Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196005

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

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
F.26	D1965782A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
F.26	1st Mass production

Reissued: 28-Sep-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196009a

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

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	***D1965789C***	***September 2016 production***	***Available***
1.02	D1965789B	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
1.03	***Symptom corrected:*** - ***Web Image Monitor might time out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off.*** - ***Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.***
1.02	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196012

Subject: Firmware Release Note: aics			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D3AB5759A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

RICOH

Technical Bulletin

Reissued: 25-Mar-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196015a

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

Subject: Firmware Release Note: PDF		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	*D2145798B*	*April 2016 production*	*Available*
1.01	D2145798A	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
1.02	*Fixed:* *An SC899 error might occur if a PDF that contains a JPEG 2000 image is printed by using the PDF Direct Print feature.*
1.01	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196016

Subject: Firmware Release Note: PS3		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2145797A	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

Reissued: 02-Sep-15

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196017a

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
3.18.12	*D2145795B*	*September 2015 production*	*Available*
3.18.11	D2145795A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
3.18.12	*Symptom corrected:* *SP1-103-002 fails, if paper type is set to plain paper 2 (default).* *Note: that this f/w must be used in combination with Printer V1.02 or later.*
3.18.11	1st Mass production

Reissued: 18-Apr-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

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

Subject: Firmware Release Note: CheetahSystem	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

For USA/Europe/Asia model

Version	Program No.	Effective Date	Availability of RFU
1.08	*D1961400H*	*April 2016 production*	*Not Available*
1.07	D1961400G	March 2016 production	Not Available
1.06	D1961400F	January 2016 production	Not Available
1.05	D1961400E	November 2015 production	Not Available
1.04	D1961400D	October 2015 production	Not Available
1.03	D1961400C	September 2015 production	Not Available
1.02	D1961400B	August 2015 production	Not Available
1.01	D1961400A	1st Mass production	Not Available

For China model

Version	Program No.	Effective Date	Availability of RFU
1.08	*D1961401H*	*April 2016 production*	*Not Available*
1.07	D1961401G	March 2016 production	Not Available
1.06	D1961401F	January 2016 production	Not Available
1.05	D1961401E	November 2015 production	Not Available
1.04	D1961401D	October 2015 production	Not Available
1.03	D1961401C	September 2015 production	Not Available
1.02	D1961401B	August 2015 production	Not Available
1.01	D1961401A	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.

For USA/Europe/Asia model

Version	Modified Points or Symptom Corrected
1.08	*Symptom corrected:* *1. The Cheetah operation panel may falsely detect a multi-touch.* *2. When the device is in energy-saving mode, the device cannot be connected to via Wi-Fi Direct. When the device is transitioning to energy-saving mode, the Wi-Fi Direct connection will be disconnected.*
1.07	Symptom corrected: 1. In the following situations, error (E62) occurs followed by another error (E32) that occurs continuously and does not resolve even by turning the machine power off

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	and on, disabling machine operation.

- When having installed a package firmware that includes a Cheetah System FW of a version older than the one currently installed on the machine.
- When having installed a package firmware that includes the Cheetah System firmware to a machine installed with a customized Cheetah System firmware.

2. Pop Noise occurs in the operation panel.
3. If the card is removed from the NFC card reader before log-in completes, an error occurs and the card is no longer read by the NFC card reader.
4. Copy/Scanner/Fax show the state of jobs as being conducted immediately after the device is rebooted.
5. Under some conditions, the login screen may not be displayed on the device if SLNX installed.
6. Even though Quick Card Authentication is enabled, the legacy Copier, Quick Copy, or Copy application might appear on the operation panel after the device has been turned on.
7. After logging in with user A, if the "Del. Resv." button is selected from the "Check Status" button to delete a job owned by user B, the user information input screen may not be displayed on the device if CAP V2 installed.
8. When the following settings are enabled, print jobs that have been conducted are not displayed on the job history screen:
   - On the operation panel: User Tools > Printer Features > System tab > Store and Skip Errored Job
   - In Web Image Monitor: Device Management > Configuration > Printer > Basic Settings > Store and Skip Errored Job

   This firmware is dependent on System/Copy firmware v1.07(D1965400J) or later, so please be sure to update it.
9. When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured:
   - Wi-Fi Direct: Set to "Enable" (default: Disable)
   - Port Forwarding: Set to "Enable" (default: Enable)
   - Interface Settings: Set to "Machine Network" (default: Machine Network)
   - Group Owner Mode: Set to "Enable" (default: Disable)

   Please note that the Wi-Fi Direct and Group Owner Mode settings are set to "Enable" when using the RICOH Smart Device Connector.

Other changes:
1. The auto-start application can be changed for each SLNX user type, such as the Copy screen for guest users, Home screen for general users, etc.
2. Supported RICOH SmartSDK v2.12.
3. Support for Application Site version F1.
4. If an NFC card reader is used, the user information for CAP V2 can be cached in the Smart Operation Panel memory.
5. The Billing Code function can be used on devices with CAP V2 installed.

| 1.06 | Symptom corrected: |

Several operation panel related problems were fixed - no reaction on the touch panel, incorrect coordinates, etc.

Specification Change:

Reissued: 18-Apr-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	Added support for smart-device authentication by using Bluetooth Low Energy in Quick Card Authentication.
	Added a static SSID menu for Wireless Direct to Screen Features.
	Added support for temporary user authentication, such as for users who are not authorized to modify settings or cancel jobs, in Quick Card Authentication.
	Cheetah hybrid applications and native applications can be installed from Web Image Monitor.
	To support this function, all of the following versions of firmware modules need to be installed:
	- Cheetah System firmware v1.06 (D1961400F) or later
	- System/Copy firmware v1.06 (D1965400H) or later
	- Java VM firmware v12.20.04 (D2145799D) or later
	Error Correction:
	The screen will display as black for about 4 seconds after logging out from an ESA application (e.g. CAP v2, GlobalScan NX v2, Streamline NX v2).
	When a Cheetah hybrid application that does not have a Part Number is installed, if the Product ID exceeds nine characters, the remaining characters will not be displayed?in Web Image Monitor.?
	After auto logout, an ESA application (e.g. CAP v2, GlobalScan NX v2, Streamline NX v2) can be displayed without user authentication.
	Other Changes:
	Patched the "Stagefright" vulnerability, which made devices susceptible to malicious attacks by using multimedia files.
1.05	Other changes:
	3. Supported RICOH SmartSDK v2.12.
	4. Time before the system enters sleep mode was extended, to prevent the system from entering sleep mode immediately after activating SDK application.
	Symptom corrected:
	1. User code authentication does not work in applications that use Web Browser NX.
	2. When ID Card Copy is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening ID Card Copy, it takes approximately 30 seconds to display the first screen of the application.
	3. If an invalid IP address was set as the destination in Scan to Folder Helper and the Home key is pressed while the IP address is being accessed, when the application is reopened, the application will stall when the Next button is pressed.
	4. Operation panel stalls, if it is kept ON for an extended period.
	5. Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)"is set to "1(OFF)."
	Important: To apply this change, in addition to this firmware, you also need to install System/Copy firmware v1.05 (D1965400G).
	6. Japanese appears in other language settings.
1.04	Other changes:
	Minor bug correction.
1.03	Symptom corrected:
	– Default icons may not appear on the operation panel when turning ON the power

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	for the first time after installation or after executing SP5-761-001(Smart Operation Panel Setting). (RD196043) – Error occurs when navigating to the "Check Status" screen from the wallpaper selection screen.
1.02	Symptom corrected: – Operation panel does not function, if its firmware was upgraded followed by an initialization (Initialize Screen Features). – Operation panel freezes after printing continuously. – Initialize Screen Features Setting does not work, if the machine is left unused for an extended period after logging in. – While scanning, the system falsely executes System Auto Reset and returns to home screen. – When the language is set to Japanese, the Web Browser application might be forcibly terminated if the Back button is pressed immediately after scrolling through a webpage. – When the exported preferences file is imported while Wireless Direct Mode is set to OFF, an import error log related to Wireless Direct Group Owner Mode might be recorded. – When the exported preferences file is imported under the following conditions, importing the name of the Bluetooth device will fail: 1. The Smart Operation Panel is in its factory default state or immediately after it has been returned to its factory default state. 2. The Bluetooth settings menu in Screen Features has never been opened. – Supported RICOH SmartSDK v2.10. Other changes: 1. The MPEG-2 media format is no longer supported on the Smart Operation Panel.
1.01	1st Mass production

For China model

Version	Modified Points or Symptom Corrected
1.08	*Symptom corrected:* *1. The Cheetah operation panel may falsely detect a multi-touch.* *2. When the device is in energy-saving mode, the device cannot be connected to via Wi-Fi Direct. When the device is transitioning to energy-saving mode, the Wi-Fi Direct connection will be disconnected.*
1.07	Symptom corrected: 1. In the following situations, error (E62) occurs followed by another error (E32) that occurs continuously and does not resolve even by turning the machine power off and on, disabling machine operation. – When having installed a package firmware that includes a Cheetah System FW of a version older than the one currently installed on the machine. – When having installed a package firmware that includes the Cheetah System firmware to a machine installed with a customized Cheetah System firmware. 2. Pop Noise occurs in the operation panel. 3. If the card is removed from the NFC card reader before log-in completes, an error occurs and the card is no longer read by the NFC card reader. 4. Copy/Scanner/Fax show the state of jobs as being conducted immediately after the

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	device is rebooted.
	5. Under some conditions, the login screen may not be displayed on the device if SLNX installed.
	6. Even though Quick Card Authentication is enabled, the legacy Copier, Quick Copy, or Copy application might appear on the operation panel after the device has been turned on.
	7. After logging in with user A, if the "Del. Resv." button is selected from the "Check Status" button to delete a job owned by user B, the user information input screen may not be displayed on the device if CAP V2 installed.
	8. When the following settings are enabled, print jobs that have been conducted are not displayed on the job history screen:
	– On the operation panel: User Tools > Printer Features > System tab > Store and Skip Errored Job
	– In Web Image Monitor: Device Management > Configuration > Printer > Basic Settings > Store and Skip Errored Job
	This firmware is dependent on System/Copy firmware v1.07(D1965400J) or later, so please be sure to update it.
	9. When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured:
	– Wi-Fi Direct: Set to "Enable" (default: Disable)
	– Port Forwarding: Set to "Enable" (default: Enable)
	– Interface Settings: Set to "Machine Network" (default: Machine Network)
	– Group Owner Mode: Set to "Enable" (default: Disable)
	Please note that the Wi-Fi Direct and Group Owner Mode settings are set to "Enable" when using the RICOH Smart Device Connector.
	Other changes:
	1. The auto-start application can be changed for each SLNX user type, such as the Copy screen for guest users, Home screen for general users, etc.
	2. Supported RICOH SmartSDK v2.12.
	3. Support for Application Site version F1.
	4. If an NFC card reader is used, the user information for CAP V2 can be cached in the Smart Operation Panel memory.
	5. The Billing Code function can be used on devices with CAP V2 installed.
1.06	Symptom corrected: Several operation panel related problems were fixed - no reaction on the touch panel, incorrect coordinates, etc. Specification Change: Added support for smart-device authentication by using Bluetooth Low Energy in Quick Card Authentication. Added a static SSID menu for Wireless Direct to Screen Features. Added support for temporary user authentication, such as for users who are not authorized to modify settings or cancel jobs, in Quick Card Authentication. Cheetah hybrid applications and native applications can be installed from Web Image Monitor. To support this function, all of the following versions of firmware modules need to be installed:

Reissued: 18-Apr-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	- Cheetah System firmware v1.06 (D1961401F) or later
	- System/Copy firmware v1.06 (D1965400H) or later
	- Java VM firmware v12.20.04 (D2145799D) or later
	Error Correction:
	The screen will display as black for about 4 seconds after logging out from an ESA application (e.g. CAP v2, GlobalScan NX v2, Streamline NX v2).
	When a Cheetah hybrid application that does not have a Part Number is installed, if the Product ID exceeds nine characters, the remaining characters will not be displayed?in Web Image Monitor.?
	After auto logout, an ESA application (e.g. CAP v2, GlobalScan NX v2, Streamline NX v2) can be displayed without user authentication.
	Other Changes:
	Patched the "Stagefright" vulnerability, which made devices susceptible to malicious attacks by using multimedia files.
1.05	Other changes:
	Supported RICOH SmartSDK v2.12.
	Time before the system enters sleep mode was extended, to prevent the system from entering sleep mode immediately after activating SDK application.
	Symptom corrected:
	User code authentication does not work in applications that use Web Browser NX.
	When ID Card Copy is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening ID Card Copy, it takes approximately 30 seconds to display the first screen of the application.
	If an invalid IP address was set as the destination in Scan to Folder Helper and the Home key is pressed while the IP address is being accessed, when the application is reopened, the application will stall when the Next button is pressed.
	Operation panel stalls, if it is kept ON for an extended period.
	Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)"is set to "1(OFF)."
	Important: To apply this change, in addition to this firmware, you also need to install System/Copy firmware v1.05 (D1965400G).
	Japanese appears in other language settings.
1.04	Other changes:
	Minor bug correction.
1.03	Symptom corrected:
	Default icons may not appear on the operation panel when turning ON the power for the first time after installation or after executing SP5-761-001(Smart Operation Panel Setting). (RD196043)
	Error occurs when navigating to the "Check Status" screen from the wallpaper selection screen.
1.02	Symptom corrected:
	Operation panel does not function, if its firmware was upgraded followed by an initialization (Initialize Screen Features).
	Operation panel freezes after printing continuously.

Reissued: 18-Apr-16

Model: **GR-C2_SOP**		Date: 30-Jul-15	No.: RD196018g

Version	Modified Points or Symptom Corrected
	Initialize Screen Features Setting does not work, if the machine is left unused for an extended period after logging in.
	While scanning, the system falsely executes System Auto Reset and returns to home screen.
	When the language is set to Japanese, the Web Browser application might be forcibly terminated if the Back button is pressed immediately after scrolling through a webpage.
	When the exported preferences file is imported while Wireless Direct Mode is set to OFF, an import error log related to Wireless Direct Group Owner Mode might be recorded.
	When the exported preferences file is imported under the following conditions, importing the name of the Bluetooth device will fail:
	3. The Smart Operation Panel is in its factory default state or immediately after it has been returned to its factory default state.
	4. The Bluetooth settings menu in Screen Features has never been opened.
	Supported RICOH SmartSDK v2.10.
	Other changes:
	The MPEG-2 media format is no longer supported on the Smart Operation Panel.
1.01	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196020

Subject: Firmware Release Note: Option PctBrdg	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.18.04	D3AB5713	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
1.18.04	1st Mass production

Reissued: 08-Nov-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196021c

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

Subject: Firmware Release Note: XPS	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	*D3AB5738D*	*November 2016 production*	*Available*
1.02	D3AB5738C	July 2016 production	Available
1.01	D3AB5738B	April 2016 production	Available
1.00	D3AB5738A	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
1.03	*Symptom corrected:* *An SC899 error might occur when graphics are drawn by the RGB Brush.(GFPR#RE15100026)*
1.02	Symptom corrected: When printing an excel sheet that contains images that drawn by collar custom brush, the job may be canceled.
1.01	Other Changes: Supported RICOH SmartSDK v2.12.
1.00	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196023

Subject: Firmware Release Note: EcoInfoWidget for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1961417_forEDC	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

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196024

Subject: Firmware Release Note: FaxInfoWidget for eDC			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1961415_forEDC	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: 07-Dec-15

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196025a

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

Subject: Firmware Release Note: IDCardCopy for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	*D1961447A*	*December 2015 production*	*Not Available*
1.00	D1961447	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
1.01	*Specification Change:* *Added support for the Korean language.* *Symptom corrected:* *When the "Stop" key is pressed after scanning only one side of a document and then "Continue Printing" is selected, the following problems occur:* *– An error message for Quick Copy is displayed at the top of the panel.* *– The second screen remains even while a job is being printed.*
1.00	1st Mass production

Reissued: 06-Jun-16

Model: GR-C2_SOP, *Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1*	Date: 30-Jul-15	No.: RD196026a

RTB Reissue

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

Subject: Firmware Release Note: IWnnIME for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.3.3	D1961403_forEDC	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
2.3.3	1st Mass production

RICOH

Technical Bulletin

Reissued: 22-Dec-15

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196027a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: LanguageWidget for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
1.01	*D1961411A_forEDC*	*December 2015 production*	*Not Available*
1.00	D1961411_forEDC	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
1.01	*Other changes:* *Supported RICOH SmartSDK v2.12.*
1.00	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196028

Subject: Firmware Release Note: ProgramInfoService for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.90	D1961419_forEDC	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
1.90	1st Mass production

