

Reissued: 22-Jun-11

Model: Model AT-C1	Date: 29-May-06	No.: RB230001j
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>V1.17:01</i>	<i>B2385530Q</i>	<i>July 2011 production</i>	<i>Available</i>
V1.16:01	B2385530P	February 2010 production	Available
V1.15:01	B2385530N	July 2009 production	Available
V1.14:01	B2385530M	May 2009 production	Available
V1.131:01	B2385530L	March 2008 production	Available
V1.12:01	B2385530K	May 2007 production	Available
V1.11:01	B2385530J	March 2007 production	Available
V1.10:01	B2385530H	November 2006 production	Available
V1.09:01	B2385530G	November 2006 production	Available
1.081:01	B2385530F	October 2006 production	Available
1.07:01	B2385530E	August 2006 production	Available
1.05:01	B2385530D	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	Symptom Corrected
<i>V1.17:01</i>	<p><i>Other change:</i></p> <ol style="list-style-type: none"> <i>Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RB230-072 for more details.</i> <i>When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job.</i> <p><i>Symptom corrected:</i> <i>Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy.</i></p> <ol style="list-style-type: none"> <i>The customer sets "Staple" on the printer driver and makes two or more copies.</i> <i>Paper end occurs on the final page or near the end of the 1st copy.</i>
V1.16:01	<p>Other changes:</p> <p>The detection timing of ADF errors was changed to reduce unnecessary occurrences of SC620.</p>

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Version	Symptom Corrected
V1.15:01	Symptom corrected: If a finisher jam occurs during the stapling of a network printing job, Jam 17 will be triggered once the job resumes (during recovery printing).
V1.14:01	Symptom corrected: Minor bug corrections.
V1.131:01	Other changes: The parameters for white level adjustment were optimized to prevent unnecessary occurrences of SC142 (white level detection error).
V1.12:01	Other changes: Supports the D042 model. important: To apply this change, install all of the following firmware: <ul style="list-style-type: none"> - System_Copy firmware ver 1.64 or later - Engine firmware ver 1.12:01 or later
V1.11:01	Symptom corrected: <ol style="list-style-type: none"> 1. The PM yield setting is not at the default value (refer to RTB #RB230020 for details). 2. The machine might stall during a duplex job under the following conditions: <ul style="list-style-type: none"> - The job is sent from the EFI controller - The operator uses an external charge device with an decrementing counter. 3. Light image density or white bands occur (the laser optics shutter does not open correctly).
V1.10:01	Other changes: Improved the image quality in halftone areas printed out with the TWAIN driver and EFI controller.
V1.09:01	Other changes: The occurrence conditions for SC300/301/302/303 (AC charge error) were optimized.
1.081:01	Symptom corrected: <ol style="list-style-type: none"> 1. The machine may keep running if an interval process control self-check is done during a job that uses different engine speeds. 2. Other minor changes were made to improve reliability. Other changes: <ol style="list-style-type: none"> 1. The settings of the following SP modes were changed for China models only: <ul style="list-style-type: none"> • SP7-952-002: from 133703000 to 66852000 • SP7-952-003: from 162112000 to 81056000 • SP7-952-004: from 200554000 to 133703000 • SP7-952-012: from 160000 to 80000 • SP7-952-013: from 160000 to 80000 • SP7-952-014: from 240000 to 160000
1.07:01	Other changes: <ol style="list-style-type: none"> 1. Software changed to support the Korea model. 2. The default setting for Sp7-952-001 was changed to 300831000. 3. The default setting for Sp7-952-011 was changed to 360000. 4. Process control was changed to decrease the waiting time and increase the accuracy of toner concentration calculation.
1.05:01	1st Mass production

Reissued: 14-Apr-16

Model: AT-C1	Date: 29-May-06	No.: RB230002i
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>05.00.00</i>	<i>B2385602L</i>	-	<i>Available</i>
04.00.00	B2385602K	July 2010 production	Available
03.00.00	B2385602J	March 2008 production	Available
02.04.00	B2385602H	July 2007 production	Available
02.03.00	B2385602G	March 2007 production	Available
02.02.00	B2385602F	January 2007 production	Available
02.01.00	B2385602E	Oct 2006 production	Available
02.00.01	B2385602D	Aug 2006 production	Available
02.00.00	B2385602C	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	Symptom Corrected
<i>05.00.00</i>	<i>Symptom corrected: A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.</i>
04.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
03.00.00	Symptom corrected: The sender's information is not set if the user logs in from the Easy Operation screen.
02.04.00	Symptom corrected: 1. After an original is scanned for FAX transmission using the ARDF, the machine shows the message "Original Remains on Exposure Glass" and makes a beep sound (which is normally made when an original is left on the exposure glass).
02.03.00	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later)

Reissued: 14-Apr-16

Model: AT-C1	Date: 29-May-06	No.: RB230002i
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Version	Symptom Corrected
	<ul style="list-style-type: none"> - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
02.02.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer application firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later
2.01.00	<p>Other changes: To support the newly-released Korea model: When the country code is set to Korea, both TTI1 and TTI2 must be programmed in order to send a FAX. (otherwise, the machine cannot send). Note: This is required by local FAX communication standards.</p>
02.00.01	<p>UserCode has been removed as a search criteria for finding destinations in the address book for security reasons. Note: Removal of this search criteria requires both Controller firmware Ver 1.49.3 or later and Fax firmware Ver 0.2.00.01 or later.</p>
02.00.00	1st mass production

Reissued: 31-Jan-07

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230003b
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RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Additional_G3)		Prepared by: H.Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

Version	Program No.	Effective Date
<i>02.02.00</i>	<i>B2385603D</i>	<i>January 2007 production</i>
02.01.00	B2385603C	December 2006 production
02.00.00	B2385603B	1st mass production

Version	Symptom Corrected
<i>02.02.00</i>	<i>Symptom corrected: SC819 occurs and the machine stalls if IP-FAX is not used for a while in certain network environments.</i>
02.01.00	Other changes: Minor changes were applied to improve IP-FAX reliability.
02.00.00	1st mass production

Reissued: 24-Mar-16

Model: AT-C1	Date: 05-Jun-06	No.: RB230004h
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>08.00.00</i>	<i>B7865571G</i>	<i>April 2016 production</i>	<i>Available</i>
07.00.00	B7865571F	August 2011 production	Available
06.00.00	B7865571E	October 2008 production	Available
05.00.00	B7865571D	August 2008 production	Available
04.00.00	B7865571C	March 2007 production	Available
03.00.00	B7865571B	October 2006 production	Available
02.00.00	B7865571A	July 2006 production	Available
01.00.00	B7865571	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	Symptom Corrected
<i>08.00.00</i>	<i>Symptom corrected: If an error, for example, 14-30 occurs during folder transfer, the machine may not recover from the error nor report the error.</i>
07.00.00	Symptom corrected: 1. Connection errors occur when receive data from a FAX server. 2. Minor bugs for FAX connection
06.00.00	Symptom corrected: Sometimes, a FAX reception document in local HDD storage cannot be deleted.
05.00.00	Symptom corrected: On-hook transmission and manual reception are disabled when the on-hook key is pressed.

Reissued: 24-Mar-16

Version	Symptom Corrected
04.00.00	<p>Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none">- System_Copy firmware ver 1.61 or later- LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later)- Fax firmware ver 02.03.00 or later- FCU firmware ver 04.00.00 or later- Printer firmware ver 1.07 or later- Websys firmware ver 1.08.1 or later- WebDocBox firmware ver 1.15 or later- Scanner firmware ver 1.21 or later
03.00.00	<p>Other changes: To support the newly-released Korea model:</p> <ol style="list-style-type: none">1. When the country code is set to Korea, both TTI1 and TTI2 must be programmed in order to send a FAX. (otherwise, the machine cannot send). Note: This is required by local FAX communication standards.2. Supports the Korean display language.
02.00.00	<p>Other changes: Supports Traditional and Simplified Chinese display languages.</p>
01.00.00	1st Mass production

Reissued: 10-Mar-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230005h
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (Netfile)		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

This RTB has been issued to announce the software release information for the **Netfile**.

Version	Program No.	Effective Date
3.03	<i>B2385608L</i>	<i>March 2010 production</i>
3.02	B2385608K	April 2008 production
3.01	B2385608J	March 2008 production
3.00	B2385608H	November 2007 production
2.03.8	B2385608G	June 2007 production
2.02.8a	B2385608F	April 2007 production
2.01.8	B2385608E	January 2007 production
2.00.8	B2385608D	November 2006 production
1.01.8	B2385608C	1st Mass production

Version	Modified Points or Symptom Corrected
3.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 3. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle. <ul style="list-style-type: none"> - The 404 Not Found error will be shown if the WIM document server is accessed. - The device will stall if captured data is transfered to a delivery server such as ScanRouter. 4. Duplicate logs might be transfered to Web SmartDeviceMonitor. 5. MFP might not transfer the job log or the access log to the Web SmartDeviceMonitor or the Remote Communication Gate S Pro.
3.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the Document Server is accessed via WebImageMonitor 100 times without a power cycle, either of the following symptoms will occur. <ul style="list-style-type: none"> - The device cannot transfer logs to Web SmartDeviceMonitor ver 2.x. - Documents can not be printed or delivered to the device via DeskTopBinder.

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Version	Modified Points or Symptom Corrected
	2. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.
3.01	Symptom corrected: 1. The stored files might not be able to be downloaded via WIM.
3.00	Symptom corrected: 1. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder. Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported. For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".
2.03.8	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.
2.02.8a	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.62.1 or later) and NFA firmware (version 2.02.8a or later) need to be applied to fix this issue.
2.01.8	Symptom corrected: 1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.06 or later) and NFA firmware (version 2.01.8 or later) need to be applied to fix this issue. 2. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 3. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin. 4. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types . 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later
2.00.8	Minor bug correction.

Reissued: 10-Mar-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230005h
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Version	Modified Points or Symptom Corrected
1.01.8	1st Mass production

Reissued: 04-Aug-10

Model: Model AT-C1	Date: 29-May-06	No.: RB230006h
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (Network)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

Version	Program No.	Effective Date
5.20.1	B2385605L	August 2010 production
5.19	B2385605J	February 2010 production
5.17	B2385605H	January 2008 production
5.14	B2385605G	July 2007 production
5.13	B2385605F	April 2007 production
5.12	B2385605E	January 2007 production
5.11	B2385605D	July 2006 production
5.10	B2385605C	July 2006 production
5.06	B2385605B	1st mass production

Version	Symptom Corrected
5.20.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fall back to NTLMv2. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on

Reissued: 04-Aug-10

Model: Model AT-C1	Date: 29-May-06	No.: RB230006h
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Version	Symptom Corrected
	<p><i>any sub-directory.</i></p> <p>10. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.</p> <p>11. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</p> <p>12. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p> <p>Other changes:</p> <p>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</p> <p>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</p> <p>3. Windows Authentication fails if the username or password includes lower-case European characters.</p>
5.19	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device might not be able to access the network once the Log collection tool is run. IPP print jobs are cancelled. This happened very infrequently. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). <p>Other changes:</p> <ol style="list-style-type: none"> Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. The MFP now supports CIFS, DFS and NTLM v2.
5.17	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.

Reissued: 04-Aug-10

Model: Model AT-C1	Date: 29-May-06	No.: RB230006h
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Version	Symptom Corrected
	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.68 or later), Websys firmware (version 1.12) and NCS firmware (version 5.17 or later) needs to be applied to the device.
5.14	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)
5.13	Symptom corrected: 1. A 404 error will be returned by Web Image Monitor after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. The device will not be registered with a DNS server by a DHCP relay agent. 3. The device fails to renew with the DDNS server, it will not try again. 4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.12	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).
5.11	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10	1) Fixed: Jobs might not be printed if sent before the printer or fax application is not started after power on. 2) Fixed : The SSL/TLS rollback vulnerability. (TechMail#TS060225). 3) Fixed: The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 4) Fixed: The mDNS port for IPv6 will be opened if "Level 0" or "Level 1" is selected as the security level in WIM. Fixed: The device might stall if the following operations are performed several times from WIM without cycling the power. Import a site certificate. Open the site certificate dialogue. Delete a site certificate. 5) Fixed: Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[brmspl YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurrence: [MFP] "Spool Printing" is enabled. WIM->Configuration->System Default: disabled "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled 6) Fixed: The device can not connect in environments with multiple NetWare

Reissued: 04-Aug-10

Model: Model AT-C1		Date: 29-May-06	No.: RB230006h
Version	Symptom Corrected		
	servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 7) Fixed: The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.		
5.06	1st mass production		

Reissued: 02-March-07

Model: Model AT-C1	Date: 29-May-06	No.: RB230007d
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RTB Reissue

The items in bold italics have been corrected.

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

NA

Version	Program No.	Effective Date
1.27	B2381491B	March 2007 production
1.18	B2381491A	1st mass production

EU

Version	Program No.	Effective Date
1.27	B2381492B	March 2007 production
1.17	B2381492A	1st mass production

AA_TWN

Version	Program No.	Effective Date
1.27	B2381493B	March 2007 production
1.24	B2381493A	July 2006 production
1.21	B2381493	1st mass production

CHN

Version	Program No.	Effective Date
1.27	B2381457A	March 2007 production
1.23	B2381457	1st mass production

KOR

Version	Program No.	Effective Date
1.27	B2381459A	March 2007 production
1.25	B2381459	1st mass production

Reissued: 02-March-07

Model: Model AT-C1	Date: 29-May-06	No.: RB230007d
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NA

Version	Symptom Corrected
1.27	<p>Other changes: Supports the Catalan and Turkish display languages. Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.18	1st mass production

EU

Version	Symptom Corrected
1.27	<p>Other changes: Supports the Catalan and Turkish display languages. Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.17	1st mass production

AA_TWN

Version	Symptom Corrected
1.27	<p>Other changes: Supports the Catalan and Turkish display languages. Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.24	Mass production begins for Taiwan

Reissued: 02-March-07

Model: Model AT-C1	Date: 29-May-06	No.: RB230007d
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Version	Symptom Corrected
1.21	1st mass production

CHN

Version	Symptom Corrected
1.27	<p>Other changes: Supports the Catalan and Turkish display languages. Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.23	1st mass production

KOR

Version	Symptom Corrected
1.27	<p>Other changes: Supports the Catalan and Turkish display languages. Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.25	1st mass production

Reissued: 27-Feb-08

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230008a
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RTB Correction

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

Subject: Firmware Release History (PS3)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Version	Program No.	Effective Date
<i>1.01</i>	<i>B8225601A</i>	<i>April 2008 production</i>
1.00	B8225601	1st mass production

Version	Symptom Corrected
<i>1.01</i>	<p><i>Symptom corrected:</i></p> <p><i>1. Some pages of mixed orientation documents might be printed upside-down. (GFPR#RC06010008, #RE07080005)</i></p> <p><i>Other changes:</i></p> <p><i>1. The "Orientation Auto Detect" function is now controlled by a Bit Switch.</i></p> <ul style="list-style-type: none"> - <i>PS3: BitSwitch#8-6</i> - <i>PDF: BitSwitch#8-7</i>
1.00	1st mass production

Reissued: 01-Mar-10

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230009n
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RTB Reissue

The items in bold italics have been corrected.

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

Version	Program No.	Effective Date
<i>1.71</i>	<i>B7885601M</i>	<i>March 2010 production</i>
1.13	B7885601L	December 2008 production
1.12	B7885601K	May 2008 production
1.11	B7885601J	March 2008 production
1.10	B7885601H	January 2008 production
1.09	B7885601G	August 2007 production
1.08	B7885601F	July 2007 production
1.07	B7885601E	March 2007 production
1.06	B7885601D	January 2007 production
1.05	B7885601C	December 2006 production
1.04	B7885601B	October 2006 production
1.03	B7885601A	July 2006 production
1.02	B7885601	1st mass production

Version	Symptom Corrected
<i>1.71</i>	<i>Symptom corrected:</i> <i>1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.</i> <i>2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back.</i>
1.13	Symptom corrected: 1. 1) The PCL5 line pitch might be printed larger than the original. 2) The printable area of a PCL5 page might extend beyond the border on the right side. 2. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List. 3. Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List. 4. "Replace Bk PCU" is not displayed on Web Image Monitor.
1.12	The "Bel Service" (and "System" category as a whole) were removed from the Status

Reissued: 01-Mar-10

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230009n
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Version	Symptom Corrected
	screen in the Acacia display.
1.11	Symptom corrected: 1. The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.
1.10	Symptom corrected: 1. The "Blank Page Print" setting (User Tools->Printer Features->System) reverts to its default (ON) when the device's power is cycled. (TechMail#RE070458) 2. PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) 3. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008)
1.09	Symptom corrected: 1. Various printing anomalies when printing PowerPoint2007 jobs that have Autosshapes and shadows. This can occur if printing with both of the following RPCS driver settings: - Resolution: 1800 x 600 dpi - Job Load Distribution: Shift load to driver 2. The WIM printer menu is not available in Catalan or Turkish.
1.08	Symptom corrected: 1. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 2. Jobs containing bitmapped PCL fonts might cause the device to stall.
1.07	Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later Symptom corrected: If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.
1.06	Symptom corrected: 1. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004) - "Print" - "Delete" - "Select All Jobs" - "Clear All"

Reissued: 01-Mar-10

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230009n
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Version	Symptom Corrected
	<ul style="list-style-type: none"> - "Unlock File" (File Administrator privileges required) - "Cahnge Password" <p>2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</p> <ul style="list-style-type: none"> - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. <p>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later
1.05	<p>The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007).
1.04	<ol style="list-style-type: none"> 1. The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. <ul style="list-style-type: none"> - Configuration Page - Menu List - Error Log* <p>*Additionally, the title "File Name" in the Error Log will contain garbage characters.)</p> 2. PCL jobs might result in tray errors if the device is in sleep mode. 3. HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel (GFPR#RC05030015).
1.03	<p>Anomalies printing PCL raster data including the superimposed images.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Wording errors on the Configuration Page and Menu List (Swedish). 2. The default value for maximum toner amount for text was decreased from 200% to 170%.
1.02	1st mass production

Reissued: 05-Mar-10

Model: Model AT-C1	Date: 29-May-06	No.: RB230010h
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
1.25	<i>B2385604J</i>	<i>March 2010 production</i>
1.24	B2385604H	January 2008 production
1.23	B2385604G	November 2007 production
1.22	B2385604F	June 2007 production
1.21	B2385604E	March 2007 production
1.20	B2385604D	October 2006 production
1.19	B2385604C	Aug 2006 production
1.18	B2385604B	1st Mass production

Version	Symptom Corrected
1.25	<p><i>Symptom corrected:</i> <i>A scan configured to output a Multi-page TIFF might have actually output a PDF. This only occurred if both of the following conditions were met:</i></p> <ul style="list-style-type: none"> - <i>Scanner operation panel > Send Settings > Compression (Gray Scale/Full Color) > OFF</i> - <i>Scanner operation panel > Scan Settings > Scan Type > Auto Color Select</i>
1.24	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.68 or later) and Scanner firmware (version 1.24 or later) need to be applied to fix this issue.
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The desintation field of scans sent using any of the following methods is not shown in the Job Log of WebSmartDeviceMonitor 2.x: <ul style="list-style-type: none"> - Manually entered 'Scan to Folder' or 'Scan to E-mail' destination. - 'Scan to E-mail' destination retrieved from an LDAP server. - 'Scan to Folder' destination specified by browsing the network.
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met: <ul style="list-style-type: none"> - User authentication was enabled. - The SNTP polling interval setting was "Constant Intervals".
1.21	Other changes:

Reissued: 05-Mar-10

Model: Model AT-C1	Date: 29-May-06	No.: RB230010h
Version	Symptom Corrected	
	<p>Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none">- System_Copy firmware ver 1.61 or later- LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later)- Fax firmware ver 02.03.00 or later- FCU firmware ver 04.00.00 or later- Printer firmware ver 1.07 or later- Websys firmware ver 1.08.1 or later- WebDocBox firmware ver 1.15 or later- Scanner firmware ver 1.21 or later	
1.20	Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.	
1.19	UserCode has been removed as a search criteria for finding destinations in the address book for security reasons. Note: Removal of this search criteria requires both Controller firmware Ver 1.49.3 or later and Scanner firmware Ver 1.19 or later.	
1.18	1st Mass production	

Reissued: 28-May-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230011q
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RTB Reissue

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

Subject: Firmware Release History (System_Copy)		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<i>1.71</i>	<i>B2385601X</i>	<i>March 2010 production</i>
1.70	B2385601W	December 2008 production
1.69	B2385601V	March 2008 production
1.68	B2385601T	January 2008 production
1.67	B2385601S	November 2007 production
1.66	B2385601R	August 2007 production
1.65	B2385601Q	July 2007 production
1.64	B2385601P	May 2007 production
1.62.1	B2385601M	April 2007 production
1.61	B2385601L	March 2007 production
1.60	B2385601K	January 2007 production
1.59	B2385601J	December 2006 production
1.58	B2385601H	November 2006 production
1.56	B2385601G	October 2006 production
1.49.3	B2385601F	August 2006 production
1.49.1	B2385601E	July 2006 production
1.47.7	B2385601D	1st Mass production

Version	Modified Points or Symptom Corrected
<i>1.71</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card."</i> <i>If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".</i> <i>The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.</i> <i>The device might stall with SC955 if the jobs that stored to use a printer with 1200dpi are printed with the following conditions.</i> <ul style="list-style-type: none"> - <i>Paper size is B4, LG or 8K (for china only).</i> - <i>The margin (Document Server > To Print Screen > Edit / Stamp > Margin Adj.) is set from the device when the stored job is printed.</i> <i>All pages of a PDF file are blank if created by scanning with the Custom</i>

Reissued: 28-May-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230011q
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Version	Modified Points or Symptom Corrected
	<p>Size setting.</p> <p>Other change:</p> <p>1. The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted).</p>
1.70	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If the operator uses the operation switch to recover the machine from Economy Mode, the "Maintenance" mark and error LED begin blinking and cannot be cleared. If a supply call is generated under certain conditions, many notification emails (order was successful) are then sent out. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet <p>Other changes:</p> <ol style="list-style-type: none"> The wording of some @Remote-related error messages was revised.
1.69	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SC990 occurs when installing an embedded RC Gate (Cumin) via a Proxy Sever, if the host name is used for the Proxy Server Address instead of the IP address. The device did not log Unauthorized Copying attempts in the Access logs. <p>Other changes:</p> <ol style="list-style-type: none"> @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). Daylight savings time and date can be configured for North American models. Note: The firmware update for Daylight savings time and date can only be used on new machines. For details, please refer to TechMail#RC060731.
1.68	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.68 or later) and Scanner firmware (version 1.24 or later) need to be applied to fix this issue. <p>Other changes:</p> <ol style="list-style-type: none"> The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.68 or later), Websys firmware (version 1.12) and NCS firmware (version 5.17 or later) needs to be applied to the device.
1.67	<p>Symptom corrected:</p> <ol style="list-style-type: none"> When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. <p>Other changes:</p> <ol style="list-style-type: none"> The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)".
1.66	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The machine may freeze if a print job is initiated while the Data Overwrite

Reissued: 28-May-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230011q
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Version	Modified Points or Symptom Corrected
	<p>Security Unit setting is enabled.</p> <ol style="list-style-type: none"> 2. The machine may freeze while rebooting after an RFU (remote firmware update) is performed. 3. The WIM system/Copier menus are not available in Catalan or Turkish. 4. Login User Names containing spaces that were input from the operation panel will not be saved. 5. Device might not be able to access the network under the following conditions (FPR#RC07050005): <ul style="list-style-type: none"> - The device is connected to a HUB that has link flapping enabled. - The device "Ethernet speed" is not "Auto".
1.65	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SC991 is logged if the SMC report is printed out on machines that have an EFI controller installed. 2. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: <ul style="list-style-type: none"> - The device stalls while the first job is being stored to the HDD. - After the stall, the printer is rebooted and another job is submitted for storage. - The first and second store must be to/from the same application (Copy/Scanner/Printer).
1.64	<p>Other changes:</p> <ol style="list-style-type: none"> 1. The word order of the Plug & Play name was changed. 2. Supports the D042 model. <p>important: To apply this change, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.64 or later - Engine firmware ver 1.12:01 or later
1.62.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 2. ROM updates will fail via Web Image Monitor if the Transfer Log Setting is On 3. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver. 2.x. This only occurs if there are a large number of entries. 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. <p>Note: Both System firmware (version 1.62.1 or later) and NFA firmware (version 2.02.8a or later) need to be applied to fix this issue.</p>
1.61	<p>Other changes:</p> <p>Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later

Reissued: 28-May-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230011q
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.60	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Application buttons cannot be selected in User Tools or SP mode. Conditions: <ul style="list-style-type: none"> - The machine is connected to the @Remote system (SP5-816-003 is set to "1"). - The controller board has just been replaced. 2. The device sporadically fails to login to an Integration server. 3. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.60 or later) and NFA firmware (version 2.01.8 or later) need to be applied to fix this issue. 4. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later <p>Other changes:</p> <ol style="list-style-type: none"> 1. The machine can perform ACC while it is in the Toner Near End condition.
1.59	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine displays "Replace Toner Cartridge" when the Toner Near End condition occurs. 2. The machine displays "Proxy error. If it reoccurs" after the main power is turned ON.
1.58	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The error message "SC687" might be displayed on the operation panel or the device will reboot automatically if a job is printed with all of the following conditions: <ul style="list-style-type: none"> - Is printed from the Document Server. - Uses the Magazine function. - Was originally stored with a resolution of 2400x600 dpi. 2. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 3. Fax does not start after resetting the controller.

