

Reissued: 12-Mar-12

Model: AT-C3	Date: 15-Feb-12	No.: RD142001a
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>F.11</i>	<i>D1425560D</i>	<i>March 2012 production</i>	<i>Available</i>
F.10	D1425560C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>F.11</i>	<i>Symptom corrected: SC816-26 or SC816-49 may occur when the machine enters or recovers from Sleep mode.</i>
F.10	1st Mass production

Reissued: 08-Jan-15

Model: AT-C3	Date: 15-Feb-12	No.: RD142002b
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
3.12.25	D1425574D	January 2015 production	Available
3.12.24	D1425574C	May 2012 production	Available
3.12.23	D1425574B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
3.12.25	Symptom corrected: 1. Transparencies might be blacked out of printed pages. (GFPR#RE13040026) 2. When printing certain documents in Microsoft Word, an SC899 error might occur.
3.12.24	Symptom corrected: Transparencies are blacked out of printed pages.
3.12.23	1st Mass production

Reissued: 08-Oct-13

Model: AT-C3	Date: 15-Feb-12	No.: RD142003a
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.00	<i>D1425568B</i>	<i>September 2013 production</i>	<i>Available</i>
1.00	D1425568A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.00	<i>Minor change in ARDF paper jam animation.</i>
1.00	1st Mass production

Reissued: 05-Oct-15

Model: AT-C3	Date: 15-Feb-12	No.: RD142007f
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
3.04	D1425567K	August 2015 production	Available
3.03	D1425567J	April 2013 production	Available
3.02	D1425567H	January 2013 production	Available
3.01	D1425567G	August 2012 production	Available
3.00	D1425567F	June 2012 production	Available
2.01	D1425567E	March 2012 production	Available
1.04	D1425567D	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
3.04	Other changes: Changes were applied for the domestic (Japan) model only.
3.03	Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled. This firmware is dependent on the following firmware module. Please be sure to update this: Fax v08.00.00 (D1425569K) or later

Reissued: 05-Oct-15

Model: AT-C3	Date: 15-Feb-12	No.: RD142007f
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Version	Modified Points or Symptom Corrected
3.02	<p>Symptom corrected:</p> <p>When importing files from Device Manager NX or from a web server (via Web Image Monitor, navigate to Configuration > Device Setting Information: Import Setting [Server] under Device Settings), the following issues occur when the import feature in the Device Settings Information meets certain conditions:</p> <ul style="list-style-type: none"> - When a machine does not have an HDD, the import fails and an error message appears on the Device Manager NX. - When the server URL exceeds the maximum length of 255 characters, an error message is shown. - When the file name in the server URL exceeds the maximum length of 63 characters, the import fails and error SC899 occurs. - When the last import that includes several import files finishes failing, the machine is unresponsive and must be restarted. - When repeating an import from Web Image Monitor, the machine displays a "Please wait..." message but is unresponsive and must be restarted.
3.01	<p>Symptom Correct:</p> <p>If "SmartDeviceMonitor for Admin Accounting Report Package" is used to clear the device's user counters, the time that the counters were cleared is not recorded.</p> <p>Other changes:</p> <p>The status of Auto Erase memory setting and Machine Data Encryption Settings were added to the settings which can be monitored with WebService/@Remote.</p>
3.00	<p>Symptom corrected:</p> <p>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.</p>
2.01	<p>Other changes:</p> <p>Supports Fax Connection Unit Type B.</p>
1.04	1st Mass production

Reissued: 09-Jul-12

Model: AT-C3	Date: 15-Feb-12	No.: RD142008b
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>04.00.00</i>	<i>D1425564F</i>	<i>July 2012 production</i>	<i>Available</i>
03.00.00	D1425564E	March 2012 production	Available
02.00.00	D1425564D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
<i>04.00.00</i>	<i>Symptom corrected: Files received via Mail to Print cannot be printed out after the machine recovers from Energy Saver mode.</i>
03.00.00	Other change: Supports Fax Connection Unit Type B Symptom corrected: 1. SC990 may occur receiving both IP-FAX job and Mail to Print job at the same time. 2. Sending error or reception error may occur when using IP-FAX.
02.00.00	1st Mass production

Reissued: 13-Jan-15

Model: AT-C3	Date: 15-Feb-12	No.: RD142011c
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	D1425566G	January 2015 production	Available
1.05	D1425566F	August 2012 production	Available
1.04	D1425566E	March 2012 production	Available
1.03	D1425566D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.06	Symptom corrected: Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.
1.05	Symptom corrected: When printing from the Document Server, the "Cover Sheet Tray", "Slip Sheet Tray" and "Chapter Sheet Tray" settings always show "Off", even if a Cover Sheet tray, Slip Sheet tray and Chapter Sheet tray have been configured (User Tools > Tray Paper Settings).
1.04	Symptom corrected: When viewed from Web Image Monitor, the Document Server download labels "PDF/A" and "TIFF" are not separated by a space. Other changes: Supports Fax Connection Unit Type B.
1.03	1st Mass production

Reissued: 03-Jun-13

Model: AT-C3	Date: 15-Feb-12	No.: RD142012c
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	D1421499C	October 2012 production	Not available
1.05	D1421499B	July 2012 production	Not available
1.04	D1421499A	May 2012 production	Not available
1.03	D1421499	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.06	Symptom corrected: <i>The title for the Scanner function ("Scanner") may overlap other display content.</i>
1.05	Symptom corrected: 1. The buttons for printing or for changing settings may be displayed on the client machine connected via the FAX Connect Unit, even though these functions are not supported on the client machine. 2. The text used for some buttons/keys sometimes spills outside the button/key.
1.04	Symptom corrected: Corrected the wording of some user alerts and other messages.
1.03	1st Mass production

Model: AT-C3	Date: 15-Feb-12	No.: RD142015
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Subject: Firmware Release Note: App2Me		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.8.200	D1445550B	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.8.200	1st Mass production

Reissued: 12-Jul-13

Model: AT-C3	Date: 15-Feb-12	No.: RD142016d
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.03.0	D1445551E	June 2013 production	Available
2.02.0	D1445551D	October 2012 production	Available
2.01.0	D1445551C	June 2012 production	Available
2.00.0	D1445551B	March 2012 production	Available
1.06.9	D1445551A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
2.03.0	Symptom corrected: - When using specific proxy servers, the error "400 - Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted.
2.02.0	Symptom corrected: 1. A security warning dialog is displayed even if an effective server certification is installed. 2. Japanese is displayed on the website which uses Accept-Language of the HTTP protocol.
2.01.0	Symptom corrected: Minor bug correction.
2.00.0	Symptom corrected: 1. A warning dialog is displayed whenever the self-signed certificate page is opened. 2. IC cards needs to be placed on the reader twice. 3. Transmission of an image from an EXJS application to the server fails. 4. The vertical scroll bar is always displayed.
1.06.9	1st Mass production

Reissued: 09-Oct-12

Model: AT-C3	Date: 15-Feb-12	No.: RD142017d
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RTB Reissue

The items in bold italics have been added.

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

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

US Models

Version	Program No.	Effective Date	Availability of RFU
1.07	D1421491F	July 2012 production	Available
1.06	D1421491E	May 2012 production	Available
1.05	D1421491D	1st Mass production	Available

EU Models

Version	Program No.	Effective Date	Availability of RFU
1.07	D1421492F	July 2012 production	Available
1.06	D1421492E	May 2012 production	Available
1.05	D1421492D	1st Mass production	Available

ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
1.08	D1421493G	October 2012 production	Available
1.07	D1421493F	July 2012 production	Available
1.06	D1421493E	May 2012 production	Available
1.05	D1421493D	1st Mass production	Available

CHN Models

Version	Program No.	Effective Date	Availability of RFU
1.07	D1421494C	July 2012 production	Available
1.06	D1421494B	May 2012 production	Available
1.05	D1421494A	1st Mass production	Available

Note1: 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.

Note2:

Do not turn the machine power off while the update is in progress. If you do, an error will occur. It will take about 20-40 minutes to update the operation panel firmware to this version.

Reissued: 09-Oct-12

Model: AT-C3	Date: 15-Feb-12	No.: RD142017d
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US Models

Version	Modified Points or Symptom Corrected
1.07	Symptom corrected: The text used for some button/key names is too large to fit inside the button/key. Other changes: The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.05.00.00 (D1425569G).
1.06	Symptom corrected: 1. The background of the browser icon sometimes changes to pink. 2. Other minor bug corrections were applied.
1.05	1st Mass production

EU Models

Version	Modified Points or Symptom Corrected
1.07	Symptom corrected: The text used for some button/key names is too large to fit inside the button/key. Other changes: The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.05.00.00 (D1425569G).
1.06	Symptom corrected: 1. The background of the browser icon sometimes changes to pink. 2. Other minor bug corrections were applied.
1.05	1st Mass production

ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.08	<i>Symptom corrected: The "Delete" button is displayed without the word corresponding for "Delete" if the display language is changed to Traditional Chinese.</i>
1.07	Symptom corrected: The text used for some button/key names is too large to fit inside the button/key. Other changes: The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.05.00.00 (D1425569G).
1.06	Symptom corrected: 1. The background of the browser icon sometimes changes to pink. 2. Other minor bug corrections were applied.
1.05	1st Mass production

Reissued: 09-Oct-12

Model: AT-C3	Date: 15-Feb-12	No.: RD142017d
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CHN Models

Version	Modified Points or Symptom Corrected
1.07	Symptom corrected: The text used for some button/key names is too large to fit inside the button/key. Other changes: The wording of some LCD display messages was improved. IMPORTANT: To apply this change, you also need to update the FAX firmware to Ver.05.00.00 (D1425569G).
1.06	Symptom corrected: 1. The background of the browser icon sometimes changes to pink. 2. Other minor bug corrections were applied.
1.05	1st Mass production

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144016
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Subject: Firmware Release Note: Option Netware		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
11.74	D1445549A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
11.74	1st Mass production

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144017
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Subject: Firmware Release Note: PCL Font		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	D1315586A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 22-Feb-12

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144018a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PS3		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.01</i>	<i>D1445588B</i>	<i>February 2012 production</i>	<i>Available</i>
1.00	D1445588A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.01</i>	<i>Symptom corrected: When you try to merge two SD cards into one SD card, it doesn't work if the source SD card contains the PS3 module.</i>
1.00	1st Mass production

Reissued: 08-Jul-14

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144019d
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.07	D1445559H	July 2014 production	Available
1.06	D1445559G	October 2013 production	Available
1.05	D1445559F	March 2013 production	Available
1.04	D1445559E	May 2012 production	Available
1.03	D1445559D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.07	Symptom corrected: 1. The job will be reset if PDF Direct Print uses a tiling pattern as an image mask if the PDF is version 1.06. 2. A limitcheck error occurs if an image is too small to draw.
1.06	Other changes: - PDF Direct jobs containing incorrect data in cross reference section will be reset. Symptom corrected: PDF Direct jobs will be reset as following: - Jods created by specific Mac OS X application. - Jods created by specific application such as PDFNet. - Jobs specified by huge graphic images as patterns. - Device might stall if available memory is less than 900 KB for printing.
1.05	Symptom corrected: When printing out web page from Safari browser, the machine may stall.
1.04	Symptom corrected: It takes a long time to print out PDF files that contain True Type font data.
1.03	1st Mass production

Reissued: 22-May-15

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144021f
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Note:

"EXJS" is the new application to run Ricoh's unique extended JavaScript, and stands for **EX**tended **J**ava **S**cript. This function had been incorporated in browser application on GW controller. But on GW+ controller, it began to be provided as the new firmware "EXJS".

Version	Program No.	Effective Date	Availability of RFU
1.18.00	D1445548G	May 2015 production	Not available
1.17.00	D1445548F	March 2015 production	Not available
1.16.00	D1445548E	January 2015 production	Not available
1.15.00	D1445548D	January 2013 production	Not available
1.12.00	D1445548C	June 2012 production	Not available
1.11.00	D1445548B	March 2012 production	Not available
1.10.00	D1445548A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.18.00	Symptom corrected: <i>The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.</i>
1.17.00	Symptom corrected: 1. Minor changes were applied for the Japan domestic model only. 2. SC899 may occur
1.16.00	Symptom corrected: 1. SC899 occurs if a character string containing "%s" is stored to the debug log. 2. Cannot scan using the MFP browser while the platen cover is open.
1.15.00	Symptom corrected: 1. Image data scanned using the Browser (sent to the server in .xml format) may not be rotated in accordance with the setting. 2. A scanning job using the Browser cannot be cancelled if an original jam occurs (Job Cancel button is not displayed and Stop button has no effect).

Reissued: 22-May-15

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144021f
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Version	Modified Points or Symptom Corrected
1.12.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine may fail to delete the data stored in document server. 2. The machine may stall when the total down loaded file size is just 500MB. 3. It is impossible to scan the document by using browser during printing. 4. The scanning may fail without size setting just after turning the main power on. 5. SC899 may occur when turning off/on the main switch as the browser application is displayed on the control panel. 6. SC990 may occur on the machine on which the authentication feature with IC card is used and the settings about SNTP server are set. 7. Other minor bug corrections were applied.
1.11.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine may not detect the authentication information on the IC card. 2. The user ID and password (User Authentication) appear in the URL column of the Scan Sending Log. 3. The user ID and password (Basic Authentication only) appear in the Download Log. 4. The dialog warning the user that no original has been placed may not be cleared, and the machine may stall. 5. Machine Administrators are able to use functions that are normally reserved for general users. 6. SC899 may occur when the machine boots up. 7. The machine cannot detect the postcard-sized originals. 8. The machine may stall when the user scans a nonstandard sized document for storage to the machine hard drive using the browser. 9. The machine may stall if the user presses the Stop key immediately after starting a scan job using the browser. 10. Other minor bug corrections were applied. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The filename for multi-page PDF files sent using the browser was changed as follows: Old: Both B/W and full-color modes used "****.pdf". New: B/W mode will use "****_mono.pdf", and full-color mode will use "****_r.pdf". 2. When authentication is enabled, the user only needs to log-in once in order to use the browser function. Note: Previously, users were required to log-in twice.
1.10.00	1st Mass production

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144024
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Subject: Firmware Release Note: PS3 Font		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.12	D6205681	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.12	1st Mass production

Reissued: 24-Mar-16

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144027j
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: GWFCU3.5-4(WW)		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GWFCU3.5-4 (WW)**.

Version	Program No.	Effective Date	Availability of RFU
11.00.00	D6435570P	April 2016 production	Available
10.00.00	D6435570N	September 2015 production	Available
09.00.00	D6435570M	January 2015 production	Available
08.00.00	D6435570L	March 2013 production	Available
07.00.00	D6435570K	November 2012 production	Available
06.00.00	D6435570J	October 2012 production	Available
05.00.00	D6435570H	August 2012 production	Available
04.00.00	D6435570G	June 2012 production	Available
03.00.00	D6435570F	May 2012 production	Available
02.00.00	D6435570E	March 2012 production	Available
01.00.04	D6435570D	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
11.00.00	Symptom corrected: If an error, for example, 14-30 occurs during folder transfer, the machine may not recover from the error nor report the error.
10.00.00	Symptom corrected: Miner bag corrected
09.00.00	Symptom corrected: - The display for the number of jobs (remaining) that can be sent is not reduced after a Direct Transmission job is completed. Other changes: - In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX.
08.00.00	Symptom corrected: - Transmission may fail due to noise from the FAX communication network.

Reissued: 24-Mar-16

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144027j
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Version	Modified Points or Symptom Corrected
07.00.00	Symptom corrected: 1. A FAX waiting in the queue is printed out before a FAX already being processed (received or printed out) under the following conditions: <ul style="list-style-type: none">- FAX 1 is received via one line- While FAX 1 is being received or printed out, FAX 2 is received via another line- FAX 2 is printed out as soon as it has been fully received, regardless of the status of FAX 1 2. All FAX documents in the queue are printed out while the machine is already printing another FAX, under the following conditions: <ul style="list-style-type: none">1. An error (exit tray full, paper out) occurs and stops the printing of FAX 12. The error is cleared and printing resumes3. All documents in the queue are printed out immediately, followed by the remaining pages of FAX 1
06.00.00	Symptom corrected: The machine may print out an incoming FAX without forwarding it, even though the SUB code has been set and the machine is being used as a forwarding station. Other changes: The following bit switch was added. Note: This allows the user to instruct the machine what to do when the forwarding of an incoming FAX fails/succeeds. USER 45 BIT3 0: Follow Reception File Settings (default) regardless of forwarding results 1: Follow Reception File Settings if forwarding fails, do not print if forwarding is successful
05.00.00	Symptom corrected: Multiple notification emails are sent out when the Results Notification feature is used.
04.00.00	Symptom corrected: If the FCU receives transmission and reception signals at the same time, following this, FAX communication is not possible and the Communication Failure Report cannot be printed out.
03.00.00	Symptom corrected: 1. The format of the Communication Test Results or Communication Failure reports may be incorrect after a Remote FAX is sent. 2. Other minor bug corrections were applied.
02.00.00	Symptom corrected: SC899 may occur or the FAX may become unusable when the machine enters Sleep mode.
01.00.04	1st Mass production

Model: AT-C3	Date: 23-Feb-12	No.: RD142018
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Subject: Firmware Release Note: SG3-ND		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
07	D5455575A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
07	1st Mass production

Model: AT-C3		Date: 01-Mar-12	No.: RD142021
Subject: Failure of The PostScript3 application move		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The PostScript3 application cannot be moved from the SD card in Slot 2 to the card in Slot 1.

CAUSE

PS3 firmware bug

SOLUTION

Temporary: Use Slot 2 for the SD card containing the PostScript3 application (do not move the application to another SD card).

Permanent: Update the PS3 firmware to the following version or newer.

Version	Program No.	Effective Date	Availability of RFU
1.01	D1445588B	February 2012 production	Available

Model: AP-C3/AT-C3		Date: 21-Mar-12	No.: RD142022
Subject: SC899 with FAX option		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The following may occur when the machine recovers from Sleep mode:

- SC899 (Fax option installed with HDD)
- The Fax function key does not work, and the Fax button does not appear on the User Tools display (Fax option installed without HDD)

CAUSE

When the machine recovers from Sleep mode, the CPU of the FCU comes on-line quicker than expected, causing the FCU to stall. As a result, the controller cannot detect the FCU.

SOLUTION

Install the following firmware version or newer.

GWFCU3.5-4(WW)

Version	Program No.
02.00.00	D6435570E

Reissued: 29-Mar-12

Model: AT-C3	Date: 05-Mar-12	No.: RD142019b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 std UpdateTool)		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v10 std UpdateTool**).

Version	Program No.	Effective Date	Availability of RFU
10.04.02	<i>D1445594E_upd</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D1445594D_upd	March 2012 production	Not available
10.01.06	D1445594C_upd	December 2011 production	Not available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
10.04.02	Symptom corrected: <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>Garbled characters can be included in the fax "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.</i>
10.03.01	Symptom corrected: <ol style="list-style-type: none"> Even when the file type has been fixed at "PDF/A", other types of PDF files can be created. User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application. The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -> User changes the screen (e.g. Copier to Home screen) -> User returns to original screen with dialog Cannot login following a series of repeated logins and logouts. The stack size cannot be changed. "OutOfMemoryException" occurs. "StateMachine" cannot be stopped or canceled correctly.

Reissued: 29-Mar-12

Model: AT-C3	Date: 05-Mar-12	No.: RD142019b
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none">8. A time-out occurs in Muffling mode.9. Some of the login User IDs acquired by the application appear blank.10. SC899 sometimes occurs at the conclusion of an SSL session. <p>Other changes:</p> <ul style="list-style-type: none">1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet.2. The threshold for triggering "Memory full" was changed.3. Supports VM Card eDC-i1.2.
10.01.06	Initial release

Reissued: 29-Mar-12

Model: AT-C3	Date: 05-Mar-12	No.: RD142020b
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v10 std for eDC)		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v10 std for eDC**.

Version	Program No.	Effective Date	Availability of RFU
10.04.02	<i>D1445594E_edc</i>	<i>April 2012 production</i>	<i>Not available</i>
10.03.01	D1445594D_edc	March 2012 production	Not available
10.01.06	D1445594C_edc	December 2011 production	Not available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
10.04.02	<i>Symptom corrected:</i> <ol style="list-style-type: none"> <i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i> <i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i> <i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i> <i>Garbled characters can be included in the fax "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.</i>

Reissued: 29-Mar-12

Model: AT-C3		Date: 05-Mar-12	No.: RD142020b
Version	Modified Points or Symptom Corrected		
10.03.01	<p>Symptom corrected:</p> <ol style="list-style-type: none">1. Even when the file type has been fixed at "PDF/A", other types of PDF files can be created.2. User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application.3. The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -> User changes the screen (e.g. Copier to Home screen) -> User returns to original screen with dialog4. Cannot login following a series of repeated logins and logouts.5. The stack size cannot be changed.6. "OutOfMemoryException" occurs.7. "StateMachine" cannot be stopped or canceled correctly.8. A time-out occurs in Muffling mode.9. Some of the login User IDs acquired by the application appear blank.10. SC899 sometimes occurs at the conclusion of an SSL session. <p>Other changes:</p> <ol style="list-style-type: none">1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet.2. The threshold for triggering "Memory full" was changed.3. Supports VM Card eDC-i1.2.		
10.01.06	Initial release		

Model: AP-C3/AT-C3	Date: 10-Apr-12	No.: RD144033
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Subject: Firmware Release Note: aics		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Note: This Firmware is for Fax Connection Unit Type B.

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D1445546	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Model: AT-C3		Date: 13-Apr-12	No.: RD142023
Subject: Important notes for installing the Color Controller E-3300		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-3300 with Model AT-C3.

Approved Firmware for the Model AT-C3 for connection with the E-3300 Controller

Make sure that the firmware modules for Model AT-C3 are upgraded as follows at the E-3300 installation.

Engine: 1.02:04 (D1425116D) or newer

System/Copy: 2.01 or newer

Network Support: 11.86 or newer

SP mode setting for E-5300 Controller

As written in the service manual, the following SP values of Model AT-C3 must be changed at the E-3300 installation.

SP#: 5193-001

Value: **1** (Default:0)

*The valid external controller will be specified as "Fiery controller".

SP#: 5895-001

Value: **1** (Default:0)

*This setting disables the pre-installed GW printer feature.

GW printer must be disabled when using E-3300.

Note: If all machine data is cleared by the "Erase All Memory" security function, these SP values are also cleared to Default:0.

Model: AT-C3

Date: 13-Apr-12

No.: RD142023

Information: System Software DVD is included in the box.

System Software DVD is included in the product carton box.

This DVD should be used when the controller has a problem (system software problem, HDD replacement, etc.).

On the DVD label, it is printed “For Service Only”.

The USB Prep Tool (a utility that enables installation of the system software from the USB drive) will be provided via firmware download site.

Model: AT-C3b		Date: 19-Apr-12	No.: RD142024
Subject: Not-toner end recover		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The "Toner End" display is not cleared after the toner bottle is replaced.

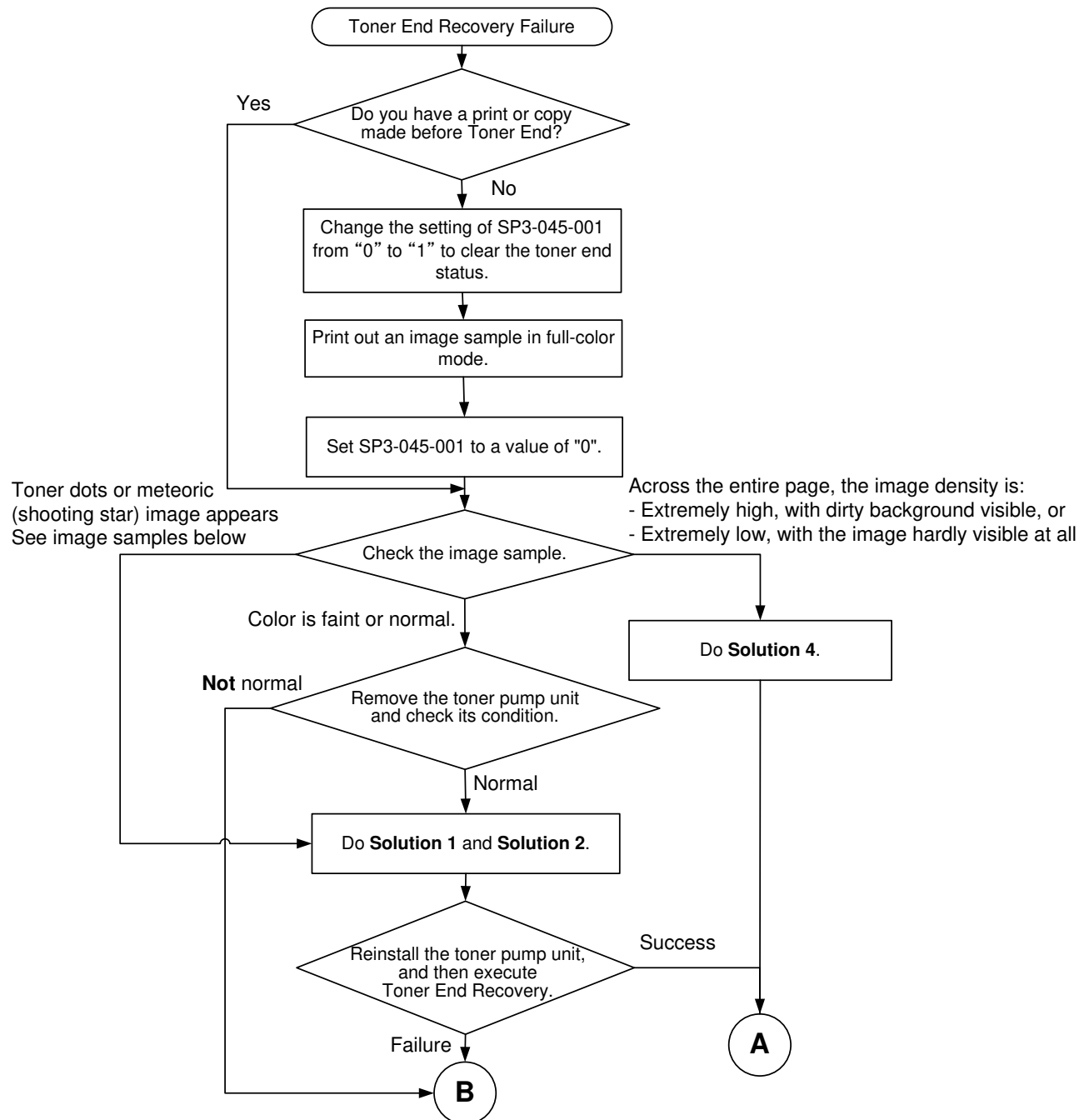
CAUSE

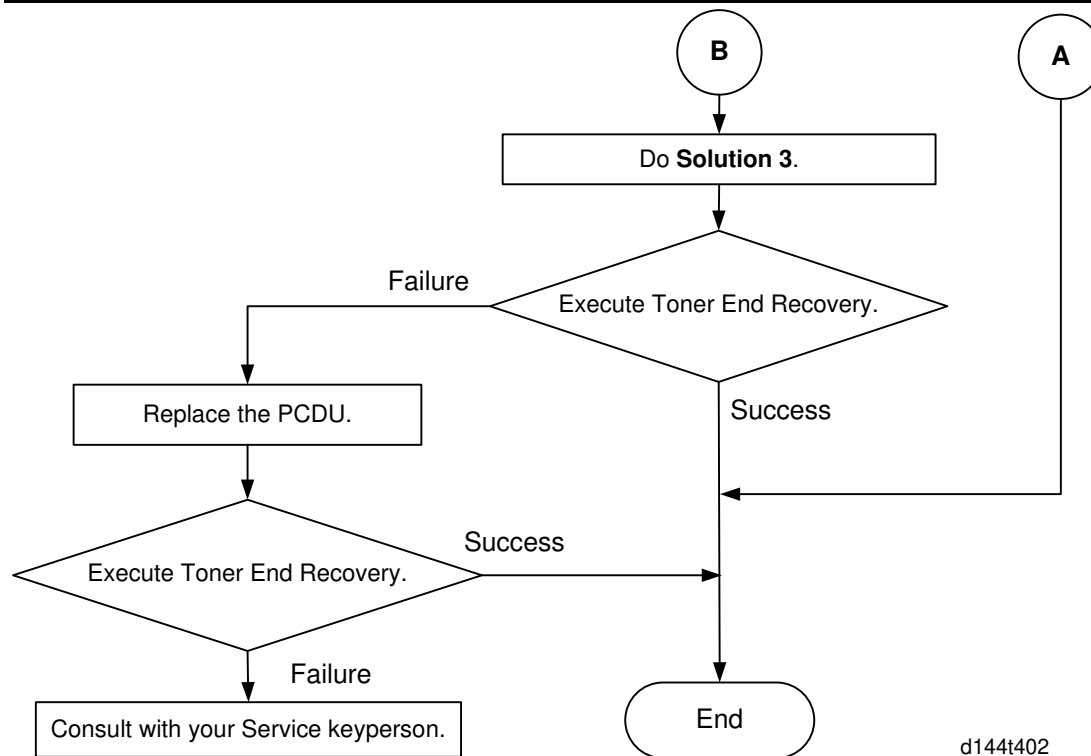
Several factors may cause this symptom.

e.g. PCU defect, Development unit defect, Pump defect, Toner supply tube blocking,
Toner supply tube bending, Toner aggregation.