Reissued: 03-Feb-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196029c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: QuickCardAuth for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.11.02	***D1961432C_forEDC***	***March 2016 production***	***Not Available***
2.11.00	D1961432B_forEDC	December 2015 production	Not Available
2.10.00	D1961432A_forEDC	September 2015 production	Not Available
2.00.00	D1961432_forEDC	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
2.11.02	***Specification Change:*** - ***Added support for smart-device authentication by using Bluetooth Low Energy in Quick Card Authentication.*** - ***Added support for temporary user authentication, such as for users who are not authorized to modify settings or cancel jobs, in Quick Card Authentication.***
2.11.00	Other changes: Minor bug correction.
2.10.00	Symptom corrected: Supported RICOH SmartSDK v2.10.
2.00.00	1st Mass production

RICOH

Technical Bulletin

Reissued: 09-Dec-15

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196032a

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

Subject: Firmware Release Note: SimpleCopy for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	*D1961424B_forEDC*	*November 2015 production*	*Not Available*
1.02	D1961424A_forEDC	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
1.03	*Error Correction:* *Japanese appears in other language settings.*
1.02	1st Mass production

RICOH

Technical Bulletin

Reissued: 28-Sep-15

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196033a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: SimpleFAX for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.01	*D1961426A_forEDC*	*September 2015 production*	*Not Available*
1.00	D1961426_forEDC	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
1.01	*Software bug fixed*
1.00	1st Mass production

Reissued: 29-Jan-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196034a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: SimpleScan for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	*D1961425B_forEDC*	*January 2016 production*	*Not Available*
1.01	D1961425A_forEDC	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
1.02	*Symptom corrected:* – *When a USB keyboard is plugged in or unplugged from the device while Quick Scanner is displayed on the screen, the application might close.* – *If this occurs while a job is being conducted in Quick Scanner, when the application is restarted, the message "Original is being scanned by another function" will be displayed and no scan applications can be used.*
1.01	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196035

Subject: Firmware Release Note: StopKeyWidget for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1961416_forEDC	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

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196036

Subject: Firmware Release Note: TonnerWidget for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1961414_forEDC	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

RICOH

Technical Bulletin

Reissued: 02-Feb-16

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196037b

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

Subject: Firmware Release Note: QRCodeforSDC for eDC		Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.0.1	**D1961434B_forEDC**	**February 2016 production**	**Not Available**
1.2.0	D1961434A_forEDC	September 2015 production	Not Available
1.1.0	D1961434_forEDC	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
2.0.1	**Other changes:** **Support for Bluetooth Low Energy when using Quick Card Authentication with Smart Device Connector.**
1.2.0	Symptom corrected: 1. Data sent directly through Wi-fi may be embedded to the QR code, if the Group Owner mode is disabled. 2. Cannot write on NFC when logged in with the administrator privilege.
1.1.0	1st Mass production

RICOH

Technical Bulletin

Reissued: 24-Nov-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2, *Cor-C1.5*	Date: 30-Jul-15	No.: RD196038c

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

Subject: Firmware Release Note: iWnnIME for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

For Korean

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961406_forEDC	1st Mass production	Not Available

For Simplified Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961404_forEDC	1st Mass production	Not Available

For Traditional Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961405_forEDC	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.

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196038

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Model: **GR-C2_SOP**	Date: 30-Jul-15	No.: RD196039

Subject: Firmware Release Note: LegacyUI for eDC			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D1961407A_forEDC	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
1.01	1st Mass production

Reissued: 30-Jul-15

Model: **MET-C1ab / ab_SOP, MET-C1yz / yz_SOP/GR-C2_SOP**	Date: 18-Jun-13	No.: RD147013b

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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	D1475581	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

RICOH

Technical Bulletin

Reissued: 30-Jul-15

Model: **MET-C1ab / ab_SOP, MET-C1yz / yz_SOP/GR-C2_SOP**	Date: 18-Jun-13	No.: RD147025b

RTB Reissue

The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: PS3 Font	Prepared by: Y. Ino
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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: 30-Jul-15

Model: **MET-C1ab/ MET-C1cde/MET-C1yz/MET-C1yz_SOP/ Z-C2/Z-C2_SOP/ CH-C1 Office/OR-C2/Cor-C1/Cor-C1_SOP/K-C4 /Gim-MF1a/Gim-MF1b/Gim-MF1d/Gim-P1c/Gim-P1d/BR-C1/ Leo-C1/Leo-P1/*Da-P1d/GR-C2_SOP***	Date: 13-Mar-14	No.: RD147059c

RTB Reissue

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

Subject: Firmware Release Note: SD card for Fonts Type D	Prepared by: Y. Ino
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **SD card for Fonts Type D.**

Version	Program No.	Effective Date	Availability of RFU
0.00	M1095277	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
0.00	1st Mass production

Model: **OR-C2** / **OR-C2_SOP**/*Cor-C1/Cor-C1_SOP/Gim-MF1d/GR-C2_SOP*	Date: 04-Feb-14	No.: RD184040b

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.14	M1095273	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
1.14	1st Mass production

Reissued: 22-Feb-16

Model: Cor-C1/Cor-C1_SOP/GR-C2_SOP/**Lef-C1**	Date: 05-Sep-14	No.: RD197027b

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

Subject: Firmware Release Note: Data Erase Onb		Prepared by: T. Tachibana
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Important Information about Normal/Smart Panel Firmware Updates

● When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.

● To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.

● If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **Data Erase Onb.**

Version	Program No.	Effective Date	Availability of RFU
1.00	D2025556	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

RICOH

Technical **B**ulletin

Model: GR-C2b SPF	Date: 21-Aug-15	No.: RD196040

Subject: Manual correction: BiCU replacement procedure	Prepared by: Y. Yasutaka
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Revision

Target models: D196/D214/D236, D220/D219

1) Service Manual: <u>Main Chapters</u> ><u>Replacement and Adjustment</u> > <u>Electrical Components</u> > BiCU

Delete the description in **bold** in the "Note" after STEP 3.

Note

· Attaching the used NVRAM to the new BiCU allows users to use old data such as SP settings.

· ~~**SC995 occurs when replacing the BiCU. Execute SP5-811-004 then turn the main power off and on.**~~

· Install a new NVRAM [A] so that the indentation [B] on the NVRAM corresponds with the mark on the BiCU. Incorrect installation of the NVRAM will damage both the BiCU and NVRAM.

----

2) Service Manual: <u>Main Chapters</u> ><u>Replacement and Adjustment</u> > <u>Electrical Components</u> > BiCU > <u>Replacing the NVRAM (EEPROM) on the BiCU</u>

Delete the "Note" after STEP 8.

~~**Note**~~

· ~~**When the power is turned ON, SC195-00 appears. Continue with the following steps.**~~

Model: GR-C2b SRF	Date: 28-Sep-15	No.: RD196043

Subject: Troubleshooting missing icons in the home screen	Prepared by: Y. Yamada
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

Icons may not appear on the operation panel when turning ON the power for the first time after installation or after executing SP5-761-001 (Smart Operation Panel Setting).

CAUSE

Software bug

SOLUTION

1. Press the menu button on the home screen.
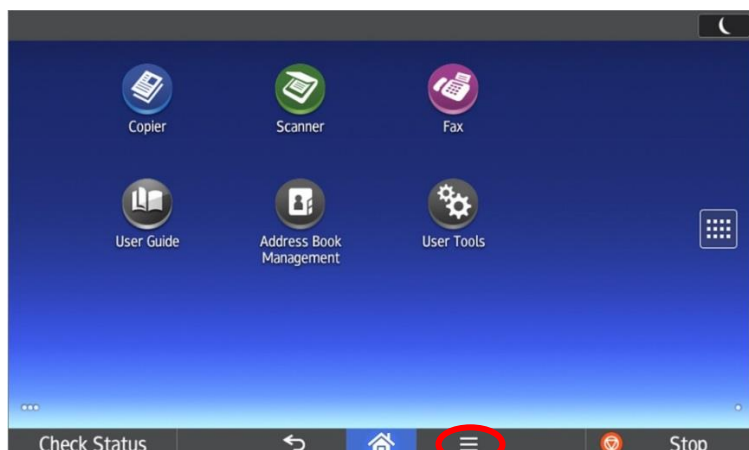
2. Press "Reset Home information."
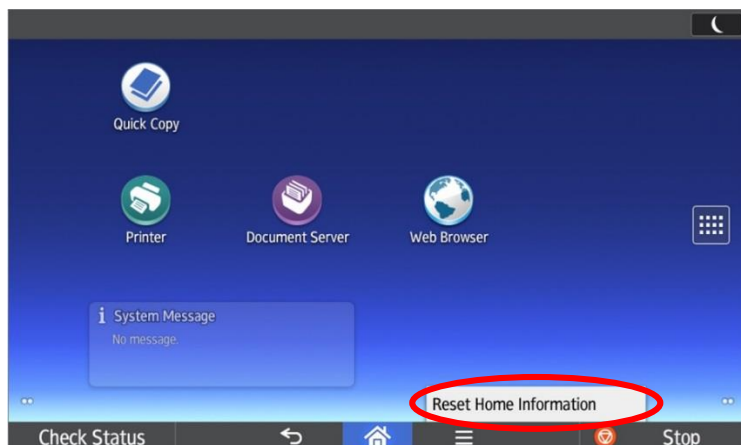
Model: GR-C2b SRF	Date: 28-Sep-15	No.: RD196043

3. Press OK in the following dialog box.
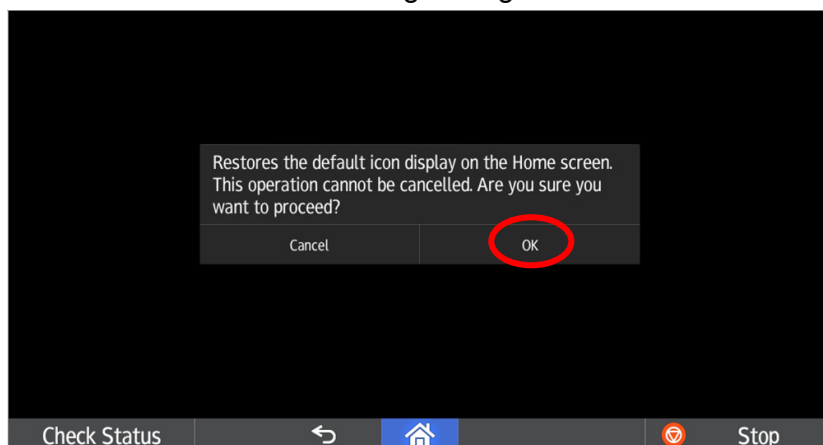
4. Check that the home screen is correct.
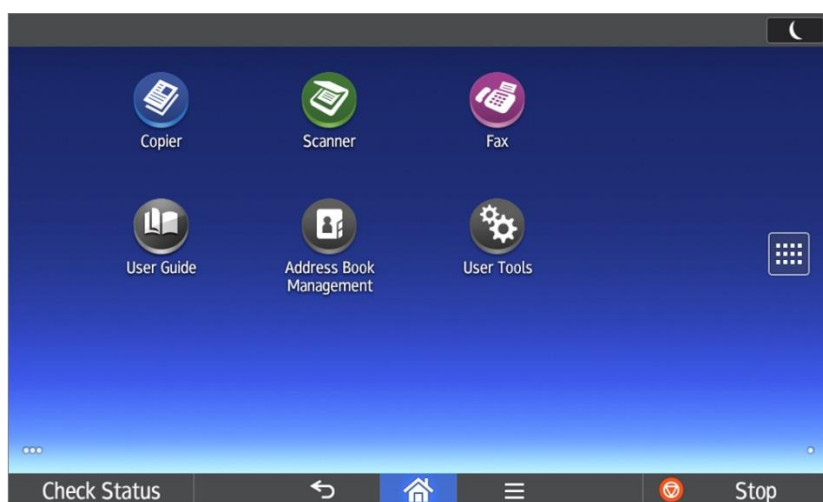
If the message "end the launcher" appears, repeat the above steps.

Model: GR-C2b SPF	Date: 4-Sep-15	No.: RD196041

Subject: Trouble shooting uneven density	Prepared by: Y. Yasutaka
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

Density at the operator side and non-operator side becomes uneven after replacing the laser unit.

CAUSE

Replacing the laser unit can cause the light intensity of channels 1 and 2 to become uneven.

SOLUTION

1. Select the "Two-beam density" pattern in SP2-109-003:22.
2. Select all colors in SP2-109-005:1.
3. Print the test pattern.
   - Sample image -
   Notice that the beams (channel 1 and channel 2) are arranged alternately.
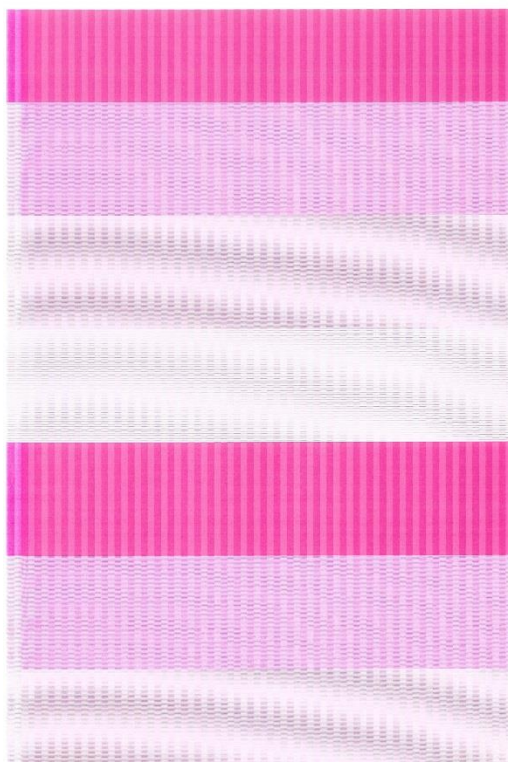
Model: GR-C2b SPF	Date: 4-Sep-15	No.: RD196041

4. If the density is lower on the operator side:

Bk：increase SP2-104-001 "1~5%" and decrease the same amount in SP2-104-005.

Cy：increase SP2-104-003 "1~5%" and decrease the same amount in SP2-104-007.

Ma：increase SP2-104-002 "1~5%" and decrease the same amount in SP2-104-006.

Ye：increase SP2-104-004 "1~5%" and decrease the same amount in SP2-104-008.

If the density is higher on the operator side:

Bk：decrease SP2-104-001 "1~5%" and increase the same amount in SP2-104-005.

Cy：decrease SP2-104-003 "1~5%" and increase the same amount in SP2-104-007.

Ma：decrease SP2-104-002 "1~5%" and increase the same amount in SP2-104-006.

Ye：decrease SP2-104-004 "1~5%" and increase the same amount in SP2-104-008.

5. Repeat the above steps until the density is even across the entire page.

Reissued: 13-Jan-15

Model: GR-C2b SPF	Date: 1-Oct-15	No.: RD196044a

RTB Reissue
The items in **Red bold** were added.

Subject: SC502 troubleshooting and parts information	Prepared by: K.Kunimatsu
From: Field Quality Management Group1, FQM Dept.	

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

SYMPTOM

SC502

CAUSE

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

Replace the following parts as a set.

#	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	
2	LEVER:AUXILIARY		D5732725	-	1		
3	TENSION SPRING:PAPER FEED	D5732734	D5732735	1	1	X/O	Replace as a set
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*	-	

Added--07270060E : RETAINING RINGS-C:6 [5]
Changed the position--H5192415: WASHER:MM7.2 [6]

Modified--D5732735: TENSION SPRING:PAPER FEED [3]   Modified--D5732716 : LEVER:RISE:BASE:PEEN [4]

Before   After

Added--D5732725 : LEVER:AUXILIARY [2]

Modified--D5732723: LEVER:RISE:PRESSURE:PEEN [1]

Model: GR-C2b SPF	Date: 1-Oct-15	No.: RD196044a

2 items added

07270060E

D5732725
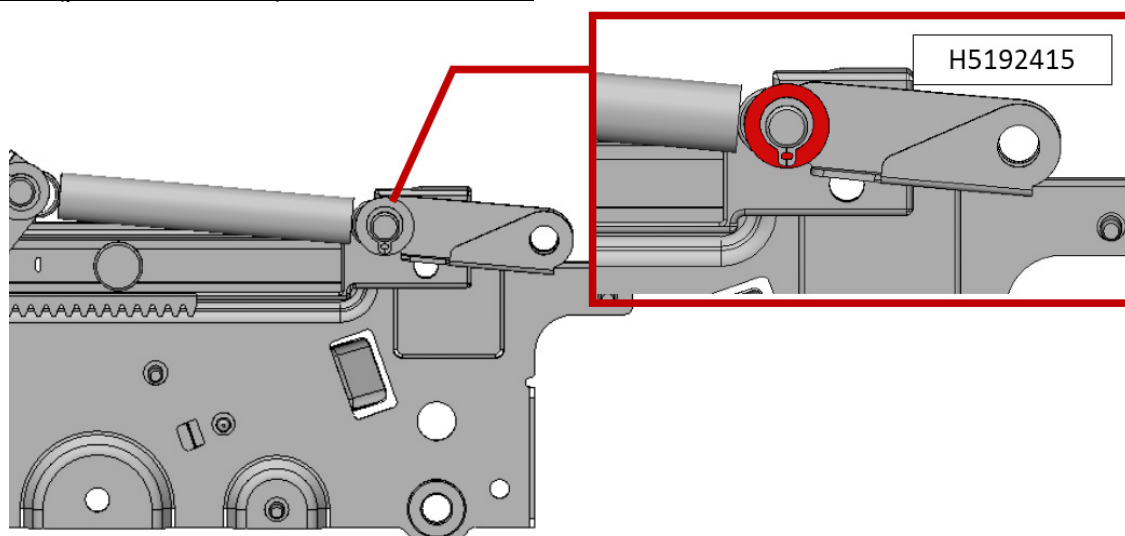
*Note:

Reuse **WASHER:MM7.2** [6], by removing it from **LEVER:RISE:BASE:PEEN** [1] and reattaching it to the position shown below.