Reissued: 28-May-10

Model: AT-C1	Date: 5-Jun-06	No.: RB230011q
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Version	Modified Points or Symptom Corrected
1.56	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Changed the interval and frequency of re-transmissions for the set-interval Cumin-N/M and counter. 2. SC990 occurs when printing out the SMC. 3. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 4. Jobs with a large number of pages might cause the device to stall with a SC672 or SC687 error displayed on the panel. 5. An SC880 error might occur if a print job is sent to the Document Server. Only devices with a File Format Converter are affected. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Minor changes made to improve reliability.
1.49.3	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Some characters are garbled in Chinese, Korean and Taiwanese. 2. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The default settings for SP5-181-5, -9, and -13 were changed to "1" for NA and "0" for all others. 2. Fixed: The SDK application might not be installed using WIM. 3. Fixed: The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel. 4. UserCode has been removed as a search criteria for finding destinations in the address book for security reasons. 5. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. <p>SP5-401-103 "Default Document ACL"</p> <p>0: Read only (default) 1: Edit 2: Edit/delete 3: Full control</p> <p>Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.</p>
1.49.1	<p>Symptom corrected:</p> <p>The top part of the image may be printed at the bottom of the paper when using Erase Margin Adjustment.</p> <p>Other changes:</p> <p>Unnecessary icons in the Fax Search screen were deleted.</p>
1.47.7	1st Mass production

Reissued: 22-Feb-08

Model: Model AT-C1	Date: 29-May-06	No.: RB230012f
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RTB Reissue

The items in bold italics have been corrected.

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

Version	Program No.	Effective Date
1.12	B2385606K	January 2008 production
1.10	B2385606J	July 2007 production
1.09.1	B2385606H	June 2007 production
1.08.1	B2385606G	March 2007 production
1.07	B2385606F	January 2007 production
1.05	B2385606D	July 2006 production
1.04	B2385606C	1st mass production

Version	Symptom Corrected
1.12	<p>Symptom corrected: 1. Logged in users can change WIM's "Configuration > System> Device Name" setting without being granted the necessary privileges.</p> <p>Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.68 or later), Websys firmware (version 1.12) and NCS firmware (version 5.17 or later) needs to be applied to the device.</p>
1.10	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. WIM does not list Catalan or Turkish as selections for the language used to send "Auto E-mail Notifications" or "On-demand E-mail Notifications". 2. WebImageMonitor contained wording errors in Turkish.
1.09.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD. 2. WebImageMonitor contained number errors in Russian. <ul style="list-style-type: none"> - "Tray 2" was shown as "Tray 3". - "Tray 3" was shown as "Tray 4". - "Tray 4" was shown as "Tray 5". 3. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 4. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.

Reissued: 22-Feb-08

Model: Model AT-C1	Date: 29-May-06	No.: RB230012f
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Version	Symptom Corrected
1.08.1	<p>Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time. 2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned. 3. WebImageMonitor contained wording errors in Russian. <ul style="list-style-type: none"> - "IPv6" was shown as "IPv7". - "IPv4" was shown as "IPv5". 4. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later
1.05	<ol style="list-style-type: none"> 1. Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. Using the Firefox and Netscape browsers, access to Wireless LAN settings -> Refresh might cause the device's web service to stall. 3. Custom Size can be selected from tray paper size via WIM even if "Non-Std. Paper Sel." is configured as off (SP5-112 = 0). 4. The Traditional Chinese wording for the tray size "8K" is wrong.
1.04	1st mass production

Reissued: 22-Mar-07

Model: Model AT-C1	Date: 05-Jun-06	No.: RB230013b
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RTB Reissue

The items in bold italics have been corrected.

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

Version	Program No.	Effective Date
1.15	B2385609D	March 2007 production
1.14	B2385609C	January 2007 production
1.13	B2385609B	1st mass production

Version	Symptom Corrected
1.15	<p>Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB230024 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System_Copy firmware ver 1.60 or later - Websys firmware ver 1.07 or later - Netfile firmware ver 2.01.8 or later - WebDocBox firmware ver 1.14 or later - Printer firmware ver 1.06 or later - (If the FAX unit is installed): FAX firmware ver 02.02.00 or later
1.13	1st mass production

Reissued: 03-Feb-09

Model: Model AT-C1	Date: 5-Jun-06	No.: RB230014b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (Language)		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Version	Program No.	Effective Date
<i>0.75</i>	<i>B2381496B</i>	<i>December 2008 production</i>
0.74	B2381496A	March 2007 production
0.69	B2381496	1st mass production

Version	Symptom Corrected
<i>0.75</i>	<i>Symptom corrected: Wording correction (Polish). "PM (Preventative Maintenance) Call" message is corrected.</i>
0.74	Other changes: Supports the Catalan and Turkish display language. Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> - System_Copy firmware ver 1.61 or later - LCDC firmware ver 1.27 or later (Language firmware ver 0.74 or later) - Fax firmware ver 02.03.00 or later - FCU firmware ver 04.00.00 or later - Printer firmware ver 1.07 or later - Websys firmware ver 1.08.1 or later - WebDocBox firmware ver 1.15 or later - Scanner firmware ver 1.21 or later
0.69	1st mass production

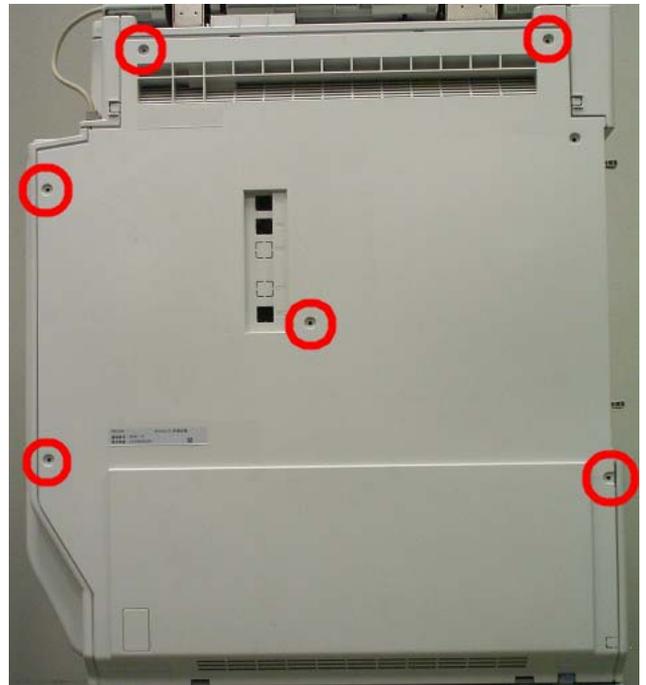
Model: Model AT-C1		Date: 15-Sep-06	No.: RB230015
Subject: Service Manual Correction		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was changed as follows.

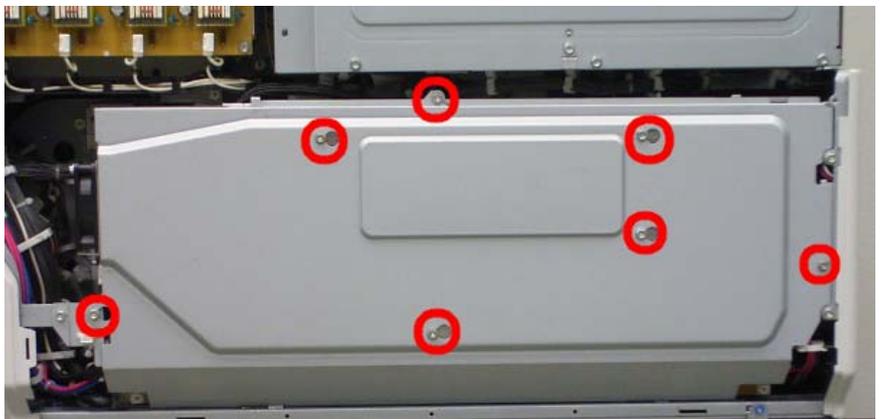
Replace the following procedure:

Installation Procedure for the Key Counter Interface (pg. 58)

1. Remove the rear cover (5 screws).



2. Loosen the seven screws.

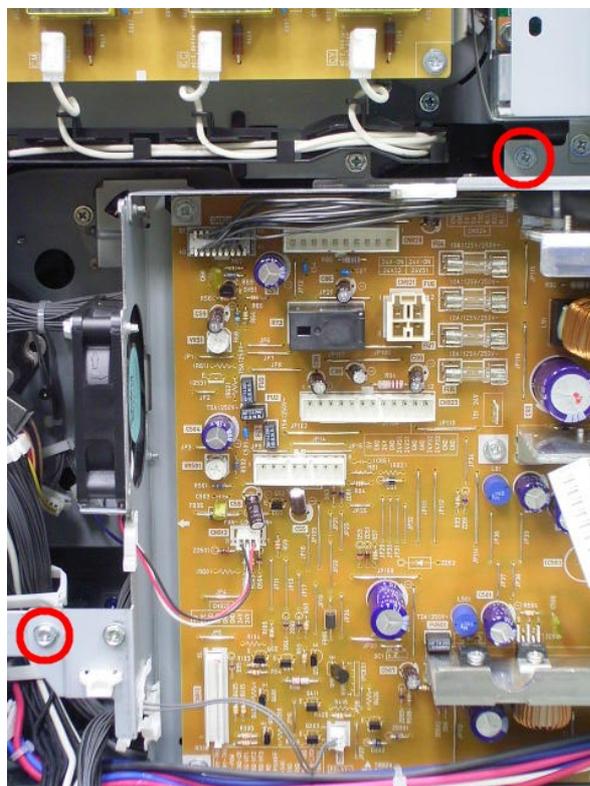
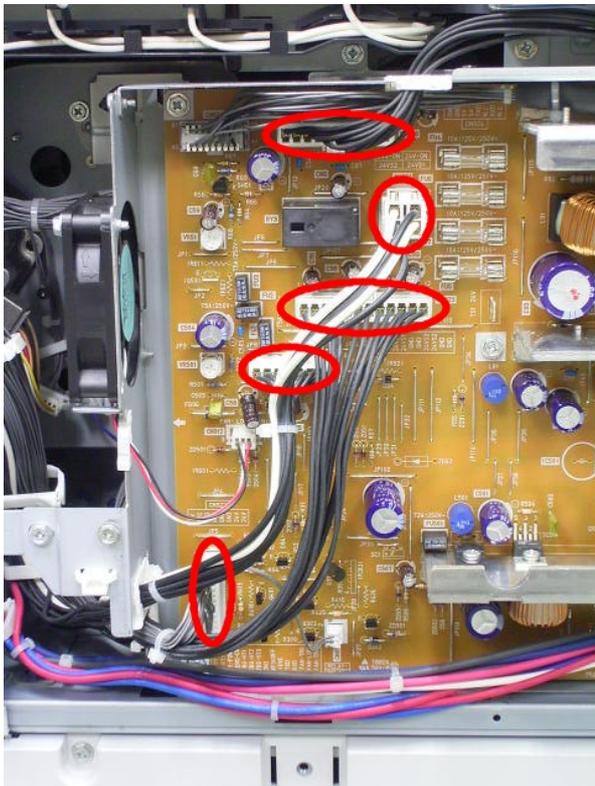


Model: Model AT-C1

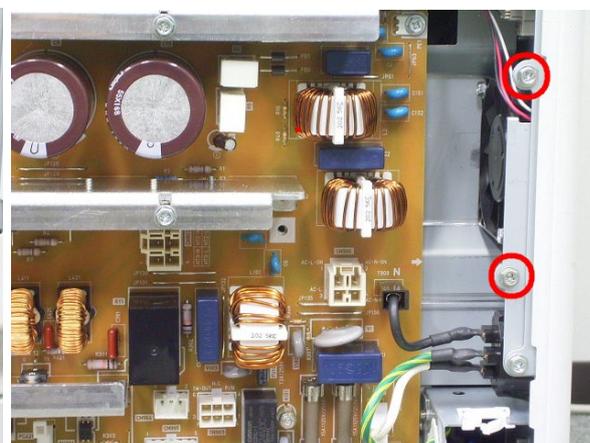
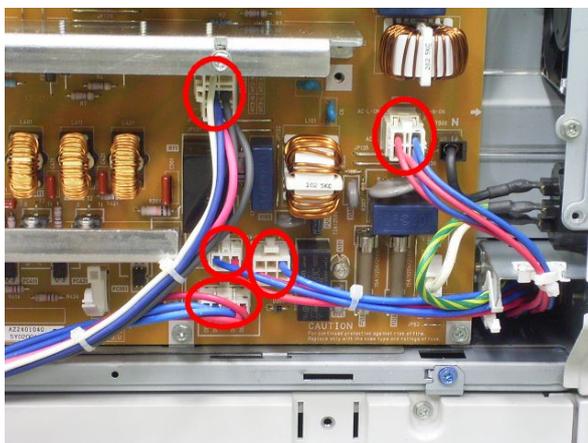
Date: 15-Sep-06

No.: RB230015

3. Slide the PSU box cover to the left side and then remove it.
4. Remove the four screws and ten connectors.



<Left side>



<Right side>

5. Slide the PSU to the left together with its bracket, and then remove it.

Model: Model AT-C1

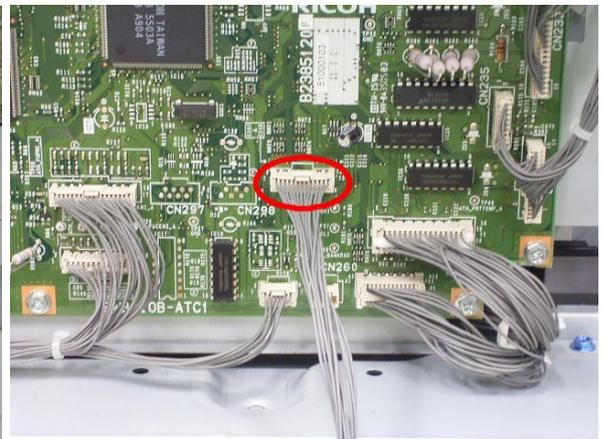
Date: 15-Sep-06

No.: RB230015

6. Attach the key counter I/F board to the rear side of the PSU bracket (4 stud stays).



7. Connect one end of the harness to **CN3** on the **key counter I/F board**, and the other end to **CN252** on the **IOB board**.

**CN3** on key counter I/F**CN 252** on IOB board

8. Remove the cutout on the rear cover shown in the photo below.



9. Connect one end of the harness to **CN4** on the **key counter I/F board**.
10. Reattach the PSU with its bracket (4 screws, 10 connectors).
11. Attach the key counter I/F board.

Model: Model AT-C1

Date: 15-Sep-06

No.: RB230015

12. Reattach the PSU box cover and tighten the seven screws.
13. Reattach the rear cover.
Important: Lead the harness through the cutout space in the rear cover.
14. Connect the other end of the harness to the counter device.

Model: Model AT-C1		Date: 19-Sep-06	No.: RB230016
Subject: Service Manual Correction		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was changed as follows:

● **Add** the following

1. Page 74 (Installation for copy data security kit)

When you remove this option from the machine, first set the setting to "OFF" with the user tool before removing this board. If you forget to do this, then SC165 will appear every time the machine is switched on, and the machine cannot be used.

2. Page 74 (Installation for copy data security kit)

When you remove this option from the machine, first set the setting to "OFF" with the user tool before removing this board. If you forget to do this, then SC165 will appear every time the machine is switched on, and the machine cannot be used.

● **Replace** the following

3. Page 78 (DOS unit installation)

If they do not match:

- 1) Replace the NV-RAM

Please change to:

If they do not match:

- 1) Replace the NV-RAM on the controller board.

4. Page 84 (After installing the new PM parts)

PM counter for a unit was not reset, then reset that counter with SP 7-904.

Please change to:

PM counter for a unit was not reset, then reset that counter with SP 7-804.

5. Page 96 (Registration adjustment procedure)

Please change from SP2-109 to SP2-109-003 in step 1.

Model: Model AT-C1	Date: 19-Sep-06	No.: RB230016
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- **Add** the following

6. Page 112 (Scanner drive motor replacement)

After you replace the motor, do the adjustments in the following section of the manual:
Image Adjustment – Scanning

7. Page 112 (Scanner drive motor replacement)

After you replace the motor, do the adjustments in the following section of the manual:
Image Adjustment – Scanning

8. Page 116, 117 (Scanner wire replacement)

After you replace the wire, do the adjustments in the following section of the manual:
Image Adjustment – Scanning

- **Replace** the following

9. Page 119, 123 (Laser optics housing unit, replacement)

Service manual note:

A new laser optics housing unit has a bracket to protect the LD units. When you replace the laser optics housing unit, use caution.

Please change to:

A new laser optics housing unit has a bracket to protect the LD units. When you install the new unit, do not remove the bracket until near the end of the installation procedure (the correct time is stated in the manual).

This bracket protects a capacitor on the unit. If the bracket is removed too early, you could break the capacitor on the corner of the main frame when you install the new unit.

- **Delete** the following

10. Page 121 (Recovery procedure for SC285 and no replacement preparation of laser optics housing unit)

Please delete SC285.

- **Add** the following

11. Page 124 (Laser optics housing unit replacement)

After you replace the housing unit, do the adjustments in the following section of the manual: Image Adjustment - Registration

12. Page 125 (Polygon mirror motor replacement)

After you replace the housing unit, do the adjustments in the following section of the manual: Image Adjustment – Registration

Model: Model AT-C1

Date: 19-Sep-06

No.: RB230016

13. Page 143 (Transfer belt replacement)

There is a rim at each edge of the transfer belt. All the rollers in the transfer belt unit must be between the two rims.

14. Page 200 (Hard disk replacement)

If you previously backed up the address book to an SD card with SP5846 051, you can use SP 5846 052 to copy the data from the SD card to the hard disk.

- **Replace** the following

15. Page 339 (SP 2103)

Adjusts the erase margin by changing the activation timing of the registration clutch.

Please change to:

Adjusts the erase margin by deleting image data at the margins.

- **Add** the following

16. Page 712 (Firmware update)

Controller firmware and operation panel firmware cannot be updated at the same time. It is recommended to update firmware modules one by one.

- **Delete** the following

17. Page 750 (Toner supply control)

The amount of toner supplied also depends on the process line speed for the current job.

- **Add** the following

18. Page 750 (Toner supply control)

The machine automatically changes the toner supply mode to fixed supply mode if the TD sensor is broken. However, the supply amount will be 70% of the normal fixed value to prevent too high image density.

The machine automatically changes the toner supply mode to PID control mode (Fixed Vtref) if the ID sensors are broken.

- **Delete** the following

19. Page 752 (Process control)

VCNT is corrected for the total number of prints. This does not let the developer Q/M vary.

Model: Model AT-C1	Date: 19-Sep-06	No.: RB230016
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- **Replace** the following

20. Page 786 (ITB contact)

Please change from SP 2907 003 to 2907 001.

21. Page 839 (Maximum paper length specification for bypass tray)

Please change to 600 mm.

- **Add** the following to the Installation Procedure

22. (Installation for Remote Communication Gate option)

Remote Communication Gate Installation

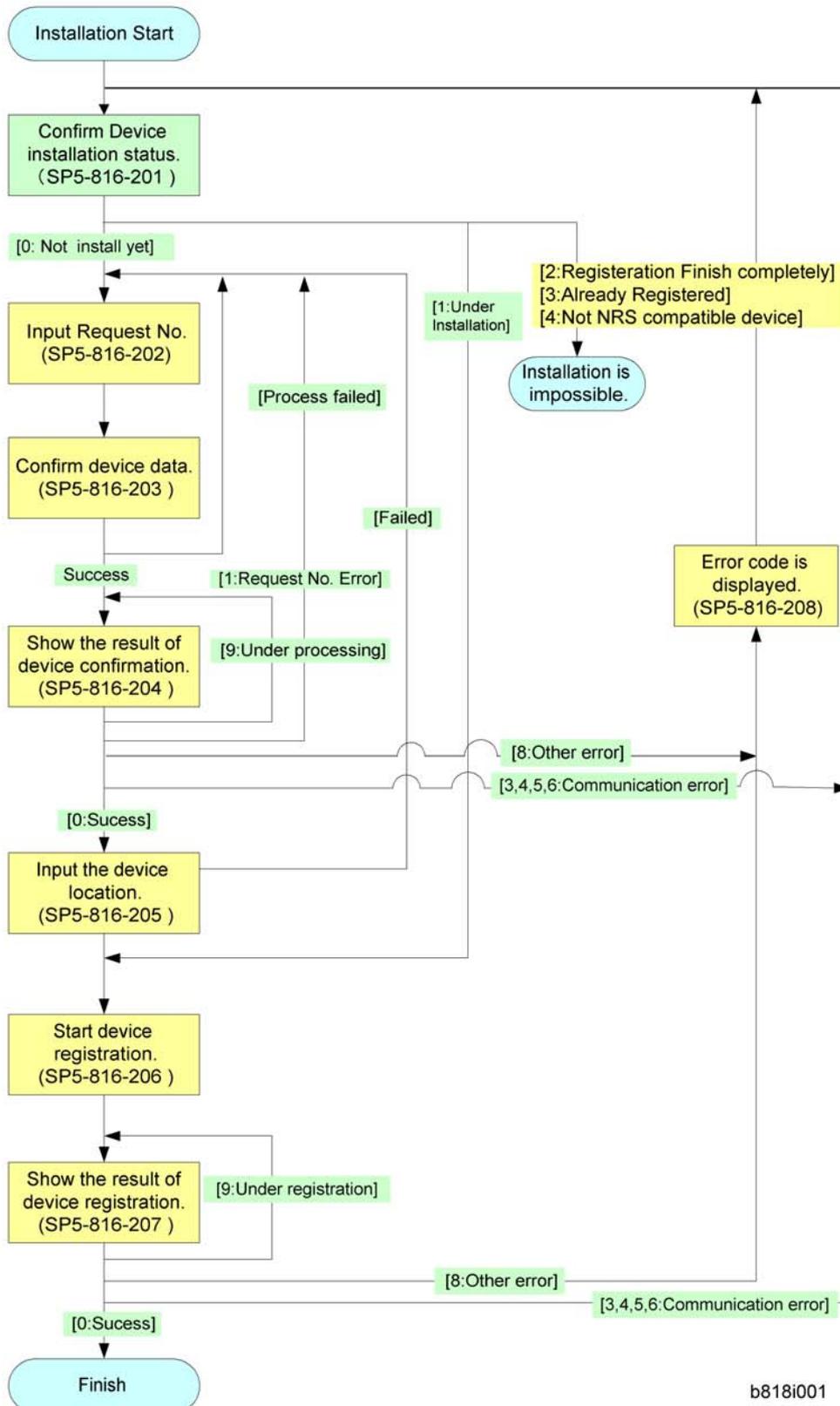
Component Check

No.	Description	Q'ty
1	Remote Comm. Gate Interface	1
2	Cover	1
3	Screw	3

Installation Procedure

1. Remove one cover bracket from I/F Card Slot B (🔩 x 2)
2. Install the modem board into the card slot for the device (🔩 x 2).
3. Check the following SP settings before starting the installation flow chart
 - SP5-816-150 (To Select the country)
 - SP5-816-154 (To set the telephone number for outside connection)
 - SP5-816-161 (To set the telephone number)
4. Follow the Installation flow chart as shown below with SP mode.

