disc is in the correct orientation (and not inverted).
   See the photos below.

Encoder disc

CORRECT ("R" can be seen)   Incorrect ("R" is inverted)
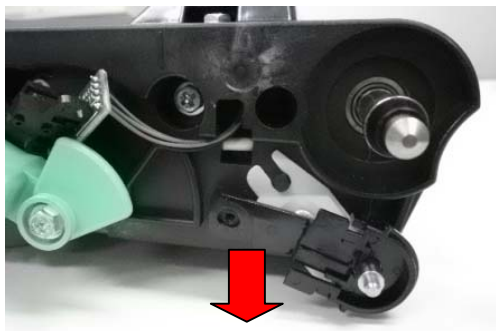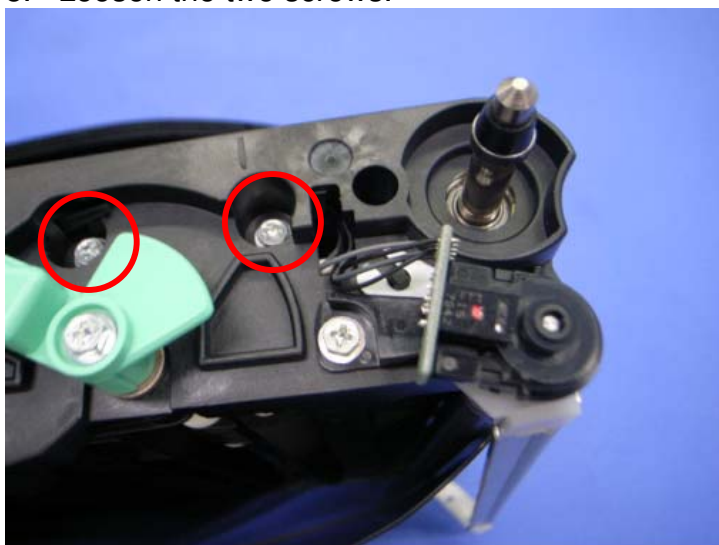
6.   Remove the screw.

8. Lower the holder and remove the encoder holder

7.   Remove the ITB belt. (See the field service manual).
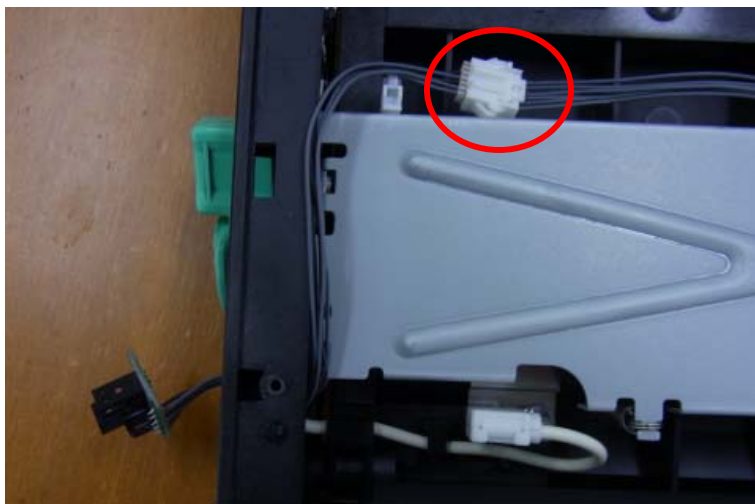8.   Loosen the two screws.

Model: Z-C1	Date: 26-Apr-11	No.: RM028034

9.   Remove the harness cover.

10. Remove the connector for the encoder sensor.

11. Re-attach all the parts you removed in the reverse order.

RICOH **T**echnical **B**ulletin

PAGE: 1/1

Model: Z-C1	Date: 26-Apr-11	No.: RM028035

Subject: Important notice about Power Saving Sys firmware update	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

The machine cannot recover from Energy Saver mode after the Power Saving System firmware is updated to **F.14** (M0265773B).

CAUSE

Firmware bug with Power Saving System F14

SOLUTION

Update the Power Saving System firmware to **F.15 or newer.**

Temporary: If you cannot update to F.15 (and F.13 or F.14 is installed), update the **Copy/System** firmware to **v1.04** (P/N M0265771F). This will solve the problem.
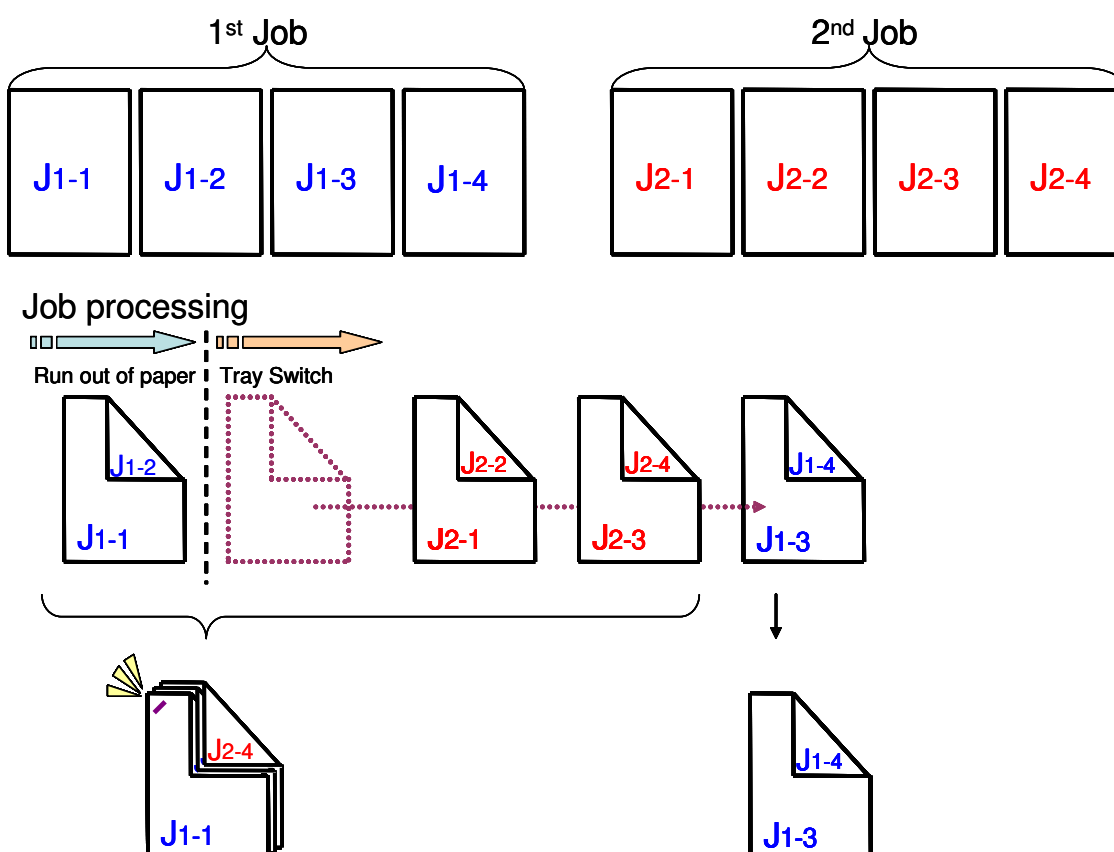
Model: Z-C1	Date: 30-Jun-11	No.: RM028036

Subject: Job mixing problem with Duplex and Stapling	Prepared by: H. Tamaki
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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: Z-C1	Date: 30-Jun-11	No.: RM028036

CAUSE

Engine firmware bug

SOLUTION

Production line

The Engine firmware was modified as follows.

Z-C1

Version	Program No.	Applied from:
1.02:02	M0265501D	February 2011 production

In the field

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

Model: Z-C1	Date: 15-Jul-11	No.: RM028037

Subject: TD sensor attachment proceadure		Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☒ Troubleshooting ☐ Part information ☒ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☐ Other ( ) ☐ Tier 2	

Symptom: The TD sensor is missing from the development unit :Bk

**Action:** Attach a TD sensor

Important

1. Be sure to attach the **new** TD sensor to the **new** development unit. Do not reuse old sensors, attach sensors from other machines, or attach new sensors to development units that have already been in operation. If you do this, image problems and counter problems will occur, because the machine will not be able to perform new unit detection, developer initialization, or counter clear.

2. When you attach a new TD sensor to a new development unit, the machine will be able to perform new unit detection, developer initialization, and counter clear. It is not necessary to reset PM counters and initialize developer.

3. If you install a development unit on the Z-C1 that does not contain a TD sensor, "Photoconductor units are not set correctly" will be displayed.

Model: Z-C1	Date: 15-Jul-11	No.: RM028037

1. Put the head of a screwdriver in the groove as shown, and then release the hook.
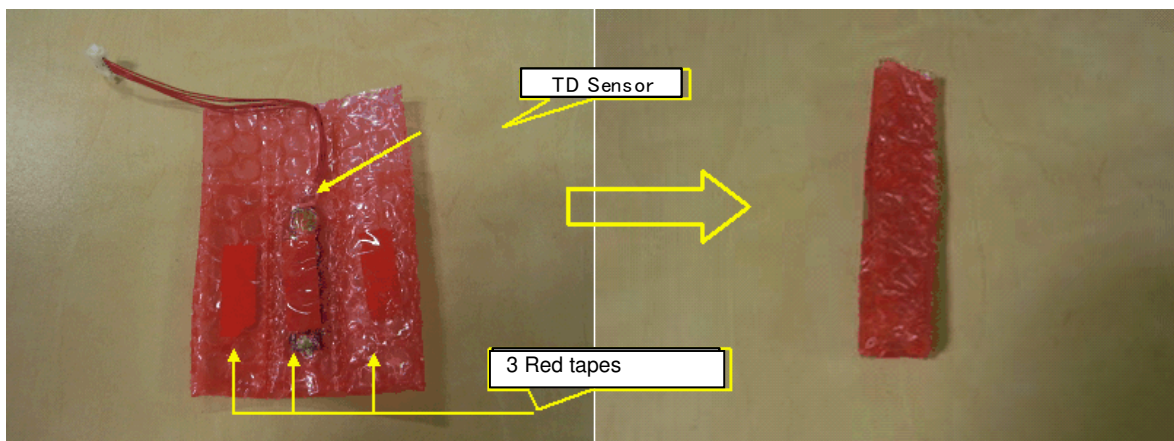2. Shift the development lower cover to the left.
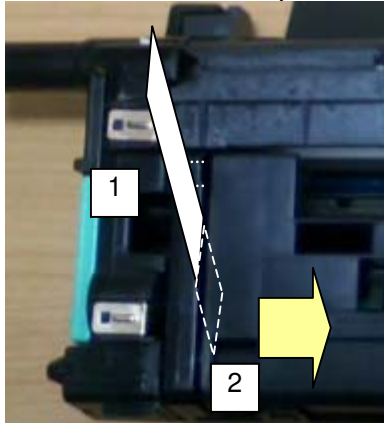
3. Remove the two hooks.

4. Remove the development unit lower cover from the left side

Note: The TD sensor and three strips of red tape are included, as shown below.

Model: Z-C1	Date: 15-Jul-11	No.: RM028037

5. Remove the double-sided tape from the rear side of the TD sensor
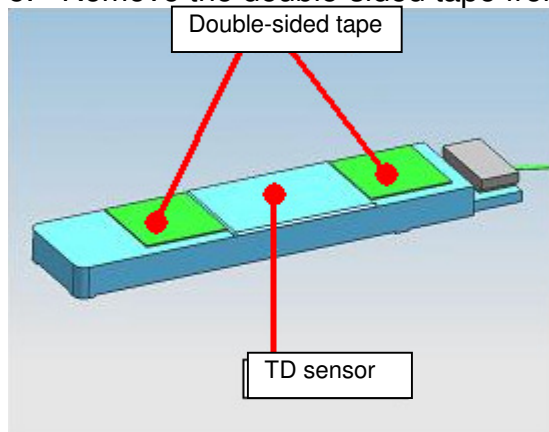
6. Make sue that the attachment surface is not dirty or dusty.
7. Attach the TD sensor along the left edge (shown by the yellow line in the photo).

   Important: Make sure the TD sensor does not bend or wrinkle when you attach it. Also, push the areas circled in red below (the rear side of the double-sided tape).
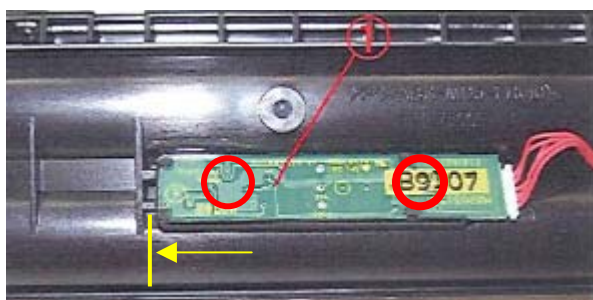
8. Connect the TD sensor harness to the drawer connecter.
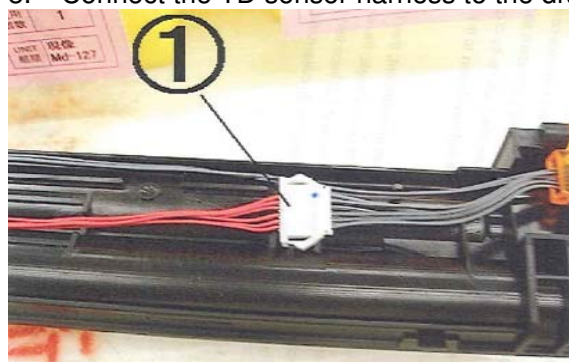
9. Fix the harness in place with three red tapes .

10. Re-attach the development lower cover.

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Technical Bulletin

Reissued: 12-Apr-12

Model: **Z-C1**	Date: 28-Jul-11	No.: RM028038b

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

Subject: Firmware Release Note: (Java VM v7 std for eDC)	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

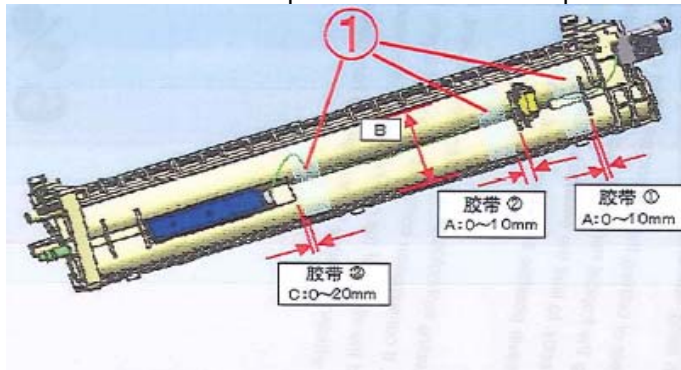| Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std for eDC.**

Version	Program No.	Effective Date
7.17.04	***M0265738F_edc***	***February 2012 production***
7.16.07	M0265738E_edc	November 2011 production
7.14.03	M0265738D_edc	June 2011 production

Version	Modified Points or Symptom Corrected
7.17.04	***Other changes:*** ***1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.*** ***Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.*** ***2. Software Keyboard type was changed for Taiwan model.***
7.16.07	*This module is for Remote Install Manager and updating JavaVM. Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS . 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
7.14.03	Initial release

RICOH

Model: Z-C1	Date: 22-Aug-11	No.: RM028039

Subject: Service manual correction (SC833)	Prepared by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

Service Manual Revision

The description for SC833 was corrected as follows.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
833	CTL C	Self-diagnostic error 8: Engine I/F ASIC
[0F30] [0F31]		• ASIC (Mandolin) for system control could not be detected. After the PCI configuration, the device ID for the ASIC could not be checked.
		Replace ~~the BCU~~ **the controller board**
[0F41]		• ASIC (Mandolin) for system control could not be detected. After the PCI configuration, the device ID for the ASIC could not be checked.
		Replace ~~the BCU~~ **the controller board**
[50B1]		Could not initialize or read the bus connection.
		• Check for loose connections at the mother board.
		Replace ~~the mother board~~ **the controller board**

RICOH **T**echnical **B**ulletin

Model: Z-C1	Date: 15-Nov-11	No.: RM028040

Subject:: Service Manual Revision :SC 240. 241		Prepared by: T Kiyohara	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Service Manual Revision

The areas **in bold** were added

Appendix: Service Call Conditions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
240	C	LD error: K **or C**
241	C	LD error: Y **or M**
-	-	The **IPU** detects LDB error a few times consecutively when LDB unit turns on after LDB initialization.
		▪ Worn-out LD ▪ Disconnected or broken harness of the LD
		1. Replace the harness of the LD. 2. Replace the laser optics housing unit. 3. Replace the **IPU**.