Check the following flow chart in the "Solution" section.

SOLUTION





Solution 1

1. Check the toner supply tube.
2. If it is bent or disconnected, straighten it out or connect it correctly.

Solution 2

1. Remove the toner bottle for the color on which the symptom occurs.
2. Disconnect the toner supply tube from the toner pump unit.
3. Remove the toner that is blocked in the toner supply tube with a vacuum cleaner.

Solution 3

Replace the toner pump unit.

Solution 4

Replace the Development unit

Model: AT-C3b

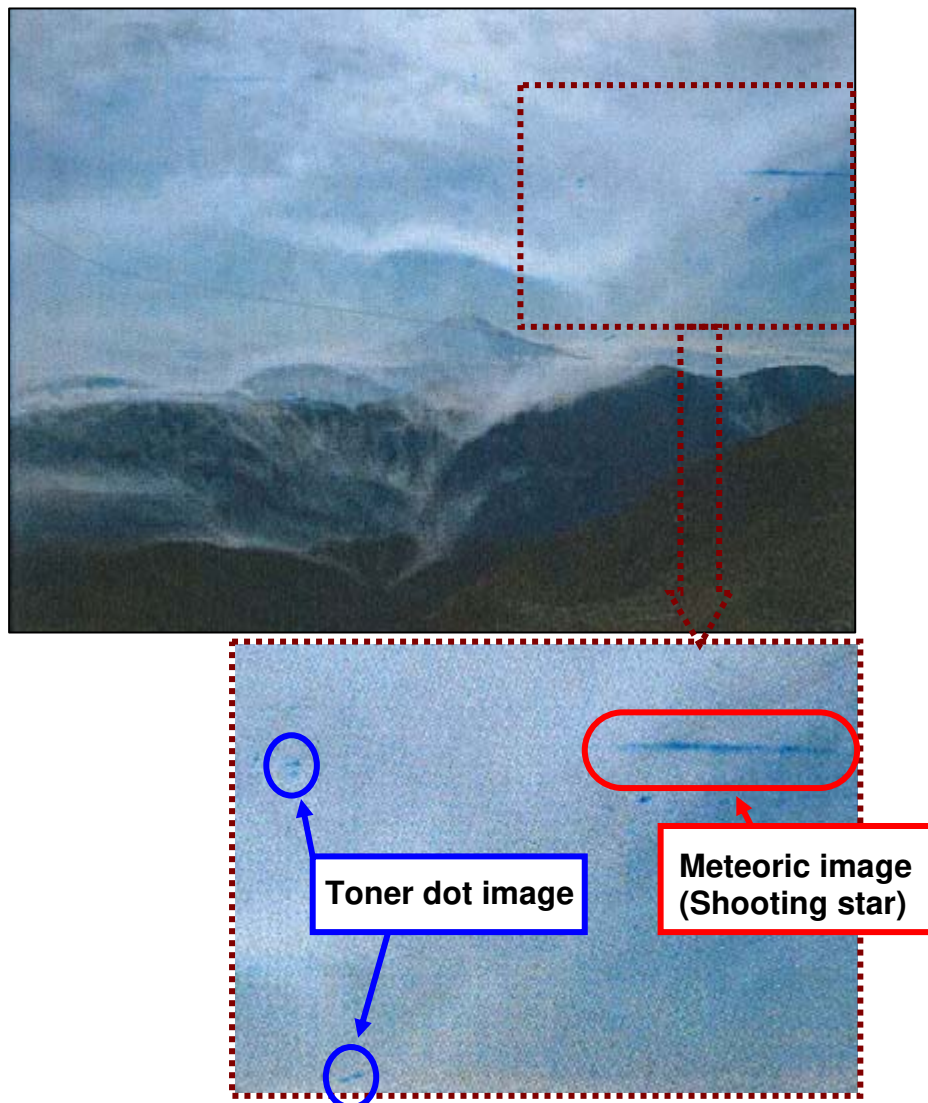
Date: 19-Apr-12

No.: RD142024

Note:

Meteoric image (Shooting star) and Toner dot image is like the following image.

Image sample :



Model: AT-C3b		Date: 20-Apr-12	No.: RD142025
Subject: Granule of black toner on 1 st printed paper		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Granules of black toner may appear on the first sheet printed out (see the example below).



CAUSE

The toner is stored under high-temperature conditions, which causes some of the toner to aggregate. These toner particles are not mixed properly with the carrier, and as a result, this toner is not charged properly.

Note: The symptom appears on the first sheet because the toner and carrier have been mixed only for a short time.

SOLUTION

If the symptom occurs, increase the time the development unit is rotated before printing, using the following SP modes.

Note: When you use these settings, it will take longer for the first sheet to be printed out.

At-C3a/b	Default	Recommended setting
SP2-972-001	0	650-1700
SP2-972-002	0	0
SP2-972-003	0	1300-3400

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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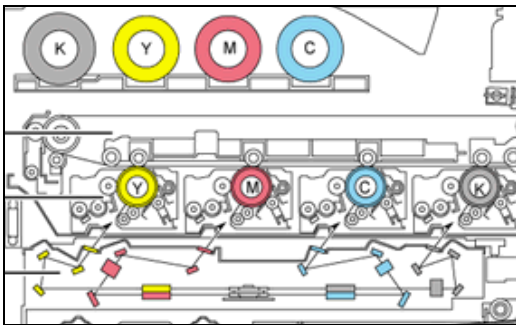
RTB Reissue

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

Subject: FSM main manual correction		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is to inform the service manual correction for AT-C3.

Service Manual Correction: Main chapters

Page	Contents
p.24 p.26	Change: Wrong order of toner bottles and PCUs in the illustration. To: 
p.32	Change: Option name and the code. Copy Data Security Unit Type F: B829 To: Copy Data Security Unit Type G: D640-41
p.118	Change: Accessory Check Lower Output tray – Qty: 2 To: Lower Output tray – Qty: 1

Reissued: 04-Dec-15

Model: AT-C3		Date: 27-Apr-12		No.: RD142026d															
p.119	Delete: The description for Remote Communication Gate <div>I/F Card Slots<ul style="list-style-type: none">Slot A is used for one of the optional I/F connections (only one can be installed): IEEE1284, IEEE802.11 a/g (Wireless LAN), Bluetooth or Remote Communication Gate.Slot B is used for the File Format Converter or Remote Communication Gate.Slot C is used for Gigabit Ethernet.</div>																		
p.159, p.160, p.168, p.169, p.170,	Delete: The following caution from the installation procedures of SD card options. CAUTION <ul style="list-style-type: none">Unplug the main machine power cord before you do the following procedure.																		
p.519	Change: <table><tr><td rowspan="2">5045</td><td colspan="4">[Accounting counter]</td></tr><tr><td colspan="4">Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.</td></tr><tr><td>001</td><td>Counter Method</td><td>*CTL</td><td colspan="2">[0 or 1 / 1 / -] 0: Developments 1: Prints</td></tr></table> To: [0 to 7 / 1 / step] 0: Developments 1: Prints 2: Coverage 7: Coverage (YMC)					5045	[Accounting counter]				Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.				001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints	
5045	[Accounting counter]																		
	Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.																		
001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints																
p.520	Delete: The description for SP5056. <table><tr><td rowspan="2">5056</td><td colspan="4">[Coverage Counter Display]</td></tr><tr><td colspan="4">Display or does not display the coverage counter on the LCD.</td></tr><tr><td>001</td><td>-</td><td>*CTL</td><td colspan="2">[0 or 1 / 0 / -] 0: Not display, 1: Display</td></tr></table>					5056	[Coverage Counter Display]				Display or does not display the coverage counter on the LCD.				001	-	*CTL	[0 or 1 / 0 / -] 0: Not display, 1: Display	
5056	[Coverage Counter Display]																		
	Display or does not display the coverage counter on the LCD.																		
001	-	*CTL	[0 or 1 / 0 / -] 0: Not display, 1: Display																

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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p.524

Add:

Description for SP5101:

5101	[Time setting]		
-004	Low-power mode transition time setting	*CTL	[0~14400(sec)/60/1]
-104	Low-power mode transition setting	*CTL	[0~1/0/1] 0: Do not transition, 1: Transition

p.717

Add:

Trouble shooting for Error Messages

When SC818 is displayed while a firmware update is in progress, turn the main power off/on and make sure that the firmware update is done.

P.846

Add:

The descriptions for SC722 -24,30,41,42,44,70,71

Note:

SC722 is same description with SC720 but SC720 and SC722 differ depending on Finisher Type. (SC720:For 1000-sheet booklet finisher / SC722:For 1000-sheet finisher)

SC722-24

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-24	B	Finisher exit guide plate motor error
		After moving away from the guide plate position sensor, the exit guide is not detected at the home position within the prescribed time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> • Guide plate motor disconnected, defective • Guide plate motor overloaded due to obstruction • Guide plate position sensor disconnected, defective
		<ol style="list-style-type: none"> 1. Check the connections and cables for the components mentioned above. 2. Check for blockages in the guide plate motor mechanism. 3. Replace the guide plate position sensor and/or guide plate motor 4. Replace the finisher main board.

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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SC722-30

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-30	B	Finisher jogger motor error
		<p>The jogger fences move out of the home position but the HP sensor output does not change within the specified number of pulses.</p> <p>The 1st failure issues an original jam message, and the 2nd failure issues this SC code.</p> <ul style="list-style-type: none"> • Jogger HP sensor disconnected, defective • Jogger motor disconnected, defective • Jogger motor overloaded due to obstruction • Finisher main board and jogger motor
		<ol style="list-style-type: none"> 1. Check the connections and cables for the components mentioned above. 2. Check for blockages in the jogger motor mechanism. 3. Replace the jogger HP sensor and/or jogger motor. 4. Replace the finisher main board.

-41

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-41	B	Stack feed-out motor error
		<ul style="list-style-type: none"> • The stack feed-out HP sensor does not detect the home position of the stack feed-out belt 3000ms after the stack feed-out belt has moved to its home position. • The stack feed-out HP sensor does not turn off 200 ms after the stack feed-out belt has moved from its home position. • The 1st detection failure causes a jam error, and the 2nd failure causes this SC code. <ul style="list-style-type: none"> • Defective stack feed-out HP sensor • Overload on the stack feed-out motor • Defective stack feed-out motor • Defective main board • Disconnected or defective harness
		<ol style="list-style-type: none"> 1. Check the connections and cables for the components mentioned above. 2. Check for blockages in the stack feed-out motor mechanism. 3. Replace the stack feed-out HP sensor and/or stack feed-out motor. 4. Replace the finisher main board.

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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P.846
SC722-42

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-42	B	Finisher stapler movement motor error
		<p>The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.</p> <p>For the 2000/3000-sheet (booklet) finisher</p> <ul style="list-style-type: none">• Staple movement is not finished for a certain time. <p>For the 1000-sheet finisher</p> <ul style="list-style-type: none">• The stapler HP sensor is not activated within the specified time after the stapler motor turned on. (First detection: jam error, consecutive twice detection SC code).
		<ul style="list-style-type: none">• Motor overload• Loose connection of the stapler home position sensor• Loose connection of the stapler movement motor• Defective stapler home position sensor• Defective stapler movement motor <ol style="list-style-type: none">1. Check the connection of the stapler movement motor.2. Check the connection of the stapler home position sensor.3. Replace the stapler home position sensor.4. Replace the stapler movement motor.

-44

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-44	B	Finisher corner stapler motor error
		<p>The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.</p> <p>For the 2000/3000-sheet (booklet) finisher</p> <ul style="list-style-type: none">• Staple movement is not finished after a certain time. <p>For the 1000-sheet finisher</p> <ul style="list-style-type: none">• The stapler motor does not switch off within the prescribed time after operating.• The HP sensor of the staple unit does not detect the home position after the staple unit moves to its home position.• The HP sensor of the staple unit detects the home position after the staple unit moves from its home position.
		<ul style="list-style-type: none">• Staple jam• Motor overload• Defective stapler motor
		<ol style="list-style-type: none">1. Check the connections and cables for the components mentioned above.2. Replace the HP sensor and/or stapler motor3. Replace the finisher main board.

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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P.846 SC722-70

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-70	B	1000/2000/3000-sheet (booklet) finisher: Tray lift motor error
		The 1st detection failure issues a jam error, and the 2nd failure issues this SC code. The upper tray paper height sensor does not change its status with the specified time after the tray raises or lowers.
		<ul style="list-style-type: none"> • Motor overload • Loose connection of the shift tray motor • Defective shift tray motor
		<ol style="list-style-type: none"> 1. Check the connections to the shift tray motor. 2. Replace the shift tray motor.

-71

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
-71	B	Finisher Tray 1 shift motor error
		The shift roller HP sensor of the upper tray does not activate within the prescribed time after the shift tray starts to move toward or away from the home position. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> • Shift tray HP sensor of the upper tray disconnected, defective • Shift tray motor of the upper tray is disconnected, defective • Shift tray motor of the upper tray overloaded due to obstruction
		<ol style="list-style-type: none"> 1. Check the connections and cables for the components mentioned above. 2. Check for blockages in shift motor mechanism. 3. Replace the shift tray HP sensor and/or shift motor 4. Replace the finisher main board.

Reissued: 04-Dec-15

Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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Service Manual Correction: Appendix.

Page	Contents											
p.33	<p>Change:</p> <p>Reflector: 200k: C (Clean)</p> <p>1st/2nd/3rd mirrors: 200k: C (Clean)</p> <p>Exposure Glass: 200k: C (Clean)</p> <p>ADF Exposure Glass : 200k: C (Clean)</p> <p>To:</p> <p>Reflector: 300k: C (Clean)</p> <p>1st/2nd/3rd mirrors: 300k: C (Clean)</p> <p>Exposure Glass: 300k: C (Clean)</p> <p>ADF Exposure Glass : 300k: C (Clean)</p>											
P38	<p>Change:</p> <p>Heating Sleeve Belt Unit: 300k: R (Replace)</p> <p>To:</p> <p>Heating Sleeve Belt Unit: 240k: R (Replace)</p>											
p.205	<p>Change:</p> <table border="1"><tr><td rowspan="2">5045</td><td colspan="3">[Accounting counter]</td></tr><tr><td colspan="3">Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.</td></tr><tr><td>001</td><td>Counter Method</td><td>*CTL</td><td>[0 or 1 / 1 / -] 0: Developments 1: Prints</td></tr></table> <p>To:</p> <p>[0 to 7 / 1 / step]</p> <p>0: Developments</p> <p>1: Prints</p> <p>2: Coverage</p> <p>7: Coverage (YMC)</p>	5045	[Accounting counter]			Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.			001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints
5045	[Accounting counter]											
	Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.											
001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints									
p.206	<p>Delete:</p> <p>The description for SP5056.</p> <table border="1"><tr><td rowspan="2">5056</td><td colspan="3">[Coverage Counter Display]</td></tr><tr><td colspan="3">Display or does not display the coverage counter on the LCD.</td></tr><tr><td>001</td><td>-</td><td>*CTL</td><td>[0 or 1 / 0 / -] 0: Not display, 1: Display</td></tr></table>	5056	[Coverage Counter Display]			Display or does not display the coverage counter on the LCD.			001	-	*CTL	[0 or 1 / 0 / -] 0: Not display, 1: Display
5056	[Coverage Counter Display]											
	Display or does not display the coverage counter on the LCD.											
001	-	*CTL	[0 or 1 / 0 / -] 0: Not display, 1: Display									

Reissued: 04-Dec-15

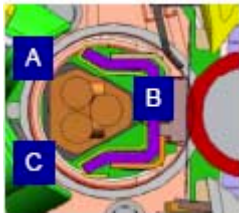
Model: AT-C3	Date: 27-Apr-12	No.: RD142026d
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p.210	Add:			
	Description for SP5101:			
	5101	[Time setting]		
	-004	Low-power mode transition time setting	*CTL	[0~14400(sec)/60/1]
	-104	Low-power mode transition setting	*CTL	[0~1/0/1] 0: Do not transition, 1: Transition

Model: AT-C3		Date: 27-Apr-12	No.: RD142027
Subject: TTP correction		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is to inform TTP corrections for AT-C3.
The areas in **bold** were corrected.

TTP Corrections:

Page	Contents
p.88	<p>Change: Light-on patterns. Lamp [A] Letter LEF (NA), A4 LEF (Others) Lamp [B] Letter SEF (NA), A4 SEF (Others) Lamp [C] Post card (100mm)</p> <p>To: Lamp [A] Letter LEF (NA), A4 LEF (Others) Lamp [B] Post card (100mm) Lamp [C] Letter SEF (NA), A4 SEF (Others)</p> 

Model: AT-C3		Date: 07-May-12	No.: RD142028
Subject: Release of USB Prep Tool Ver.1.3		Prepared by: C.Tsuji	
From: PP Solution Support Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for the USB Prep Tool Ver.1.3 that can be used when re-installing the system software for E-3300.

About USB Prep Tool

USB Prep Tool is utility software for service use only.
 This utility can be used when you reinstall the system software using a USB memory drive.

For details of how to use this utility, please read “**Installing System Software Using a USB Drive**” in the E-3300/E-5300 service manual.

Installation Procedure

1. If a previous version of USB prep tool is already installed in your PC, uninstall it.
2. Extract D5027660.exe, until you get the PT folder.
3. Open the PT folder.
4. Double click on “Setup.exe” to install the application.
5. Check the legal notice and go through the installation.

Reissued: 02-Nov-12

Model: Model At-C3	Date: 22-Jun-12	No.: RD142029a
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RTB Reissue

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

Subject: Patch Release for E-3300 V.1.0 (2012_June)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (4 patches in total) for Color Controller E-3300 System version 1.0.

Files included in this release

Order	Folder Name			File Name	File Size (byte)	Reboot
1	D6507551	1st	01	1-1EQII5.PS	965,290	Exclusive
2		2nd	01	1-1EYRQ5.ps	14,408,626	Exclusive
3		3rd	01	1-1FHOIK.ps	30,646	Exclusive
4		4th	01	1-1F4CQO.ps	4,320,558	Exclusive

Important Note:

- Keep the order of patches to be applied as shown in the table above.
If some of the patches was not applied or was not applied in the indicated order by mistake, then system software re-installation is required for recovery.
- ***If the network settings of the Fiery are not correct, the System Updates Log in Fiery configuration is not updated immediately after applying a patch.***
e.g., When applying a patch with the Crossover Cable, this issue may occur because of the incorrect DNS settings of the Fiery.

Therefore, before applying a patch, please confirm the settings of the Fiery controller.

If the Fiery meets the following conditions, print out the Fiery configuration to back up the original settings, and take the following measure.

Conditions	Measure
<i>"DNS setup" (Primary DNS server IP address / Secondary DNS server IP address / Domain name) of the Fiery controller has been already set.</i>	<i>Disable the "DNS Setup" of the Fiery controller.</i>

Reissued: 02-Nov-12

Model: Model At-C3	Date: 22-Jun-12	No.: RD142029a
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- ***When "System Updates Log" is not updated, please reboot the controller after waiting for about 15 minutes, and print Fiery Server Configuration.***
- ***After completing applying the patch, please restore "DNS Setup" to the setting that the customer originally specified as needed.***

Issue(s) addressed with this release:

- PCL6 first print performance is slow.
- Samba server upgrade patch.
- Paper Simulation White point editing is not available in GABP package.
- Combine separations for Spot Colors does not work with Productivity Package.
- Scan: Fiery resets if change destination of scan settings.

Prerequisite(s):

None

Preparation before installation:

1. Extract the **D6507551.exe**.
2. Check that 1st folder which consists of 4 patches is created.
(Refer to the table on the top of this RTB.)

Installation Instructions:

1. With Command Workstation, download / import the patch to the "Direct" queue one by one with the following order.
 - * Whenever you download each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
 - * Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
 - * Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Download /Import to...	Waiting time <i>after importing each patch</i>	Required number of reboot(s)/restart(s)
1	1-1EQII5.ps	Direct Queue	60 seconds	Once
2	1-1EYRQ5.ps	Direct Queue	60 seconds	Twice
3	1-1FHOIK.ps	Direct Queue	60 seconds	Twice
4	1-1F4CQO.ps	Direct Queue	60 seconds	Once

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the Update Information section.
It should show the patch names in the downloaded order.

Model: AT-C3b		Date: 25-Jun-12	No.: RD142030
Subject: Delay of Warm-up Time (From main switch)		Prepared by: S.Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The machine takes longer than usual to reach the Ready condition (a maximum of seven seconds) after the **main power switch is turned ON**, if a certain combination of firmware is installed.

Note:

- This only occurs after the main power switch is turned ON. It does **not** occur when the machine is recovering from Energy Saver mode.
- The symptom occurs when the Operation Panel and System/Copy firmware are installed in the following **combinations**:

Model:	Firmware No., Version		
	OpePanel		System/Copy
NA Model	D1441491D Ver.1.05 or newer	+	D1445562J Ver.2.01 or older
EU Model	D1441492D Ver.1.05 or newer		
CHN Model	D1441494A Ver.1.05 or newer		
AP/TWN Model	D1441493D Ver.1.05 or newer		

CAUSE

System/Copy firmware bug

There is a delay of up to seven seconds before the main system detects that the Operation Panel firmware is ready.

Model: AT-C3b

Date: 25-Jun-12

No.: RD142030

SOLUTION**Production line:**

The System/Copy firmware was modified as follows.

Name	Version	Firmware No.	Applied from:
System/Copy	Ver.2.02	D1445562K	May 2012 production

In the field:

Do the following at the next service visit and new installation:

1. Check the versions of the System/Copy and Operation Panel firmware.
2. If these firmware are installed in the combination shown above, upgrade the System/Copy firmware to **Ver.2.02 or newer**.

Model: AT-C3		Date: 27-Jun-12	No.: RD142031
Subject: Service Call of Fusing hardware error (SC544/554/564/574)		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB informs service manual corrections for AT-C3.

The areas in **bold** were corrected.

Service manual correction

P.779

	Key	Definition	Reset Procedure
Controller errors	CTL	The error has occurred in the controller.	See "Troubleshooting Procedure" in the table.
Other errors	A	The error involves the fusing unit. The machine operation is disabled. The user cannot reset the error.	Turn the main switch off and on. Reset the SC (set SP5-810-1 or SP5-810-2). Turn the main switch off and on. Note: If fusing hardware errors (SC544/554/564/574) occur, replacing the fusing unit is necessary to reset the SC.
	B	The error involves one or some specific units. The machine operates as usual, excluding the related units.	Turn the operation switch off and on.
	C	The error is logged. The SC-code history is updated. The machine operates as usual.	The SC will not show. Only the SC history is updated.
	D	The machine operation is disabled. You can reset the machine by turning the operation switch or main switch off and on. If the error occurs again, the same SC code is displayed.	Turn the operation switch or main power switch off and on.

Model: AT-C3

Date: 27-Jun-12

No.: RD142031

P.813

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
544	A	Heating roller overheat: Center (hardware error)
		During stand-by mode or a print job, the detected heating roller temperature reaches 250°C .
		<ul style="list-style-type: none"> ▪ Defective PSU. ▪ Defective BCU. ▪ Defective AC control board ▪ Defective IOB ▪ Defective IPU ▪ Defective fusing control system
		Related SC code: SC 543
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the BCU. 3. Replace the AC controller board. 4. Replace the IOB. 5. Replace the IPU. 6. Replace the fusing unit and reset the counter of the fusing unit using SP3-902-014. <p>Important:</p> <ul style="list-style-type: none"> • The fusing unit cannot be used because an abnormal high temperature was detected. After this SC occurs, the counter reset of the fusing unit should be done manually using SP3-902-014 because the counter reset is not done automatically. • After replacing the fusing unit, set SP5-810-2 to reset this SC.

Model: AT-C3

Date: 27-Jun-12

No.: RD142031

P.816

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
554	A	Heating roller overheat: End (hardware error)
		The heating roller thermistor detects 250°C or more.
		<ul style="list-style-type: none"> ▪ Defective PSU. ▪ Defective BCU. ▪ Defective AC control board ▪ Defective IOB ▪ Defective IPU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the BCU. 3. Replace the AC controller board. 4. Replace the IOB. 5. Replace the IPU. 6. Replace the fusing unit and reset the counter of the fusing unit using SP3-902-014. <p>Important:</p> <ul style="list-style-type: none"> • The fusing unit cannot be used because an abnormal high temperature was detected. After this SC occurs, the counter reset of the fusing unit should be done manually using SP3-902-014 because the counter reset is not done automatically. • After replacing the fusing unit, set SP5-810-2 to reset this SC.