Model: Model AT-C1	Date: 19-Sep-06	No.: RB230016
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Model: Model AT-C1		Date: 15-Sep-06	No.: RB230017
Subject: Important Note regarding the Paper Thickness Setting		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Note regarding the Paper Thickness Setting

Please remind users of the following point:

As mentioned in the Operating Instructions,

- For paper that is **82g-105g /22lb-28lb**, use the “**Middle Thick**” setting.
 - If you use the “Normal” setting for this paper, the toner cannot be fused to the paper correctly.
 - The setting is located in: *UP Mode / Maintenance / Plain Paper Type*

Model: Model AT-C1		Date: 20-Nov-06	No.: RB230018
Subject: SC codes		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The following SC codes were added to the Service Manual.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
721	B	Booklet finisher jogger motor error
		The jogger home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> ▪ Motor harness disconnected, loose, defective ▪ Defective motor
		<ol style="list-style-type: none"> 1. Check the connections to the jogger motor. 2. Defective jogger motor.
723	B	Booklet finisher stack feed out motor error
		The stack feed out home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> ▪ Motor harness disconnected, loose, defective ▪ Defective motor
		<ol style="list-style-type: none"> 1. Check the connections to the stack feed out motor. 2. Defective stack feed out motor.
765	B	Booklet finisher bottom fence lift motor error
		The bottom fence home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> ▪ Motor harness disconnected, loose, defective ▪ Defective motor
		<ol style="list-style-type: none"> 1. Check the connections to the bottom fence lift motor. 2. Defective bottom fence lift motor.
766	B	Booklet finisher lower retraction motor error
		The lower clamp roller home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> ▪ Motor harness disconnected, loose, defective ▪ Defective motor
		<ol style="list-style-type: none"> 1. Check the connections to the lower retraction motor. 2. Defective lower retraction motor.

Model: Model AT-C1		Date: 20-Nov-06	No.: RB230019
Subject: Max original length and paper length		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

The following are the specifications for maximum original length and maximum paper length.

Copier/Document Server:

- Max. original length: 432mm (ARDF mode)
- Max. paper length: 457.2mm

Scanner:

- Max. original length: 432mm (ARDF mode)

Fax:

- Max. original length: 1200mm (ARDF mode)
- Max. paper length: 600mm (default), or 800 to 1200mm if SP5-150 is set to 1.

Note: When Sp5-150 is set to 1, the actual maximum depends on the width of the Fax received and the page memory size.

Printer:

- Max paper length: 600mm (default), or 1260mm if SP5-150 is set to 1.
- Note:** PCL is not supported. Also, the printer driver supports up to 600mm.

ARDF:

- Max original length: 1260mm

Note: This is the specification of the ARDF itself. When used with the AT-C1, the actual maximum length for each function is as described above.

Model: Model AT-C1		Date: 9-Feb-07	No.: RB230020
Subject: PM alert		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

1. On @Remote connected machines, the PM alert is sent to the @Remote Center before the target PM interval is reached.
2. When Sp5516-001 is ON, the PM alert is displayed before the target PM interval is reached.
3. The values displayed inside Sp7803-74/ -75/ -76 (% rotations) and Sp-7803-104/ -105/ -106 (% pages) are incorrect.

CAUSE

The values of the following SP modes (PM intervals) are incorrect.

See "Affected Units" below.

SP-No	Item	Correct	Incorrect
7952- 2	Rotation: Cleaning Unit	99783000	55920000
7952- 3	Rotation: Fusing Unit	35000000	176000000
7952- 4	Rotation: Paper Transfer Unit	149674000	111840000
7952-12	Page: Cleaning Unit	160000	80000
7952-13	Page: Fusing Unit	160000	80000
7952-14	Page: Paper Transfer Unit	240000	160000

SOLUTION

Firmware

The firmware will be changed to correct this symptom.

Scheduled release date: End of February 2007

Production line

The values in the Sp modes in the table above were corrected from the end of January 2007 production.

Action in the field

If the symptom occurs, or it is deemed necessary before then:

1. Change the values of the Sp modes in the table above to the "Correct" values.
2. Install the modified firmware after it is released.

Model: Model AT-C1

Date: 9-Feb-07

No.: RB230020

Note:

- If you only do Action In the Field #1, the Sp modes in table above will return to the "Incorrect" values when you execute Sp5801-001 (All Clear) or Sp5801-002 (Clear the Engine Setting). This will not happen after you update the firmware.

Affected Units (Serial Numbers)

The following are the serial numbers of the machines affected by this symptom.

Version	Product Code	Serial #
Model AT-C1	B230-19	L3667000001 – TBD
	B230-21	L3667000016 – TBD
	B230-29	L3667020001 - TBD
	B230-57	TBD
	B230-58	TBD
	B230-26	TBD
	B230-67	TBD
	B237-19	L3767000001-TBD
	B237-21	L3767000007-TBD
	B237-29	L3767020001-TBD
	B237-57	TBD
	B237-58	TBD
	B237-26	TBD
	B237-67	TBD

Model: AT-C1		Date: 5-Mar-07	No.: RB230021
Subject: Groaning/Moaning noise		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

1. A grinding/moaning sound is emitted from the drum unit.
Note: This happens more often with the black drum unit than with the CYM drum units.
2. A medium to high-pitched moaning sound (450Hz) is emitted from the ITB cleaning unit.
Note: In some cases, this can be resolved if the ITB cleaning unit is removed and then reattached

CAUSE

1. The temperature inside the drum unit rises, causing the lubrication blade to vibrate.
Note: The temperature inside the drum unit rises when the machine is used frequently.
2. The exit seal was made too thick, which increases the contact pressure on the ITB. As a result, the exit seal, ITB and cleaning blade vibrate.

SOLUTION

Production line

1. Vibration insulation was added between the lubricant blade and drum unit frame.
 Applied from: June 2006 production (RAI).
2. The thickness of the seal was decreased from 0.2 mm to 0.1 mm.
 Applied from: December 2006 production

Model: AT-C1	Date: 5-Mar-07	No.: RB230021
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Action in the field

1. Remove the ITB cleaning unit

Note: SC44x may occur after you remove the ITB.

2. Do an output check for each drum (this rotates the drum).

SP5804	Display	Description
5 804 2	Drum Motor: Bk: Full Speed	Drum/Development Drive Motor-K: 138 mm/s
5 804 4	Drum Motor: Bk: Low Speed	Drum/Development Drive Motor-K: 77 mm/s
5 804 14	Drum Motor: MCY: Full Speed	Drum Drive Motor-CMY: 138 mm/s
5 804 16	Drum Motor: MCY: Low Speed	Drum Drive Motor-CMY: 77 mm/s

- If the noise occurs, **replace this drum unit and stop this procedure.**

P/N for each drum unit:

B2232042 (Bk drum unit)

B2332043 (M drum unit)

B2332044 (C drum unit)

B2332045 (Y drum unit)

Note: This change was also applied to the following drum units. As shown in the photo below, the suffix is written on the service parts P/N decal.

B2332244, suffix **G** or later

B2332245, suffix **G** or later

B2332246, suffix **G** or later

B2332247, suffix **G** or later



- If noise does not occur, **continue on to Step 3.**

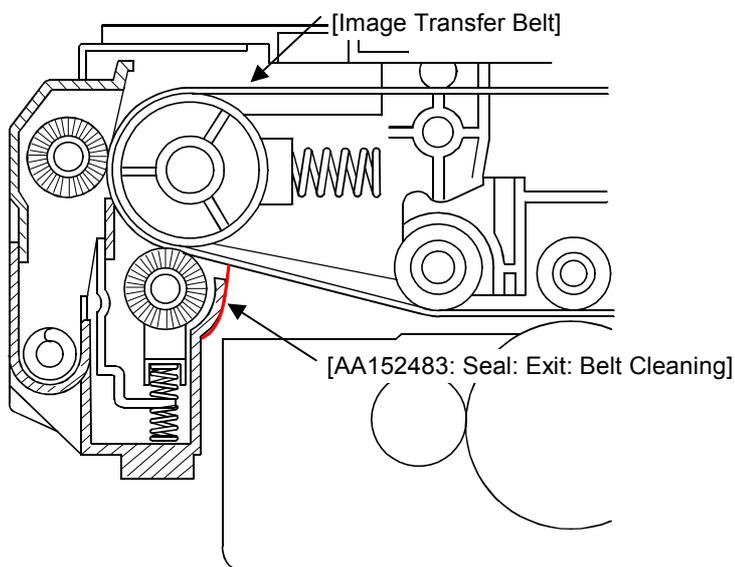
Model: AT-C1	Date: 5-Mar-07	No.: RB230021
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3. Remove all drum units (CYMK).
4. Do an output check for the ITB unit (this rotates the ITB unit).

SP5804	Display	Description
5 804 24	Image Transfer Motor: Full Speed	Image Transfer Belt Unit Drive Motor: 138 mm/s
5 804 26	Image Transfer Motor: Low Speed	Image Transfer Belt Unit Drive Motor: 77 mm/s

- If noise occurs, replace the “Seal: Exit Belt-Cleaning” (New P/N: **AA152483**).

**See the illustration below for the attachment location.
See the next page for the attachment procedure.**



Model: AT-C1

Date: 5-Mar-07

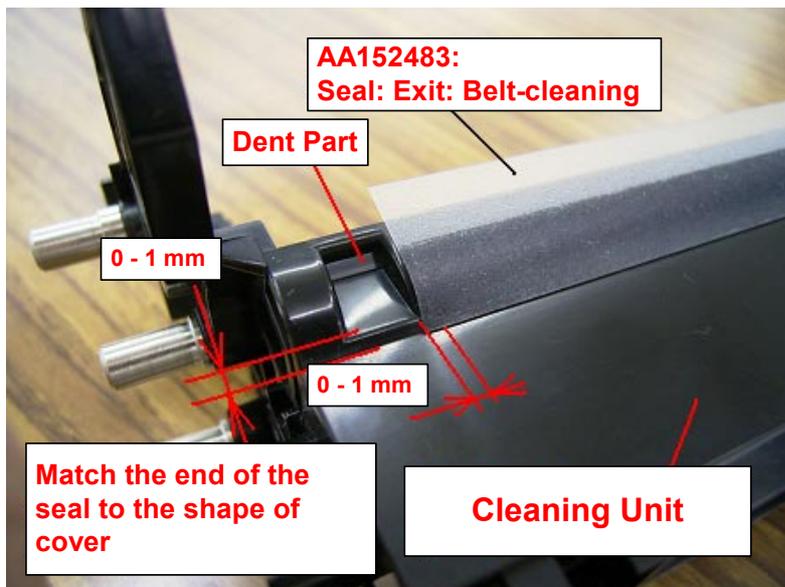
No.: RB230021

Replacement Procedure for the Seal: Exit Belt-Cleaning(New P/N: **AA152483**)

1. Remove the ITB cleaning unit.
2. Remove the old "Seal: Exit: Belt Cleaning".
3. Clean the seal attachment area with alcohol.
4. Attach the new "Seal: Exit: Belt Cleaning" (P/N: **AA152483**).

Important:

- Align the side edge of the seal with the edge of the indent, as shown in the photo (**0-1mm**).
- Align the bottom edge of the seal with the outer plate of the ITB unit, as shown in the photo (**0-1mm**).
- Attach the seal so that there are no wrinkles in the seal.
For example: Attach one side, stretch the seal, and then attach the other side.



Model: AT-C1		Date: 5-Mar-07	No.: RB230022
Subject: Long Toner Near-End interval		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Symptom

The Toner Near End condition occurs sooner than expected.

Cause

The Toner Near End condition is triggered based on a software counter, not on the actual amount of toner that is supplied. Under the following conditions, the actual amount of toner supplied is less than the target. As a result, the software counter will reach the Toner Near End condition while there is still a lot of toner in the bottle.

Conditions:

- The toner is not supplied very often
- The original has a low image coverage
- The print volume within a certain period of time (duty) is low

	Number of prints from Near End to End
1 P/J Coverage 2.5%	Approx. 7,000 (Min)
	Approx. 11,000 (Max)
2 P/J Coverage 5%	Approx. 3,500 (Min)
	Approx. 5,500 (Max)
100 P/J Coverage 20%	Approx. 500 (Min)
	Approx. 1,000 (Max)

Note: This is a specification for the AT-C1/AP-C1. This is so that the machine can do the following:

- 2000 or more A4 sheets with 5% coverage can be printed during toner near-end condition
- Images can be printed out with good image density during the Toner Near End condition
- Toner Near End comes before Toner End, under any usage conditions

Model: AT-C1	Date: 5-Mar-07	No.: RB230022
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Solution

Production line:

When the machine reaches Toner Near End, “Replace toner cartridge” will not be displayed.

Applied from: December 2006 production (RAI)

Firmware version: System_Copy firmware Ver. 1.59

Action in the field:

If the symptom is reported in the field, set **Sp3-101-13 to 16** to a value of “0”. This will make the Toner Near End condition occur later.

Note: After you set these SP modes to “0”:

1. If the customer prints out originals with high image coverage at high duty, the time between the Near End and End conditions may be very short (or, the Near End condition may not occur at all).
2. The following table shows the estimated number of prints you can make during the Toner Near End condition.

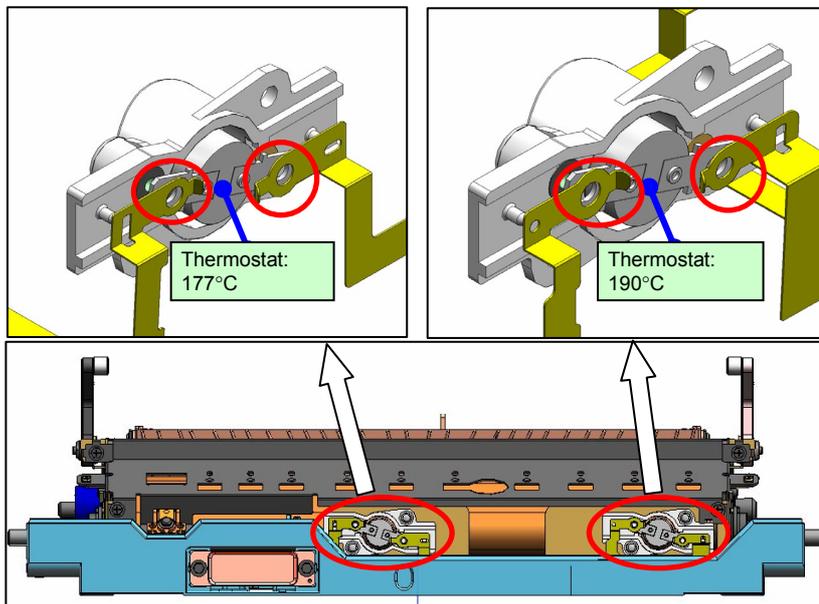
	Number of prints from Near End to End
1 P/J Coverage 2.5%	Approx. 2,000 (Min)
	Approx. 6,000 (Max)
2 P/J Coverage 5%	Approx. 1,000 (Min)
	Approx. 3,000 (Max)
100 P/J Coverage 20%	Approx. 0 (Min)
	Approx. 375 (Max)

Model: AT-C1		Date: 7-Mar-07	No.: RB230023
Subject: Notes when replacing thermostats in the fusing unit		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important notes for when replacing the thermostats

Make sure to do the following when you replace the thermostats.

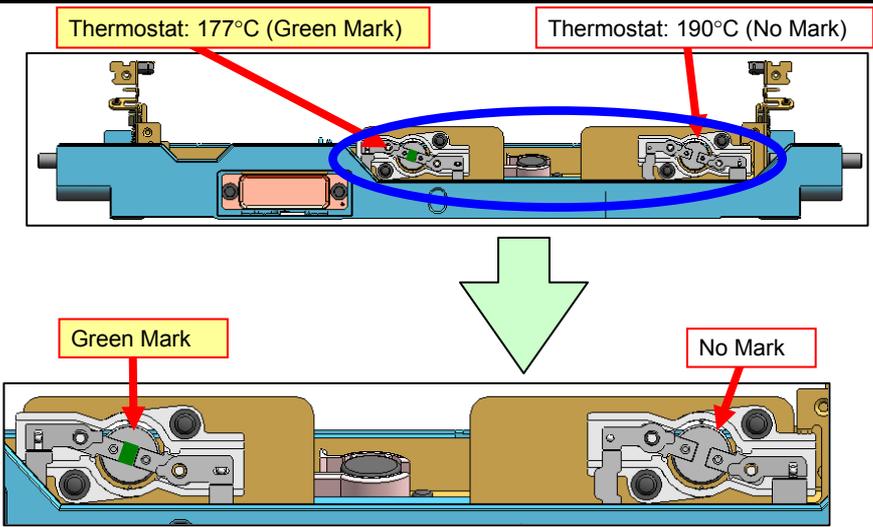
- Attach the thermostat under the electrode plates.



- Attach the thermostat that is marked **green** at the **middle** position. Attach the thermostat that is **not marked** at the **rear** position.

See the illustration on the next page.

Model: AT-C1	Date: 7-Mar-07	No.: RB230023
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Model: AT-C1		Date: 14-Mar-07	No.: RB230024
Subject: Supports the Catalan and Turkish languages		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (firmware)	

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

- Firmware list
 - System ver.1.61 or later
 - LCDC ver.1.27 or later (Language firmware ver.0.74 or later)
 - FAX ver.02.03.00 or later
 - FCU ver.04.00.00 or later
 - Printer ver.1.07 or later
 - Websys ver.1.08.1 or later
 - WebUapl ver.1.15 or later
 - Scanner ver.1.21 or later

- Firmware release notes
 - All firmware release notes use the same expression as shown below.
 - Supports the Catalan and Turkish languages.

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

[Device]

Device functions		Catalan	Turkish
Copy	Operation panel	OK	OK
	Preset Stamp	NO***	NO***
Document Server	Operation panel	OK	OK

Model: AT-C1	Date: 14-Mar-07	No.: RB230024
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Device functions		Catalan	Turkish
Fax	Operation panel	OK	OK
	Lists printed from Fax operation panel (i.e. Print Journal List)	NO**	NO*
	Internet Fax: Email message (Transmission)	NO*	NO*
	Internet Fax: Email message (Reception)	OK	NO*
	Internet Fax: Email subject	NO*	NO*
	Standard Message Stamp	OK	OK
Printer	Operation panel	OK	OK
	Printer lists in Printer Features (i.e. Configuration Page)	OK	NO*
Scanner	Operation panel	OK	OK
	Lists printed from Scanner operation panel (i.e. transmission result)	OK	NO*
	E-mail Information Language in Scanner Features	OK	OK
User Tools	Print Address Book (Header)	OK	NO*
	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web Image Monitor	Display language	OK	OK
	Help	NO**	NO*
Other	E-mail Notification	OK	OK
	Software Keyboard	OK	NO****

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

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

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

**** Turkish is not available.

[Software]

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

Model: AT-C1

Date: 14-Mar-07

No.: RB230024

[Drivers]

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

[Manuals]

Manuals		Catalan	Turkish
Manual		OK	OK

Model: AT-C1		Date: 20-Mar-07	No.: RB230025
Subject: Display "Used Toner Bottle is not set correctly"		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

"Used Toner Bottle is not set correctly" is displayed on the LCD, even when the used toner bottle is set correctly.

Note: This symptom occurs more easily under low-temperature conditions.

CAUSE

The low temperature causes the toner bottle to contract (shrink) slightly. As a result, sometimes the toner bottle does not touch the "toner bottle set switch".

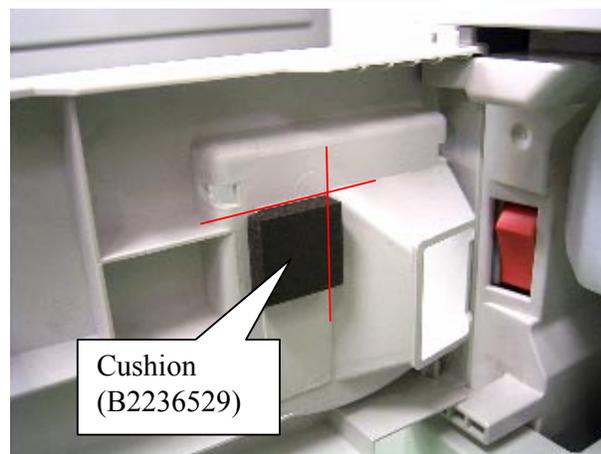
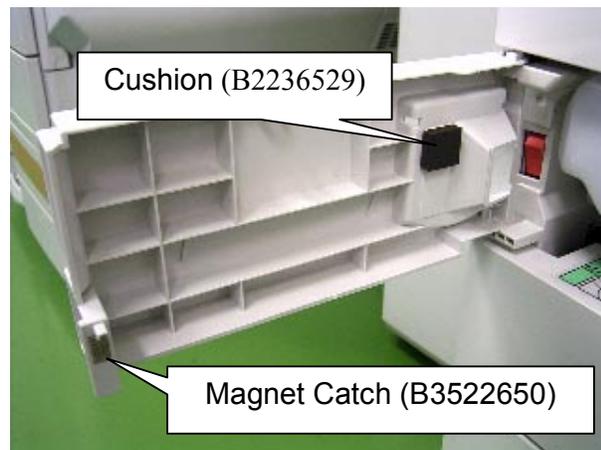
SOLUTION

Attach a cushion to the front door and replace the magnet catch.