[6]

[1]

Washer (p/n: H5192415) attaches to here.

H5192415

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

Model: GR-C2b SPF	Date: 1-Oct-15	No.: RD196044a

Production line

Paper bank modification described above was applied to machines in production from the following serial numbers.

Model	S/N
D573-17	E035Z300001

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

Model: GR-C2b SPF	Date: 13-Oct-15	No.: RD196046

Subject: Manual correction : Accessory of NFC Reader Type	Prepared by: Y. Yamada
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306 series service manual
Installation > NFC Reader Type M13 > Accessory Check (page 154)

Please change the photo and description in "Note" as follows.

[A]: For a machine that has a 1-Bin tray unit installed, the cable cover is inscribed "1 BIN."

RICOH

Technical **B**ulletin

Model: GR-C2	Date: 6-Oct-15	No.: RD196045

Subject: Manual correction : Installation of Handset Type C5502		Prepared by: Y. Yamada
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.		

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

Field Service Manual Correction

Fax Option Type M13 service manual

Top Page > Installation > Fax Unit Options > Handset Type C5502 (D645) (only for NA) > Installation Procedure
Page: 17

Replace the images for steps 4 and 5 as follows.

4. Attach the handset bracket to the upper left cover by securing two screws to the frame of the machine through the screw holes. (Screw (tapping) x 2)
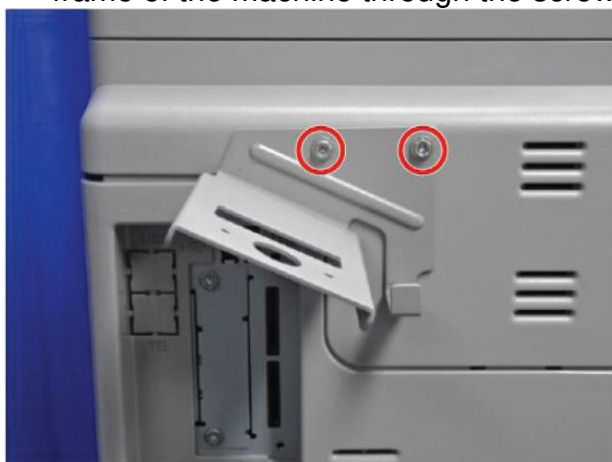
5. Attach the cradle to the bracket. (Screw (flat head) x 2)

Model: GR-C2b SPF	Date: 30-Nov-15	No.: RD196047

Subject: Manual Correction: Procedure for Retrieving the Debug Log with SD Card	Prepared by: Chihiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/C406 series service manual
5. System Maintenance > Capturing the Debug Logs > Retrieving the Debug Logs > Procedure for Retrieving the Debug Log with SD Card

Replace the debug log capturing procedure with the new procedure below, as the procedure described in the current service manual is for models before the Gr-C2. (The items **in bold italics** were corrected or added.)

RICOH

Model: GR-C2b SPF	Date: 30-Nov-15	No.: RD196047

Capturing the Debug Logs

Retrieving the Debug Logs

Retrieve debug logs to identify the date of occurrence of the problems and to find details of the problems
e.g.: At around 8:00 am on March 10, an engine stall occurred. The operation panel does not respond. Turn the main power supply off / on.
Analysis of the debug log is effective for problems caused by the software. Analysis of the debug log is not valid for the selection of defective parts or problems caused by hardware.

Procedure for Retrieving the Debug Log with SD Card

1. Insert the SD card into the slot on the side of the operation panel or the service slot.

- It is recommended to use the SD card *(2 GBs* or 8 GBs**)* provided as a service part. This is because the log data can be acquired much faster than when using commercially available SD cards.

   * The part number of the SD card with 2 GBs that is registered as a service part is "B6455030".
   ** The part number of the SD card with 8 GBs that is registered as a service part is "B6455040".

- *Format the SD card by using SD Formatter from Panasonic before copying the logs: https://www.sdcard.org/downloads/formatter_3/ (free software)*
- *Insert the SD card into the machine's service slot instead of the SD slot on the side of the operation panel.*

2. *Turn ON the main power.*
3. Enter SP mode.
4. *Specify the date that the problem occurred in SP5-858-101 (Start Date) by setting it to the year-month-day calendar format.*

- *For example, if a problem occurred on February 1, 2015, the date should be set to "20150201", as shown above.*
- *Be sure to confirm the date when the problem occurred before obtaining the logs.*

5. *Specify the number of days to collect the logs in SP5-858-102 (Days of Tracing).*

Model: GR-C2b SPF	Date: 30-Nov-15	No.: RD196047

- *"3" is set by default for Gr-C2, which is the minimum needed for investigating the problem.*
- *A value of "1" to "180" can be set.*

6. **Execute SP5-858-111 (Acquire All Info & Logs) to copy all of the log types to an SD card.**

It is possible to obtain the logs separately by the following SPs.

SP	Collectable Information and/or Logs
SP5-858-111	All of the information and logs that are collected by executing the SPs from SP5-858-121 to SP5-858-145, and SMC.
SP5-858-121	Configuration page
SP5-858-122	Font page
SP5-858-123	Print settings list
SP5-858-124	Error log
SP5-858-131	Fax information (whether the fax destinations are included or not depends on the setting of SP5-858-103.)
SP5-858-141	Controller log, engine log, operation panel log, and SMC.
SP5-858-142	Controller log
SP5-858-143	Engine log
SP5-858-144	Operation panel log
SP5-858-145	FCU log
SP5-992-001	SMC

7. **After executing the SP for copying the information and/or logs, a confirmation screen will appear. To proceed obtaining the information and/or logs, tap "Execute".**
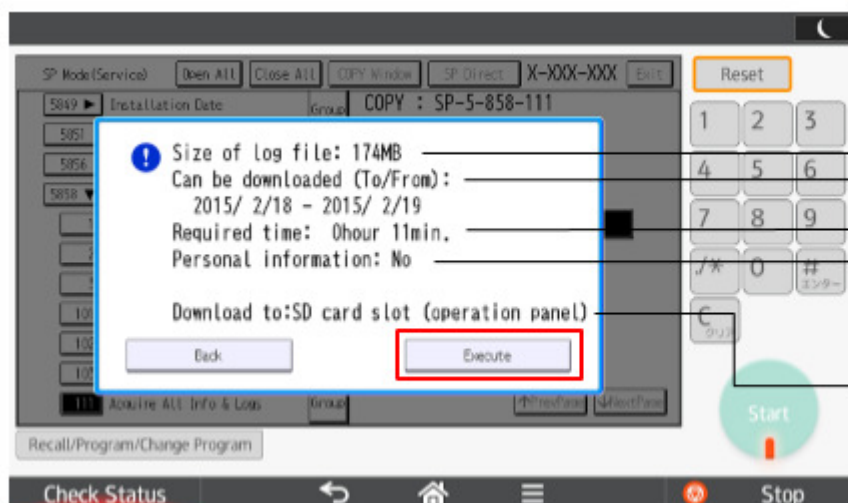
● **The approximate time it takes to transfer the debug log is as follows. Transfer time may be affected by the type or format of the SD card.**

- ➢ **Controller debug log (GW debug log): 2 - 20 minutes**
- ➢ **Engine debug log: 2 minutes**
- ➢ **Operation panel debug log: 2 - 20 minutes**

● **If the estimated time is not calculated due to an error, an error code will be displayed.**

Error Code	Description
-1	Other.
-2	No SD card is inserted in the service slot or in the SD slot on the side of the operation panel. In this case, insert an SD card to either of the SD slots.
-3	The SD card is locked. In this case, unlock the SD card, as shown below.
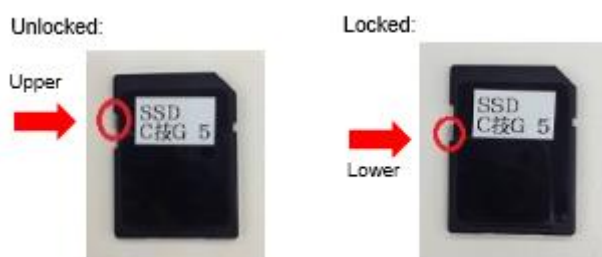
8. **Wait for the information and/or logs to be copied to the SD card.**
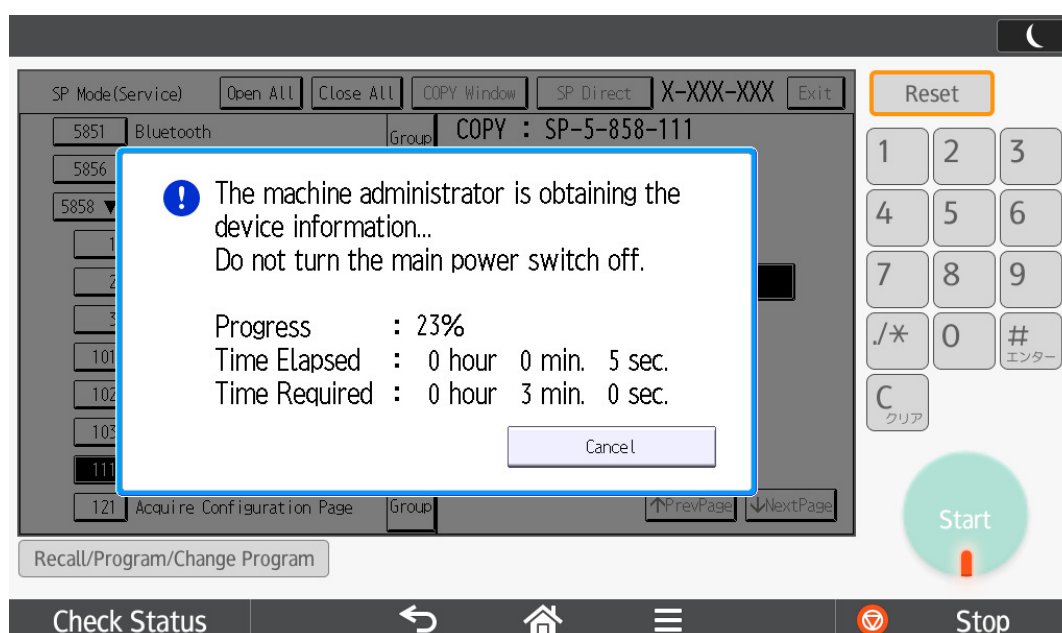
Model: GR-C2b SPF	Date: 30-Nov-15	No.: RD196047

9. *After a message stating that the process has completed appears on the operation panel, confirm that the LED light next to the SD card slot is not flashing and then remove the SD card.*

- *The process of obtaining logs fails in the following cases:*
  - *When the size of the logs to obtain exceeds the amount of space available on the SD card.*
  - *When the SD card is removed while the logs are being copied to it.*
  - *When the SD card is not formatted.*
- If 'failed' appears on the touch panel display, turn the power off, and then recover from step 1 again.

The debug logs are saved with the following file names.

Controller log (mmesg)	*/LogTrace/[the model number]/watching/[yyyymmdd_hhmmss]_[a unique value].gz*
Engine debug log	/LogTrace/[the model number]/engine/[yyyymmdd_hhmmss].gz
Operation panel log	*/LogTrace/[the model number]/opepanel/[yyyymmdd_hhmmss].tar.gz*
SMC	*/LogTrace/[the model number]/smc/[the model number]_[5992XXX]_[yyyymmdd]_[hhmmss].csv*
Configuration page	*/LogTrace/[the model number]/gps/ConfigrationPage/ConfigrationPage_ [yyyymmdd_hhmmss].csv*
Font page	*/LogTrace/[the model number]/gps/FontPage/FontPage_PCL_[the page number]_[yyyymmdd_hhmmss].jpg* */LogTrace/[the model number]/gps/FontPage/FontPage_PDF_[the page number]_[yyyymmdd_hhmmss].jpg* */LogTrace/[the model number]/gps/FontPage/FontPage_PS_[the page number]_[yyyymmdd_hhmmss].jpg*
Print settings list	*/LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RPGL_[yyyymmdd_hhmmss].txt* */LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RTIFF_[yyyymmdd_hhmmss].csv*
Error log	*/LogTrace/[the model number]/gps/ErrorLog/[yyyymmdd_hhmmss].csv*

Model: GR-C2b SPF	Date: 30-Nov-15	No.: RD196047

Fax information	*/LogTrace/[the model number]/faxreport/[yyyymmdd_hhmmss].csv*
FCU debug log	/LogTrace/[Machine Serial]/fculog/[yyyymmdd_hhmmss].gz

Model: GR-C2b SPF	Date: 14-Dec-15	No.: RD196048

Subject: Manual Correction: Procedure for Retrieving the Debug Log via Web Image Monitor	Prepared by: Chihiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Field Service Manual Correction
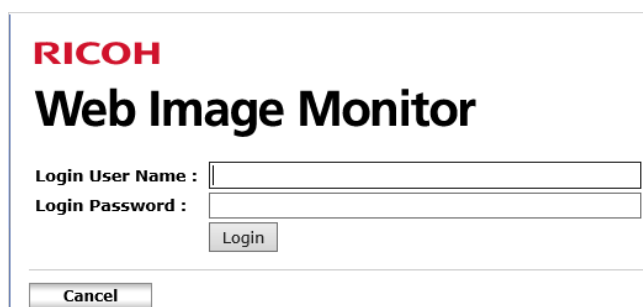
MP C306/C406 series service manual
5. System Maintenance > Capturing the Debug Logs > Retrieving the Debug Logs > Procedure for Retrieving the Debug Log via Web Image Monitor

Add the debug log capturing procedure via Web Image Monitor. (This new function was added at Gr-C2 and later models.)

Capturing the Debug Logs

Retrieving the Debug Logs

1. Access the following URL and logon as an administrator:
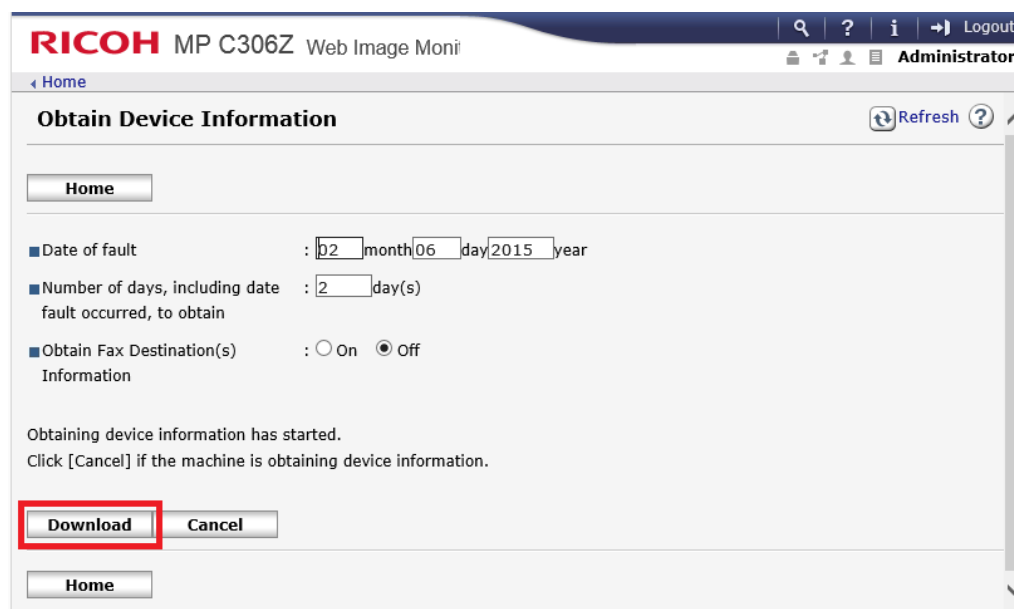   http://[IP address or host name]/web/entry/df/websys/direct/getSysInfo.cgi

This page cannot be accessed from Web Image Monitor.

2. Specify the date that the problem occurred and the number of days to download the logs. If the fax destinations need to be included in the fax information, set "On" as "Obtain Fax Destination(s) Information". Then click "Download".