Model: Model Z-C1	Date: 26-Dec-11	No.: RM028041

Subject: Left Hinge Holder	Prepared by: T.Kiyohara
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

- Holder: Hinge left (M0261730) was broken.

CAUSE

Stress concentrates on the red circle in the picture and the break starts from there.

SOLUTION

In the field:

Replace the LEFT Hinge Holder (**see the procedure below**).

Service parts:

Change the DF hinge holder to the new modification part.

Old Part Number	**New Part Number**	Description	Q'ty	Int
M0261730	**M0269901**	LEFT HINGE HOLDER	1	X/O

Model: Model Z-C1	Date: 26-Dec-11	No.: RM028041

Left Hinge Holder Replacement Procedure

1. Remove the rear upper/lower cover. 8 screws
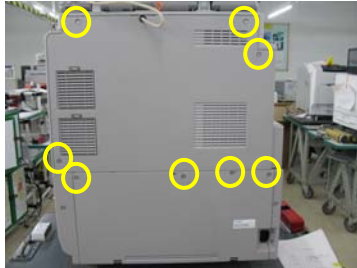
2. Remove the support cover. 4 screws
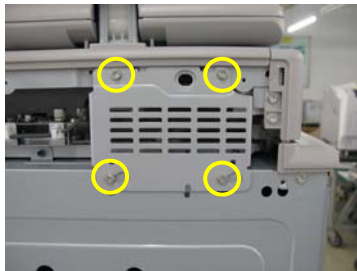
3. Remove the screw. 1 screw

4. Open the ADF.

5. Put the sponge on the scanner glass.

6. Remove the ADF, pulling it up as shown by the arrow in the picture.

7. Put the ADF on the Scanner. **Important:** To avoid the damage to the ADF cable, please loosen the cable. (yellow circle) Wipe off the oil dirt on the surface of the DF hinge bottom part with alcohol and cloth to prevent making dirt on the exposure glass. (Red circle)

8. Remove the scanner cover, push at the red arrow in the picture. 1 screw
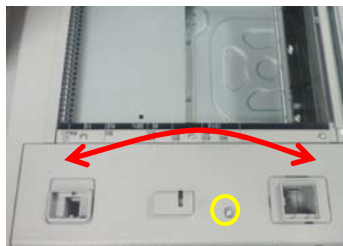
9. Remove the screws on the left hand of the hinge holder. 2 screw
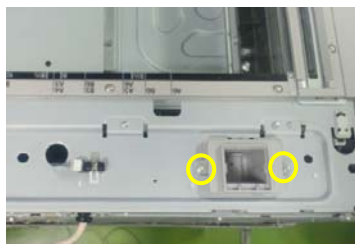
10. Remove the screw. 1 screw
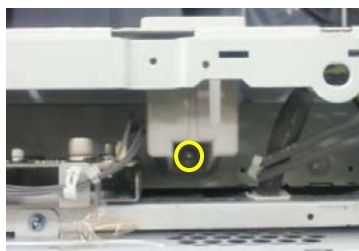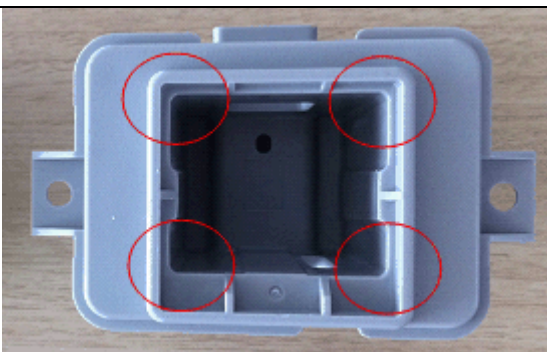
Model: Model Z-C1	Date: 26-Dec-11	No.: RM028041

11. Pull the left hinge holder as shown by the red arrow in the picture.

12. Re-assemble the new hinge holder in the reverse order of the steps above.

How to distinguish the new parts from the old parts

Old Parts: The edges are sharp.	New Parts: The edges are round.

Cut-in serial number

.Model Name	Code	Cut-in Serial Number
Ricoh Aficio MP C300	M02267	S721MMXXXX~
Ricoh Aficio MP C300SR	M02467	S731MMXXXX~
Ricoh Aficio MP C400	M02667	S741MMXXXX~
Ricoh Aficio MP C400SR	M02867	S751MMXXXX~
Ricoh Aficio MP C300	M02257	S721MMXXXX~
Ricoh Aficio MP C300SR	M02457	S731MMXXXX~
Ricoh Aficio MP C400	M02657	S741MMXXXX~
Ricoh Aficio MP C400SR	M02857	S751MMXXXX~
Ricoh Aficio MP C300	M02229	S721MMXXXX~
Ricoh Aficio MP C300SR	M02429	S731MMXXXX~
Ricoh Aficio MP C400	M02629	S741MMXXXX~
Ricoh Aficio MP C400SR	M02829	S751MMXXXX~

| Model: Model Z-C1 | Date: 26-Dec-11 | No.: RM028041 |

The new left hinge holder has **already been installed** on the following machines, which were reworked before being released to the field: **RIF**

serial number	serial number	serial number	serial number	serial number	serial number	serial number	serial number	serial number	serial number
S7214700711	S7214700776	S7214700841	S7214700906	S7214700971	S7214701036	S7214701101	S7214701166	S7214701231	S7214701296
S7214700712	S7214700777	S7214700842	S7214700907	S7214700972	S7214701037	S7214701102	S7214701167	S7214701232	S7214701297
S7214700713	S7214700778	S7214700843	S7214700908	S7214700973	S7214701038	S7214701103	S7214701168	S7214701233	S7214701298
S7214700714	S7214700779	S7214700844	S7214700909	S7214700974	S7214701039	S7214701104	S7214701169	S7214701234	S7214701299
S7214700715	S7214700780	S7214700845	S7214700910	S7214700975	S7214701040	S7214701105	S7214701170	S7214701235	S7214701300
S7214700716	S7214700781	S7214700846	S7214700911	S7214700976	S7214701041	S7214701106	S7214701171	S7214701236	S7214701301
S7214700717	S7214700782	S7214700847	S7214700912	S7214700977	S7214701042	S7214701107	S7214701172	S7214701237	S7214701302
S7214700718	S7214700783	S7214700848	S7214700913	S7214700978	S7214701043	S7214701108	S7214701173	S7214701238	S7214701303
S7214700719	S7214700784	S7214700849	S7214700914	S7214700979	S7214701044	S7214701109	S7214701174	S7214701239	S7214701304
S7214700720	S7214700785	S7214700850	S7214700915	S7214700980	S7214701045	S7214701110	S7214701175	S7214701240	S7214701305
S7214700721	S7214700786	S7214700851	S7214700916	S7214700981	S7214701046	S7214701111	S7214701176	S7214701241	S7214701306
S7214700722	S7214700787	S7214700852	S7214700917	S7214700982	S7214701047	S7214701112	S7214701177	S7214701242	S7214701307
S7214700723	S7214700788	S7214700853	S7214700918	S7214700983	S7214701048	S7214701113	S7214701178	S7214701243	S7214701308
S7214700724	S7214700789	S7214700854	S7214700919	S7214700984	S7214701049	S7214701114	S7214701179	S7214701244	S7214701309
S7214700725	S7214700790	S7214700855	S7214700920	S7214700985	S7214701050	S7214701115	S7214701180	S7214701245	S7214701310
S7214700726	S7214700791	S7214700856	S7214700921	S7214700986	S7214701051	S7214701116	S7214701181	S7214701246	S7214701311
S7214700727	S7214700792	S7214700857	S7214700922	S7214700987	S7214701052	S7214701117	S7214701182	S7214701247	S7214701312
S7214700728	S7214700793	S7214700858	S7214700923	S7214700988	S7214701053	S7214701118	S7214701183	S7214701248	S7214701313
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S7214700748	S7214700813	S7214700878	S7214700943	S7214701008	S7214701073	S7214701138	S7214701203	S7214701268	S7214701333
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S7214701406	S7214701471	S7214701536	S7214701601	S7214701666	S7214701731	S7214800028	S7214800093
S7214701407	S7214701472	S7214701537	S7214701602	S7214701667	S7214701732	S7214800029	S7214800094
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S7215700229	S7215700340	S7215700423	S7216000033	S7216000098	S7315800048	S7315800201	S7315800285	S7316000012	S7316000077
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S7215700233	S7215700344	S7215700436	S7216000037	S7216000102	S7315800052	S7315800205	S7315900001	S7316000016	S7316000081
S7215700234	S7215700345	S7215700463	S7216000038	S7216000103	S7315800053	S7315800206	S7315900002	S7316000017	S7316000082
S7215700235	S7215700346	S7215900001	S7216000039	S7216000104	S7315800054	S7315800207	S7315900003	S7316000018	S7316000083
S7215700236	S7215700347	S7215900002	S7216000040	S7216000105	S7315800055	S7315800208	S7315900004	S7316000019	S7316000084
S7215700237	S7215700348	S7215900003	S7216000041	S7216000106	S7315800056	S7315800209	S7315900005	S7316000020	S7316000085
S7215700238	S7215700349	S7215900004	S7216000042	S7216000107	S7315800057	S7315800210	S7315900006	S7316000021	S7316000086
S7215700239	S7215700350	S7215900005	S7216000043	S7216000108	S7315800058	S7315800211	S7315900007	S7316000022	S7316000087
S7215700240	S7215700351	S7215900006	S7216000044	S7216000109	S7315800059	S7315800212	S7315900008	S7316000023	S7316000088
S7215700241	S7215700352	S7215900007	S7216000045	S7216000110	S7315800060	S7315800213	S7315900009	S7316000024	S7316000089
S7215700242	S7215700353	S7215900008	S7216000046	S7216000111	S7315800061	S7315800214	S7315900010	S7316000025	S7316000090
S7215700243	S7215700354	S7215900009	S7216000047	S7216000112	S7315800063	S7315800215	S7315900011	S7316000026	S7316000091
S7215700245	S7215700355	S7215900010	S7216000048	S7216000113	S7315800065	S7315800216	S7315900012	S7316000027	S7316000092
S7215700257	S7215700356	S7215900011	S7216000049	S7216000114	S7315800066	S7315800221	S7315900013	S7316000028	S7316000093
S7215700258	S7215700357	S7215900012	S7216000050	S7216000115	S7315800067	S7315800222	S7315900014	S7316000029	S7316000094
S7215700259	S7215700358	S7215900013	S7216000051	S7216000116	S7315800069	S7315800223	S7315900015	S7316000030	S7316000095
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S7215700262	S7215700361	S7215900016	S7216000054	S7216000119	S7315800072	S7315800226	S7315900018	S7316000033	S7316000098
S7215700263	S7215700362	S7215900017	S7216000055	S7216000120	S7315800073	S7315800227	S7315900019	S7316000034	S7316000099
S7215700264	S7215700363	S7215900018	S7216000056	S7216000121	S7315800074	S7315800228	S7315900020	S7316000035	S7316000100
S7215700265	S7215700364	S7215900019	S7216000057	S7216000122	S7315800075	S7315800229	S7315900021	S7316000036	S7316000101
S7215700266	S7215700365	S7215900020	S7216000058	S7216000123	S7315800077	S7315800230	S7315900022	S7316000037	
S7215700267	S7215700366	S7215900021	S7216000059	S7216000124	S7315800078	S7315800231	S7315900023	S7316000038	
S7215700268	S7215700367	S7215900022	S7216000060	S7216000125	S7315800080	S7315800232	S7315900024	S7316000039	
S7215700269	S7215700368	S7215900023	S7216000061	S7216000126	S7315800081	S7315800233	S7315900025	S7316000040	
S7215700270	S7215700369	S7215900024	S7216000062	S7216000127	S7315800082	S7315800234	S7315900026	S7316000041	
S7215700271	S7215700370	S7215900025	S7216000063	S7216000128	S7315800083	S7315800235	S7315900027	S7316000042	
S7215700272	S7215700371	S7215900026	S7216000064	S7216000129	S7315800084	S7315800236	S7315900028	S7316000043	
S7215700273	S7215700372	S7215900027	S7216000065	S7216000130	S7315800085	S7315800237	S7315900029	S7316000044	
S7215700274	S7215700373	S7216000001	S7216000066	S7216000131	S7315800087	S7315800238	S7315900030	S7316000045	
S7215700275	S7215700374	S7216000002	S7216000067	S7216000132	S7315800088	S7315800239	S7315900031	S7316000046	
S7215700276	S7215700377	S7216000003	S7216000068	S7216000133	S7315800091	S7315800240	S7315900032	S7316000047	
S7215700277	S7215700379	S7216000004	S7216000069	S7216000134	S7315800105	S7315800241	S7315900033	S7316000048	
S7215700278	S7215700380	S7216000005	S7216000070	S7216000135	S7315800108	S7315800242	S7315900034	S7316000049	
S721570027	S721570038	S721600000	S721600007	S721600013	S731580010	S731580024	S731590003	S731600005	

| Model: Model Z-C1 | | | | Date: 26-Dec-11 | | No.: RM028041 | | | |

9	1	6	1	6	9	3	5	0	
S7215700280	S7215700382	S7216000007	S7216000072	S7216000137	S7315800110	S7315800246	S7315900036	S7316000051	
S7215700315	S7215700383	S7216000008	S7216000073	S7216000138	S7315800114	S7315800245	S7315900037	S7316000052	
S7215700316	S7215700384	S7216000009	S7216000074	S7216000139	S7315800115	S7315800246	S7315900038	S7316000053	
S7215700317	S7215700385	S7216000010	S7216000075	S7216000140	S7315800138	S7315800247	S7315900039	S7316000054	
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S7215700319	S7215700387	S7216000012	S7216000077	S7216000142	S7315800140	S7315800249	S7315900041	S7316000056	
S7215700320	S7215700388	S7216000013	S7216000078	S7216000143	S7315800141	S7315800250	S7315900042	S7316000057	
S7215700321	S7215700389	S7216000014	S7216000079	S7216000144	S7315800148	S7315800251	S7315900043	S7316000058	
S7215700322	S7215700390	S7216000015	S7216000080		S7315800160	S7315800252	S7315900044	S7316000059	
S7215700323	S7215700391	S7216000016	S7216000081		S7315800184	S7315800254	S7315900045	S7316000060	
S7215700324	S7215700392	S7216000017	S7216000082		S7315800185	S7315800255	S7315900046	S7316000061	
S7215700325	S7215700393	S7216000018	S7216000083		S7315800186	S7315800256	S7315900047	S7316000062	
S7215700326	S7215700394	S7216000019	S7216000084		S7315800187	S7315800257	S7315900048	S7316000063	
S7215700327	S7215700395	S7216000020	S7216000085		S7315800188	S7315800258	S7315900049	S7316000064	
S7215700328	S7215700396	S7216000021	S7216000086		S7315800189	S7315800259	S7315900050	S7316000065	
S7215700329	S7215700397	S7216000022	S7216000087		S7315800190	S7315800260	S7316000001	S7316000066	
S7215700330	S7215700398	S7216000023	S7216000088		S7315800191	S7315800261	S7316000002	S7316000067	
S7215700331	S7215700414	S7216000024	S7216000089		S7315800192	S7315800262	S7316000003	S7316000068	