See the procedure below

P/N:

Cushion: **B2236529**
 Magnet Catch: **B3522650**



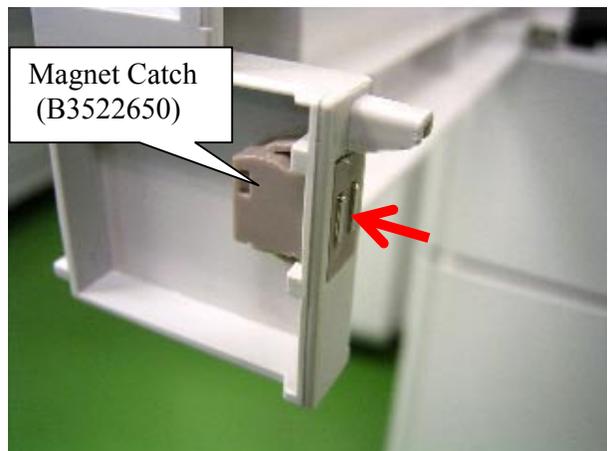
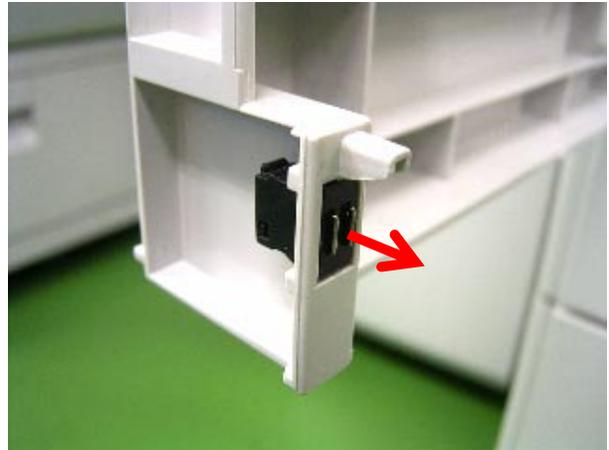
Model: AT-C1

Date: 20-Mar-07

No.: RB230025

Attachment Procedure for the Cushion and Magnet Catch

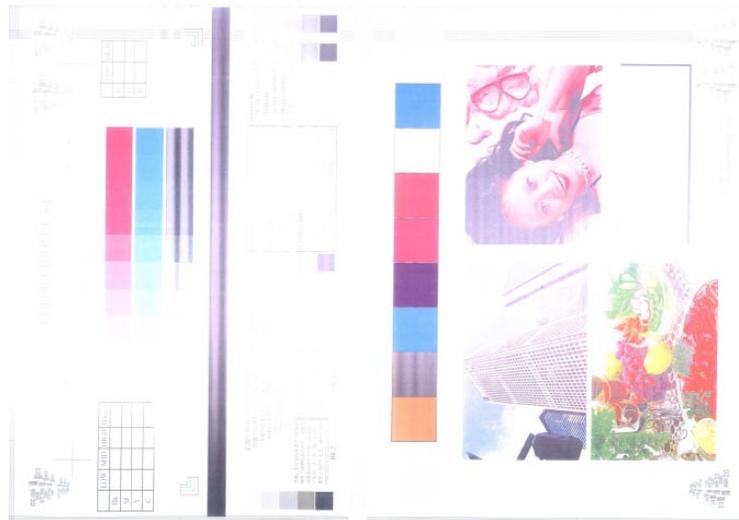
1. Open the front door (one screw).
2. Attach the cushion (**B2236529**).
Note: See pg. 1 for the attachment position.
3. Replace the magnet catch with the modified one (**B3522650**).
4. Close the front door.



Model: Model AT-C1		Date: 22-mar-07	No.: RB230026
Subject: Light image density		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Low image density



CAUSE

Software bug: The laser optics shutter does not open correctly.

SOLUTION

Production line

The engine firmware was modified to correct this symptom.

New version: **V1.11.01**

Applied from: March 1st 2007 production (RAI)

In the field

If this symptom occurs on the affected units, update the engine firmware to **V1.11.01**

Affected Units

This symptom may occur on machines produced between August 2007 and February 28, 2007.

Model: AT-C1		Date: 23-Mar-07	No.: RB230027
Subject: Service Manual Correction		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was changed as follows:

- **Add** the following procedure

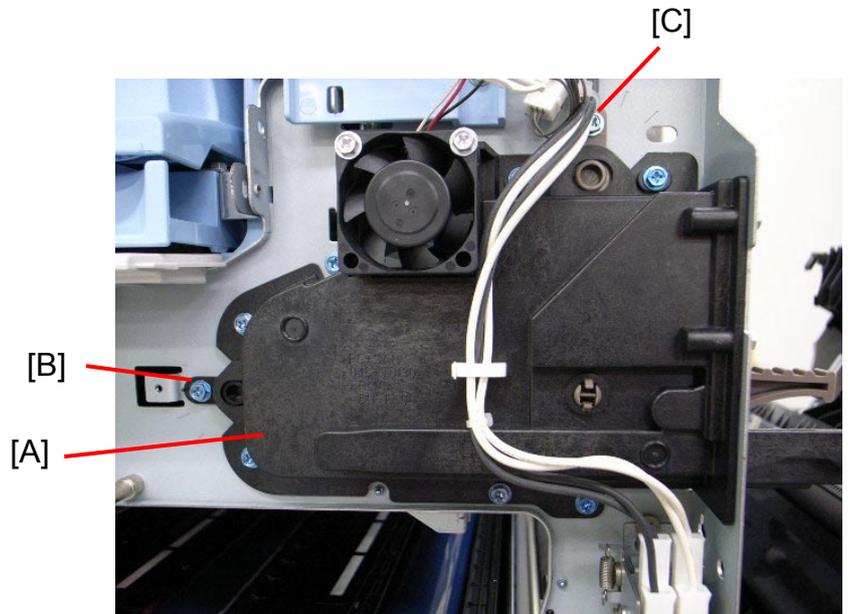
Page 97 (Horizontal Parallelism Adjustment)

1. Access Sp2-109 and print out test pattern 14 (1-dot trimming pattern).
2. Make sure the horizontal lines are parallel.
 "Parallel": The gap between horizontal lines is 1.8 mm or less.
3. If the lines are not parallel, check the following and apply corrections as necessary:
 - Make sure the side fences are set neatly against the sides of the paper.
 - Make sure the PTR unit is connected to the bracket correctly.
 - Make sure the shafts of the duplex unit are not bent nor damaged.
4. If the lines are still not parallel, do the following procedure:
 - 1) Open the duplex unit.
 - 2) Remove the fusing unit.
 - 3) Open the front cover.
 - 4) Open the drum positioning plate (1 screw).
 - 5) Remove the ITB unit.
 - 6) Remove the front right cover (1 screw).
 - 7) Remove the upper right front cover (1 screw).
 - 8) Remove the upper right inner cover (2 screws).

Model: AT-C1	Date: 23-Mar-07	No.: RB230027
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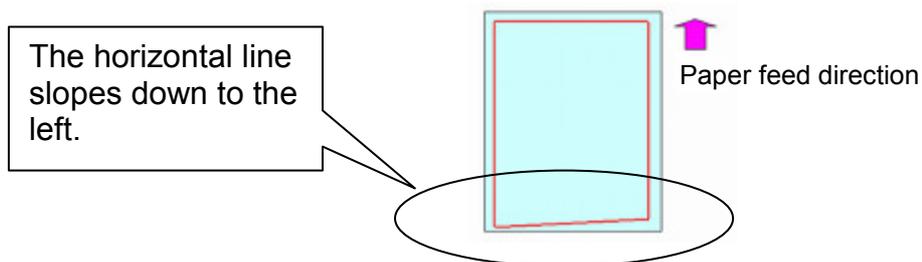
5. Loosen the 8 screws for the front fusing guide plate [A].
6. Remove the 2 screws for the levers of the front fusing guide plate [B], [C].

NOTE: You do not need to reattach these two screws after you finish this procedure.



7. If the horizontal lines slope **down to the left** (see illustration), move the front fusing guide plate upward. To do this, turn both levers of the front fusing guide plate **clockwise**.

Important: Turn both levers in the same direction. If you do not, the fusing belt may be damaged.



8. If the horizontal lines slope **down to the right**, move the front fusing guide plate downward. To do this, turn both levers of the front fusing guide plate **counterclockwise**.

Important: Turn both levers in the same direction. If you do not, the fusing belt may be damaged.

9. Retighten the 8 screws for the front fusing guide plate.
10. Print out the test pattern and check the image quality.
11. If the symptom still occurs, repeat the above steps.

Model: AT-C1		Date: 23-Mar-07	No.: RB230028
Subject: Correction Service Manual (FAX RAM Addresses)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was corrected as follows:

P120-121: Service RAM Address for Fax Option Type C3000 (B786)

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

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

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

They are not for use in the field.

Model: AT-C1		Date: 13-Apr-07	No.: RB230029
Subject: Patch Release for E-3000 V.1.0.0 (1-Q6EKY.ps)		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File "1-Q6EKY.ps" for the Printer Controller E-3000 system version 1.0.

Patch File	Issue(s)
1-Q6EKY.ps	<ul style="list-style-type: none"> This patch improves the color qualities with the "Super Fine" and "Fine" color profiles. The patch also changes the version number of the server from V1.0 to V1.01. <p>NOTE: This change was also applied to the ICC profiles. Please advise customers that these new ICC profiles can be downloaded from the Driver and Software download site.</p> <p>NOTE: The new output profiles (Fiery E-3000 Superfine v2F and Fiery E-3000 Fine v2F) replace old output profiles (v1F). Any previous color changes are restored to "default". "The RGB Source profile", "Fiery RGBv2" is replaced with "Fiery RGBv5". It does not change the color quality of Coarse. The profile remains as Fiery E-3000 Coarse v1F.</p>

Prerequisite(s):

None

Patch Update Procedure

1. Extract the G8897552.exe until you get the 1-Q6EKY.ps file.
2. Download/Import the patch file "1-Q6EKY.ps" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-Q6EKY".

Model: Model AT-C1		Date: 10-Jul-07	No.: RB230030
Subject: Service Manual Correction		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was changed as follows:

- **Delete** the following SP number and description.

Copy Service Mode / Service Mode Table, pg. 535

SP5178: Copy Data Security Setting

Note: This is not an SP setting, but a user tool setting.

Model: AT-C1		Date: 25-Jul-07	No.: RB230031
Subject: Patch Release for E-3000 V.1.01 (1-QWOVA.ps)		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File “**1-QWOVA.ps**” for the Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-QWOVA.ps	Launching Configure from WebTools causes Internet Explorer 7 to crash.

Prerequisite(s):

None

Patch Update Procedure

1. Extract the G8897553.exe until you get the **1-QWOVA.ps** file.
2. Download/Import the patch file “**1-QWOVA.ps**” with Command Workstation to the “**Direct**” queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. Select “Shut Down” and then “Reboot System” on the Fiery LCD.
5. Wait until the Fiery comes to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “**1-QWOVA**”.

Model: AT-C1		Date: 25-Jul-07	No.: RB230032
Subject: Patch Release for E-3000 V.1.01 (1-RH3FR.ps)		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File “**1-RH3FR.ps**” for the Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-RH3FR.ps	Sometimes a Euro symbol (€) prints overlapping adjacent characters.

Prerequisite(s):

None

Patch Update Procedure

1. Extract the G8897555.exe until you get the **1-RH3FR.ps** file.
2. Download/Import the patch file “**1-RH3FR.ps**” with Command Workstation to the “Direct” queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “**1-RH3FR**”.

Model: Model AT-C1		Date: 23-Aug-07	No.: RB230033
Subject: AT-C1k		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was changed as follows:

- **Add** the items in the table shown in bold.
 Note: These show the differences between the AT-C1a/b and C1k models.

Optical Path (page 760)

The speed of the polygon mirror depends on the selected mode and model (see below).

Mode	Polygon motor speed (rpm)	Process line speed (mm/s)	Print speed (ppm)
Plain /Middle Thick	32,598	138 mm/s	C1a: 25 C1b: 30 C1k: 20
OHP/Thick	36,378	77 mm/s	16

Paper Feed Line Speed (page 797)

This machine has two process line speeds (for feed from registration roller to fusing unit). The line speeds depend on the selected mode.

Mode	Line speed (mm/s)	Print speed (ppm)
Plain/ Middle Thick	138	C1a: 25 C1b: 30 C1k: 20
OHP/Thick	77	16

Model: Model AT-C1	Date: 23-Aug-07	No.: RB230033
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Main Frame (page 838 and 840)

Configuration:	Desktop			
Copy speed:	Normal (ADF 1 to 1, LT/ A4 LEF) C1a: 25 cpm (color) or 25 cpm (black & white) C1b: 30 cpm (color) or 30 cpm (black & white) C1k: 20 cpm (color) or 20 cpm (black & white) OHP/Thick C1a: 16 cpm (color/black & white) C1b 16 cpm (color/black & white) C1k 16 cpm (color/black & white)			
Noise Emission: (Sound Power Level)	Model	State	Mainframe	Complete system (*1)
	C1a	Standby	40dB(A) or Less	44dB(A) or Less
		Operating	65dB(A) or Less	70dB(A) or Less
	C1b	Standby	40dB(A) or Less	44dB(A) or Less
		Operating	67dB(A) or Less	70dB(A) or Less
	C1k	Standby	40dB (A) or less	44dB (A) or less
		Operating	65dB (A) or less	70dB (A) or less
(*1) The complete system consists of mainframe, ARDF, finisher, and LCT. The above measurements were made in accordance with Ricoh standard methodology.				

Printer (page 842)

Printing speed:	C1a: 25 ppm in Plain/Middle Thick mode 16 ppm in Thick/OHP mode C1b: 30 ppm in Plain/Middle Thick mode 16 ppm in Thick/OHP mode C1k: 20 ppm in Plain/Middle Thick mode 16 ppm in Thick/OHP mode
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Model: AT-C1		Date: 05-Sep-07	No.: RB230034
Subject: Platen cover sheet damage		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.



CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

Temporary:

- Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
- Cover the damaged area of the platen cover sheet with transparent tape.

Permanent:

- Replace the platen cover sheet with the modified part:

P/N G3291371 Sheet: Pressure plate: Ass'y
Used in platen cover options produced from: March 2007

Model: AT-C1		Date: 20-Sep-07	No.: RB230035
Subject: Jam or dog ears in duplex mode		Prepared by: N. Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The following may occur in duplex mode:

- ✓ Jam (code 009)
- ✓ Dog ears before paper transfer

CAUSE

The exit guide plate is deformed, causing the registration and duplex Mylars to contact each other.

Note: This can happen if the duplex unit is installed incorrectly.

SOLUTION

- Confirm that the cause of the jam or dog ears is the same as described above.
- If this is the cause, do Procedure 1 on the next page.
- If this does not solve the issue, do Procedure 2 (and Procedure 3 if necessary).

Note:

If the cause is the same as described above:

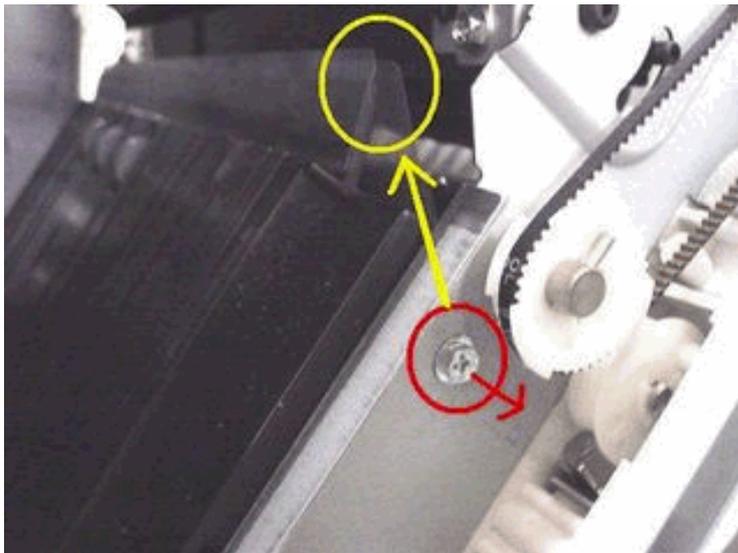
- When you gently close the duplex unit, you may hear some noise (caused by the Mylars contacting each other).
- The distance between the duplex Mylars is as shown by the yellow circle in the photo below.

Model: AT-C1	Date: 20-Sep-07	No.: RB230035
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Procedure 1: Change the position of the registration parts

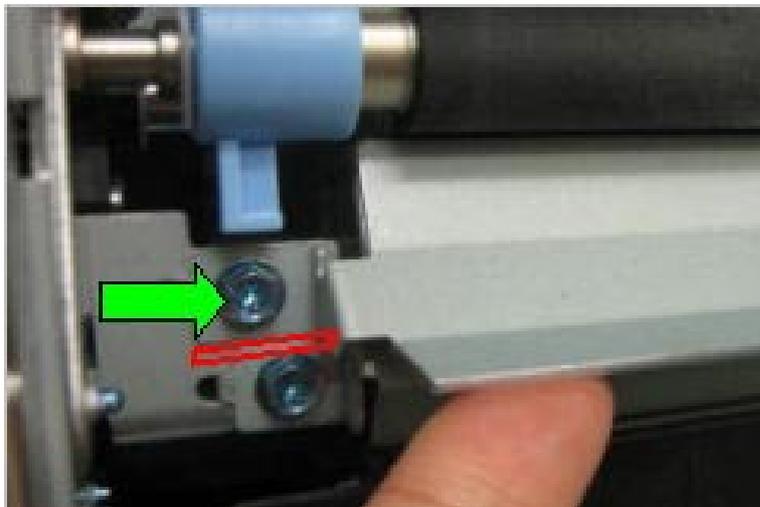
1. Open the duplex unit.
2. Remove the duplex inner cover [screw × 2].
3. Loosen the screw marked by the red circle in the photo.
4. Tighten the screw while you push the guide plate outward.

Note: The gap between these two Mylars may decrease when the screw is pushed in the direction of the red arrow.



Procedure 2: Change the position of the Mylar for registration

1. Measure the gap between the guide plates marked by the red rectangle in the photo.
2. If the gap is 1mm or less, loosen the two screws marked by the green arrow (front x 1, rear x 1). Then, tighten these screws again while you lift the plate.



3. Make some test prints. If the issue is still not fixed, do Procedure 3 below.

Model: AT-C1	Date: 20-Sep-07	No.: RB230035
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Procedure 3: Replace the Guide Plate: Exit: Adhesion. (Parts Catalog, p 58, index 1)



1. Remove the duplex unit (see Service Manual, Replacement & Adjustment).
2. Remove the inner cover of the duplex unit.
3. Remove the duplex guide plate assembly marked by the red circle in the photo (front screw x 1, rear screw x 2).

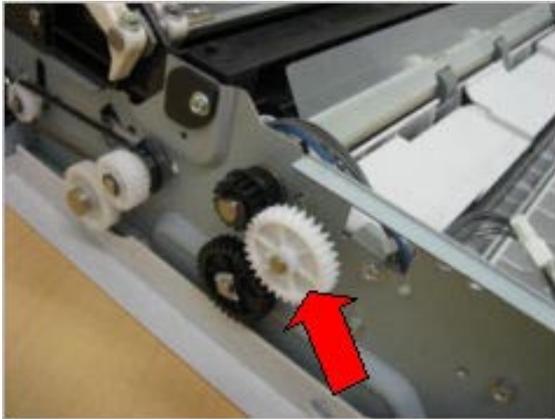


Model: AT-C1

Date: 20-Sep-07

No.: RB230035

4. Remove the white gear at the rear of the duplex unit (marked by the red arrow).



5. Replace the Guide Plate: Exit: Adhesion.
(Parts Catalog, p 58, index 1) (front screw x 2,
rear screw x 2).

Note:

- See the Service Manual, pg. 59, index 1
- See **Solution 1**, Step 4 above for how to tighten these screws

Model: AT-C1		Date: 5-Oct-07	No.: RB230036
Subject: Support parts for duplex unit		Prepared by: N.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The following parts connecting the mainframe and duplex unit may break:

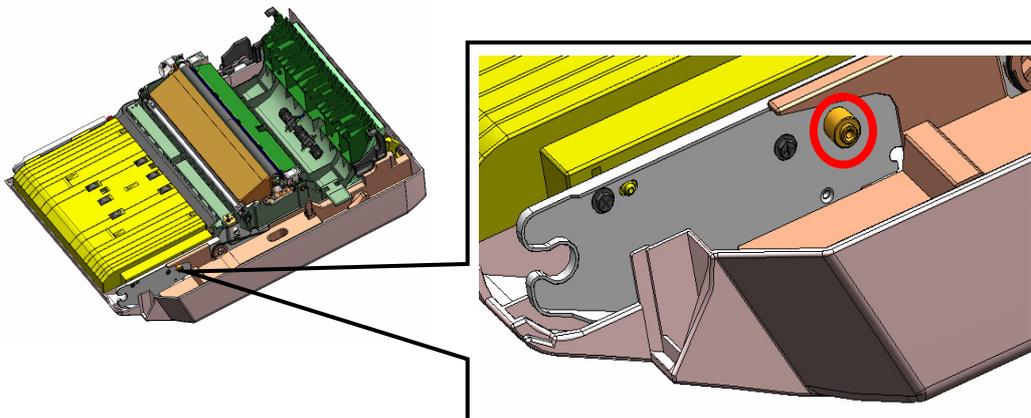
- The duplex link and/or peen on the mainframe
- The peen on the duplex unit

CAUSE

The operator leans on the duplex unit opening.

SOLUTION

1. If the duplex link or peen on the mainframe is broken, do **Procedure A** below.
2. If the peen on the duplex unit is broken, do **Procedure B** below.



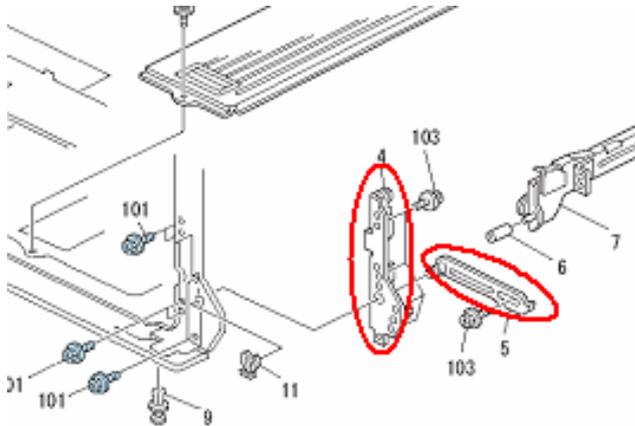
Note: The illustration shows the peen on the duplex unit.

Model: AT-C1	Date: 5-Oct-07	No.: RB230036
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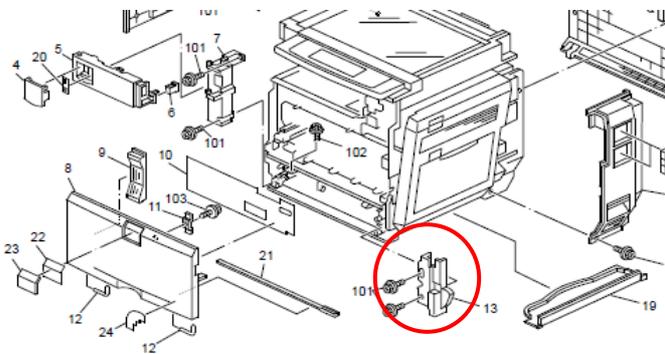
Procedure A

Replace the following parts:

- Duplex Link: pg. 80, index #5
- Bracket Paper: Feed Unit: Peen: pg. 80, index #4



1. Remove the duplex unit.
2. Remove the Cover: Right Front: Lower, shown below (pg. 10, index #13).



3. Remove the snap ring and replace the Duplex Link (pg. 80, index #5).
4. Remove the paper feed unit (see Service Manual, pg. 180).

