

**Reissued: 29-Mar-12**

Model: GR-C1	Date: 21-Mar-12	No.: RD117001b
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**RTB Reissue**

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

Subject: Firmware Release Note: (Java VM v10 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 for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<b>10.04.02</b>	<b><i>D6405750H_edc</i></b>	<b><i>April 2012 production</i></b>	<b><i>Not available</i></b>
10.03.01	D6405750G_edc	March 2012 production	Not available
10.02.00	D6405750F_edc	February 2012 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
<b>10.04.02</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</i></b></li> <li><b><i>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</i></b></li> <li><b><i>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</i></b></li> <li><b><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></b></li> </ol>

**Reissued: 29-Mar-12**

Model: GR-C1	Date: 21-Mar-12	No.: RD117001b
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Version	Modified Points or Symptom Corrected
10.03.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Even when the file type has been fixed at "PDF/A", other types of PDF files can be created.</li> <li>2. User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application.</li> <li>3. The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -&gt; User changes the screen (e.g. Copier to Home screen) -&gt; User returns to original screen with dialog</li> <li>4. Cannot login following a series of repeated logins and logouts.</li> <li>5. The stack size cannot be changed.</li> <li>6. "OutOfMemoryException" occurs.</li> <li>7. "StateMachine" cannot be stopped or canceled correctly.</li> <li>8. A time-out occurs in Muffling mode.</li> <li>9. Some of the login User IDs acquired by the application appear blank.</li> <li>10. SC899 sometimes occurs at the conclusion of an SSL session.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet.</li> <li>2. The threshold for triggering "Memory full" was changed.</li> <li>3. Supports VM Card eDC-i1.2.</li> </ol>
10.02.00	Initial release

**Reissued: 29-Mar-12**

Model: GR-C1	Date: 21-Mar-12	No.: RD117002b
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**RTB Reissue**

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

Subject: Firmware Release Note: (Java VM v10 UpdateTool)		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 UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
<b>10.04.02</b>	<b>D6405750H_upd</b>	<b>April 2012 production</b>	<b>Not available</b>
10.03.01	D6405750G_upd	March 2012 production	Not available
10.02.00	D6405750F_upd	February 2012 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
<b>10.04.02</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>SC899 occurs when a user swipes a card on the card reader while the device is in 'sleep' mode.</b></li> <li><b>An "OutOfMemory" error occurs due to lack of device memory when some programs are running.</b></li> <li><b>SDK application installation infrequently results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.</b></li> <li><b>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.</b></li> </ol>
10.03.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Even when the file type has been fixed at "PDF/A", other types of PDF files can be created.</li> <li>User codes and names are not displayed in the Job Log for jobs that involve scanning or plotting using an SDJ/J application.</li> <li>The area of the screen displayed behind a modal dialog responds to touch operations under the following conditions: Modal dialog is displayed -&gt; User changes the screen (e.g. Copier to Home screen) -&gt; User returns to original screen with dialog</li> <li>Cannot login following a series of repeated logins and logouts.</li> <li>The stack size cannot be changed.</li> <li>"OutOfMemoryException" occurs.</li> <li>"StateMachine" cannot be stopped or canceled correctly.</li> </ol>

**Reissued: 29-Mar-12**

Model: GR-C1	Date: 21-Mar-12	No.: RD117002b
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<b>Version</b>	<b>Modified Points or Symptom Corrected</b>
	<ol style="list-style-type: none"><li>8. A time-out occurs in Muffling mode.</li><li>9. Some of the login User IDs acquired by the application appear blank.</li><li>10. SC899 sometimes occurs at the conclusion of an SSL session.</li></ol> <p>Other changes:</p> <ol style="list-style-type: none"><li>1. Revised the wording of the error message displayed when the screen is unable to switch to another application using a requestVisibleXlet.</li><li>2. The threshold for triggering "Memory full" was changed.</li><li>3. Supports VM Card eDC-i1.2.</li></ol>
10.02.00	Initial release

Reissued: 19-Jan-15

Model: GR-C1	Date: 27-Mar-12	No.: RD117004h
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**RTB Reissue**

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

Subject: Firmware Release Note: Printer		Prepared by: C. Shimaji	
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 **Printer**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.11</i></b>	<b><i>D1175432L</i></b>	<b><i>February 2015 production</i></b>	<b><i>Available</i></b>
1.10	D1175432K	October 2014 production	Available
1.09	D1175432J	February 2014 production	Available
1.08	D1175432H	July 2013 production	Available
1.07	D1175432G	May 2013 production	Available
1.06	D1175432F	November 2012 production	Available
1.05	D1175432E	June 2012 production	Available
1.04	D1175432D	May 2012 production	Available
1.03	D1175432C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.11</i></b>	<b><i>Symptom corrected: If the "Store and Skip Errored Jobs" function is enabled on a printer that has an HDD installed and a job is sent to the printer while the device is in sleep mode, the job will be changed to a hold job instead of printing.</i></b>
1.10	Other changes: SP5-490-001 (MF Key Card: Job Permit Setting) is now available. Note: Previously, this SP could only be used on machines sold in Japan.
1.09	Symptom corrected: 1. The Compulsory Security Stamp is not printed under the following conditions: - "Compulsory Security Stamp: Printer" is enabled in the Administrator Tools of System Settings. - The printer displays one of the following languages: Simplified Chinese, Traditional Chinese, Korean, Thai, Hebrew, Arabic, or Turkish. (GFPR#RA13100005)  2. The printer might stall when one of the following is performed: - Printing without storing jobs that contain exclusions when using the "Card Authentication Package V2", "Enhanced Locked Print NX V2", "Card Authentication Package Enterprise Server V2", or "Enhanced Locked Print NX Flex Server V2" setting. - Printing a webpage from the browser on the operation panel.

Reissued: 19-Jan-15

Model: GR-C1		Date: 27-Mar-12	No.: RD117004h
Version	Modified Points or Symptom Corrected		
1.08	Symptom corrected: 1. The PS menu items "Paper Selection Method" and "Gray Reproduction" in the Basic Settings of Printer on Web Image Monitor are not displayed.		
1.07	Symptom corrected 1. Fixed: The Compulsory Security Stamp either does not print correctly or is might be missing from printouts when printing. 2. Fixed: When printing a gzip file, print jobs might be reset. If that occurs, the message "Compressed Data Error." will appear on the display.		
1.06	Other changes Changed: Support for AirPrint. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support Firmware v12.27 (D1175430G) or later PDF v1.01 (D1175436A) or later		
1.05	Symptom corrected: 1. The operation panel is unable to display UTF-8 characters. 2. The Scheduled Printing function (a Hold Print function) might not work with Basic Authentication.		
1.04	Symptom corrected: 1. If Device Manager NX is used to backup a device that doesn't have a hard disk, the device will stall. 2. The UTF-8 "File Names" appear garbled in the Operation Panel's "Job Operation" or "Current Job" dialogues. If the "Details" button was pressed for one of these jobs, an SC991 or SC997 would occur.		
1.03	1st Mass production		

Reissued: 04-Oct-16

Model: GR-C1, GR-C1_8.5inch	Date: 27-Mar-12	No.: RD117005j
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.55:02</i></b>	<b><i>D1185775F</i></b>	<b><i>October 2016 production</i></b>	<b><i>Available</i></b>
1.54:02	D1185775E	April 2016 production	Available
1.53:02	D1185775D	January 2016 production	Available
1.52:02	D1185775C	October 2015 production	Available
1.51:02	D1185775B	May 2015 production	Available
1.50:02	D1185775A	July 2013 production	Available
1.09:02	D1175775G	August 2012 production	Available
1.08:02	D1175775F	June 2012 production	Available
1.07:02	D1175775E	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.55:02</i></b>	<b><i>Error corrected:</i></b> - <b><i>Jam occurs, if the platen cover or the DF top cover is opened/closed while the paper feed solenoid is active.</i></b>
1.54:02	Symptom Corrected: The following symptoms announced in RTB RD117060 were fixed. - Toner spills out from the joint between the ITB unit and waste toner bottle, and/or waste toner drops on to the rear side of the front cover. = In rare cases, the ITB cleaning unit breaks.
1.53:02	<del>Symptom corrected:                      Toner dropping occurs in high temp/humidity environment, if the machine that had been left unused for an extended period.</del> This firmware version was found with a defect and has been removed from the firmware download site. Do not use v1.53.02. (For details, please refer to RD117060.)
1.52:02	Symptom corrected; Setting originals on the ADF may cause a jam, if the machine is receiving a fax during energy saver mode.

Reissued: 04-Oct-16

Model: GR-C1, GR-C1_8.5inch	Date: 27-Mar-12	No.: RD117005j
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Version	Modified Points or Symptom Corrected
1.51:02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Jam 60 (Paper exit sensor does not turn off) may occur due to a detection error by the fusing exit sensor.</li> <li>Jam 17 (Registration sensor does not detect paper) may be mistakenly counted up when any of the following jams occurs: <ul style="list-style-type: none"> <li>Jam 3 (Paper is not fed from tray 1)</li> <li>Jam 8 (Paper is not fed from the by-pass tray)</li> <li>Jam 9 (Paper is jammed at the duplex unit)</li> </ul> </li> <li>The setting of SP6-006-007 (Rear Edge Erase (Trailing Edge)) may not be applied after the main power is turned OFF/ON (though the value itself appears changed on the SP display).</li> </ol>
1.50:02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>SC687 occurs when the recovery print is made following a jam that occurred during a print job or FAX (reception document) printout.</li> <li>The image density may be light when printing out using the [Print] button on the operation panel following a paper size mismatch with the bypass tray.</li> <li>"Toner bottle incorrectly set" is displayed even when the bottle is loaded correctly.</li> <li>The scanner carriage returns to its HP during the scan job, even though DF dust detection had changed the carriage position at the beginning of the job.</li> <li>The scanner carriage does not return to its HP at the beginning of the job or the machine stalls during a scan following that.</li> </ol>
1.09:02	<p>Symptom corrected: The first job in the queue may start printing before the current job is finished if paper end occurs during the current job (and the job is then resumed).</p> <p>Other changes: The default value of SP157-003 was changed from 185 to 190.</p>
1.08:02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Under the following conditions, the machine continually idles the PCDU and ITB at job end. <ul style="list-style-type: none"> <li>LT sheets are loaded in the standard paper cassette and optional PFU</li> <li>The print mode switches from B/W to color printing during the job</li> <li>Just after that, Paper End occurs in the standard paper cassette and the machine tries to switch to the PFU</li> </ul> </li> <li>The toner collection bottle PM counter value for the old unit (stored in SP7-906) is cleared when the toner collection bottle is replaced.</li> </ol>
1.07:02	1st Mass production

Reissued: 04-Jun-13

Model: GR-C1	Date: 27-Mar-12	No.: RD117006d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: NetworkDocBox		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 **NetworkDocBox**.

Version	Program No.	Effective Date	Availability of RFU
<b>2.02</b>	<b>D1175431F</b>	<b>May 2013 production</b>	<b>Available</b>
2.01	D1175431E	November 2012 production	Available
1.01	D1175431D	August 2012 production	Available
1.00	D1175431C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b>2.02</b>	<b>Symptom corrected:</b> <b>- Received fax files are not monitored by Auto Document Link and/or are not displayed using DeskTopBinder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.</b>
2.01	Other changes: Supports Fax Connection Unit Type D
1.01	Symptom corrected: 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.  Other changes: The status of the HDD Encryption and Data Overwrite features (enabled/disabled) can be checked via Web Service and @Remote.
1.00	1st Mass production

Reissued: 06-Jun-12

Model: GR-C1	Date: 27-Mar-12	No.: RD117007a
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<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.12</i>	<i>D1175423C</i>	<i>May 2012 production</i>	<i>Available</i>
F.11	D1175423B	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.12</i>	<i>Symptom corrected: Margin improvement for SC816-49.</i>
F.11	1st Mass production

Reissued: 17-Oct-16

Model: GR-C1	Date: 27-Mar-12	No.: RD117009i
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>10.00.00</i></b>	<b><i>D1175424M</i></b>	<b><i>October 2016 production</i></b>	<b><i>Available</i></b>
09.00.00	D1175424L	June 2015 production	Available
08.00.00	D1175424K	October 2014 production	Available
07.00.00	D1175424J	July 2013 production	Available
06.00.00	D1175424H	May 2013 production	Available
05.00.00	D1175424G	November 2012 production	Available
04.00.00	D1175424F	August 2012 production	Available
03.00.00	D1175424E	June 2012 production	Available
02.00.00	D1175424D	May 2012 production	Available
01.03.00	D1175424C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>10.00.00</i></b>	<b><i>Other Changes: Added support for adhering to the Lot 6 regulation of the EU in European devices.</i></b>
09.00.00	Symptom corrected: 1. SC899 (Software performance error) may occur during using FAX. Other changes: 2. In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX. This firmware is dependent on GWFCU3.5-5(WW) firmware v07.00.00 (D6495570J) or later, so please be sure to update it
08.00.00	Symptom corrected: 1. SC899 may occur on the main machine if a Remote FAX is sent from the sub machine. 2. The settings linked to user-created icons on the Home screen are overwritten with default settings if the FAX screen is set to Simplified Display before the icon is selected. 3. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.
07.00.00	Minor bug correction

Reissued: 17-Oct-16

Model: GR-C1		Date: 27-Mar-12	No.: RD117009i
Version	Modified Points or Symptom Corrected		
06.00.00	Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using DeskTopBinder 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: NetworkDocBox v2.02 (D1175431F) or later		
05.00.00	Symptom corrected: 1. An unlimited number of notification emails for the communication results are sent out under the following conditions: - The sending of this notification email to sender has been enabled, and - The sender's address or group address to which the sender belongs has been selected as a destination for the notification email 2. The FAX function cannot be used after the machine recovers from Energy Saver mode.		
04.00.00	Symptom corrected: The FAX function cannot be accessed by pressing the function key or icon on the Home screen while a FAX-related alert/warning is displayed.		
03.00.00	Symptom corrected: 1. "Machine settings have been updated" is displayed on the FAX screen whenever the user logs in using Facsimile User Authentication. 2. Only TTI1 can be selected when programming the initial settings if TTI is set to "By FAX address".		
02.00.00	Symptom corrected: 1. The FAX screen cannot be accessed using the function key or from the Home screen if Facsimile Document Capture is enabled. 2. The red LED stays lit even after a new toner bottle is installed following Toner End, or paper is reloaded following Paper End. 3. An error occurs if data is exported using Birdie when the machine is in Energy Saver mode.		
01.03.00	1st Mass production		

Reissued: 17-Oct-16

Model: GR-C1	Date: 27-Mar-12	No.: RD117010d
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**RTB Reissue**

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

Subject: Firmware Release Note: RemoteFax		Prepared by: C.Shimaji	
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 **RemoteFax**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>05.00.00</i></b>	<b><i>D1175425G</i></b>	<b><i>October 2016 production</i></b>	<b><i>Available</i></b>
04.00.00	D1175425F	October 2014 production	Available
03.00.00	D1175425E	July 2013 production	Available
02.00.00	D1175425D	August 2012 production	Available
01.03.00	D1175425C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>05.00.00</i></b>	<b><i>Other Changes: Added support for adhering to the Lot 6 regulation of the EU in European devices.</i></b>
04.00.00	Symptom corrected: Cannot receive an IP Fax
03.00.00	Symptom Corrected: Minor bug correction SC899
02.00.00	Symptom corrected: Files recieved via Mail to Print cannot be printed out after the machine recovers from Energy Saver mode.
01.03.00	1st Mass production

Reissued: 10-Nov-14

Model: GR-C1	Date: 27-Mar-12	No.: RD117013d
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**RTB Reissue**

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

Subject: Firmware Release Note: Web Uapl		Prepared by: C. Shimaji	
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 **Web Uapl**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.10</i></b>	<b><i>D1175428G</i></b>	<b><i>October 2014 production</i></b>	<b><i>Available</i></b>
1.09	D1175428F	February 2014 production	Available
1.08	D1175428E	July 2013 production	Available
1.02.1	D1175428D	March 2013 production	Available
1.02	D1175428C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.10</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>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.</i></b></li> </ul>
1.09	<p>Symptom corrected: Scan to E-mail might fail even if the email size is 44,300 KB or less when the following conditions are met:</p> <ul style="list-style-type: none"> <li>- The HDD is not installed.</li> <li>- "Scanner Features" &gt; "Send Settings" &gt; "Max. E-mail Size" is set to "On", and the size is set to 44,301 KB or more.</li> </ul> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</p> <ul style="list-style-type: none"> <li>- System/Copy firmware v4.03(D1175421T) or later</li> <li>- Scanner firmware v02.02(D1175426H) or later</li> </ul>
1.08	<p>Symptom corrected: Print jobs cannot be completed if Printer and FAX documents are selected for printing out.</p>
1.02.1	<p>Symptom Corrected: On Web Image Monitor, in "Device Management &gt; Configuration &gt; Scanner &gt; Default Settings for Normal Screens on Device", the device might be unable to change the settings of the options because of an unavailable Java applet. (GFPR#RE1210022)</p>
1.02	1st Mass production

Reissued: 17-Oct-16

Model: GR-C1	Date: 27-Mar-12	No.: RD117014g
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>09.00.00</b>	<b>D6495570L</b>	<b>October 2016 production</b>	<b>Available</b>
08.00.00	D6495570K	April 2016 production	Available
07.00.00	D6495570J	May 2015 production	Available
06.00.00	D6495570H	December 2014 production	Available
05.00.00	D6495570G	November 2012 production	Available
04.00.00	D6495570F	August 2012 production	Available
03.00.00	D6495570E	June 2012 production	Available
02.00.00	D6495570D	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>09.00.00</b>	<b>Other Changes:</b> <b>Added support for adhering to the Lot 6 regulation of the EU in European devices.</b>
08.00.00	Symptom Corrected: If "Forwarding setting of Reception File Setting" is enabled and a fax received is transferred to a folder, an error occurs and the fax is falsely deleted.
07.00.00	Other changes: In SLNX v2.3.0 or later, the printer accounting method will be changed to match the MFP specifications in SLNX. This firmware is dependent on Fax firmware v09.00.00 (D1175424L) or later, so please be sure to update it.
06.00.00	Symptom corrected: The display for the number of jobs (remaining) that can be sent is not reduced after a Direct Transmission job is completed, and no Direct Transmission, Memory Transmission, or Memory Reception jobs can be performed.

Reissued: 17-Oct-16

Version	Modified Points or Symptom Corrected
05.00.00	<p>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.</p> <p>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.</p> <p>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</p>
04.00.00	<p>Symptom corrected: Multiple notification emails are sent out when the Results Notification feature is used.</p>
03.00.00	<p>Other changes: Minor bug corrections were applied.</p>
02.00.00	1st Mass production

Reissued: 13-Jan-15

Model: GR-C1	Date: 27-Mar-12	No.: RD117015c
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**RTB Reissue**

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

Subject: Firmware Release Note: PDF		Prepared by: C. Shimaji	
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 **PDF**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.04</i></b>	<b><i>D1175436D</i></b>	<b><i>February 2015 production</i></b>	<b><i>Available</i></b>
1.03	D1175436C	September 2013 production	Available
1.02	D1175436B	March 2013 production	Available
1.01	D1175436A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.04</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size. (GFPR#RC14090006)</i></b></li> <li><b><i>PDF Direct jobs containing a mask that was created using tiling, will be reset.</i></b></li> <li><b><i>A limitcheck error occurs if an image is too small to draw.</i></b></li> </ol>
1.03	<p>Other changes: PDF Direct jobs containing incorrect data in cross reference section will be reset.</p> <p>Symptom corrected: - Text does not appear on the printout if the text coordinates in the PDF data are 32786 or a higher value. - Device might stall if available memory is less than 900 KB for printing.</p> <p>PDF Direct jobs will be reset as following: - Jods created by specific application such as PDFNet. - Jods created by specific Mac OS X application.</p>
1.02	<p>Symptom corrected: Printing certain web pages from Safari or PDF created by iOS/Mac OS using AirPrint could cause the system to stall.</p>
1.01	1st Mass production

Model: GR-C1	Date: 27-Mar-12	No.: RD117016
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Subject: Firmware Release Note: PS3		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<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
1.00	D1175435A	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
1.00	1st Mass production

Model: GR-C1	Date: 27-Mar-12	No.: RD117017
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Subject: Firmware Release Note: animation		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (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
1.00	D1175429A	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
1.00	1st Mass production

Reissued: 17-Oct-14

Model: GR-C1	Date: 27-Mar-12	No.: RD117019a
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Subject: Firmware Release Note: Bank_1		Prepared by: C. Shimaji	
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 **Bank\_1**.