SERIAL NO.	SERIAL NO.
S7415800001	S7515700091
S7415800016	S7515700095
S7415800017	S7515700096
S7415800018	S7515700097
S7415800019	S7515700098
S7415800020	S7515700099
S7415900001	S7515700100
S7415900002	S7515700101
S7415900003	S7515700105
S7415900004	S7515700106
S7415900005	S7515700109
S7416000001	S7515700110
S7416000002	S7515700111
S7416000003	S7515700120
S7416000004	S7515700122
S7416000005	S7515700125
S7416000006	S7515700126
S7416000007	S7515700127
S7416000008	S7515700129
S7416000009	S7515700130
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S7416000013	S7515700134
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S7416000015	S7515700136
S7416000016	S7515700137
S7416000017	S7515700138
S7416000018	S7515700139
S7416000019	S7515700140

S7416000020	S7515700141
S7416000021	S7515700142
S7416000022	S7515700156
S7416000023	S7515700158
S7416000024	S7515800001
S7416000025	S7515800002
S7416000026	S7515800003
S7416000027	S7515800004
S7416000028	S7515800005
S7416000029	S7515800006
S7416000030	S7515800008
S7416000031	S7515800017
S7416000032	S7515800020
S7416000033	S7515800021
S7416000034	S7515800022
S7416000035	S7515800023
	S7515800024
	S7515800026
	S7515800027
	S7515800028
	S7515800029
	S7515800030
	S7516000001
	S7516000002
	S7516000003
	S7516000004
	S7516000005
	S7516000006
	S7516000007
	S7516000008

SRD

Serial No
S7419202602
S7419202603
S7419202604
S7419202605

Model: Z-C1	Date: 24-May-12	No.: RM028042a

RTB Reissue

The areas in **bold/italics** were changed.

Subject: Letter & Legal mixed sizes copy / scan		Prepared by: T.Kiyohara
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.		

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

Support for Letter + Legal Mixed Copy/Scan

Overview

- Copying and scanning of mixed letter and legal sized originals ("LT/LG Mixed Sizes") is now supported on the Z-C1.
- *This feature is not enabled by default. You must enable it in SP mode (see below).*
- To support existing machines, the System Firmware was modified. For a list of the target models and supported System software for each, see the "Target Models, Firmware" table below.
- To use this feature with the Scanner, the **paper bank option** must be installed.

In the field

To use this feature, do the following.

1. Make sure all of the following firmware versions (or newer) are installed. If they are not, install them **together as a set.**

Target models, firmware

	Model	Firmware	Version	P/N	Applied to the production line
01.	Z-C1	System/Copy	2.06	M0265771N	2012 June
02.	Z-C1	Scanner	1.05	M0265777D	2012 June

2. Set the following SP modes to a value of "**1**", which will activate the feature.

System SP Mode

5076	**[Copy:LT/LG Mixed Sizes Setting]**		
001	0: OFF 1: ON	*CTL	[0 or 1 / *0* / 1/step] 0: OFF, 1: ON *(0: default)*

Scanner Service Mode

1040	[Scanner: LT/LG Mixed Sizes Setting]		
001	0: OFF 1: ON	*CTL	[0 or 1 / **0** / 1/step] 0: OFF, 1: ON **(0: default)**

Installation procedure

1. Press [Original Setting].
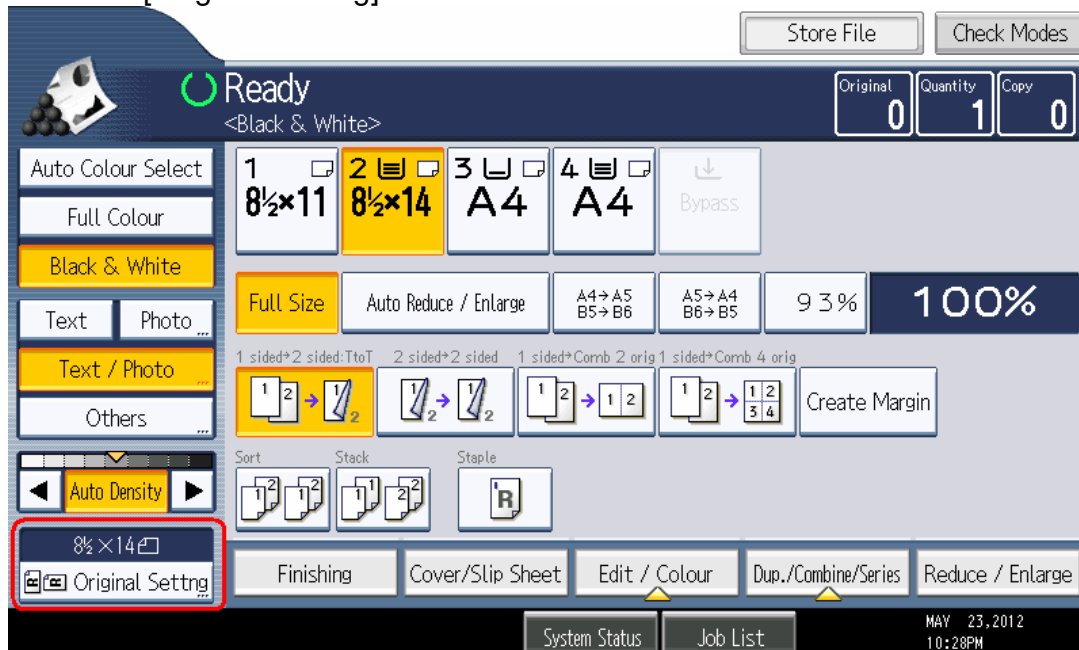
2. Press [Mixed Sizes], and then press [OK].
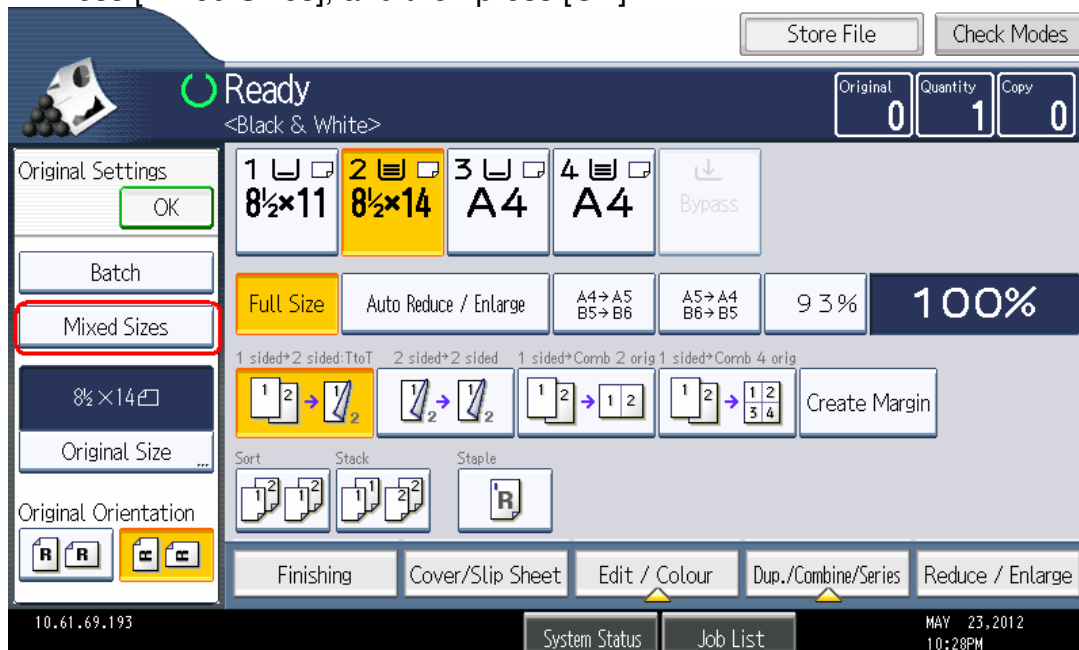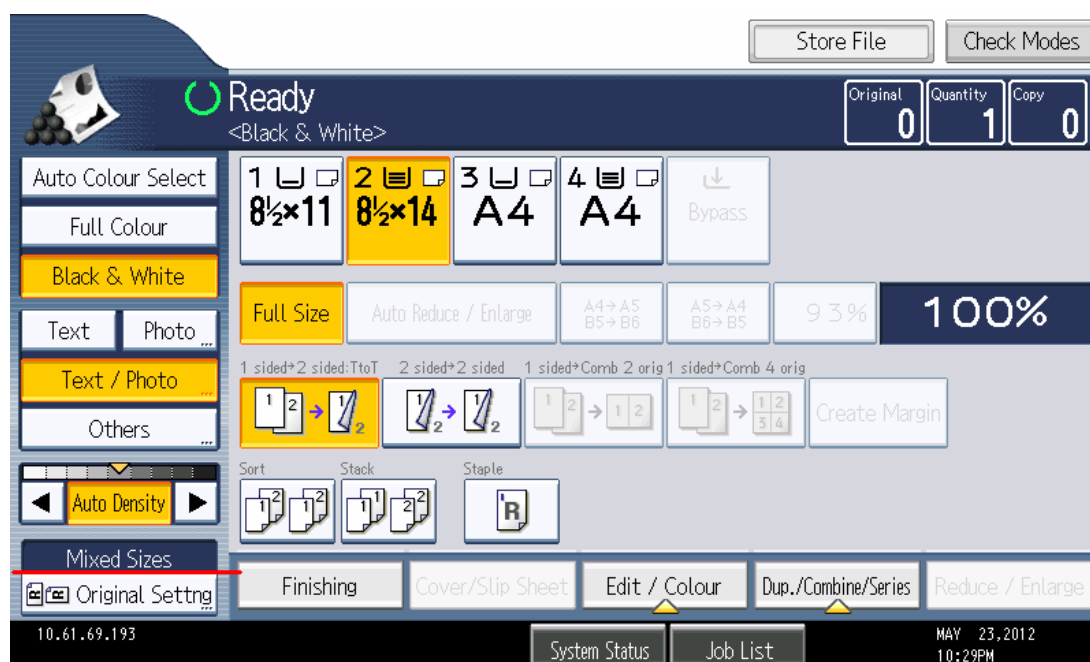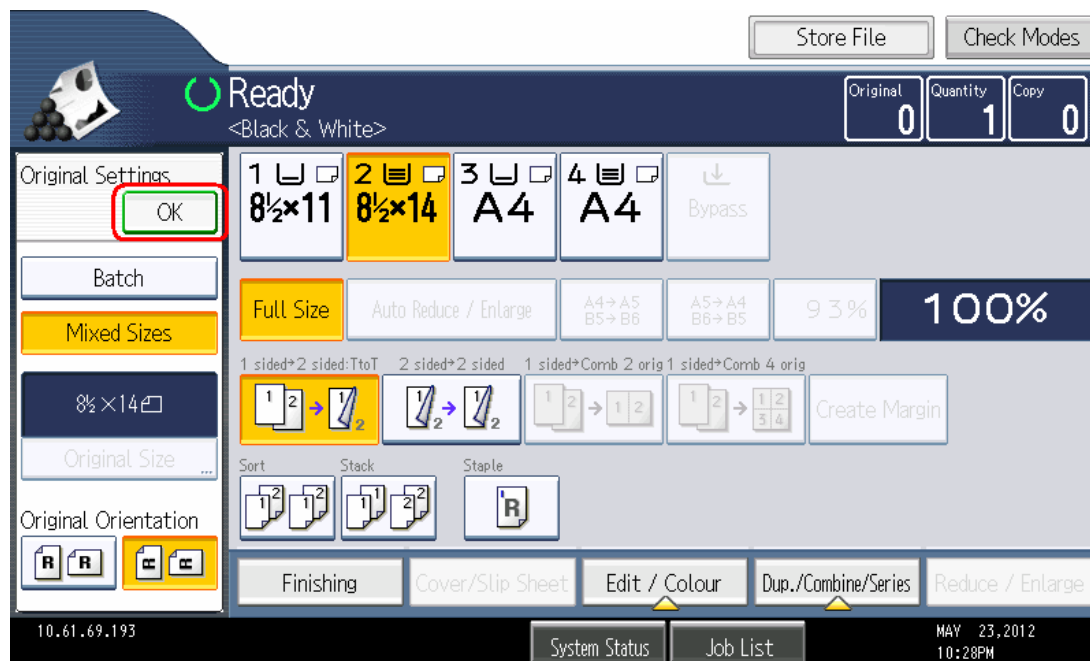
3. Select a paper tray that contains either 81/2 × 11 and 81/2 × 14 size paper.

4. Place the originals in the ADF, and then press the [Start] key.

Model: Z-C1	Date: 28-May-12	No.: RM028043

Subject: Service manual correction (SC671,672)	Prepared by: T.Kiyohara
From: 2nd TechSupoort Sec., MFPS Tech Dept.	

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

Service Manual Revision

The following SC was added

Appendix: Service Call Conditions

N	T	Details (Symptom, Possible Cause, Troubleshooting Procedures)
671	CTL D	Engine board mismatch error
		Engine board and controller mismatch detected.
		▪ Wrong engine board installed. ▪ Wrong controller board installed. ▪ Check the type of engine board and controller board.
		1. Replace the BICU. 2. Replace the controller board.
672	CTL D	Controller-to-operation panel communication error at startup
		After powering on the machine, the communication circuit between the controller and the operation panel is not opened, or communication with controller is interrupted after a normal startup.
		▪ Controller stall ▪ Controller board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose or defective
		1. Check the harness connection. 2. Replace the controller board.

Model: Z-C1	Date: 18-Jun-12	No.: RM028044

Subject: Fusing Heater	Prepared by: T.Kiyohara
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Area	Old part number	New part number	Description	Q'ty	Int	Note
EU/AP	AX440313	AX440317	HEATER:230V:650W/400W	1	X/X	
	M0264245	M0264256	BRACKET:HEATER:FUSING:FRONT	1	As a set	
	M0264247	M0264258	BRACKET:HEATER:FUSING:REAR	1		
NA	AX440311	AX440318	HEATER:120V:550W/450W	1	X/X	
	M0264245	M0264256	BRACKET:HEATER:FUSING:FRONT	1	As a set	
	M0264247	M0264258	BRACKET:HEATER:FUSING:REAR	1		

Change: Vender change; As a result, the shapes of these parts were changed.
Reason: To improve reliability

   Note: The following shows the differences between the old and new parts.