Model: AT-C1

Date: 5-Oct-07

No.: RB230036

5. Remove the screws marked by the red circles.
6. Replace the Bracket Paper: Feed Unit: Peen (pg. 80, index #4).

Front

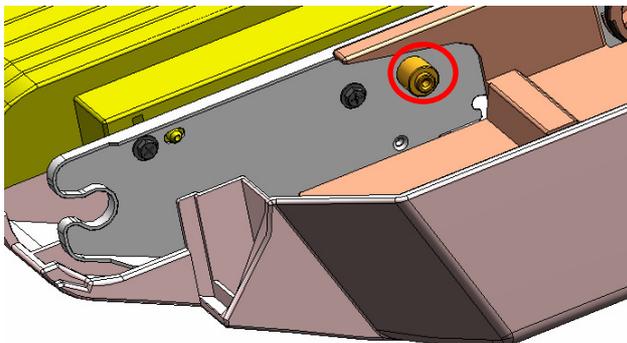
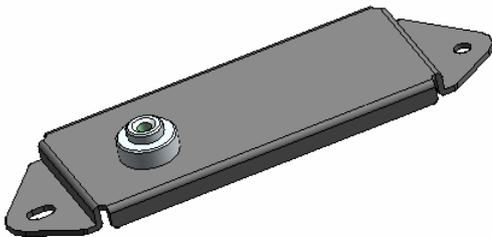


Rear

**Procedure B**

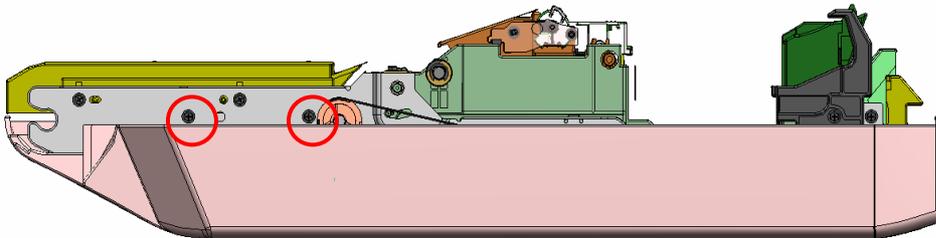
Install the new service part below.

Bracket: Link: Duplex: Peen P/N B2309005

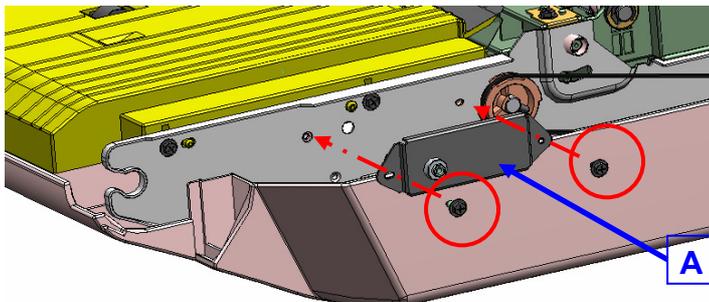


Model: AT-C1	Date: 5-Oct-07	No.: RB230036
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1. Remove the old peen using needle-nose pliers.
2. Remove the Duplex Inter Cover (screw x 2, pg. 56, index #21).
3. Remove the two screws marked by the red circles.



4. Attach the new service part [A] using the two screws you removed in Step 3.



5. Reattach the Duplex Inter Cover.

Model: Model AT-C1		Date: 15-Oct-07	No.: RB230037
Subject: SC codes		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was corrected as follows:

- **Add** the following SC codes:

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
396	D	Black Development/PCU drive motor error
		The machine detects a High signal from the Black Development/PCU drive motor for two continuous seconds.
		<ul style="list-style-type: none"> • Motor overload • Defective Black Development/PCU drive motor
		<ol style="list-style-type: none"> 1. Check or replace the harness 2. Replace the Black Development/PCU drive motor

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
397	D	Color drum drive motor error
		The machine detects a High signal from the color drum drive motor for two continuous seconds.
		<ul style="list-style-type: none"> • Motor overload • Defective color drum drive motor
		<ol style="list-style-type: none"> 1. Check or replace the harness 2. Replace the color drum drive motor

Model: Model AT-C1	Date: 15-Oct-07	No.: RB230037
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- **Revise** the following (areas in **bold** are new):

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
541	A	Heating roller thermopile error 1
		The temperature detected by the heating roller thermopile does not reach 0°C for 6 seconds.
		<ul style="list-style-type: none"> ▪ Loose connection of the thermopile ▪ Defective thermopile
		<ol style="list-style-type: none"> 1. Check if the thermopile is firmly connected. 2. Replace the thermopile.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
542	A	Heating roller warm-up error 1
		<ul style="list-style-type: none"> ▪ After the main switch is turned on or the cover is closed, the increment of the heating roller temperature per 10 seconds is 30°C or less. If this condition is detected five times consecutively, SC 542 is defined. ▪ The temperature detected by the heating roller thermopile does not reach 100°C for 15 seconds after the heating lamp on. ▪ The temperature detected by the heating roller thermopile does not reach the ready temperature while 60 seconds after the heating lamp on. ▪ The center temperature of the heating roller does not reach the ready temperature for 30 seconds after the both edge temperature of the heating roller has reached the ready temperature.
		<ul style="list-style-type: none"> ▪ Dirty or defective thermopile ▪ Defective thermistor ▪ Defective heating roller lamp
		<ol style="list-style-type: none"> 1. Check if the heating roller thermistor is firmly connected. 2. Replace the thermistor. 3. Check or replace the thermopile. 4. Replace the heating roller fusing lamp.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
543	A	Heating roller fusing lamp overheat 1 (software error)
		The temperature detected by the heating roller thermopile stays at 230°C or more for 1 second.

Model: Model AT-C1	Date: 15-Oct-07	No.: RB230037
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
544	A	Heating roller fusing lamp overheat 1 (hardware error)
		The temperature detected by the heating roller thermopile reaches 250 °C.
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
545	A	Heating roller fusing lamp consecutive full power 1
		When the fusing unit is not running in the ready condition, the heating roller fusing lamp keeps ON full power for 8 seconds or more.
		<ul style="list-style-type: none"> ▪ Broken heating roller fusing lamp
		<ol style="list-style-type: none"> 1. Replace the heating roller fusing lamp. 2. Replace the PSU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
551	A	Heating roller thermistor error
		The temperature detected by the heating roller thermistor does not reach 0 °C for 6 seconds.
		<ul style="list-style-type: none"> ▪ Loose connection of the heating roller thermistor ▪ Defective heating roller thermistor ▪ Defective thermopile
		<ol style="list-style-type: none"> 1. Check if the heating roller thermistor is firmly connected. 2. Replace the heating roller thermistor. 3. Replace the thermopile.

Model: Model AT-C1	Date: 15-Oct-07	No.: RB230037
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
552	A	Heating roller warm-up error 2
		After the main switch is turned on or the door is closed, the temperature detected by the heating roller thermistor does not reach the ready temperature within 70 seconds during fusing unit warm-up.
		<ul style="list-style-type: none"> ▪ Heating roller fusing lamp broken
		<ol style="list-style-type: none"> 1. Check if the heating roller thermistor is firmly connected. 2. Replace the heating roller fusing lamp.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
553	A	Heating roller fusing lamp overheat 2 (software error)
		The temperature detected by the heating roller thermistor stays at 230°C or more for 1 second.
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
554	A	Heating roller fusing lamp overheat 1 (hardware error)
		The temperature detected by the heating roller thermistor reaches 250°C or more.
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
555	A	Heating roller fusing lamp consecutive full power 2
		The heating roller fusing lamp stays ON for 8 seconds or more while the fusing unit is in the Ready condition.
		<ul style="list-style-type: none"> ▪ Broken heating roller fusing lamp
		<ol style="list-style-type: none"> 1. Replace the heating roller fusing lamp. 2. Replace the PSU.

Model: Model AT-C1	Date: 15-Oct-07	No.: RB230037
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
561	A	Pressure roller thermistor error
		The temperature detected by the pressure roller thermistor does not reach 0 °C for 20 seconds.
		<ul style="list-style-type: none"> ▪ Loose connection of pressure roller thermistor ▪ Defective thermopile ▪ Defective pressure roller thermistor
		<ol style="list-style-type: none"> 1. Check that the pressure roller thermistor is firmly connected. 2. Replace the thermopile. 3. Replace the pressure roller thermistor.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
563	A	Pressure roller fusing lamp overheat (software error)
		The temperature detected by the pressure roller thermistor stays at 230°C or more for 1 second.
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
564	A	Pressure roller fusing lamp overheat (hardware error)
		The temperature detected by the pressure roller thermistor reaches 250°C or more.
		<ul style="list-style-type: none"> ▪ Defective PSU ▪ Defective IOB ▪ Defective BICU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the IOB. 3. Replace the BICU.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
565	A	Pressure roller lamp consecutive full power
		The pressure roller-fusing lamp stays ON at full power for 120 seconds or more while the fusing unit is in the Ready condition.
		<ul style="list-style-type: none"> ▪ Broken pressure roller fusing lamp

Model: Model AT-C1	Date: 15-Oct-07	No.: RB230037
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		<ol style="list-style-type: none">1. Replace the pressure roller fusing lamp.2. Replace the PSU.

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

Important Information on the Release of a New Wireless LAN Option

Overview

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

Details

1. Discontinued wireless LAN options:

for US

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

for EU and Asia

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

2. Specifications of the new wireless LAN option:

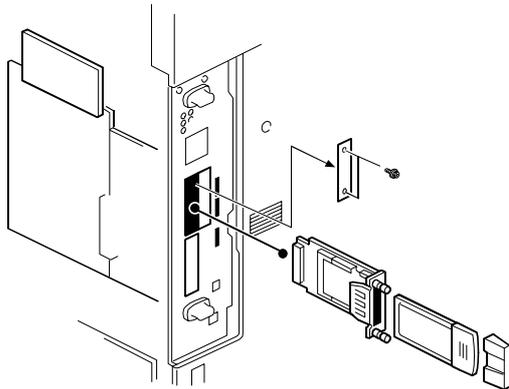


Print_B7367059.pc

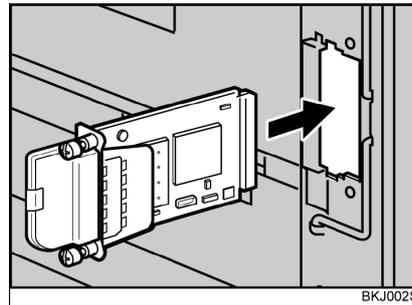
Specification Sheet:

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

Model: General	Date: 12-Mar-08	No.: RGene027
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Previous types:
PCB, LAN card, and cover are separate



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

Action in the Field

1. MFP Models

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

See “Target Models” below.

2. LP Models

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

See “Target Models” below.

Notice to users (excerpt on next page):



print_B7367058.pd

Model: General	Date: 12-Mar-08	No.: RGene027
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Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

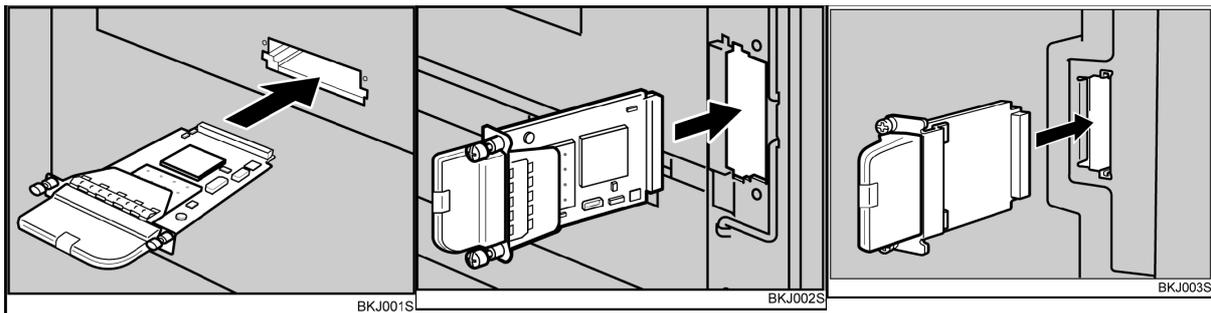
Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.

1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

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

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.
Slot types vary according to device. For details, see the manual provided with your printer.

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

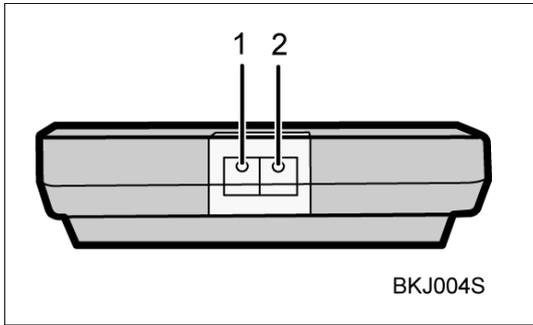
Note

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

Model: General	Date: 12-Mar-08	No.: RGene027
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Checking the Connection

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



1. The orange light indicates normal network connectivity.
 2. The green light indicates that the optional wireless LAN interface unit is properly powered.
- If both lights are lit, the wireless connection is fully operational.

Model: General	Date: 12-Mar-08	No.: RGene027
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Target Models

MFP

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

Note:

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

LP

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

Note:

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

Model: AT-C1		Date: 21-Mar-08	No.: RB230038
Subject: Patch Release for E-3000 V.1.01 (1-RQQWV.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1- RQQWV.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-RQQWV.ps	Secure Erase functionality improvement.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897554.exe** until you get the **1-RQQWV.ps** file.
2. Download/Import the patch file "**1-RQQWV.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RQQWV**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230039
Subject: Patch Release for E-3000 V.1.01 (1-S38WZ.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-S38WZ.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-S38WZ.ps	When printing a document from Adobe Illustrator the printed result loses color if Composite Overprint is turned on.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897556.exe** until you get the **1-S38WZ.ps** file.
2. Download/Import the patch file "**1-S38WZ.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-S38WZ**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230040
Subject: Patch Release for E-3000 V.1.01 (1-RH3HB.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-RH3HB.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-RH3HB.ps	Prepaid Card: Print job does not restart if print while remaining paper in Duplex unit.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897557.exe** until you get the **1-RH3HB.ps** file.
2. Download/Import the patch file "**1-RH3HB.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RH3HB**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230041
Subject: Patch Release for E-3000 V.1.01 (1-RWEUS.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-RWEUS.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-RWEUS.ps	Scanned jobs with LEF paper direction and saved as JPEG cannot be opened in Adobe Illustrator 10.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897558.exe** until you get the **1-RWEUS.ps** file.
2. Download/Import the patch file "1-RWEUS.ps" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-RWEUS".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230042
Subject: Patch Release for E-3000 V.1.01 (1- RYZ6V.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1- RYZ6V.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1- RYZ6V.ps	A job consisting of a Custom paper size does not print and the copier displays an incorrect message to load the wrong paper size.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897559.exe** until you get the **1- RYZ6V.ps** file.
2. Download/Import the patch file "**1- RYZ6V.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1- RYZ6V**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230043
Subject: Patch Release for E-3000 V.1.01 (1-T3RFE.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-T3RFE.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-T3RFE.ps	Configure doesn't launch when Java 6 is installed..

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-QWOVA

Patch Update Procedure

1. Extract **G8897561.exe** until you get the **1-T3RFE.ps** file.
2. Download/Import the patch file "**1-T3RFE.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-T3RFE**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230044
Subject: Patch Release for E-3000 V.1.01 (1-T6D99.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-T6D99.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-T6D99.ps	The tray alignment setup menu closes and the Fiery menu goes back to Fiery idle on the LCD prematurely. This occurs when configuring tray alignment from the Fiery LCD and after printing out the Alignment page.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897562.exe** until you get the **1-T6D99.ps** file.
2. Download/Import the patch file "**1-T6D99.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-T6D99**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230045
Subject: Patch Release for E-3000 V.1.01 (1-TWN5S .ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-TWN5S.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-TWN5S.ps	Fiery email print confirmation reply uses wrong coding of local characters.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **G8897563.exe** until you get the **1-TWN5S.ps** file.
2. Download/Import the patch file "**1-TWN5S.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-TWN5S**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: AT-C1		Date: 21-Mar-08	No.: RB230046
Subject: Patch Release for E-3000 V.1.0.1 (1-UWFVR.ps)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for a special Patch File 1-UWFVR.ps for Printer Controller E-3000 system version 1.0.1

Patch File	Issue(s)
1-UWFVR	<ul style="list-style-type: none"> When making a backup file, the patch information will be included in the backup file. When restoring the backed-up file, the patch information of the restored unit will be overwritten. <p>As a result, there is a possibility that after a backup file is restored, the patch information on the configuration sheet printed by the restored unit may become different from the actual patch configuration.</p> <p>Cause: Software bug</p> <p>Information: Backup & Restore is a feature, which can be found in <i>CommandWorkStation</i> and can be operated by the customer.</p>

NOTES: This patch is only for E-3000 system version 1.01.

Important Information:

The software bug of the Backup & Restore feature may be a root cause of system software corruption.

If there is a software problem with E-3000, refer to the troubleshooting information of RTB No. RB230047 and check if the software problem is caused by the Backup & Restore feature.

The effects of this special patch 1-UWFVR:

This special patch 1-UWFVR has 3 effects.

Preventive effects:

1. Not to back up the patch information as part of the backed-up data when performing a system backup.

Model: AT-C1

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2. To ignore the patch information that comes with the backed-up data when performing a system restore.

Corrective effects:

Cleans up the patch information (once, only at the time this special patch is applied) so that the configuration page shows the patch IDs that are actually installed in the system. (Note: The installation order of the patches will also be recovered.)

Limitation of this special patch 1-UWFVR:

The special patch 1-UWFVR can detect only the patches listed below. Therefore, unknown patches, which are released after the patches shown below, will not be detected and will not appear on the patch information on the configuration sheet, after applying this special patch 1-UWFVR.

1-Q6EKY, 1-QWOVA, 1-RQQWV, 1-RH3FR, 1-S38WZ, 1-RH3HB, 1-RWEUS, 1-RYZ6V, 1-R3TFE, 1-T6D99, 1-TWN5S

Prerequisite(s):

- None.

Patch Update Procedure

1. Extract G8787564.exe until you get the 1-UWFVR.ps file.
2. Download/Import the patch file "1-UWFVR.ps" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle mode and has printed the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-UWFVR".

Model: AT-C1		Date: 21-Mar-08	No.: RB230047
Subject: Troubleshooting information for E-3000		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB contains troubleshooting information for E-3000.

Table of contents:

- Problem
- Possible Causes
- Detailed Explanation
- Required Action (Workflow)
- Detailed steps of required action in the field
- System Re-installation procedure for recovery

Problem:

- After some patch(es) has(have) been newly installed on the **E-3000**, the system software is not working well.

Possible Causes:

- Software bug in the Backup and Restore feature can be a root cause of system software corruption.

This can happen when all of these 3 conditions occur:

1. The customer or field technician has performed the Backup & Restore feature, before the patch **1-UWFVR** has been installed on the **E-3000**.
2. The patch information in the backup file is different from the actual patch configuration of the unit on which the restore feature has been performed.
3. The field technician continued to maintain this unit, which has had backed-up files restored, by adding patches.

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Detailed Explanation:

Until installing a special patch **1-UWFVR** on the system software, the **E-3000** system software has two bugs:

1. When making a backup file, the patch information will be included to the backup file.
2. When restoring the backed-up file, the patch information of the restored unit will be overwritten.

As a result, there is a possibility that after a backup file is restored, the patch information on the configuration sheet printed by the restored unit may become different from the actual patch configuration.

When a field technician continues to maintain the controller unit without knowing that the patch information on the configuration sheet is wrong, system corruption may occur.

P1 = 1st patch
 P2 = 2nd patch

Example (1)

True Patch information: P1 + P2 + P3
 Restored (Wrong) Patch information: P1 + P2 + P3 + P4 + P5
 Field Technician may install: + P6 + P7
 Result: P1 + P2 + P3 + P6 + P7 (P4 and P5 are missing)

Example (2)

True Patch information: P1 + P2 + P3
 Restored (Wrong) Patch Information: P1
 Field Technician may install: P2 + P3 + P4
 Result: P1 + P2 + P3 + P2 + P3 + P4 (P2, and P3 are installed twice.)

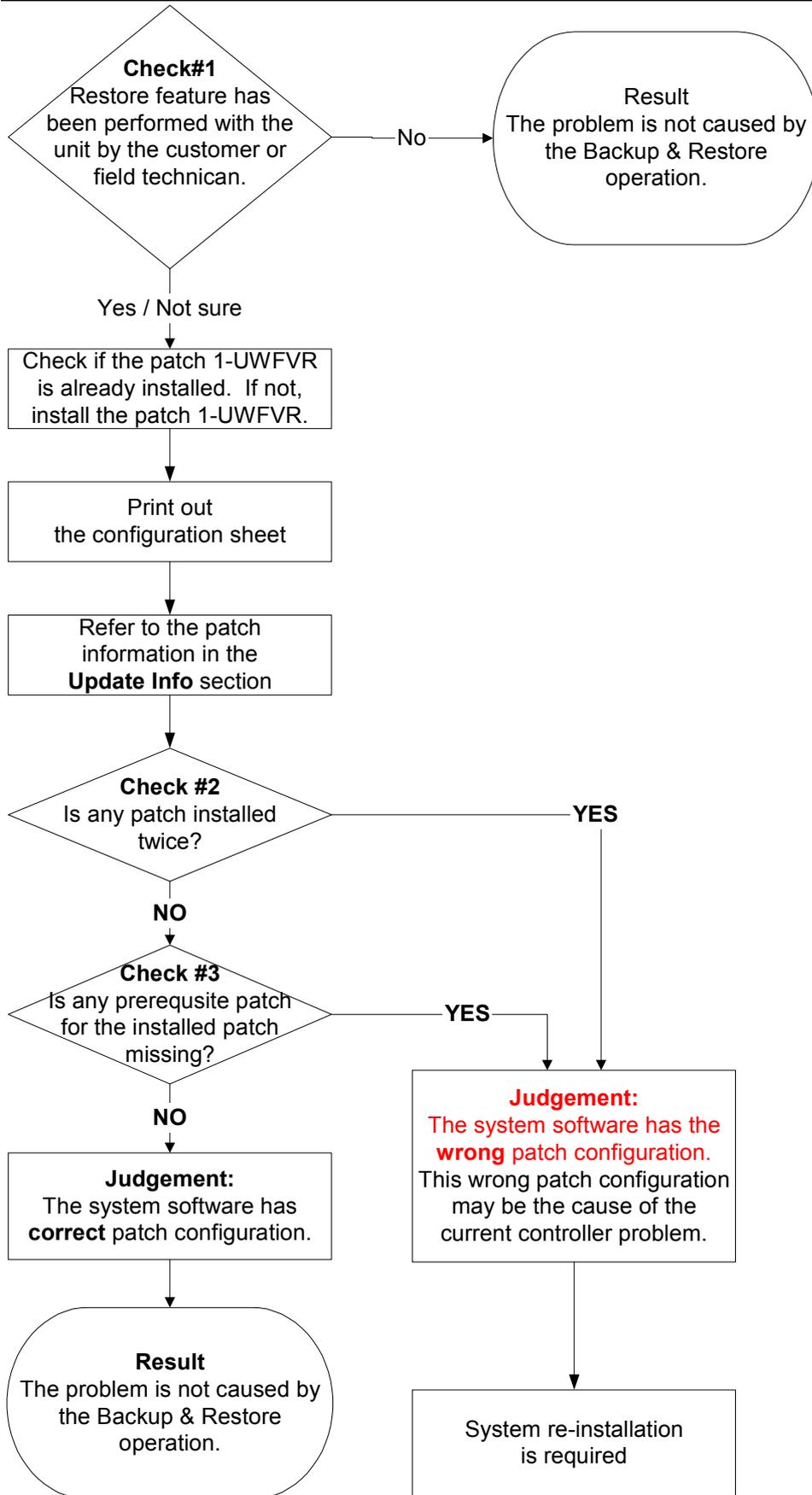
Required Action:

Workflow

When there is a problem with the customer's controller, check if the problem is caused by the Backup & Restore feature by the following procedure.

(see the next page)

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Model: AT-C1	Date: 21-Mar-08	No.: RB230047
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Detailed steps of required action in the field

With the E-3000 which has the problem, check the following.

1. Check #1

Check if the Restore feature has ever been used on the problem unit. Check this with the customer and the field technician who is maintaining the controller unit.

No / Never:

The current problem is not caused by Backup & Restore feature.
The rest of the required action is not needed.

Yes / Not sure:

Go to step 2.