Version	Program No.	Effective Date	Availability of RFU
<b>02.020:03</b>	<b>D5735500C_bank1</b>	<b>October 2014 production</b>	<b>Not Available</b>
01.020:03	D5735500B_bank1	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>02.020:03</b>	<b>Symptom Corrected: SC502 fixed.</b>
01.020:03	1st Mass production

Reissued: 17-Oct-14

Model: GR-C1	Date: 27-Mar-12	No.: RD117020a
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Subject: Firmware Release Note: Bank_2		Prepared by: C. Shimaji	
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 **Bank\_2**.

Version	Program No.	Effective Date	Availability of RFU
<b>02.020:03</b>	<b>D5735500C_bank2</b>	<b>October 2014 production</b>	<b>Not Available</b>
01.020:03	D5735500B_bank2	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>02.020:03</b>	<b>Symptom Corrected: SC502 fixed.</b>
01.020:03	1st Mass production

Model: GR-C1	Date: 27-Mar-12	No.: RD117021
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Subject: Firmware Release Note: Option PctBrdg		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.12.18	D6585410A	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
1.12.18	1st Mass production

Reissued: 29-Mar-17

Model: GR-C1/ GR-C1vw	Date: 27-Mar-12	No.: RD117022g
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.14</i></b>	<b><i>D1175434K</i></b>	<b><i>May 2017 production</i></b>	<b><i>Available</i></b>
1.13	D1175434J	August 2016 production	Available
1.12	D1175434H	June 2015 production	Available
1.11	D1175434G	February 2015 production	Available
1.10	D1175434F	October 2014 production	Available
1.09	D1175434E	September 2013 production	Available
1.08	D1175434D	August 2012 production	Available
1.07	D1175434C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.14</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>The image quality output from PCL5 data might be poor if the image was created by using certain applications, such as RICOH ProcessDirector. (GFPR#RE15030034)</i></b></li> <li><b><i>An SC899 error occurs when using the PCL6 driver to print a PDF from the Reader application in Windows 8.1. (GFPR#RA15050002)</i></b></li> <li><b><i>Some lines of text and/or dotted lines might be missing when using the PCL overlay macro. (GFPR#RC16040013)</i></b></li> <li><b><i>When characters that contain the incorrect TrueType font data are printed, not only are incorrect characters missing but also are correct characters that follow incorrect characters. (GFPR#RE16030046)</i></b></li> </ol>
1.13	Symptom corrected: An SC899 error might occur when printing a PCL job which contains reduce or enlarge image. (GFPR#RE16020028)
1.12	Symptom corrected: If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing, unexpected white lines might appear in the printout. (GFPR#RA14080005, GFPR#RA14110005)
1.11	Symptom corrected: <ol style="list-style-type: none"> <li>Using a bitmap font might result in jobs being cancelled. (GFPR#RE13100030)</li> <li>Transparencies might be blacked out of printed pages. (GFPR#RE13040026)</li> <li>PCL jobs with a specified clip range might print unnecessary 1-pixel width lines</li> </ol>

Reissued: 29-Mar-17

Model: GR-C1/ GR-C1vw	Date: 27-Mar-12	No.: RD117022g
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Version	Modified Points or Symptom Corrected
	<p>on the printout.</p> <ol style="list-style-type: none"> <li>4. When printing an N-up PCL6 job by using a printer driver that is for Windows 8 or a later Windows operating system, some characters are missing.</li> <li>5. If an image size is big and has been enlarged by using the "Reduce/Enlarge" option in the PCL6 driver, unexpected white lines might appear in the printout.</li> <li>6. If a transparent drawing command is included in a color PCL job, some parts might be printed in blue. (GFPR#RE13080007, GFPR#RE14080009, GFPR#RE14090014, GFPR#RE14100046, GFPR#RE14110035)</li> <li>7. When printing a PCL5 host-printing job in which 32,000 or more of the fill patterns are specified, the device will stall.</li> <li>8. If a PCL5 job is printed under certain conditions related to the font header information when using host printing, PCL default fonts are used. (GFPR#RE14100009)</li> </ol>
1.10	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Text in duplex PCL jobs are shifted and therefore overlap other text when the data is subjected to both of the following conditions:               <ul style="list-style-type: none"> <li>- Specify the front side of the page by using the &lt;Esc&gt;&amp;a1G command when the current page is the backside.</li> <li>- The offset command &lt;ESC&gt;&amp;l#U or &lt;ESC&gt;&amp;l#Z is used after the drawing command is specified.</li> </ul> </li> <li>1. (GFPR#RC13060012, GFPR#RE14010003)</li> <li>2. When printing PCL5 jobs that include a scalable font, an SC899 error occurs or the device automatically reboots when fonts have exceeded the 256-character limit available for download. (GFPR#RE14020003)</li> <li>3. If a user who has only black-and-white-printing privileges prints the stored color data in monochrome and if the specified paper size is not set in the input tray, the printing will be cancelled.</li> <li>4. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)</li> <li>5. 5. When printing more than 111,600 bytes of a bitmap font—equivalent to a character that is larger than 39.62mm x 39.62mm—via a driver, an SC899 might occur.</li> </ol>
1.09	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Error SC899 caused by PCL jobs names (@PJL JOBNAME) that contain any number of "%" characters and a banner page. (GFPR#RE12090010)</li> <li>2. When a PCL5 job includes a raster image, the text and images might be placed in the wrong position, which would result in an unexpected printout. (GFPR#RE13020014)</li> <li>3. Specific TrueType fonts that include problematic hinting data might cause an SC899 error to occur. (GFPR#RA13030005)</li> </ol>
1.08	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. PCL5 jobs containing an "ECS&amp;l0C" command result in an SC899. (GFPR#RA12040004, GFPR#RE12050002)</li> <li>2. Blank Page Print bug resulting in PCL5 overlays stalling (Blank Page Print = Off) or the device continually printing blank pages until the MFP runs out of paper (Blank Page Print = On). (GFPR#RE12050016)</li> </ol>
1.07	1st Mass production

Reissued: 13-Jan-15

Model: GR-C1	Date: 27-Mar-12	No.: RD117023b
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**RTB Reissue**

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

Subject: Firmware Release Note: RPCS		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<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
<b><i>3.12.24</i></b>	<b><i>D1175433D</i></b>	<b><i>February 2015 production</i></b>	<b><i>Available</i></b>
3.12.23	D1175433C	June 2012 production	Available
3.12.22	D1175433B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>3.12.24</i></b>	<b><i>Symptom corrected: Transparencies might be blacked out of printed pages. (GFPR#RE13040026)</i></b>
3.12.23	Symptom corrected: Transparencies are blacked out of printed pages.
3.12.22	1st Mass production

**Reissued: 22-Mar-12**

Model: AI-C2, GR-C1, S-C5	Date: 20-Feb-12	No.: RD129012a
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Subject: Firmware Release Note: PS3 Font		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 **PS3 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.11	D6415763A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.11	1st Mass production

**Reissued: 22-Mar-12**

Model: AI-C2, GR-C1, S-C5	Date: 13-Jun-12	No.: RD129020a
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Subject: Firmware Release Note: PCL Font		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 **PCL Font**.

Version	Program No.	Effective Date	Availability of RFU
1.13	D6415758A	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
1.13	1st Mass production

Model: GR-C1, S-C5	Date: 02-Apr-12	No.: RD117025
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Subject: Firmware Release Note: Font EXP		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (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
1.00	D1275800	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
1.00	1st Mass production

Model: GR-C1		Date: 23-Apr-12	No.: RD117026
Subject: "Please wait" is displayed		Prepared by: T.Kiyohara	
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**

"Please wait" is displayed or the display is blank.

**CAUSE**

LCDC firmware bug

The single-byte data of the program stored in the NAND Flash memory (mounted on the controller board, used for the operation panel) is damaged, and the machine attempts to correct the error. However, it judges this action to be abnormal data input, and shuts down the operation panel.

**SOLUTION**

Install the following firmware version or newer.

	Version	Program No.
<b>LCDC</b>	<b>1.16</b>	<b>D1171491G</b>
<b>System/Copy</b>	<b>1.06</b>	<b>D1175421F</b>

Model: GR-C1		Date: 28-May-12	No.: RD117027
Subject: Difficulty removing the black toner bottle		Prepared by: K. Moriizumi	
From: 3rd 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**

The black toner bottle cannot be removed.

**Note:** This symptom only occurs on the black toner bottle.

**CAUSE**

The opening in the toner bottle holder for the black toner bottle is relatively large, which makes it possible to insert the bottle at an angle. This can prevent the bottle from locking into place properly (it cannot be properly inserted all the way). As a result, the user may not be able to remove the black toner bottle.

**Note:** The black toner bottle is bigger than the bottles of other three colors, but the cap is the same for all four.

**SOLUTION**

- Advise the user as follows:

If the symptom occurs, do not to use force to remove the bottle. If you do, the toner bottle cap will break off and toner will spill out. Also, when you insert a new toner bottle, make sure to hold the bottle level (flat), and not at an angle.

- If the symptom occurs, do the following procedure:

1. Remove the upper cover (screw x 1).



Model: GR-C1

Date: 28-May-12

No.: RD117027

2. With your finger, rotate the black toner bottle until the label on the cap faces up.

**Note:** It may be easier to do this by removing the Cyan bottle first, and inserting your finger from that opening.



3. Remove the black toner bottle gently.
4. Reattach the upper cover (screw x 1).
5. Re-insert the black toner bottle the correct way (see user instructions above).

Model: GR-C1		Date: 27-Jun-12	No.: RD117028
Subject: Fusing Thermistor		Prepared by: K. Moriizumi	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

### Important Information about Replacing the Fusing Thermistor

- The AW100149 fusing thermistor is marked with a pink dot. When you replace the thermistor, make sure that this pink dot faces the bracket, as shown in the photos below. (The dot is visible through the bracket after you attach it).
- Currently, this thermistor cannot be supplied. If you need to replace the fusing thermistor, use the AW100147 thermistor instead. It is the same thermistor.

**IMPORTANT:** The AW100147 thermistor is not marked with a pink dot, so make sure that the side of thermistor that covers the harnesses (shown in the right side of the photo) **faces the bracket**.

Pink dot on AW100149:



Pink dot visible after attachment of AW100149:



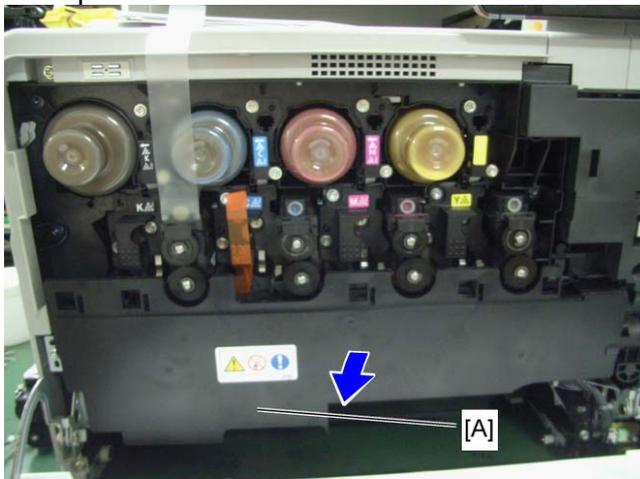
Model: Model GR-C1		Date: 31-Jul-12	No.: RD117031
Subject: SC492		Prepared by: T.Kiyohara	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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 checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**Important Information about Preventing SC492**

When you install the machine, make sure to **remove** the orange shipping tape and move the lever to the **upper** position. If you do not, SC492 will occur.

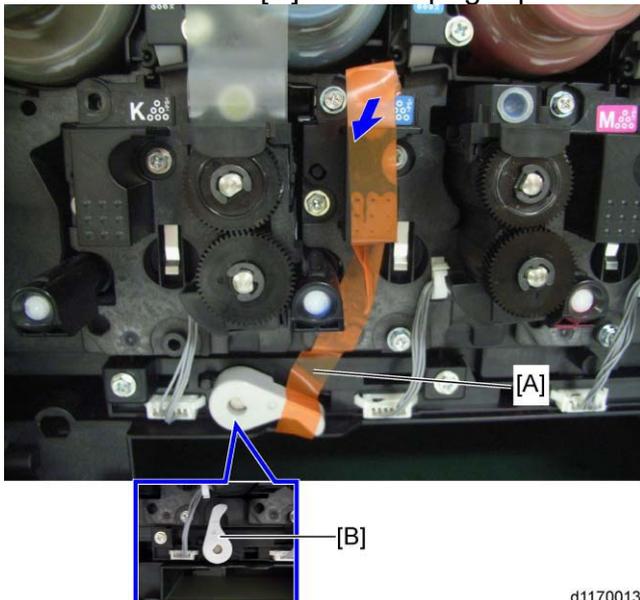
**Procedure:**

1. Open the front door and remove the waste toner bottle [A].



d1170012

2. Remove the orange shipping tape [A] attached to the lever.
3. Move the lever [B] into its upright position.



d1170013

Model: GR-C1		Date: 26-Jul-12	No.: RD117030
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"/> 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**

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: GR-C1

Date: 26-Jul-12

No.: RD117030

## SOLUTION

### For Case 1:

Update the FCU firmware to **Ver. 04.00.00** (D6495570F) **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. 04.00.00** (D6495570F) **or later**.

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

Model: GR-C1		Date: 20-Aug-12	No.: RD117032
Subject: SP5-747-204 and -205 has been added		Prepared by: K. Moriizumi	
From: 2nd Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

**Important Changes Made to the Browser Option**

- The vertical scroll bar can now be enabled/disabled. To make this possible, the following SP mode was added:

**SP5-747-204:** Vertical scroll bar display mode

0: Always display (**Default value**)

1: Display when pressing "Program" key

- The page change and SSL certificate confirmation dialogs can now be enabled/disabled. To make this possible, the following SP mode was added:

**SP5-747-205:** Confirmation dialog display setting

Value	Page change confirmation dialog	SSL certificate confirmation dialog
<b>0 (Default value)</b>	Display	Display
1	Not display	Display
2	Not Display	Not display
3	Display	Not display

**Note:**

- If enabled, the "Page change confirmation dialog" is displayed when the user moves from the current page to a different one.
- The "SSL certificate confirmation dialog" is displayed when an SSL-related problem occurs.
- If the customer is using an internal (original) Web application, i.e. a fully trusted application, this SP can be set to "2" (do not display either dialog).

- The above two changes are effective from the following versions:

Model	Browser version	EXJS version	Specification version
Model St-C5/GR-C1	<b>1.04.0</b>	<b>1.03.00</b>	<b>2.03</b>
Model Ap-C3/At-C3/Al-C2	<b>2.00.0</b>	<b>1.11.0</b>	<b>2.01</b>

**Important:**

- Do not use the following SP modes on versions older than the ones in the table above. If you do, errors may occur.
- **SP5-747-206** is displayed, but it should not be used in the field.

Model: GR-C1		Date: 24-Aug-12	No.: RD117033
Subject: Service manual correction (Printer SP and Scanner SP)		Prepared by: K. Moriizumi	
From: 2nd Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

**Service Manual Correction**

Add the following Printer and Scanner SP mode descriptions, which were missing from the Service Manual.

**Printer SP mode**

1001	[Bit Switch]		
011	Bit Switch B Settings		0 1
	Bit 1 to 7	Not Used	- -

1001	[Bit Switch]		
012	Bit Switch C Settings		0 1
	Bit 1 to 7	Not Used	- -

**Scanner SP mode**

1040	[Scan: LT/LG Mixed Sized Sizes Setting]		
001	0:OFF 1:ON	*CTL	[0 or 1 / 1 / -]
	Enables or disables mixing LT/LG size documents for scanner. 0: Disable, 1: Enable Default For North America: 1 Others: 0		

Model: GR-C1		Date: 27-Sep-12	No.: RD117034
Subject: Service Manual Correction (Fax option)		Prepared by: K. Moriizumi	
From: 2nd Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

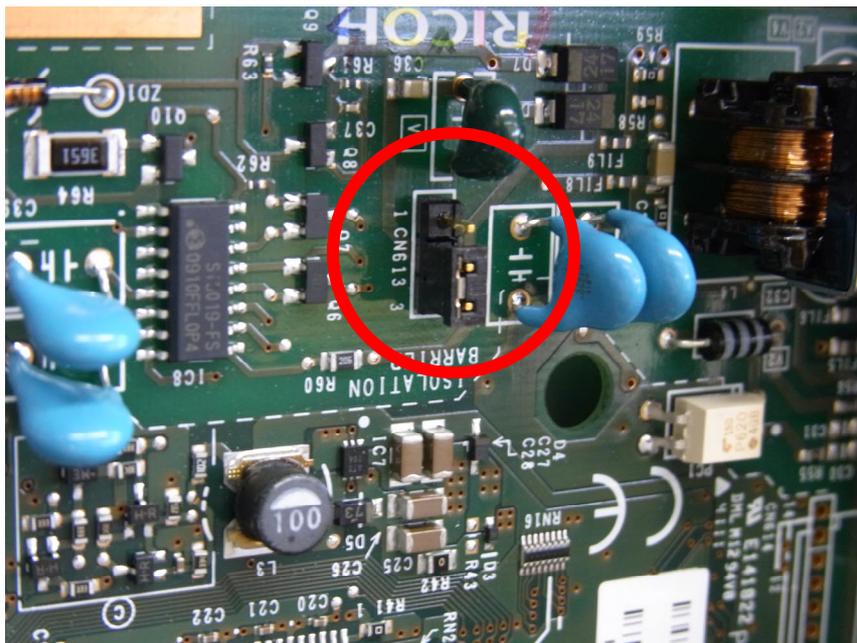
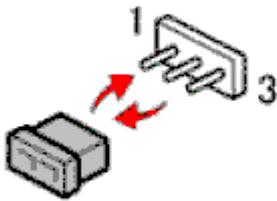
### Service Manual Correction

#### Fax Option

Add the following to the Installation Procedure.

For installation in Brazil, move the jumper switch (CN613) on the fax board so that the edge is anchored at "1" (so that the middle pin and the "1" pin are covered).

**Note:** In its default position, the switch covers the middle and "3" pin.



Reissued:05-Nov-12

Model: GR-C1	Date: 18-Oct-12	No.: RD117035a
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**RTB Reissue**

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

Subject: The touch screen does not turn on		Prepared by: T.Kiyohara	
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**

1. The LCD touch screen does not turn on when the main power switch is turned on, but the machine functions can work.
2. The LCD touch screen does not turn on when the machine recovers from Energy Saver mode, but the machine can receive and print out print jobs.

**CAUSE**

LCDC firmware bug

**SOLUTION**

**Machines in production:**

The LCDC firmware was modified (v1.18, P/N D1171491; applied from Oct. 2012).

**Important:** This version was installed at the factory using a special tool, and so will not be released. In the field, update to the versions shown below.

**In the field:**

**Temporary**

Until you can update the firmware, turn the machine main power OFF/ON.