Model: AT-C3

Date: 27-Jun-12

No.: RD142031

P.819

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
564	A	Pressure roller overheat: End (hardware error)
		The thermistor detects 240°C or more.
		<ul style="list-style-type: none"> ▪ Defective PSU. ▪ Defective BCU. ▪ Defective AC control board ▪ Defective IOB ▪ Defective IPU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the BCU. 3. Replace the AC controller board. 4. Replace the IOB. 5. Replace the IPU. 6. Replace the fusing unit and reset the counter of the fusing unit using SP3-902-014. <p>Important:</p> <ul style="list-style-type: none"> • The fusing unit cannot be used because an abnormal high temperature was detected. After this SC occurs, the counter reset of the fusing unit should be done manually using SP3-902-014 because the counter reset is not done automatically. • After replacing the fusing unit, set SP5-810-2 to reset this SC.

Model: AT-C3

Date: 27-Jun-12

No.: RD142031

P.821

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
574	A	Pressure roller overheat : Center (hardware error)
		The thermistor detects 220°C or more.
		<ul style="list-style-type: none"> ▪ Defective PSU. ▪ Defective BCU. ▪ Defective IOB ▪ Defective IPU ▪ Defective fusing control system
		<ol style="list-style-type: none"> 1. Replace the PSU. 2. Replace the BCU. 3. Replace the IOB. 4. Replace the IPU. 5. Replace the fusing unit and reset the counter of the fusing unit using SP3-902-014. <p>Important:</p> <ul style="list-style-type: none"> • The fusing unit cannot be used because an abnormal high temperature was detected. • After this SC occurs, the counter reset of the fusing unit should be done manually using SP3-902-014 because the counter reset is not done automatically. • After replacing the fusing unit, set SP5-810-2 to reset this SC.

Model: AT-C3b		Date: 05-Jul-12	No.: RD142032
Subject: Parts Catalogs correction		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Parts Catalog Correction

The following parts are listed as wrong numbers in the Parts Catalogs, therefore we show the correct parts numbers as follows.

Wrong part number	Correct part number	Description	Note
D1424021	D1424015	FUSING UNIT:TWN:MAINTENANCE:ASS'Y	For -19

Model: Color Controller E-3300		Date: 06-Jul-12	No.: RD142033
Subject: Important notes for installing the Productivity Package option for the Color Controller E-3300.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

An error report is printed out when the user tries to print using the “Combine Separations for Spot Colors” feature, which is included in the Productivity Package option.

The error report reads as follows:

“The print job was pre-separated and requested color plates other than Cyan, Magenta, Yellow and Black. Your server does not support combine separations for jobs that contain spot colors.”

CAUSE

Software bug (“Combine Separations for Spot Colors” is not activated)

SOLUTION

Install the following patches, and then activate the Productivity Package option:

1-1EQII5.ps, 1-1EYRQ5.ps, 1-1FHOIK.ps, 1-1F4CQO.ps

Note: These patches were released in June 2012.

Cut-in Serial Numbers

The patches listed above were applied from: S/N **E102L600037**

Note:

- These patches have not been applied to S/N E102L400001 – E092L600036.
- The fourth digit indicates the year of production (e.g., E10**2**xxxx = 2012).
- The sixth digit indicates the month of production (e.g., E102L**6**xxxx = June).

Model: AP-C3/AT-C3	Date: 04-Jul-12	No.: RD144044
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Subject: Firmware Release Note: Option IPDS		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
8.556	D1445557	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
8.556	1st Mass production

Model: AT-C3		Date: 26-Jul-12	No.: RD142035
Subject: Multiple email notifications when fax is sent/received.		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Multiple email notifications are sent out when a fax is sent or received.

Case 1:

Multiple notifications are sent to the second and subsequent members of a group address (two to the second, three to the third, etc.) when using the Send Fax Notification, Receive Fax Notification, and Folder Transfer Notification features.

Note: This does not occur with encrypted addresses.

Case 2:

An endless number of notifications are sent to the sender if the same name is selected in both of the following settings.

Note: This cannot be solved by rebooting the MFP.

"E-mail TX results"	[Sender name] – (Select name) – [OK] – [Email TX results] – [OK]
"E-mail TX results"	[TX mode] – [Email TX results] – (Select name) – [OK]

CAUSE

FCU program bug

Model: AT-C3

Date: 26-Jul-12

No.: RD142035

SOLUTION**For Case 1:**

Update the FCU firmware to **Ver. 05.00.00** (D6435570H) **or later**.

For Case 2:

- Advise the customer to do the following:

1. Disconnect the LAN cable from the machine.
2. Press the "User tools/Counter" key.
3. Press [Address Book Management].

Note: If access is denied, try again several times. It may just be that an email task is in progress.

4. Select the name of the sender from the list of registered names.
5. Press [Email].
6. Press [Change].
7. Press [Delete all].
8. Press [OK].

- Update the FCU firmware to **Ver. 05.00.00** (D6435570H) **or later**.

*We recommend confirming the FCU firmware version at installation. (Fax model/option)

Reissued:19-Aug-13

Model: AT-C3	Date: 02-Aug-12	No.: RD142036b
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RTB Reissue

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

Subject: Chattering noise from fusing after paper output		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

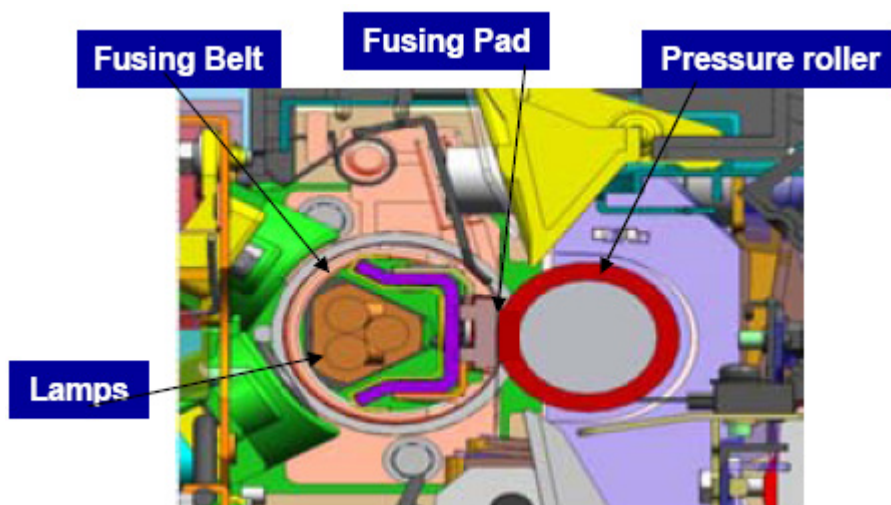
A chattering noise can be heard coming from the fusing unit after the paper is fed out.

Note: This is different from the cyclical noise generated by a dent in the fusing belt, and is only heard after the image is printed out.

CAUSE

When the fusing belt is rotated after the paper is fed out, the inner layer of the belt rubs up against the fusing pad. As a result, the fusing pad vibrates and generates noise.

Note: The belt is rotated in this way in order to spread heat across the belt evenly, preventing it from getting too hot.



Reissued:19-Aug-13

Model: AT-C3	Date: 02-Aug-12	No.: RD142036b
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SOLUTION

1. Update the Engine firmware to the following versions or newer.

Note: This will change the speed at which the fusing belt is rotated when feeding out paper.

MPC 3002/3502: Engine Ver1.05:04

Software No.: D1425116G

2. *Replace the fusing unit or fusing belt unit with the following.*

Note: The inner layer of the belt was changed, so that the belt rotates more smoothly and it does not vibrate if it touches the fusing pad.

Fusing unit:

Old part number	New part number	Description	Q'ty	Int	Note
D1424025	D1424036	FUSING UNIT:NA:MAINTENANCE:ASS'Y	1	X/O	For NA model
D1424026	D1424037	FUSING UNIT:EU:MAINTENANCE:ASS'Y	1	X/O	For EU/AA/CHN models
D1424023	D1424038	FUSING UNIT:TWN:MAINTENANCE:ASS'Y	1	X/O	For TWN model

Fusing belt unit:

<i>Old part number</i>	<i>New part number</i>	<i>Description</i>	<i>Q'ty</i>	<i>Int</i>	<i>Note</i>
<i>D1424041</i>	<i>D1424045</i>	<i>SLEEVE:FUSING:NA:ACCESSORY</i>	<i>1</i>	<i>X/O</i>	<i>For NA model</i>
<i>D1424042</i>	<i>D1424046</i>	<i>SLEEVE:FUSING:EU:ACCESSORY</i>	<i>1</i>	<i>X/O</i>	<i>For EU/AA/CHN models</i>
<i>D1424043</i>	<i>D1424047</i>	<i>SLEEVE:FUSING:TWN:ACCESSORY</i>	<i>1</i>	<i>X/O</i>	<i>For TWN model</i>

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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RTB Reissue

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

Subject: Important Note about Resetting SP data		Prepared by: S. Hayami	
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

Important Note about Resetting SP Data

The firmware is under preparation to get around inputting SP values manually which are shown as Temporary solution. After the release of the firmware, this RTB will be reissued.

Before you reset the SP data:

1. Print out or output the SMC report using **SP5990-001/SP5992-001**.
2. Update the Engine and System/Copy firmware to the following versions or newer.

Program Name	Version	Program No.
Engine	1.05:04	D1425116G
System/Copy	Ver.2.06	D1425562P

Note:

1. If you do SP5801-002 (Memory Clear: Engine) on a machine which is updated to the above Engine firmware but **not** updated to the above System/Copy firmware, memory clear may fail.
2. If you do not update to the above System/Copy firmware, some SP default values in the SMC data are not correct.

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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When you reset the SP data:

If you reset the SP data by **replacing the NVRAM**, make sure to transfer the data from the old NVRAM to the new one (using SP5824-001/SP5825-001, "NVRAM data upload/download").

If you cannot transfer this data, **replace the fusing sleeve belt unit** in order to prevent the unit from breaking as well as any related safety issues.

- ◇ Reason: This model stops all machine operations if the fusing sleeve belt unit is used past its target PM interval, in order to prevent the unit from breaking as well as any related **safety issues**. Without the PM counter data, this function cannot work.

Note:

- If you reset the Engine SP data before updating Engine firmware, do SP5801-002 (Memory Clear: Engine) again after updating the Engine firmware.
- To do scheduled PM properly in a machine for which the PM counter data was reset, it is necessary to replace the all PM parts.

After you reset the SP data:

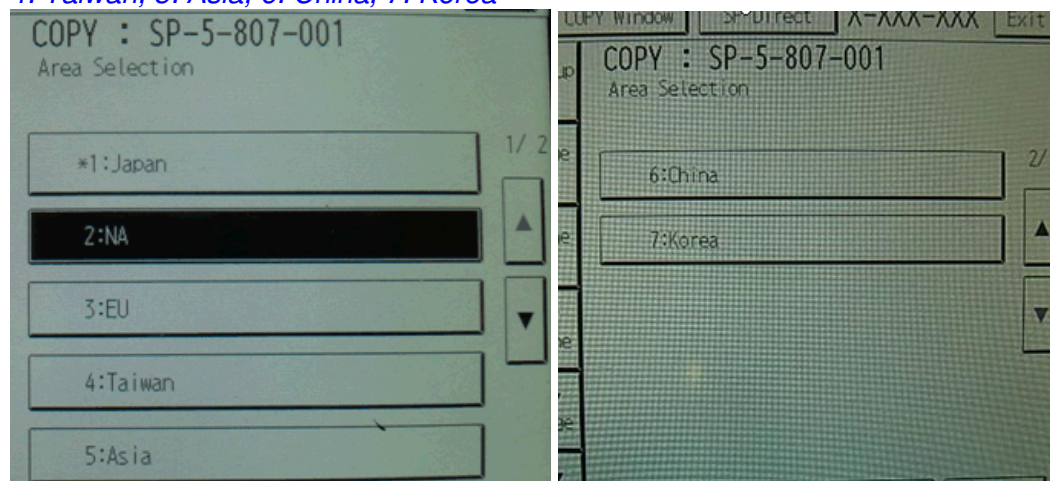
1. *Enter into Factory SP mode.*

Note:

Contact a service key person to know how to enter the Factory SP mode.

2. *Set the right area for the machine with SP5807-001 (Area Selection).*

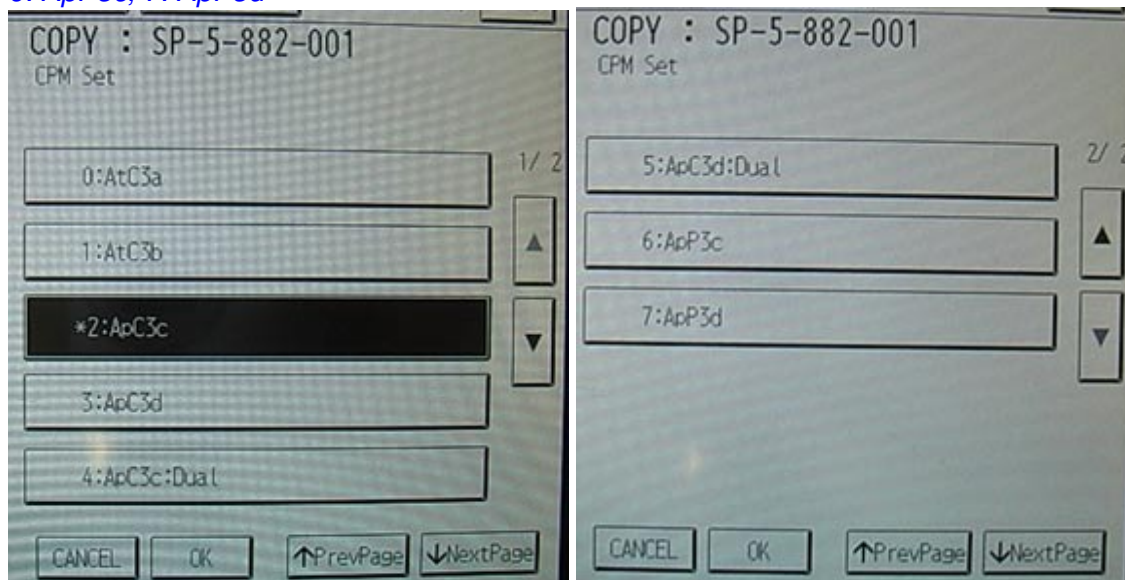
*1: Japan (Default), 2: NA, 3: EU,
4: Taiwan, 5: Asia, 6: China, 7: Korea*



Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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3. *Set the right CPM for the machine with SP5882-001 (CPM Set)*
0: AtC3a, 1: AtC3b, 2: ApC3c (Default), 3: ApC3d,
*4: ApC3d:Dual (*Single pass DF model), 5: ApC3d:Dual (*Single pass DF model),*
6: ApP3c, 7: ApP3d



4. *Reboot the machine, and enter into SP mode.*
 5. Do **SP5801-002** (Memory Clear: Engine) **if**:
 - You did the SP data reset by replacing the NVRAM, **and**
 - You could not restore the data from the old NVRAM to the new one
- Note:**
- If you could **not** update the Engine firmware and you need to make the machine be available urgently, check and input the all SP values which are shown as Temporary solution at the end of this RTB.
- ~~6. Check and input the all SP values which are shown as Temporary solution at the end of this RTB.~~
 7. Input the SP values shown on the factory settings sheet, which is attached to the inside of the front door.

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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8. Make sure that all of the following SP modes are set to the values shown in the “**Value**” column. If any of them are different, set them to the value shown.

Important: If any of these values are different on purpose (i.e. you set them to that value), you do not need to change them.

SP No.	SP name		Value
SP5045-001	Accounting counter	Counter Method	1
SP5104-001	Counter: Size Setting	Double Count	1
SP5131-001	Paper Size Type Selection	-	JPN: 0 NA: 1 EU/AA/TWN/CHN: 2
SP5302-002	Set Time	Time Difference	JPN (Tokyo): +540 NA (New York): -300 EU (Paris): +60 CHN (Beijing): +480 TWN (Taipei): +480 AA (Hong Kong): +480
SP5985-001	Device Setting	On Board NIC	1
SP5985-002	Device Setting	On Board NIC	1

9. Program the @Remote service settings (see Service Manual, pg. 47-50).
10. Input the necessary settings mentioned on the SMC report, which you printed out or output in Step 1 of the “Before you reset the SP data” above.
11. Check the value of **SP3800-001** on the SMC report. If the value is **NOT “0”**, replace the waste toner bottle.
- If you could not print out or output the SMC report in the procedure above, check the waste toner bottle visually. If it is full or nearly full, replace it.
12. Check the values of **SP7803** (PM Counter Display).
- If the values are cleared, replace the fusing sleeve belt unit on the machine.

Reissued:24-Jan-13
Model: AT-C3
Date: 10-Aug-12
No.: RD142037b

Temporary solution

Note: When resetting SP data, unchangeable SP9xxx-xx are also reset. Therefore, the following symptom may occur even if you input the following SP values.

- Right after a job, if printing is done on paper that is wider than the paper used for the previous job, hot offset or uneven image may occur at the edges.
- The fusing belt may not stop rotating after printing A6 SEF or post card or other paper which is shorter than A6 SEF.

SP No.	AT-C3a (D111)		AT-C3b (D142)	
	EU/AA/ TWN/CHN	NA	EU/AA/ TWN/CHN	NA
1-101-002	150	150	150	150
1-101-006	80	80	80	80
1-101-007	9	9	9	9
1-101-010	80	80	80	80
1-101-011	9	9	9	9
1-101-015	9	9	9	9
1-101-019	9	9	9	9
1-101-101	127	132	127	132
1-101-106	9	9	9	9
1-101-153	70	70	70	70
1-101-204	9	9	9	9
1-101-214	9	9	9	9
1-102-011	15	15	15	15
1-105-001	145	145	145	145
1-105-003	145	145	145	145
1-105-005	150	150	150	150
1-105-006	120	120	120	120
1-105-007	145	145	145	145
1-105-008	120	120	120	120
1-105-013	155	155	155	155
1-105-014	120	120	120	120
1-105-015	155	155	155	155
1-105-016	120	120	120	120
1-105-017	148	148	148	148
1-105-019	148	148	148	148
1-105-029	150	150	150	150
1-105-030	120	120	120	120
1-105-031	150	150	150	150
1-105-032	120	120	120	120
1-105-101	123	123	123	123
1-105-103	123	123	123	123
1-105-105	128	128	128	128
1-105-107	128	128	128	128
1-105-117	128	128	128	128
1-105-119	128	128	128	128
1-105-135	118	118	118	118
1-105-137	118	118	118	118
1-107-007	150	150	150	150
1-107-011	0	0	0	0

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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1-108-001	150	150	150	150
1-108-011	127	132	127	132
1-111-003	5	5	5	5
1-111-005	50	50	50	50
1-111-007	50	50	50	50
1-112-002	-18	-13	-18	-13
1-117-002	30	30	30	30
1-117-003	0	0	0	0
1-117-006	0	0	0	0
1-117-015	-5	-5	-5	-5
1-117-016	-5	-5	-5	-5
1-117-023	0	0	0	0
1-117-024	5	5	5	5
1-117-025	0	0	0	0
1-117-031	0	0	0	0
1-117-032	0	0	0	0
1-117-033	0	0	0	0
1-117-034	0	0	0	0
1-117-035	0	0	0	0
1-117-036	0	0	0	0
1-117-041	35	35	38	38
1-117-043	5	5	5	5
1-117-044	5	5	5	5
1-117-045	5	5	5	5
1-117-046	5	5	5	5
1-117-051	10	10	10	10
1-117-052	20	20	20	20
1-117-053	-5	-5	-5	-5
1-117-054	-5	-5	-5	-5
1-117-055	-10	-10	-10	-10
1-117-056	-10	-10	-10	-10
1-117-062	30	30	30	30
1-117-063	0	0	0	0
1-117-066	0	0	0	0
1-117-101	0	0	0	0
1-117-102	0	0	0	0
1-117-103	0	0	0	0
1-117-104	0	0	0	0
1-117-105	0	0	0	0
1-117-106	0	0	0	0
1-118-001	0	0	0	0
1-118-003	0	0	0	0
1-121-003	60	60	60	60
1-121-008	185	185	185	185
1-121-010	135	135	135	135
1-121-011	210	210	210	210
1-121-012	155	155	155	155
1-121-013	155	155	155	155
1-121-014	155	155	155	155
1-121-101	0	0	0	0
1-121-111	0	0	0	0
1-121-112	0	0	0	0

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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1-122-002	9	9	9	9
1-124-009	205	205	205	205
1-124-010	210	210	210	210
1-124-011	215	215	215	215
1-124-012	180	180	180	180
1-124-013	185	185	185	185
1-124-014	190	190	190	190
1-124-015	150	150	150	150
1-124-016	155	155	155	155
1-124-017	160	160	160	160
1-124-018	210	210	210	210
1-124-019	215	215	215	215
1-124-020	220	220	220	220
1-124-021	210	205	210	205
1-124-022	215	210	215	210
1-124-023	220	215	220	215
1-124-024	200	200	200	200
1-124-025	205	205	205	205
1-124-026	210	210	210	210
1-124-027	200	200	200	200
1-124-028	205	205	205	205
1-124-029	210	210	210	210
1-124-030	200	200	200	200
1-124-031	205	205	205	205
1-124-032	210	210	210	210
1-124-033	200	200	200	200
1-124-034	205	205	205	205
1-124-035	210	210	210	210
1-125-001	80	80	80	80
1-125-002	50	50	50	50
1-125-003	30	30	30	30
1-125-004	80	80	80	80
1-125-005	50	50	50	50
1-125-007	80	80	80	80
1-125-008	50	50	50	50
1-125-009	30	30	30	30
1-125-010	80	80	80	80
1-125-011	50	50	50	50
1-125-013	80	80	80	80
1-125-014	50	50	50	50
1-125-037	80	80	80	80
1-125-038	50	50	50	50
1-125-039	30	30	30	30
1-125-043	80	80	80	80
1-125-045	30	30	30	30
1-131-001	1	1	1	1
1-151-002	550	550	550	550
1-151-003	550	550	550	550
1-151-004	550	550	550	550
1-151-005	120	120	120	120
1-151-006	1800	1800	1800	1800
1-151-010	0	0	0	0

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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1-152-003	40	40	40	40
1-154-001	0	0	0	0
1-154-002	-10	-10	-10	-10
1-154-003	0	0	0	0
1-154-004	-10	-10	-10	-10
1-154-005	50	50	50	50
1-154-006	145	145	145	145
1-155-001	105	105	105	105
1-155-021	5	5	5	5
1-155-022	5	5	5	5
1-155-023	0	0	0	0
1-156-001	399	399	399	399
1-156-013	100	100	100	100
1-156-014	0	0	0	0
1-156-021	0	0	0	0
1-156-022	0	0	0	0
1-156-024	100	100	100	100
1-156-026	0	0	0	0
1-157-001	5	5	5	5
1-157-002	185	185	185	185
1-801-125	-1	-1	-1	-1
1-801-129	-60	-60	-60	-60
1-801-130	10	10	10	10
1-801-131	-60	-60	-60	-60
1-801-132	-60	-60	-60	-60
1-801-133	10	10	10	10
1-801-134	-60	-60	-60	-60
1-801-135	10	10	10	10
1-801-136	10	10	10	10
1-801-137	10	10	10	10
1-953-007	13	13	13	13
2-152-001	100	100	100	100
2-152-002	105	105	105	105
2-152-003	104	104	104	104
2-152-004	103	103	103	103
2-152-005	102	102	102	102
2-152-006	101	101	101	101
2-152-007	101	101	101	101
2-152-008	100	100	100	100
2-152-009	101	101	101	101
2-152-010	101	101	101	101
2-152-011	102	102	102	102
2-152-012	103	103	103	103
2-152-013	105	105	105	105
2-152-014	107	107	107	107
2-152-015	109	109	109	109
2-152-016	105	105	105	105
2-152-033	100	100	100	100
2-152-034	108	108	108	108
2-152-035	106	106	106	106
2-152-036	104	104	104	104
2-152-037	102	102	102	102

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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2-152-038	101	101	101	101
2-152-039	101	101	101	101
2-152-040	100	100	100	100
2-152-041	100	100	100	100
2-152-042	101	101	101	101
2-152-043	101	101	101	101
2-152-044	102	102	102	102
2-152-045	103	103	103	103
2-152-046	104	104	104	104
2-152-047	106	106	106	106
2-152-048	108	108	108	108
2-152-065	100	100	100	100
2-152-066	105	105	105	105
2-152-067	103	103	103	103
2-152-068	102	102	102	102
2-152-069	101	101	101	101
2-152-070	101	101	101	101
2-152-071	101	101	101	101
2-152-072	101	101	101	101
2-152-073	100	100	100	100
2-152-074	101	101	101	101
2-152-075	103	103	103	103
2-152-076	105	105	105	105
2-152-077	107	107	107	107
2-152-078	109	109	109	109
2-152-079	109	109	109	109
2-152-080	105	105	105	105
2-152-097	100	100	100	100
2-152-098	108	108	108	108
2-152-099	106	106	106	106
2-152-100	104	104	104	104
2-152-101	102	102	102	102
2-152-102	101	101	101	101
2-152-103	101	101	101	101
2-152-104	100	100	100	100
2-152-105	100	100	100	100
2-152-106	101	101	101	101
2-152-107	101	101	101	101
2-152-108	101	101	101	101
2-152-109	102	102	102	102
2-152-110	104	104	104	104
2-152-111	106	106	106	106
2-152-112	108	108	108	108
2-407-001	25	25	25	25
2-423-005	160	160	160	160
2-424-005	8	8	8	8
2-430-001	46	46	46	46
2-430-005	41	41	41	41
2-430-006	60	60	60	60
2-461-017	150	150	150	150
2-461-018	150	150	150	150
2-480-006	41	41	41	41

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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2-507-001	15	15	15	15
2-530-001	22	22	22	22
2-530-005	1	1	1	1
2-558-001	13	13	13	13
2-561-005	100	100	100	100
2-561-006	240	240	240	240
2-561-007	100	100	100	100
2-561-008	360	360	360	360
2-580-005	50	50	50	50
2-611-003	600	600	600	600
2-680-005	50	50	50	50
2-974-001	136	136	136	136
2-990-002	60	60	60	60
2-990-007	4	4	4	4
2-990-008	80000	80000	80000	80000
2-990-009	80000	80000	80000	80000
2-990-011	400	400	400	400
2-990-012	1	1	1	1
2-990-013	0	0	0	0
3-371-001	100	100	100	100
3-371-003	95	95	95	95
3-371-004	89	89	89	89
3-371-007	92	92	92	92
3-371-008	106	106	106	106
3-501-001	411	411	411	411
3-501-002	476	476	476	476
3-501-003	422	422	422	422
3-501-004	417	417	417	417
3-611-009	80	80	80	80
3-611-010	95	95	95	95
3-611-011	83	83	83	83
3-611-012	79	79	79	79
3-622-001	20	20	20	20
5-045-001	1	1	1	1
5-104-001	1	1	1	1
5-985-001	1	1	1	1
5-985-002	1	1	1	1
7-952-001	303034000	303034000	303034000	303034000
7-952-002	151517000	151517000	151517000	151517000
7-952-003	163516000	163516000	153368000	153368000
7-952-004	151517000	151517000	151517000	151517000
7-952-005	64102600	64102600	64102600	64102600
7-952-006	52083300	52083300	52083300	52083300
7-952-007	52083300	52083300	52083300	52083300
7-952-008	52083300	52083300	52083300	52083300
7-952-011	600000	600000	600000	600000
7-952-012	300000	300000	300000	300000
7-952-013	300000	300000	300000	300000
7-952-014	300000	300000	300000	300000
7-952-015	2000000	2000000	2000000	2000000
7-952-016	1500000	1500000	1500000	1500000
7-952-017	1500000	1500000	1500000	1500000

Reissued:24-Jan-13

Model: AT-C3	Date: 10-Aug-12	No.: RD142037b
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7-952-018	1500000	1500000	1500000	1500000
7-955-001	318000	318000	318000	318000
7-955-002	330000	330000	330000	330000
7-955-003	173327000	173327000	162570000	162570000
7-955-004	179868000	179868000	168705000	168705000

Model: Color Controller E-3300		Date: 16-Aug-12	No.: RD142038
Subject: Important notes for installing the system software for the Color Controller E-3300.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The Fiery icon is not displayed on the LCD after the Fiery system is re-installed (although, the Fiery controller LEDs show "00").