2. Check if patch 1-UWFVR is already installed.

If not, install the patch 1-UWFVR. (For the installation procedure, refer to RTB No. RB230046.)

Note: This step is very important.

Unless 1-UWFVR is installed, the patch information on the configuration sheet may not be true.

3. Print out the configuration sheet.

4. Refer to the Update Info section on the configuration sheet.

5. Check if the actual patch configuration is correct (= installed as instructed) or wrong.

Check #2:

Check if any patch is installed twice.

[Example of wrong patch configuration]

- 1st patch
- 2nd patch
- 3rd patch
- 3rd patch
- 4th patch

(3rd patch is installed twice)

Patches should not be installed twice in a system.

If you find any patch already installed twice, the patch configuration is wrong.

Check #3:

Check each patch listed on the configuration sheet and see if any prerequisite patch

Model: AT-C1	Date: 21-Mar-08	No.: RB230047
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for the installed patch is missing.

[Example of wrong patch configuration]

- 1st patch
- 2nd patch
- 4th patch

(The 3rd patch, which should be the prerequisite patch for 4th patch is missing)

If any prerequisite patch is missing, the patch configuration is wrong. The table below shows the prerequisite patches for each patch.

Patch ID	System Ver.	Required Prerequisite Patch
1-Q6EKY	1.0.0	None *1
1-QWOVA	1.0.1	None *2 *3
1-RQQWV	1.0.1	None *2 *3
1-RH3FR	1.0.1	None *2 *3
1-S38WZ	1.0.1	None *2 *3
1-RH3HB	1.0.1	None *2 *3
1-RWEUS	1.0.1	None *2 *3
1-RYZ6V	1.0.1	None *2 *3
1-R3TFE	1.0.1	1-QWOVA
1-T6D99	1.0.1	None *2 *3
1-TWN5S	1.0.1	None *2 *3

*1 This patch will remain in the patch list, even after the system is upgraded to V.1.0.1.

*2 This patch can be installed any time

*3 This patch is only for F-3000 system version 1.01.

For example, if you find 1-T3RFE in the Update info list, 1-QWOVA should be listed somewhere above 1-T3RFE.

6. If you find that the system software has the wrong patch configuration, system re-installation is required. Refer to the next section “System Re-installation procedure for recovery”.

If you cannot see any problem in the current patch configuration, the bugs of the Backup & Restore feature do not affect the system software.

This means that the current problem with the controller unit may be caused by another factor/reason.

Model: AT-C1

Date: 21-Mar-08

No.: RB230047

System Re-installation procedure for recovery

When you have judged that the system software has the wrong patch configuration, system software re-installation is needed for recovery.

1. Print out the configuration sheet.
2. Make sure that the special patch **1-UWFVR** is already installed.
(Note: Unless the special patch **1-UWFVR** is installed, do not use the backup feature.)
3. Back up the machine configuration by using the backup feature (from the *CommandWorkstation* menu)
4. Perform the system re-installation.
(For the detailed system re-installation procedure, refer to the service manual pages 4-5 to 4-11.)
7. Apply the special patch **1-UWFVR**.
(For the installation procedure, refer to RTB No. **RB230046**)
5. Restore the backup file.
(Note: Do not use the restore feature until the special patch is applied.)
6. Install the patches for **E-3000** on the system.

Model: Athena-C1 EFI (E-3000)		Date: 04-Apr-08	No.: RB230048
Subject: Patch Release for E-3000 V.1.01 (1-UCLZQ.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-UCLZQ.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-UCLZQ.ps	Printing stops in the middle when printing certain PS jobs.

NOTE: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Though 1-UWFVR is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

Patch Update Procedure

1. Extract **G8897565.exe** until you get the **1-UCLZQ.ps** file.
2. Download/Import the patch file "**1-UCLZQ.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-UCLZQ.**"

Model: AT-C1		Date: 23-Oct-08	No.: RB230050
Subject: Patch Release for E-3000 V.1.01 (1-XAUJ3.ps)		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-XAUJ3.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-XAUJ3.ps	The image on the second copy of a print is rotated 90 degrees when printing a job from Illustrator CS3 on OSX10.5.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Patch Update Procedure

1. Extract **G8897566.exe** until you get the **1-XAUJ3.ps** file.
2. Download/Import the patch file "**1-XAUJ3.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. Please select "Shut Down" and then "Reboot System" on the Fiery LCD.
5. Please wait until the Fiery comes to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-XAUJ3.ps**".

Model: AT-C1		Date: 23-Oct-08	No.: RB230051
Subject: Patch Release for E-3000 V.1.01 (1-VXUKA.ps)		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-VXUKA.ps** for Printer Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-VXUKA.ps	A General SMB operation error occurs when scanning via SMB to a Windows Vista share folder

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Patch Update Procedure

1. Extract **G8897567.exe** until you get the **1-VXUKA.ps** file.
2. Download/Import the patch file "**1-VXUKA.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. Please select "Shut Down" and then "Reboot System" on the Fiery LCD.
5. Please wait until the Fiery comes to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-VXUKA.ps**".

Model: Athena-C1 EFI (E-3000)		Date: 26-Dec-08	No.: RB230052
Subject: HDD Format Utility for E-3000		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for HDD format utility 1.0 for Color Controller E-3000.

Program Name	Issue(s)
HDD Format Utility Version 1.0	<p>Symptom: Very rarely, the system software installation tool does not format the Fiery's hard drive as expected. "Please wait..." keeps appearing on the LCD and the system doesn't come to idle after system installation.</p> <p>Reason: It is found that if the HDD is connected to a SATA port other than SATA0, the HDD may not be formatted when performing the system re-installation. (At the factory, the HDD is connected to SATA0. This situation may happen at HDD replacement.)</p>

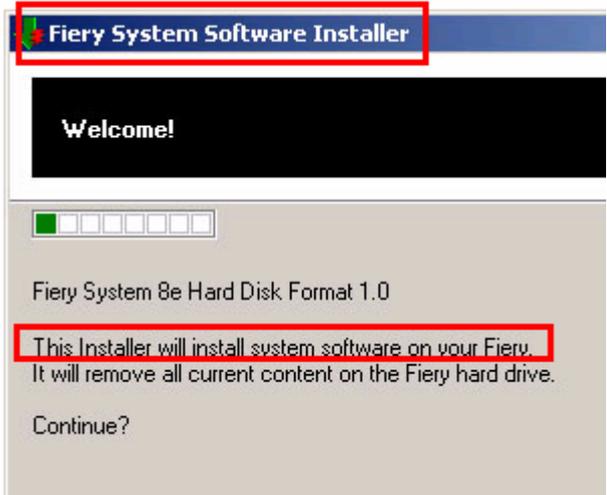
How to use this utility:

1. Extract **G8897568.exe** until you get the **System8eFormat.zip** file.
2. Unzip the "**System8eFormat.zip**" file and burn the .ISO image onto a CD.
3. Connect the client computer to the Fiery using a crossover cable.
4. Set the DIP switch to service mode.
5. Insert the CD you burn in step # 2 into the CD drive of the client computer.
6. Follow the instructions and format the Fiery's hard drive.

Note:

In the middle of the installation procedure, you may see
 - "Fiery System Software Installer" indicated as the window title.
 - "This installer will install system software on your Fiery" indicated as the explanation.
 These are incorrect, so please ignore them.

Model: Athena-C1 EFI (E-3000)	Date: 26-Dec-08	No.: RB230052
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Model: Athena-C1 EFI (E-3000)		Date: 26-Dec-08	No.: RB230053
Subject: Patch Release for E-3000 V.1.01 (1-STKWR.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-STKWR.ps** for Color Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-STKWR.ps	<ul style="list-style-type: none"> The Print Range section is missing from Command WorkStation job properties under the Job Info section. Printing a booklet job is canceled when user code authentication is set on the copier.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Though **1-STKWR** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

Important Note:

For all the functionalities to work, this patch needs to be used in conjunction with Command Workstation 4.6.0.34.

Patch Update Procedure

1. Extract **G8897570.exe** until you get the **1-STKWR.ps** file.
2. Download/Import the patch file "**1-STKWR.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-STKWR**".

Model: Athena-C1 EFI (E-3000)		Date: 26-Dec-08	No.: RB230054
Subject: Patch Release for E-3000 V.1.01 (1-ZCXHV.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-ZCXHV.ps** for Color Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-ZCXHV.ps	<ul style="list-style-type: none"> The print job stops when a fax print job and a file print job are sent at the same time. Scanning with Platen and Mixed size scan options will destabilizes the scanner.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Though **1-ZCXHV** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

Patch Update Procedure

1. Extract **G8897571.exe** until you get the **1-ZCXHV.ps** file.
2. Download/Import the patch file "**1-ZCXHV.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-ZCXHV**".

Model: Athena-C1 EFI (E-3000)		Date: 26-Dec-08	No.: RB230055
Subject: Patch Release for E-3000 V.1.01 (1-107AV6.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB is the release note for Patch File **1-107AV6.ps** for Color Controller E-3000 system version 1.01.

Patch File	Issue(s)
1-107AV6.ps	Some of the texts are overlapping each other.

NOTES: This patch is only for E-3000 system version 1.01.

Prerequisite(s):

1-UWFVR

Though **1-107AV6** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

Patch Update Procedure

1. Extract **G8897572.exe** until you get the **1-107AV6.ps** file.
2. Download/Import the patch file "**1-107AV6.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-107AV6**".

Model: Model AT-C1		Date: 21-Jan-09	No.: RB230056
Subject: ADF Free Run		Prepared by: M.Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

The service manual was changed as follows.

- **Add** the following (areas in **bold** are new):

6009	[ADF Free Run]		
	Performs a DF free run in duplex mode or stamp mode.		
002	Free Run Duplex Motion	-	After executing this SP mode, turn the main power OFF/ON.

Model: Model AT-C1	Date: 9-Mar-09	No.: RB230057
Subject: Bit Switch		Prepared by: N. Yoshida
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()	

SP1-XXX (Service Mode)

1001	Bit Switch			
001	Bit Switch 1		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	No I/O Timeout	0: Disable	1: Enable
	Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.			
	bit 4	SD Card Save Mode	0: Disable	1: Enable
	Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ "Card Save Function" in "System Maintenance Reference" section of the Field Service Manual).			
	bit 5	DFU	-	-
	bit 6	DFU	-	-
bit 7	[RPCS,PCL]: Printable area frame border	0: Disable	1: Enable	
Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.				

1001	Bit Switch			
002	Bit Switch 2		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	Applying a collation Type	Shift Collate	Normal Collate

Model: Model AT-C1	Date: 9-Mar-09	No.: RB230057
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	<p>A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured.</p> <p> Note</p> <ul style="list-style-type: none"> If #5-0 is enabled, this Bit Switch has no effect. 		
bit 3	[PCL5e/c,PS]: PDL Auto Switching	0: Enable	1: Disable
	<p>Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.</p>		
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-

1001	Bit Switch		
003	Bit Switch 3	0	1
	bit 0	DFU	-
	bit 1	DFU	-
	bit 2	[PCL5e/c]: Legacy HP compatibility	0: Disable 1: Enable
	<p>Enable: Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A"</p>		
	bit 3	DFU	-
	bit 4	DFU	-
	bit 5	DFU	-
	bit 6	DFU	-
	bit 7	DFU	-

1001	Bit Switch		
004	Bit Switch 4 DFU	-	-

1001	Bit Switch		
005	Bit Switch 5	0	1
	bit 0	Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.	Disable Enable

Model: Model AT-C1	Date: 9-Mar-09	No.: RB230057
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		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PS] PS Criteria	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	Increase max number of the stored jobs to 1000 jobs.	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	Bit Switch			
006	Bit Switch 6	DFU	-	-

1001	Bit Switch			
007	Bit Switch 7	DFU	-	-

1001	Bit Switch			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code	Disable	Enable
	Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled.			
	<div style="border: 1px solid blue; padding: 2px; display: inline-block;"> Note </div> <ul style="list-style-type: none"> ▪ Color jobs will not be printed without a valid user code. 			

Model: Model AT-C1	Date: 9-Mar-09	No.: RB230057
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bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	[PS]: Orientation Auto Detect Fuction Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content. Note Applied to PS firmware ver 1.01	Disable	Enable
bit 7	DFU	-	-

Reissued:30-Apr-09

Model: Model AT-C1	Date: 10-Apr-09	No.: RB230058a
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RTB Reissue

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

Subject: Touch panel problem		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

Note: This issue affects all AT-C1 machines.

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION**In the field:**

Replace the touch panel (**see the procedure below**).

Service parts:

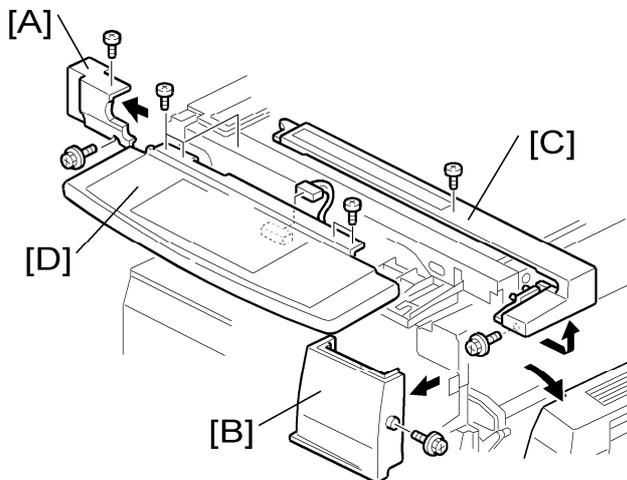
The adhesive was changed to one that will not expand under conditions of standard office environments.

Old Part Number	New Part Number	
D0291494:	B2239900	Touch Panel: W-VGA:FU

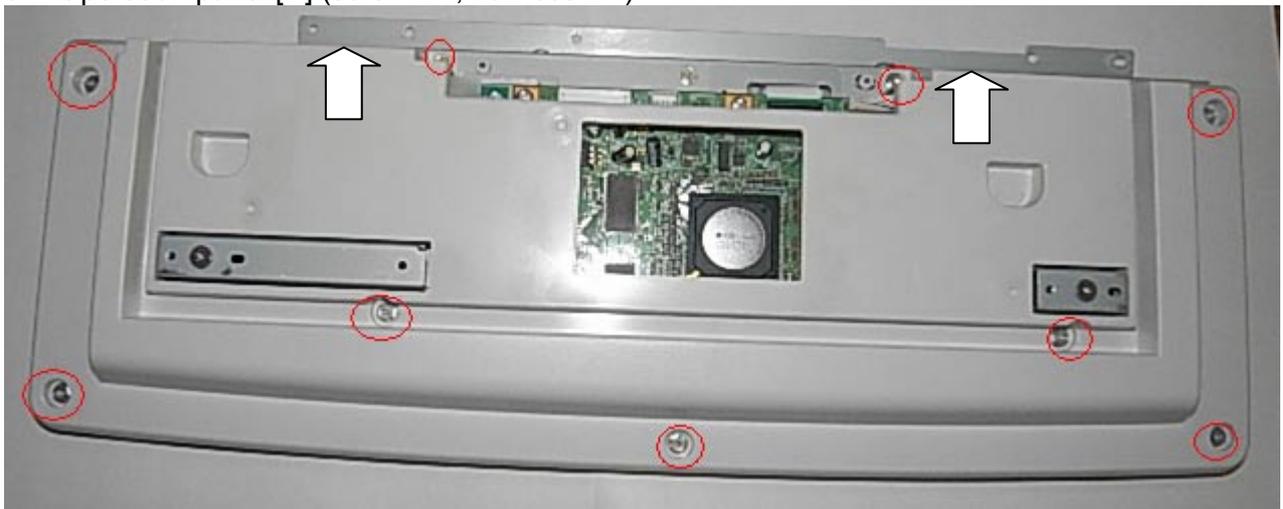
Model: Model AT-C1

Date: 10-Apr-09

No.: RB230058

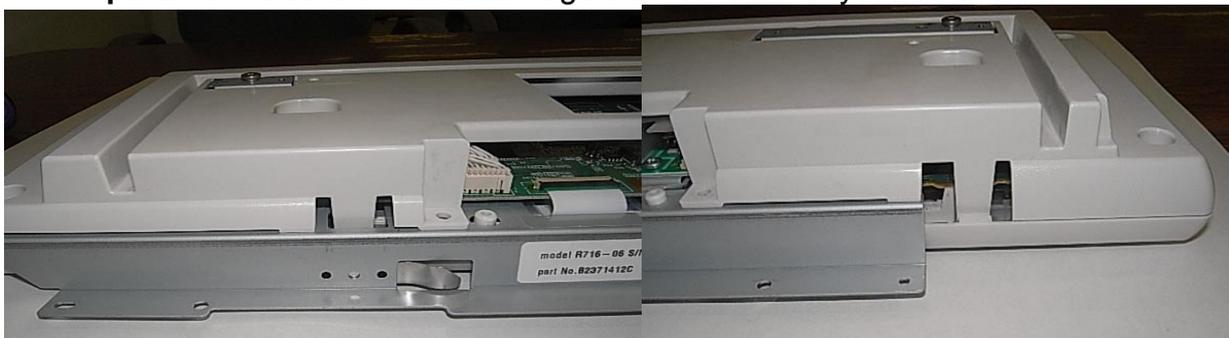
Touch Panel Replacement Procedure

1. Top left front cover [A] (screw x 2)
2. Open the right door.
3. Front right cover [B] (screw x 1)
4. Top front cover [C] (screw x 2)
5. Operation panel [D] (screw x 2, harness x 1)



6. Operation panel cover (screws x 9)
7. Remove the cover (hooks x 2, shown by the white arrows above).

Important: Be careful not to damage the hooks when you remove the cover.



Model: Model AT-C1

Date: 10-Apr-09

No.: RB230058

8. Pull the connector [A] to the right to remove the flat cable.
9. The two boards inside the frame in the photo (screws x 9, connectors x 6, clamp x 1).



Touch panel + LCD

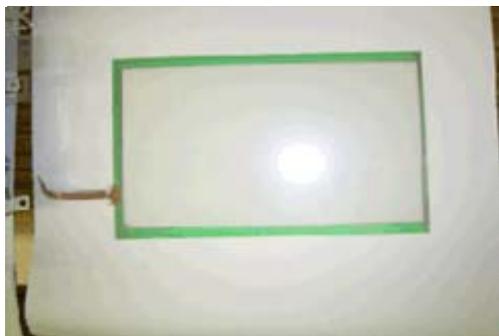


Rear side



Front side

10. Remove the old touch panel from the LCD.
Note: The touch panel is attached to the LCD.
11. Attach the new touch panel (P/N B2231484) to the LCD.
Important: Only replace the touch panel. Do not replace the LCD.



12. Re-assemble the operation panel unit in the reverse order of the steps above.
13. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Model: Model AT-C1

Date: 10-Apr-09

No.: RB230058

Touch Panel Position Adjustment

Notes:

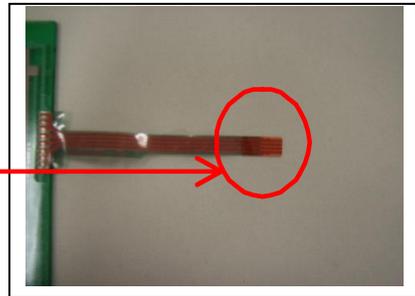
- It is necessary to calibrate touch panel at the following times:
- When you replace the operation panel.
- When you replace the controller board.
- When the touch panel detection function does not operate correctly

Do not use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

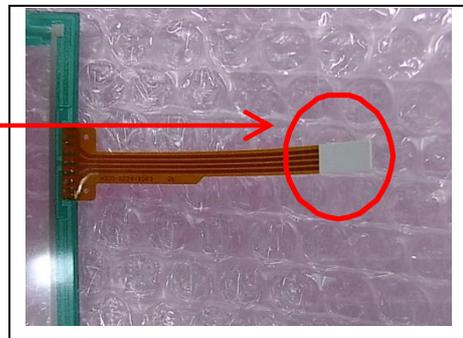
1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.
2. On the touch screen press "Touch Screen Adjust" (or press o).
3. Use a pointed (not sharp) tool to press the upper left mark .
4. Press the lower right mark when " " shows.
5. Touch a few spots on the touch panel to make sure that the marker "+" shows exactly where the screen is touched.
6. Press Cancel. Then start from Step 2 again if the "+" mark does not show where the screen is touched.
7. Press [#] OK on the screen (or press #) when you are finished.
8. Touch [#] Exit on the screen to close the Self-Diagnostic menu. Save the calibration settings.

Model: Model AT-C1	Date: 10-Apr-09	No.: RB230058
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How to distinguish the new parts from the old parts



Old parts:
The tip of the electrode is **brown**.



New parts:
The tip of the electrode is **white**.

Model: AT-C1		Date: 1-Jun-09	No.: RB230059
Subject: China Energy Label		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

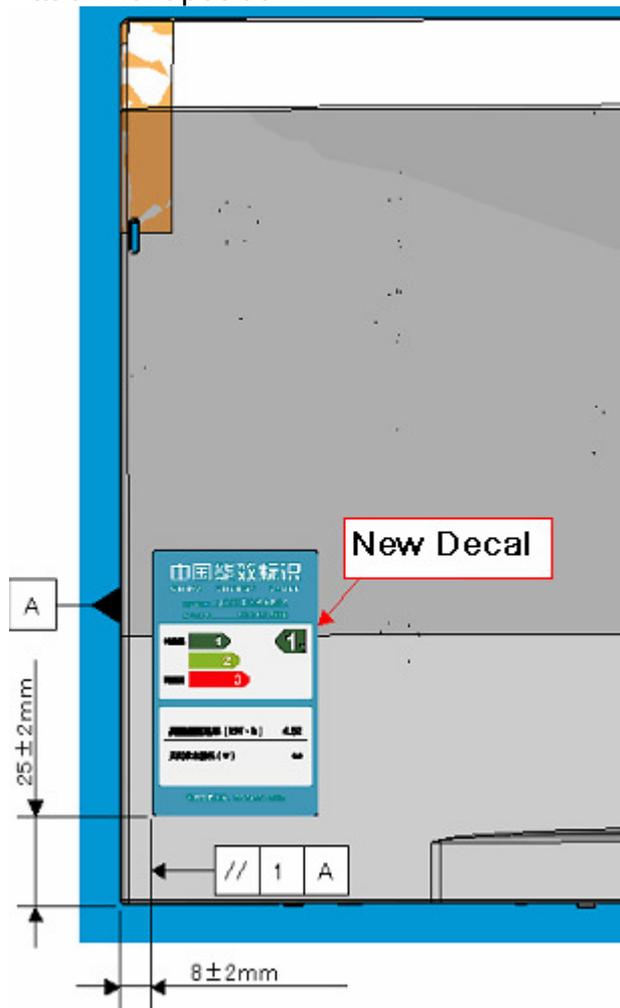
This RTB is for China models only (**B230-21** and **B237-21**).

Change: The following decals were added.

Reason: To clarify compliance with the China Energy Label Standards.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2308481	DECAL:CHINA_ENERGY_LABEL:B23021	1				For B230-21
	B2378481	DECAL:CHINA_ENERGY_LABEL:B23721	1				For B237-21

Attachment position:



Model: AT-C1c/d	Date: 22-Jul-09	No.: RB230060
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Subject: Fusing Unit (TWN)		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2374057	FUSING UNIT:TWN:SUB-ASS'Y	1		49	*	

This Fusing Unit for **B230-19** and **B237-19** was added to the part catalog.

Reissued:09-Dec-09

Model: At-C1	Date: 08-Dec-09	No.: RB230062a
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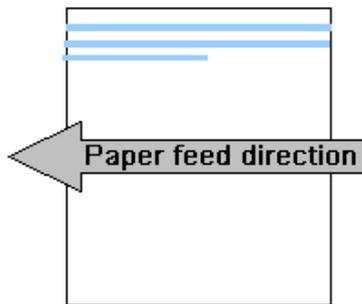
RTB Reissue

All contents were revised for optimization and better understanding.