● The shape of the sockets and the length of the heater are different.
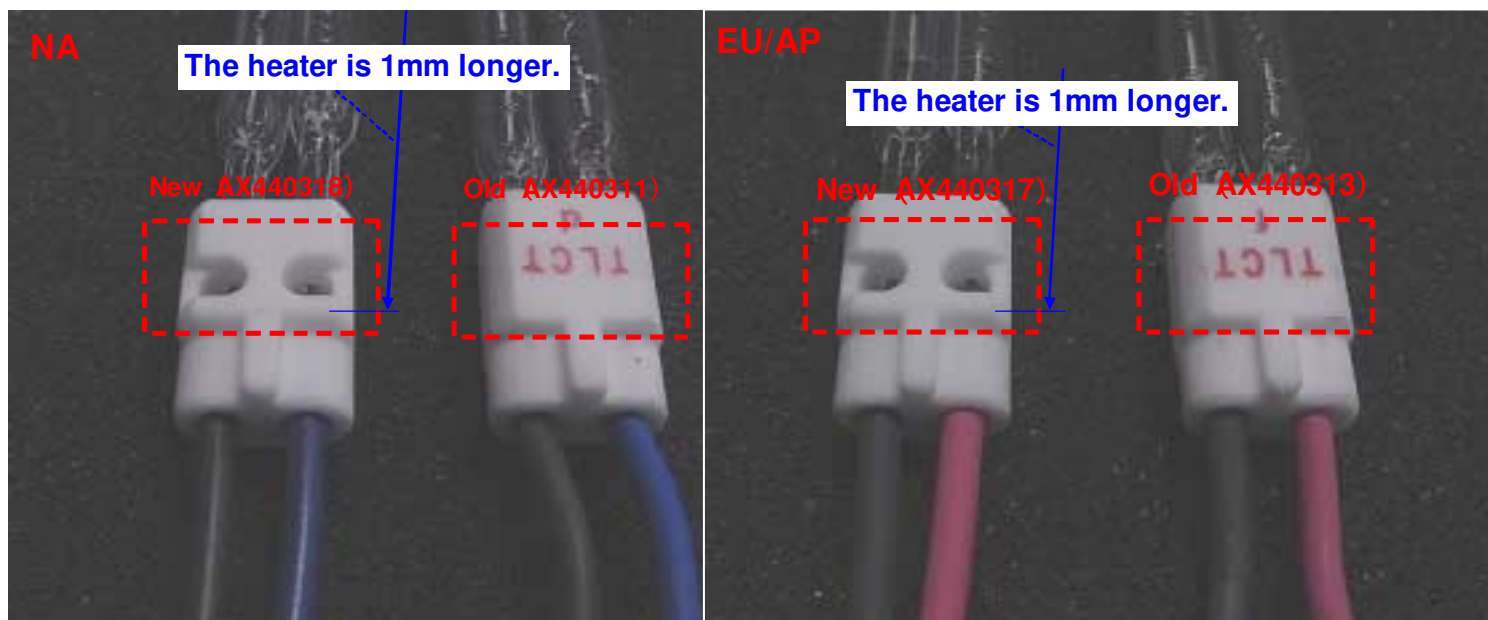
Model: Z-C1	Date: 18-Jun-12	No.: RM028044

- The new part has an additional hole and the area shown below is 0.5mm higher.

Important: Due to the difference in shape, **do not use the new heater with the old brackets, or the old heater with the new brackets.** Only use the new heater with the new brackets, and old heater with the old brackets.

New M(0264256)   Old M(0264245A)

The hight is 0.5mm longer.
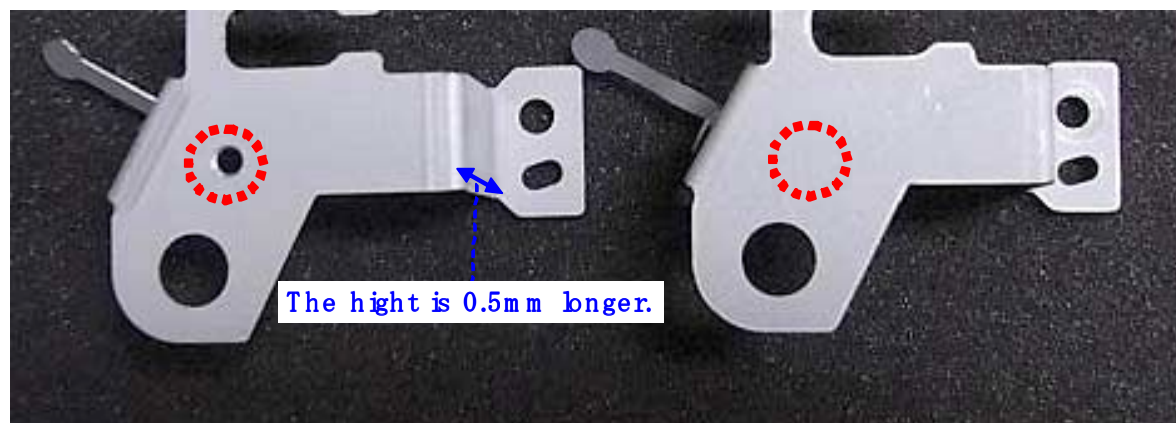
New M(0264258)   Old M(0264247A)

The hight is 0.5mm longer.
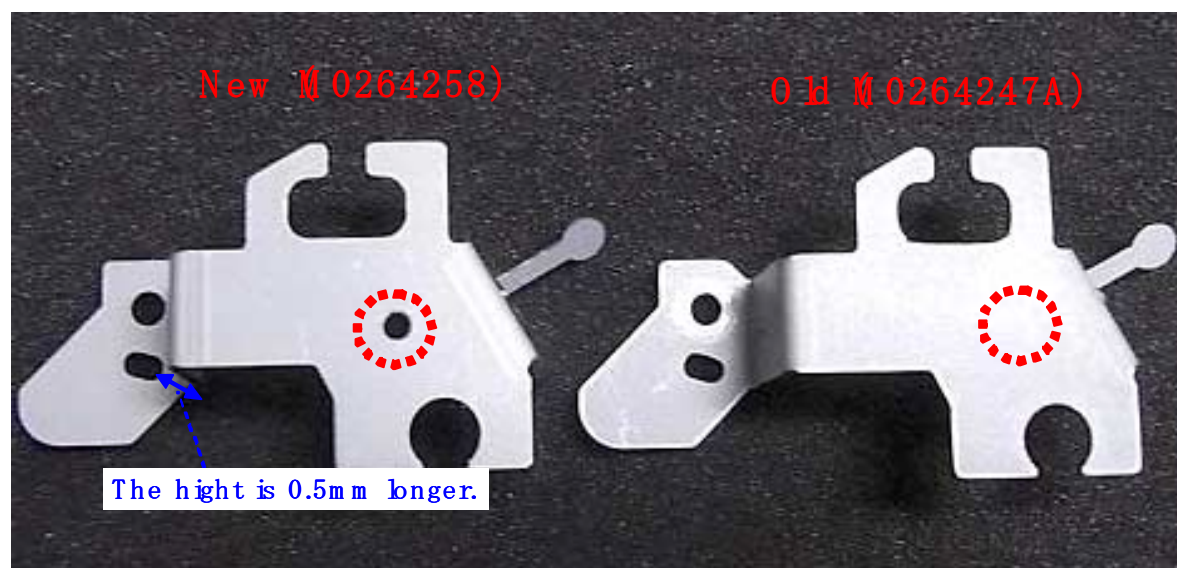
| Model: Z-C1 | Date: 18-Jun-12 | No.: RM028044 |

Cut-in serial numbers:

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio MPC300	120/60	USA	M022-67	S7225200331
Ricoh Aficio MPC300SR			M024-67	S7325200384
Ricoh Aficio MPC400			M026-67	S7425XXXXX
Ricoh Aficio MPC400SR			M028-67	S7525XXXXX
Ricoh Aficio MPC300	220/50, 60	Europe	M022-57	S7224100242
Ricoh Aficio MPC300SR			M024-57	S7324XXXXX
Ricoh Aficio MPC400			M026-57	S7424XXXXX
Ricoh Aficio MPC400SR			M028-57	S7524100091
Ricoh Aficio MPC300	220/50, 60	Asia, etc	M022-29	S7228800001
Ricoh Aficio MPC300SR			M024-29	S7328900001
Ricoh Aficio MPC400			M026-29	S7428800001
Ricoh Aficio MPC400SR			M028-29	S752XXXXXX

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

Subject: CC-CERTIFIED IN AUGUST 2012 Machine	Prepared by: T. Kiyohara
From: 2nd Tech Service Sect., PP Tech Service Dept.	

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

Important Information on Installing the Zeus-C1 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1^{TM}-2009

Do the following seven steps if you want to install the Zeus-C1 as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1^{TM}-2009.
Note: Machines in production are CC-certified beginning in August 2012.
Important: If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown on pages 8 - 10.
   Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1^{TM}-2009".

See the following pages for Step 3 to Step 7.

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

3. Enable the HDD Encryption Unit.

Enabling the Encryption Settings

This must be specified by the machine administrator.

Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.

3.1 Press the [User Tools/Counter] key.

3.2 Press [System Settings].
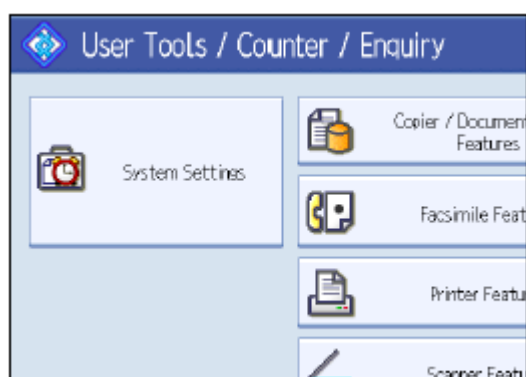
3.3 Press [Administrator Tools].
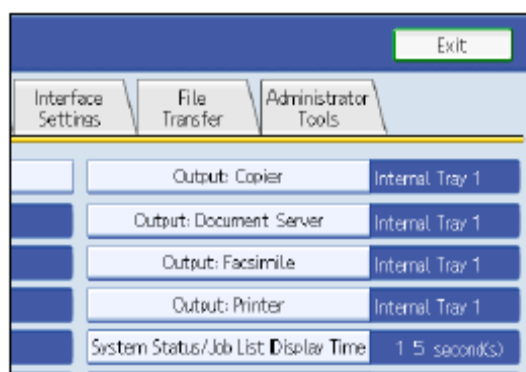
Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

3.4 Press [Machine Data Encryption Settings].

If the setting to be specified does not appear, press [▼next].
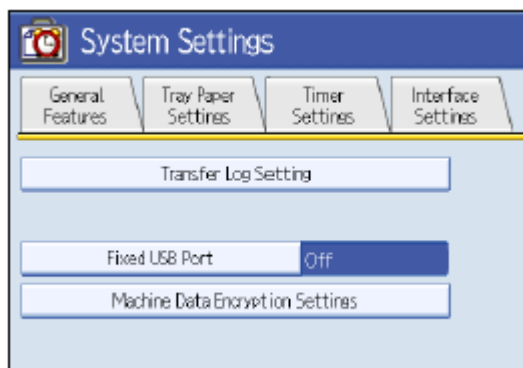
3.5 Press [Encrypt].
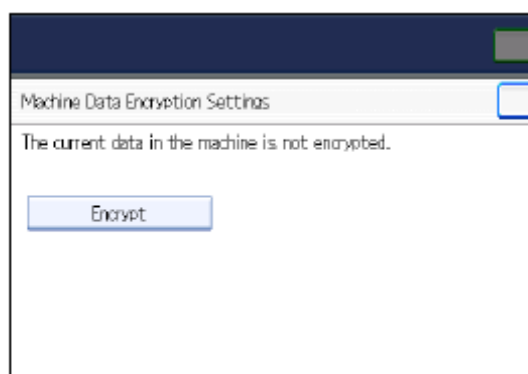
3.6 Select [Format All Data] to reset all of the data.

Note: It takes about five minutes to complete this operation.
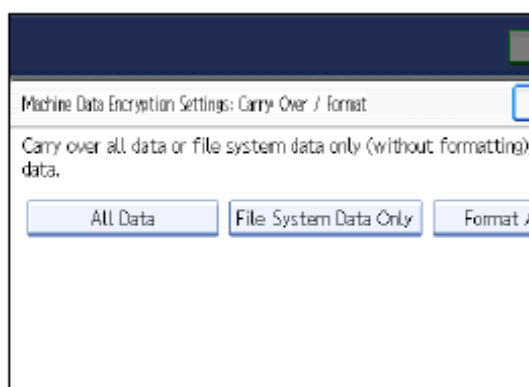
3.7 Press the [Start] key.
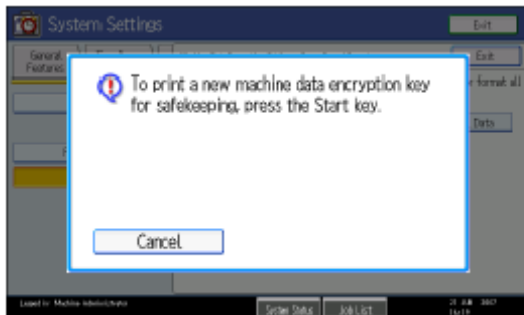
3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

3.13 Turn off the power and the main power switch, and then turn the main power switch back on.

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

4 Install the Fax Option Type C400.

Installation Procedure for Fax Option Type C400

Install the Fax Option Type C400 (D483).

For the detailed installation procedure, see "Fax Option (D483) Installation" in "1.Installation Procedure", Fax Option Type C400 Machine Code: D483 Field Service Manual.

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

5. Make sure that App2Me is NOT installed.

If App2Me is installed, that machine will NOT be a CC-certified machine. In this case, turn off the machine main power, remove the VM card containing App2Me from slot 2, and then give the VM card to the customer.

6. Prohibit use of the Media Slot.

Disable the functions of "Media Print Support (SP1-110-001)" and "Scan to Media Setting (SP1-013-001)".

To prevent the machine from displaying an error message that says "Incompatible USB device has been connected. Check the USB device.", do the following.

Set "Notify Unsupport (SP5-844-100)" to "Not displayed".

7. Make sure the machine contains the correct firmware.

● If the customer wants to install the machine in the same condition as when CC
    Certification was first attained (same as the August 2012 machines), install the exact
    versions shown in the table below.

● If the customer wants to install the machine as an equivalent of the August 2012
    machines, install the versions shown in the table below or later.