Note: Normally, this icon is displayed within about 10 minutes after system re-installation is completed.

CAUSE

The HDD cable is mistakenly connected to the SATA 2 port, instead of the correct SATA 1 port.

SOLUTION

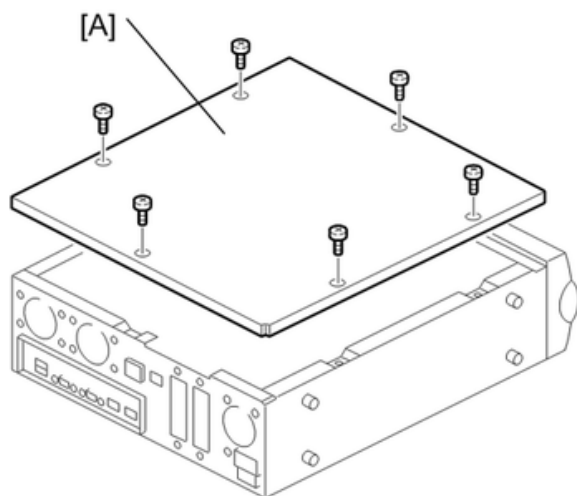
Before you re-install the Fiery system, do the procedure on the next page if the controller serial number is listed below.

Note: This is because controllers produced with the following serial numbers have the HDD cable connected to the SATA 2 port.

E092L400032 – E092L400077

Procedure

1. Turn off the Fiery controller.
2. Open the side cover [A].

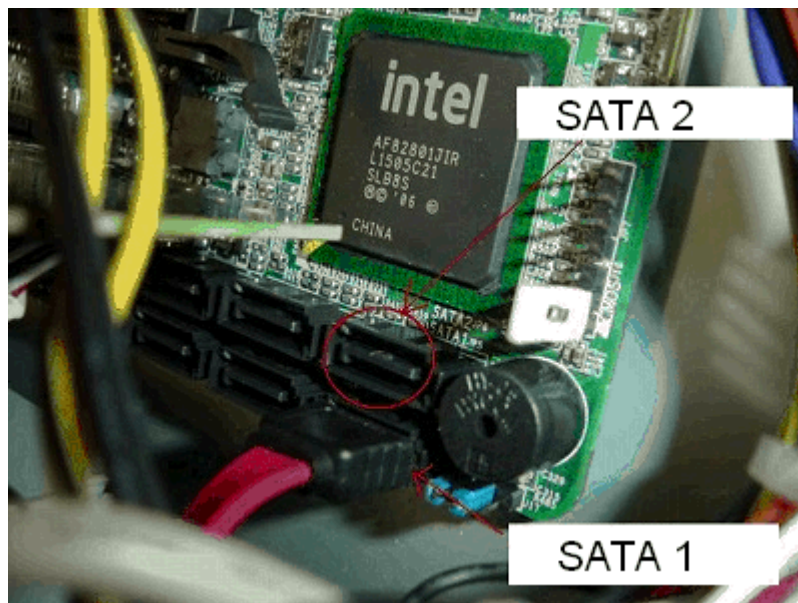


Model: Color Controller E-3300

Date: 16-Aug-12

No.: RD142038

3. Remove the HDD cable connector from SATA 2, and then reconnect it to **SATA 1**.



4. Close the side cover.
5. Try re-installing the Fiery system software.

Model: AT-C3		Date: 14-Sep-12	No.: RD142039
Subject: SC544, SC554, SC564, SC574		Prepared by: S. Hayami	
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

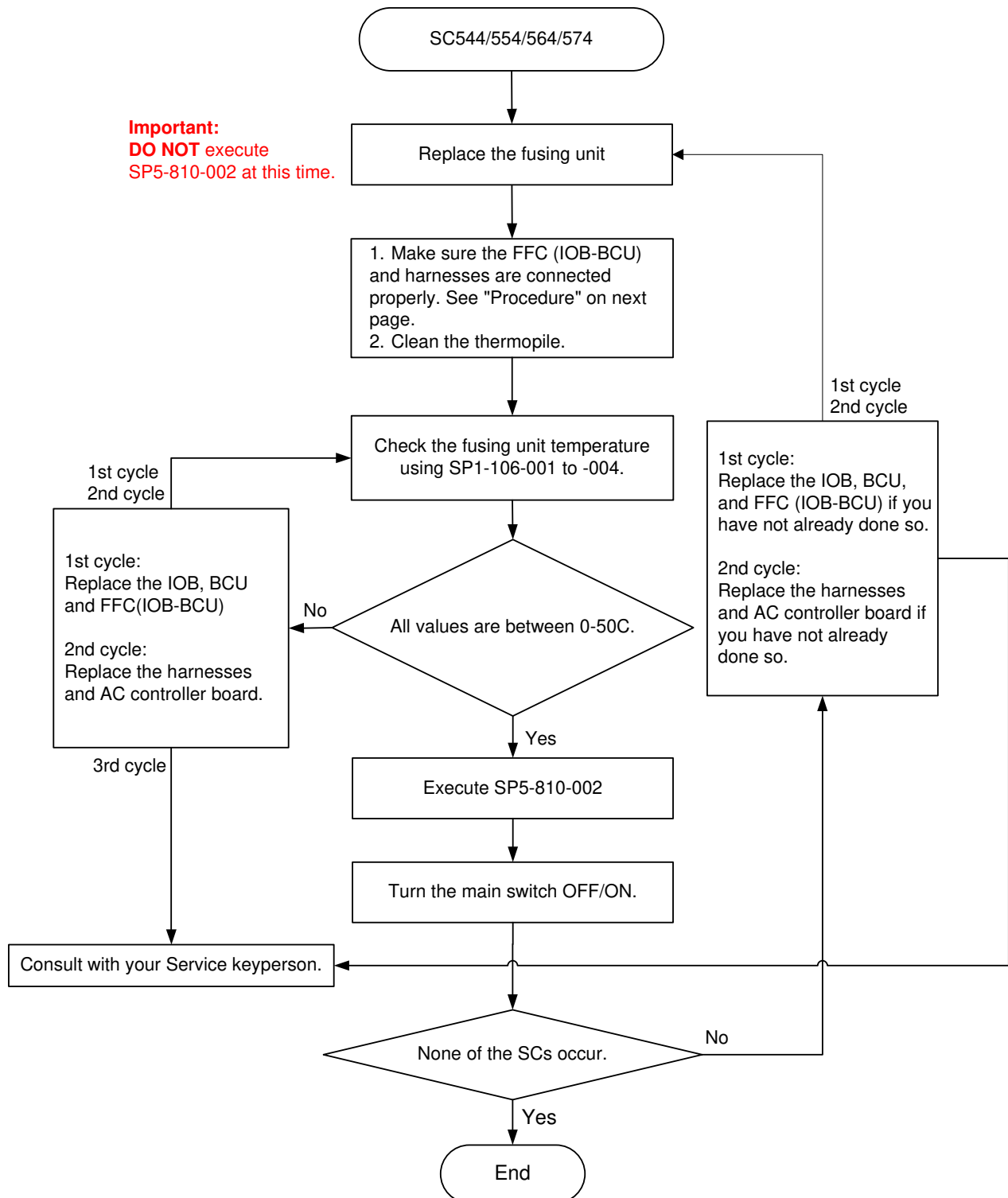
SC544, SC554, SC564, SC574

CAUSE

Several factors may cause this symptom.

See the flowchart in the “**Solution**” section below.

Solution



Note: The FFC and the harnesses to check are shown in the following pages.

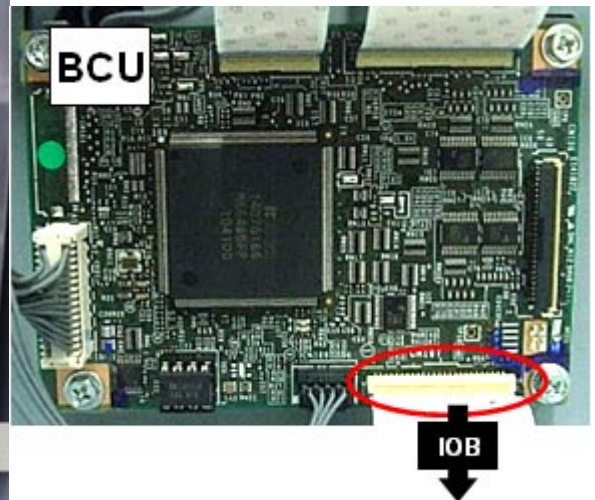
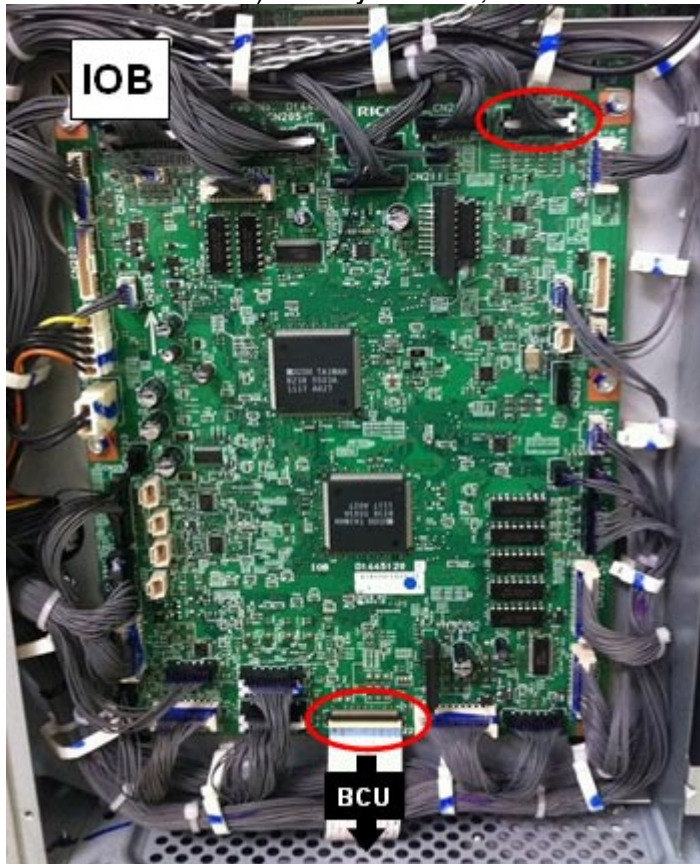
Model: AT-C3

Date: 14-Sep-12

No.: RD142039

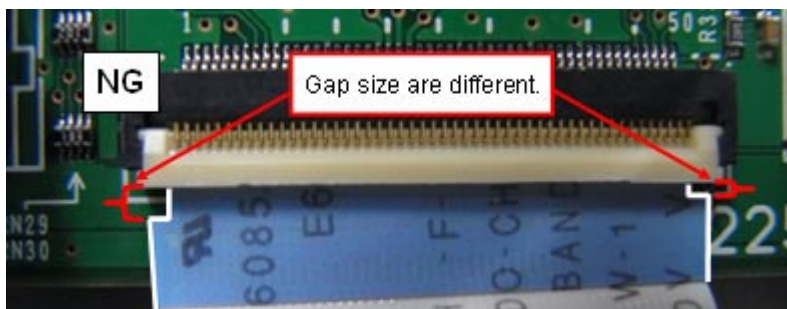
Procedure

1. Make sure that the harness and FFC circled in red below are connected properly (**see details below**). If they are not, reconnect them.



Making sure the FFC is connected properly:

- a) Make sure the two gaps are the same.

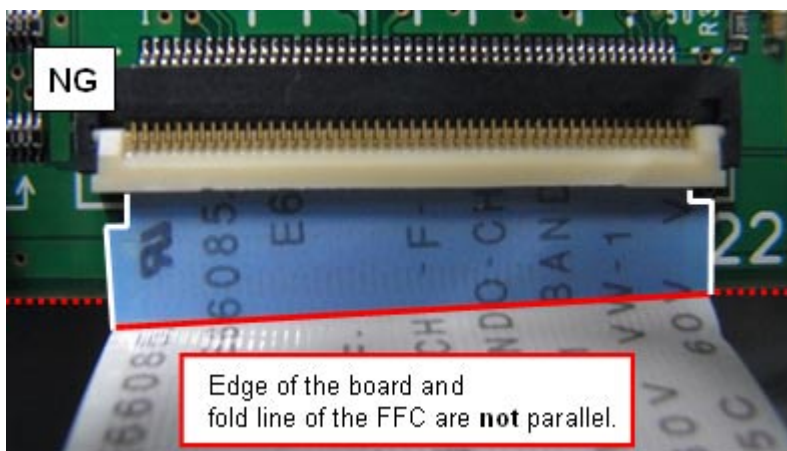
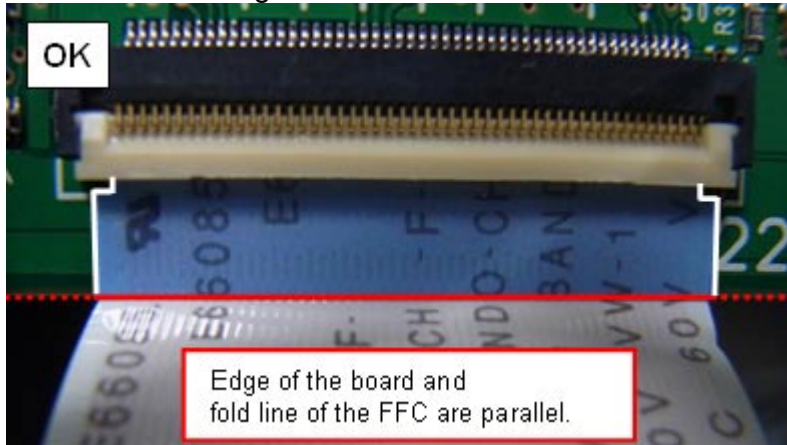


Model: AT-C3

Date: 14-Sep-12

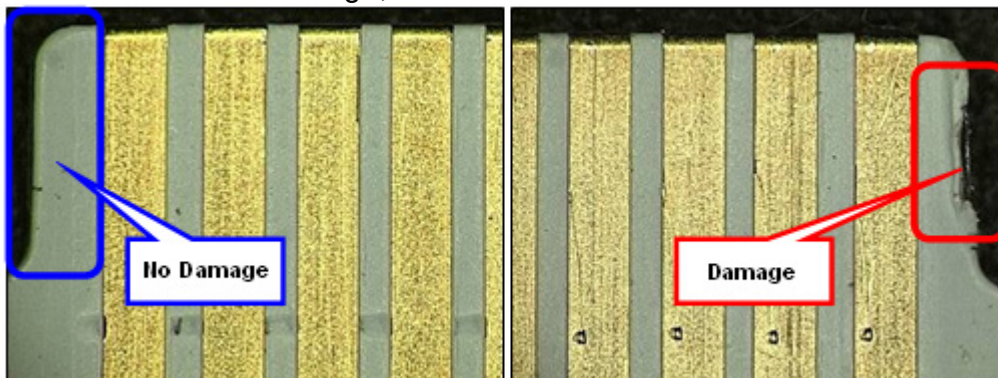
No.: RD142039

- b) Make sure the edges of the IOB side connector and fold line of the FFC are **parallel**.



- c) Check for any damage to the FFC.

Use a loupe to check for any damage to the edges of the FFC. If you find any, replace the FFC. If there is no damage, follow the instructions in the flowchart.

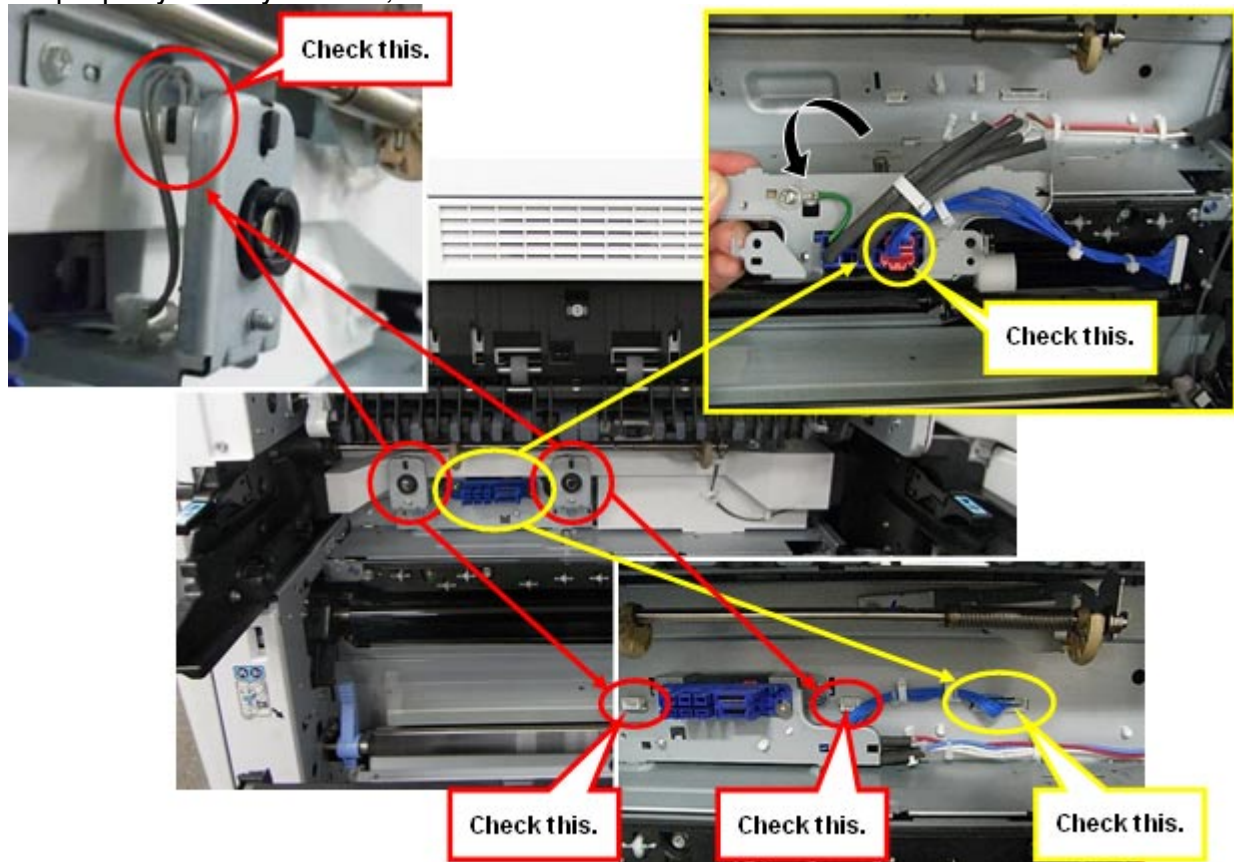


Model: AT-C3

Date: 14-Sep-12

No.: RD142039

2. Make sure that the harnesses marked in the photos below ("Check this") are connected properly. If they are not, reconnect them.



Model: AT-C3		Date: 18-Sep-12	No.: RD142040
Subject: Troubleshoot for the toner adhesion on the duplex unit.		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Toner may adhere to the upper cover of the duplex unit.

CAUSE

The machine is used with an APV of over 50k, which may wear out the developer more quickly. As a result, the toner may scatter inside the machine and adhere to the upper cover of the duplex unit via the air duct.

SOLUTION

Replace the development unit (each color) every 150K if the machine is used with an APV of over 50K.

Reissued:31-Oct-12

Model: AT-C3	Date: 26-Oct-12	No.: RD142041a
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RTB Reissue

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

Subject: Cold offset only when printing in Black and White		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Cold offset (poor fusing from insufficient heating) may occur under the following conditions:

- Original: Low-coverage, black and white image
- Paper: Plain, A4 or LT, LEF
- Environment:
 - Low-temperature conditions, or
 - Thick paper used, or
 - Paper with rough or uneven surface used

CAUSE

The fusing temperature for TEC mode is not high enough to properly fuse the toner.

“TEC mode” lowers the fusing temperature when printing onto low-coverage B&W A4/LT originals fed in the LEF direction, in order to improve the machine’s TEC (total energy consumption) value. If one or more of the environmental conditions described above is met, the fusing roller is not hot enough to fuse the toner to the paper correctly.

SOLUTION

If the symptom occurs, disable TEC mode by changing the following SP settings:

SP No.	Recommended setting	Target model	Note:
1-101-101	150	MP C3002 MP C3502	The TEC value will increase slightly.
1-112-002	0		

Model: AT-C3		Date: 26-Oct-12	No.: RD142042
Subject: Cold offset images on variety types of documents		Prepared by: S. Hayami	
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

Cold offset images (poor fusing from insufficient heating) may occur when printing onto plain paper or middle-thick paper types.

CAUSE

The toner is not melted and fused into the paper fibers because of the following:

- The surface of the paper is rough and irregular (small indentations on the paper surface are not heated enough)
- Too much toner has been transferred to the paper surface (this can happen with high-coverage images or due to the condition of the machine)

SOLUTION

See the next page.

Model: AT-C3

Date: 26-Oct-12

No.: RD142042

SOLUTION

Change the following SP modes settings according to the model, and then check the print quality.

For the MP C3002/3502 (AT-C3a/b), EU/AA/CHN/TWN models:

SP No.	Recommended setting	IMPORTANT NOTES:
1-101-101	158	The TEC value will decrease slightly.
1-112-002	0	
1-105-005	155	The time until printing starts may be longer.
1-105-007	155	
1-102-005	15	

For the MP C3002/3502 (AT-C3a/b), NA model:

SP No.	Recommended setting	IMPORTANT NOTES:
1-101-101	150	The TEC value will decrease slightly.
1-112-002	0	
1-105-005	155	The time until printing starts may be longer.
1-105-007	155	
1-102-005	15	

Model: AT-C3		Date: 29-Oct-12	No.: RD142043
Subject: Important Notice: Decal for IPDS Option		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Certification)	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Notice About the Decal for the IPDS Option

Do not attach the “IBM Technology with IPDS” decal for the IPDS option **until the option has been certified by IBM**. As of the issuing of this RTB, IBM has not yet certified the option.

Decal:



Model: Model At-C3		Date: 19-Nov-12	No.: RD142044
Subject: Patch Release for E-3300 V.1.0 (2012_Oct)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (11 patches in total) for Color Controller E-3300 System version 1.0.

Files included in this release

Folder Name		File Name	File Size
D6507555	1st	01 1-1FAQZD.ps	1.47 MB
		02 1-1FAS2F.ps	1.93 MB
		03 1-1FO2NQ.ps	22.66 KB
		04 1-1FO4R8.ps	3.75 MB
		05 1-1G9LGL.ps	38.94 KB
		06 1-1G9LCH.ps	48.19 KB
		07 1-1GF82Q.ps	3.57 MB
		08 1-1GVN9S.ps	70.24 KB
		09 1-1GWL34.ps	1.46 MB
		10 1-1H0VE9.ps	29.59 KB
		11 1-1H0QEE.ps	26.94 KB

Important Note:

- You should keep to the installation order when installing patches.
- These patches are not exclusive. They can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- If the network settings of the Fiery are not correct, the System Updates Log in Fiery configuration is not updated immediately after applying a patch.
e.g., When applying a patch with the Crossover Cable, this issue may occur because of incorrect DNS settings of the Fiery.

Therefore, before applying a patch, please check the settings of the Fiery controller. If the Fiery meets the following conditions, print out the Fiery configuration to back up the original settings, and take the following measure.

Conditions	Measure
"DNS setup" (Primary DNS server IP address / Secondary DNS server IP address / Domain name) of the Fiery controller has been already set.	Disable "DNS Setup" of the Fiery controller.

Model: Model At-C3

Date: 19-Nov-12

No.: RD142044

- When a "System Updates Log" is not updated, please reboot the controller after waiting for about 15 minutes, and print Fiery Server Configuration.
- After completing applying the patch, please restore "DNS Setup" to the settings that the customer originally specified.

Issue(s) addressed with this release:

- Load A4 LEF paper request is displayed, even though paper is available in tray.
- A character with a specific font is printed incorrectly for a particular file.
- A patch to address Backup and Restore issue with Scan settings.
- Printing Suspended is not displayed in one-line message when pushing Suspend Printing button is pushed.
- Scanned data is not delivered if client PC has blank password.
- An Internal error occurs for a particular file when printing with a specific setting.
- Some characters are not printed for a particular file.
- A job is not transmitted to the Fiery.
- Comparison page cannot print when CMYK source is set to Bypass conversion.
- Edited Output Profile does not perform correctly.
- A patch to address ColorCal failure.

Prerequisite(s):

The following prerequisites must be installed in the order specified before these patches are installed:

1-1EYRQ5.ps

1-1F4CQO.ps

Preparation before installation:

1. Extract **D6507555.exe**.
2. Check that the 1st folder which consists of 11 patches is created.
(Refer to the table on the top of this RTB.)

Installation Instructions:

1. With Command Workstation, download / import the patches to the "Direct" queue one by one in the following order.
 - * Whenever you download each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
 - * Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
 - * Please note that frequency of reboot / restart is different with each patch.

Model: Model At-C3
Date: 19-Nov-12
No.: RD142044

Order	File Name	Import to...	Waiting time after importing each patch.	Required number of reboot(s)/restart(s)
1	1-1FAQZD.ps	Direct Queue	60 seconds	0
2	1-1FAS2F.ps	Direct Queue	60 seconds	0
3	1-1FO2NQ.ps	Direct Queue	60 seconds	0
4	1-1FO4R8.ps	Direct Queue	60 seconds	0
5	1-1G9LGL.ps	Direct Queue	60 seconds	0
6	1-1G9LCH.ps	Direct Queue	60 seconds	0
7	1-1GF82Q.ps	Direct Queue	60 seconds	0
8	1-1GVN9S.ps	Direct Queue	60 seconds	0
9	1-1GWL34.ps	Direct Queue	60 seconds	0
10	1-1H0VE9.ps	Direct Queue	60 seconds	0
11	1-1H0QEE.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the Update Information section.
It should show the patch names in the downloaded order.