Subject: Horizontal black line, color line / Dirty background		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information

SYMPTOM

Horizontal black or colored lines, dirty background



CAUSE

Dirty charge roller

Mechanism:

1. Increased electrical resistance on the charge roller surface from toner/powdered lubricant and paper dust that had built up on this surface, coupled with:
2. Increased electrical resistance on the charge roller surface caused by low-temperature conditions (around 15C)

Important: If the machine is installed under a potential low temperature environment, check the PM counter (Pages) and PM counter (Rotation %) at the next service visit.

- If the PM counter (Pages) is before 80k and the PM Counter (Rotation %) is before 100%, clean the charge roller surface (Refer to the procedure from the next page).
- If the PM counter (Pages) is already over 80k or the PM Counter (Rotation %) is already over 100%, replace the drum unit itself.

Otherwise, we may have these symptoms often during winter.

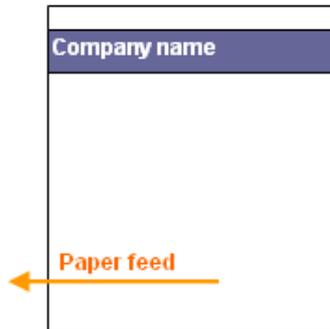
Reissued:09-Dec-09

Model: At-C1

Date: 08-Dec-09

No.: RB230062a

Note: If the customer makes many copies/prints of images that contain a band in the same area of the image, as shown in the illustration below, this can cause a cleaning failure to occur earlier than usual. This makes it easier for the charge roller to become dirty, even before the 80k mark.



ACTION

1. If the following SP counter value is over 80k or 100%, replace the drum unit. If the counter value is under 80k and 100%, clean the charge roller (procedure below).

PM Counter (Pages):

SP7-803-02(BK) / SP7-803-03(M) / SP7-803-04(C) / SP7-803-05 (Y)

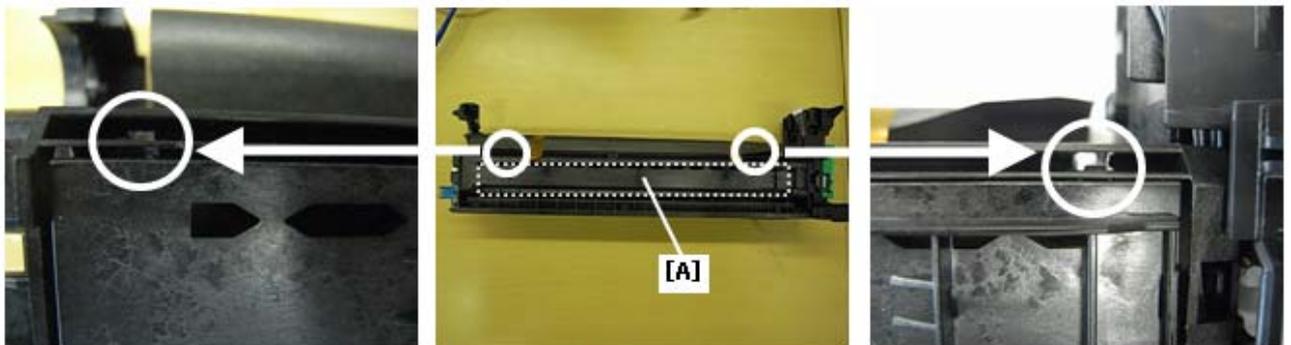
PM Counter (Rotation %):

SP7-803-61(BK) / SP7-803-62 (M) / SP7-803-63(C) / SP7-803-64 (Y)

2. If the cleaning of the charge roller does not solve the issue (this may not be effective in some user environments), the technician replaces the drum unit.

Charge roller cleaning procedure

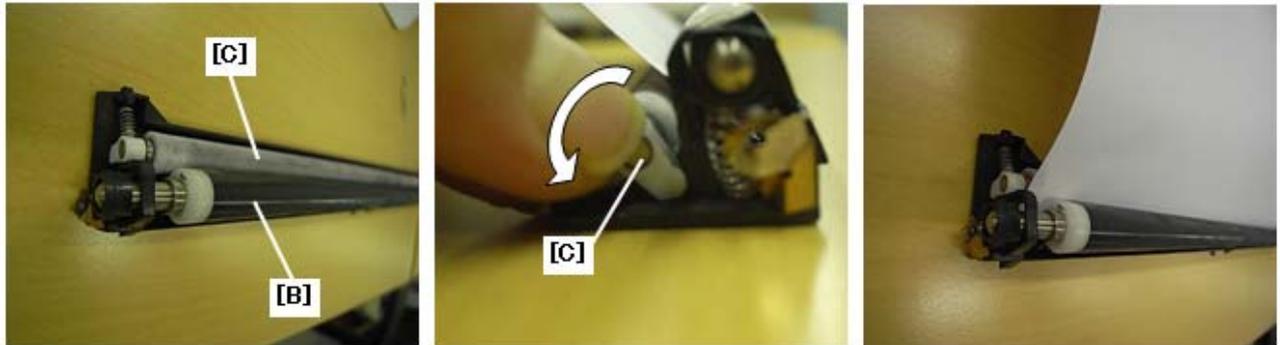
1. Remove the drum unit from the machine.
2. Release the hooks on the charge roller cover [A] using a screwdriver to separate the cover (together with the two rollers) from the drum frame.



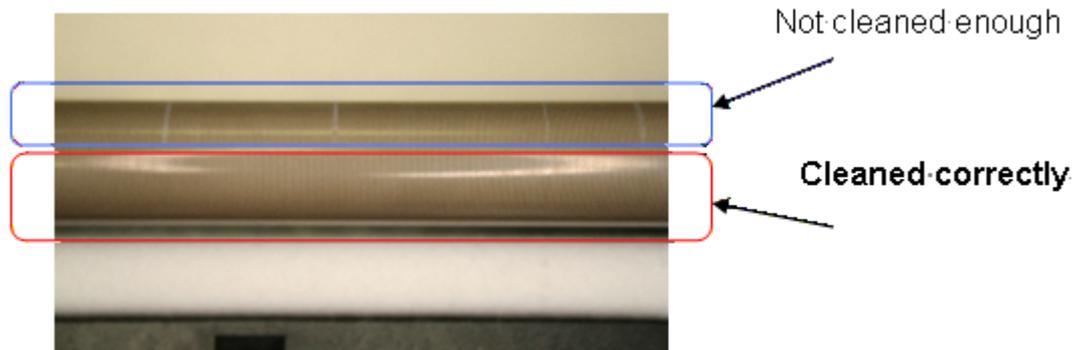
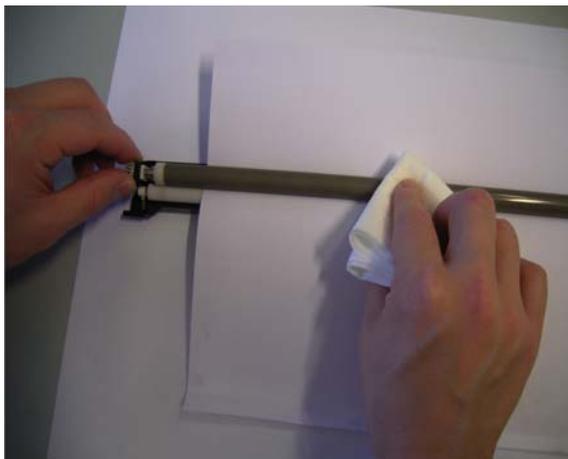
Reissued:09-Dec-09

Model: At-C1	Date: 08-Dec-09	No.: RB230062a
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- 3. Tilt the Cleaning Roller [C] back, create a gap between the Cleaning Roller and the Charge Roller [B], and then insert a sheet of paper between the two rollers to prevent the surface of the cleaning roller from getting wet.



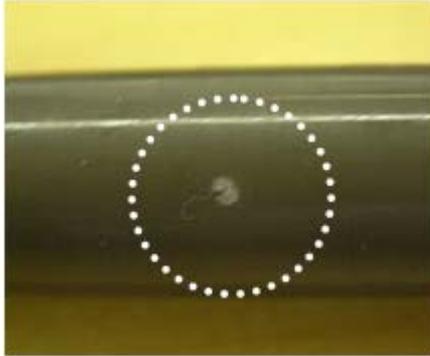
- 4. Clean the surface of the charge roller by rotating the roller while wiping it with a water-damp cloth.



Reissued:09-Dec-09

Model: At-C1	Date: 08-Dec-09	No.: RB230062a
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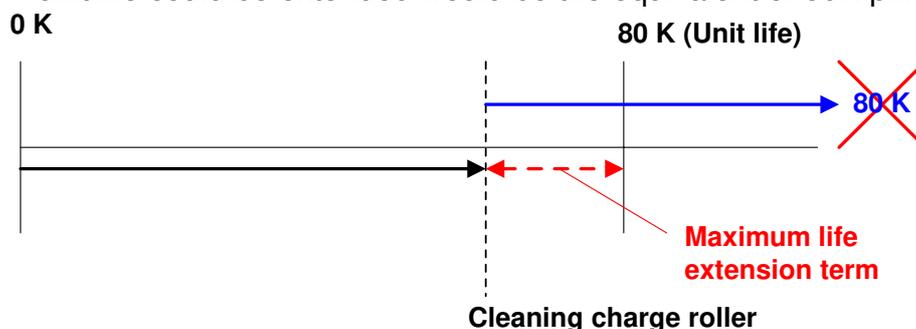
- When you clean the roller surface:
 - Be sure to wipe the surface gently. If you wipe it too strongly, parts of the roller's surface layer may peel off (The white layer underneath will be visible).



- DO NOT use alcohol on the cloth. This will cause irreversible damage to the roller surface, so only use a water-damp cloth.
 - Make sure that the Melanin roller does not get wet at all during this procedure.
5. Wait until the surface of the charge roller has completely dried, and then re-attach the rollers/cover to the drum frame.
 6. Reinstall the drum unit, and then print out the following grayscale charts to check the image quality.
 - SP2109-003-20 Gray scale (vertical)
 - SP2109-003-21 Gray scale (vertical)

Important:

- If the unit is near its lifetime, there will be other parts inside the unit that have already experienced a certain amount of wear (cleaning blade, etc.). Therefore, after cleaning the charge roller surface, the dirtying will occur again sooner than it would with a completely new unit. (See illustration below). The maximum amount that the unit life could be extended would be the equivalent of 80K prints.



Model: AT-C1		Date: 24-Feb-10	No.: RB230063
Subject: Technical information		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

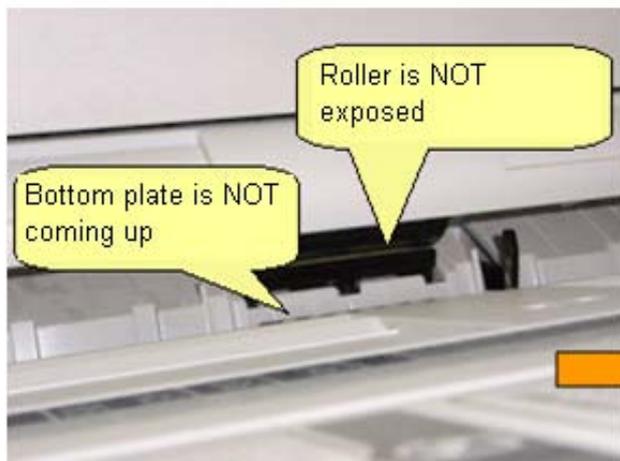
This RTB contains a simplified procedure for cleaning the paper feed rollers on the bypass tray.

Cleaning the bypass tray paper feed rollers

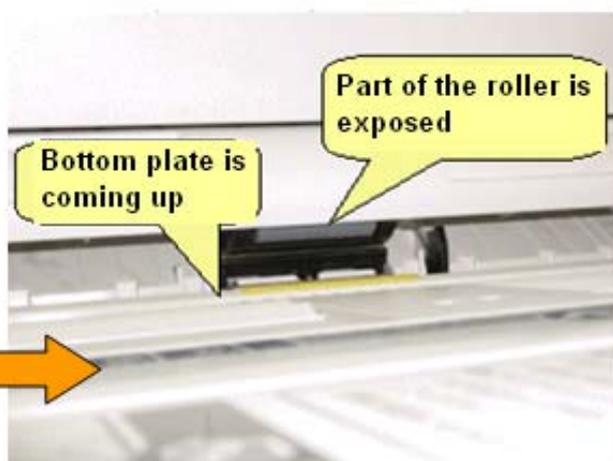
Note: With this procedure, you can clean the rollers without removing the bypass tray cover.

1. Set **SP5804-120** (Output check: By pass SOL) to **ON**.
2. Rotate the bypass tray paper feed roller until it is exposed, as shown below.

Before turning the solenoid "ON":



After turning the solenoid "ON":



3. Set **SP5804-120** (Output check: By pass SOL) to **OFF**.

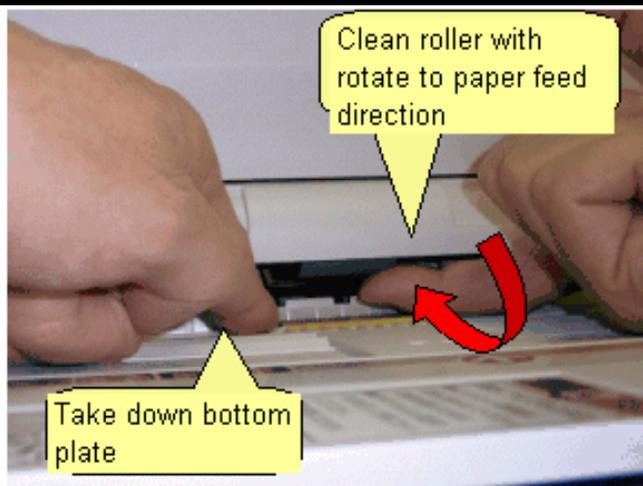
Note: This solenoid will automatically turn OFF ten seconds after it is turned ON.

4. Lower the bottom plate and clean the paper feed roller while rotating it in the paper feed direction (as shown below).

Model: AT-C1

Date: 24-Feb-10

No.: RB230063



Reissued:14-May-10

Model: At-C1	Date: 07-Aug-09	No.: RB230061b
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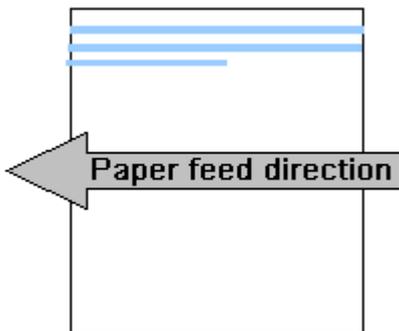
RTB Reissue

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

Subject: Horizontal black / color line		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Horizontal black or colored lines



Cause

Dirty charge roller.

Note: The charge roller gets dirty easily when continuous prints are made of images that span a wide area and have a high coverage rate. ***This is because under such conditions, more toner is supplied to develop the images, which places more wear on the cleaning blade.***

Solution

If the symptom is reported:

Replace the drum unit or charge roller cleaning roller; refer to RTB #RB222061a.

Proactive measure:

Use the recommended SP settings on the next page, which will make it more difficult for the charge roller to get dirty.

Note:

- These settings will change the timing that the machine performs engine process control (both on the AT-C1 and AP-C1).
- This is a tentative countermeasure, and may not solve the symptom completely.

Reissued:14-May-10

Model: At-C1

Date: 07-Aug-09

No.: RB230061b

IMPORTANT:

These settings changes are only for the AT-C1 and AP-C1. **DO NOT** perform these changes on the AT-C2 and AP-C2. The reasons for this are as follows:

- An improvement has already been applied to the AT-C2 and AP-C2 for this issue (the mounting angle of the cleaning blade was changed).
- *SP 3511-007 and SP 3511-008 operate differently (with different control parameters) on the AT/AP-C1 vs. the AT/AP-C2.*

Reissued:14-May-10

Model: At-C1	Date: 07-Aug-09	No.: RB230061b
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Recommend Settings #1

Use these settings if the customer prints images that span a wide area and have a high coverage rate.

SP No	SP Name	Default Setting	Recommended Setting	Note
3224-010	High-Coverage:Threshold	60	10	
3224-016	Process Control Execution Threshold	50	20	Change these settings together at the same time.
3511-007	Vsg Adj. Counter	500		
3511-008	Change AC Control Counter	500		
3512-001	During Job	30	5	
3237-001	Mixing Time	5	10	

Note:

- Potential side effects after changing these SP values:
If the user constantly prints out images that have a wide area, the frequency of process control will increase. Also, the time needed for process control will increase from 5 seconds to 10 seconds. As a result, productivity will decrease.
- Process control timing chart:

Printing condition		Process control timing
Image area ratio	Number of one job	
Within 10%	Over 20 pages	Approx. every 200 pages
Over 10%	Over 20 pages	Approx. every 200 pages
Over 10%	Within 20 pages	(Is not performed)

Recommend Settings #2

Try changing the following SP values if the Recommended Settings #1 do not work.

SP No	SP Name	Default Setting	Recommended Setting	Note
3511-004	Interrupt:Potential Control: FC	200	20	Change these settings together at the same time.
3511-007	Vsg Adj. Counter	500		
3511-008	Change AC Control Counter	500		
3512-001	During Job	30	5	
3237-001	Mixing Time	5	10	

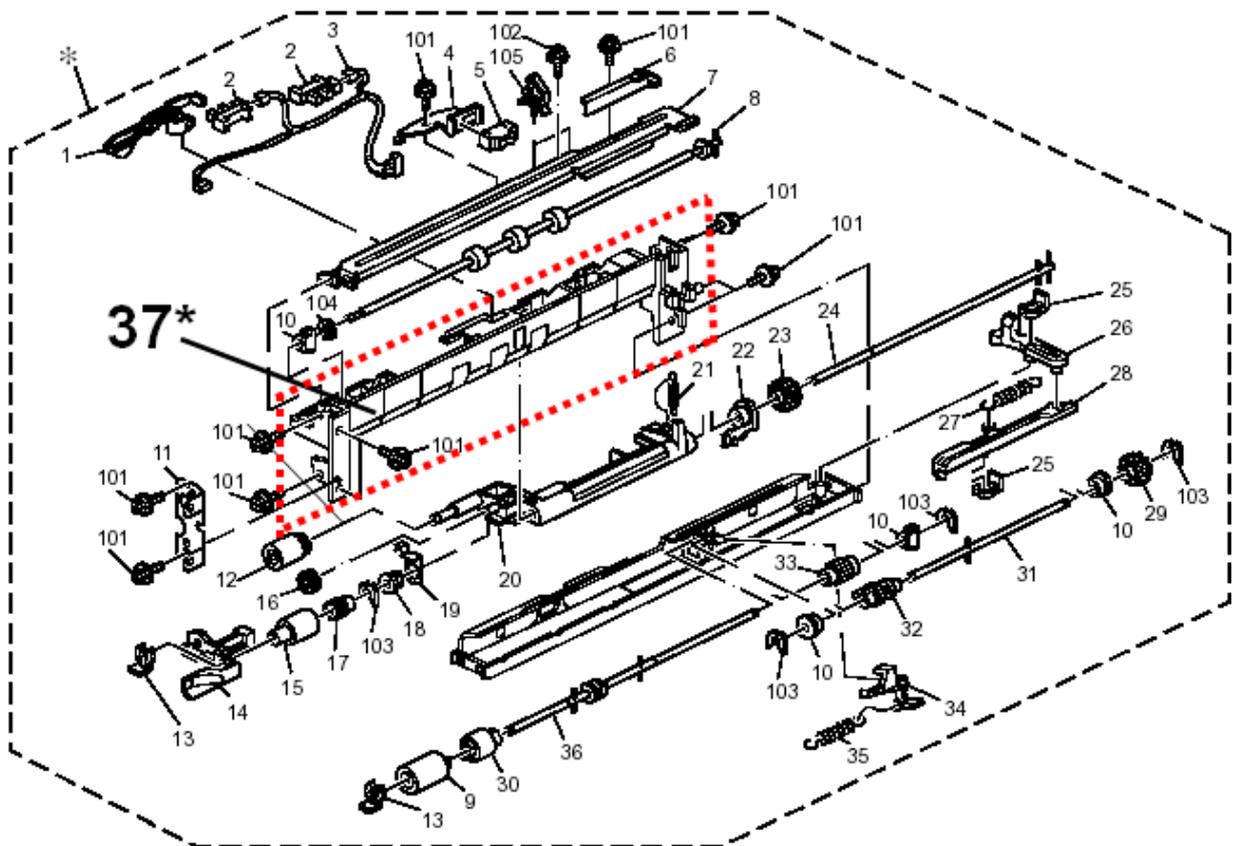
Model: AT-C1		Date: 14-Jun-10	No.: RB230064
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part number was missing from the parts catalog

New part number	Description	Q'ty	Int	Page	Index	Note
B2232760	HOUSING:PAPER FEED UNIT	1		31	37*	

***New Index**

11.Paper Feed Section (B230/B237)



Model: AT-C1		Date: 22-Jun-10	No.: RB230065
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part number on **MB# MB230002** was incorrect.