- "3" is set by default for "Number of days, including date fault occurred, to obtain". However "2", which is the minimum needed for investigating the problems", is recommended for reducing the downloading time.
- "Obtain Fax Destination(s) Information" is set to "Off" by default.

3. The confirmation screen will appear and the information and/or logs will start being downloaded. To proceed to download the information and/or logs, wait for the open-or-save dialog to appear.
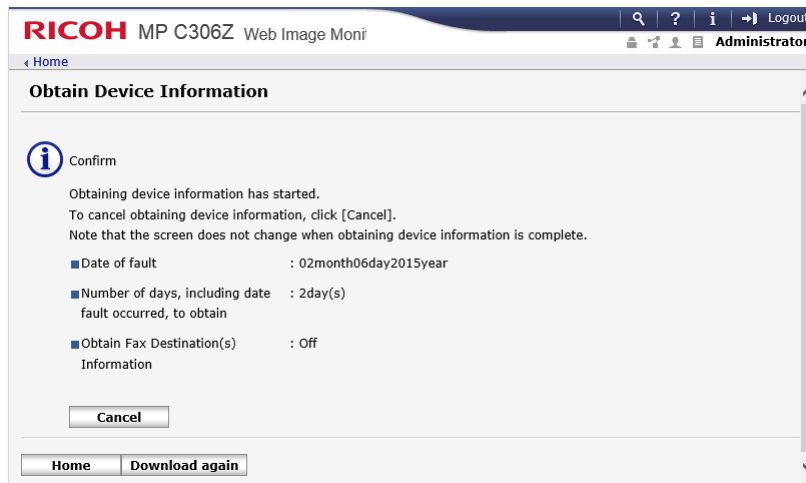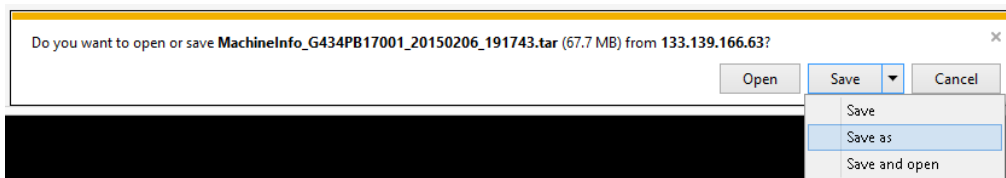

- To cancel downloading, click "Cancel".
- To reconfigure some settings, click "Download again".
- Operation panel when downloading the logs:

4. After a while, the open-or-save dialog will appear. Specify where to download and save the file.

- The debug logs are saved with the following file names. These names are same with the files downloaded with SD card.

Controller log (mmesg)	/LogTrace/[the model number]/watching/[yyyymmdd_hhmmss]_[a unique value].gz
Engine debug log	/LogTrace/[the model number]/engine/[yyyymmdd_hhmmss].gz
Operation panel log	/LogTrace/[the model number]/opepanel/[yyyymmdd_hhmmss].tar.gz
SMC	/LogTrace/[the model number]/smc/[the model number]_[5992XXX]_[yyyymmdd]_[hhmmss].csv
Configuration page	/LogTrace/[the model number]/gps/ConfigrationPage/ConfigrationPage_[yyyymmdd_hhmmss].csv
Font page	● /LogTrace/[the model number]/gps/FontPage/FontPage_PCL_[the page number]_[yyyymmdd_hhmmss].jpg ● /LogTrace/[the model number]/gps/FontPage/FontPage_PDF_[the page number]_[yyyymmdd_hhmmss].jpg ● /LogTrace/[the model number]/gps/FontPage/FontPage_PS_[the page number]_[yyyymmdd_hhmmss].jpg
Print settings list	● /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RPGL_[yyyymmdd_hhmmss].txt ● /LogTrace/[the model number]/gps/PrintSettingList/PrintSettingList_RTIFF_[yyyymmdd_hhmmss].csv
Error log	/LogTrace/[the model number]/gps/ErrorLog/[yyyymmdd_hhmmss].csv
Fax information	/LogTrace/[the model number]/faxreport/[yyyymmdd_hhmmss].csv
FCU debug log	/LogTrace/[Machine Serial]/fculog/[yyyymmdd_hhmmss].gz

Model: GR-C2	Date: 22-Dec-15	No.: RD196049

Subject: Manual correction - Caution note on PSU replacement	Prepared by: A.Ishida
From: 2nd Tech Service Sec., MFP/P Tech Service Dept.	

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

Please add the following caution in the field service manual in this section:
Replacement and Adjustment > Electrical Components > PSU(AC), PSU(DC)

Parts number	Parts description	Product code
AZ240290	POWER SUPPLY UNIT:GR-C2:DOM/NA	D196, D220, D236
AZ240291	POWER SUPPLY UNIT:GR-C2:EU/AA	D196, D214, D219, D220

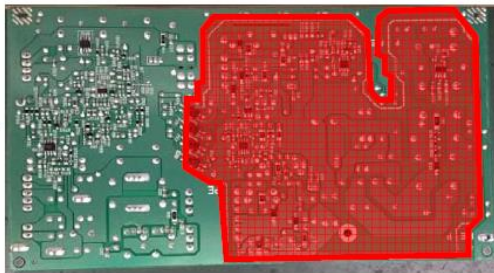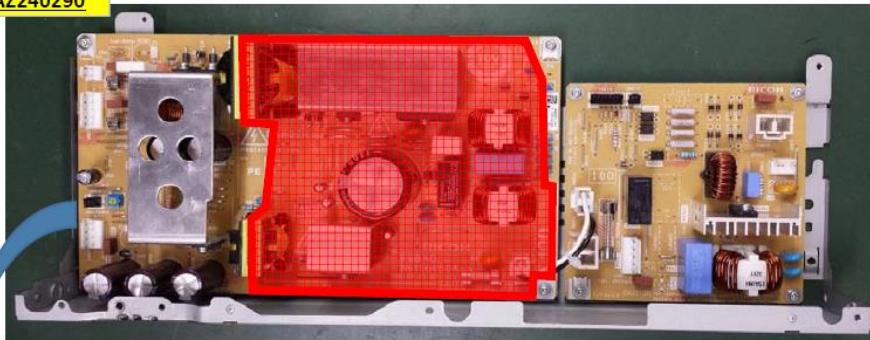| Model: GR-C2	Date: 22-Dec-15	No.: RD196049

⚠ *CAUTION:*

NEVER touch the areas outlined in red in the photos below to prevent electric shock caused by residual charge.
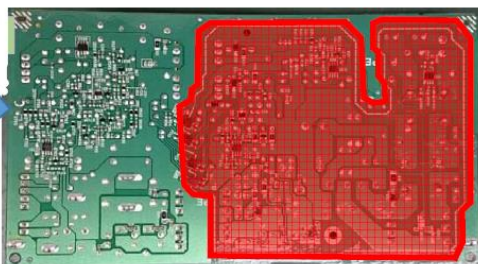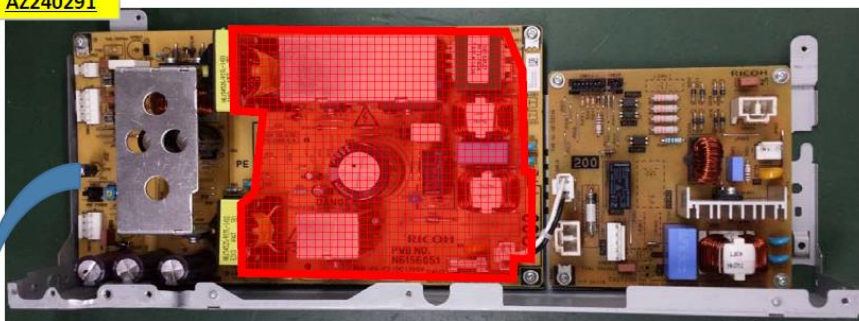
Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

The procedure to discharge residual charge from the machine by unplugging the power cord from the AC wall outlet and pressing the main power switch works only for the DC circuits on this board. Residual charge remains in the AC circuits.

AZ240290

AZ240291

Model: GR-C2b SPF	Date: 06-Jan-16	No.: RD196050

Subject: Manual Correction: Accessories of Anti-condensation Heater (for Mainframe Paper Tray)	Prepared by: Chihiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/C406 series service manual

2. Installation> Anti-condensation Heater (for Mainframe Paper Tray)

Please correct the part numbers of the accessories as follows.

Page: 119

🔵 Note

- *1 This harness (P/N: D1955265) is also used as a harness for Anti-condensation Heater for optional paper feed unit, and Anti-condensation Heater for mainframe. If you have already ordered this harness for these heaters, it is not necessary to order this harness again at this time.

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Anti-condensation Heater (for Mainframe Paper Tray)

- *2 All the accessories required to install the anti-condensation heater for mainframe paper tray are available as the following kits or components. Order these separately from the heater:
  A: Heater Kit (D5730400 for NA/TWN, D5730401 for EU/AA/CHN)
  B: Harness (D1965265)
  C: Bracket Set ~~(D7728431)~~ D1965093
  D: Base Set ~~(D3AT0010)~~ D1965098
  E: Pin Set ~~(D7728411)~~ D1965092

- These part numbers are correct as of July, 2015. Refer to the "Option" section in the mainframe's parts catalog to check the latest part numbers.

2

Model: GR-C2	Date: 22-Jan-16	No.: RD196051

Subject: Service Information for Smart Device Connector 2.1.0 on GR-C2	Prepared by: Satoru Toya
From: Connectivity Support Sect., MFP/P Tech Service Dept.	

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

This RTB has been issued to announce the procedure for updating Cheetah firmware and applications when using Smart Device Connector 2.1.0 with the GR-C2.

Overview
Smart Device Connector 2.1.0 will be released in late February 2016 (the exact release date will be announced soon). In that release, Bluetooth will be supported as a connection method and will be available as of the GR-C2 models. However, the GR-C2 requires a firmware update to use a Bluetooth connection. For information about other new features in Smart Device Connector 2.1.0, please refer to the technical references at the end of this RTB.

Target Models
Model GR-C2 (D196/D219/D220/D214/D236)

Setup Procedure
1) Updating the firmware
To update the firmware or applications on the Smart Operation Panel, conduct the appropriate procedure(s) below:

1-1) Prepare SD cards for applications and firmware updates.
1-2) Update the Smart Operation Panel firmware.
1-3) Update the Smart Operation Panel applications.

Target firmware/application version on the Smart Operation Panel:

| Firmware Type	Version
	Model GR-C2
Cheetah System	1.06
Cheetah System(China/Taiwan)	1.06
BluetoothService	1.00*
QuickCardAuth	2.11.02
QRCodeforSDC	2.0.1

*This is the initial release, not an update.

1-1) Prepare SD cards for application and firmware updates.
1) Place the ZIP file for the Smart Operation Panel firmware (for example: M2a_System) in the root directory.
2) Create an "app" folder in the root directory of the SD card:
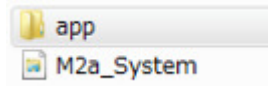
3) Place the Smart Operation Panel applications into the "app" folder on the SD card.

Note: All applications can be placed in the "app" folder at the same time.

1-2) Update the Smart Operation Panel firmware.
1) Insert the SD card into the SD card slot of the Smart Operation Panel.
2) Log in to **Recovery mode**.**
3) Select **update from sdcard** and push the **EX1** button.
4) Select **CheetahSystem**, which is placed in the root directory and then push the **EX1** button.
5) When the message "Continue Update" appears, push the **EX1** button to start updating the Smart Operation Panel firmware.
6) When the message "Install from sdcard complete" appears, select **Reboot system now** and push the **EX1** button to restart the Smart Operation Panel.

**To enter Recovery Mode on Cheetah-G2 models, power on the machine while pressing the EX1 and EX3 buttons simultaneously. Then, as soon as the following screen appears, press the EX1 and EX2 buttons simultaneously for five seconds:

1-3) Update the Smart Operation Panel applications.
1) Go into screen service mode.
2) Insert the SD card into the SD card slot of the Smart Operation Panel.
3) Select **Applications**, press **Install**, and then push **Install from the SD card**.
4) Choose **Select all** and then press **Install**.
5) When the result of updating the applications appears, confirm that they have been updated to the correct version and then press and hold down the **Panel reboot** button.
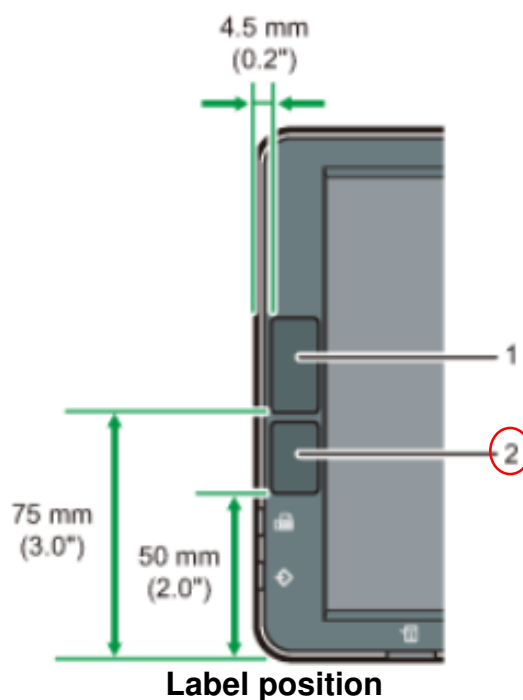
Model: GR-C2	Date: 22-Jan-16	No.: RD196051

2) Attach the Bluetooth label

The Bluetooth label should be ordered and attached to position "2", as shown in the diagram below.

Bluetooth label:
D2557798: DECAL:BLUETOOTH:CHEETAH-G2

Label position

Technical References for Smart Device Connector 2.1.0

Please refer to the technical references at the following links:
- http://tscweb.custhelp.com/app/answers/detail/a_id/179166
- http://eu-tier2-en.custhelp.com/app/answers/detail/a_id/179166
- http://ap-tier2-en.custhelp.com/app/answers/detail/a_id/179166

Model: Cor-C1/Cor-C1_SOP/Gim-MF1d/ Gim-MF1dM/GR-C2/GR-C2_SOP/ Lef-C1/OR-C2/OR-C2_SOP	Date: 21-Jan-16	No.: RD184064

Subject: Firmware Release Note: PCL Font		Prepared by: J. Kitagawa
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ 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
1.14	M1095273	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
1.14	1st Mass production

Model: **Cor-C1/Cor-C1_SOP/Gim-MF1d/Gim-MF1dM/ GR-C2/GR-C2_SOP/Lef-C1/MET-C1ab/MET -C1ab_SOP/ MET -C1k/ MET -C1yz/ MET -C1yz_SOP/OR-C2/OR-C2_SOP**	Date: 29-Jan-16	No.: RD184065

Subject: Firmware Release Note: Font EXP	Prepared by: J. Kitagawa
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1475581	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

Technical **B**ulletin

RICOH

Model: GR-C2b SPF	Date: 1-Feb-16	No.: RD196052

Subject: The login session/record of a previous user is reactivated if a user logs in using CAP.	Prepared by: K.Kunimatsu
From: Field Quality Management Group1, FQM Dept.	

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

SYMPTOM

If a user logs in using CAP after the machine recovers from Sleep mode, the login session/record of a previous user is reactivated.

This occurs when using the following combination of firmware:

System/Copy	CAP
v1.05	v2.2.600

CAUSE

Firmware bug

SOLUTION

Install one of the following:
- System/Copy firmware **v1.06** (Program No. D1965400H) or newer, OR
- CAP **v2.2.601** or newer

Cut-in S/N

TBA

Model: GR-C2b SPF	Date: 4-Feb-16	No.: RD196053

Subject: Manual Correction: SP5140 to Enable/Disable Duplex Printing from Bypass Tray	Prepared by: Chihiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Please add information on SP5140 to your <u>MP C306/C406 series</u> FSM in the following two sections.

1. Appendices > 1. Specifications > Supported Paper Sizes > Paper Feed

   Page: 10 (Appendices)

   Remarks

   ✓: Supported

   *1: Enables duplex printing by setting SP mode for NA, EU, and Asia. (No duplex printing for the default setting) Duplex printing can be selected from printer driver. (SP5140-001: **Disable Duplex from Tray: Bypass**)

   *2: Enables duplex printing by setting SP mode for NA and EU. (No duplex printing for the default setting) Duplex printing can be selected from printer driver. (SP5140-001: **Disable Duplex from Tray: Bypass**)

2. Appendices > 3. SP Mode Tables > Main SP Tables-5 > SP5-XXX (Mode)

5140	[Disable Duplex from Tray: Bypass]		
	Enables or disables duplex printing from the bypass tray.		
5140-001	-	*ENG	[0 or 1 / 1 / -/step] 0:Enable, 1:Disable

Reissued: 19-Feb-16

Model: GR-C2b SPF	Date: 17-Dec-16	No.: RD196054a

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

Subject: Manual Correction: Procedure for Updating Java VM	Prepared by: Chihiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/C406 series service manual
5. System Maintenance > Updating JavaVM > Creating an SD Card for Updating

Please correct the items in **bold italics**.