Model: AT-C3		Date: 21-Nov-12	No.: RD142045
Subject: How to replace the LCD		Prepared by: S.Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (Specification)	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual revision

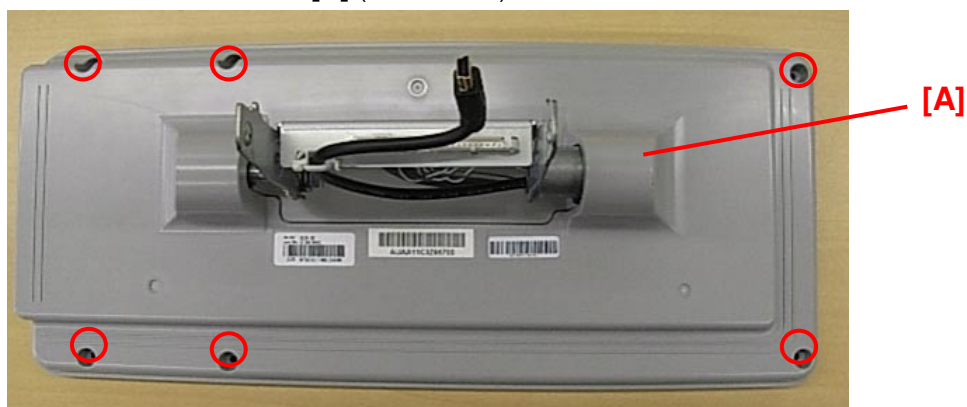
The following were added to the Service Manual:

- **Entire replacement procedure** for the LCD (two types)

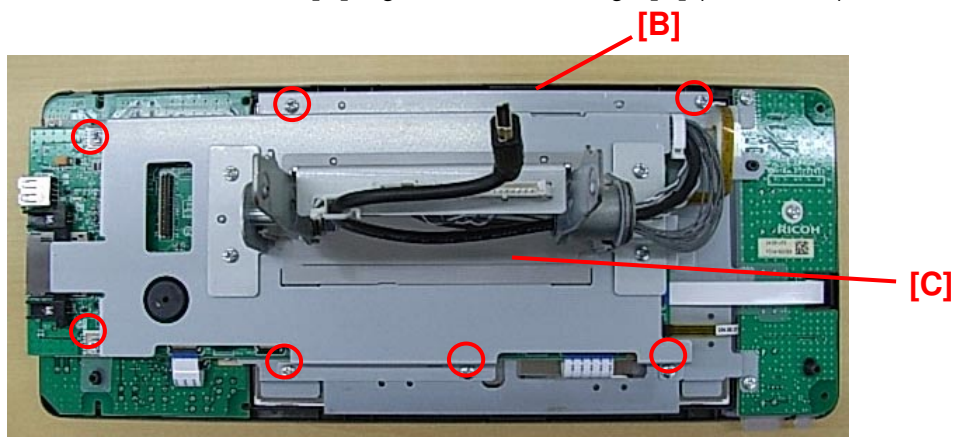
● Replacement procedure for the LCD (two types)

LCD

1. Remove the operation panel cover (Procedure: See pg.177-180).
2. Remove the rear cover **[A]** (screws x 6).



3. Remove the rear cover **[B]** together with the hinge **[C]** (screws x 7).

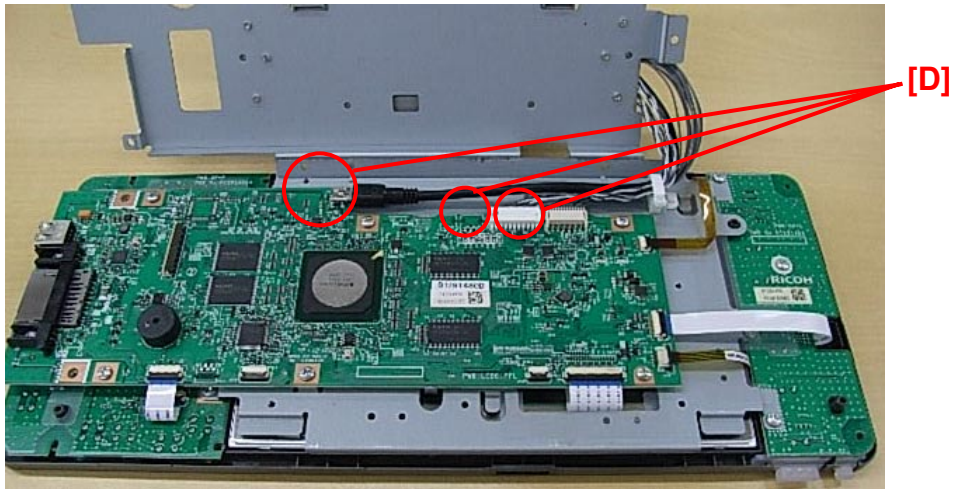


Model: AT-C3

Date: 21-Nov-12

No.: RD142045

4. Remove the three cables [D].





Model: AT-C3

Date: 21-Nov-12

No.: RD142045

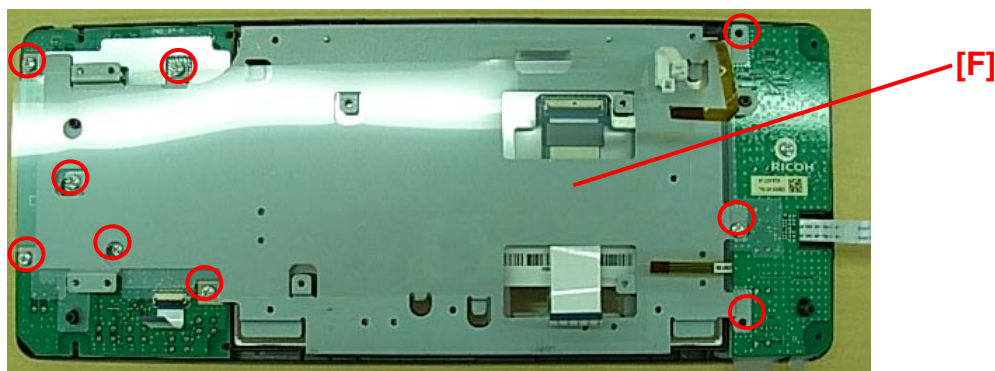
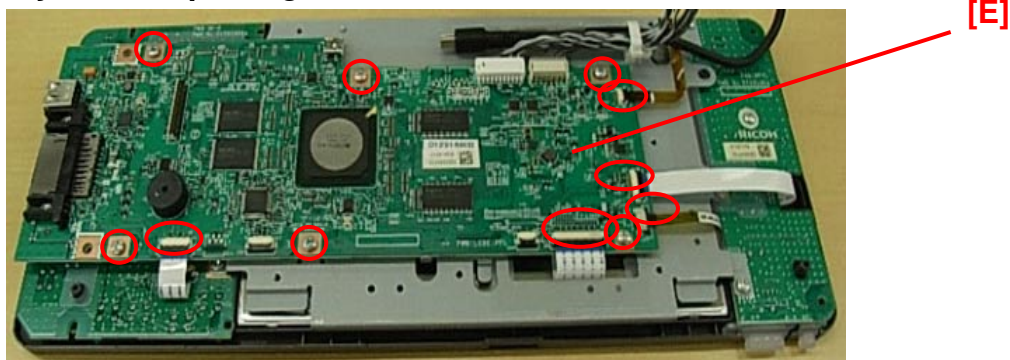
Important:

- There are two types of LCDs that use the same part number (D1291420), labeled Type A and Type B below. They are completely interchangeable (O/O).
- However, the harnesses are connected in slightly different locations on the board. Make sure to connect the harnesses in the correct position, depending on the type of LCD. Harness connectors and screws are circled in red for both types.

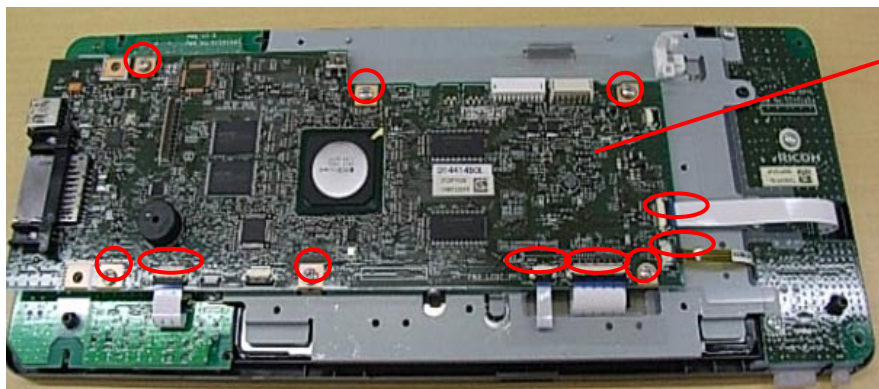
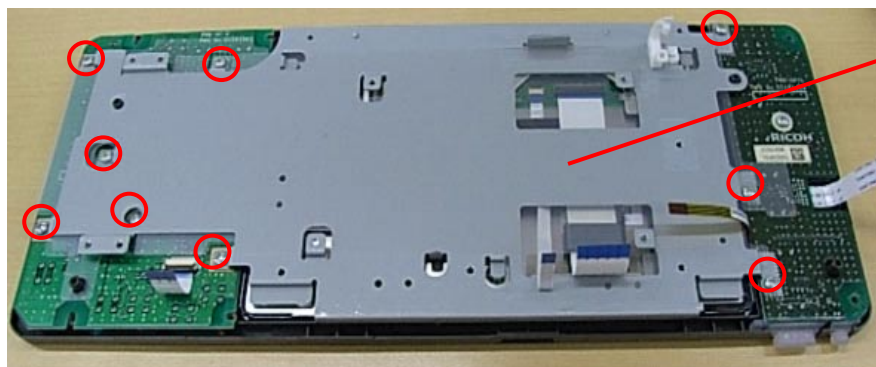
Part number	Description	Type A	Type B
D1291420	LCD:TFT: WVGA: LED:MV		

5. Remove the LCDC [E] (screws x 6, harness x 5).
6. Remove the bracket [F] (screws x 9).
7. Remove the LCD.

If you are replacing TYPE A:



If you are replacing TYPE B:

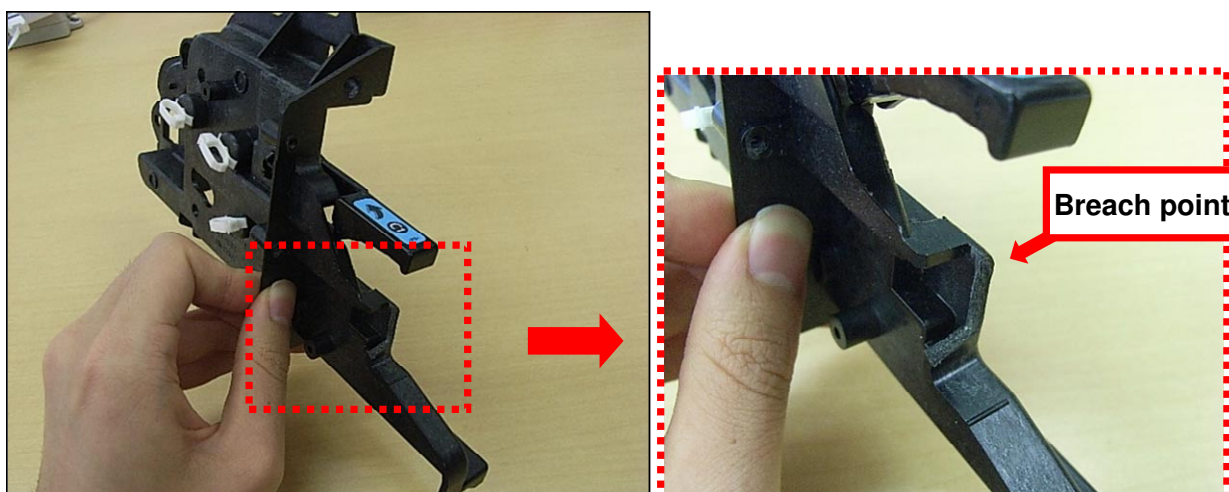
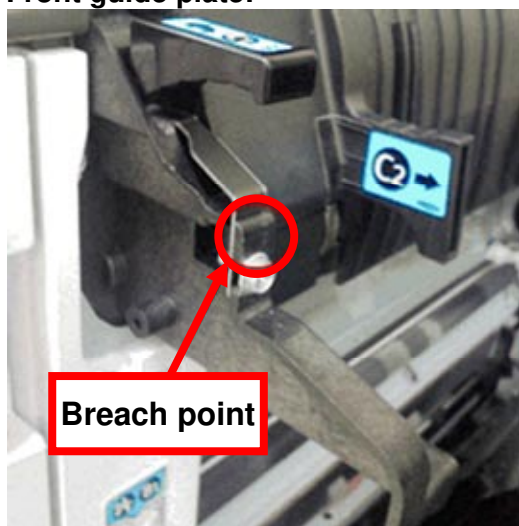
**[E]****[F]**

Model: AT-C3		Date: 26-Nov-12	No.: RD142046
Subject: Broken front stopper and front guide plate of the fusing unit		Prepared by: S.Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The front stopper and/or front guide plate of the fusing unit are damaged when the customer pulls the fusing unit out.

Front guide plate:



Model: AT-C3

Date: 26-Nov-12

No.: RD142046

Front stopper:

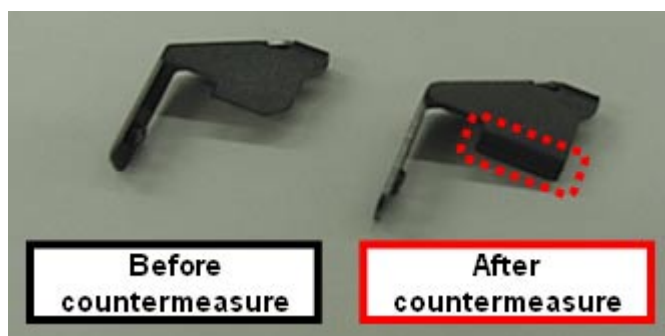
CAUSE

The user pulls out the unit with force, breaking the stopper that supports the unit, and in some cases, the front guide plate as well.

Note: The area of the stopper that supports the fusing unit is very narrow. This makes it easy to break the stopper if the unit is pulled out with excessive force.

SOLUTION
Production line:

In order to distribute the stress more widely, the shape of the stopper was changed as follows, from September 2012 mass production.



Model: AT-C3	Date: 26-Nov-12	No.: RD142046
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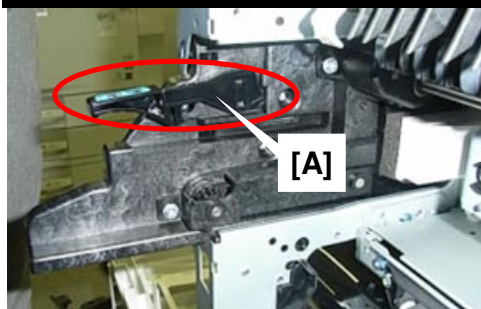
In the field:

Replace the stopper with the new-shaped one.

Old part number	New part number	Description	Q'ty	Int
D0891053	D1441052	STOPPER:FUSING UNIT:FRONT	1	X/O

Also if the guide plate is damaged, replace the guide plate and the duct seal attached to the guide plate. Then, remove the lever lock [A] and all clamps from the old guide plate and use them to attach the new one.

Part number	Description	Q'ty
D1441053	GUIDE PLATE:FUSING:FRONT	1
D1441054	SEAL:DUCT:FUSING:LEFT:FRONT	1

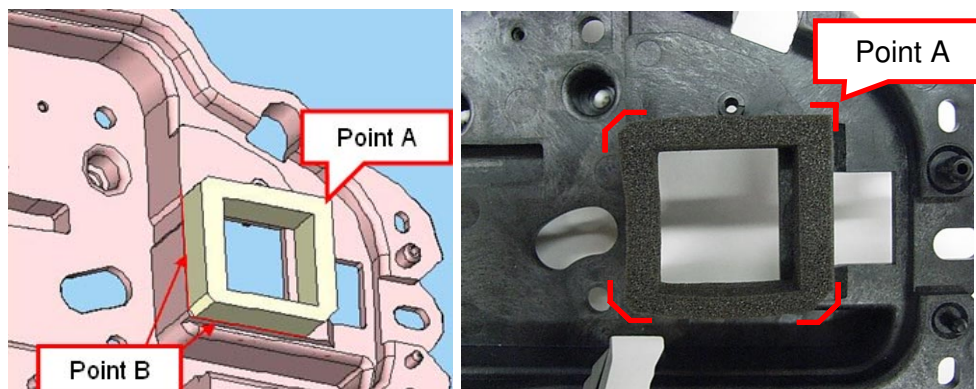


Note:

Attach the duct seal for the left-front of the fusing unit to the new guide plate.

Important: As shown below,

- Make sure that the upper right-hand corner of the duct seal is at a right angle ("Point A").
- Attach the part so that the bottom left-hand corner is flush against the ridge ("Point B").



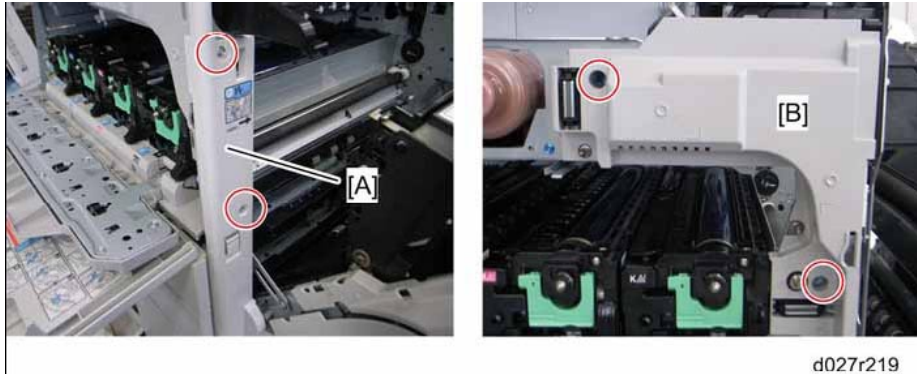
Model: AT-C3

Date: 26-Nov-12

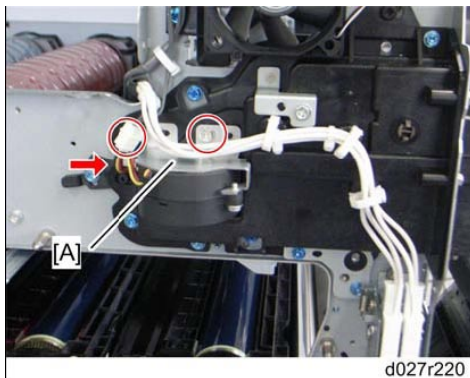
No.: RD142046

Replacement procedure for the front guide plate of the fusing unit

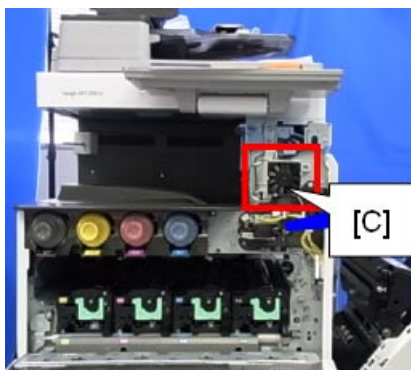
1. Open the right door.
2. Remove the front right cover.
3. Pull out trays 1 and 2 and the image transfer belt unit.



4. Remove the right front cover [A] and front inner cover [B].



5. Remove the QSU fan bracket [A] (Screw x 1, Connector x 1, Clamp x 1).
6. Remove the QSU fan (Screw x 2).

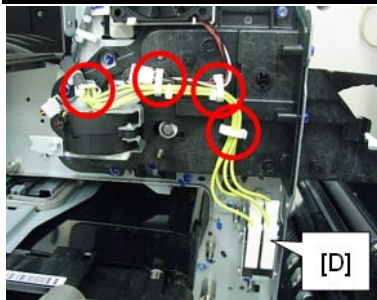


7. Remove the paper exit fan [C] (Screw x 2, Clamp x 1)

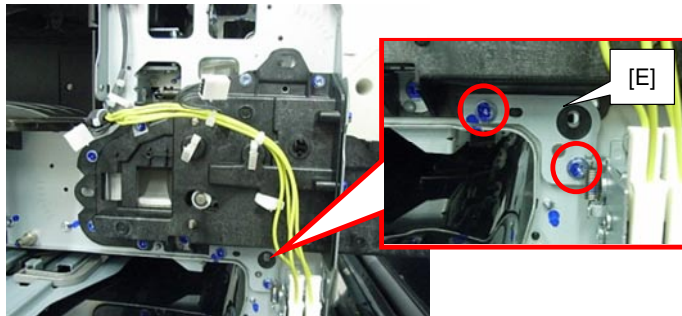
Model: AT-C3

Date: 26-Nov-12

No.: RD142046



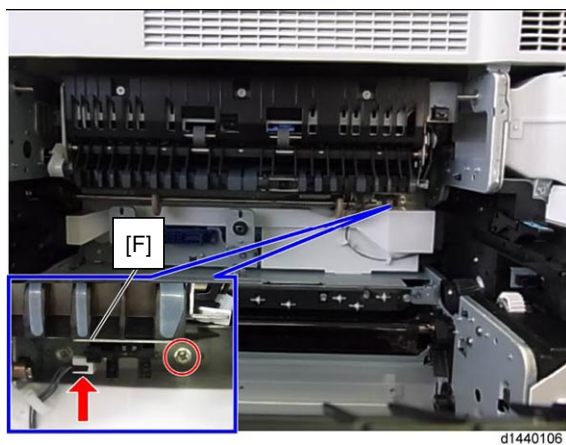
8. Remove the connector [D] (Screw x 1, Clamp x 4, Spring x 1).



9. Remove the plate [E] (Screw x 2).

10. Open the right door.

11. Remove the fusing unit.



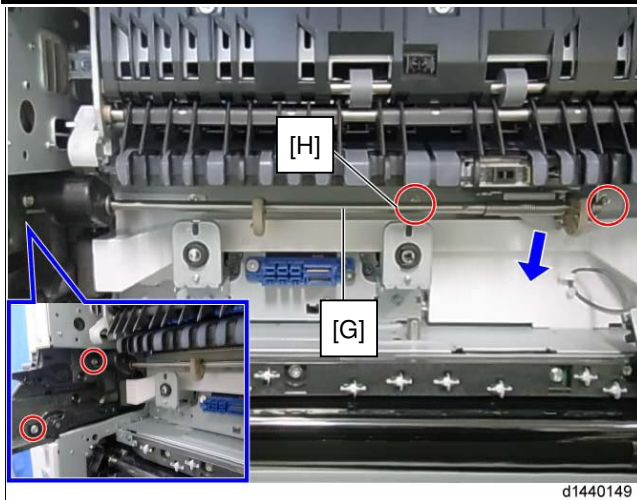
12. Remove the fusing unit shutter plate home position sensor bracket [F] (Screw x 1, Connector x 1).

Note: This sensor was deleted in the middle of July 2012.

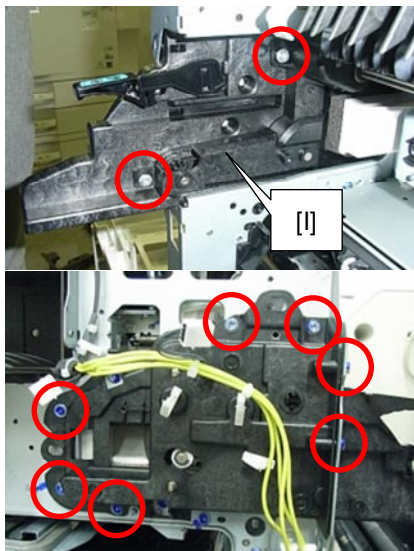
Model: AT-C3

Date: 26-Nov-12

No.: RD142046



13. Remove the fusing unit shutter plate drive mechanism [G] (Screw x 4).



14. Replace the front guide plate (Screw x 9).

Model: AI-C2/AP-C3/AT-C3/MT-C5/Mo-C1	Date: 13-Jan-12	No.: RD129019
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Subject: Firmware Release Note: Font EXP		Prepared by: T.Hirakawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.04	D1295770B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Model: AT-C3		Date: 05-Dec-12	No.: RD142047
Subject: Light image under low-temperature and low-humidity		Prepared by: S.Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Light images may occur if printing under low-temperature and low-humidity conditions while the developer carrier is still relatively fresh (see below).

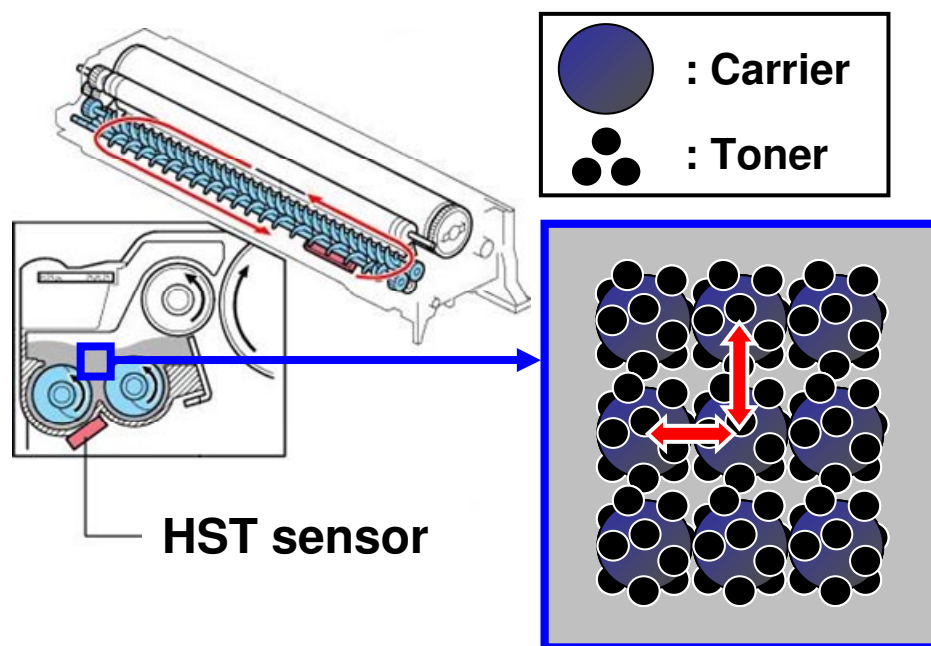
Note:

- The more toner is consumed, the more contact there is between the carrier and toner particles, and the less fresh the carrier becomes. Therefore, the higher the image coverage % and paper size, the earlier this symptom will disappear.
- For example, when printing onto A4/LT LEF sheets at 5% coverage, the symptom tends to occur within 15k prints after the developer (or development unit) is replaced.

CAUSE

The machine mistakenly judges that the toner concentration is too high, and compensates by lowering it.