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

Reissued:21-Nov-12

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

Firmware versions with which the Zeus-C1 first achieved CC-CERTIFICATION:

August 2012

Firmware Name:	Version:	Firmware Number:
System/Copy	2.05	M0265771M
Network Support	10.57	M0265792H
Fax	02.00.00	M0265774C
RemoteFax	01.00.00	M0265775B
NetworkDocBox	1.04	M0265793D
Web Support	1.02	M0265788D
Web Uapl	1.01	M0265789C
animation	1.00	M0265778A
Scanner	01.04	M0265777C
Printer	1.01	M0265794C
PCL	1.07	M0265796F
OptionPCLFont	1.02	D0255589
Data Erase Std	1.01x	D3775922
GWFCU3-23(WW)	03.00.00	D4835570C
Engine	1.02:02	M0265501D
OpePanel	1.03	NA: M0261492D EU: M0261493D AA: M0261494D
LANG0	1.03	M0265791A
LANG1	1.03	M0265791A

Ic Key and Ic Ctlr versions with which the Zeus-C1 first achieved CC-CERTIFICATION:

August 2012

Hardware:	Version:
Ic Key	**01020700**
Ic Ctlr	**03**

Reissued:21-Nov-12

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

The list of Operating Instructions (O/I)
For NA
Paper Documents

・M0267401	C230/C230SR/C240/C240SR
	LD130C/LD130CSR/LD140C/LD140CSR
	Aficio MP C300/C300SR/C400/C400SR
	Operating Instructions
	About This Machine
・M0267438	Note for Users
・M0267412	Quick Reference Copy Guide
・M0267429	Quick Reference Printer Guide
・M0267434	Quick Reference Scanner Guide
・M0267415	C230/C230SR/C240/C240SR
	LD130C/LD130CSR/LD140C/LD140CSR
	Aficio MP C300/C300SR/C400/C400SR
	Operating Instructions
	Troubleshooting
・M0267439	Notes for Users
・D5667091	Notes to users in the United States of America
・M0808547	About the Software on the CD-ROM
・D3767905	SOFTWARE LICENSE AGREEMENT
・D4838504	Quick Reference Fax Guide
・D4838610A	Fax Option Type C400
	(Machine Code: D483)
	Installation Procedure
	For Machine Code:
	M022/ M024/ M026/ M028 Copiers
・D0817678	Notes for Users
・M0267443	Operating Instructions Notes on Security Functions
・M0267442	Notes for Administrators: Using this
	Machine in a Network Environment
	Compliant with IEEE Std. 2600.1^{TM}-2009

CD-ROMs

・M0266908	Manuals for Users
	Aficio MP C300/MP C300SR/MP C400/MP C400SR
	C230/C230SR/C240/C240SR
	LD130C/LD130CSR/LD140C/LD140CSR
・M0266909	Manuals for Administrators
	Aficio MP C300/MP C300SR/MP C400/MP C400SR
	C230/C230SR/C240/C240SR
	LD130C/LD130CSR/LD140C/LD140CSR

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

For EU
Paper Documents
・M0267399   Safety Information for MP C300/MP C300SR/MP C400/
                        MP C400SR/Aficio MP C300/
                        Aficio MP C300SR/Aficio MP C400/Aficio MP C400SR
・M0267437   Note for Users
・M0267411   Quick Reference Copy Guide
・D4838503   Quick Reference Fax Guide
・M0267428   Quick Reference Printer Guide
・M0267433   Quick Reference Scanner Guide
・AA000253A   CE Marking Traceability Information
For EU Countries Only
・M0267510   Notes for Users
・M0808547   About the Software on the CD-ROM
・D0817602   Manuals for This Machine
・D4838610A   Fax Option Type C400
                        (Machine Code: D483)
                        Installation Procedure
                        For Machine Code:
                        M022/ M024/ M026/ M028 Copiers
・A2328561A   Safety Information
・D0817676   Notes for Users
・D3767905   SOFTWARE LICENSE AGREEMENT
・M0267441   Operating Instructions Notes on Security Functions
・M0267440   Notes for Administrators: Using this
                        Machine in a Network Environment
                        Compliant with IEEE Std. 2600.1$^{\text{TM}}$-2009
CD-ROMs
・M0266906   Manuals for Users
                        Aficio MP C300/MP C300SR/MP C400/MP C400SR
                        MP C300/MP C300SR/MP C400/MP C400SR
                        A
・M0266910   Manuals for Administrators
                        Security Reference
                        Aficio MP C300/MP C300SR/MP C400/MP C400SR
                        MP C300/MP C300SR/MP C400/MP C400SR

Model: Z-C1	Date: 30-Oct-12	No.: RM028045a

For Asia
Paper Documents
・M0267403   MP C300/C300SR/C400/C400SR
        MP C300/C300SR/C400/C400SR
        Aficio MP C300/C300SR/C400/C400SR
        Operating Instructions
        About This Machine
・M0267438   Note for Users
・M0267413   Quick Reference Copy Guide
・M0267429   Quick Reference Printer Guide
・M0267435   Quick Reference Scanner Guide
・M0267417   MP C300/C300SR/C400/C400SR
        MP C300/C300SR/C400/C400SR
        Aficio MP C300/C300SR/C400/C400SR
        Operating Instructions
        Troubleshooting
・M0267439   Notes for Users
・M0808547   About the Software on the CD-ROM
・D3767905   SOFTWARE LICENSE AGREEMENT
・D4838505   Quick Reference Fax Guide
・D4838610A   Fax Option Type C400
        (Machine Code: D483)
        Installation Procedure
        For Machine Code:
        M022/ M024/ M026/ M028 Copiers
・D0817678   Notes for Users
・D1276601   User Information on Electrical & Electronic Equipment
・M0267443   Operating Instructions Notes on Security Functions
・M0267442   Notes for Administrators: Using this
        Machine in a Network Environment
        Compliant with IEEE Std. 2600.1^{TM}-2009
CD-ROMs
・M0266904   Manuals for Users
        Aficio MP C300/MP C300SR/MP C400/MP C400SR
        MP C300/MP C300SR/MP C400/MP C400SR
・M0266905   Manuals for Administrators
        Aficio MP C300/MP C300SR/MP C400/MP C400SR
        MP C300/MP C300SR/MP C400/MP C400SR

Model: Zeus-C1	Date: 14-Nov-12	No.: RM028046

Subject: How to disenable the media print setting	Prepared by: T. Kiyohara
From: 2nd Tecnical Service Sec. MFP/Printer Dep	

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

Service Manual Revision

With the following SP modes, you can enable and disable "Scan to Media" and "Media Print".

Printer SP

1110	[Media Print Support]	
	Enable/disable the Media Print Support function.	
1110 001	-	[0 to 1 / **1** / 1/step] 0: Disable, 1: Enable

Scanner SP

1013	[Scan to Media Setting]	*CTL	[0 or 1 / **1** / -] 0: Disable, 1: Enable
1013 001	Enable/disable the multi-media function option (USB 2.0/SD Slot) mounted on the left rear corner of the machine. Operators can scan documents to either an SD card or a USB memory device inserted into this unit. This SP must be enabled (set to "1") in order for the device to function.		

System SP

5844	[USB]		
5844 100	Display message for unsupported USB device	*CTL	Displays a message about the unsupported USB device inserted in the USB host slot. [0 or 1 / **1** / -] 0: Not displayed, 1: Displayed

Note: If this SP is changed, the following message is displayed.

"Incompatible USB devices have been connected. Check the USB device."

Technical **B**ulletin

Model: Z-C2	Date: 29-Jul-14	No.: RM028047

Subject: Service manual correction (SC797)	Prepared by: K.Kunimatsu
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

The following SC was added as follows.

No.	Type	Detail (Symptom, Possible Cause, Troubleshooting)
797	B	Sensor solenoid error
		● Defective sensor solenoid
		● Loose connection of solenoid
		● Solenoid overload
		● Check the connections to the sensor solenoid
		● Replace the sensor solenoid

Model: Z-C1b(FIN)	Date: 26-Feb-15	No.: RM028048

Subject: Odor from fusing unit	Prepared by: K.Kunimatsu
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

Odor from the metal plate in the fusing unit

CAUSE

The oil used for making holes for tapping screws in the metallic plates in the fusing unit is changed to a new type from March at the SRD factory.

When the fusing temperature increases during a print job, the oil volatilizes and an odor may be detected coming from the machine.

COUNTERMEASURE

Production line

From machines manufactured in March, the oil is changed to a new one.

Action in the field

If the symptom is reported, replace the fusing unit with the modified one.

Note: The stock of service parts in the regional SPC have been replaced with the modified ones.

Model: Z-C1	Date: 16-Apr-15	No.: RM028049

Subject: Countermeasure for SC240/241	Prepared by: H. Someya
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

This is to inform about the countermeasure for SC240/241. If this symptom occurs, the LD unit which is very expensive, is damaged and must be replaced. Replacing the LD unit can be a temporary solution just to put the machine back to be ready to use, but cannot be a permanent countermeasure. The countermeasure is only installing the additional board as described below.

Symptom:

SC240 or SC241 may occur when the machine power is turned ON either by turning on the main switch or returning from the energy saving mode.

Estimated Occurrence Ratio:

0.4% per month per unit (= 1 case out of 250 units per month)

Cause:

An excessive spike in the "LD ON" signal supplied to the LD unit at power up.
This is because the IPU board cannot regulate the unexpected size of the spike.

Countermeasure:

Production line:

Mass production has already been finished.
The IPU board is not modified.

Action required in the field:

Instead, a small board is additionally installed for the purpose of a field fix. This is easier to handle in the field and is a cheaper solution.

Install the board by obtaining either kit below. There are two part numbers for distribution purposes but both kits are exactly the same. Refer to the next page for the component parts.

Part Number	Description	Note
D2345000	PCB:5VSCNT:ASS'Y	Available in parts center
M0269904	PCB:5VSCNT:ASS'Y	Not available in parts center

Notes

Please contact staff of your regional headquarters when you need help.

Model: Z-C1	Date: 16-Apr-15	No.: RM028049
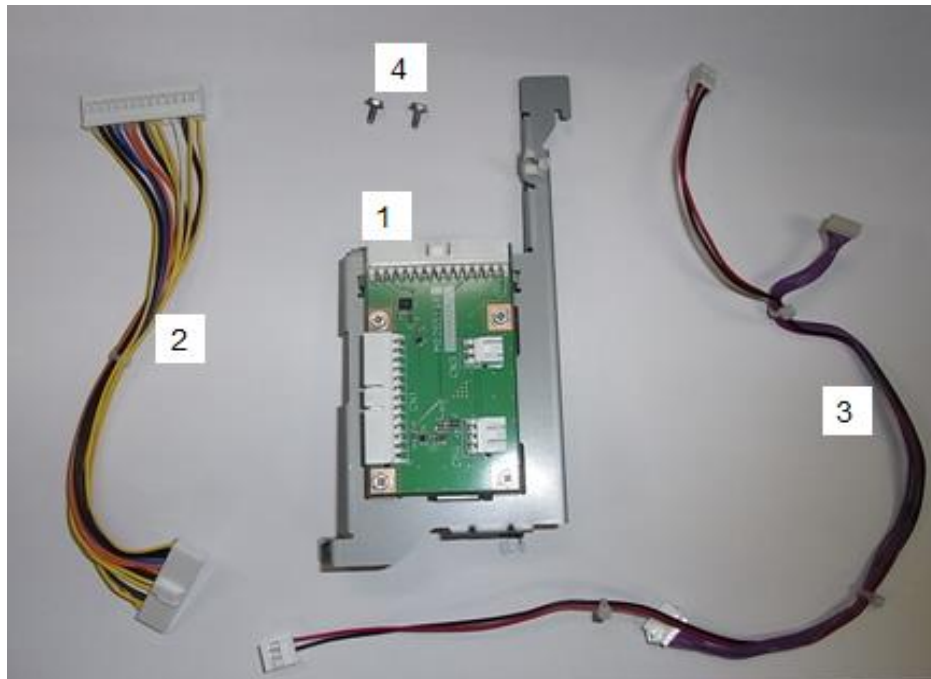
Additional PCB Kit

No.	Description	Q'ty
1	Countermeasure PCB and Bracket	1
2	Harness 1 (Harness for PSU)	1
3	Harness 2 (Relay Harness)	1
4	Screw	2

PROCEDURE for installing the Additional PCB Kit

Installation Time:
Approx. 9 minutes without fax unit
Approx.11 minutes with fax unit

IMPORTANT: Unplug the main power cord before you do the following procedure.