Creating an SD Card for Updating

STEP1 Download the update modules from Firmware Download Center. As one of the model modules, "Java VM v1**2** UpdateTool" is available for download. (The version differs depending on the model.)

STEP2 Unzip the downloaded file. Copy the whole "sdk" folder to the root of the SD card directly below.

⬇ Note

When unzipping the downloaded file, two subfolders ("update" and "sdk") exist in the "sdk" folder. Rather than just copying the subfolder "sdk", copy the whole folder "sdk".

Updating Procedure

⚠ *CAUTION:*

SD card can be inserted with the machine power off.
During the updating process, do not turn off the power.
If you turn off the power during the updating, the machine performance is not guaranteed. (There is a possibility that an SC and boot failure occurs.)
If you accidentally turn off the power during the updating, retry the updating procedure from the beginning. (If the update fails again, you will need to replace the controller board.)

STEP1 If the boot priority application is set to the ESA application, switch to the home application. ([User Tools] – [Screen Features] – [Screen Device Settings] – [Function Priority- Home])

Reissued: 19-Feb-16

Model: GR-C2b SPF	Date: 17-Dec-16	No.: RD196054a

STEP2   Take a note of the current Heap size. ([User Tools] – [Machine Features] – [Extended Feature Settings] – [Extended Feature Settings] – [Administrator Tools] – [Heap/Stack Size Settings])
The Heap size setting is changed to the initial setting when updating.

STEP3   Turn OFF the main power.

STEP4   Insert the SD card for update into the service slot.

STEP5   Turn ON the main power.

STEP6   After booting Java VM, update of the application is started. "Updating SDK/J" appears in the system message of the touch panel display after 1 minute. (Estimated time: about 2.5 minutes)

STEP7   After completing the update and starting the Java VM, "Update SDK / J done SUCCESS" appear in the system message of the touch panel display. After turning off the power, remove the SD card from the slot.

When you fail to update, "Update SDK/J done FAIL" is displayed. You can confirm the cause of the error message below.

STEP8   Turn ON the main power.

STEP9   Reconfigure the Heap size. ([User Tools] – [Machine Features] – [Extended Feature Settings] – [Extended Feature Settings]-[Administrator Tools]-[Heap/Stack Size Settings]) by referring to STEP2.

⬇ Note

If you failed to do STEP2, set the heap size by referring to the ESA application manual.

*STEP10*   Return to the previous setting for the boot priority application.

Model: GR-C2b SPF	Date: 10-Mar-16	No.: RD196056

Subject: Notification about configuring Application Site	Prepared by:
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	Yuji Fukuzaki

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

This RTB is a notification about the network configuration for Application Site. The Application Site has been implemented as of the Model Lef-C1. This notification affects the following models:
- Model Lef-C1 (D259)
- Model GR-C2ab* (D219/D220/D214/D196/D236)
- Model Mo-C2 (D262)
-
*Gr-C2 devices produced from March 2016 to May 2016 will also be affected.

> **Note:** Application Site is an application delivery system for the Smart Operation Panel. Customers can install and update applications on their devices. In addition, if an application requires new firmware, customers can also update the device firmware on their own.
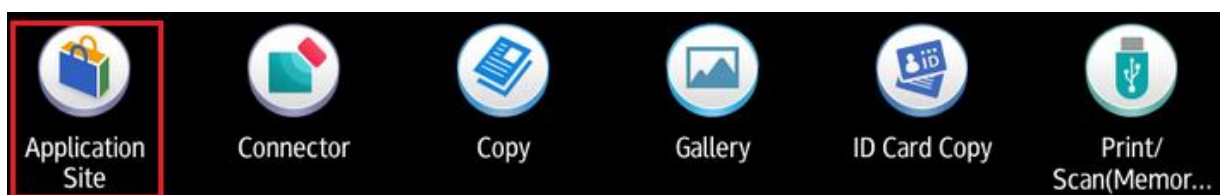
> **Note:** The current Application Site only displays a splash screen until Application Site is officially published.
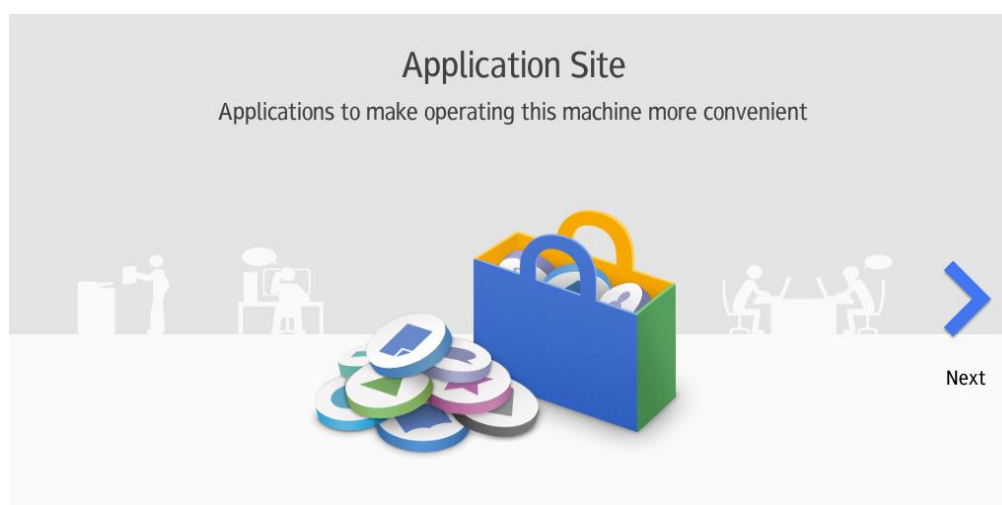
Model: GR-C2b SPF	Date: 10-Mar-16	No.: RD196056

Notification to configure Application Site: Proxy settings need to be configured in the controller and Smart Operation Panel in environments that use a proxy server.

Proxy settings in the controller: Web Image Monitor > @Remote > RC Gate Proxy Server
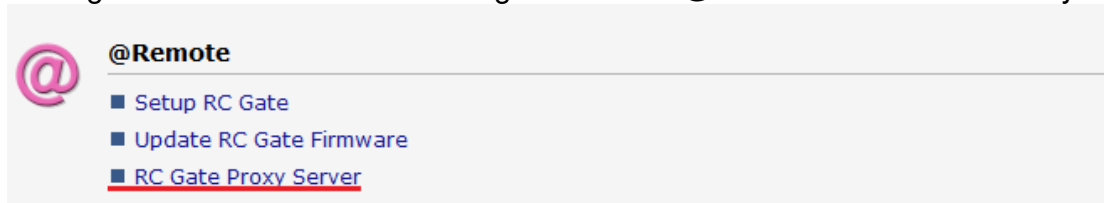
Proxy settings in the Smart Operation Panel: User Tools > Screen Features > Proxy settings
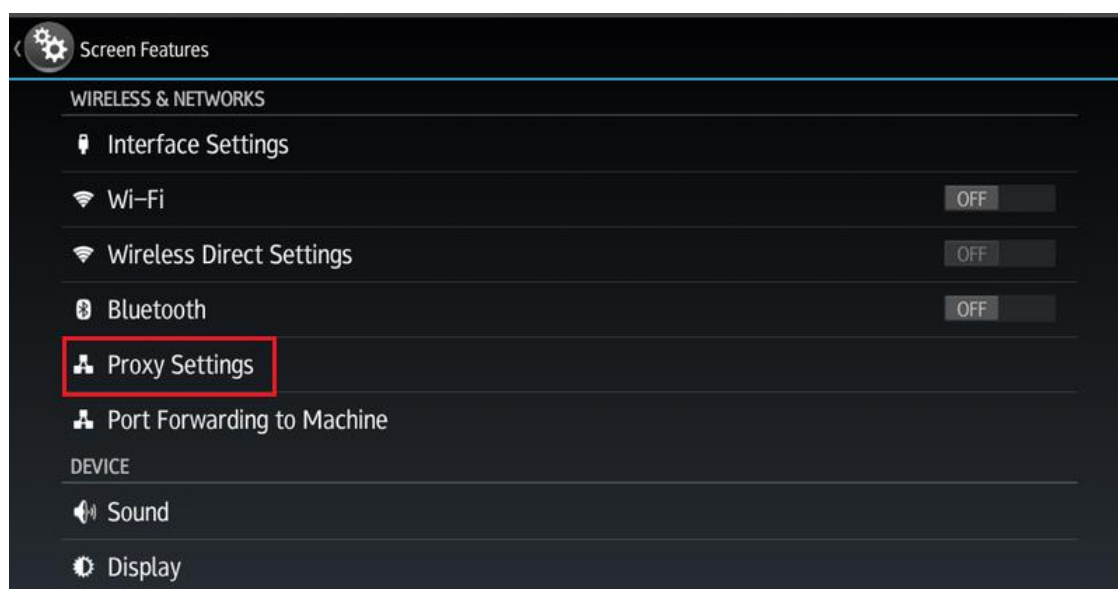
What will happen if the proxy settings in the controller are not configured?: Zoo will fail to start up the service and the following error message will be displayed after tapping the Zoo icon:

Model: GR-C2b SPF	Date: 10-Mar-16	No.: RD196056

Solution:
Customers should be able to configure Application Site on their own. To assist them in doing so, we will:
- Publish an errata sheet on the device's webpage in the middle of April.
- Add a section to the user manual that explains how to configure the proxy settings for Application Site.
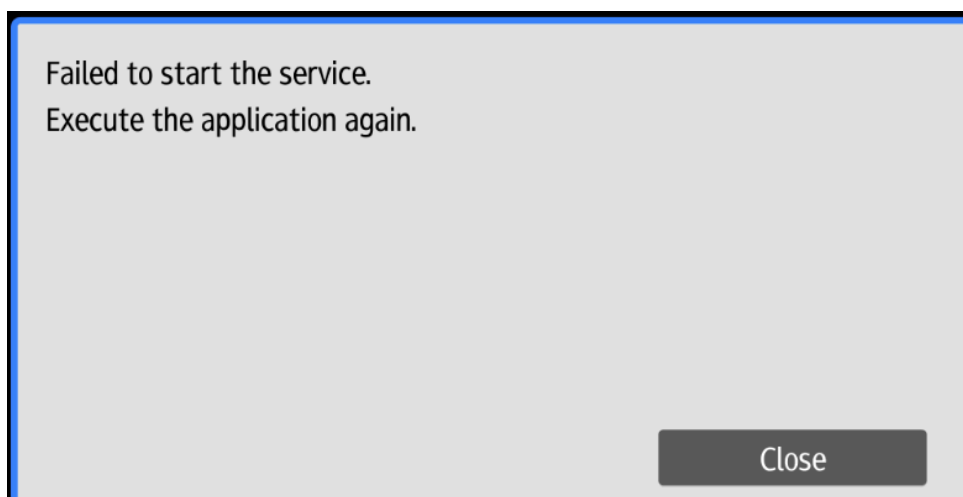

Reference: The network information for Application Site
Application Site needs to access the following servers:

Servers	Purpose	URL
SERES	Checking for the latest version of the firmware and downloading it.	https://p-rfu-ds2.support.ricoh.com
eDC	Downloading applications.	https://support.ricoh.com https://e2-as1.support-download.com https://e2-cs2.support-download.com
Application site	Viewing Application Site and downloading applications.	https://download.mlp.ricoh.com/appmarket https://hapi.start.ricoh.com/v1/discovery/appsite https://www.ricoh.co.jp/common/sitestratos/

* If a customer has security measures in place to not allow any of the conditions above, please ask them to configure their environment for Application Site to access the appropriate servers. The IP addresses are not mentioned above because there are multiple servers in various locations that are managed via load balancing to minimize downtime. Because of this, there is no static IP address.

Technical Bulletin

Model: GR-C2b SPF	Date: 30-Mar-16	No.: RD196057

Subject: ACS doe not work correctly	Prepared by: K. Hamada
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

Depending on the paper, ACS (Auto color select) does not work correctly.

CAUSE

The strong blue component of the paper causes the difference in RGB values to be relatively large. As a result, ACS (Auto Color Select) mistakenly judges that the paper is blue.

Note: ACS makes this judgment based on the RGB thresholds set in SP mode.

SOLUTION

Change the setting of **SP4939-001** (ACS:Color Range) until ACS works correctly.

Note: The value of this SP is negative ("-1" or "-2") when the machine counts a black and white document as a color document.

RICOH

Technical Bulletin

Reissued: 13-Dec-16

Model: Lef-C1, GR-C2_SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, *Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3*	Date: 29-Jan-16	No.: RD259013e

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BluetoothService for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411465B_forEDC	April 2016 production	Not Available
1.0	D2411465A_forEDC	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
1.01	***Other changes:*** – ***New Model Supported.*** --- Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor. Other changes: - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

Reissued: 30-Jun-16

Model: GR-C2b SPF	Date: 15-Jun-16	No.: RD196060a

RTB Reissue
The items in **_Red bold Italics_** were added.
The items with a line drawn through them have been deleted.

Subject: FSM Correction: Anti-condensation heater harness p/n	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/406 series manual

Please correct the part number of the anti-condensation heater harness in the following two sections:

A) Installation > Anti-condensation Heater (Mainframe)   Page 112

B) Installation > Anti-condensation Heater (for Mainframe Paper Tray)   Page 118

RICOH

Technical Bulletin

PAGE: 1/1

Model: GR-C2b SPF	Date: 15-Jun-16	No.: RD196061

Subject: Manual Correction: Anti-condensation Heater Kit P/N (Optional Paper Feed Unit)	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/406 series manual
Installation > Anti-condensation Heater (for Optional Paper Feed Unit)

Part number information on the accessories was added to the bottom of the accessory list (Page 126).

Note

- The accessories (No.1~11) required to install the anti-condensation heater on the optional paper feed tray are supplied in the following Heater Kit.

  For NA/TWN   D5730400 (HEATER:DEHUMIDIFIER:NA)
  For EU/AA/CHN   D5730401 (HEATER:DEHUMIDIFIER:EU)

- The above part numbers are as of June, 2016. See the "Option" section of the mainframe parts catalog for the latest part numbers.

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/**CH-C2/MET-P2/GR-C3**	Date: 29-Jan-16	No.: RD259023d

RTB Reissue

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

Subject: Firmware Release Note: StopKeyWidget for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411436B_forEDC	June 2016 production	Not Available
1.00	D2411436A_forEDC	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
1.01	Symptom corrected: Applications can be uninstalled from Web Image Monitor. -- **New Model Supported**
1.00	1st Mass production

RICOH

Technical Bulletin

PAGE: 1/1

Reissued: 03-Oct-16

Model: **Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM**	Date: 29-Jan-16	No.: RD259025e

RTB Reissue

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

Subject: Firmware Release Note: EcoInfoWidget for eDC		Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	*D2411437F_forEDC*	*October 2016 production*	*Not Available*
1.05	D2411437E_forEDC	August 2016 production	Not Available
1.04	D2411437D_forEDC	June 2016 production	Not Available
1.03	D2411437C_forEDC	May 2016 production	Not Available
1.02	D2411437B_forEDC	April 2016 production	Not Available
1.01	D2411437A_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.06	*Minor change.*
1.05	Minor change.
1.04	Support for the MP 402SPF and MP C306ZSP/C406ZSPF
1.03	Symptom corrected: - Minor bug correction
1.02	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.01	1st Mass production

RICOH

Technical Bulletin

Reissued: 03-Oct-16

Model: **Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM**	Date: 29-Jan-16	No.: RD259026f

RTB Reissue
The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: TonnerWidget for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_1.05_	**_D2411434G_forEDC_**	**_October 2016 production_**	**_Not Available_**
1.04	D2411434F_forEDC	June 2016 production	Not Available
1.03	D2411434E_forEDC	April 2016 production	Not Available
1.02	D2411434D_forEDC	April 2016 production	Not Available
1.01	D2411434C_forEDC	March 2016 production	Not Available
1.00	D2411434B_forEDC	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
_1.05_	**_Symptom corrected:_** **_Remaining amount of toner displayed on the widget is incorrect._**
1.04	Symptom corrected: - Minor bug correction Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF.
1.03	Symptom corrected: - Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.02	Other changes: Minor changes made to improve reliability.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

RICOH

Technical Bulletin

PAGE: 1/**1**

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/***CH-C2/MET-P2/GR-C3***	Date: 29-Jan-16	No.: RD259029e

RTB Reissue

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

Subject: Firmware Release Note: ProgramInfoService for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.18	D2411438D_forEDC	June 2016 production	Not Available
1.17	D2411438C_forEDC	April 2016 production	Not Available
1.16	D2411438B_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.18	Symptom corrected: - Minor bug correction -- ***New Model Supported***
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

RICOH

Technical Bulletin

Reissued: 14-Dec-16

Model: **Lef-C1/ Brz-MF1/***CH-C2/Cor-C1.5/*** Gim-MF1.5dM/ GR-C2/***GR-C3/***MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2**	Date: 10-Jun-16	No.: RD259045a