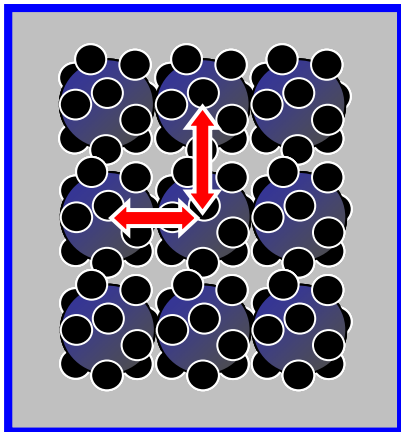
Under the conditions mentioned above (low temp., low humidity, carrier is relatively fresh), the carrier tends to take on a higher electrical charge than the target. As a result, the carrier particles are farther apart from one another, causing the machine to judge the toner concentration to be higher than it actually is.



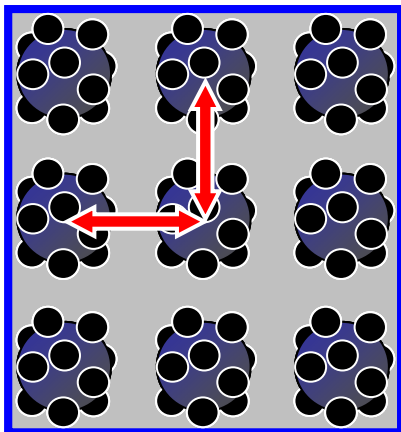
Note:

- The HST sensor detects the distance between carrier particles. The farther apart they are from one another, the higher the machine judges the toner concentration to be. When the carrier particles reach a certain distance, the machine judges the toner concentration to be in balance (just right).
- However, if the carrier particles are charged too high, they will move even farther apart. So even with the same amount of toner between the carrier, the HST sensor will judge incorrectly that the concentration is too high.

Distance between carrier particles ("x") is **normal** for actual amount of toner ("y"):



Distance between carrier particles is **too large** (>"x") for that same amount of toner ("y"):



Model: AT-C3

Date: 05-Dec-12

No.: RD142047

SOLUTION

In order to judge the toner concentration correctly, firmware modification and change of the SP values were applied.

Production line:

The Engine and System/Copy firmware and change of the SP values were modified and applied to the production line from September 2012.

In the field:

1. Update to the new Engine and System/Copy firmware versions shown below or newer.
2. After you update the firmware, change the values of SP3-224-009/-011 as shown below.

Note: This is necessary because these values do not change automatically just by updating the firmware. The default values mentioned in the SMC sheet change (see below), but the settings themselves do not change automatically.

SP No.	Before change	Change to this setting:
3-224-009	3.0	6.0
3-224-011	0.5	1.0

Program Name	Version	Program No.
Engine	1.06:04	D1425116H
System/Copy	2.06	D1425562P

SMC sheet printed out after firmware is updated, but before the values are manually changed (Step 2 above):

< No. >	< Name >	< Default >	< Value >
3224-01	Vtref Correction:		
-09	Low Coverage Thr	6.0	3.0
-11	TC Upper Limit Co	1.0	0.5

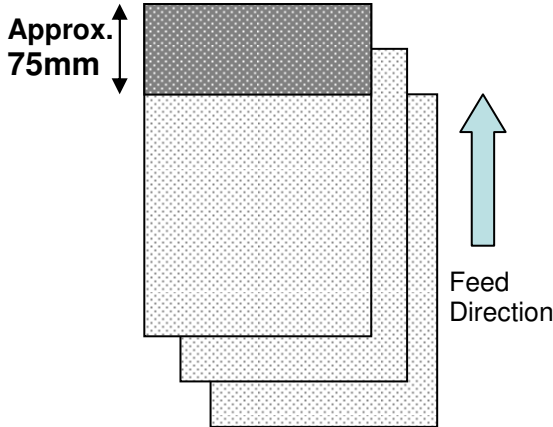
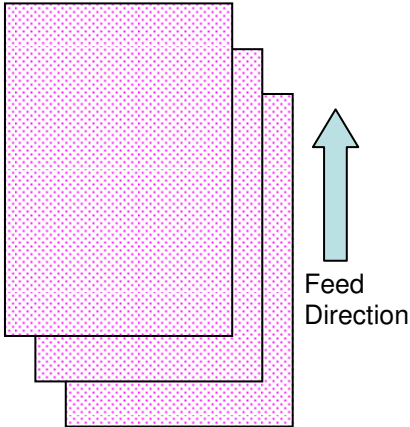
Model: AT-C3		Date: 20-Dec-12	No.: RD142048
Subject: Dirty background		Prepared by: S.Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Dirty background sometimes occurs under low-temperature, low-humidity conditions.

CAUSE

The charge (Vd) applied to the drum via the charge roller tends to drop below the target when the temperature and humidity are low.

Black	Color (CMY)
	
<p>The area that gets dirtiest is the leading edge of the first sheet. This is because the charge on the drum during the first rotation is lower than later rotations.</p>	<p>All pages are uniformly dirty, since the leading edge of the first sheet contacts the drum from the drum's second or later rotations. This is different from B/W printing, due to the difference in timing in the image creation process.</p>

SOLUTION

Increase the potential level for the color on which the symptom occurs **by 40V**.

Background Potential Setting: Offset (default 140V to 180V):

SP3241-005(K), SP3241-006(M), SP3241-007(C), SP3241-008(Y)

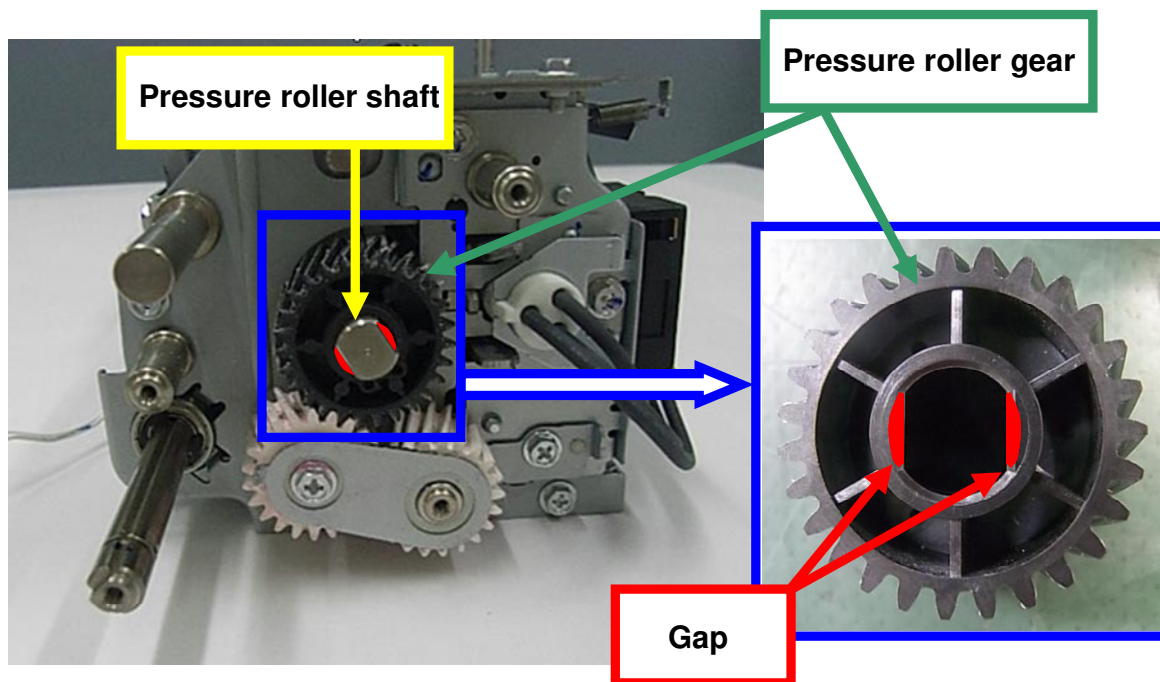
Model: AT-C3		Date: 01-Feb-13	No.: RD142049
Subject: Clicking noise from fusing unit		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> 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 ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

A clicking noise can be heard coming from the fusing unit.

CAUSE

Gaps between the pressure roller gear and pressure roller shaft (marked in red below) may allow the shaft to slip inside the gear opening.



Model: AT-C3

Date: 01-Feb-13

No.: RD142049

SOLUTION

Production line:

1. Temporary solution: Two spacers are inserted as shown below to eliminate the gaps between the shaft and gear opening.

Important: If you replace the gear on a machine that has these temporary solution gears installed, make sure to **reuse the spacers and insert them into the same gaps.**



2. Permanent solution: The inside diameter of the pressure roller gear was changed to decrease the gaps.

In the field:

Replace the pressure roller gear with the modified one.

Old part number	New part number	Description	Q'ty	Int
Not set as Service part	AB014340	GEAR:PRESSURE ROLLER	1	X/O

Cut-in serial numbers:

TBA

Model: Color Controller E-3300		Date: 20-Feb-13	No.: RD142050
Subject: Color profile/Calibration error.		Prepared by: H. Tamaki	
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

1. An output profile is edited but the changes are not applied correctly.
2. Color calibration fails, or the image quality is not as expected after color calibration is performed.

CAUSE

1. Software bug (the program always refers to the default output profile).
2. The target value for the calibration is incorrect.

SOLUTION

Install the following patches:

Note: For the installation procedure, refer to the Patch Release note (RTB#: RD142044).

Folder Name			File Name	File Size
D6507555	1st	01	1-1FAQZD.ps	1.47 MB
		02	1-1FAS2F.ps	1.93 MB
		03	1-1FO2NQ.ps	22.66 KB
		04	1-1FO4R8.ps	3.75 MB
		05	1-1G9LGL.ps	38.94 KB
		06	1-1G9LCH.ps	48.19 KB
		07	1-1GF82Q.ps	3.57 MB
		08	1-1GVN9S.ps	70.24 KB
		09	1-1GWL34.ps	1.46 MB
		10	1-1H0VE9.ps	29.59 KB
		11	1-1H0QEE.ps	26.94 KB

Cut-in Serial Numbers

The patches listed above were applied from: S/N **E092LB00013**

Note:

- The fourth digit indicates the year of production (e.g., E092xxxx = 2012).
- The sixth digit indicates the month of production (e.g., E092LBxxxx = November).

Model: AT-C3		Date: 28-Feb-13	No.: RD142051
Subject: SC573 or the surface of fusing belt peeling off		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

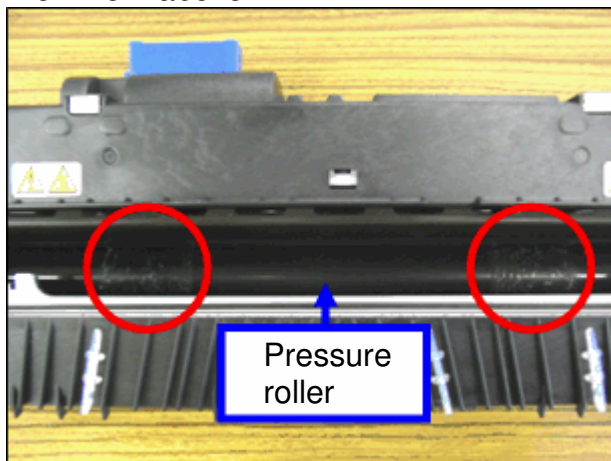
SYMPTOM

SC573 occurs or part of the surface layer of the fusing sleeve belt peels off.

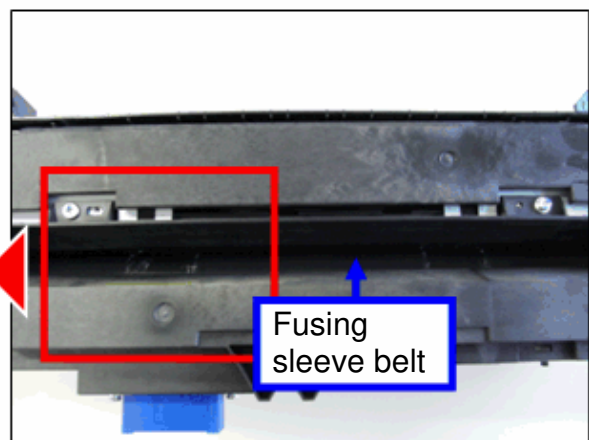
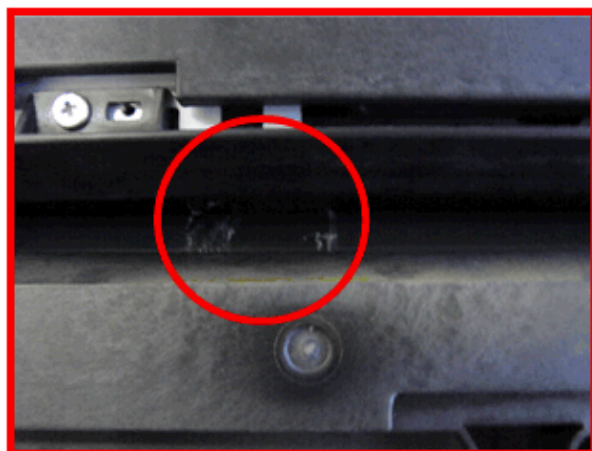
Conditions:

- The width of the paper is 206mm or less, or
- The paper size setting is different from the size of the paper loaded in the tray

View from above:



View from below:



Model: AT-C3

Date: 28-Feb-13

No.: RD142051

CAUSE

1) When the width of the paper is 206mm or less

The print speed is not reduced at the optimal timing nor to an optimal degree for paper types with widths of 206mm or less. As a result, the fusing temperature is relatively high.

2) When the paper size setting is different from the size of the paper loaded in the tray

The locations of the sensors that monitor the paper are different for each paper width. In this case, the section of the belt with the highest temperature cannot be watched.

SOLUTION

Update the Engine firmware to the following version or newer if the symptom occurs, or at the next service visit (EM prevention):

Engine firmware:

D1425116J

Ver. 1.07:04

Note:

- Some SP settings were adjusted to fix this symptom.
- Due to this change, the timing at which the print speed decreases and the amount of the decrease may change when printing onto paper with a width of 206mm or less.
- Due to this change, the printing speed may be reduced if the paper size mismatch described above occurs.

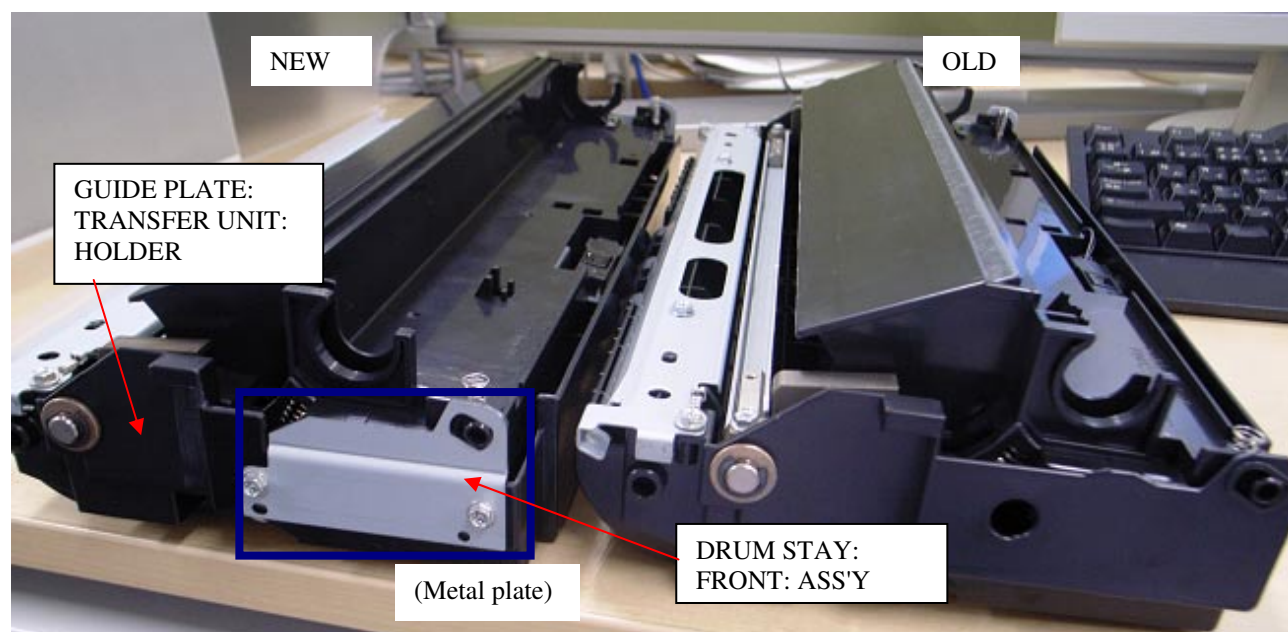
Model: AT-C3		Date: 04-Mar-13	No.: RD142052
Subject: Parts change information.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1446286	D1446274	CASE:TRANSFER ROLLER	1	X/X	-	-	
D0894663	D0894664	GUIDE PLATE:TRANSFER UNIT:HOLDER	1	X/X			
	D0894665	SHAFT:HOLDER:REAR	1	X/X	-	-	-
	04583010N	HEXAGON HEAD TAPPING SCREW:3X10	1	X/X	-	-	-
	D0894666	DRUM STAY:FRONT	1	X/X	-	-	-
	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	X/X	-	-	-

Change: The material of the parts was changed from a resin to a metal.

Reason: To further increase the load-bearing strength of the parts.

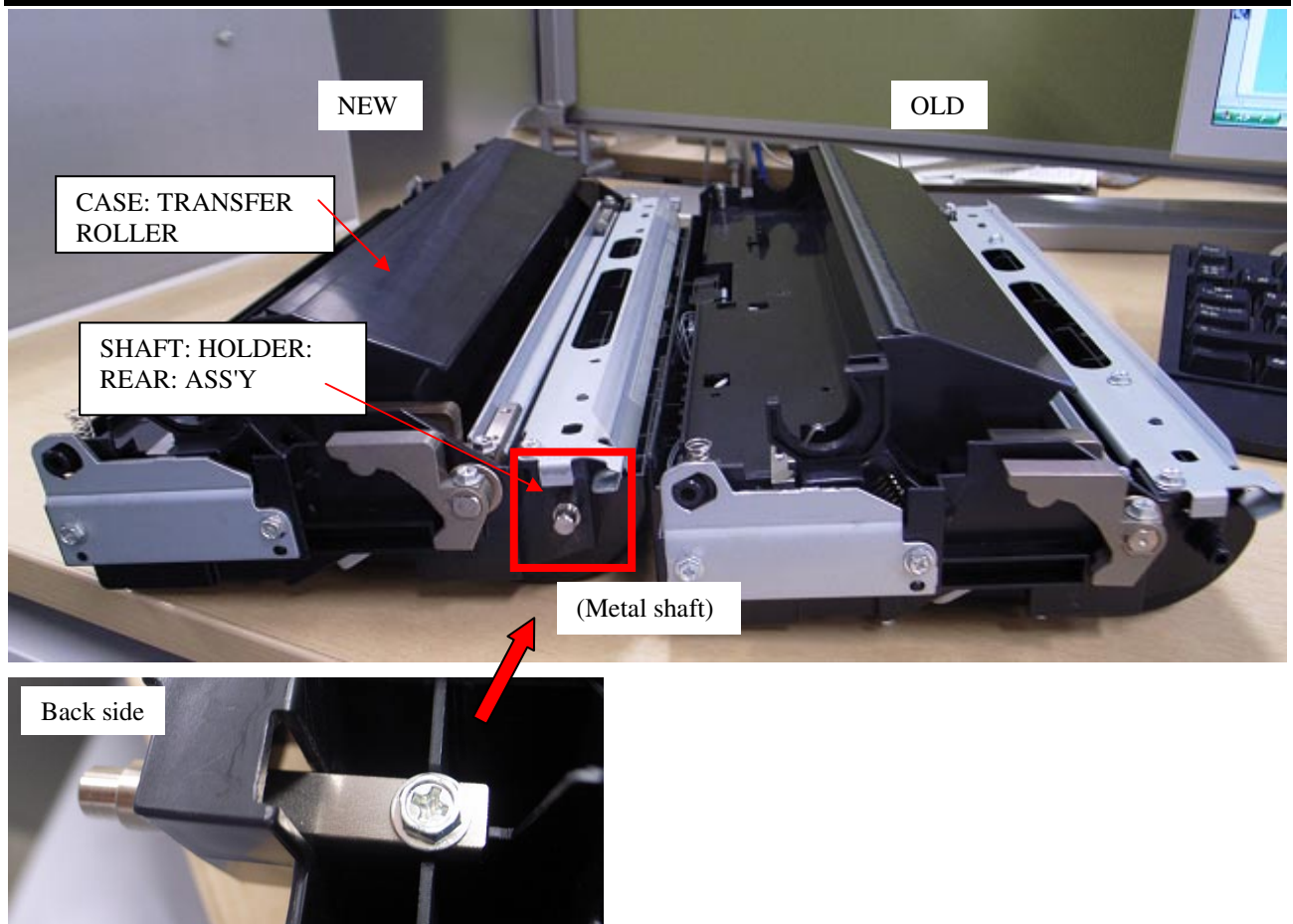
Important: Interchangeability is **X/O as a set** (all six parts together).



Model: AT-C3

Date: 04-Mar-13

No.: RD142052



Model: Model At-C3		Date: 06-Mar-13	No.: RD142053
Subject: Patch Release for E-3300 V.1.0 (1-1GYQSI.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1GYQSI.ps** for Color Controller E-3300 System version 1.0.

Issue(s) addressed with this release:

- If the network settings of the Fiery are not correct, the System Updates Log in Fiery configuration is not updated immediately after applying a patch.
e.g., When applying a patch with the Crossover Cable, this issue may occur because of the incorrect DNS settings of the Fiery.

Prerequisite(s):

None

Patch Update Procedure:

1. Extract **D6507566.exe** until you get the **1-1GYQSI.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1GYQSI.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch files is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1GYQSI**.

Model: Model At-C3		Date: 08-Mar-13	No.: RD142054
Subject: Patch Release for E-3300 V.1.0 (1-1HVVH62.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1HVVH62.ps** for Color Controller E-3300 System version 1.0.

Issue(s) addressed with this release:

1. A 'Load A4 LEF paper' request is displayed, even though paper is available in the tray.
2. Shift Mode does not work correctly with a particular setting.
3. The Bypass Tray Priority setting is not honored from the Driver/Command setting.
4. After the automatic reboot occurs with a Service Call message, a job cannot be canceled.

Prerequisite(s):

The following patch(s) should be applied before **1-1HVVH62.ps**:

- **1-1FAQZD.ps** (Included in the October 2012 package)

Patch Update Procedure:

1. Extract **D6507567.exe** until you get the **1-1HVVH62.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1HVVH62.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch files is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1HVVH62**.

Model: AT-C3		Date: 11-Mar-13	No.: RD142055
Subject: Parts component change of Fusing sleeve belt unit		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important Notes about Replacing the Fusing Belt Unit

- Some parts were added to the fusing belt unit, and part numbers were changed as shown below.
- In accordance with this change, do the steps described below whenever you replace the fusing belt unit.
- **Do not** touch the fusing belt. When you touch the fusing belt even though it is very soft, the touch may damage the fusing belt, and SC544/SC554 may occur some hundreds of pages or several tens of thousands of pages after the replacement.

Old part number	New part number	Description	Q'ty	Int	Note
D142081	D1424041	SLEEVE:FUSING:NA:ACCESSORY	1	O/O	For NA model
D142082	D1424042	SLEEVE:FUSING:EU:ACCESSORY	1	O/O	For EU/AA/CHN models
D142083	D1424043	SLEEVE:FUSING:TWN:ACCESSORY	1	O/O	For TWN model

Changes:

- A unit detection fuse is now bundled together with the unit (see the photo below).
- Two oil absorption pads were added to the fusing unit (see the photo below).

Reason:

- With the new fuse, SC544/SC554/SC564/SC574 can all be reset without replacing the entire fusing unit.



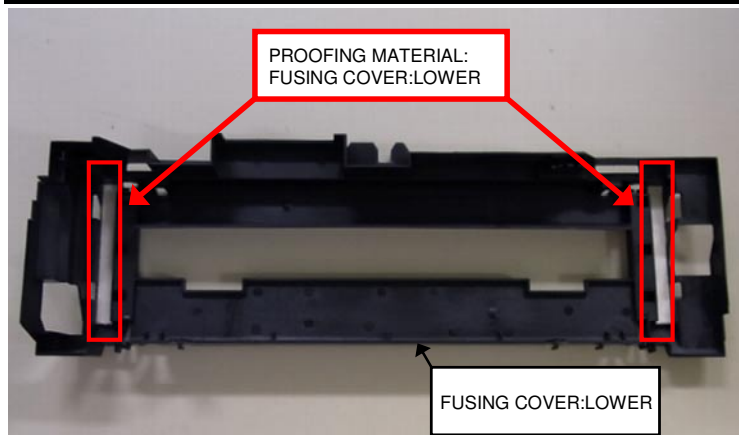
- The pads will prevent oil from leaking from the fusing belt.

Note: This oil is used to moisten the fiber sheet that coats the nip pad in the fusing belt unit.

Model: AT-C3

Date: 11-Mar-13

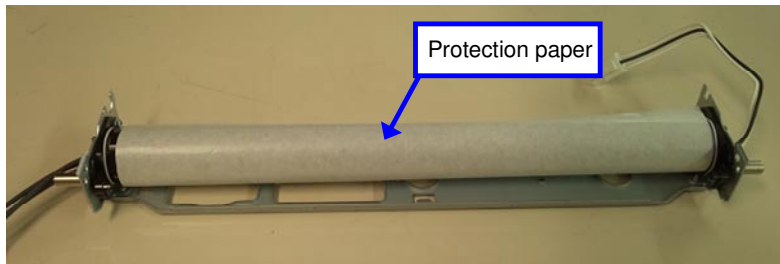
No.: RD142055



When replacing the fusing belt unit:

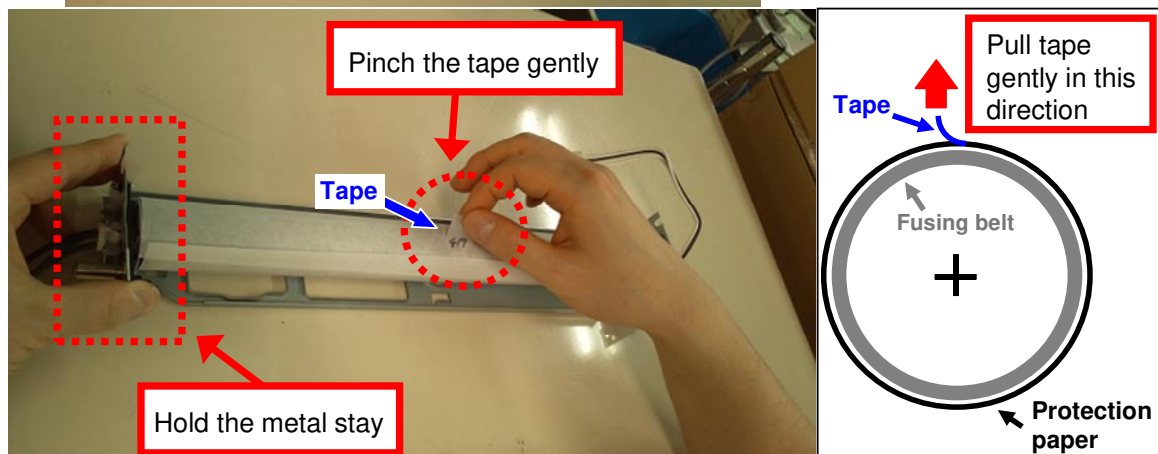
1) Do the following when you remove the protective paper from the fusing belt.