1. Remove the Rear cover (see Service Manual, pg.147).
2. Remove the upper and lower Controller Box Covers (see Service Manual, pg. 342).
3. Remove the fax unit if installed
   (If you need more information, see Fax Option Installation Procedure, pg. 7).
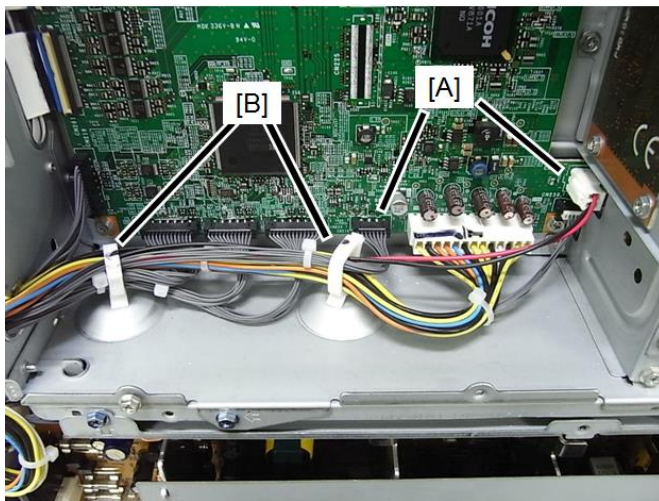
4. Release the two IPU [A] connectors (CN203, CN218) and the harness from the clamp [B].
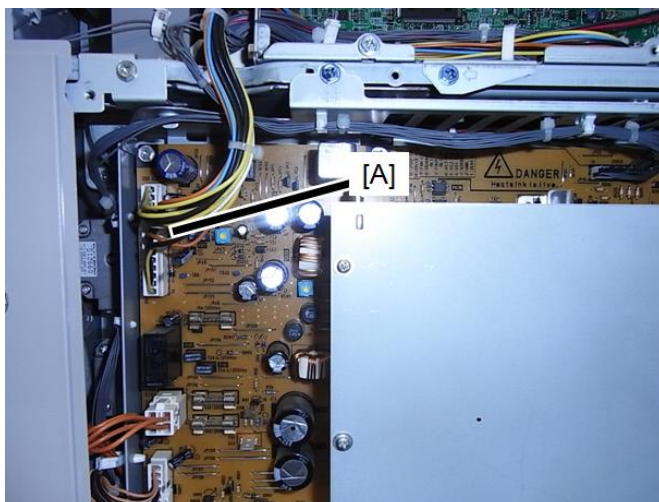
5. Release the PSU connector [A] (CN912).
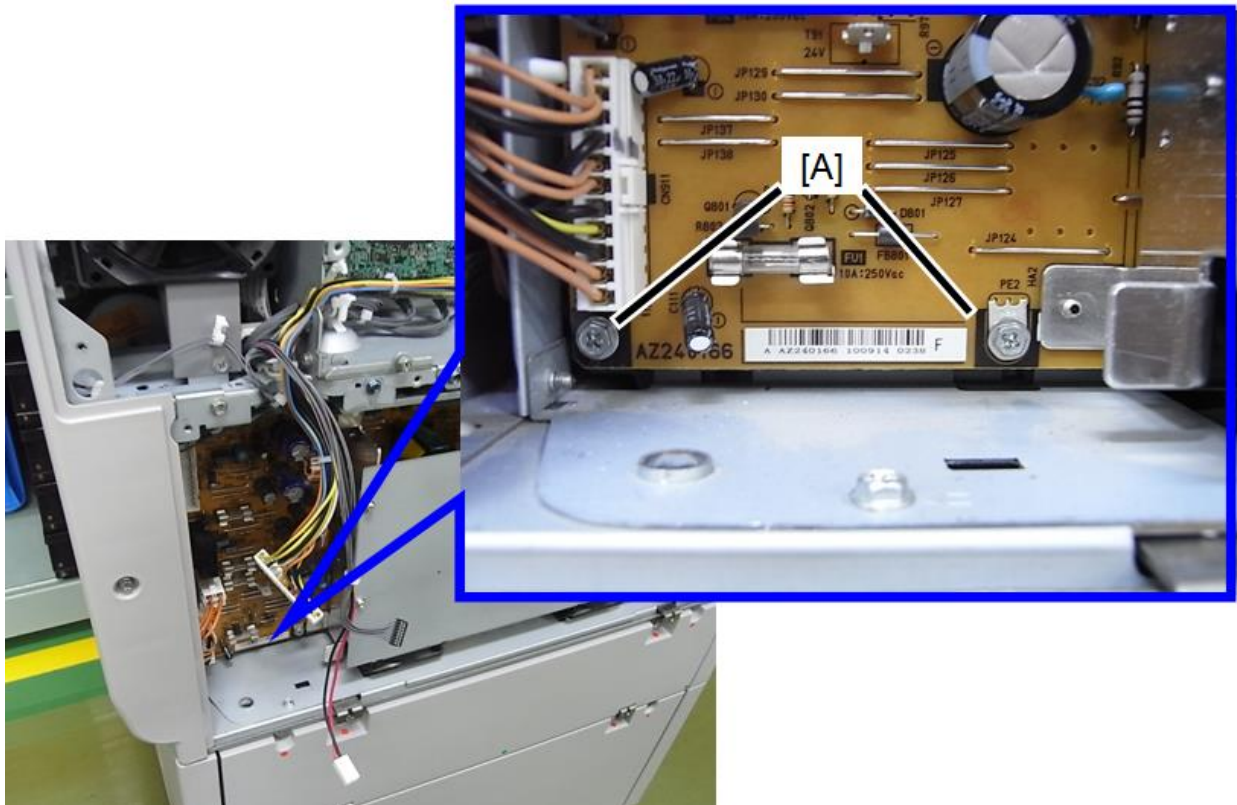
6. Remove the screw [A].
   Note: This screw will not be used again.
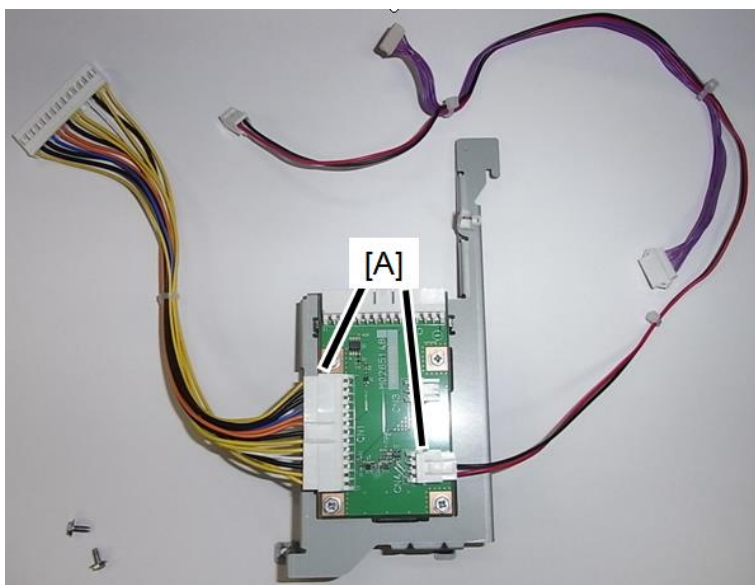
7. Connect the two connectors to the connectors on the PCB [A].
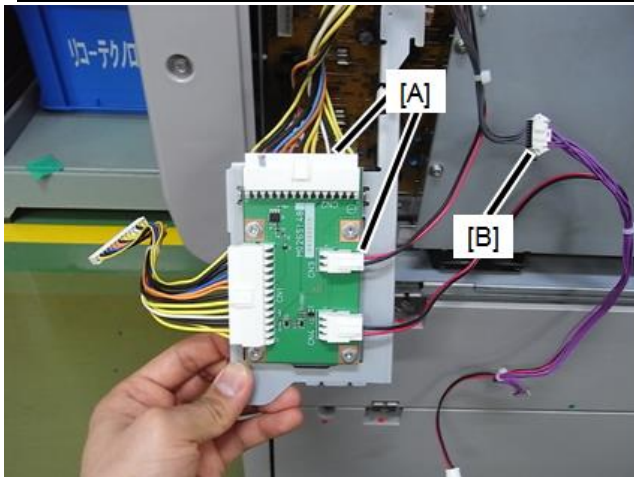
8. Connect the **white** connector (mainframe side) that you removed in Steps 4 and 5 to the connector on the PCB [A].
9. Connect the **black** connector (mainframe side) that you removed in Step 4 to the relay harness (harness 1) connector [B].
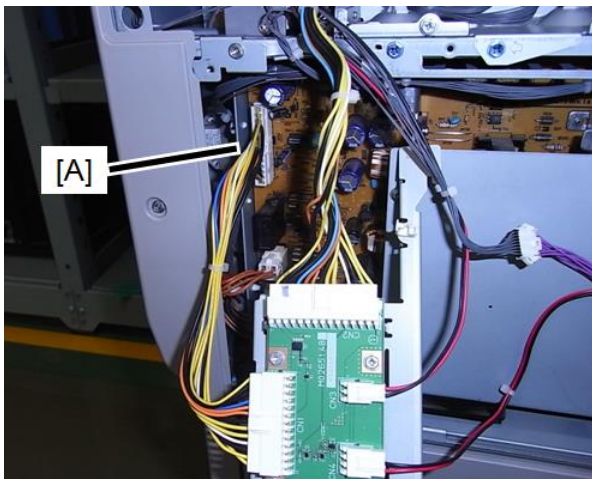
10. Connect the PSU harness (harness 1) to the PSU connector (mainframe side; CN912) [A].
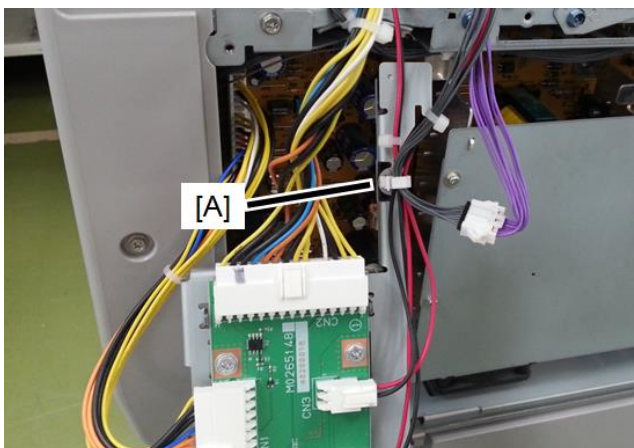
11. Clamp the relay harness (harness 2) and harness you removed in Step 4 (mainframe side) [A].

Model: Z-C1	Date: 16-Apr-15	No.: RM028049
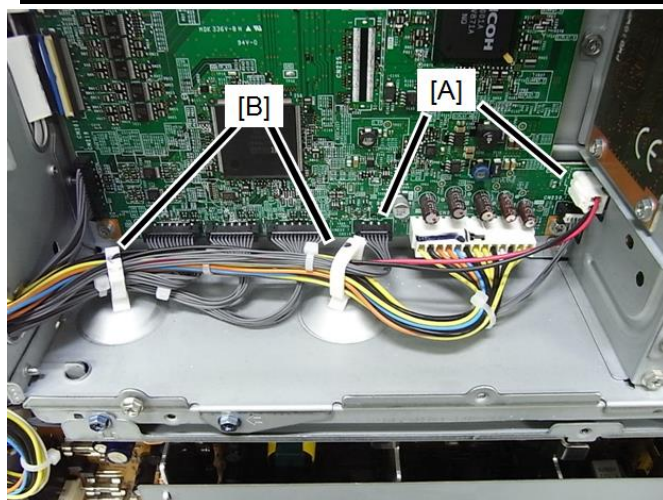
12. Reconnect the relay harness (harness 2) to the IPU connector (CN203, CN218) [A].
13. Clamp the harness [B].

14. Attach the unit while gently pushing the harness into the area inside the frame, as shown in the photo.
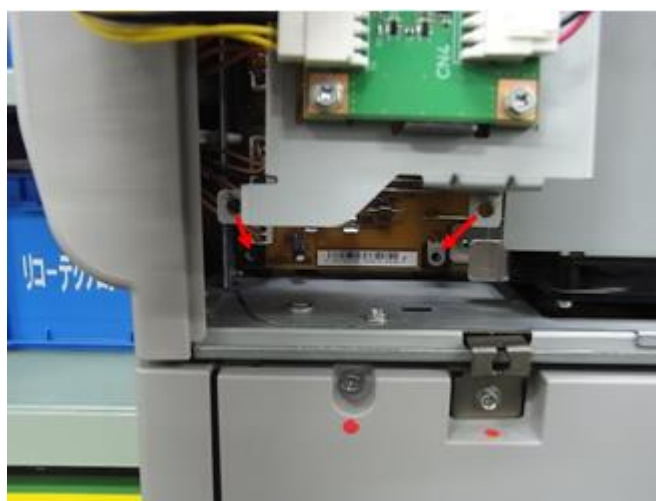
15. Secure the unit in place (Use the two screw holes).

1)

2)

3)

4)

5)

16. Hook the bracket to the machine frame.
17. Hook the part shown onto the bracket by pushing in the direction of the red arrow.
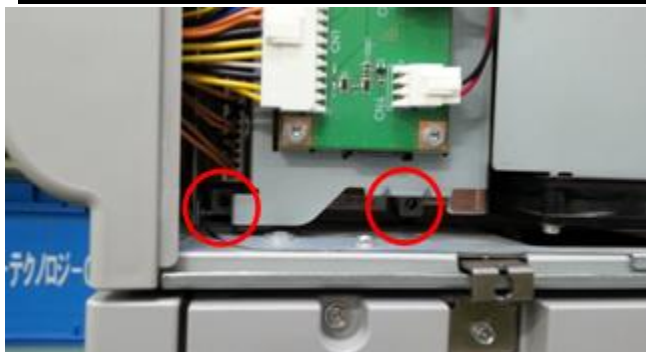
18. Tighten the two screws included in the modification kit.
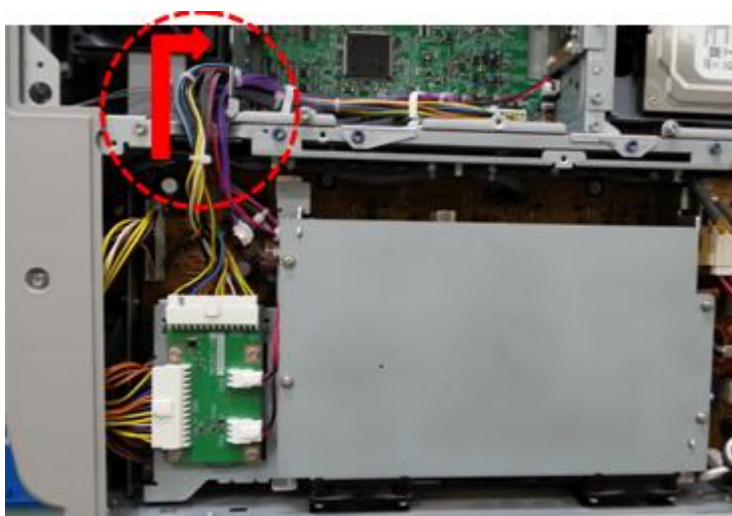
19. Route the harnesses as shown by the red arrow.

20. Reattach all parts you removed:

Note:
If the additional part is installed incorrectly, any of the following SCs may occur. To resolve the SC condition, reinstall the additional PCB kit according to the installation procedure.

SC No.	Description
SC202	Polygon motor error 1: ON timeout
SC220	Laser synchronizing detection error: start position [K]: LD0
SC240	LD error: K
SC670	Engine start up error

Model: Z-C1	Date: 3-Apr-15	No.: RM028050a

Subject: The pressure roller damage may occur at an early stage.	Prepared by: Hayato Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Note: The following only occurs in cases where the operation panel has been specially configured to remain ON at all times. This occurs at customer sites such as supermarkets, where the machine is used by many unknown users.

SYMPTOM

The pressure roller may be damaged as shown below before its yield.
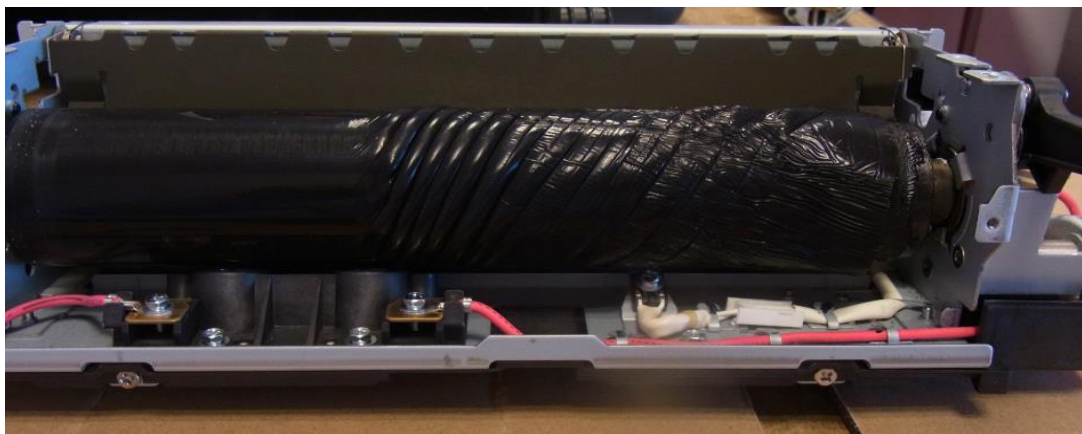
CAUSE

"Auto OFF" in User Tools mode is kept at the "disabled" setting. As a result, the machine is in a condition ready to print 24 hrs/day, 7 days/wk. The continual heat stress causes the roller to deform as shown in the photo.

SOLUTION

Do the following.

1) Request the customer to keep the main power switch ON only while in the office (ON first thing in the morning, OFF when leaving for the night).
2) If this is not acceptable, request the customer to use Low Power mode or OFF mode.
   Note: This will free the customer from having to turn the machine ON/OFF manually, while preventing damage to the pressure roller.

| Model: Z-C1 | | | Date: 3-Apr-15 | No.: RM028050a |

.	Mode	Default	Setting range	Wake up time from sleep mode	Remarks
1	**Low Power mode**	5 Minutes	60 seconds (Min) 30 minutes (Max)	26 seconds	- If the customer wishes to change the default of 5 minutes, use **SP5101-004.** - The fusing temperature is decreased if the setting is changed.
2	**OFF mode**	11 Minutes	60 seconds (Min) 60 minutes (Max)	Within 50 seconds	- To enable this setting (default) use **SP5305-001.** - If the customer wishes to change the default of 11 minutes, use **SP5305-002**. - The fusing temperature is decreased if the setting is changed.

3) If the customer uses 80 g/m2 paper and mainly prints out at 2 P/J (pages/job) or lower, decrease the fusing temperature using **SP1-105-012** to a value of **120** degrees.

Note:
- With a setting of 120, the lifetime of the pressure roller is increased by 3-4 times. With a setting of 130, it is doubled.
- Paper curl may occur as a side effect, depending on the environmental conditions at the customer site.