RTB Reissue

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

Subject: Firmware Release Note: NFCPlugin for eDC	Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411452_forEDC	June 2016 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
2.12.00	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

RICOH
Technical Bulletin

Reissued: 14-Dec-16

Model: **Lef-C1/ Brz-MF1/*CH-C2/Cor-C1.5/* Gim-MF1.5dM/ GR-C2/*GR-C3/*MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2**	Date: 10-Jun-16	No.: RD259046a

RTB Reissue
The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: USBCardPlugin for eDC	Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411459_forEDC	June 2016 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
2.12.00	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

RICOH

Technical Bulletin

Reissued: 13-Dec-16

Model: **Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2**	Date: 10-Jun-16	No.: RD259047a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BLEPlugin for eDC	Prepared by: N. Yasuda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411466_forEDC	June 2016 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
2.12.00	***New Model Supported.*** --- Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware. \<before> QuickCardAuth \<after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin

RICOH

Technical Bulletin

Reissued: 17-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/***MET-P2/CH-C2/GR-C3***	Date: 29-Jan-16	No.: RD259034h

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

Subject: Firmware Release Note: LanguageWidget for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	***D2411431H_forEDC***	***December 2016 production***	***Not Available***
1.05	D2411431G_forEDC	October 2016 production	Not Available
1.04	D2411431F_forEDC	August 2016 production	Not Available
1.03	D2411431E_forEDC	June 2016 production	Not Available
1.02	D2411431D_forEDC	April 2016 production	Not Available
1.01	D2411431C_forEDC	March 2016 production	Not Available
1.00	D2411431B_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.06	***Minor change.***
1.05	Minor change.
1.04	Minor change.
1.03	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF. Support for the MP 6503SP/MP 7503SP/MP 9003SP.
1.02	Symptom corrected: Minor bug correction.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

RICOH

Reissued: 16-Dec-16

Model: **Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2**	Date: 29-Jan-16	No.: RD259032i

RTB Reissue

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

Subject: Firmware Release Note: QRCodeforSDC for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.2	D2411453F_forEDC	**January 2017 production**	Not Available
2.1.1	D2411453E_forEDC	July 2016 production	Not Available
2.1.0	D2411453D_forEDC	May 2016 production	Not Available
2.0.1	D2411453C_forEDC	February 2016 production	Not Available
2.0.0	D2411453B_forEDC	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
2.1.2	**Other changes:** - **New Model Supported.** Symptom corrected: - The QR code application quits when opening the settings in Taiwanese models. On the Griffin-C2_ch, before installing an application or updating to a new version, the CheetahSystem firmware needs to be updated to v1.09 D2411420K) or later.
2.1.1	Symptom corrected: When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.
2.1.0	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: - If Smart Device Connector has not been installed on the device, when the smart device reads the QR code on the Smart Operation Panel, the screen will navigate to the Smart Device Connector website. - Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF. - Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.

Model:	Date: 29-Jan-16	No.: RD259032i
Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2		

Version	Modified Points or Symptom Corrected
2.0.1	Other changes: Minor changes made to improve reliability. --- 1st mass production for Mo-C2 --- Symptom Corrected: Some of the wording in English was incorrect. Other changes: Support for Bluetooth Low Energy in Smart Device Connector.
2.0.0	1st Mass production

Technical **B**ulletin

Model: GR-C2b SPF		Date: 2-Aug-16	No.: RD196062
Subject: A client device connected to the Cheetah operation panel via WiFi Direct can access the customer's corporate LAN environment		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other (　　　)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

SYMPTOM

A client device connected to the Cheetah operation panel via WiFi Direct can access the customer's corporate LAN environment.

This symptom occurs when the following settings are enabled:
● **WiFi Direct:** Set to **"Enable"** (default: Disable)
● **Group Owner Mode:** Set to **"Enable"** (default: Disable)

Note:

The above settings (Enabled) are the default for when using the Ricoh Smart Device Connector.
When the Cheetah Network is set with the above two settings enabled, smart phones, PCs, and other client devices can connect to the corporate LAN. Web browsers can be used to open WIM and view information on other copiers connected to the network, wireless routers, Web servers, among others, if the user of the client device knows the IP address of the machine(s) connected to the LAN.

CAUSE

Firmware bug.

SOLUTION

Update the Cheetah System firmware to the following versions or newer.

Model	Version
GR-C2	1.07 or newer
MET-C2/Lef-C1/Brz-MF1	1.05.1 or newer

Technical **B**ulletin

Model: GR-C2b SPF	Date: 05-Aug-16	No.: RD196063

Subject: Manual Correction: Package Firmware Update	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Field Service Manual Correction

MP C306/406 series manual

System maintenance> Manual Correction: Package Firmware Update   Page 400,401

Description in ***Red bold Italics*** were added. Descriptions ~~struck through~~ were deleted.

> Page 400

Each firmware module (such as System/Copy, Engine, etc) used to be updated individually. However, an all-inclusive firmware package (package_ALL) is now available.

There are ~~two~~ ***four*** ways to update using the firmware package.

- Package Firmware Update via a network: SFU (Smart Firmware Update)

- Package Firmware Update with an SD card

- ***Package Firmware Update using @Remote; RFU (Remote Firmware Update) This is supported only for devices equipped with Embedded RC gate.***

- ***Package Firmware Update via Application Site***

> Page 401

Types of firmware update files, supported update methods:

	SFU	SD	RFU
Individual firmware	N/A	Available	Available
Package firmware	Available	Available	~~N/A~~ ***Available ***

* Supported only for devices equipped with Embedded RC gate.

Model: GR-C2	Date: 28-Apr-16	No.: RD196058

Subject: CC-CERTIFIED IN 2015 Machine	Prepared by: T.Suzuki
From: 2nd Tech Support Sec. MFP/P Tech Service Dept.	

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

Important Information on Installing the GR-C2 models as a CC-CERTIFIED Machine compliant with IEEE Std 2600.2™-2009

Do the following eight steps if you want to install the GR-C2 models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

   Note: Machines in production are CC-certified beginning in April 2016.

   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 7-9.

   Important:

- ・For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- ・Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:
  https://support-download.com/services/device/ccmanual/mp_c306Z_c406Z/en/download_admin.html
  https://support-download.com/services/device/ccmanual/mp_c306Z_c406Z/en/download_user.html
- ・Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- ・Tell the customer to see the Online Document Set 1 from the following URL:
  https://support-download.com/services/device/ccmanual/MP_C306_406/en/booklist/int/index_book.htm
- ・Tell the customer to see the Online Document Set 2 from the following URL:
  https://support-download.com/services/device/ccmanual/MP_C306_406/en/pdf/User.htm
- ・Tell the customer to see the Online Document Set 3 from the following URL:
  https://support-download.com/services/device/ccmanual/MP_C306_406/en/pdf/DriverInstall.html
- ・Tell the customer to see the Online Document Set 4 from the following URL:
  https://support-download.com/services/device/ccmanual/MP_C306_406/en/pdf/Oss.html
- ・Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009".

Model: GR-C2	Date: 28-Apr-16	No.: RD196058

See the following pages for Step 3 to Step 8.

3. Confirm that no suspicious parts or devices are attached to the peripheral.
    By comparing the peripheral and the images in "2. Installation" and "Controller Options" in "Model GR-C2 Machine Codes:D196/D214/D219/D220/D236 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ARDF" in "Model GR-C2 Machine Codes:D196/D214/D219/D220/D236 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M13.

Installation Procedure for Fax Option Type M13

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M13(D3A9)", and "Component Check" in "Fax Option Type M13 Machine Code: D3A9 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M13.
For the detailed installation procedure, see "Fax Option Type M13(D3A9)" in "1. Installation", Fax Option Type M13 Machine Code: D3A9 Field Service Manual.

5. Hide Administrator Password Change Screen
  If the "Program/Change Administrator" screen is displayed at startup,
  execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Setting "Smart Operation Panel mode" to "Secure boot"
  In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode" to "1".

7. Enabling the Encryption Settings
  Enable the encryption settings described in service manual, and execute [Format All Data].
  Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

8. 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 April 2016 machines), install the
    exact versions shown in the table below.
  ● If the customer wants to install the machine as an equivalent of the April 2016
    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.

Firmware versions with which the GR-C2 models first achieved CC-CERTIFICATION:
(April 2016)

Model: GR-C2	Date: 28-Apr-16	No.: RD196058

Firmware Name:	Version:	Firmware Number:
System/Copy	1.05	D1965400G
Network Support	15.21	D1965792C
Fax	01.00.01	D1965784B
RemoteFax	01.00.00	D1965785B
Scanner	01.13	D1965787E
Web Support	1.04	D1965788B
Web Uapl	1.02	D1965789B
animation	2.02	D1965790C
NetworkDocBox	1.02	D1965793D
Printer	1.03	D1965794E
RPCS	3.18.12	D2145795B
Font EXP	1.00	D1475581
PCL	1.01	D2145796A
PCL Font	1.14	M1095273
PS3	1.00	D2145797A
PDF	1.01	D2145798A
PS3 Font	1.11	D6415763A
Java VM v12 std	12.18.11	D2145799C
Data Erase Onb	1.00	D2025556
GWFCU3.8-9(WW)	01.00.00	D2145786C
PowerSaving Sys	F.26	D1965782A
M2a_System	1.05	D1961400E
M2a_cspf	2.00.06	D1961430
M2a_ICCdDisptch	2.11.00	D1961432B
M2a_IDCardCopy	1.01	D1961447A
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.01	D1961407A
M2a_NFCPlugin	2.11.00	D1961432B
M2a_ProgramInfo	1.9	D1961419
M2a_QRCode_SDC	1.2.0	D1961434A
M2a_QuickCdAuth	2.11.00	D1961432B
M2a_ScanToME	1.00	D1961412
M2a_ScnFldrHlpr	1.01	D1961448A
M2a_SimpleCopy	1.03	D1961424B
M2a_SimpleFAX	1.01	D1961426A
M2a_SimpleScan	1.01	D1961425A
M2a_USBCdPlugin	2.11.00	D1961432B
M2a_WEcoInfo	1.00	D1961417
M2a_WFaxInfo	1.00	D1961415
M2a_WLanguage	1.01	D1961411A

M2a_WStopKey	1.00	D1961416
M2a_WTonner	1.00	D1961414
Engine	1.08:03	D1965775D

Ic Key and Ic Hdd versions with which the GR-C2 models first achieved CC-CERTIFICATION:
(April 2016)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	3330

MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.05	D1961400E
Keymicon	5.03	D1961402
Change Langs. Widget	1.01	D1961411A
CSPF	2.00.06	D1961430
Eco-friendly Widget	1.00	D1961417
Fax RX File Widget	1.00	D1961415
ICCardDispatcher	2.11.00	D1961432B
ID Card Copy	1.01	D1961447A
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.01	D1961407A
LegacyUIData	2.02	D1961408
ProgramInfoService	1.9	D1961419
Proximity Card Reader Support Plugin	2.11.00	D1961432B
Quick Card Authentication Config.	2.11.00	D1961432B
Quick Copy	1.03	D1961424B
Quick Fax	1.01	D1961426A
Quick Scanner	1.01	D1961425A
Scan to Folder Helper	1.01	D1961448A
Scan to Me	1.00	D1961412
Smart Device Connector	1.2.0	D1961434A
Standard IC Card Plugin	2.11.00	D1961432B
Stop Widget	1.00	D1961416
Supply Info Widget	1.00	D1961414

Model: GR-C2	Date: 28-Apr-16	No.: RD196058

The list of Operating Instructions (O/I)
<For (NA)>
Paper Documents
・D219-7008A Read This First
・D219-7074   Notes for Using This Machine Safely
・D193-7657   SOFTWARE LICENSE AGREEMENT
・D219-7454   For Users of This Product
・D219-7458A Notes to Users in the United States of America
・D219-7461A Note to users in Canada
・D219-7475A Note to users
・D193-7659   NOTICE TO USERS
・D219-7069A Start Guide

Online Document Set 1
・D219-7106   About This Machine
・D219-7107   Copy/Document Server
・D219-7108   Fax
・D219-7109   Print
・D219-7110   Scan
・D219-7111   Troubleshooting
・D219-7112   Connecting the Machine/System Settings
・D219-7113   Security Guide
・D219-7114   Extended Feature Settings
・D219-7115   PostScript 3
・D219-7116   Appendix

Online Document Set 2
・D219-7117   User Guide

Online Document Set 3
・D219-7118   MP C306/C406 series
        Operating Instructions
        Driver Installation Guide

Online Document Set 4
・D219-7104   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D219-7121   Notes for Administrators:
        Using This Machine in a Network Environment
        Compliant with IEEE Std 2600.2^{TM}-2009

Model: GR-C2	Date: 28-Apr-16	No.: RD196058

<For (EU)>
Paper Documents
・D219-7007A   Read This First
・D193-7657   SOFTWARE LICENSE AGREEMENT
・D219-7074   Notes for Using This Machine Safely
・D219-7455   For Users of This Product
・D150-1469   Note to users in EU Countries
・D219-7475A   Note to users
・D193-7659   NOTICE TO USERS
・D219-7068A   Start Guide

Online Document Set 1
・D219-7106   About This Machine
・D219-7107   Copy/Document Server
・D219-7108   Fax
・D219-7109   Print
・D219-7110   Scan
・D219-7111   Troubleshooting
・D219-7112   Connecting the Machine/System Settings
・D219-7113   Security Guide
・D219-7114   Extended Feature Settings
・D219-7115   PostScript 3
・D219-7116   Appendix

Online Document Set 2
・D219-7117   User Guide

Online Document Set 3
・D219-7118   MP C306/C406 series
                Operating Instructions
                Driver Installation Guide

Online Document Set 4
・D219-7104   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D219-7121   Notes for Administrators:
                Using This Machine in a Network Environment
                Compliant with IEEE Std 2600.2™-2009

<For (Asia)>
Paper Documents
・D219-7009A   Read This First

・D219-7075   Notes for Using This Machine Safely
・D219-7454   For Users of This Product
・D219-7475A   Note to users
・D193-7657   SOFTWARE LICENSE AGREEMENT
・D193-7659   NOTICE TO USERS
・D219-7069A   Start Guide

Online Document Set 1
・D219-7106   About This Machine
・D219-7107   Copy/Document Server
・D219-7108   Fax
・D219-7109   Print
・D219-7110   Scan
・D219-7111   Troubleshooting
・D219-7112   Connecting the Machine/System Settings
・D219-7113   Security Guide
・D219-7114   Extended Feature Settings
・D219-7115   PostScript 3
・D219-7116   Appendix

Online Document Set 2
・D219-7117   User Guide

Online Document Set 3
・D219-7118   MP C306/C406 series
                     Operating Instructions
                     Driver Installation Guide

Online Document Set 4
・D219-7104   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D219-7121   Notes for Administrators:
                     Using This Machine in a Network Environment
                     Compliant with IEEE Std 2600.2^{TM}-2009

RICOH

Technical Bulletin

Reissued: 25-Aug-16

Model: GR-C2b SPF	Date: 6-Jun-16	No.: RD196059a

RTB Reissue
The items in **_bold and italics_** were added or changed.

Subject: Smart Operation Panel Major Update Procedure	Prepared by: E Hinata
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Preinstalled applications in Smart Operation Panel v2.0 for the MP C306/406 will be updated to unify the part numbers for all preinstalled applications in the MP C306/406 to match the part numbers in the MP 305 and later models. This bulletin is to inform you of the notification regarding the change to the new part numbers, which will affect the following models:

- MP C306/406 (D196/D219/D220/D214/D236)

As of the following new application versions, all models that have Smart Operation Panel v2.0 installed will be able to use the same firmware and applications:

Applications Name	MP C306/406 Part Number	MP 305 and Later Models New Part Number for the MP C306/406	Part Number Changed?
iWnnIME	D1961403	D1961403	No
iWnnIME Chinese (Simplified) Pack	D1961404	D1961404	No
iWnnIME Chinese (Traditional) Pack	D1961405	D1961405	No
iWnnIME Korean Pack	D1961406	D1961406	No
CSPF	D1961430	D1961430	No
LegacyUI	D1961407	D2411427	Yes
LegacyUI Data	D1961408	D2411428	Yes
Change Langs. Widget	D1961411	D2411431	Yes
Scan to Me*	D1961412	-	-
Supply Info Widget	D1961414	D2411434	Yes
Fax Info Widget	D1961415	D2411435	Yes
Stop Widget	D1961416	D2411436	Yes
Eco-friendly Widget	D1961417	D2411437	Yes
ProgramInfoService	D1961419	D2411438	Yes
Simple Copy	D1961424	D2411443	Yes
Simple Scanner	D1961425	D2141444	Yes
Simple Fax	D1961426	D2411445	Yes
Quick Print Release**	-	D2411446	-
Print/Scan(Memory Storage Device)**	-	D2411447	-
Quick Card Authentication Config.	D1961432	D2411451/D2411468***	Yes
ICCardDispatcher	D1961432	D2411451/D2411450***	Yes

Model: GR-C2b SPF		Date: 6-Jun-16	No.: RD196059a
Standard IC Card Plugin	D1961432	D2411451/D2411452***	Yes
Proximity Card Reader Support Plugin	D1961432	D2411451/D2411459***	Yes
Bluetooth Authentication Plugin	D1961432	D2411451/D2411466***	Yes
Smart Device connector	D1961434	D2411453	Yes
Copy**	-	D2411454	-
Scanner**	-	D2411456	-
Fax**	-	D2411457	-
Printer**	-	D2411458	-
BluetoothService	D2411465	D2411465	No
Application site	D2411467	D2411467	No
ID Card Copy*	D1961447	-	-
Scan to Folder Helper*	D1961448	-	-

*These applications are not preinstalled as of the MP 305. Instead, they will be published on the Application Site.
**These applications cannot be used on the MP C306/406.
***Applications related to Quick Card Authentication were provided as one package: "QuickCardAuth". However, these applications will now be provided separately.