Note: This is necessary because it is possible to press the belt by mistake or press the belt's surface, forming a dent in the belt. This is a major cause of SC544/SC554.



1. Hold the lateral metal stays, and pinch the tape on the paper gently as shown.

IMPORTANT: Be careful not to press the fusing belt surface.

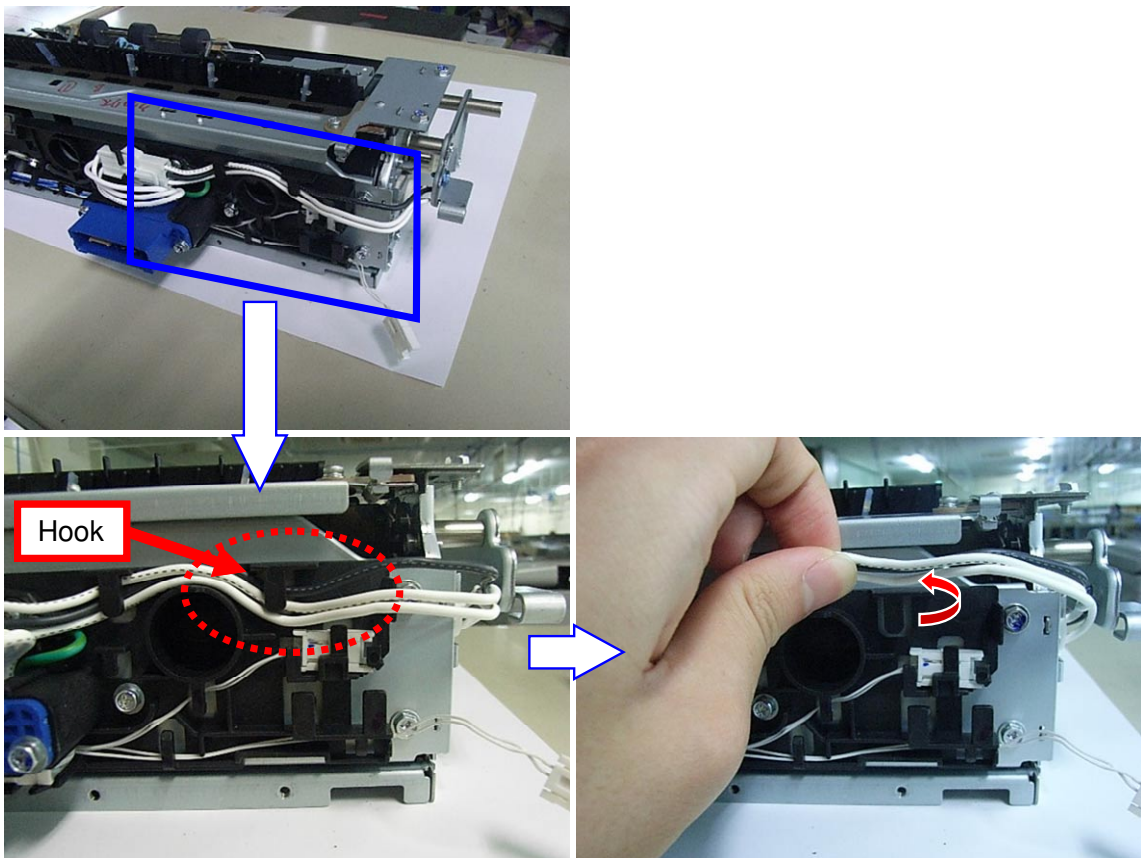


2. Peel off the tape very carefully, pulling the tape up in a vertical direction (90 degrees to the belt surface).

- 2) Do the following if you are replacing the fusing belt unit in order to clear SC544/SC554/SC564/SC574.

IMPORTANT: Only attach the new detection fuse if you are replacing the fusing belt unit to clear one of the SCs listed above. If you install this new fuse but none of these SCs has occurred, the PM counters for the fusing unit, pressure roller, and others will not be reset properly.

1. Release the three harnesses from the hook, as shown.

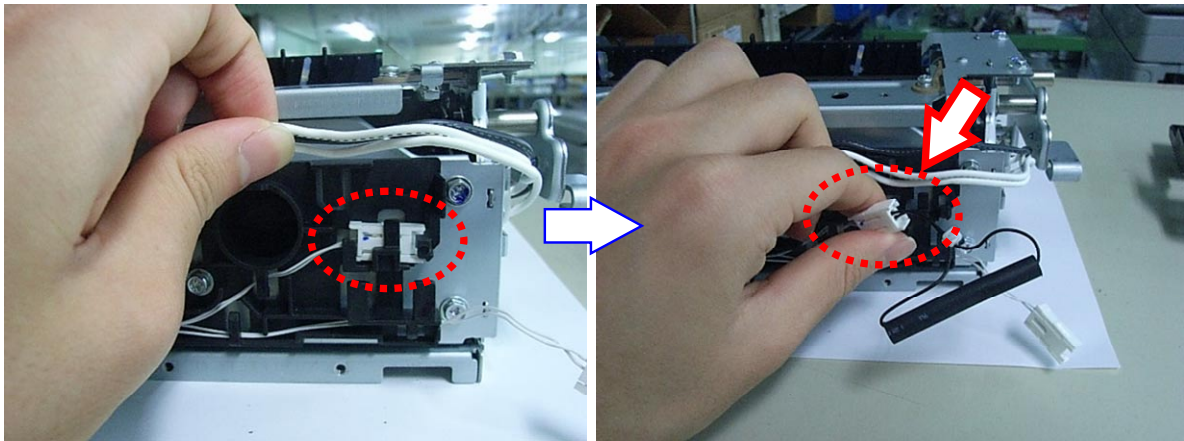


Model: AT-C3

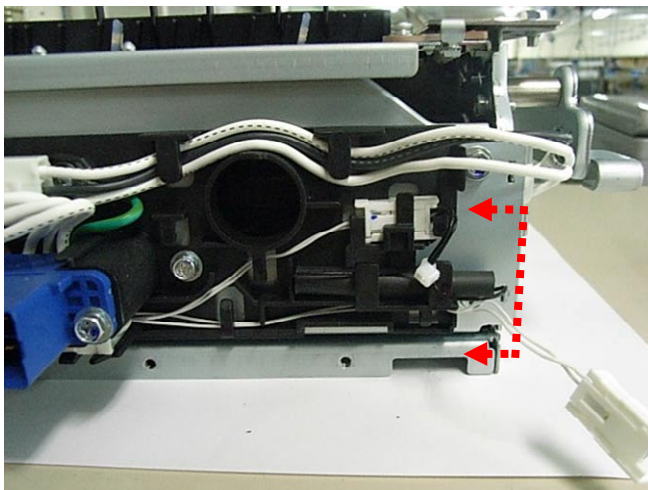
Date: 11-Mar-13

No.: RD142055

2. Remove the connector from the hook and attach the new detection fuse as shown.



3. Set the fuse into the hook, so that it rests within the edge of the metal frame.



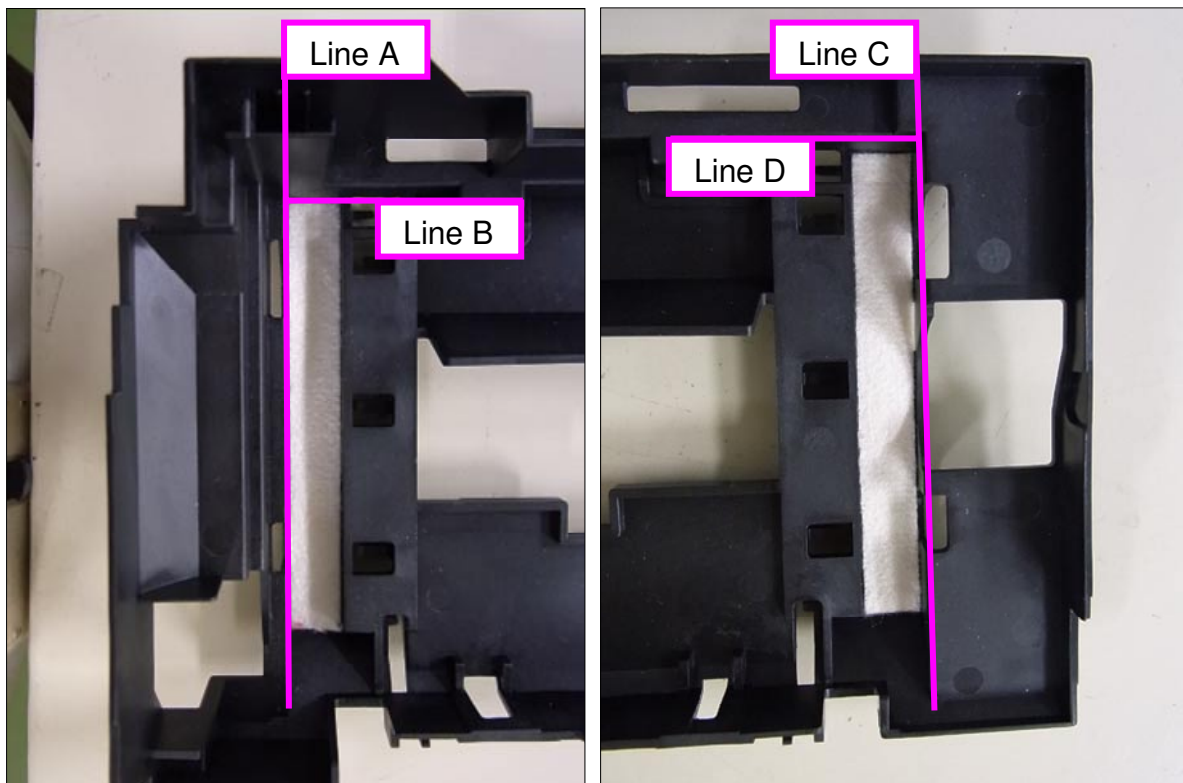
4. Change SP3-902-018 to a value of "1".

Note: This step should be done before or shortly after you replace the fusing sleeve belt unit, even if you are attaching a new unit detection fuse. This is because if the machine detects the new unit detection fuse, the machine does not reset the PM counter while SC544/SC554/SC564/SC574 is occurring.

3) **Do the following to attach (or replace) the two oil absorption felt strips included with the unit.**

1. Remove the old oil absorption felt, if present.
2. Wipe the attachment surface for the felt with an alcohol-wetted cloth.
Note: If you do not wipe this area properly, the new felt will not adhere to the cover.
3. Attach the oil absorption felt strips to the fusing lower cover, as shown.

Important: Attach the felt strips in alignment with lines A-D shown below



Model: AT-C3		Date: 26-Apr-13	No.: RD142056
Subject: Bent metallic anti-static plate in PTR		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

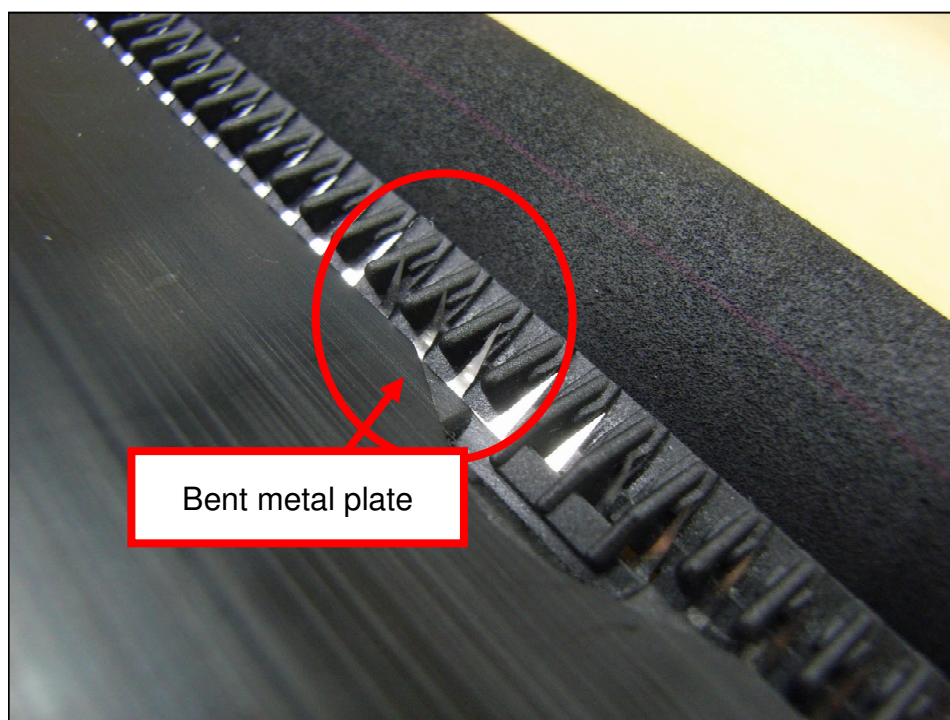
SYMPTOM

The following may occur:

- Noise
- Paper damage
- Paper skew
- Paper wrinkles

CAUSE

Sometimes, the head of the metallic anti-static plate in the paper transfer roller unit does not touch the plastic guide tightly enough. As a result, paper or the user's clothes may catch on the head area of this plate and the head of the plate is slightly bent. When the metallic plate is bent and the head of it sticks out into the paper path, passing paper encourages the bending and the plate becomes as shown below.



Model: AT-C3

Date: 26-Apr-13

No.: RD142056

SOLUTION

Production line:

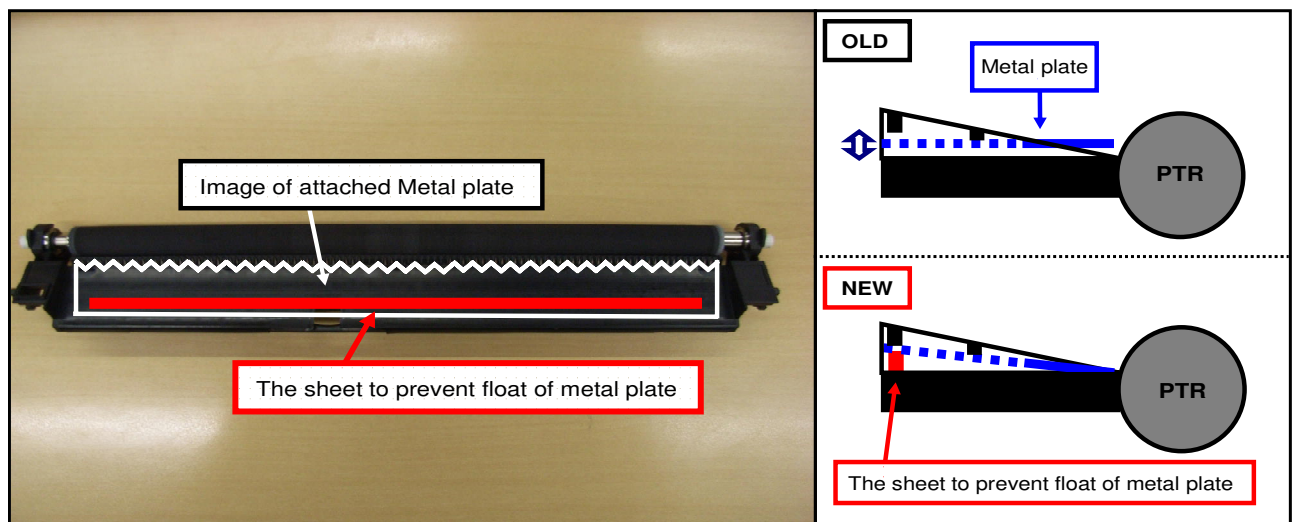
A sheet to prevent this was added to the PTR.

In the field:

If the symptom occurs, replace the PTR unit with the new one, which has the new sheet.

Old part number	New part number	Description	Q'ty	Int
D1446204	D1446205	TRANSFER/SEPARATION UNIT:C3:ASS'Y	1	X/O

Components:



Cut-in serial numbers:

TBA

Model: Model At-C3		Date: 08-May-13	No.: RD142057
Subject: Patch Release for E-3300 V.1.0 (2013_April)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-3300 System version 1.0.

Files included in this release

Folder Name		File Name	File Size
D6507568	1st	01 1-1IFO3S.ps	4.90 MB
		02 1-1FQO21.ps	1.33 MB
		03 1-1HPEZM.ps	4.48 MB
		04 1-1HFSX2.ps	540.19 KB
		05 1-1ICBLB.ps	156.56 KB

Issue(s) addressed with this release:

- Scan to SMB fails to deliver the data to subfolder on Windows 7 PC.
- The customized Color Profile name does not display in Color Profile folder.
- Some characters are missing from output when a particular PCL file is printed.
- Update Direct Mobile Printing for iOS6 compatibility.
- Mixed Media Page Range does not work correctly with a particular setting.

Prerequisite(s):

- The following prerequisites must be installed in the order specified before these patches are installed:
 - 1-1F4CQO.ps (Included in Jun 2012 Package)
 - 1-1FO4R8.ps (Included in Oct 2012 Package)

Note(s):

- These patches are not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Preparation before installation:

1. Extract **D6507568.exe**.
2. Check that 1st folder which consists of 5 patches is created.
(Refer to the table on the top of this RTB.)

Installation Instructions:

1. With Command Workstation, download / import the patch to the "Direct" queue one by one with the following order.

* Whenever you download each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.

* Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.

* Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Import to...	Waiting time after importing each patch.	Required number of reboot(s)/restart(s)
1	1-1IFO3S.ps	Direct Queue	60 seconds	0
2	1-1FQO21.ps	Direct Queue	60 seconds	0
3	1-1HPEZM.ps	Direct Queue	60 seconds	0
4	1-1HFSX2.ps	Direct Queue	60 seconds	0
5	1-1ICBLB.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.

3. Print out the configuration page.

4. Verify the Update Information section.

It should show the patch names in the downloaded order.

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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

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	160GB	D6501020 (clipped from 500GB to 160GB)
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651		

Reissued: 04-Aug-15

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144026h
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.07.0	D1445551J	August 2015 production	Available
2.06.0	D1445551H	May 2015 production	Available
2.05.0	D1445551G	January 2015 production	Available
2.04.0	D1445551F	September 2013 production	Available
2.03.0	D1445551E	June 2013 production	Available
2.02.0	D1445551D	October 2012 production	Available
2.01.0	D1445551C	June 2012 production	Available
2.00.0	D1445551B	March 2012 production	Available
1.06.9	D1445551A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
2.07.0	Symptom corrected: - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
2.06.0	Version number changed for version management purposes (No program changes made).
2.05.0	Symptom corrected: SC899 may occur when performing continuous scanning.

Reissued: 04-Aug-15

Model: AP-C3/AT-C3	Date: 15-Feb-12	No.: RD144026h
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Version	Modified Points or Symptom Corrected
2.04.0	Symptom corrected: <ol style="list-style-type: none">1. After trying to view a webpage that is not supported by the browser on the operation panel, it might take approximately one minute before other, supported webpages can be viewed.2. When connecting via HTTPS to the Ricoh Integrated Cloud Environment by using the browser on the operation panel, some of the icons might not be displayed. Ricoch Integrated Cloud Environment is a local RAC solution.3. When "Extended JavaScript" in "Browser Features" is set to Active and a scan is conducted on a particular webpage, the device might stall.4. When viewing a particular webpage, the following symptoms might occur:<ul style="list-style-type: none">- When loading a webpage, an SC899 error might occur.- If a memory leak occurs when a webpage is loading, a memory error might appear on the operation panel.- Text on a webpage might be garbled or might not appear.- After a webpage is completely loaded, it might be blank.- When viewing the manual from the Ricoh homepage, images appear but text might not be displayed.- When the loading of a webpage does not end, the browser icon might continue to flash.- If JavaScript is not working properly, then the webpage might not render as expected.
2.03.0	Symptom corrected: <ul style="list-style-type: none">- When using specific proxy servers, the error "400 - Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted.
2.02.0	Symptom corrected: <ol style="list-style-type: none">1. A security warning dialog is displayed even if an effective server certification is installed.2. Japanese is displayed on the website which uses Accept-Language of the HTTP protocol.
2.01.0	Symptom corrected: Minor bug correction.
2.00.0	Symptom corrected: <ol style="list-style-type: none">1. A warning dialog is displayed whenever the self-signed certificate page is opened.2. IC cards needs to be placed on the reader twice.3. Transmission of an image from an EXJS application to the server fails.4. The vertical scroll bar is always displayed.
1.06.9	1st Mass production

Model: Model At-C3		Date: 05-Nov-13	No.: RD142058
Subject: Patch Release for E-3300 V.1.0 (2013_Oct)		Prepared by: C.Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-3300 System version 1.0.

Files included in this release

Folder Name		File Name	File Size
D6507573	1st	01 1-1IUAOX.ps	942.62 KB
		02 1-1J7ZFA.ps	965.40 KB
		03 1-1JQSFN.ps	9.11 MB
		04 1-1JWJJ7.ps	1.47 MB
		05 1-1K6XTU.ps	2.14 MB

Issue(s) addressed with this release:

- An object of a particular file is printed incorrectly with Impose setting
- With a particular Impose setting, the position of an image moves down for a specific file.
- An Internal error occurs for a particular file with Gangup settings.
- Shift Mode setting is not honored.
- Some of the pages are duplicated for a specific variable data print job.

Prerequisite(s):

- The following prerequisites must be installed in the order specified before these patches are installed:
 - 1-1FAS2F.ps (Included in Oct 2012 Package)
 - 1-1HVVH62.ps
 - 1-1HPEZM.ps (Included in Apr 2013 Package)

Note(s):

- These patches are not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: Model At-C3

Date: 05-Nov-13

No.: RD142058

Preparation before installation:

1. Extract the **D6507573.exe**.
2. Check that 1st folder which consists of 5 patches is created.
(Refer to the table on the top of this RTB.)

Installation Instructions:

1. With Command Workstation, download / import the patch to the "Direct" queue one by one with the following order.
 - * Whenever you download each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
 - * Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
 - * Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Import to...	Waiting time after importing each patch.	Required number of reboot(s)/restart(s)
1	1-1IUAOX.ps	Direct Queue	60 seconds	0
2	1-1J7ZFA.ps	Direct Queue	60 seconds	0
3	1-1JQSFN.ps	Direct Queue	60 seconds	0
4	1-1JWJJ7.ps	Direct Queue	60 seconds	0
5	1-1K6XTU.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the Update Information section.
It should show the patch names in the downloaded order.

Model: AT-C3b	Date: 06-Mar-14	No.: RD142059
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Subject: "Cannot detect size of the original" is displayed		Prepared by: Y.Saitoh	
From: 2nd 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

"Cannot detect size of the original" is displayed when [START] is pressed under the following conditions:

- The original is placed on the exposure glass
- The ARDF is then closed while the machine is still in Energy Saver mode

CAUSE

The At/Ap-C3 series does not have a stand-by mode, which keeps the fusing unit temperature warmer than with Energy Saver. As a result, the system cannot come on line in time to detect the size of the original.

SOLUTION

Do the following:

1. Update the System firmware to **Ver.2.09** or later.
2. Set **SP5101-104** to a value of "1".
3. Set **SP5101-004** to "More than 60 seconds."

Model: Model At-C3		Date: 23-May-14	No.: RD142060
Subject: Patch Release for E-3300 V.1.0 (2014_Apr)		Prepared by Chisato Tsuji	
From: PP Solution Support Sec.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-3300 System version 1.0.

Files included in this release

Folder Name		File Name	File Size
D6507578	1st	01 1-1KCEVB.ps	45.2 KB
		02 1-1JPCCB.ps	27 KB
		03 1-1K9CZS.ps	2.35 MB
		04 1-1KK8ZA.ps	2.8 MB
		05 1-1F3CRV.ps	3.04 MB

Issue(s) addressed with this release:

- Scan to SMB fails to deliver the data to a Windows 7 PC while printing a job
- A white line is printed on the printout while printing a particular file with "High Quality" setting.
- Server fails to authenticate with 802.1x v3 protocol.
- Validity period of SSL certificate has been extended.
- Firebird database for Linux OS has been updated to ver. 1.5.6.5026

Prerequisite(s):

- The following prerequisites must be installed in the order specified before these patches are installed:
 - 1-1EYRQ5.ps (Included in Jun 2012 Package)
 - 1-1G9LGL.ps (Included in Oct 2012 Package)

Note(s):

- These patches are not exclusive; they can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: Model At-C3

Date: 23-May-14

No.: RD142060

Preparation before installation:

1. Extract **D6507578.exe**.
2. Check that the 1st folder which consists of 5 patches is created.
(Refer to the table on the top of this RTB.)

Installation Instructions:

1. With Command Workstation, download / import the patch to the "Direct" queue one by one with the following order.
 - * Whenever you download each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
 - * Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
 - * Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Import to...	Waiting time after importing each patch.	Required number of reboot(s)/restart(s)
1	1-1KCEVB.ps	Direct Queue	60 seconds	0
2	1-1JPCCB.ps	Direct Queue	60 seconds	0
3	1-1K9CZS.ps	Direct Queue	60 seconds	0
4	1-1KK8ZA.ps	Direct Queue	60 seconds	0
5	1-1F3CRV.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the Update Information section.
It should show the patch names in the installed order.

Model: AT-C3	Date: 12-Jul-12	No.: RD142034
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Subject: CC-CERTIFIED IN AUGUST 2012 Machine		Prepared by: S. Hayami	
From: 1st Tech Service., MFP/P 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Installing the At-C3 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following **six steps** if you want to install the At-C3 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009**.

Note: Machines in production are CC-certified beginning in August 2012.

Important: If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 6 - 9.
Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the “Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009”.

See the following pages for Steps 3 thru 6.

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

3. Enable the **HDD Encryption Unit**.

Enabling the Encryption Settings

This must be specified by the machine administrator.