**Permanent:**

Install the following two firmware versions (**see Update Procedure below**):

	<b>Version</b>	<b>Parts Number</b>	<b>Remarks</b>
LCDC version update tool #1	<b>1.18.1</b>	D1171450	Contains the modification for the firmware's boot area
LCDC vesion update tool #2	<b>1.18.2</b>	D1171451	Contains the modification for this issue

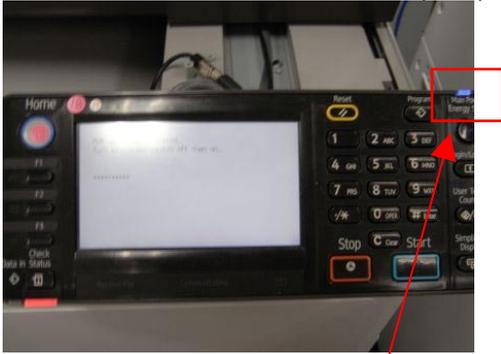
Reissued:05-Nov-12

Model: GR-C1	Date: 18-Oct-12	No.: RD117035a
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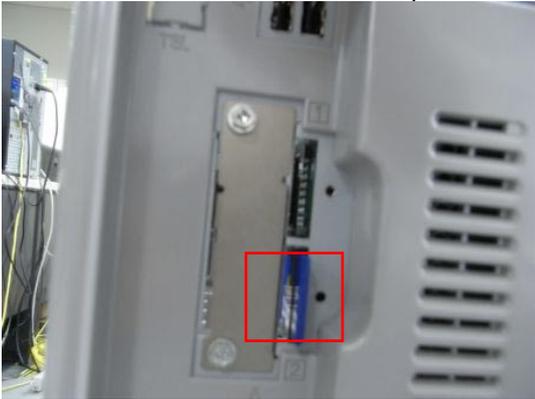
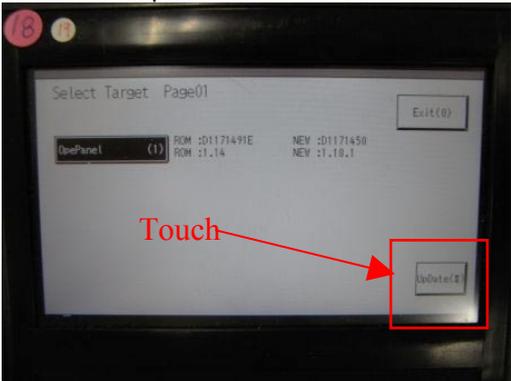
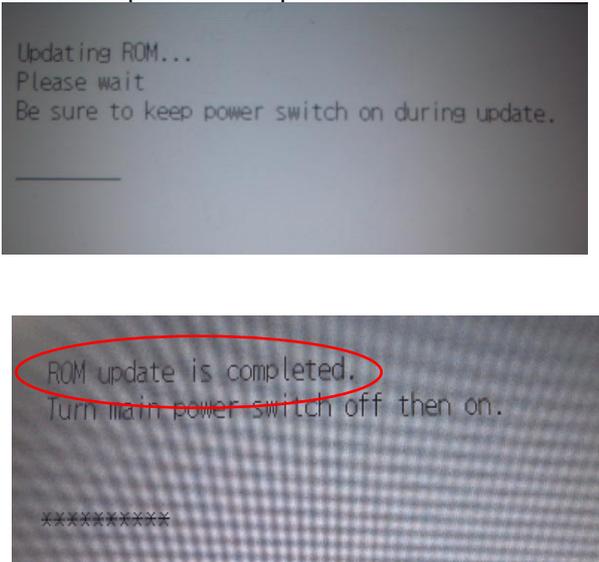
**Important:**

- Make sure to update these firmware versions in order (version 1.18.1 first, and then 1.18.2).
- After the update, make sure that “D1171451\_1.18.2” is displayed.

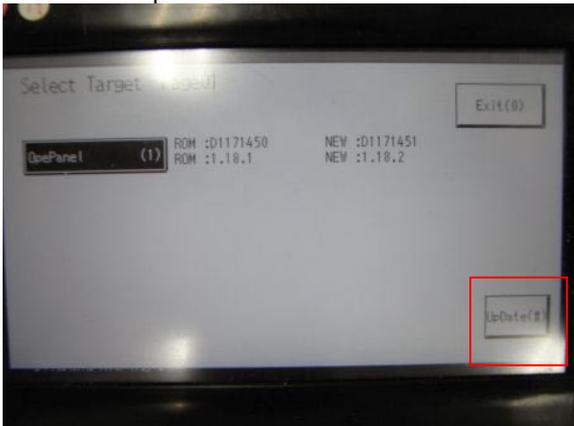
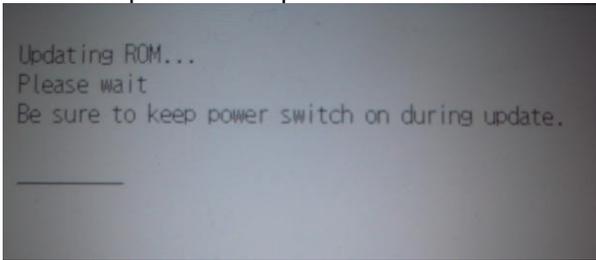
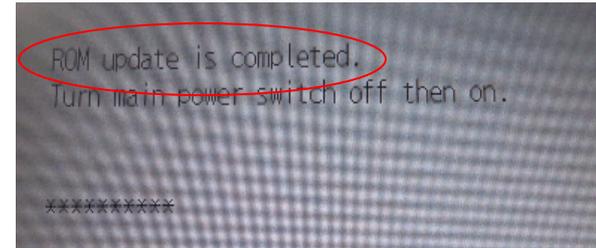
**Update Procedure**

No	Task	Important Notes	Photograph	Remarks
1. Create an SD card pattern for the ROM update.				
1-1	<i>Create an SD card for D1171450 and D1171451 as usual.</i>			This SD card is a tool.
2. Update the firmware.				
2-0	Turn the main power switch OFF.	After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.	 <p style="text-align: center; color: red;">Main Power indicator</p>	
2-1	Remove the SD card slot cover.	Screw×1	 <p style="text-align: center; color: red;">Screw</p>	

Reissued:05-Nov-12

Model: GR-C1		Date: 18-Oct-12	No.: RD117035a
2-2	Insert the SD card into the lower slot.	<p>This is the same SD card from Step 1-1.</p> 	The main power switch should still be OFF.
2-3	Turn the main power switch ON.	<p>After a short interval, the part number and version will appear on the LCD.  <b>NEW: D1171450</b>  <b>NEW: 1.18.1</b></p> <p>Touch "OpePanel (1)", and then touch "Update (#)" to start the update.</p> 	Never switch the machine off while the firmware is downloading.
2-4	Updating is in progress.	<p>"ROM update is completed" appears on the LCD once the update is complete.</p> 	<p>If this message does not appear after at least 10 minutes, turn the main power switch OFF (see Step 2-5).</p> <p>Then do Step 2-3 again.</p>

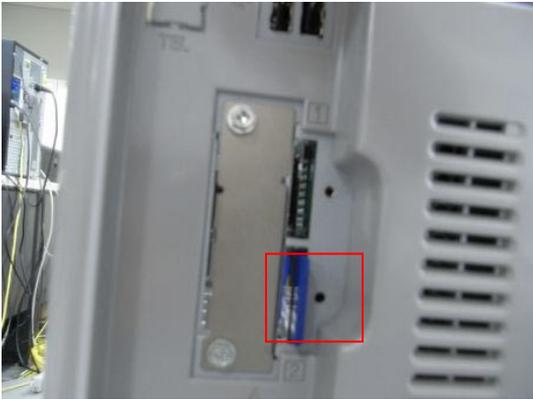
Reissued:05-Nov-12

Model: GR-C1		Date: 18-Oct-12	No.: RD117035a
2-5	Turn the main power switch OFF.	<p>After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.</p> 	
2-8	Turn the main power switch ON.	<p>After a short interval, the part number and version will appear on the LCD.            NEW: <b>D1171451</b>            NEW: <b>1.18.2</b></p> <p>Touch "OpePanel (1)", and then touch "Update (#)" to start the update.</p> 	<p>Never switch the machine off while the firmware is downloading.</p> <p>SC672-12 will be displayed if the update is performed with the same tool twice.</p>
2-9	Updating is in progress.	<p>"ROM update is completed" appears on the LCD once the update is complete.</p>  	<p>If this message does not appear after at least 10 minutes, turn the main power switch OFF (see Step 2-10).            Then do Step 2-8 again.</p>

Reissued:05-Nov-12

Model: GR-C1	Date: 18-Oct-12	No.: RD117035a
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2-10	Turn the main power switch OFF.	<p>After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.</p> 	
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2-11	<p>Remove the SD card from the slot.</p> 	
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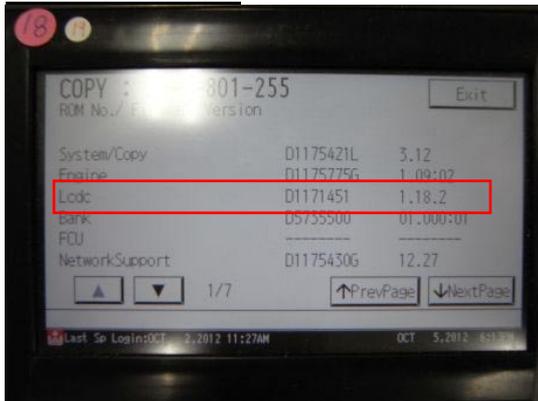
**3. Confirm the firmware version**

3-1	Turn the main power switch ON.	<p>The Home screen appears on the LCD.</p> 	<p>After you turn the main power switch OFF, wait at <b>least 10 seconds</b>. Then, turn the main power switch ON.</p>
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3-2	Enter SP mode		
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Reissued:05-Nov-12

Model: GR-C1	Date: 18-Oct-12	No.: RD117035a
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<p>3-3</p>	<p>Touch "System SP".</p> 	
<p>3-4</p>	<p>Enter <b>SP7801-255</b>. Push "7", "8", "0", "1", "2", "5", "5", and then "#", in that order.</p> 	
<p>3-5</p>	<p>The <b>SYSTEM: SP-7-801-255</b> screen appears.</p> <p>Make sure that the part number and version of the LCDC firmware are as follows: <b>D1171451 1.18.2</b></p> 	

Reissued:05-Nov-12

Model: GR-C1		Date: 18-Oct-12	No.: RD117035a
3-6	Touch the #Exit" button on the panel <u>twice</u> .	Return to the SP mode home screen. 	
3-7	Touch the #Exit" button.	Return to the Home screen. 	
3-8	Turn the main power switch OFF.	After turning the main power switch OFF, make sure that the Main Power indicator (blue) turns off.	
3-9	Reattach the SD card slot cover.	Screw×1 	

Model: GR-C1	Date: 19-Oct-12	No.: RD117036
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Subject: Firmware Release Note: LCDC version up tool		Prepared by: T.Kiyohara	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **LCDC version up tool**.

**LCDC version up tool 1**

Version	Program No.	Effective Date	Availability of RFU
1.18.1	D1171450	October 2012 production	Available

**LCDC version up tool 2**

Version	Program No.	Effective Date	Availability of RFU
1.18.2	D1171451	October 2012 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
1.18.1 1.18.2	<p>Symptom corrected:</p> <p>The LCD touch screen does not turn on when the main power switch is turned on (but machine functions work) or when the machine recovers from Energy Saver mode (but the machine can receive/print out print jobs).</p> <p><b>Note:</b> See RTB #RD117035 for details.</p> <p><b>*IMPORTANT:</b> To apply this correction, you must install <b>both of these firmware versions, in this order:</b>                      LCDC version update tool #1 <b>v1.18.1</b> (D1171450), and then:                      LCDC version update tool #2 <b>v1.18.2</b> (D1171451)</p>

Model: GR-C1	Date: 02-Nov-12	No.: RD117037
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Subject: Firmware Release Note: aics		Prepared by: T.Kiyohara	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
00.30.00	D6575410	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
00.30.00	1st Mass production

Model: Model GR-C1		Date: 21-Dec-12	No.: RD117038
Subject: HDD Bracket		Prepared by: T.Kiyohara	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

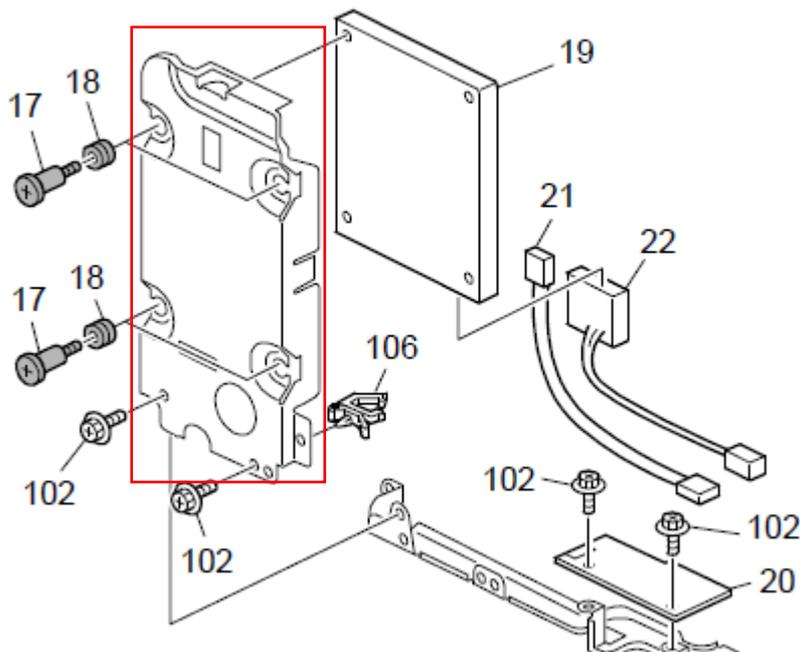
**Change/Reason:** The following part number and index number were added.

Incorrect part number	Correct part number	Description	Q'ty	Int	Note
-	D1175719	Bracket HDD	1	-	*1

Note1:

D1175919 includes the following parts index #23 , P23.

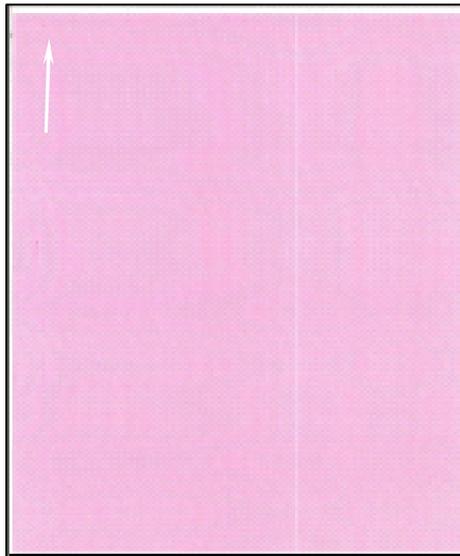
HDD Option Type C305 (D656-00)



Model: Model GR-C1		Date: 31-Jan-13	No.: RD117040
Subject: White line		Prepared by: T.Kiyohara	
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**

A white line is visible on the printout, as shown in the example below.

**CAUSE**

A foreign substance has been mixed in with the toner inside the development unit, or the toner inside the development unit has caked.

**SOLUTION**

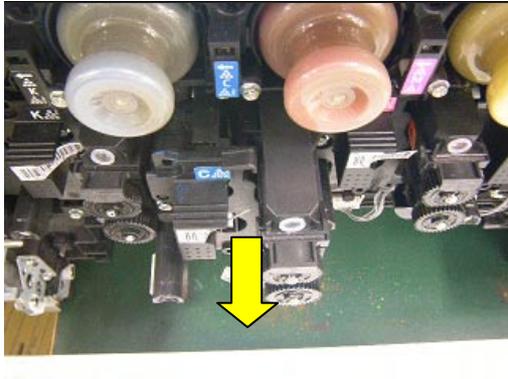
Do the following procedure if the symptom occurs:

1. Remove the paper feed tray and waste toner bottle.

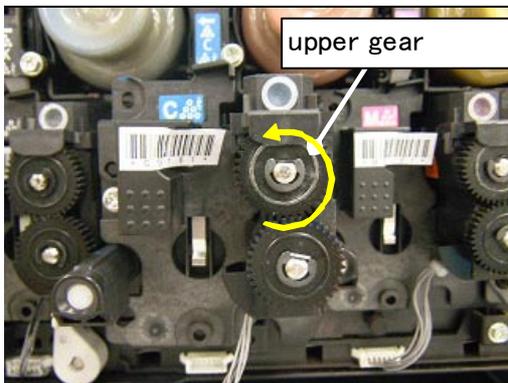


Model: Model GR-C1	Date: 31-Jan-13	No.: RD117040
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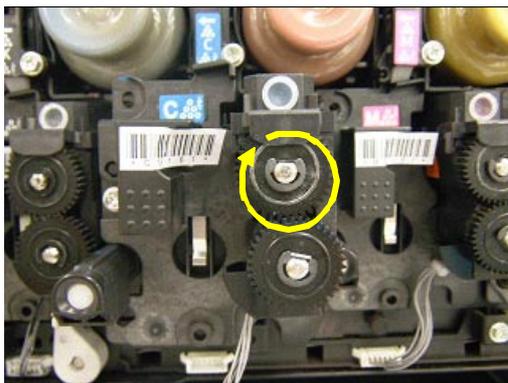
2. Remove the screws (2) and connector.
3. Slide the PCDU as shown.



4. Rotate the upper gear 180 degrees (a half turn) counterclockwise, as shown.  
**Important:** If the gear feels heavy/tight when you rotate it, do not rotate it any more.



5. Rotate the upper gear 360 degrees (a full turn) clockwise, as shown.



6. Do Steps 3 and 4 two more times (a total of three times).
7. Reinstall all parts you removed.
8. Print out five or more sheets and check the image quality. If this does not solve the symptom, replace the PCDU.

Model: GR-C1SP Controller Option		Date: 23-Jan-14	No.: RD117041
Subject: Prts Catalog Correction_HDD Bracket		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
	D1175918	BRACKET:SATIE2	0 - 1	-	3	#109	

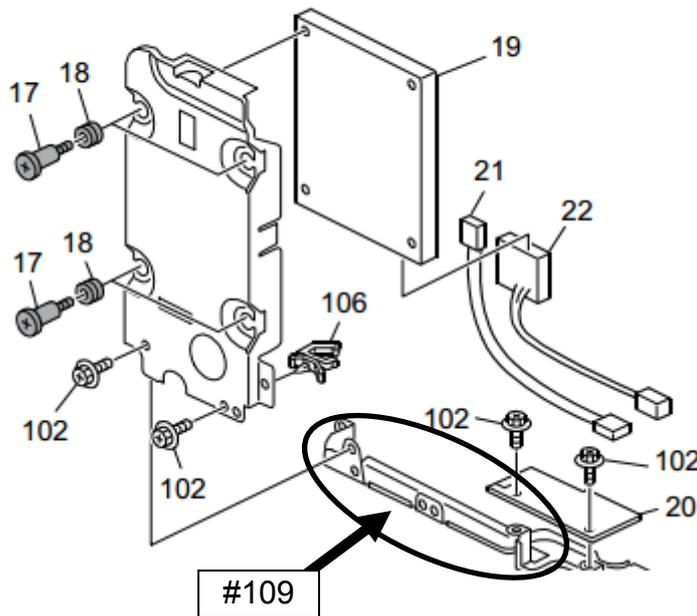
#: New index

**Change:** An index in the illustration was added.

**Reason:** Correction of illustration and part number.

**See the following diagram for the corrected illustration.**

HDD Option Type C305 (D656-00)



Model: GR-C1		Date: 27-Jan-14	No.: RD117042
Subject: Part Catalog Correction_ARDF Spring Clutch		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int
D6064151	-	SPRING:MECHANICAL SPRING CLUTCH:PAPER FEED	1 - 0	X/O
D6064152	-	GEAR:MECHANICAL SPRING CLUTCH:PAPER FEED	1 - 0	X/O
D6064153	-	RATCHET:MECHANICAL SPRING CLUTCH:PAPER FEED	1 - 0	X/O
D6064154	-	DRUM:MECHANICAL SPRING CLUTCH:PAPER FEED	1 - 0	X/O
-	→D6064150	MECHANICAL SPRING CLUTCH:PAPER FEED:ASS'Y	0 - 1	-

**Change:** The individual spring, gear, ratchet, and drum service parts were deleted and re-registered as an assembly.

**Reason:** To improve serviceability by eliminating the need to apply grease to each individual part when they are replaced in the field.