RICOH

Technical Bulletin

Model: Z-C1b (FIN)	Date: 29-Jul-15	No.: RM028051

Subject: Parts information- SHAFT:CAM:TRAY	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

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

Change: The shaft with cam for the ass'y part is no longer available as a service part, and the shaft and the cam have been registered as individual parts.

Reason: For change of purchase unit

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M3663320		CAM:TRAY:MOVEABLE:ASS'Y	-	-	-	-	Delete
	M3663321	SHAFT:CAM:TRAY	-	-	-	-	Add

Note: Part information - M3663322 CAM:TRAY:MOVEABLE
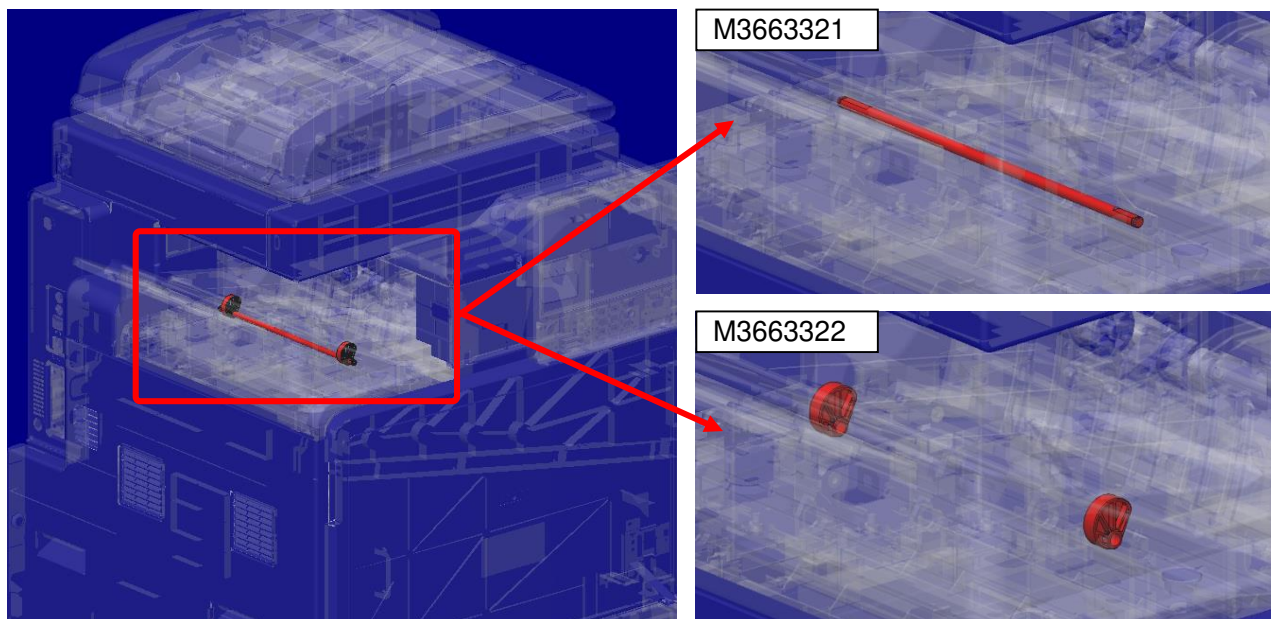
Reissued: 21-Dec-15

Model: Z-C1b(FIN)	Date: 19-Oct-15	No.: RM028052a

RTB Reissue

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

Subject: Manual correction - Caution note on PSU replacement	Prepared by: Hayato Someya
From: 2nd MFP Tech Service Sec., MFP Tech Service Dept.	

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

Please add the following caution in the field service manual in this section:
Replacement and Adjustment > Electrical Components > PSU Box/PSU

Parts number	Parts description	Product code
AZ240153	POWER SUPPLY UNIT:100-127V:395W	M022, M024, M026, M028
AZ240166	POWER SUPPLY UNIT:200-240V:395W	M022, M024, M026, M028

⚠ *CAUTION:*

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

Residual charge of about 100V-400V remains on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.
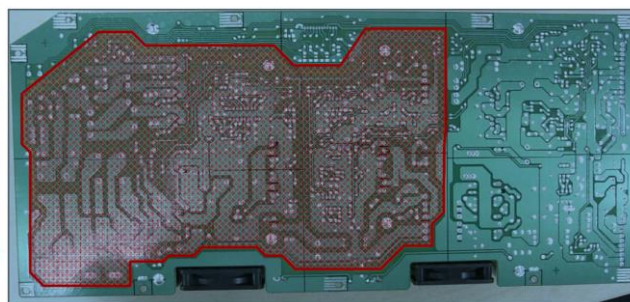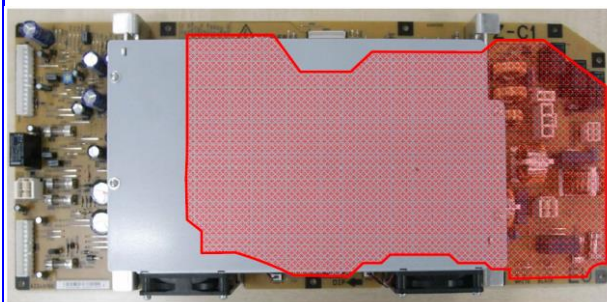
The areas outlined in red on the bracket shows where a residual charge of about 100V-400V remains on the PSU board under the bracket.

Model: Z-C1b	Date: 16-Nov-15	No.: RM028053

Subject: Modification to prevent ARDF Left Cover from coming off	Prepared by: T. Suzuki
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

The ARDF left cover comes off, if opened too much.

CAUSE

The hook connecting the guide plate in the ARDF left cover with the ARDF lever bends and comes off.

SOLUTION

A linking part was added (in between the guide plate and side plate) to prevent the cover from opening too much.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Group	Note
-	D7814651	LINK:GUIDE PLATE:OPEN AND CLOSE	-	-	-	-		Add
-	D7814652	STEPPED SCREW:LINK:GUIDE PLATE:OPEN AND CLOSE	-	-	-	-	A	Add
M3643416	D7813416	GUIDE PLATE:REVERSE	-	X/O	-	-	A	
D7834610	D7814610	COVER:PAPER FEED:ASS'Y		X/O			A	
M3644617	D7814617	GUIDE PLATE:COVER:PAPER FEED	-	X/O	-	-		

ARDF left cover
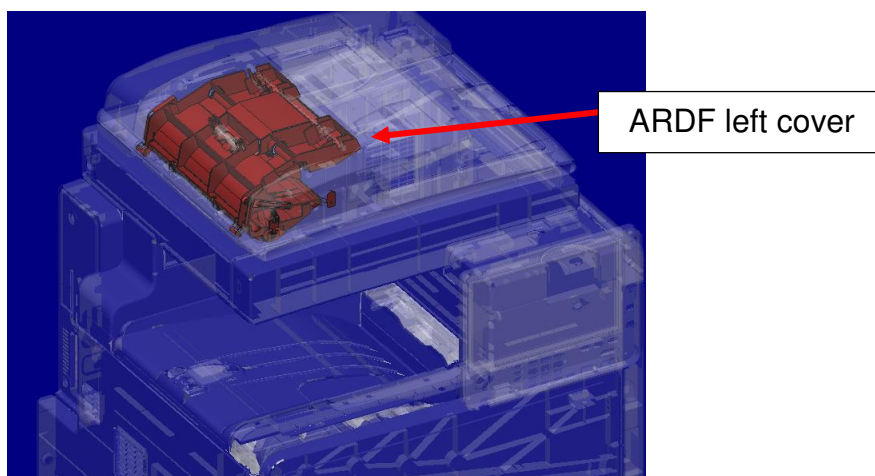
Model: Z-C1b	Date: 16-Nov-15	No.: RM028053

Before the modification

Old p/n: M3644617: GUIDE
PLATE:COVER:PAPER

Old p/n: M3643416:
GUIDE PLATE:REVERSE

After the modification

p/n: D7814617: GUIDE PLATE:
COVER:PAPER FEED

p/n: D7814652:
STEPPED SCREW:LINK:GUIDE
PLATE:OPEN AND CLOSE

p/n: D7814651: LINK:GUIDE
PLATE:OPEN AND CLOSE

p/n:D7813416:
GUIDE PLATE:REVERSE
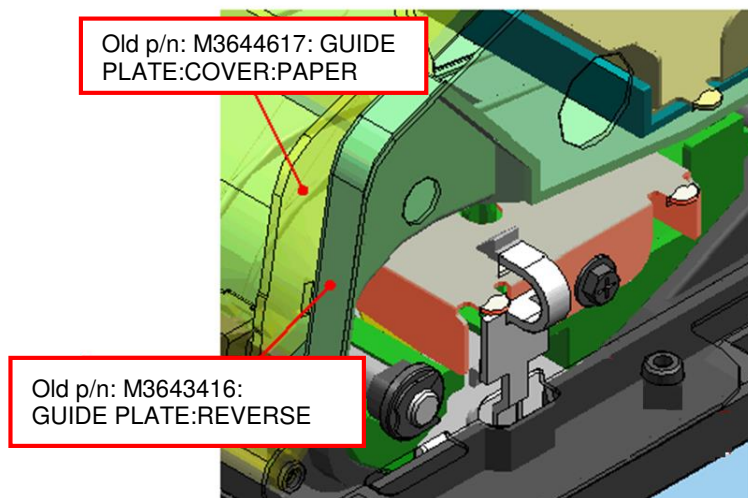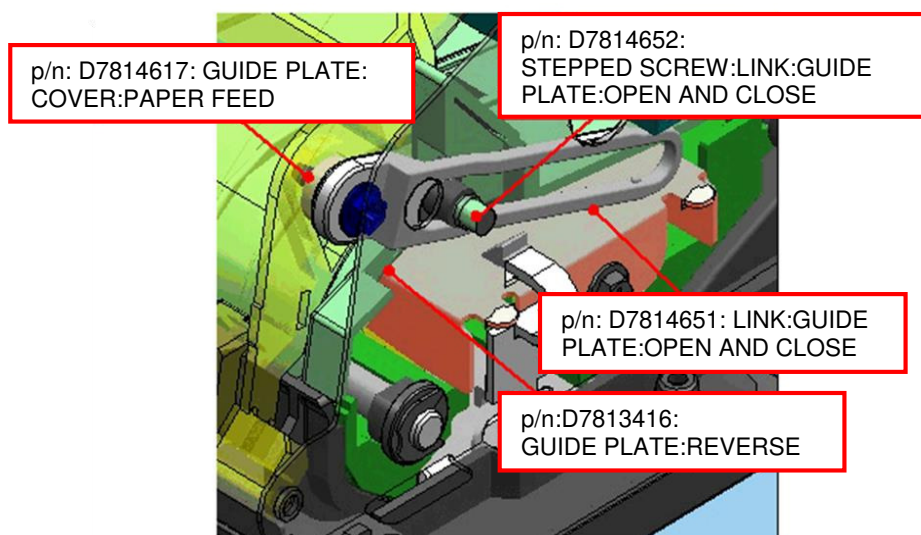
The new linking part cannot be attached to machines manufactured prior to this modification, because the side plate does not have the screw hold and the side plate is not available as a spare part.

Reissued : 25-Aug-16

Model: *Z-C1*	Date: 8-Aug-16	No.: RM028054

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

Subject: Part information: Decal: CAUTION	Prepared by: Tatsuya Suzuki
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Change:
- The "Clip" and "Staple" illustrations were moved from the side fence decal (Decal: Side Fence) to the original table decal (DECAL: ORIGINAL TABLE).
- The illustration showing the capacity of the original table was further emphasized on the side fence decal.

Reason: To prevent ADF jams caused by too many originals loaded on the original table.

Old part number	**New part number**	Description	Q'ty	Int	Group	Note
M3646011	**D7816011**	DECAL:CAUTION:ORIGINAL:NA	1	X/O	A	
M3646021	**D7816021**	DECAL:ORIGINAL TABLE	1	X/O	A	
D7834720	**D7834730**	ORIGINAL TABLE:ASS'Y	1	X/O	A	
M3646041	**D7816041**	DECAL:SIDE FENCE	1	X/O	A	

Important:
- When you attach P/N **D7834730**, make sure to attach it **together with D7816021 and D7816011 as a set.** This is because D7834730 does not include D7816021 and D7816011.
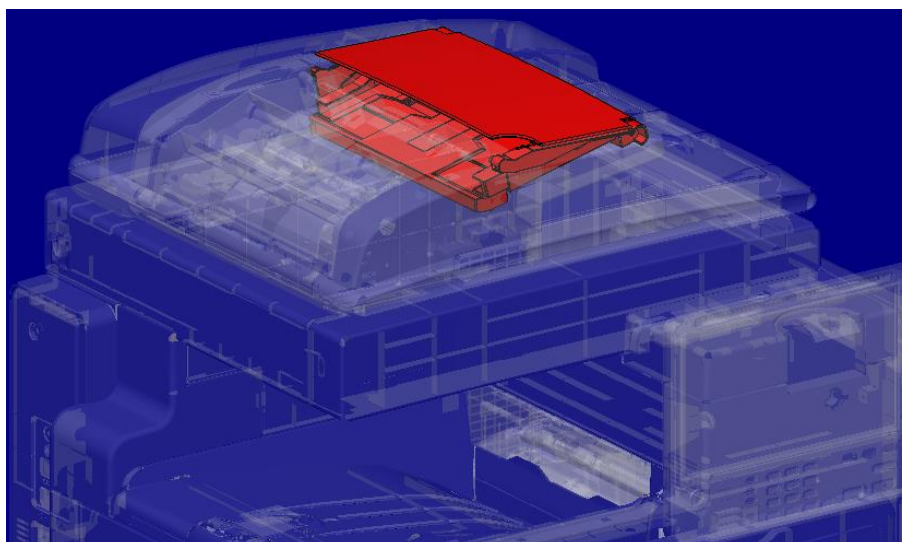
Model: *Z-C1*	Date: 8-Aug-16	No.: RM028054

Reissued : 25-Aug-16

Model: *Z-C1*	Date: 8-Aug-16	No.: RM028054

Pasting position of the following decal

Before	After
M3646041A	**D7816041**
M3646021 A	**D7816021**
M3646011 A	**D7816011**

Technical **B**ulletin

Model: Z-C1	Date: 4-Dec-17	No.: RM028055

Subject: Original JAM 058	Prepared by: Y. Taniguchi
From: 1st FQM Sect, 1st FQM Dept.	

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

SYMPTOM

Original JAM 058 occurs frequently when making copies or scans using the document feeder.

CAUSE

Several factors can cause JAM 058, including the following:

- Paper dust accumulates on the Paper Exit Roller. As a result, the roller cannot feed the paper effectively.
- The Torque Limiter of the Reverse Roller is too tight and/or the pressure of the Plate Spring is too high. As a result, the Reverse Roller feeds the paper with too much force.
- The Gate Pawl (reverse) is damaged or its movement is impeded by a foreign object.
- A substance has accumulated on the Reverse Sensor.
- A substance has accumulated on the Reverse Sensor Feeler.

SOLUTION

Try the following, depending on which factor seems to be causing the jam.