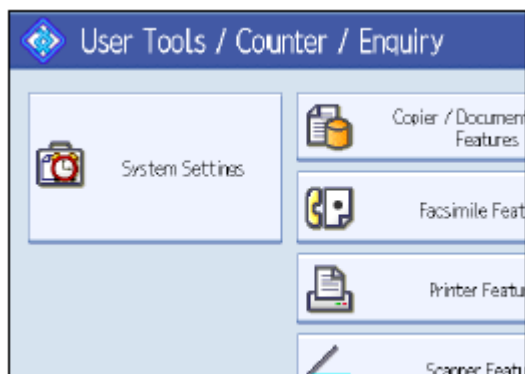
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

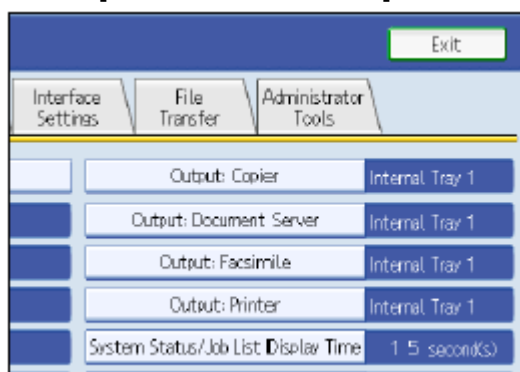
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

3.1 Press the [User Tools/Counter] key

3.2 Press [System settings]



3.3 Press [Administrator Tools].



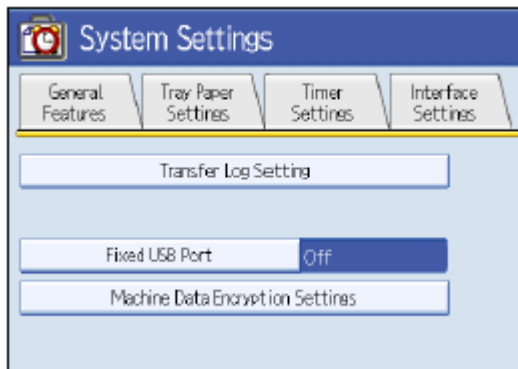
Model: AT-C3

Date: 12-Jul-12

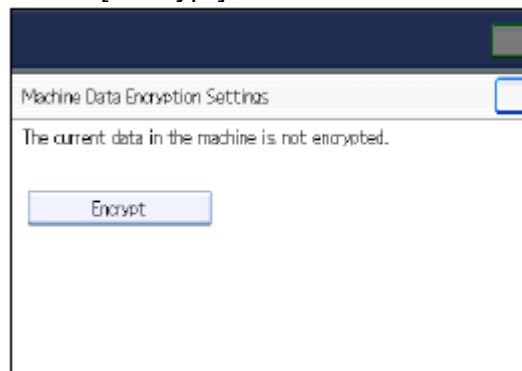
No.: RD142034

3.4 Press [Machine Data Encryption Settings].

If the setting to be specified does not appear, press [next].

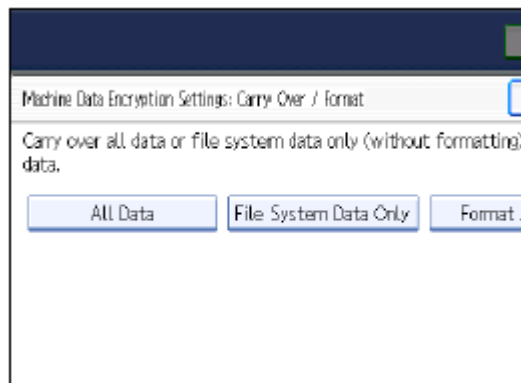


3.5 Press [Encrypt].



3.6 Select the [Format All Data] to reset all of the data.

Note: It takes about five minutes to complete this operation.



Model: AT-C3

Date: 12-Jul-12

No.: RD142034

3.7 Press the [Start] key.



3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

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

4 Refer “1.Installation - Fax Unit” in Service manual of Fax Option Type C5502, install the **FAX Option Type C5502**.

5 Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will NOT be a CC-certified machine. Therefore, turn off the machine main power, remove the SD card which is installed by default and contains App2Me from slot 1, and then give the SD card to the customer.

6. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the August 2012 machines), install **the exact versions** shown in the table below.
- If the customer wants to install the machine as an equivalent of the August 2012 machines, install the versions shown in the table below **or later**.

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

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

**Firmware versions with which the At-C3 first achieved CC-CERTIFICATION:
(August 2012)**

Firmware Name:	Version:	Firmware Number:
System/Copy	1.05.4	D1425562D
Network Support	11.77	D1425563D
Scanner	01.09	D1425570D
Printer	1.05.1	D1425572D
Fax	02.00.00	D1425569D
RemoteFax	02.00.00	D1425564D
Web Support	1.07	D1425565D
Web Uapl	1.03	D1425566D
NetworkDocBox	1.04	D1425567D
animation	1.00	D1425568A
PCL	1.07	D1445580D
PCLFont	1.06	D1315586A
Engine	1.02:04	D1425116D
OpePanel	1.04	D1421491C (NA) D1421492C (EU) D1421493C (AA)
LANG0	1.03	D1421499
LANG1	1.03	D1421499
Data Erase Onb	1.01x	D3775934
GWFCU3.5-4(WW)	01.00.04	D6435570D

**Ic Key and Ic Ctlr versions with which the At-C3 first achieved CC-CERTIFICATION:
(August 2012)**

Hardware:	Version:
Ic Key	01020700
Ic Ctlr	03

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D143-7004 MP C3002/C3502/C4502/C4502A/C5502/C5502A
Aficio MP C3002/C3502/C4502/C4502A/C5502/C5502A
User Guide
- D143-7008 MP C3002/C3502/C4502/C4502A/C5502/C5502A
Aficio MP C3002/C3502/C4502/C4502A/C5502/C5502A
Read This First
- D143-7348 Notes for Security Guide
- D143-7046 Errata
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D643-8610 FAX OPTION TYPE C5502
(Machine Code: D643)
INSTALLATION PROCEDURE
For Machine Code: D111/D142/D143/D144 Copiers
- D143-7066 Operating Instructions Notes on Security Functions
- D143-7065 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D143-7444 Manuals
MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
Aficio MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
- D143-7429 Printer/Scanner Drivers and Utilities
RICOH Aficio MP C3002/MP C3002G/MP C3502/MP C3502G
LANIER MP C3002/MP C3002G/MP C3502/MP C3502G
SAVIN MP C3002/MP C3002G/MP C3502/MP C3502G

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

<For GSA>
Paper Documents

- D143-7043 MP C3002G/C3502G/C4502G/C5502G
Aficio MP C3002G/C3502G/C4502G/C5502G
User Guide
- D143-7044 MP C3002G/C3502G/C4502G/C5502G
Aficio MP C3002G/C3502G/C4502G/C5502G
Read This First
- D143-7350 Notes for Security Guide
- D143-7047 Errata
- D645-7900 SOFTWARE LICENSE AGREEMENT
- D643-8610 FAX OPTION TYPE C5502
(Machine Code: D643)
INSTALLATION PROCEDURE
For Machine Code: D111/D142/D143/D144 Copiers
- D143-7068 Operating Instructions Notes on Security Functions
- D143-7067 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D143-7453 Manuals
MP C3002G/MP C3502G/MP C4502G/MP C4502AG/MP C5502G/MP C5502AG
Aficio MP C3002G/MP C3502G/MP C4502G/MP C4502AG/MP C5502G/MP C5502AG
- D143-7429 Printer/Scanner Drivers and Utilities
RICOH Aficio MP C3002/MP C3002G/MP C3502/MP C3502G
LANIER MP C3002/MP C3002G/MP C3502/MP C3502G
SAVIN MP C3002/MP C3002G/MP C3502/MP C3502G

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

<For EU>**Paper Documents**

- D143-7007 MP C3002/C3502/C4502/C4502A/C5502/C5502A
Aficio MP C3002/C3502/C4502/C4502A/C5502/C5502A
Read This First
- D143-7347 Notes for Security Guide
- D645-7901 SOFTWARE LICENSE AGREEMENT
- A232-8561A Safety Information
- D643-8610 FAX OPTION TYPE C5502
(Machine Code: D643)
INSTALLATION PROCEDURE
For Machine Code: D111/D142/D143/D144 Copiers
- D143-7064 Operating Instructions Notes on Security Functions
- D143-7063 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009
Environment Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D143-7447 Manuals
MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
Aficio MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
- D143-7435 Printer/Scanner Drivers and Utilities
RICOH Aficio MP C3002/MP C3502 MP C3002/MP C3502
infotec MP C3002/MP C3502

Model: AT-C3

Date: 12-Jul-12

No.: RD142034

<For Asia>**Paper Documents**

- D143-7004 MP C3002/C3502/C4502/C4502A/C5502/C5502A
Aficio MP C3002/C3502/C4502/C4502A/C5502/C5502A
User Guide
- D143-7009 MP C3002/C3502/C4502/C4502A/C5502/C5502A
Aficio MP C3002/C3502/C4502/C4502A/C5502/C5502A
Read This First
- D143-7348 Notes for Security Guide
- D143-7046 Errata
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D643-8610 FAX OPTION TYPE C5502
(Machine Code: D643)
INSTALLATION PROCEDURE
For Machine Code: D111/D142/D143/D144 Copiers
- D143-7066 Operating Instructions Notes on Security Functions
- D143-7065 Notes for Administrators: Using this
Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D143-7444 Manuals
MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
Aficio MP C3002/MP C3502/MP C4502/MP C4502A/MP C5502/MP C5502A
- D143-7441 Printer/Scanner Drivers and Utilities
RICOH Aficio MP C3002/MP C3502 Gestetner MP C3002/MP C3502
LANIER MP C3002/MP C3502

Model: At-C3		Date: 25-Sep-14	No.: RD142061
Subject: Patch (FIT204538.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: PP Solution Support Sec. PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch "**FIT204538.ps**" for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT204538.ps	Unable to launch Configure window from WebTools on Windows/Mac OS installed with Java 1.7u51.

Before installing FIT204538.ps:

- Known issues listed below, read before installing **FIT204538.ps** patch:
 - None.**
- The following prerequisite(s) must be installed in the order specified before installing **FIT204538.ps**:
 - None.**
- Do NOT install any of the following patch(es) after installing the **FIT204538.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT204538.ps** patch:
 - 1-1KK8ZA.ps**
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT204538.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT204538**.

Model: At-C3		Date: 25-Sep-14	No.: RD142062
Subject: Patch (FIT191880.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: PP Solution Support Sec. PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT191880.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT191880.ps	iOS7 compatibility reference patch for E-3300/5300. 1) Jobs cannot be printed from an iOS 7 device with authentication enabled. 2) RIP error occurs while processing some web pages.

Before installing FIT191880.ps:

- Known issues listed below, read before installing **FIT191880.ps** patch:
 - None.**
- The following prerequisite(s) must be installed in the order specified before installing **FIT191880.ps**:
 - None.**
- Do **NOT** install any of the following patch(es) after installing the **FIT191880.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT191880.ps** patch:
 - None.**
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT191880.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT191880**.

Model: At-C3		Date: 25-Sep-14	No.: RD142063
Subject: Patch (FIT210936.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: PP Solution Support Sec. PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT210936.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT210936.ps	Scan To SMB: “General SMB operation error” alert message appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder.

Before installing FIT210936.ps:

- Known issues listed below, read before installing **FIT210936.ps** patch:
 - Set correct date and time on server as well as client machine before applying the patch for the fix to take effect.
- The following prerequisite(s) must be installed in the order specified before installing **FIT210936.ps**:
 - 1-1EYRQ5.ps**
 - 1-1KCEVB.ps**
- Do NOT install any of the following patch(es) after installing the **FIT210936.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT210936.ps** patch:
 - 1-1G9LGL.ps**
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT210936.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT210936**.

Model: At-C3		Date: 05-Jan-15	No.: RD142064
Subject: Patch (FIT222973.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT222973.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT222973.ps	Fiery Patch to address OpenSSL security update to v.0.9.8za

Before installing FIT222973.ps:

- Known issues listed below, read before installing **FIT222973.ps** patch:
 - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT222973.ps**:
 - None
- Do **NOT** install any of the following patch(es) after installing the **FIT222973.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT222973.ps** patch:
 - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT222973.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT222973**.

Model: At-C3		Date: 29-Jan-15	No.: RD142065
Subject: Patch (FIT100698425.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT100698425.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT100698425.ps	Linux OS was updated in the Fiery system software.

Before installing FIT100698425.ps:

- Known issues listed below, read before installing **FIT100698425.ps** patch:
 - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT100698425.ps**:
 - None
- Do **NOT** install any of the following patch(es) after installing the **FIT100698425.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT100698425.ps** patch:
 - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT100698425.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT100698425**.

Model: At-C3b		Date: 9-Mar-15	No.: RD142066
Subject: Parts information(ADF GRIP)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

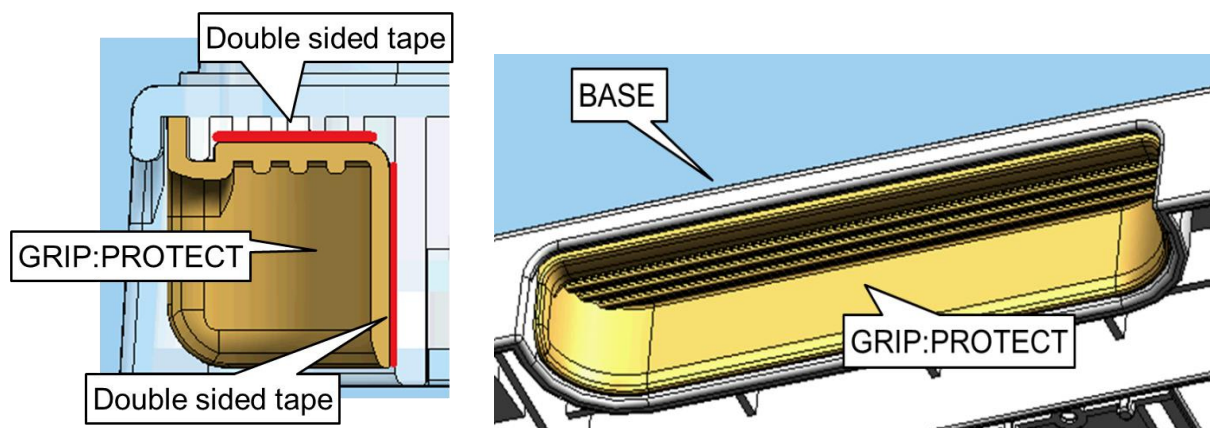
Change: The following assembly was added.

Reason: To increase the adhesive strength between the handgrip and DF base.

Note: The handgrip can be damaged when the DF is opened/closed repeatedly.

Model	Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
LHOTSE-D	-	D5781991	GRIP:PROTECT:ASS'Y	0-1	-	3	27	

Important: Attach the grip to the base using double-sided tape.



Reissued: 4-Dec-15

Model: AT/AP-C3	Date: 26-Mar-15	No.: RD142067a
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RTB Reissue

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

Subject: Durability improvement for fusing sleeve		Prepared by: T.Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

Faint images and/or jams occur.

Damaged fusing sleeve (see CAUSE below):



CAUSE

The fusing pad does not apply enough oil to the inside of the fusing belt. As a result, the torque between the pad and belt increases, causing the belt to slip and damage the fusing sleeve.

Note: This oil is applied to keep the belt rotating smoothly.

Reissued: 4-Dec-15

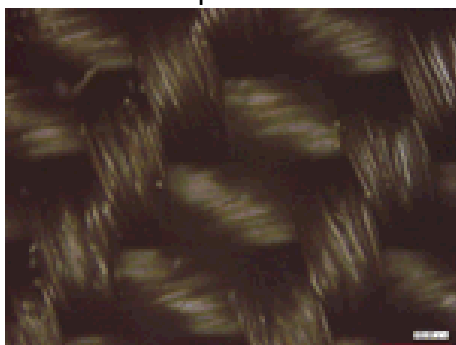
Model: AT/AP-C3	Date: 26-Mar-15	No.: RD142067a
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SOLUTION

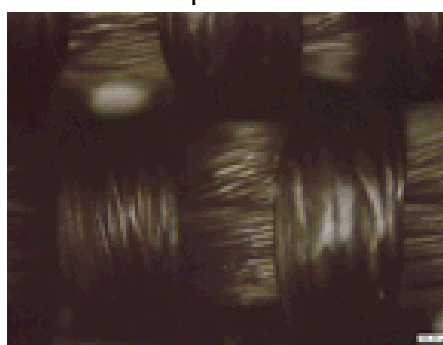
Production line:

The net for the fusing pad was changed so that it retains more oil and can apply the right amount of oil to the pad. This will increase the durability of the fusing sleeve.

Current pad:



Modified pad:



In the field:

If the symptom occurs, replace the fusing pad with the modified pad (see P/N below).

P/N change :

Description	Area	Old P/N	New P/N	New Target Yield (Pages)
Athena-C3 Fusing Unit	North America	D1424010	D1424003	240k
	Europe/Asia	D1424011	D1424004	
	Taiwan	D1424012	D1424005	
Athena-C3 Fusing Sleeve	North America	D1424045	D1424032	
	Europe/Asia	D1424046	D1424033	
	Taiwan	D1424047	D1424039	
Apollon-C3 Fusing Unit	North America	D1444010	D1444003	
	Europe/Asia	D1444011	D1444004	
	Taiwan	D1444012	D1444005	
Apollon-C3 Fusing Sleeve	North America	D1444045	D1444032	
	Europe/Asia	D1444046	D1444033	
	Taiwan	D1444047	D1444039	

Note1: These parts will be stocked in each local part center at the beginning of April 2015.

Note2: The target yield as "pages" of the fusing belt unit is newly set to 240k because the former value of 300k was set by a calculation converted from "rotation distance". The new value of 240k can align with the actual performance. We have revised down the yield and the price.

Reissued: 05-Jan-17

Model: AI-C2/AP-C3/AT-C3/MT-C5/Ch-C1/Cor-C1/MET-C1ab/MET-C1ab_ch/MET-C1cde/MET-C1cde_ch/MET-C1yz/MET-C1yz_ch/MET-C2ab/MET-C2cde/MET-C2yz/OR-C2/OR-C2_ch/ MT-C6/Ch-C2/Cor-C1.5	Date: 23-Feb-12	No.: RD129022c
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RTB Reissue

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

Subject: Firmware Release Note: SG3-ND		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
<i>09</i>	<i>D3BV5570</i>	<i>November 2016 production</i>	<i>Available</i>
08	D5455575B	June 2015 production	Available
07	D5455575A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
<i>09</i>	<i>By changed the standard of FAX, the firmware is corrected.</i>
08	Symptom corrected: Only Japanese domestic market
07	1st Mass production

Model: At-C3		Date: 04-Sep-2015	No.: RD142068
Subject: Patch (FIT101039145.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT101039145.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT101039145.ps	If Composite overprint is enabled, crop marks are printed in the wrong color.

Before installing FIT101039145.ps:

- Known issues listed below, read before installing **FIT101039145.ps** patch:
 - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT101039145.ps**:
 - None
- Do **NOT** install any of the following patch(es) after installing the **FIT101039145.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101039145.ps** patch:
 - 1-1GWL34.ps**
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT101039145.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT101039145**.

Model: At-C3		Date: 04-Sep-2015	No.: RD142069
Subject: Patch (FIT101056001.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch “**FIT101056001.ps**” for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT101056001.ps	Patch to upgrade PHP, OpenSSL, Apache web server and Samba to below mentioned versions: - Apache: 2.2.29 - OpenSSL: 0.9.8zf/ 1.0.1m - PHP: 5.6.7 - Samba version : 3.5.22

Before installing FIT101056001.ps:

- Known issues listed below, read before installing **FIT101056001.ps** patch:
 - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT101056001.ps**:
 - 1-EYRQ5.ps**
 - 1-1KK8ZA.ps**
 - FIT222973.ps**
- Do NOT install any of the following patch(es) after installing the **FIT101056001.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101056001.ps** patch:
 - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: At-C3

Date: 04-Sep-2015

No.: RD142069

Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Use Command WorkStation to import the patch file **FIT101056001.ps** to the **Direct** queue.
- 3 Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.
- 6 Verify that the **System Updates Log** section contains the patch number **FIT101056001**.

Model: AP-C3		Date: 7-Oct-15	No.: RD144089
Subject: Safety caution - Cover of Controller board		Prepared by: K. Yamamotoi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB applies to the **AP/AT-C3, C2.5, C2** and **AP-P1**.

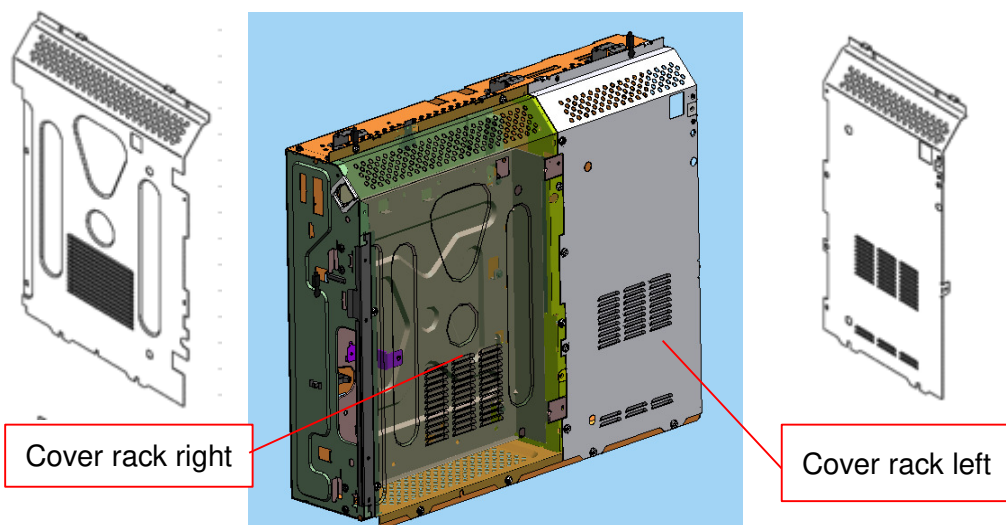
IMPORTANT SAFETY INFORMATION about the Controller Board Cover

Take caution **when removing the controller board cover**, as the edges of the cover are sharp.

AP/AT-C3, C2.5, C2

Cover rack right: D0295811

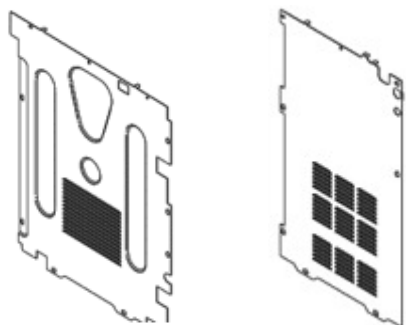
Cover rack left: D0295810



AP-P2

Cover rack right: G1335811

Cover rack left: G1335810



Model: AT-C3b		Date: 15-Dec-15	No.: RD142071
Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y Ino	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Parts number	Parts description	Product code
AZ240210	POWER SUPPLY UNIT:450W:NA/TWN	D111, D142
AZ240211	POWER SUPPLY UNIT:450W:EU/AA/CHN	D111, D142

Model: AT-C3b

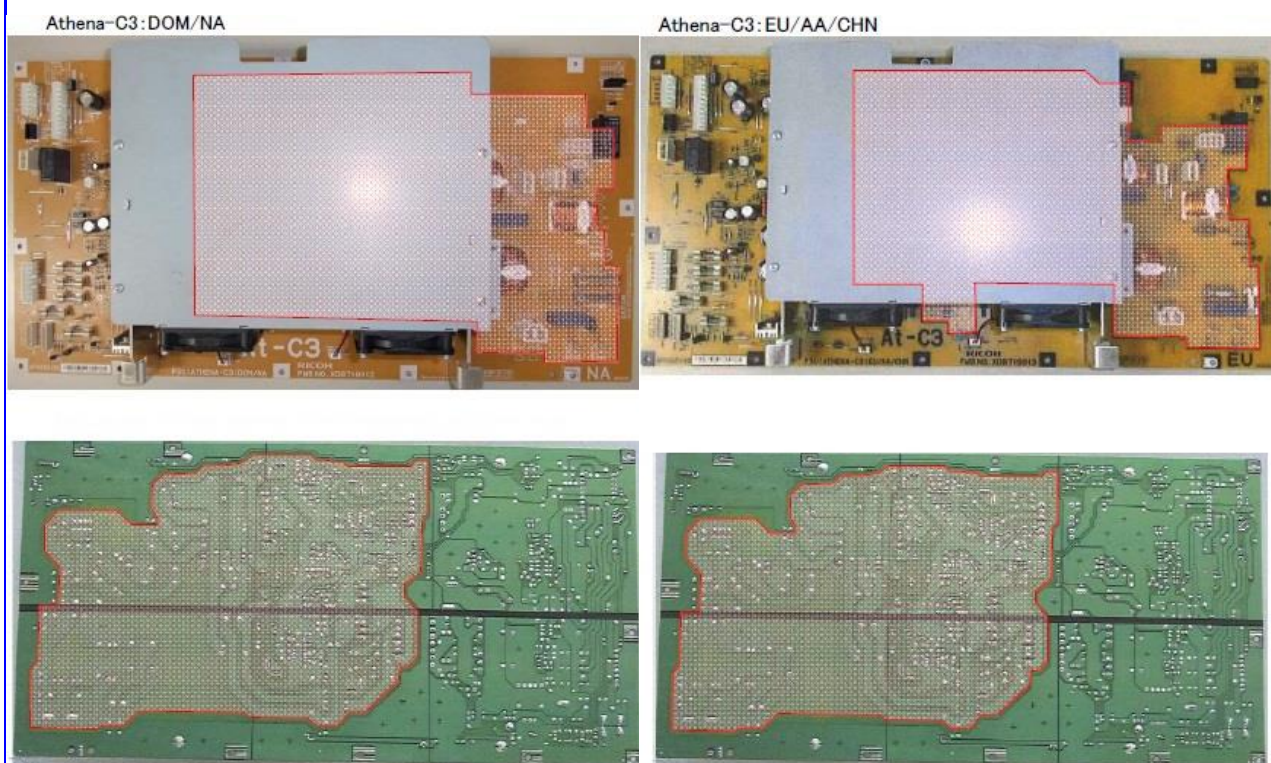
Date: 15-Dec-15

No.: RD142071

⚠ CAUTION:

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

Residual charge of about 100V-400V remains on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.



The areas outlined in red on the bracket mean the residual charge of about 100V-400V remains on the PSU board under the bracket.

Model: At-C3		Date: 16-Dec-2016	No.: RD142072
Subject: Patch (FIT101370301.ps) release notes for Color Controller E-3300 System Software Version 1.0		Prepared by: Miyuki Yoshikawa	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the release notes on the patch "**FIT101370301.ps**" for the Color Controller E-3300 **system software version 1.0**.

Patch File	Issue(s)
FIT101370301.ps	- A patch to upgrade OpenSSL to 1.0.2g.

Before installing FIT101370301.ps:

- Known issues listed below, read before installing **FIT101370301.ps** patch:
 - None.
- The following prerequisite(s) must be installed in the order specified before applying the **FIT101370301.ps** patch:
 - 1-1EYRQ5.ps
 - 1-1KK8ZA.ps
 - FIT222973.ps
 - FIT101056001.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT101370301.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101370301.ps** patch:
 - None.
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch installation instructions:

- Make sure that the Fiery controller has reached Idle.
- Import the patch file **FIT101370301.ps** using Command WorkStation to the Direct connection.
- You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the configuration page.
- Verify that the Update Info section contains the patch number **FIT101370301**.