**Note:** This grease is not available as a service part, and it is difficult to apply the optimum amount of grease in the field.

Model: GR-C1	Date: 14-Feb-14	No.: RD117043
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Subject: Firmware Release Note: Option Netware		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (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
12.12	D6565411A	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
12.12	1st Mass production

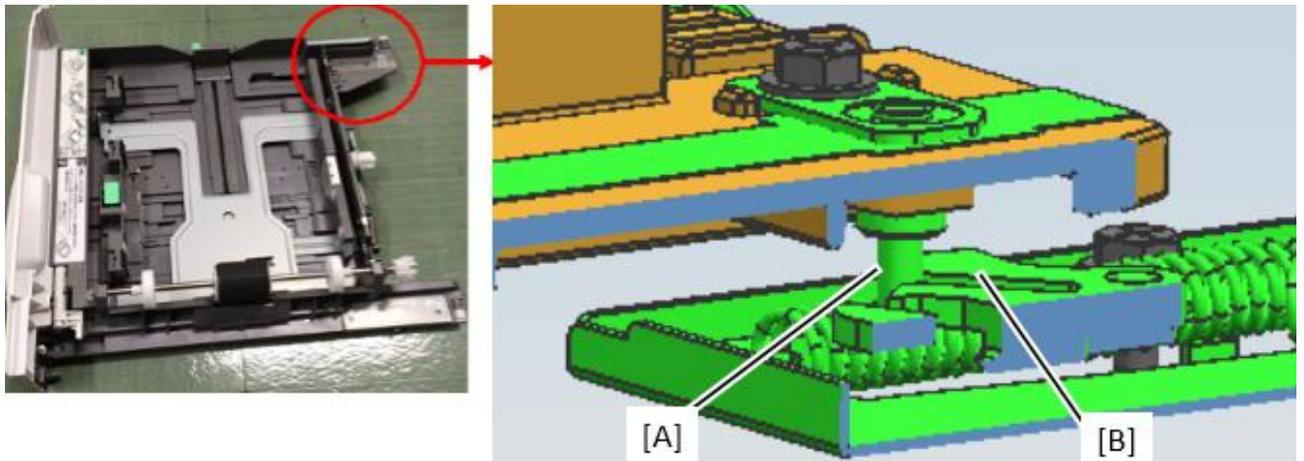
Model: GR-C1		Date: 22-Apr-14	No.: RD117044
Subject: Cannot pull out the paper tray unit Recovery method		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

The paper tray cannot be pulled out.

**CAUSE**

The user closes the tray with force, which causes the stretch pin [A] to ride up on the stretch unit [B]. The mechanical interference between these parts prevents the tray from being pulled out.



**SOLUTION**

Do the following procedure.

- 1. Pull out the the paper tray as far as possible.

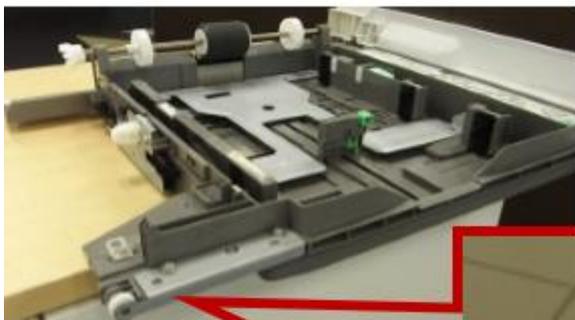


Model: GR-C1

Date: 22-Apr-14

No.: RD117044

2. Lift up the machine and push the tray from underneath [A] toward the operator side (toward the right in the photo).



[A]

**Reissued:1-Sep-14**

Model: GR-C1	Date: 29-Aug-14	No.: RD117046a
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**RTB Reissue**

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

Subject: Service manual correction: SC220-01,03		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

Please correct your Gri-C1 Service manual as follows:

6. Troubleshooting > SC Tables > SC2xx: Exposure

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
220-01	D	Laser synchronizing detection error: start position LD1: <del>Bk</del> <b>Bk/C</b>
<b>03</b> <del>02</del>	D	Laser synchronizing detection error: start position LD1: <del>Ma</del> <b>M/Y</b>

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		The laser synchronizing detection signal for the start position of the LDB is not output for the prescribed time after the LDB unit turns on while the polygon motor is rotating normally
		<ul style="list-style-type: none"> <li>• Broken I/F harness of synchronizing detection unit</li> <li>• Defective synchronizing detection board</li> <li>• Defective LDB</li> <li>• Defective BICU</li> </ul>
		<ol style="list-style-type: none"> <li>1. Turn off and on the main power switch.</li> <li>2. Replace the I/F harness.</li> <li>3. Replace the BICU.</li> </ol>

Model: GR-C1		Date: 29-Aug-14	No.: RD117047
Subject: Service Manual Correction: Maintenance Tables (PCDU)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

Please correct your Gri-C1 Service manual as follows:

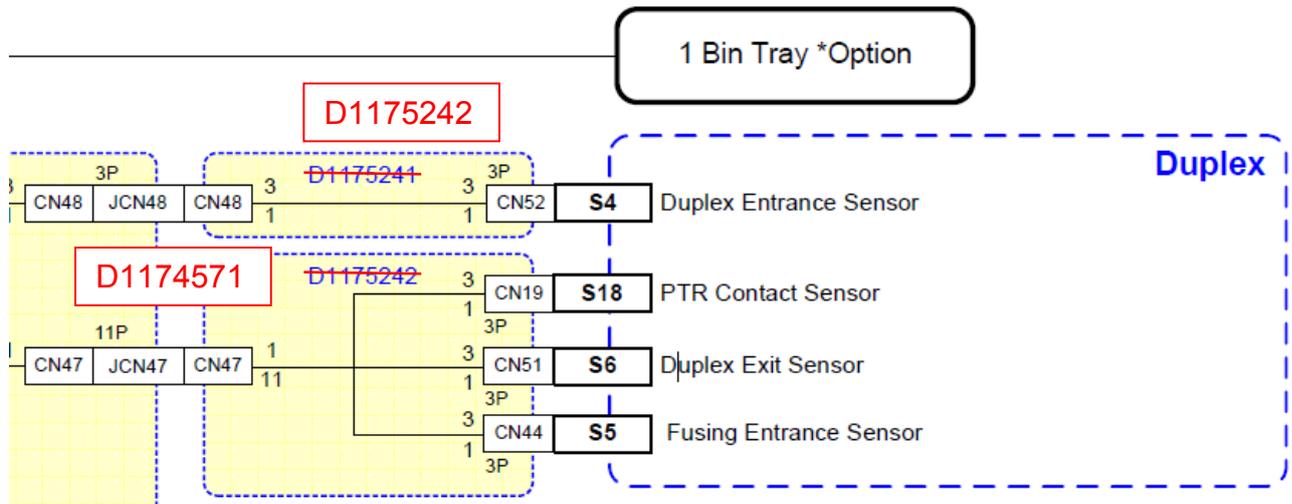
2. Preventive Maintenance Tables > Maintenance Tables > Mainframe

**Mainframe**

Item	45K	60K	90K	120K	240K	EM	Remarks
<b>Scanner</b>							
Exposure Glass						C	Ricoh exposure glass cleaner
ADF Exposure Glass						C	Ricoh exposure glass cleaner
<b>PCDU</b>							
<del>PCDU</del> PCDU (K)		R					

Model: GR-C1		Date: 11-Aug-14	No.: RD117045
Subject: Point-to-Point correction: Duplex Harness		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., 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 checked="" type="checkbox"/> Tier 2

Please correct your Gri-C1 Point to Point Diagrams as follows:



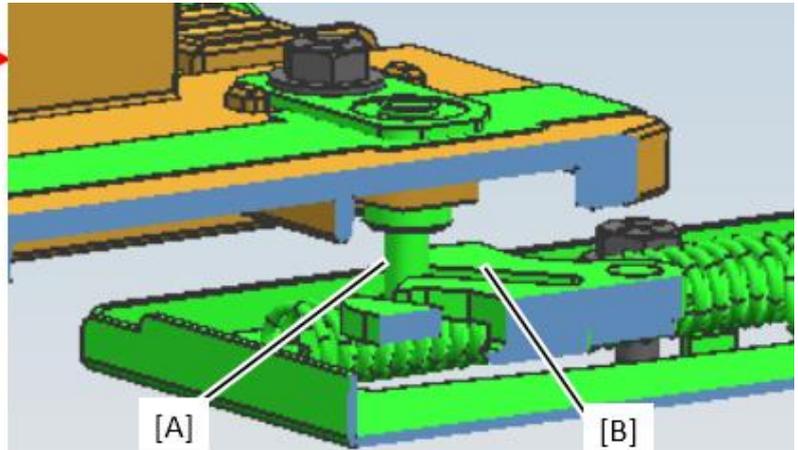
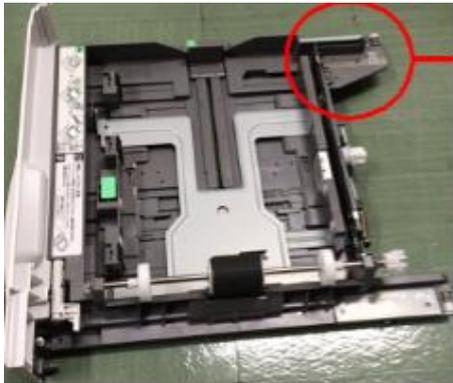
Model: GR-C1		Date: 16-Sep-14	No.: RD117048
Subject: Cannot pull out the paper tray unit Recovery method		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input type="checkbox"/> Tier 2

**SYMPTOM**

The paper tray cannot be pulled out.

**CAUSE**

The user closes the tray with force, which causes the stretch pin [A] to ride up on the stretch unit [B]. The mechanical interference between these parts prevents the tray from being pulled out.



Model: GR-C1	Date: 16-Sep-14	No.: RD117048
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**SOLUTION**

**Production Line**

This issue is solved by installing the countermeasure part.

**Countermeasure Part (D1962849)**



Old part number	New part number	Description	Q'ty	Int
D1172849	<b>D1962849</b>	BRACKET:PIN:STRETCH:TRAY: PEEN	1 - 1	X/O
-	<b>04503008N</b>	TAPPING SCREW - M3X8	n - n+2	-

**Cut-in S/N**

Machines of the following S/N are modified with the countermeasure part for the paper tray unit at the factory to prevent this issue.

Model	S/N	Model	S/N
D117-17	W794P6XXXXX	D118-17	W804P6XXXXX
D117-27	W794P501348	D118-27	W794P504055
D117-29	W794P6XXXXX	D118-29	W804P6XXXXX
		D118-21/25	W804P6XXXXX
		D118-19	W804P500001

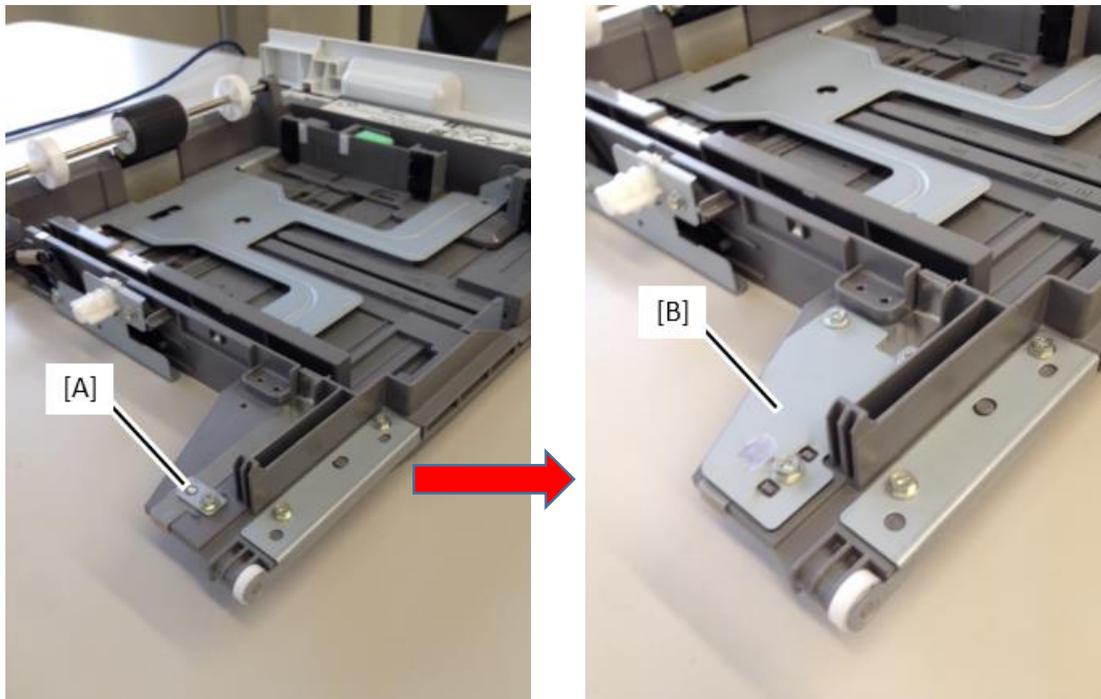
Model: GR-C1

Date: 16-Sep-14

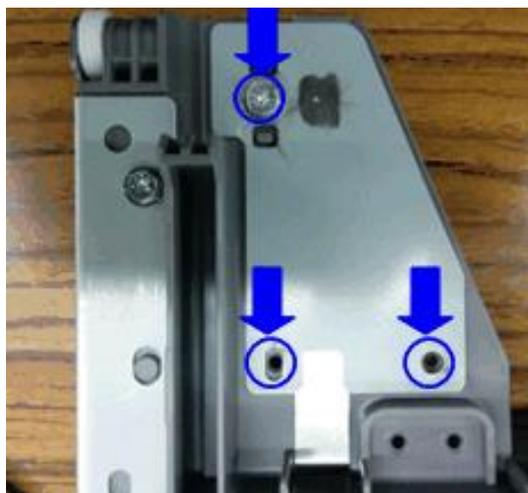
No.: RD117048

**In the MIF**

Please refer to Recovering procedure below.



1. Remove the screw and the pin originally installed [A]. And then attach the countermeasure part [B].



2. Secure the three screws.

Model: GR-C1

Date: 16-Sep-14

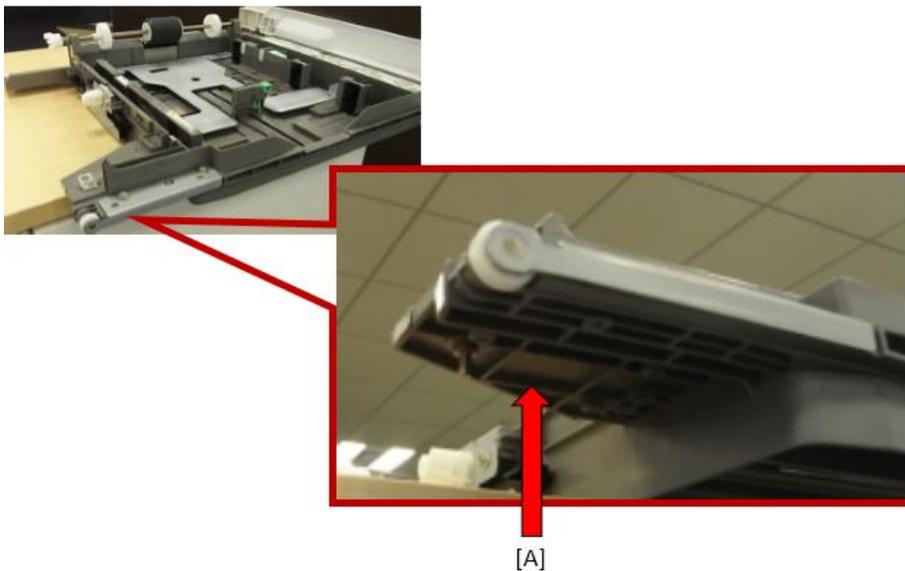
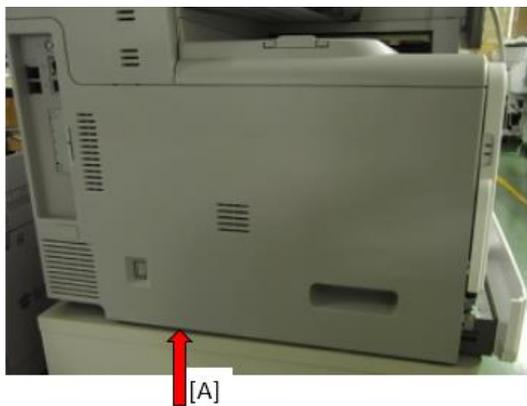
No.: RD117048

**RECOVERY METHOD**

Do the following procedure.



1. Pull out the the paper tray as far as possible.



2. Lift up the machine and push the tray from underneath [A] toward the operator side (toward the right in the photo).

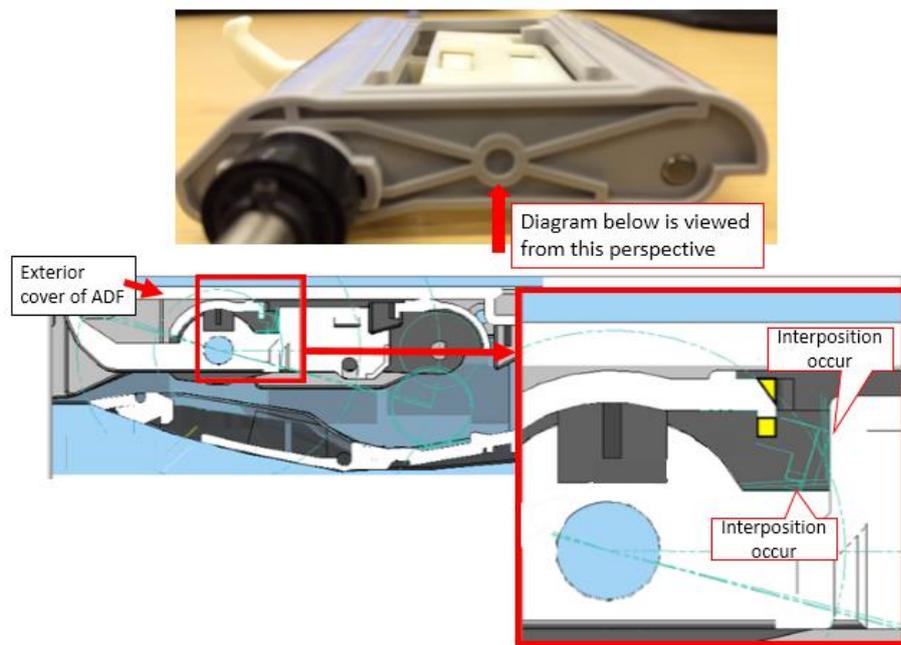
Model: GR-C1		Date: 17-Oct-14	No.: RD117049
Subject: Jam004		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

Jam 004 (misfeed) occurs.

**CAUSE**

1. The customer uses an unsupported thin paper type (approx. 0.33gsm or thinner), which causes the ADF feed unit to interfere with the movement of the pick-up roller. As a result, the pick-up roller cannot be lowered to the proper position.