Caution:
- Before updating or installing applications with new part numbers, the CheetahSystem firmware needs to be updated to v1.09 or later.

- The Smart Operation Panel manages each application by part number. If these applications are installed on MP C306/406 with an application that has an old part number, the Smart Operation Panel will recognize the old application and the new application separately.

- If applications with new part numbers are installed or updated before updating to CheetahSystem firmware v1.09 or later, the Smart Operation Panel needs to be restored by conducting the following procedure:
  1) Update to CheetahSystem firmware v1.09 or later.
  2) Remove the old application that includes the old part number.
    2-1) Log in to Screen SP mode.
    2-2) Select "Apps", navigate to "Install", and choose "Uninstall".
    2-3) Uninstall the application that needs to be removed.
  3) Install the new application that includes the new part number.
    3-1) Log in to Screen SP mode.
    3-2) Select "Apps", navigate to "Install", and choose "Install from SD Card".
    3-3) Install the application that needs to be installed.

RICOH

Model: GR-C2b SPF	Date: 6-Jun-16	No.: RD196059a

Information on hardware part number changes

Hardware part numbers changed as follows in line with the changes of the application part numbers.

MP C306/406:

For China

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D1961560	D1961565	OPERATION SUB-UNIT:GRI-C2:CHEETAH-G2:CHN:ASS'Y	1	1	O/O
D1961561	D2411536	PCB:MAIN:METIS-C2_CHN: PROGRAM:ASS'Y	1	1	O/O
D1961511	D2411522	PCB:SUB:ASS'Y	1	1	O/O

For other regions

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D1961550	D1961555	OPERATION SUB-UNIT:GRI-C2:CHEETAH-G2:ASS'Y	1	1	O/O
D1961551	D2411535	PCB:MAIN:METIS-C2: PROGRAM:ASS'Y	1	1	O/O
D1961511	D2411522	PCB:SUB:ASS'Y	1	1	O/O

MP 305 and Later Models (Except for MP CW2201):

For China

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D2411531	D2411536	PCB:MAIN:METIS-C2_CHN: PROGRAM:ASS'Y	1	1	O/O

For other regions

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D2411530	D2411535	PCB:MAIN:METIS-C2: PROGRAM:ASS'Y	1	1	O/O

Reissued: 25-Aug-16

Model: GR-C2b SPF	Date: 6-Jun-16	No.: RD196059a

Caution:
When replacing the PCBs or Operation panel ass'y, follow the procedure below.
   1) Replace the hardware parts, PCBs or Operation panel ass'y.
   2) Turn ON the main power.
   3) Press OK at the message 'Changing the settings. Please wait.'
   4) Enter the SP mode.
   5) Set the value according to the model and press [Execute] in SP5-761-001:
   Smart Operation Panel Setting: Restore the default Home screen].

Option	*Model*	*Remarks*
0 *(Default)*	*MP C306/406*	*The screen appears as if there are no options.*
1	*Models other than MP C306/406 and MP CW2201*	
2	*MP CW2201*	

Note:
If you do not set the SP above, home screen for other model will be appeared.

Model: GR-C2b SPF	Date: 7-Sep-16	No.: RD196064a

RTB Reissue
The item in **bold italics** were added.

Subject: GR-C2 only: DO NOT install CheetahSystem firmware v1.12/1.13. 1	Prepared by: K.Kunimatsu
From: Field Quality Management Group1, FQM Dept.	

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

Important Notice about CheetahSystem Firmware v1.12/1.13.1 **for GR-C2**

- DO NOT install CheetahSystem v1.12 (D2411420M) or v1.13.1 (D2411420N) on machines in the field.
- This is because these versions have the following firmware bug.

   Note: These versions are no longer released/available.

SYMPTOM

The Smart Operation Panel screen turns black just after the machine recovers from Energy Saver mode **and this symptom occurs only on GR-C2.**

   Note:
   If this symptom occurred, take the following action.
   1. Turn the main power switch OFF.
   2. Disconnect and connect the power supply cable.
   3. Turn the main power switch ON.

CAUSE

Bug with CheetahSystem firmware.

SOLUTION

Do either of the following:

- *Install a newer CheetahSystem firmware version (v1.16 or newer).*

   Scheduled for release: Sep.13, 2016

- *Install an older CheetahSystem firmware version (v1.11).*

RICOH

Technical Bulletin

Model: GR-C2b SPF	Date: 28-Sep-16	No.: RD196065

Subject: FSM correction on After Installing the HDD	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Service Manual Correction:

Please apply the following corrections to your service manual.

2. Installation > Enhanced Security HDD Option Type M10 (D792-09)

   > Installation Procedure > After Installing the HDD (P144 ~ 145)

After Installing the HDD

4. Cycle the machine off/on after the message tells you formatting is finished.

~~5. Enter the SP mode.~~

~~6. Do SP5-846-040 to copy the address book to the hard disk from the controller board.~~

~~7. Do SP5-846-041 to let the user get access to the address book.~~

~~8. Cycle the machine off/on.~~

9. Ask an administrator to register an HDD authentication code in the machine.

   ⚠️ Important

Model: GR-C2b SPF		Date: 27-Oct-16	No.: RD196066
Subject: Note on the Curl Correction function / Manual Correction: SP1-113-001 (Curl Correction)		Prepared by: Chihiro Shimaji	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2

Note on the Curl Correction function

Print speed will decrease as follows, if the curl correction function in SP 1-113-001 (Curl Correction) is set to "1: On" (default: 0: Off).

Also, the yield of the fusing unit and fusing sleeve belt assembly will be reduced.

➢ If the relative humidity is below 65%, print speed reduces 50%.

➢ If the relative humidity is 65% or higher, print speed reduces 40%.

Manual Correction

Please **add** the above note to the SP table.

Appendices > 3. SP Mode Tables > Main SP Tables-1

1113	[Curl Correction]		
1-113-001	Execute Pattern	*ENG	[0 or 1 / 0:OFF / 1/step]
	Selects the curl correction type.		

Model: GR-C2b SPF	Date: 18-Nov-16	No.: RD196067

Subject: FSM correction on the Machine Limit Count	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Service Manual Correction:

The Machine limit count functions cannot be used in this model. Therefore, please delete the notes below from your field service manual.

Appendices > 3. SP Mode Tables > Main SP Tables-5 > SP5-XXX (Appendix P262)

5759	[Machine Limit Count]		
	-		
5-759-001	Machine Limit Count Setting	* CTL	[0 or 1 / 0 / 1/step]
5-759-061	Full Color Limit Count	*CTL	[0 to 99999999 / 0 / 1/step]
5-759-062	Mono Color Limit Count	*CTL	[0 to 99999999 / 0 / 1/step]

Reissued: 19-Jan-17

Model: **Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6**	Date: 08-Feb-16	No.: RD259038g

RTB Reissue

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

Subject: Firmware Release Note: QuickCardAuth for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.04	**D2411468A_forEDC**	**January 2017 production**	**Not Available**
2.12.01	D2411468_forEDC	June 2016 production	Not Available
2.01.25	D2411451F_forEDC	April 2016 production	Not Available
2.01.24	D2411451E_forEDC	April 2016 production	Not Available
2.01.22	D2411451D_forEDC	March 2016 production	Not Available
2.01.20	D2411451C_forEDC	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
2.12.04	**Specification Change** - **Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.**
2.12.01	Additional model information: - New Model Supported. Symptom corrected: - Applications can be uninstalled from Web Image Monitor. Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.
2.01.25	Symptom corrected: - Applications can be uninstalled from Web Image Monitor.
2.01.24	Symptom Corrected: When using Quick Card Authentication: - Even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed. - If logging in to Web Image Monitor fails, a message stating that the login failed is displayed on the operation panel even though the operation panel is not being used.
2.01.22	Symptom Corrected: Some of the words are incorrect in several languages.

Model: **Lef-C1**/**Brz-MF1**/ **CH-C2**/**CH-C2 Pro**/**Cor-C1.5**/ **Gim-MF1.5dM**/**GR-C2**/**GR-C3**/ **MET-C2ab**/**MET-C2cde**/**MET-C2yz**/**MET-P2**/**Mo-C2**/ **MT-C6**	Date: 08-Feb-16	No.: RD259038g

| Version	Modified Points or Symptom Corrected
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.

Model: GR-C2	Date: 23-Jan-17	No.: RD196068

Subject: The Toner End alert appears after a few print-outs are made following machine installation	Prepared by: K.Kunimatsu
From: Field Quality Management Group1, FQM Dept.	

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

SYMPTOM

The Toner End alert appears after a few print-outs are made following machine installation.

CAUSE

The toner bottle does not rotate correctly at the machine installation due to factory error. As a result of this error, the toner bottle rotation gear (highlighted in red) is out of position.
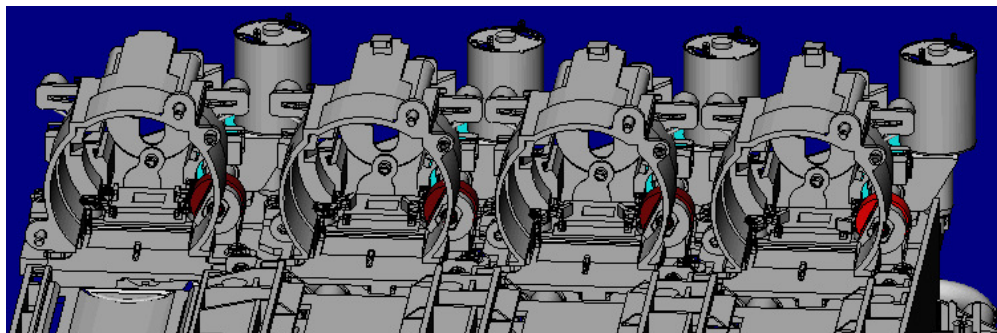
Check if the gear out of position

- **If the gear is out of position (incorrect)**
  The toner bottle rotates in a counterclockwise direction.

- **If the gear is NOT out of position (correct)**
  The toner bottle does NOT rotate.

Background and Mechanism:

The factory performs random inspections, during which some pages are printed to check the image quality. During the final process of this inspection, the factory cleans up all color toner still remaining in the housing unit using a cleaning stick. When the stick is inserted, it hits the "bottle rotation gear" and pushes it into the back, causing the gear to contact the projection on the toner housing unit (see the figures below) and get stuck.

Toner housing unit

The cleaning stick hits the bottle rotation gear and pushes it into the back.

Cleaning Stick

When the gear is pushed into the back of the housing unit:

Compression spring

Toner bottle rotation gear

The gear gets stuck on the projection.

If the gear is out of position, a gap between the gear and housing is created.

Toner bottle rotation gear

The gear gets stuck on the projection.

Housing unit

Projection
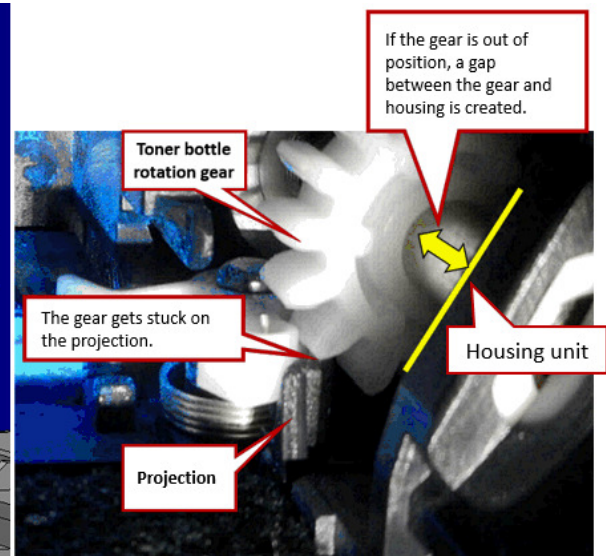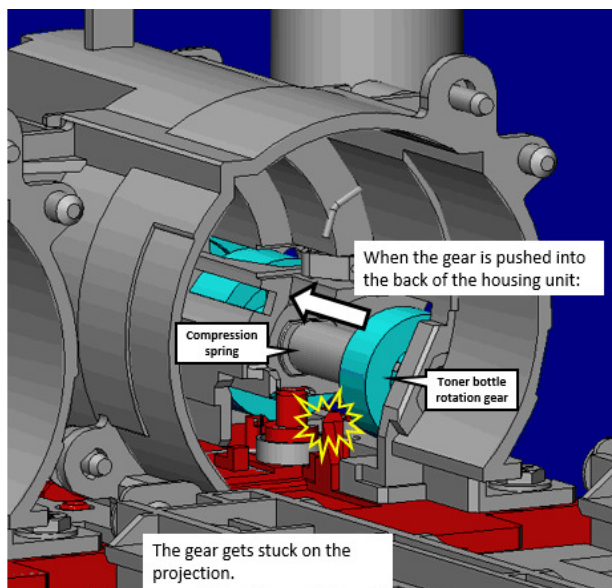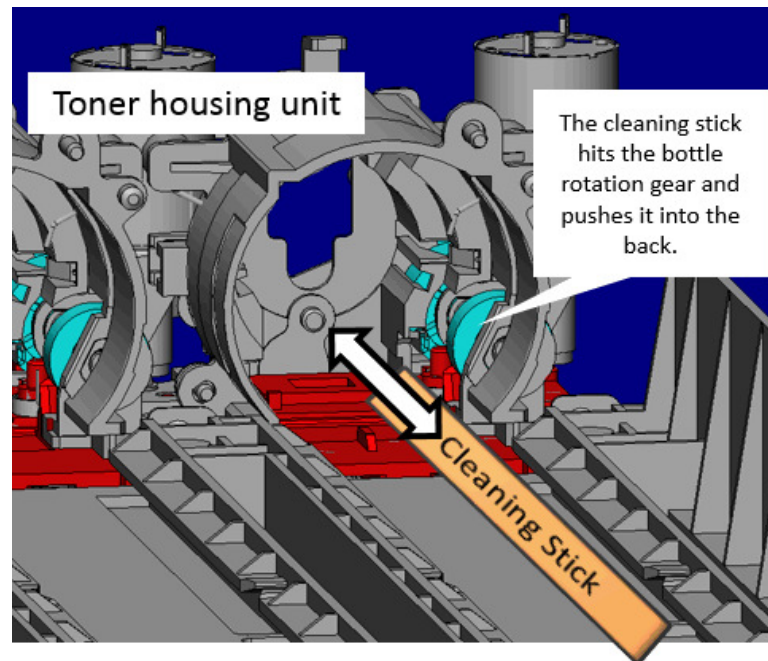
Action in the MIF

Procedure for releasing the out-of-position gear

1. Remove the paper exit cover and the laser unit by following the service manual.

Remove the paper exit tray [A]. (🔧 × 1)

Remove the paper exit tray (Paper Exit Tray)

Remove the screw and connector. Disconnect the stopper of the FFC of the laser unit 1 [A]. (🔧 × 1, 🔌 × 1, 📎 × 2)

Repeat this procedure with the laser unit 2 [B].
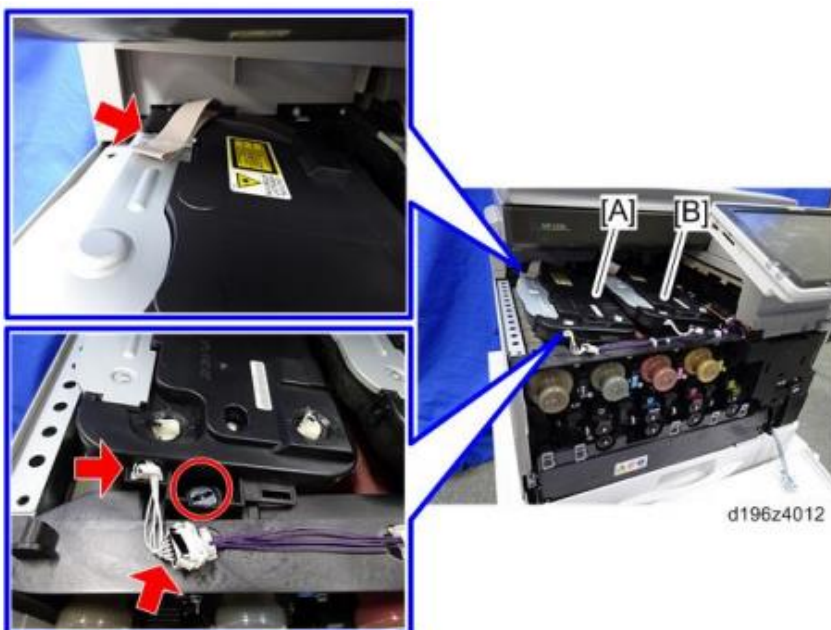
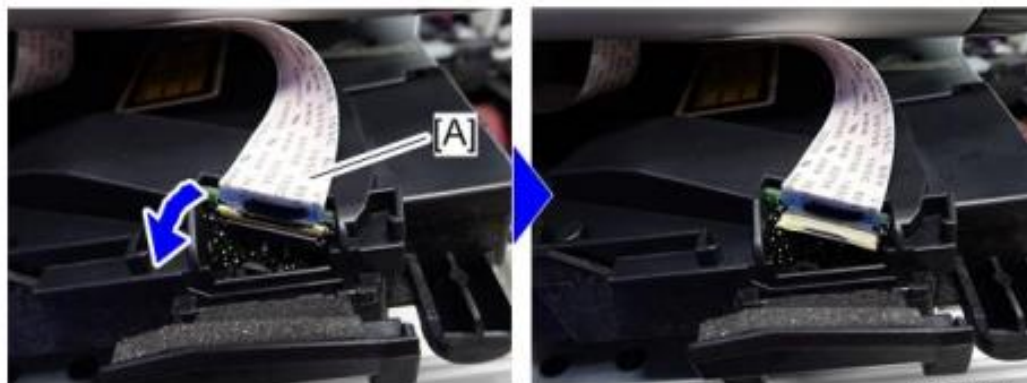d196z4012

🔽 Note

- Be sure to install the washer under the screw when assembling.