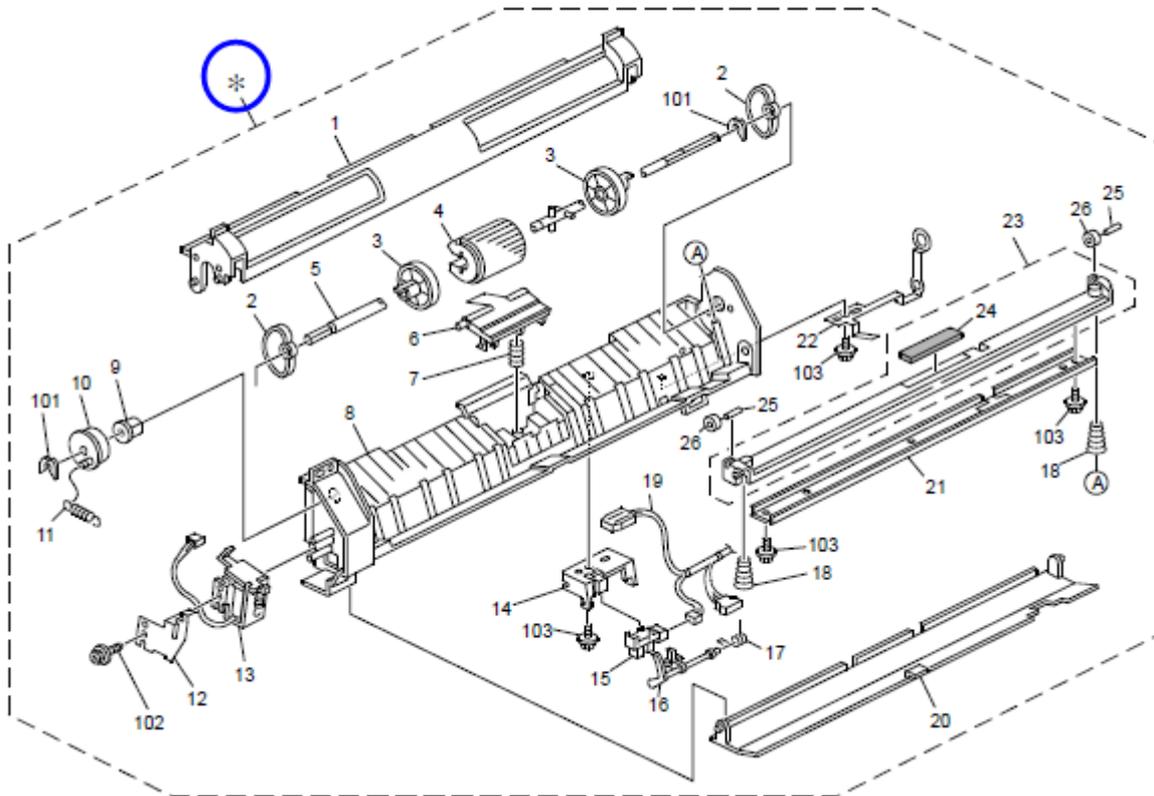
Incorrect parts number	<i>Correct parts number</i>	Description	Q'ty	Int	Page	Index
B2306130	<i>B2236130</i>	IMAGE TRANSFER BELT			47	8

Model: AT-C1		Date: 03-Aug-10	No.: RB230066
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part was missing in parts catalog

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2382710	MANUAL FEED UNIT:ASS'Y	1		39	*	

15.By-pass Feed Section 2 (B230/B237)



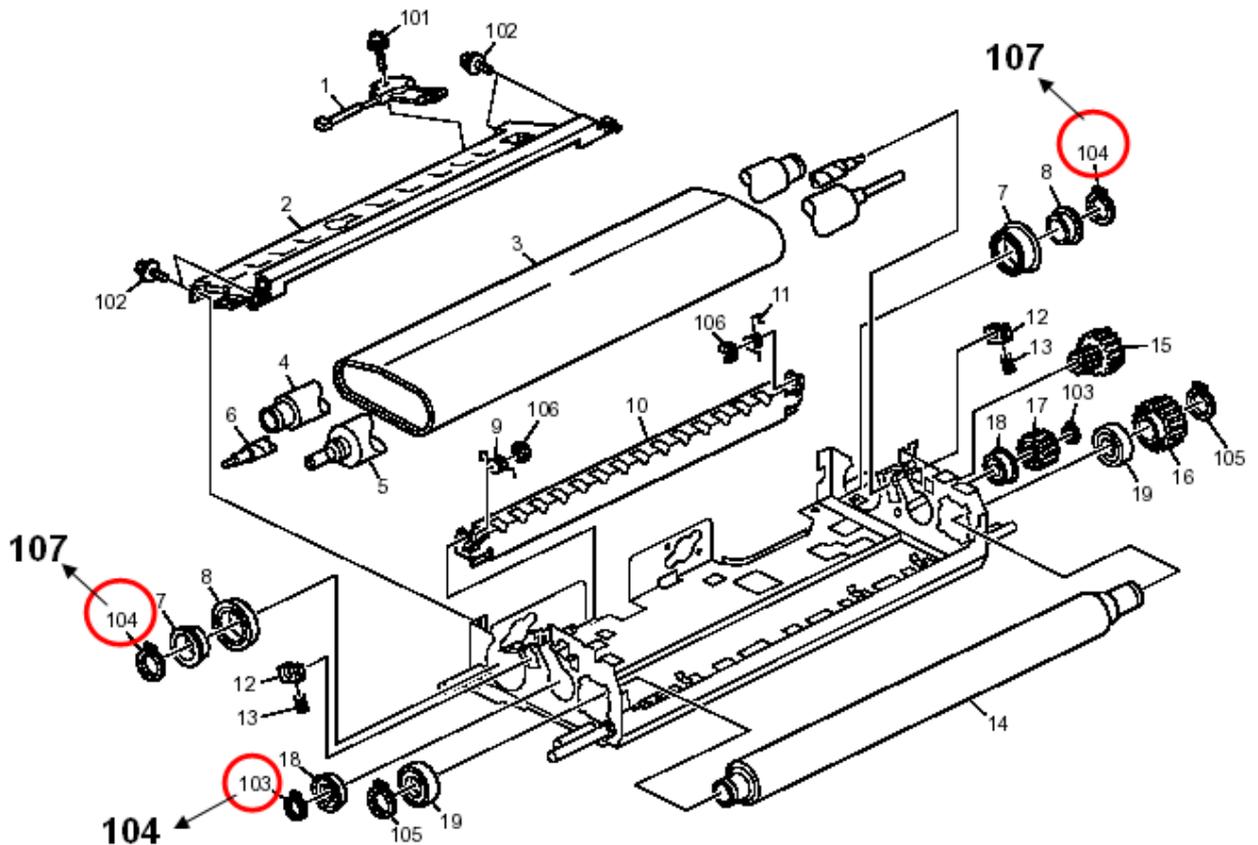
Model: AT-C1		Date: 24-Aug-10	No.: RB230067
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following part numbers and index numbers were incorrect.

New part number	Description	Q'ty	Int	Page	Index	Note
07250200E	RETAINING RING C - M20	2		51	107*	
07250120E	RETAINING RING C - M12	1		51	104	

***New Index**

21.Fusing Unit 2 (B230/B237)

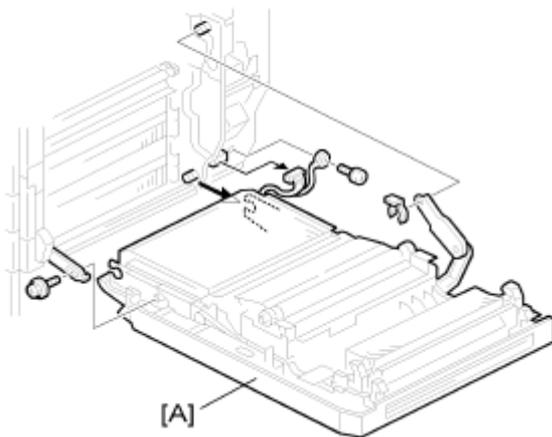


Model: AT-C1		Date: 25-Oct-10	No.: RB230068
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The duplex unit is registered as a service part.

New part number	Description	Q'ty	Page	Index	Note
B2374502	DUPLEX UNIT:DUPLEX SECTION:EXP:ASS'Y	1	57	*	New index

Duplex Unit



Note: The above part contains the following parts in the parts catalog.

Parts location

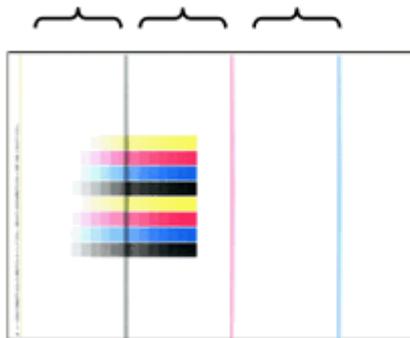
- 14. By-pass Feed Section 1 (B230/B237)
- 15. By-pass Feed Section 2 (B230/B237)
- 16. Paper transfer section (B230/B237)
- 24. Duplex unit 1 (B230/B237)
- 25. Duplex unit 2 (B230/B237)

Model: AT-C1		Date: 24-Dec-10	No.: RB230069
Subject: 110mm interval vertical black and color line image		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

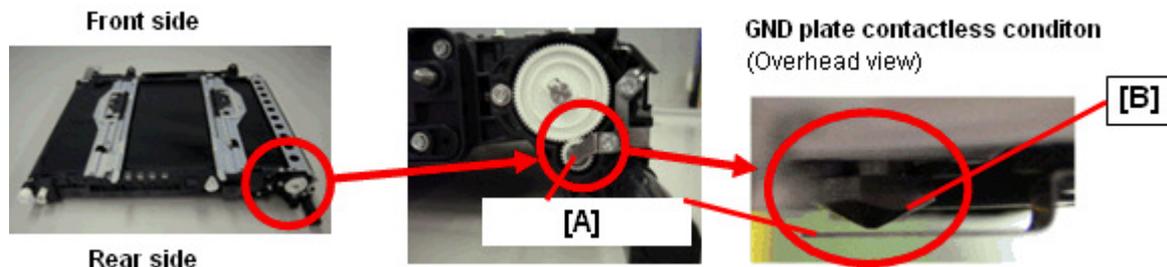
Vertical black or colored lines appear at intervals of 110mm (the pitch of the drum unit).

110mm interval vertical line
(Drum unit interval)



CAUSE

Sometimes, the GND plate at the rear side of the ITB cleaning unit [A] does not touch the lubrication application shaft [B]. As a result, a minor electrical leak occurs, which can trigger electrical noise. Sometimes, this effect appears as lines at 110mm intervals.

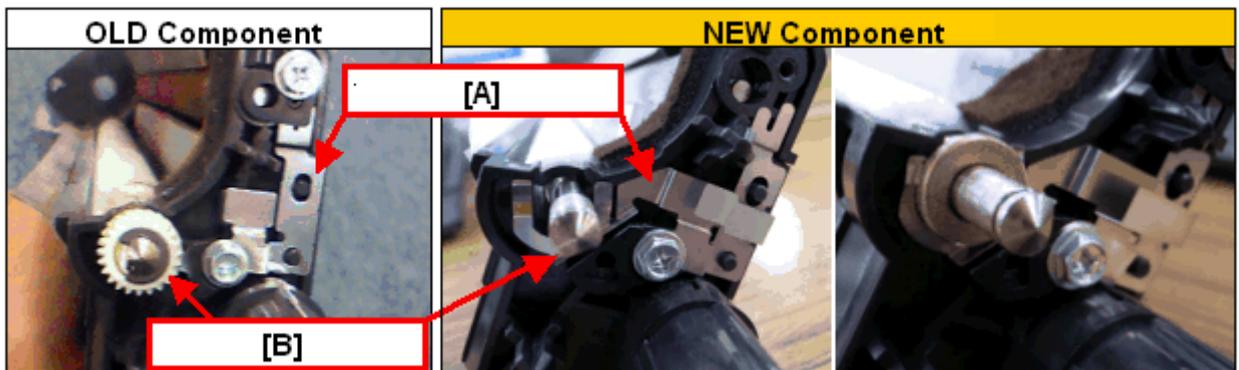


Model: AT-C1	Date: 24-Dec-10	No.: RB230069
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SOLUTION

Production line:

- The shape of the GND plate [A] was changed so that there is another contact point between the GND plate and the lubricant application shaft [B].



Cut-in serial numbers

Because this model has been discontinued, there are no units in the field in which this modification was reflected on the production line.

In the field:

- If this symptom is reported, replace the ground plate on the ITB cleaning unit with the following new part:

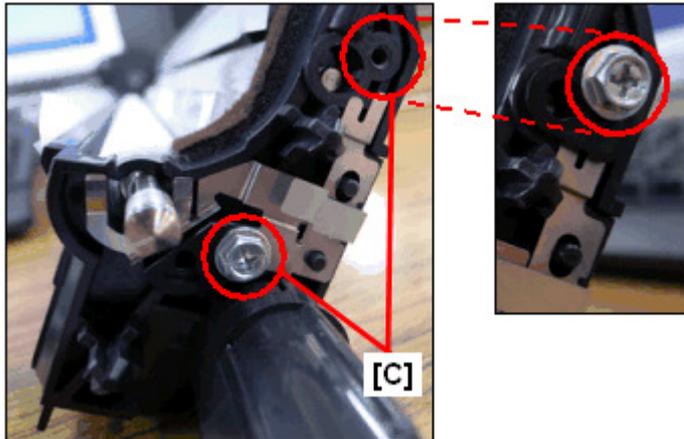
Old parts number	New parts number	Description	Q'ty	Int	Page	Index
	D0296197	GROUND PLATE:BRUSH ROLLER:BELT CLEANING	1			

Note:

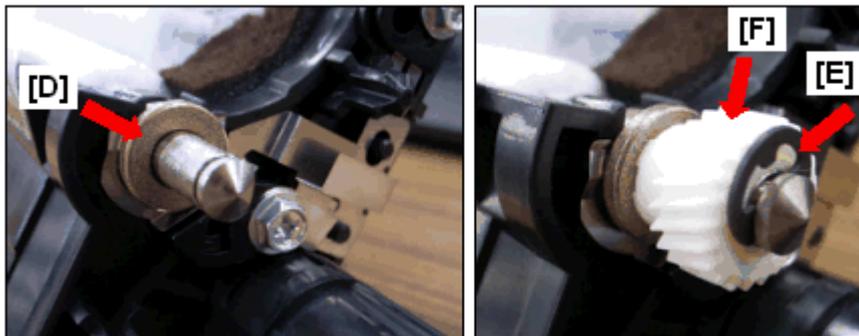
- 1) This GND plate was registered as a service part for this symptom.
- 2) If you only replace the GND plate, use the procedure on the next page.

GND Plate Attachment Procedure

1. Attach the screw x 2 [C].



2. Attach the bushing x 1 [D], gear x 1 [F], and E-ring x1 [E].



3. Make sure that the GND plate [A] and bushing [D] are touching each other.



Model: AT-C1		Date: 18-Apr-11	No.: RB230070
Subject: Service manual revision (SC681)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Service Manual Revision

The areas in **bold** were added.

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

Model: AT-C1	Date: 18-Apr-11	No.: RB230070
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No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Electrical noise
			<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ If the SC still occurs, see note below.

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

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

- For sub codes 081–164:

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

In such cases:

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

Model: AT-C1		Date: 27-Apr-11	No.: RB230071
Subject: SC620		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC620 (ARDF communication error)

CAUSE

The detection interval for triggering SC620, i.e. the interval during which communication signals must be received from the ARDF, is shorter (stricter) than necessary.

SOLUTION

Production line

The Engine firmware was modified to allow a longer detection interval (see production dates below).

In the field

- 1) Update the **Engine firmware** to the following version or newer.
- 2) If this does not solve the SC, replace the harness that connects the mainframe and ARDF.

AT-C1

Version	Program No.	Applied from:
1.16:01	B2385530P	February 2010 production

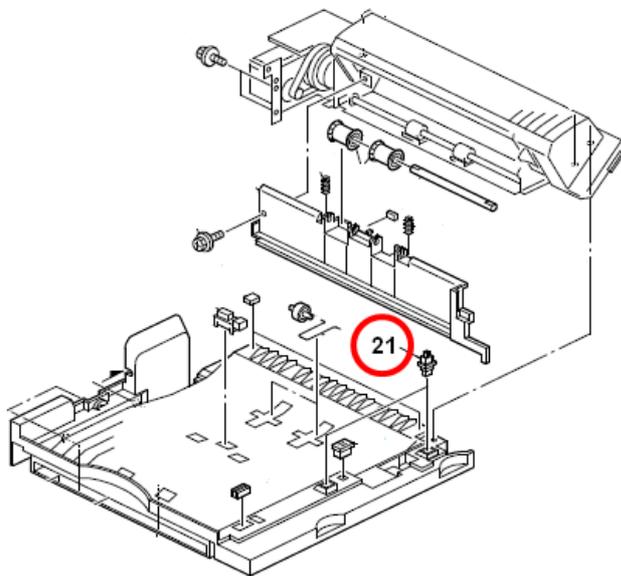
AT-C2

Version	Program No.	Applied from:
1.56:09	D0255117K	January 2011 production

Model: AT-C1		Date: 22-Jun-11	No.: RB230072
Subject: Jam 1 (Cover open) occurs frequently in the bridge unit.		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Symptom

Jam 1 (Cover open) occurs frequently in the BU3000 Bridge unit.
 If you replace the push switch in the red circle below, this symptom still occurs.



Cause

Because of the following two reasons, the push switch mistakenly detects a “cover open” when paper exits

- 1) The contact finish on the push switch wears with time, causing an unstable signal from the sensor, and this causes most of the false detection errors during continuous paper feed.
- 2). Detection timing of the push switch was designed to be very short and strict, because of the situation described above in cause 1).

Solution

Install the following **Engine Firmware** version or later, in which the push switch detection timing is changed.

Model	Version	Program No.
AT-C1	1.17:01	B2385530Q

Model: Athena-C1 EFI (E-3000)		Date: 12-Mar-12	No.: RB230073
Subject: Patch Release for E-3000 V.1.01 (2011_Jul)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-3000 System version 1.01.

Folder Name	Patch File Name	File Size	Installation
1st	1-12MNVC.ps	58,826 bytes	Not Exclusive These 5 patches can be downloaded together and controller reboot is required only once.
	1-13NPZ3.ps	674,298 bytes	
	1-146C4C.ps	221,367 bytes	
	1-16QNC7.ps	678,028 bytes	
	1-17KQ5H.ps	2,124,500 bytes	

Important Note:

Keep the order of patches to be applied as shown in the table above. If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. PS files with a slightly different PS header print incorrectly.
2. The job shift function does not work properly when printing with banner pages.
3. The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.
4. The Alignment Page cannot be printed out on any paper except "Plain".
5. A PS error occurs when printing certain PDF files using the PS driver.

Prerequisite(s):

Before this patch is applied, the following patch should already be applied on the system.

- 1-UWFVR.ps

Preparation before installation:

1. Extract **G8897573.exe**.
2. Check that 1st folder which consists of 5 patches is created. (Refer to the table on the top of this page.)

Model: Athena-C1 EFI (E-3000)

Date: 12-Mar-12

No.: RB230073

Patch Update Procedure:

1. Download/Import the patch file "**1-12MNVC.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-13NPZ3.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest patch files "**1-146C4C.ps** ", "**1-16QNC7.ps**", "**1-17KQ5H.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch number [1-12MNVC],[1-13NPZ3],[1-16QNC7],[1-16QNC7], and [1-17KQ5H]

Model: AT-C1		Date: 21-Nov-12	No.: RB230074
Subject: Drum Unit Modification		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

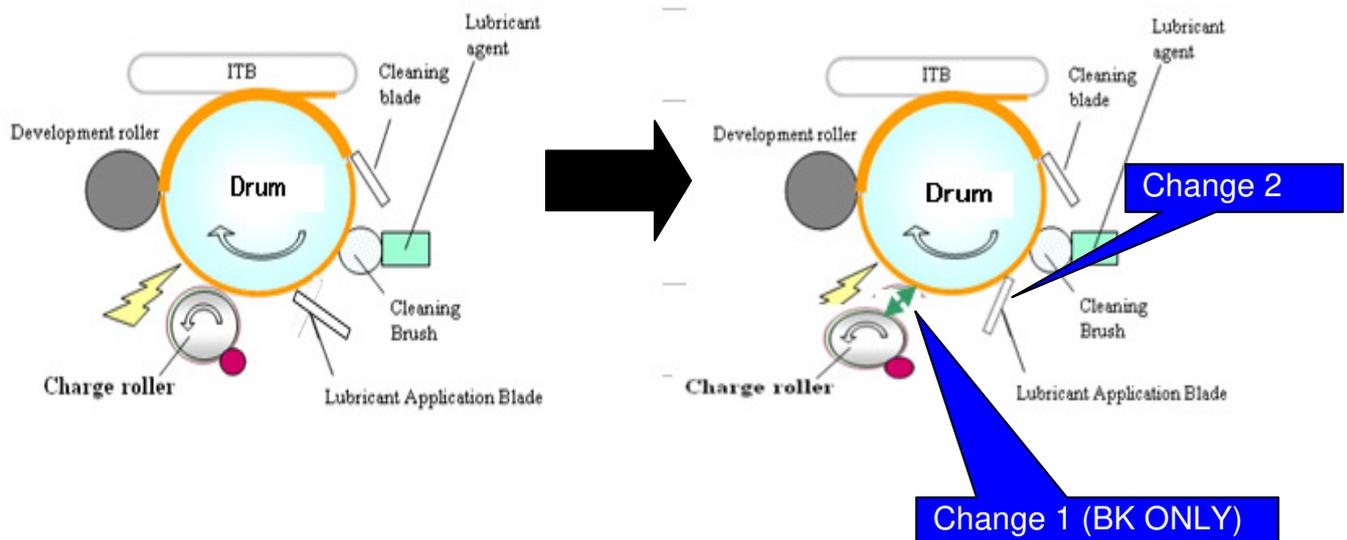
Change:

1. **BK PCU only:** The gap between the drum and charge roller was increased by 15µm.
2. **All PCUs:** The contact angle of the lubricant application blade was changed, increasing the contact pressure between the blade and the drum surface.
3. As a result of these changes, the shape of the PCU has changed (see the photo below).

Reason:

1. To further minimize the amount of toner particles that can stick to the charge roller surface (which makes it harder for dirty background and black lines to occur).
2. To increase the amount of toner that can be caught by the blade, improving cleaning performance.

Old part number	New part number	Description	Q'ty	Int	Page	Index
B2232042	B2242042	DRUM UNIT BK	1	O/O	47	4
B2232027	B2242027	DRUM UNIT CL	1	O/O	47	4

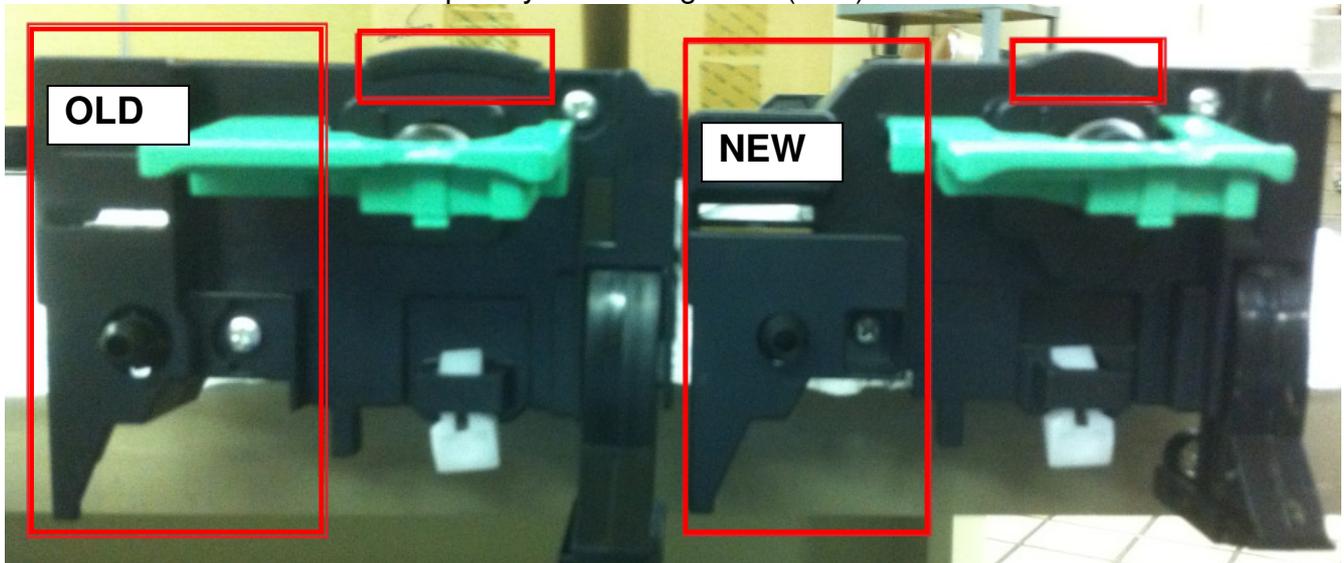


Model: AT-C1

Date: 21-Nov-12

No.: RB230074

Areas of the PCU that have changed in shape:
The old and new units are completely interchangeable (O/O).



Model: General		Date: 26-Feb-13	No.: RGene060
Subject: The System Software reloading error occurs when using HDD(D6504004/D0295795/D0295796)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

Note: Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

CAUSE

The usable storage capacity of the HDD mentioned above was not “capped” to 80GB/160GB before the drives were registered as Service parts.

Note:

- Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

SOLUTION

Service parts:

The usable storage capacity has been capped.

In the field:

If the symptom occurs, replace the HDD with the following:

Model		Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	D5021020 (clipped from 500GB to 80GB)
V-C2 EFI	Color Controller E-7100	D380		
V-C3 EFI	Color Controller E-7200	D502		
At/Ap-C1 EFI	Color Controller E-3000/5000	G878/889		
At/Ap-C2 EFI	Color Controller E-3100/5100	D479/480		
At/Ap-C2.5 EFI	Color Controller E-3200/5200	D557/558		
B-C3 EFI	Printer Controller EB-135	G847		
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651	160GB	D6501020 (clipped from 500GB to 160GB)