**OR:**

2. The separation cushion is not attached properly at the factory, causing the Mylar to stick outside the feed area [A]. As a result, the original catches on the Mylar. **See the diagram on the next page.**

Model: GR-C1

Date: 17-Oct-14

No.: RD117049

**[A] (Symptom)****[B] (Normal)**

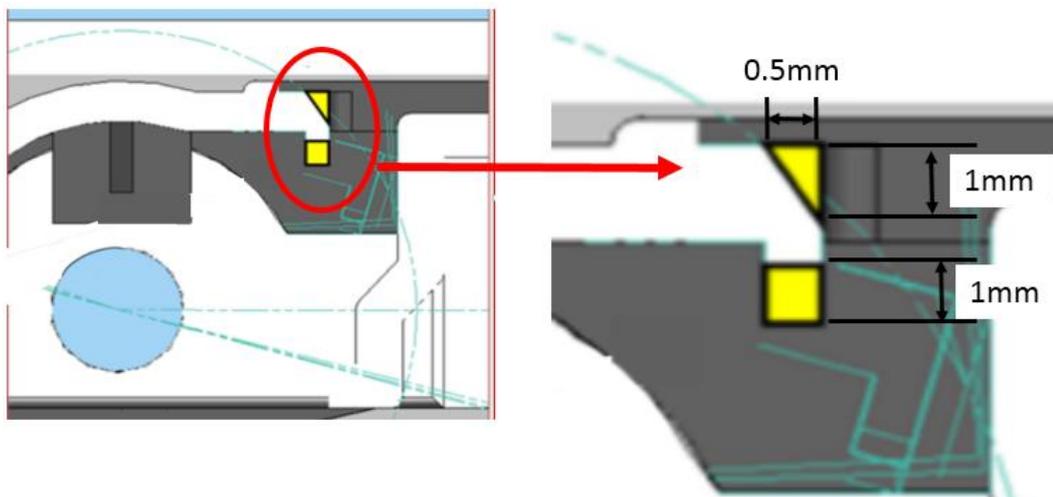
## SOLUTION

### Production line:

The shape of the ADF feed unit was changed as shown below.

#### Note:

- The areas in yellow were cut away to prevent interference.
- See **Cut-in serial numbers** below.



Model: GR-C1	Date: 17-Oct-14	No.: RD117049
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**Cut-in S/N**

The ADF feed unit modification described above was applied to machines in production from the following serial numbers.

	Model	S/N
Griffin-C1	D117-17	W794P300163
	D117-27	W794P301156
	D117-29	W794P303153
	D118-17	W804P700235
	D118-19	W804P300329
	D118-27	W804P400006
	D118-29	W804P400165

**In the field:**

- **If the customer is using an unsupported thin paper type** (approx. 0.33gsm or thinner), replace the ADF feed unit (P/N D6062122; HOLDER:PICKUP ROLLER).
- **In all other cases**, do the **Procedure** on the next page.

Model: GR-C1

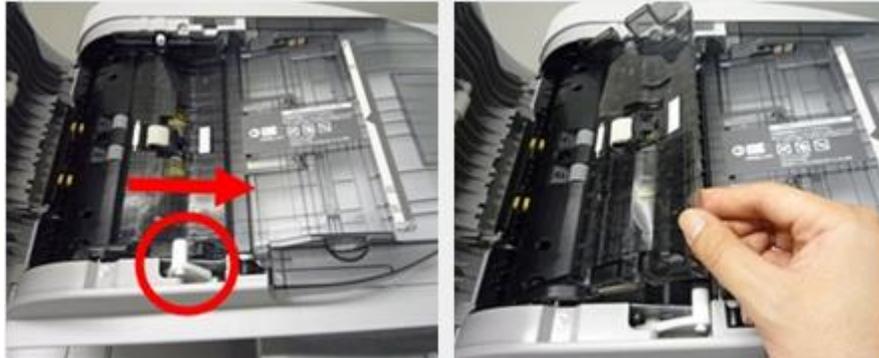
Date: 17-Oct-14

No.: RD117049

**Procedure**

1. Remove the paper feed unit.
2. Remove the separation guide plate.

\* If you knock down the lock lever (the red frame) in the direction of the red arrow, you can lift the separation guide plate. Then, remove the part by bending it.



3. Remove the separation pad holder.

\* Because the separation pad holder may fly out, remove the part by pushing the lever (the red frame) while holding the part.



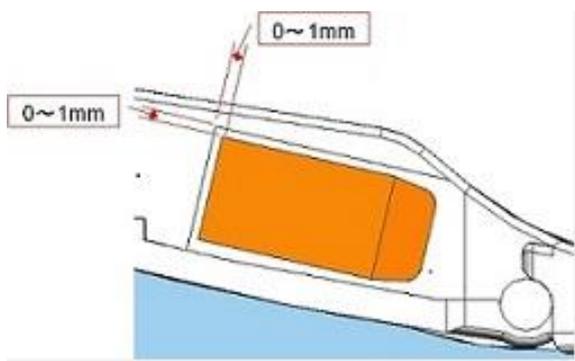
Model: GR-C1	Date: 17-Oct-14	No.: RD117049
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4. Replace the separation cushion (with P/N D6063119) **OR**, cut off the portion of the Mylar that is sticking out.

**If replacing the separation cushion:**

**Important:** Do not simply reattach the same cushion. Be sure and replace it with a new one. This is because the adhesive strength of a used cushion is less.

1. Remove the Cushion: Separation.
2. Clean the attachment area with alcohol.
3. Attach the new Cushion: Separation using the diagram below as a guide.



**If cutting the Mylar:**

**Note:** This will not affect the function of the Mylar. This Mylar prevents the separation cushion from peeling off.

<Before>



<After>



Model: GR-C1

Date: 17-Oct-14

No.: RD117049

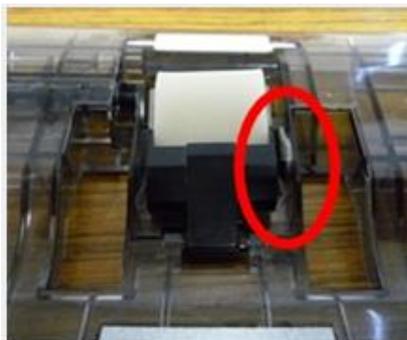
5. Confirm the following:

- Make sure the paper does not catch on the Mylar in the feed area.

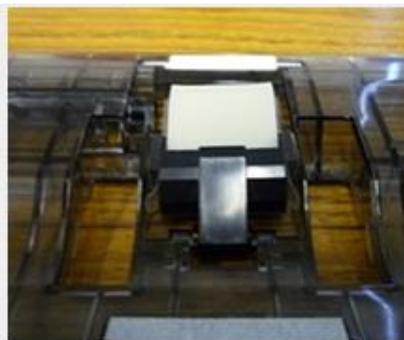


- Make sure the Mylar **does not** slide under the separation pad holder when you attach the holder [B].

[A] Incorrect



[B] Correct



Reissued: 15-Apr-15

Model: GR-C1	Date: 27-Nov-14	No.: RD117050b
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**RTB Reissue** The items in ***bold italics*** were added.

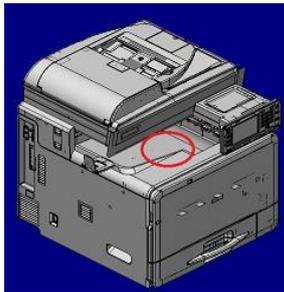
Subject: Troubleshooting for yellow/Magenta Misalignment or Not printed		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

Yellow and/or magenta areas on the image are not printed or are misaligned.

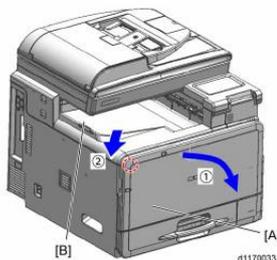
**CAUSE**

The exit cover is pressed down with force when closed. This causes the cover to bend inward (downward) and move the laser unit slightly from its original position. As a result, the paths of the yellow and/or magenta beams are shifted.

**SOLUTION****Temporary solution**

Do the following:

1. Open the front door [A] and then remove the cover [B] (screws x 1).

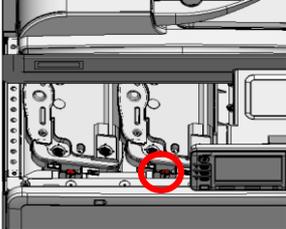


Reissued: 15-Apr-15

Model: GR-C1	Date: 27-Nov-14	No.: RD117050b
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- Loosen the screw on the right laser unit for yellow/magenta (circled in red in the photo), and then re-tighten it.

**Note:** This will move the laser unit back to the correct position.



- Close the front door [A] and execute "MUSIC" (SP2-111-002).
- Check the results for each color with the following SPs:
  - SP2-117-001 (Magenta)      • SP2-117-003 (Yellow)
  - SP2-117-002 (Cyan)        • SP2-117-004 (Black)
- If **all** of the SP values are **within ±5**, go to Step 6.
- If **any** of the SP values are **not within ±5**, go to Step 5.
5. Rotate the knob(s) shown in the diagram [A]~[D] at 90 degree intervals until the SP value for the affected color(s) is within ±5 (target: 0).

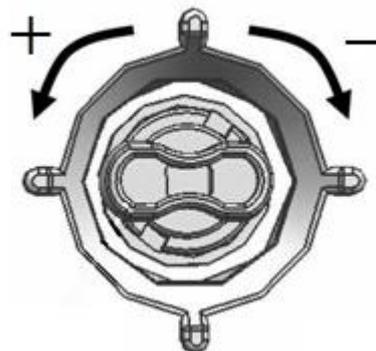
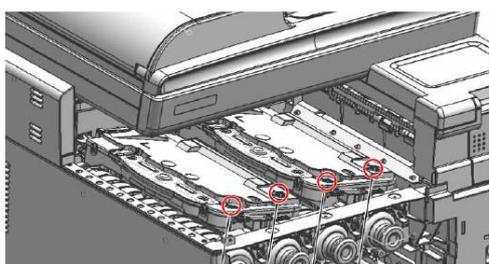
**Note:**

- There are two knobs on each of the two LD units. A click is felt every 90 degree rotation.
- Turning the knob **clockwise** by 90 degrees changes the SP value by **-1**.
- Turning the knob **counter-clockwise** by 90 degrees changes the SP value by **+1**.

Examples:

SP value for magenta in Step 4 was "+6": Turn knob [C] **6 clicks** (1 <sup>1/2</sup> rotations) **clockwise**.

SP value for yellow in Step 4 was "-7": Turn knob [D] **7 clicks** (1 <sup>3/4</sup> rotations) **counter-clockwise**.



- [A]: Adjustment knob for Black      [C]: Adjustment knob for Magenta
- [B]: Adjustment knob for Cyan        [D]: Adjustment knob for Yellow

- Re-attach all parts that you removed in the above steps.
 

**IMPORTANT:** Make sure not to touch the LD unit when you re-attach the upper cover. This is because the unit may move, and the color skew will need to be performed again.
- If the symptom still occurs, try the solution in RTB #RD117051.

Reissued: 15-Apr-15

Model: GR-C1	Date: 27-Nov-14	No.: RD117050b
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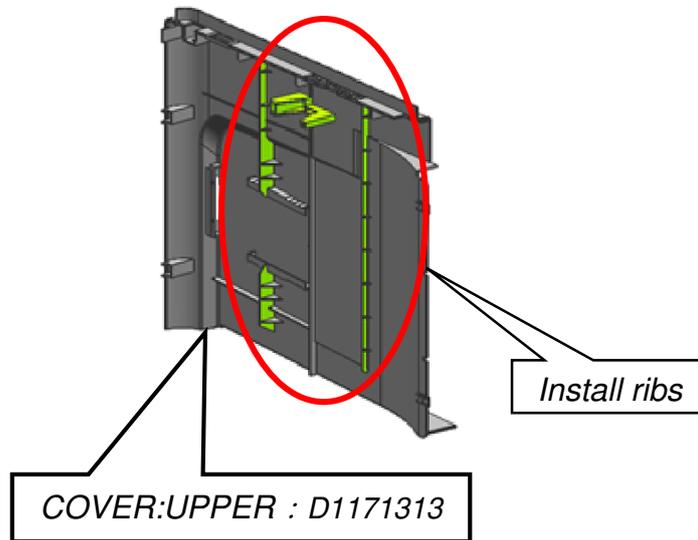
**Permanent solution**

**Production line:**

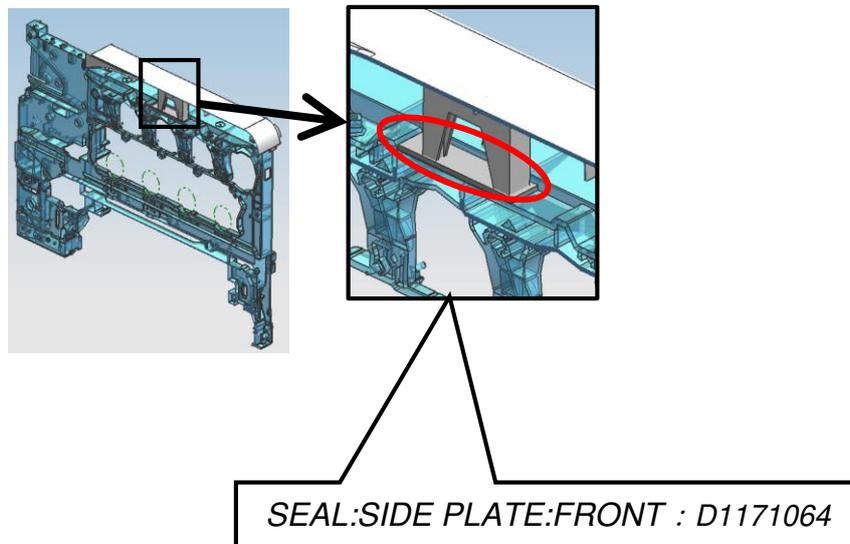
- Four ribs were added to the exit cover, in order to prevent the laser unit from moving.
- A seal was attached to the mainframe, in order to prevent noise generated from the additional ribs.

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D1171311	D1171313	COVER:UPPER	1	X/O	A
2	-	D1171064	SEAL:SIDE PLATE:FRONT	1	-	A

**Exit cover:**

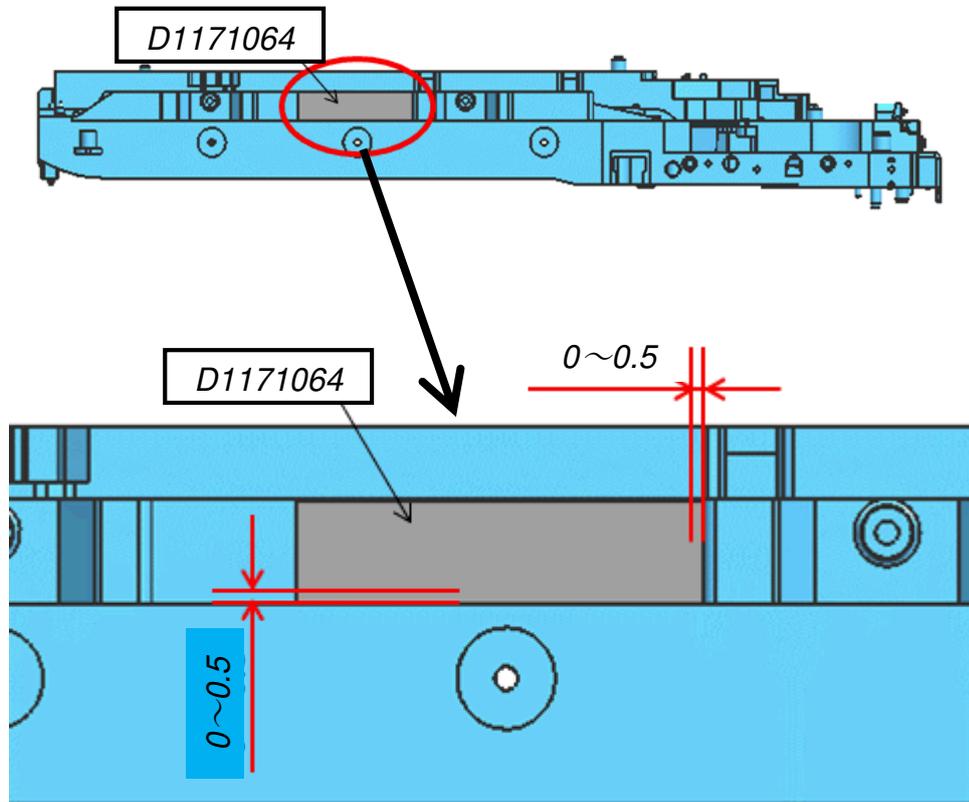


**Seal:**



Reissued: 15-Apr-15

Model: GR-C1	Date: 27-Nov-14	No.: RD117050b
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**In the field:**  
**Replace the exit cover and attach the seal to the machine, as shown above.**

**CUT-IN SERIAL NUMBERS:**

<b>Product name:</b>	<b>Model</b>	<b>S/N</b>
<b>Gr-C1</b>	<b>D117-17</b>	<b>W795P103830</b>
	<b>D117-27</b>	<b>W795P10253</b>
	<b>D117-29</b>	<b>W795P104526</b>
	<b>D118-00</b>	<b>3F03-118867</b>

Reissued: 15-Apr-15

Model: GR-C1	Date: 27-Nov-14	No.: RD117050b
	<i>D118-17</i>	<i>W805P200001</i>
	<i>D118-19</i>	<i>W805P300136</i>
	<i>D118-27</i>	<i>W805P100407</i>
	<i>D118-29</i>	<i>W805P100806</i>
	<i>D118-21</i>	<i>W805P200804</i>
	<i>D168-27</i>	<i>E135P100001</i>

Model: GR-C1		Date: 23-Jan-13	No.: RD117039
Subject: CC-CERTIFIED IN DECEMBER 2012 Machine		Prepared by: T. Kiyohara	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 Griffin-C1 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following seven steps if you want to install the Griffin-C1 as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009.

Note: Machines in production are CC-certified beginning in December 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 8 - 10.

Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

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

See the following pages for Step 3 to Step 7.

3. Enable the HDD Encryption Unit.

Enabling the Encryption Settings

This must be specified by the machine administrator.

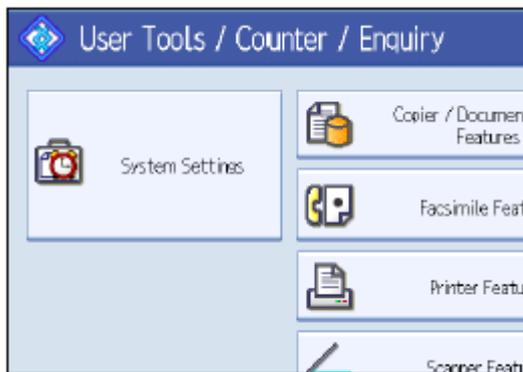
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

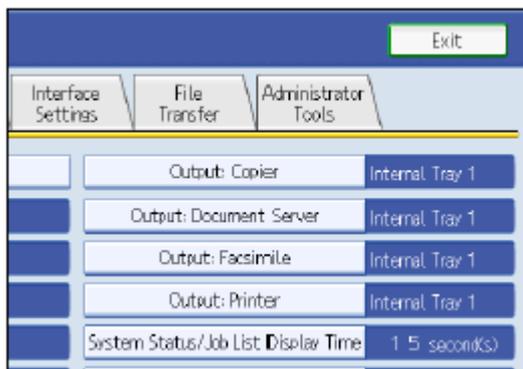
- The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.