● Clean the Paper Exit Roller.
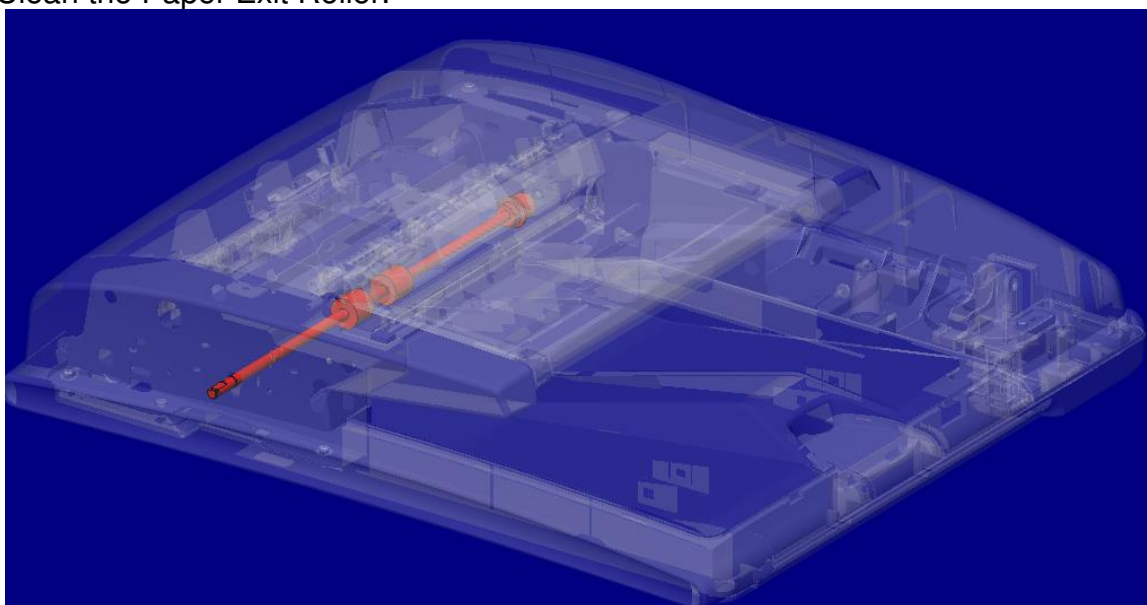
- Replace the Torque Limiter or Plate Spring.
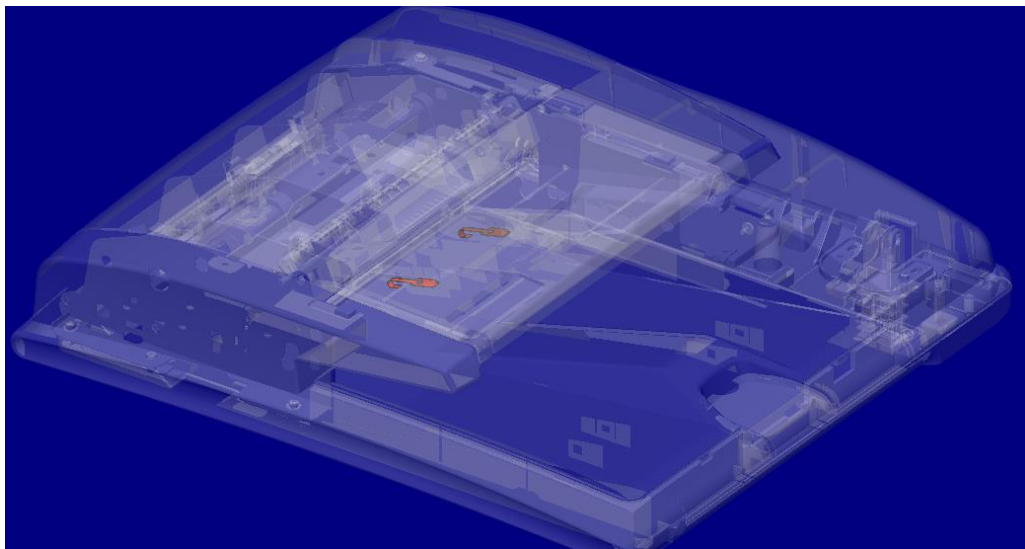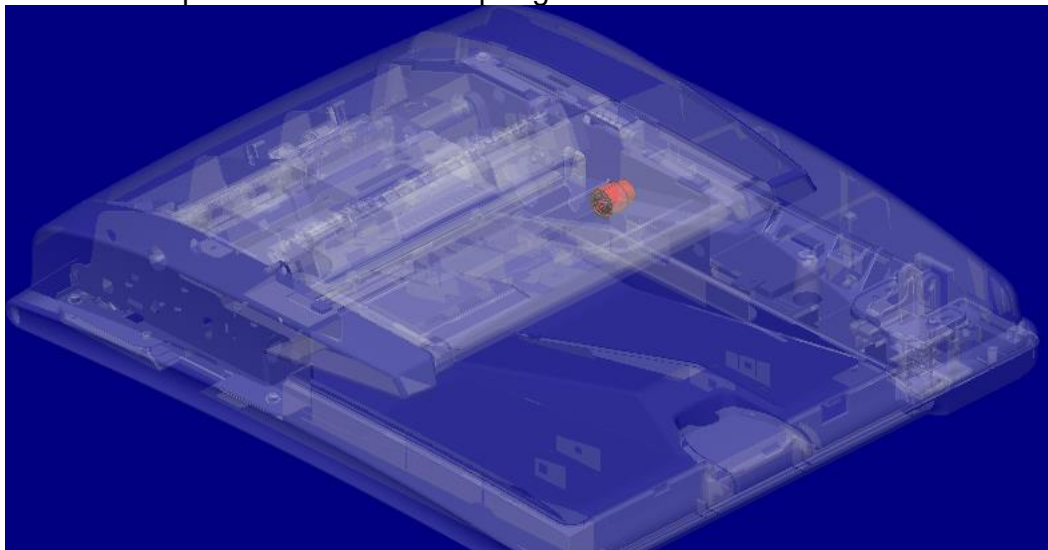
- Clean the Gate Pawl.
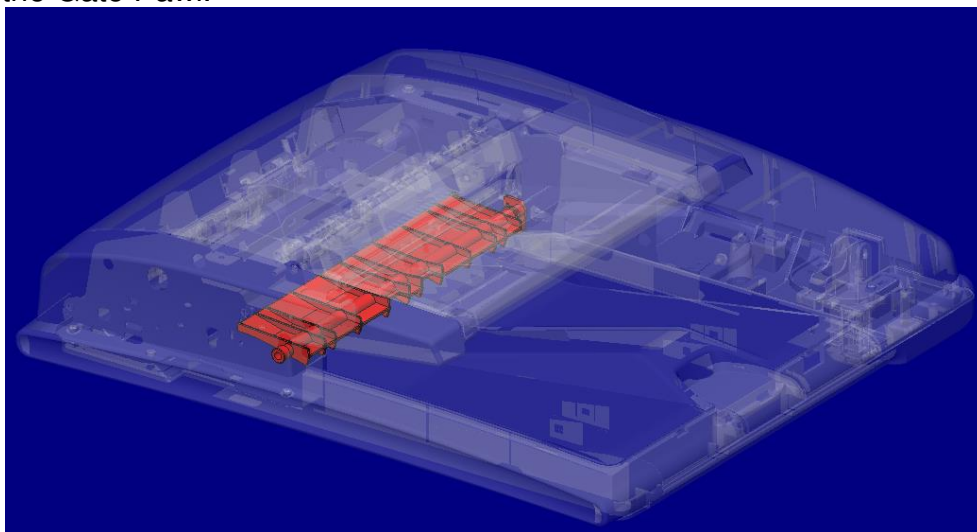
● Clean the Reverse Sensor (Inverter Sensor).

● Clean the Reverse Sensor Feeler.

Model: Z-C1, Z-C2	Date: 22-Apr-19	No.: RM028056

Subject: Parts Catalog Correction: Internal Finisher Motor	Prepared by: T. Tada
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Parts catalog correction

Affected model:M024, M028, M366: Internal Finisher for MP C300/400SR and MP C401SRSP (Z-C1 and Z-C2)

Old P/N	New P/N	Description	Int	Q'ty	Note
-	M3665440	HARNESS:MOTOR:CONNECTING	-	0->1	A
03530040N	C2597050	SCREW:M2.6X3	X/X	2	A
AX040241	D5865311	DC BRUSH MOTOR:EXIT:ASS'Y:7.7W	X/X	1	A
M3663310	M3663307	BRACKET:DC MOTOR:EXIT:ASS'Y	X/X	1	A

Note:

A: Interchangeability of combination parts: O/O
The first time that you replace any of these parts, make sure to install all the new parts as a set at the same time.

Change: The DC Brush Motor was changed.
Reason: Production of the old motor has ended, and it has been changed to a new motor.

	Old	New
	AX040241	D5865311
DC BRUSH MOTOR		

Model: Z-C1, Z-C2	Date: 22-Apr-19	No.: RM028056

Procedure:

1. Remove the two cover caps [A].
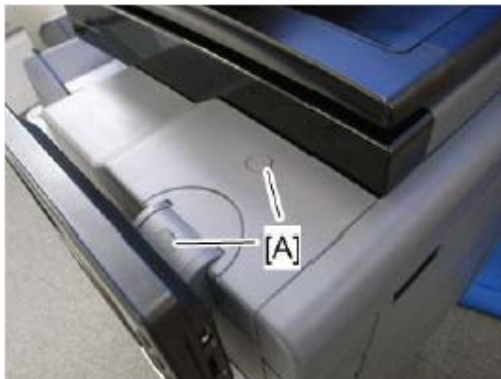
2. Remove the operation panel arm cover [A].
3. Remove the upper front cover [B].

4. Open the duplex unit and the front door.
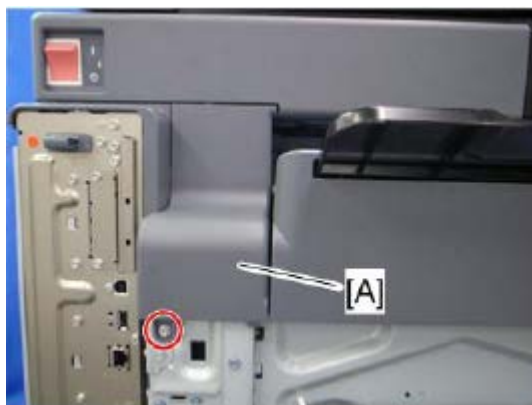5. Remove the cover cap and 3 screws [A].

6. Remove the knob [A], and then remove the bracket [B]

7. Remove the cap [A], and then remove the screw.

8. Remove the left upper cover [A]

9. Remove the Inner rear left cover [A]

10. Disconnect the harness [A] and remove the screw.

11. Remove the Internal Finisher form the machine.
12. Remove the cap [A] and the screw [B].

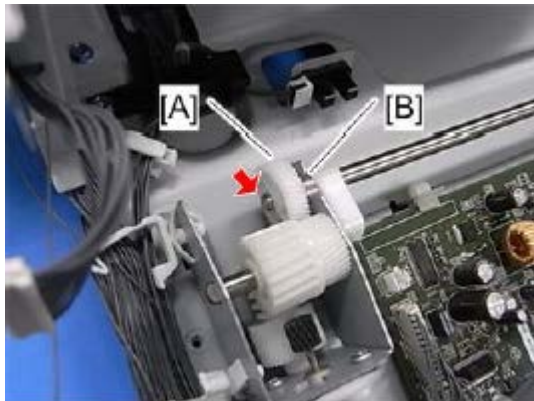13. Release the tray lift motor bracket [A].
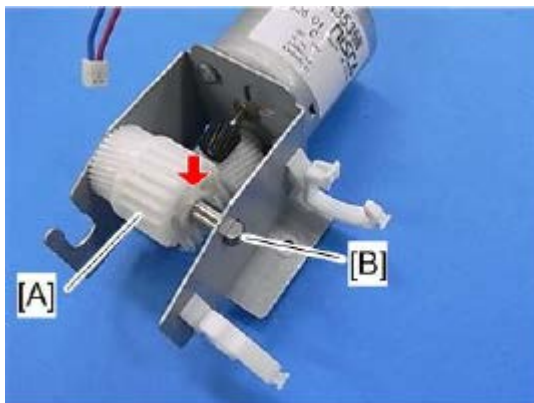   (🔩 x 2, 🔌 x 1, 🔧 x 4)
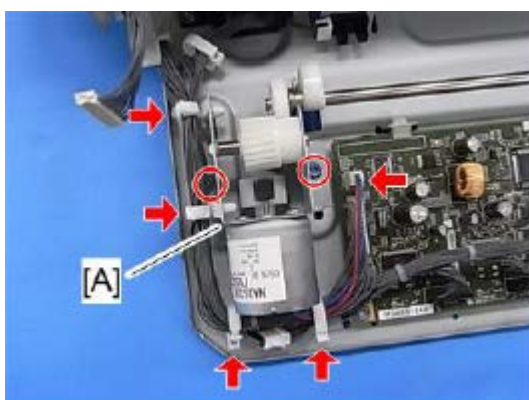
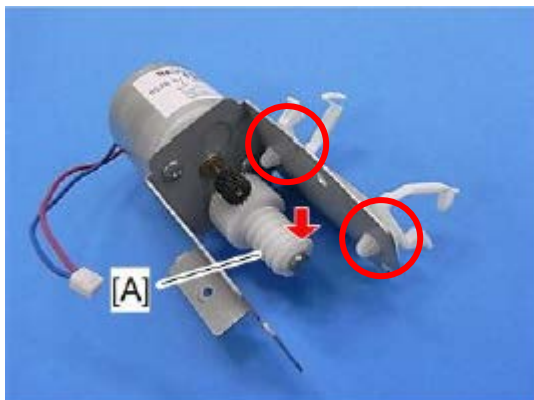| Model: Z-C1, Z-C2	Date: 22-Apr-19	No.: RM028056

14. Remove the gear [A] and the bushing [B]

15. Remove the gear [A] and the shaft [B].
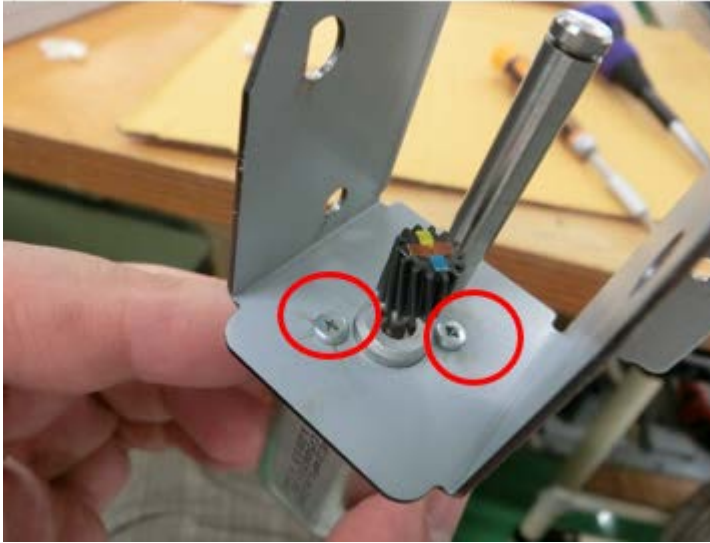

16. Remove the Gear [A] and the Clamp.

17. Assemble the new motor and new bracket with the new screws.

18. Attach the harness to the new motor.

19. Follow the steps from step 16 in reverse order to assemble.
20. After attaching the Internal Finisher to the main unit, turn the power on and check if it operates normally.