3.1 Press the [User Tools/Counter] key.

3.2 Press [System settings].



3.3 Press [Administrator Tools].



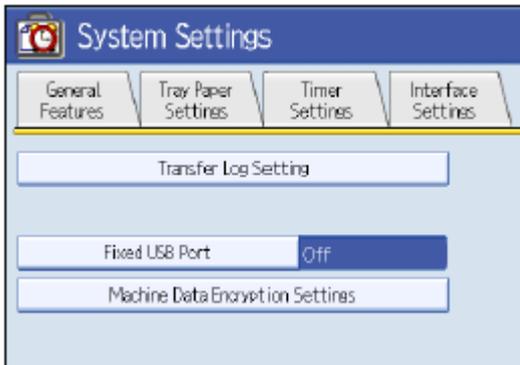
Model: GR-C1

Date: 23-Jan-13

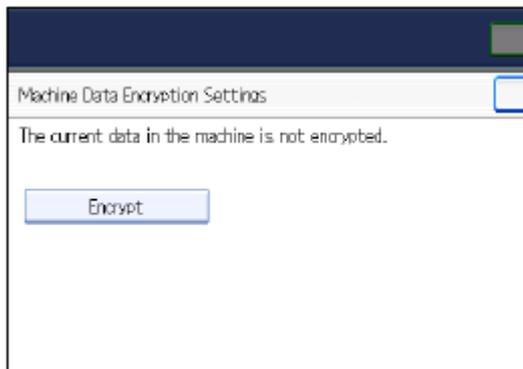
No.: RD117039

3.4 Press [Machine Data Encryption Settings].

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

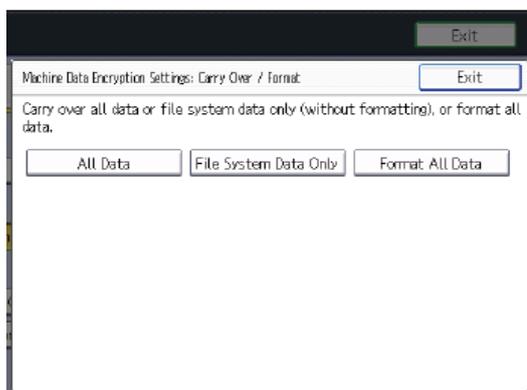


3.5 Press [Encrypt].



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

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

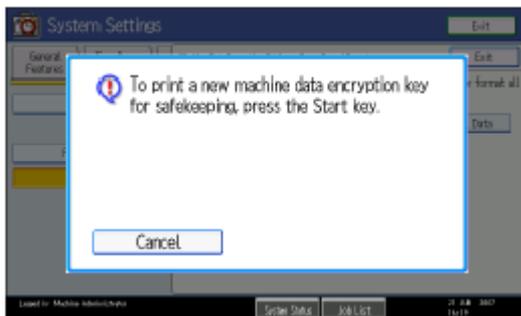


Model: GR-C1

Date: 23-Jan-13

No.: RD117039

3.7 Press the [Start] key.



3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

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

Model: GR-C1	Date: 23-Jan-13	No.: RD117039
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4 Install the Fax Option Type C305.

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Installation Procedure for Fax Option Type C305

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Install the Fax Option Type C305.

For the detailed installation procedure, see "Fax Unit (D649)" in

"1.Installation", Fax Option Type C305 Machine Code: D649 Field Service Manual.

5 Install the HDD Option Type C305.

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Installation Procedure for HDD Option Type C305

---

Install the HDD Option Type C305.

For the detailed installation procedure, see "HDD Option Type C305 (D656)" in

"2.Installation", Model GR-C1 Machine Codes: D117/D118 Field Service Manual.

Model: GR-C1	Date: 23-Jan-13	No.: RD117039
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6. Make sure that App2Me is NOT installed.

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

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the December 2012 machines), install the exact versions shown in the table below.
- If the customer wants to install the machine as an equivalent of the December 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: GR-C1

Date: 23-Jan-13

No.: RD117039

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

(December 2012)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.08	D1175421J
Network Support	12.25.3	D1175430E
Fax	03.00.00	D1175424E
RemoteFax	01.03.00	D1175425C
NetworkDocBox	1.00	D1175431C
Web Support	1.04	D1175427E
Web Uapl	1.02	D1175428C
animation	1.00	D1175429A
Scanner	01.05	D1175426D
Printer	1.05	D1175432E
PCL	1.07	D1175434C
PCL Font	1.13	D6415758A
Data Erase Onb	1.03m	D3775913
GWFCU3.5-5(WW)	03.00.00	D6495570E
Engine	1.08:02	D1175775F
OpePanel	1.16	NA: D1171491G EU: D1171491G AA: D1171491G

Ic Key and Ic Hdd versions with which the Griffin-C1 first achieved CC-CERTIFICATION:

(December 2012)

Hardware:	Version:
Ic Key	<b>01020714</b>
Ic Hdd	<b>01</b>

Model: GR-C1	Date: 23-Jan-13	No.: RD117039
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The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D118-7501 MP C305SP/C305SPF  
Aficio MP C305SP/C305SPF  
User Guide
- D118-7504 MP C305SP/C305SPF  
Aficio MP C305SP/C305SPF  
Read This First
- D143-7348 Notes for Security Guide
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D127-7523 Notes for Users
- D649-8610 Fax Option Type C305  
(Machine Code: D649)  
Installation Procedure  
For Machine Code:  
D117 / D118 Copiers
- D127-7526 Notes on Security Functions
- D118-7524 Notes for Administrators: Using this  
Machine in a Network Environment  
Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

- D118-7576 Manuals  
MP C305SP/MP C305SPF/Aficio MP C305SP/MP C305SPF  
A
- D118-7570A Printer/Scanner Drivers and Utilities  
RICOH Aficio MP C305SP/MP C305SPF  
LANIER MP C305SP/MP C305SPF  
SAVIN MP C305SP/MP C305SPF

Model: GR-C1

Date: 23-Jan-13

No.: RD117039

&lt;For EU&gt;

## Paper Documents

- D118-7503 MP C305SP/C305SPF  
Aficio MP C305SP/C305SPF  
Read This First
- D143-7348 Notes for Security Guide
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D127-7801 Notes for Users
- A232-8561A Safety Information
- D127-7525 Notes on Security Functions
- D118-7523 Notes for Administrators: Using this  
Machine in a Network Environment  
Compliant with IEEE Std. 2600.1™-2009

## CD-ROMs

- D118-7576 Manuals  
MP C305SP/MP C305SPF/Aficio MP C305SP/MP C305SPF  
A
- D118-7571A Printer/Scanner Drivers and Utilities  
RICOH Aficio MP C305SP/MP C305SPF MP C305SP/MP C305SPF  
infotec MP C305SP/MP C305SPF

Model: GR-C1

Date: 23-Jan-13

No.: RD117039

&lt;For Asia&gt;

## Paper Documents

- D118-7501 MP C305SP/C305SPF  
Aficio MP C305SP/C305SPF  
User Guide
- D118-7505 MP C305SP/C305SPF  
Aficio MP C305SP/C305SPF  
Read This First
- D143-7349 Notes for Security Guide
- D127-6601 User Information on Electrical & Electronic  
Equipment
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D127-7524 Notes for Users
- D127-7526 Notes on Security Functions
- D118-7524 Notes for Administrators: Using this  
Machine in a Network Environment  
Compliant with IEEE Std. 2600.1™-2009

## CD-ROMs

- D118-7576 Manuals  
MP C305SP/MP C305SPF/Aficio MP C305SP/MP C305SPF  
A
- D118-7572A Printer/Scanner Drivers and Utilities  
RICOH Aficio MP C305SP/MP C305SPF  
Gestetner MP C305SP/MP C305SPF  
LANIER MP C305SP/MP C305SPF

**Reissued: 9-Oct-15**

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**RTB Reissue**

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

Subject: Toner replacement alert do not disappear/SC361		Prepared by: K.Kunimatsu	
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 checked="" type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOMS**

The following symptoms may occur.

- Toner replacement alert does not disappear after replacing with a new toner cartridge
- SC361

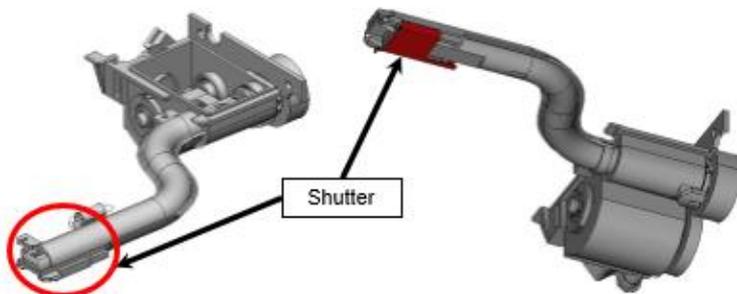
**CAUSE**

This problem has two causes, and with both causes, SC361 may also be triggered.

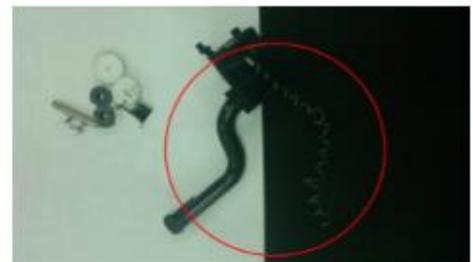
**Cause 1: Initial symptom** After the PDCU is replaced or just after the machine is installed.

Toner concentration drops due to suspension of toner supply to the development unit after the coil in the toner supply hopper is twisted and broken. **This occurs after the PDCU is replaced or just after the machine is installed.**

Depending on how the PDCU is installed, in some cases, the toner hopper shutter may not open. If the toner hopper is then driven with the shutter closed, more toner is inside the tube, which places a greater load on the coil. This can cause the coil to warp and break.



D1173302: TONER HOPPER:TONER SUPPLY:BK:ASS'Y  
 D1173303: TONER HOPPER:TONER SUPPLY:COL:ASS'Y



Toner hopper coil  
twists/breaks

Note: Since this symptom may occur depending on variation in setting the PCDUs, please check and follow the correct installation procedure for PCDUs by referring to page 6 of this RTB.

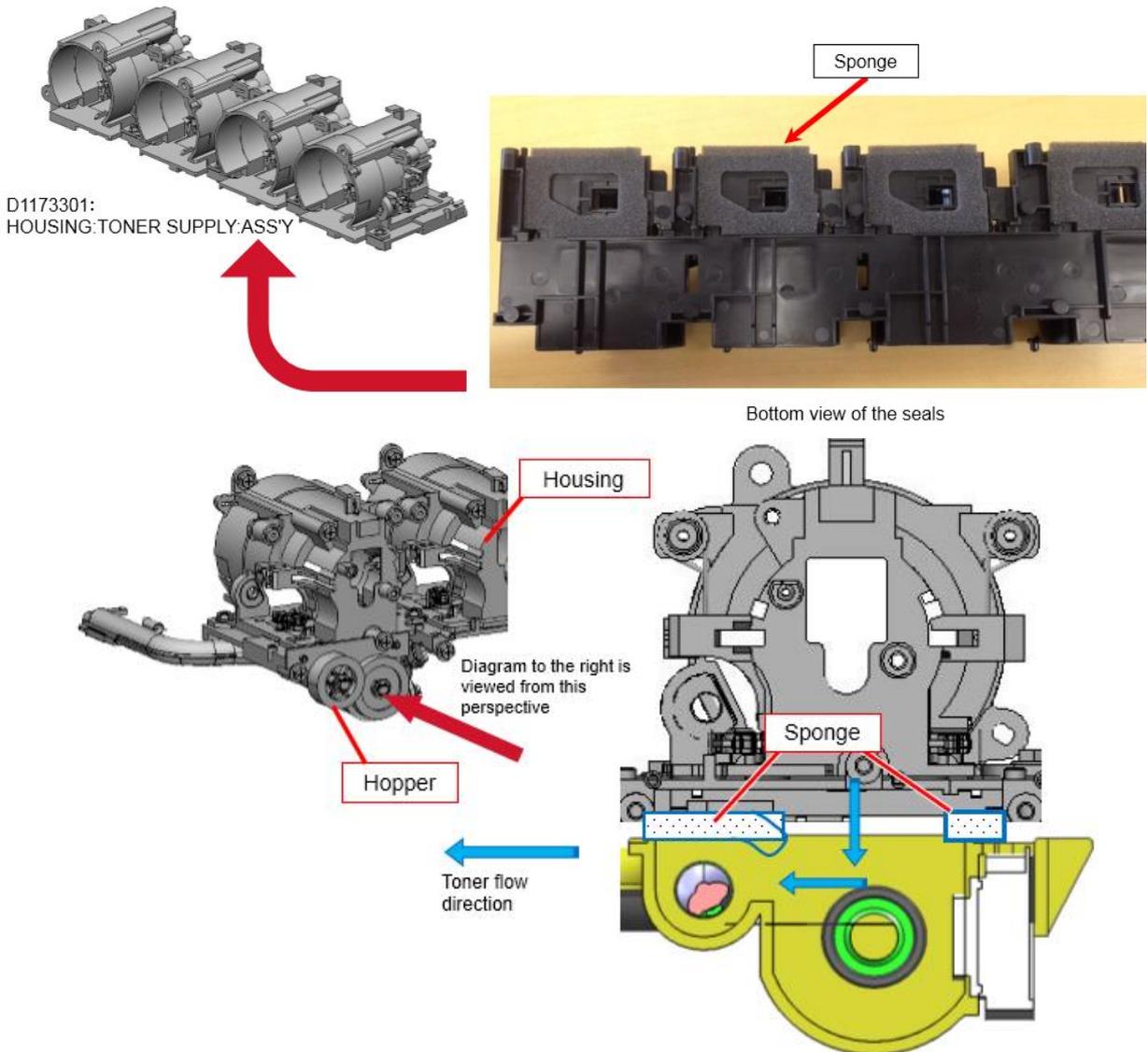
Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**Cause 2: Symptom that occurred with time**

The same as the initial symptom, except that in addition to PCDU replacement, it occurs only after the machine has been used for a while (not right away).

The sealing sponge attached by adhesive to the bottom of the toner housing (seal in between the hopper and housing) peels off, blocking the toner supply path inside the hopper and thereby reducing the amount of toner that can get through.



Sponge seals attached by adhesive to the bottom of the housing peel off, blocking the flow of toner inside the hopper, thereby reducing the amount that is supplied.

Note: The toner hopper is not damaged when this symptom occurs.

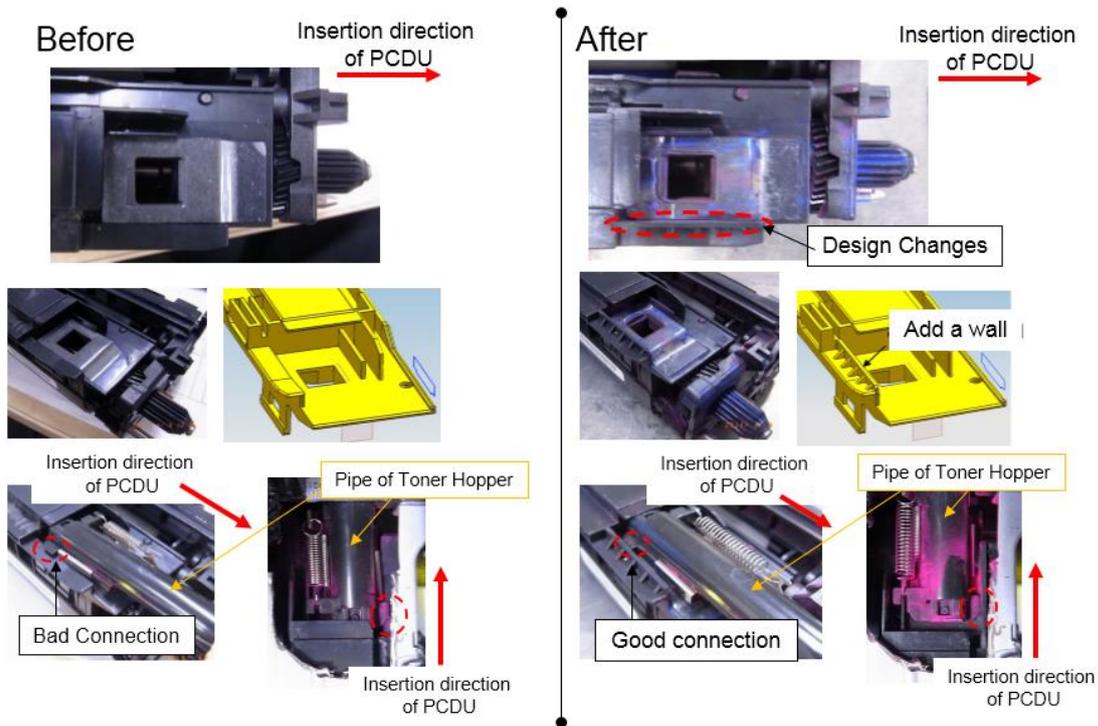
Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**SOLUTION**

**Production line**

**Cause 1: Initial symptom**



The PCDU was modified so that even with variations in production, the shutter will open when the unit is installed.

● Cut-in S/N <PCDU>

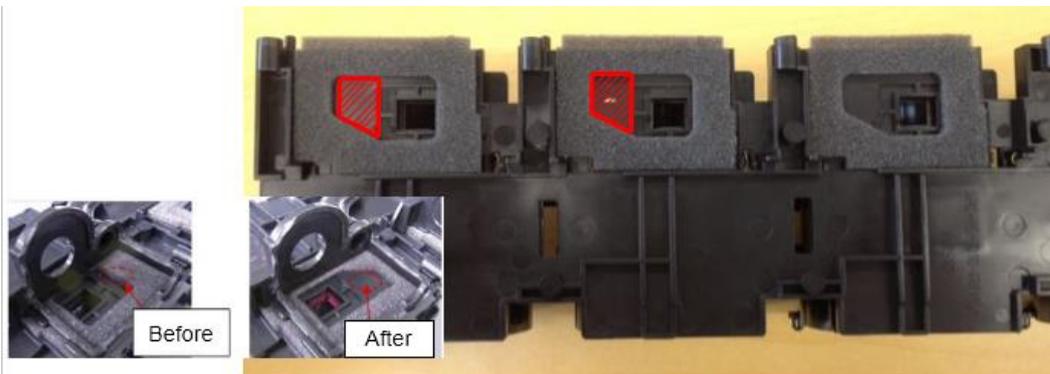
The PCDU modification described above was applied to machines in production from the following serial numbers.

	Model	S/N
Gr-C1	D117-17	W794P506524
	D117-27	W794P502595
	D117-29	W794P505714
	D118-17	W804P700235
	D118-19	W804P500001
	D118-27	W804P500403
	D118-29	W804P500813

Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**Cause 2: Symptom occurring with time**



The area shown in red was removed from the sponge, which will prevent any blockage of the toner supply path.

● **Cut-in S/N <Housing>**

The toner housing modification described above was applied to machines in production from the following serial numbers

	<b>Model</b>	<b>S/N</b>
Gr-C1	D117-17	W794P506166
	D117-27	W794P500001
	D117-29	W794P505185
	D118-17	W804P700235
	D118-19	W804P500001
	D118-27	W804P500007
	D118-29	W804P500727

Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**In the field**

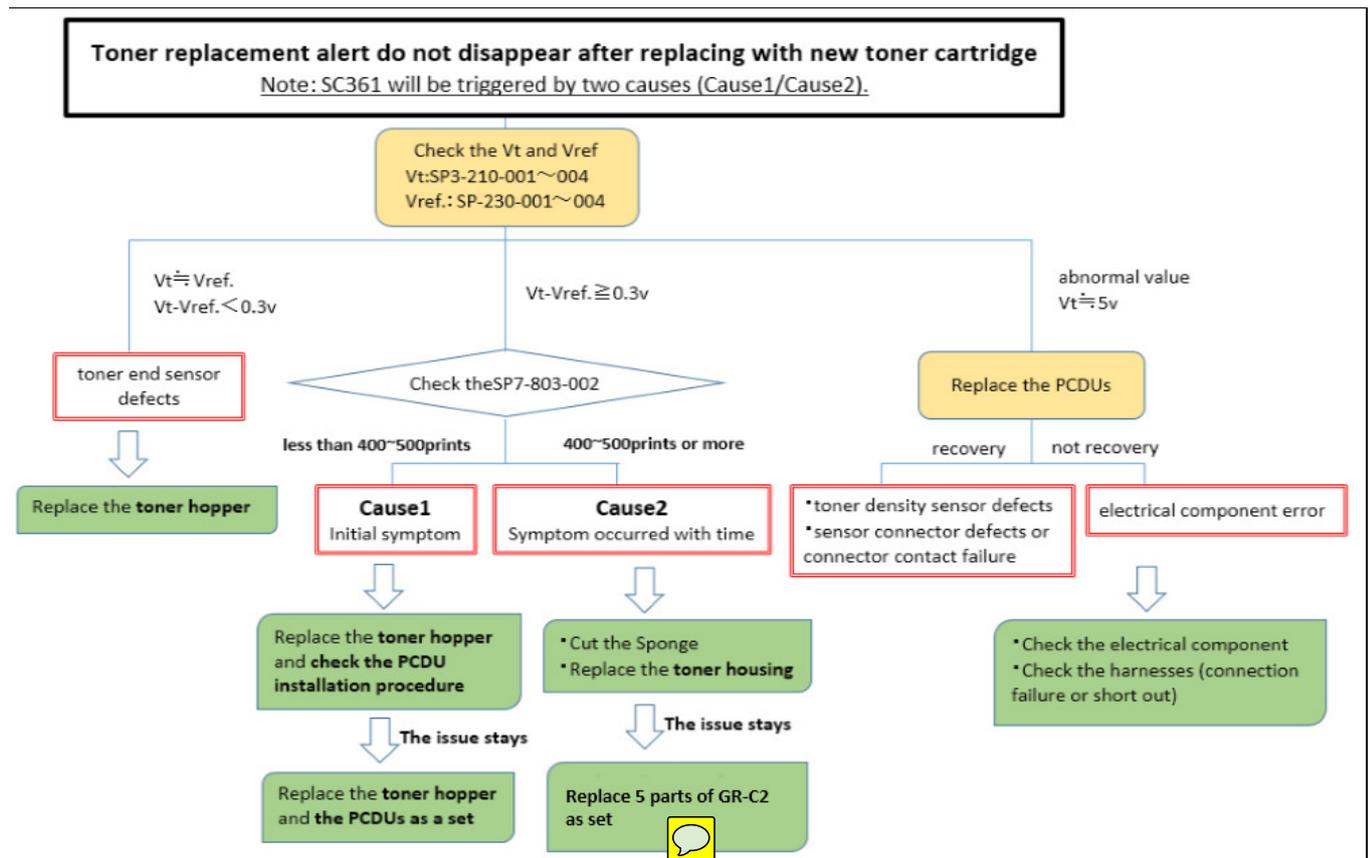
How to isolate the symptom

Check SP7-803-002~005 when this issue occurred.

SP7-803	PM counter display
-002	Page: PCU: K
-003	Page: PCU: C
-004	Page: PCU: M
-005	Page: PCU: Y

If PM counter quantity is **less than 400~500**, it may be **Initial symptom**.

If PM counter quantity is **400~500 or more**, it may be **Symptom that occurred with time**.



Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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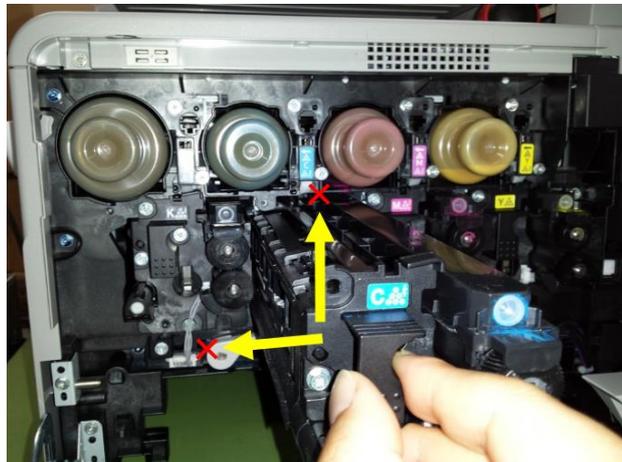
**Cause 1: Initial symptom**

Replace the target color's toner hopper and check the PCDU installation procedure.

Toner hopper	
P/N	Description
D1173302	TONER HOPPER:TONER SUPPLY:BK:ASS'Y
D1173303	TONER HOPPER:TONER SUPPLY:COL:ASS'Y

**Important: PCDU installation procedure**

When PCDU is installed or reinstalled, please be careful of the following.



Do not insert while tipping up in the direction of the upper left.

If this issue still stays, replace the target color's toner hopper and PCDU as a set.

PCDU	
P/N	Description
D1170125	PROCESSES AROUND PHOTOCONDUCTOR:GRIFFIN:BK:SERVICE PARTS
D1170126	PROCESSES AROUND PHOTOCONDUCTOR:GRIFFIN:C:SERVICE PARTS
D1170127	PROCESSES AROUND PHOTOCONDUCTOR:GRIFFIN:M:SERVICE PARTS
D1170128	PROCESSES AROUND PHOTOCONDUCTOR:GRIFFIN:Y:SERVICE PARTS



Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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Note: Although the P/N is not changed, all of the previous parts at regional SPCs have already been changed to countermeasure parts.

**If the symptom recurs after replacing the toner housing**

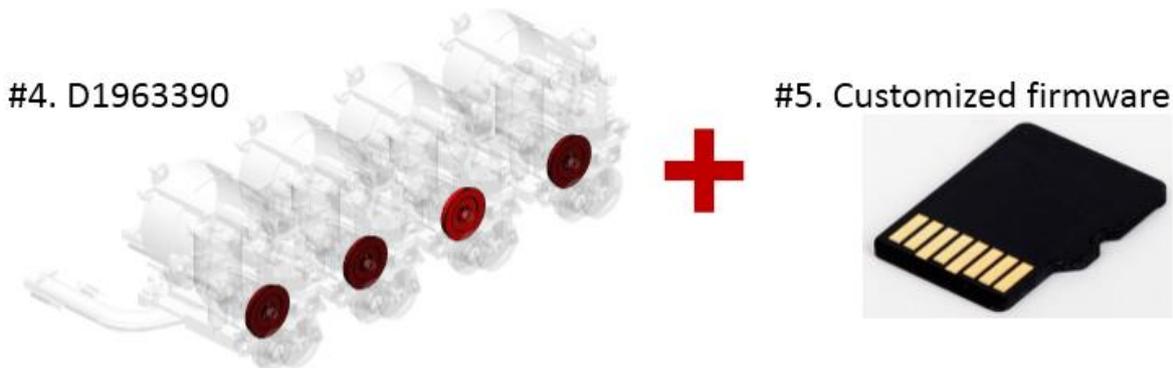
Replace the following 5 items as a set.

#	Part number	Description	Q'ty	
1	D1963302	TONER HOPPER:TONER SUPPLY:BK:ASS'Y	1	<b>Replace as a set</b>
2	D1963303	TONER HOPPER:TONER SUPPLY:CMY:ASS'Y	3	
3	D1173301	HOUSING:TONER SUPPLY:ASS'Y	1	
4	D1963390	GEAR:TONER HOPPER:DRIVE SUB-UNIT	4	
5	-	Customized firmware	-	



**Important:**

- Make sure to install the gear and firmware together as a set as well. This is so that the toner supply control will be the same as that of the GR-C2.
- Contact your regional headquarters to obtain the customized firmware.

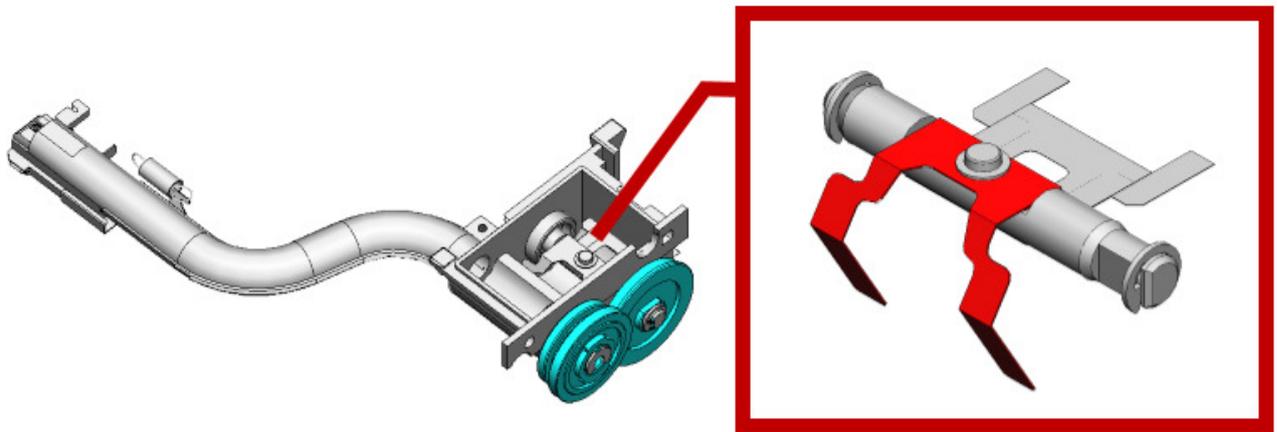


Reissued: 20-Mar-15

Model: GR-C1	Date: 14-Jan-15	No.: RD117051b
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**Note:**

- For the GR-C2, the toner hopper was modified as shown below. The Mylar highlighted in red was added to improve the toner agitation power.
- This change reduces the occurrence of symptoms that develop over time.



Model: GR-C1		Date: 06-Feb-15	No.: RD117052
Subject: Manual Revision: SP3110		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., 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

**Service Manual Revision**

Replace the SP table for SP3110 with the following.

Service Manual:

5. System Maintenance > Main SP Tables-3 > SP3-XXX (Process)

---

3110	[Near End Thresh]		
	Sets threshold of toner remaining for near end detection.		
001	Bk	*ENG	[0 to 500 / <del>5</del> <sup>23</sup> / 1g/step]
002	C	*ENG	[0 to 500 / <del>5</del> <sup>10</sup> / 1g/step]
003	M	*ENG	
004	Y	*ENG	

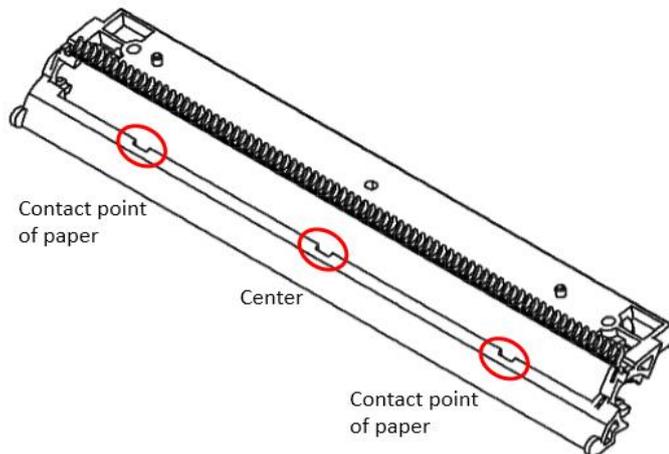
Model: GR-C1		Date: 6-Mar-15	No.: RD117053
Subject: Transfer/Separation Unit mylar damage		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

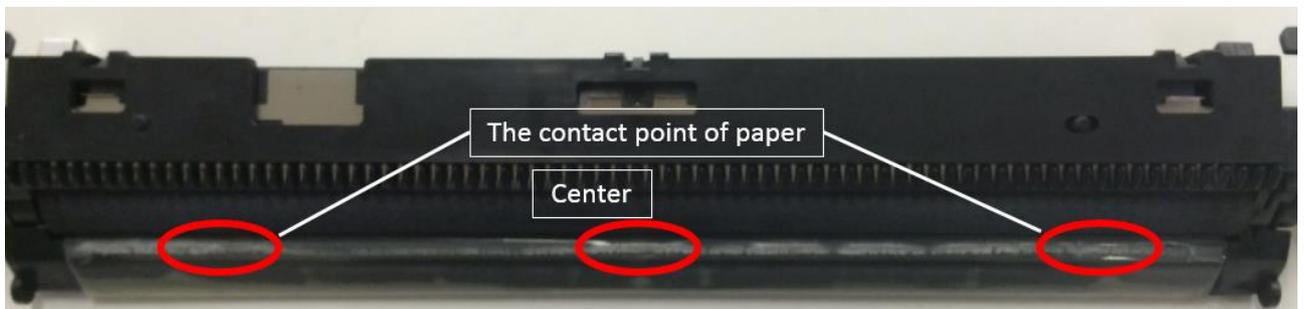
Jam 017 occurs.

**CAUSE**

The molded part of the Transfer/Separation unit (with the mylar attached) has three cutouts.



If a customer uses a paper with rough edges, the mylar is gradually damaged at the center and at the contact points of the paper side edges (shown in the pictures), and then the mylar peels off from the molded part.



At a result of this, mylar damage causes Jam 017.

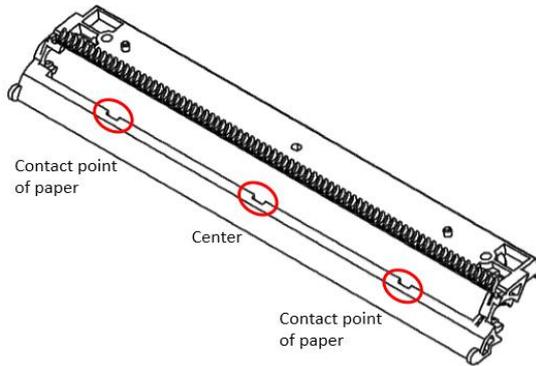
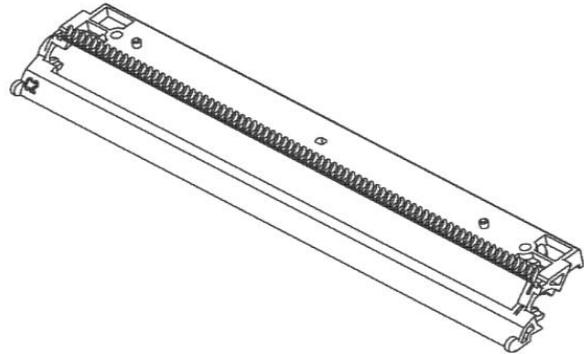
Model: GR-C1

Date: 6-Mar-15

No.: RD117053

**SOLUTION**Production Line

The molded part which has cutouts was modified to the following shape (flat shape).

BeforeAfter (flat shape)

Old part number	New part number	Description	Q'ty	Int
D1176203	<b>D1186204</b>	TRANSFER/SEPARATION UNIT:SECOND:DOM:ASS'Y	1 - 1	O/O

Cut-in serial number

	Model	S/N
Griffin-C1	D117	W795P204216
	D118	W805P200811

In the MIF

Replace the Transfer/Separation Unit with the new unit,

Model: GR-C1		Date: 24-Mar-15	No.: RD117054
Subject: Manual Revision: SC452		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., 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

**Service Manual Revision**

Replace the SC table for SC452 with the following.

Service Manual:

6. Troubleshooting > SC Tables > SC4xx: Image Processing - 2



No.	Type	Details (Symptoms, Possible Cause, Troubleshooting Procedures)
452	D	Paper transfer <del>belt</del> contact motor error
		The paper transfer belt contact motor drives beyond the specified time during home position detection or contact operation.
		<ul style="list-style-type: none"> <li>• Broken harness or defective connectors</li> <li>• Disconnected connector of paper transfer belt contact sensor or motor</li> <li>• Defective paper transfer belt contact motor</li> <li>• Paper transfer belt unit not installed</li> </ul>
		<ol style="list-style-type: none"> <li>1. Check and replace the harness and connectors.</li> <li>2. Replace the paper transfer belt contact motor.</li> <li>3. Reinstall the paper transfer belt unit.</li> </ol>

Model: GR-C1		Date: 2-Jul-15	No.: RD117055
Subject: FSM correction - SBU Test Mode		Prepared by: Yasutaka Yamada	
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 checked="" 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

**Service Manual Revision**

Please delete the ‘Scanner Test Mode’ section from your FSM, because the GR-C1 is not equipped with the function to print out the SBU test pattern.

6. Troubleshooting > Scanner Test Mode > SBU Test Mode

Scanner Test Mode

**Scanner Test Mode**

**SBU Test Mode**

Output the SBU test pattern with SP4-807-001 to make sure the scanner SBU control operates correctly. The SBU test pattern prints out after you have set the SP mode settings and pressed the start key.

- The CCD on the SBU board may be defective if the copy is abnormal and the SBU test pattern is normal.
- The followings can be the cause if the copy is normal and the SBU test pattern is abnormal:
  - The harness may not be correctly connected between the SBU and the BiCU.
  - The BiCU or SBU board may be defective.

**Reissued: 24-Mar-16**

Model: GR-C1	Date: 19-Oct-15	No.: RD117056b
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**RTB Reissue**

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

Subject: SC502 troubleshooting and parts information		Prepared by: K Kunimatsu	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

SC502

**CAUSE**

The tension spring breaks, causing the base plate of the paper tray to not move properly followed by failure in detecting paper within the specified time.

**SOLUTION**

**In the field**

***Method 1:***

***Replace the following spring.***

<i>Description</i>	<i>Part number</i>
<b><i>TENSION SPRING:PAPER FEED</i></b>	<b><i>D5732734</i></b>

D5732734 TENSION SPRING:PAPER FEED



***Note:***

***Do Method 1 only for machines that do not have the modification described on the next page (S/N: ~ E035Z300001).***

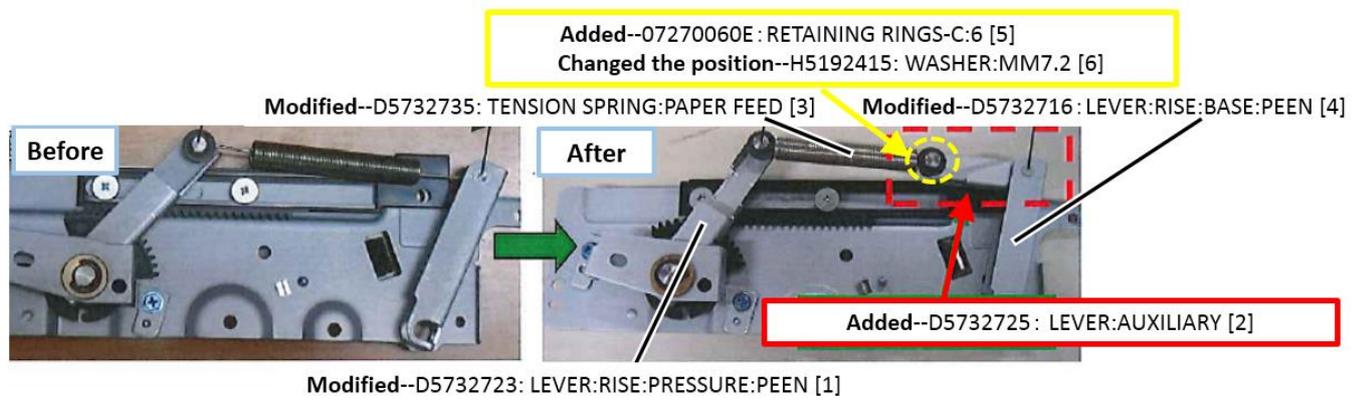
Reissued: 24-Mar-16

Model: GR-C1	Date: 19-Oct-15	No.: RD117056b
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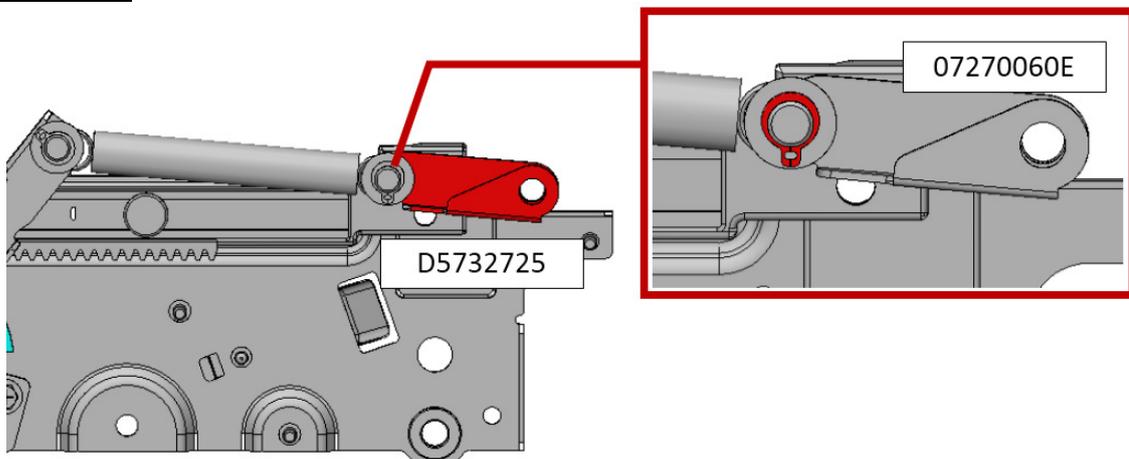
**Method 2:**

Replace the following parts as a set *for higher durability.*

#	Description	Old part number	New part number	Old Q'ty	New Q'ty	Int	Note
1	LEVER:RISE:PRESSURE:PEEN	D5732721	D5732723	1	1	X/O	Replace as a set
2	LEVER:AUXILIARY		D5732725	-	1		
3	TENSION SPRING:PAPER FEED	D5732734	D5732735	1	1	X/O	
4	LEVER:RISE:BASE:PEEN	D5732710	D5732716	1	1	X/O	
5	RETAINING RINGS-C:6	07270060E	07270060E	-	1	-	
6	WASHER:MM7.2	H5192415	H5192415	1*	1*	-	



2 items added

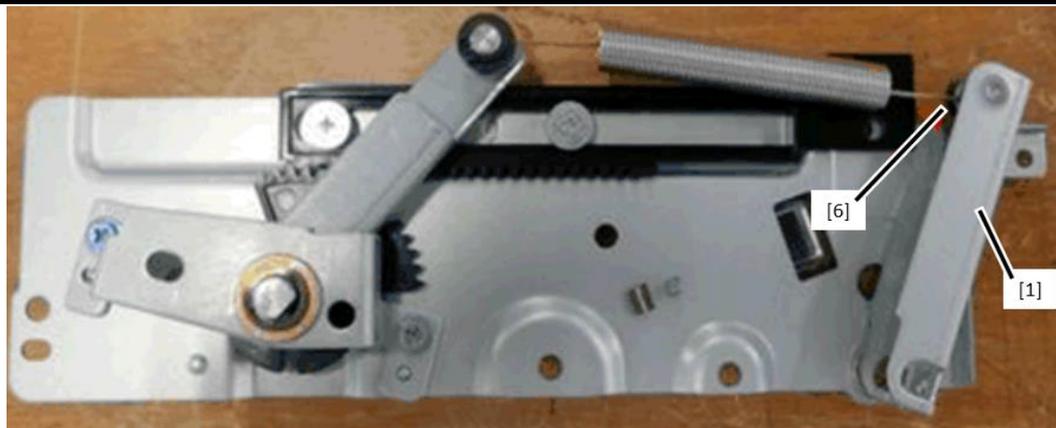


**\*Note:**

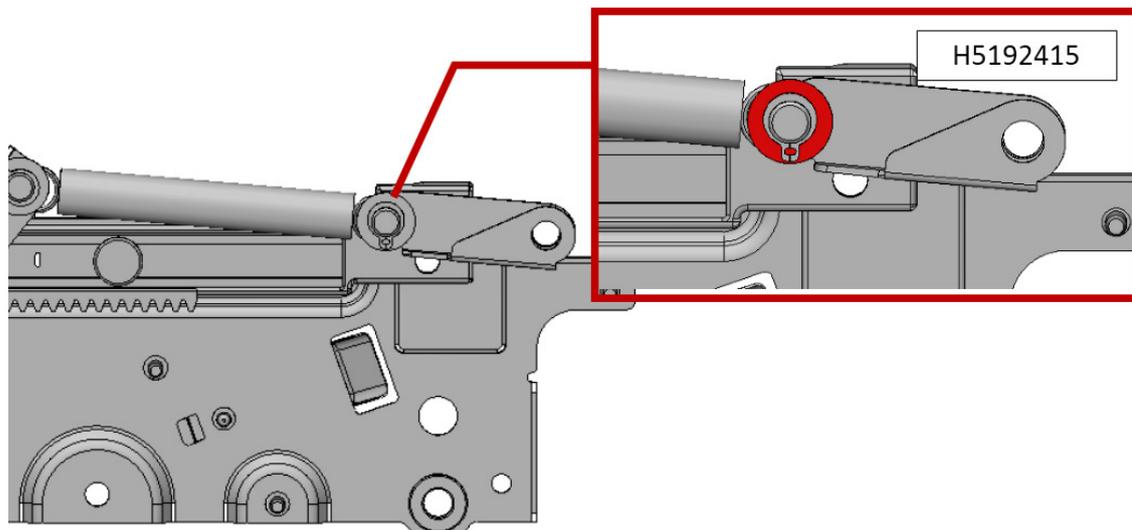
- Do Method 2 if SC502 reoccurs even after doing Method 1.
- Reuse WASHER:MM7.2 [6], by removing it from LEVER:RISE:BASE:PEEN [1] and reattaching it to the position shown below.

Reissued: 24-Mar-16

Model: GR-C1	Date: 19-Oct-15	No.: RD117056b
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Washer (p/n: H5192415) attaches here.



**Production line**

Paper bank modification described in **Method 2** was applied to machines in production from the following serial number.

	Model	S/N
<b><i>PB1080 Paper Feed Unit</i></b>	D573-17	E035Z300001

Reissued: 22-Dec-15

Model: GR-C1	Date: 16-Oct-15	No.: RD117057b
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**RTB Reissue**

The areas outlined in red in the photos were corrected.

Subject: Manual correction - Caution note on PSU replacement		Prepared by: A.Ishida	
From: 2nd Tech Service Sec., 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 checked="" type="checkbox"/> <b>Product Safety</b>	<input type="checkbox"/> <b>Other ( )</b>	<input checked="" type="checkbox"/> <b>Tier 2</b>

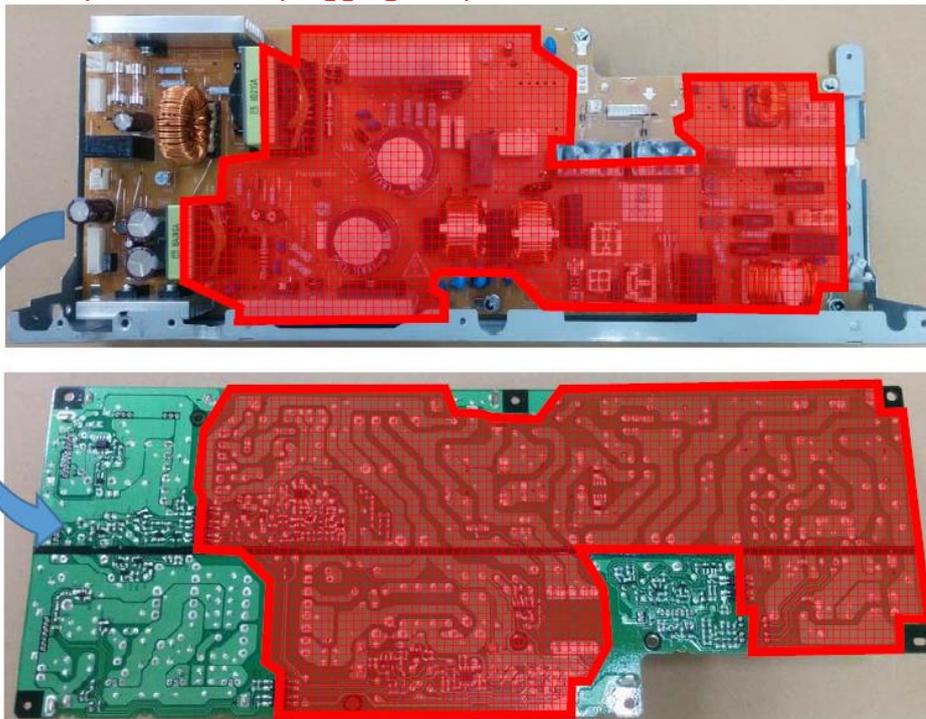
Please add the following caution in the field service manual in this section:  
Replacement and Adjustment > Electrical Components > PSU

Parts number	Parts description	Product code
D1175060	POWER SUPPLY UNIT:100V:280W	D117, D118
D1175080	POWER SUPPLY UNIT:200V:280W	D117, D118

**⚠ 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.



Model: GR-C1		Date: 11- Nov-15	No.: RD117058
Subject: Manual correction : Downloading Stamp Data		Prepared by: Yasutaka Yamada	
From: 2nd Tech Service Sect., 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

**Service Manual Revision**

**Delete** the following instructions on “Downloading Stamp Data.”  
 This section is unnecessary because GR-C1 is not equipped with the stamp function.

Location in the Service Manual:  
 Top Page > Main Chapters > System Maintenance > Downloading Stamp Data  
 (page 613)

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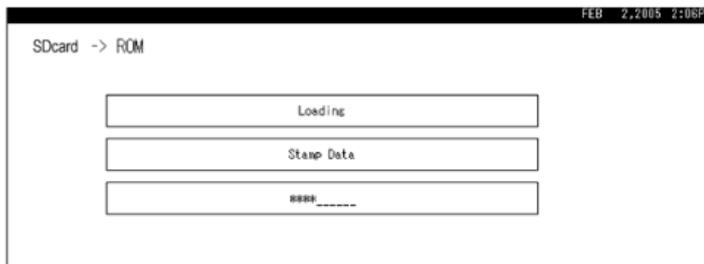
**Downloading Stamp Data**

The stamp data should be downloaded from the controller firmware to the hard disks at the following times:

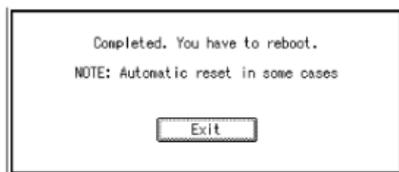
- After the hard disks have been replaced.

The print data contains the controller software. Execute SP 5853 to download the fixed stamp data required by the hard disks.

1. Enter the SP mode.
2. Select SP5853 and then press "EXECUTE". The following screen opens while the stamp data is downloading.



The download is finished when the message prompts you to close.



3. Press the "Exit" button. Then turn the copier off and on again.

Model: GR-C1		Date: 30- Nov-15	No.: RD117059
Subject: Manual correction : Timer Settings		Prepared by: Yasutaka Yamada	
From: 2nd Tech Service Sect., 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

**Service Manual Revision**

Aficio MP C305 series service manual

Troubleshooting > Energy Save > Energy Saver Modes > Timer Settings (page 728)

**Delete** the description in bold under Timer Setting.

It is because the Timer Settings cannot turn off the machine power.

**Timer Settings**

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The user can set these timers with User Tools (System settings > Timer setting)

- Auto off timer (1 – 240 min): ~~Off~~/Sleep Mode. Default setting: 1 min.

Reissued: 1-Mar-16

Model: GR-C1	Date: 19-Feb-16	No.: RD117060a
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**RTB Reissue**

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

Subject: DO NOT install Engine firmware v1.53.02		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM 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 Notice about Engine Firmware v1.53.02**

- **DO NOT install Engine v1.53.02** (D1185775D) on machines in the field.
- This is because this version has the following firmware bug (Symptom). RCL has already stopped releasing this version.

**SYMPTOM**

- Toner spills out from the joint between the ITB unit and waste toner bottle, and/or
- Waste toner drops onto the rear side of the front cover
- In rare cases, the ITB cleaning unit breaks

**CAUSE**

Engine firmware bug:

The waste toner agitator for the ITB cleaning unit is not driven correctly. As a result of this bug, a waste toner block occurs in the ITB waste toner tube at the entrance to the waste toner bottle. The above symptoms occur when the machine is used under these conditions.

**SOLUTION**

- ***Install a newer Engine firmware version (v1.54.02)***

Model: GR-C1		Date: 6-Apr-17	No.: RD117061
Subject: Manual Correction: Procedure of Installing Anti-condensation Heater (MainFrame)		Prepared by: Norito Yasuda	
From: 2st Tech Service Sec. 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

**Service Manual Correction:**

Please apply the following two corrections to your FSM:

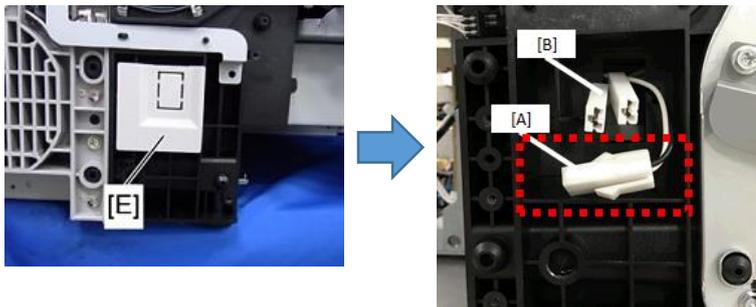
**a) 2. Installation > Anti-condensation Heater (Mainframe) > Installation Procedure (P.105)**

13. Cut out the switch hole [B] in the switch cover, then attach the cover [A] (Hooks x 2).

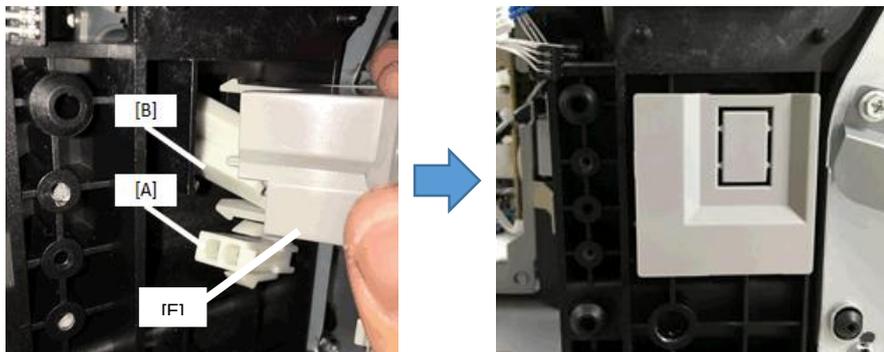
**★ Important**

When installing **only the optional Paper Feed Unit tray heater**, do the following:

- Remove the cover [E], and then pull out the junction harness connectors [A] and [B].
- Store the connector [A] in the open space shown below.



- Store the connector [B] into the cover [E], and then attach the cover [E].



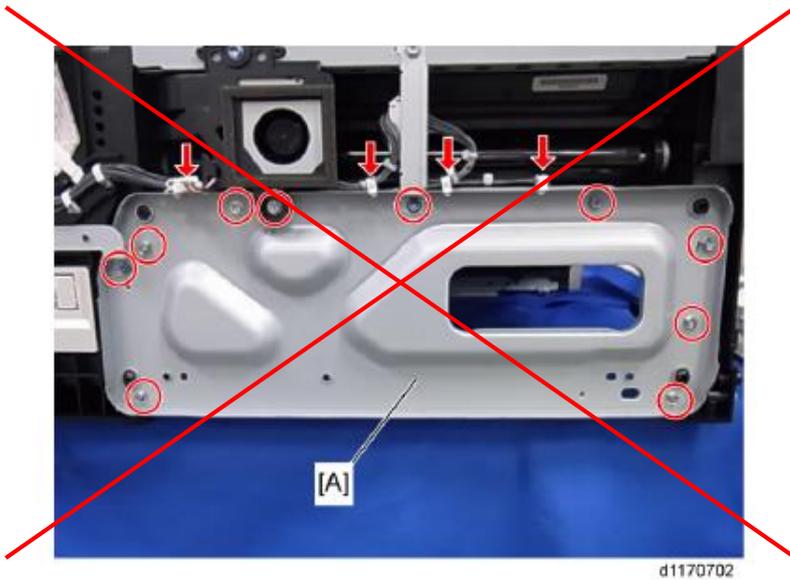
14. Remove the PSU fan (p.308).

Model: GR-C1	Date: 6-Apr-17	No.: RD117061
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**b) 2. Installation > Anti-condensation Heater (Mainframe) > Installation Procedure (P.102-104)**

- 3. Waste toner bottle (P.214)
- 4. Left cover (P.175)
- 5. Rear cover (P.177)
- 6. PSU Fan (P.308)

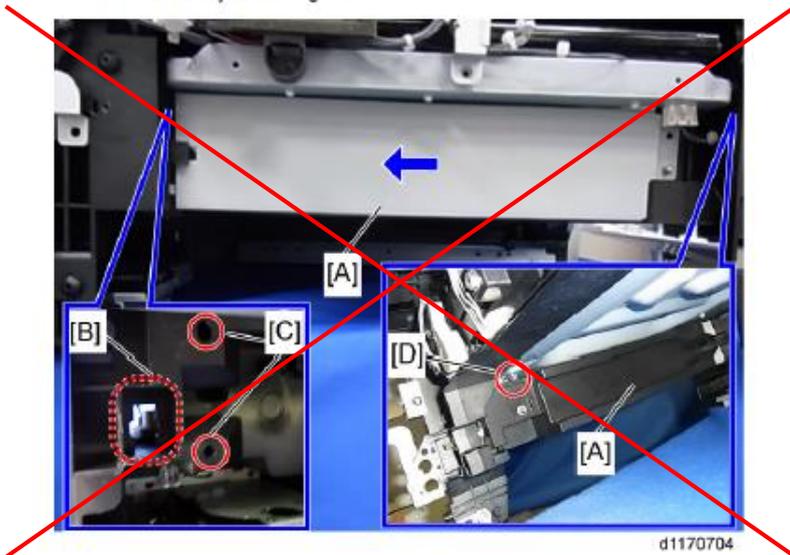
Anti-condensation Heater (Mainframe)



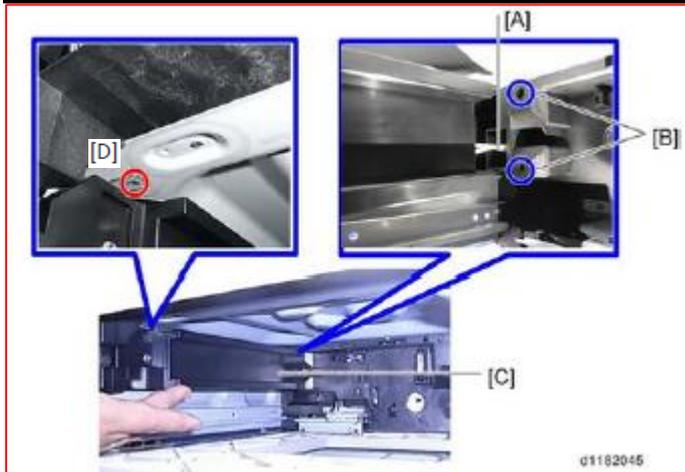
~~6. Left stay [A] (Screw x 3, Nut x 1, Washer x 10)~~

**★ Important**

- ~~• Never press the main frame from above when the left stay [A] is removed. Otherwise, the mainframe may be damaged.~~



Model: GR-C1	Date: 6-Apr-17	No.: RD117061
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7. Pass the heater harness through the hole ~~[B]~~ [A]
8. Insert the spurs of the heater into the holes ~~[C]~~ [B], and then install the tray heater ~~[A]~~ [C] (  [D] x 1).

**Note**

- Use a short screwdriver to secure the screw [D]. ~~If you have difficulty in securing the screw [D], carefully lay down the mainframe with its left side facing up.~~