Pull the laser unit [A] out slightly, open the connector cover, and then disconnect the FFC [B]. (🔫 × 1)

> **Note**

- Unlock the FFC [A] by lowering the white tab.

d196z4015

- Never touch the shield glass under the laser units when replacing them.

2. Release the gear that is out of position (stuck on the projection).

The point of effort

Fulcrum

Thin Screw driver

The point of effort

Fulcrum

Thin Screw driver
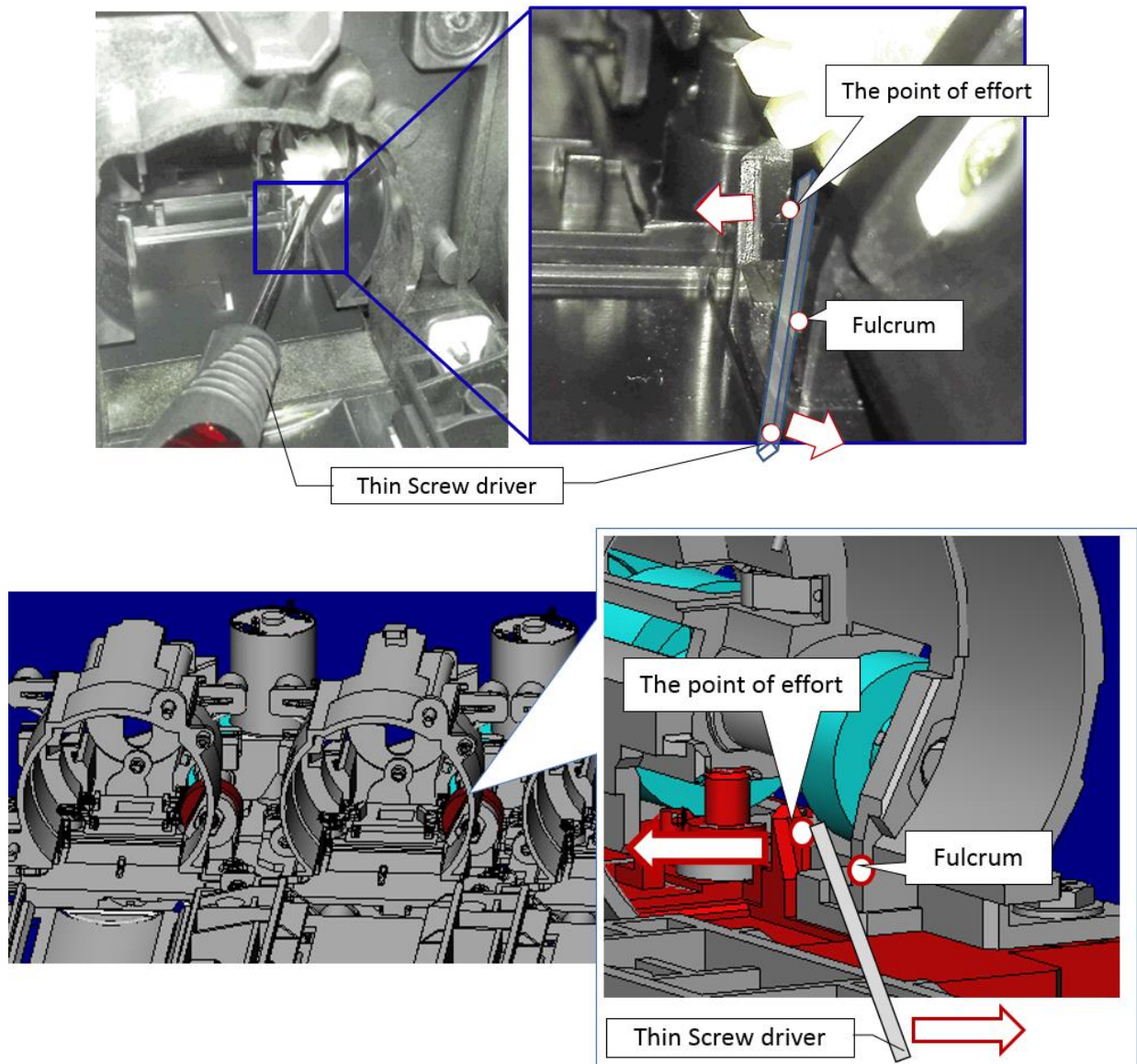
3. After releasing the out-of-position gear, attach the LD unit and cover in the reverse order.

4. Do the Color Skew Adjustment mentioned in the Service Manual (pg.180).

Affected Serial Numbers

This symptom may occur on all GR-C2 units, regardless of the production month.

Model: GR-C2abSPF	Date: 27-Jan-17	No.: RD196069

Subject: Fax is not sent and remains in the machine	Prepared by: Y.Taniguchi
From: 1st FQM Sect., 1st FQM Dept.	

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

SYMPTOM

Faxes that require internal communication with the HDD cannot be sent and remain in the machine, and the Transmission Failure Report is not printed out. Customers may be unaware of non-transmission.

Conditions:

1). Capturing Device Log function is enabled   (Default: enable).

2). Capturing Device Log accesses the HDD just as the machine switches to Sleep Mode.

3). The fax is sent using a feature that requires internal communication with the HDD, i.e.:

Preview Before Transmission

Remote Fax (either as the Main machine or Sub machine)

Sending the document stored in Document Server

CAUSE

When the conditions 1) and 2) described above are met, the line of communication between the HDD and the machine is locked and remains locked until main power OFF. Fax features that require internal communication with the HDD use this same line, which then prevents fax transmission.

SOLUTION

In Production line

FCU Firmware is modified to release the line of communication between the machine and HDD under the conditions described above.

In the field

Update the GWFCU firmware to the following version or later:

Firmware Name	P/N	Version
GWFCU3.8-9	D2145786F	04.00.00

Model: **GR-C2_SOP**	Date: 14-Feb-17	No.: RD196070

Subject: Firmware Release Note: System/Copy (Special Modification)	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

This RTB has been issued to announce the firmware release information for the
System/Copy(Special Modification).

Version	Program No.	Effective Date	Availability of RFU
1.11	D1965400N_LRC1002	February 2017 production	Available

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

Version	Modified Points or Symptom Corrected
1.11	Symptom Corrected: The machine may stall when the main power turns OFF automatically by Weekly Timer function.

Model: GR-C2ab SP/SPF	Date: 21-Feb-17	No.: RD196071

Subject: DO NOT install CheetahSystem firmware v1.21 and package all containing cheetah system	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

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

Important Notice about Cheatah System v1.21 and package_ALL containing CheetahSystem v1.21

DO NOT install Cheatah System v1.21 and package_ALL containing CheetahSystem v1.21 on machines in the field.

This is because these versions have the following firmware bug.

Note: These versions are no longer released/available.

SYMPTOM

Some Smart SDK application for only RHQ get deleted with CheetahSystem v1.21.

Note:
If this symptom occurs, cannot reinstall the Smart SDK application.

Affected models: Met-C2abcdeyz, Met-P2, Gr-C2/C3, Brz-MF1, Ch-C2, Cor-C1.5, Lef-C1, Mt-C6

CAUSE

Bug with the SDK application for RHQ.

Detail:
This cause is the combination between a side effect of V1.21 and a SDK application's manifest file.
The production signature of the smart SDK application is not correct in RHQ region.
The manifest file for the development is still remained in the application.
The other hand, Cheetah system is added the bata signification function that expired application is deleted since version 1.21.
Therefore this application is un-installed by the bata signification function.

SOLUTION

Do either of the following:

- Install a newer Cheetah System firmware latest version (v1.22).

Scheduled for release: the early of March, 2017

Model: GR-C2ab SP/SPF	Date: 21-Feb-17	No.: RD196071

- Install a newer package firmware latest version.

Scheduled for release: the end of March, 2017

- Install an older Cheetah System firmware version or older package firmware.

Model: Gr-C2b SPF	Date: 24-Feb-17	No.: RD196072

Subject: Noise and Jam21 occur when 1 bin unit is installed		Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

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

SYMPTOM

A noise and/or Jam21 may occur if the 1-bin unit is installed.

Affected models: Gr-C2ab (D219, D220, D214, D196, D236)

CAUSE

The viscosity of the grease applied to the shafts of the four gears (see below) increases under low-temperature (12C) conditions. As a result, the friction between the gear and mainframe increases, triggering the noise and/or Jam21.
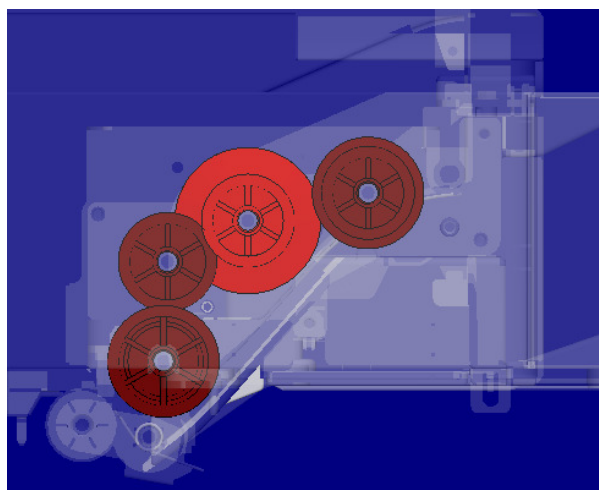
SOLUTION

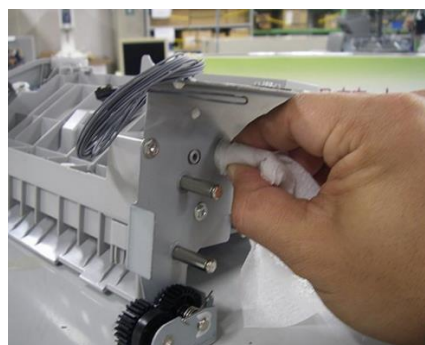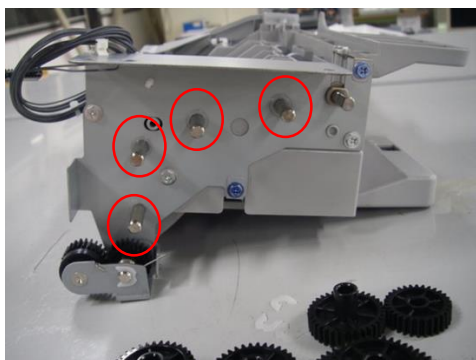Do the **Procedure** below.

Procedure

1. Remove the covers.

2. Remove the FFC that connects the IPU and scanner.
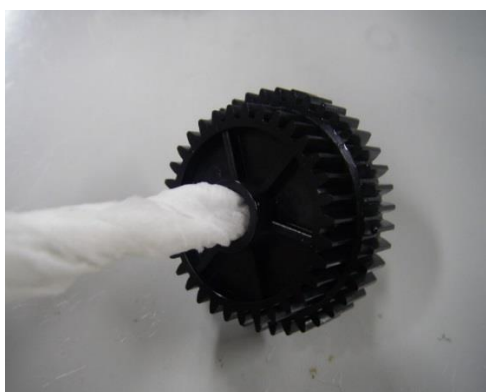
3. Remove the scanner unit.

4. Remove the 1-bin unit.

5. Remove the five gears.

6. Wipe the grease off the four shafts.

7. Wipe the grease off the inside of the gears, as shown below.

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

Model: GR-C2b SPF	Date: 28-Mar-17	No.: RD196073

Subject: Manual Correction: Procedure of Installing Anti-condensation Heater (for Mainframe Paper Tray/Optional Paper Tray)	Prepared by: Norito Yasuda
From: 2st Tech Service Sec. MFP/P Tech Service Dept.	

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

Service Manual Correction

Please apply the following two corrections to your FSM:

a) 2. Installation > Anti-condensation Heater (for Mainframe Paper Tray) > Installation Procedure (P.123)
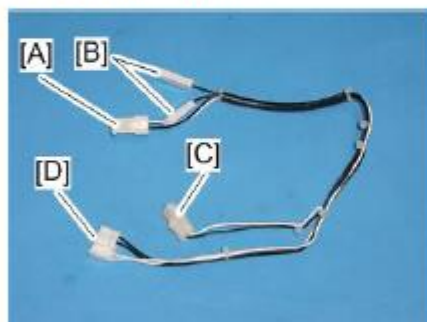
8. Connect the connector to CN600 on the PSU and route the junction harness along the red dotted line in the photo. (✍ × 1)
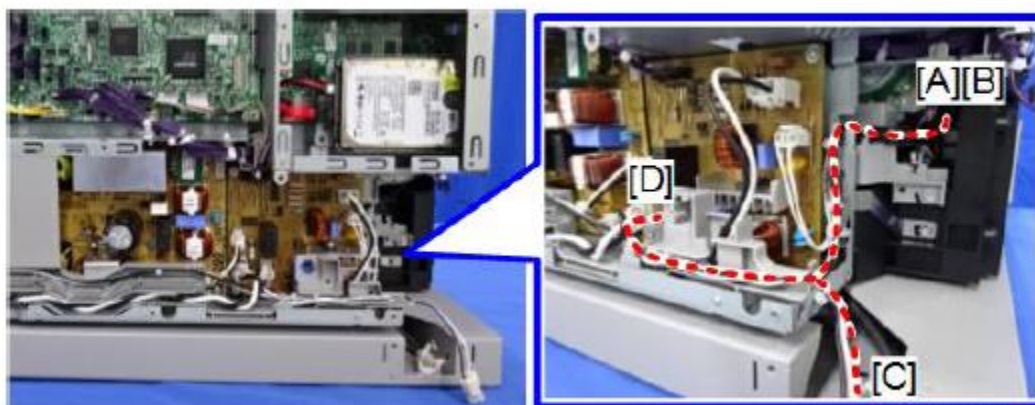
d196z2102

🔽 Note

- A: Not used (For the drum heater: If installing the anti-condensation heater for the mainframe)
- B: Not used
- C: For the heater harness
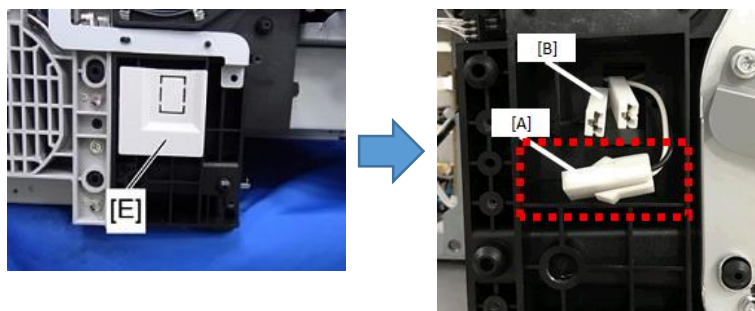- D: For the PSU (CN600)

d196z2022

- If the anti-condensation heater for mainframe is not going to be installed, ~~put the connector [A] and the connector [B] into the area as shown below.~~ do the following:

d196z2103

- 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.

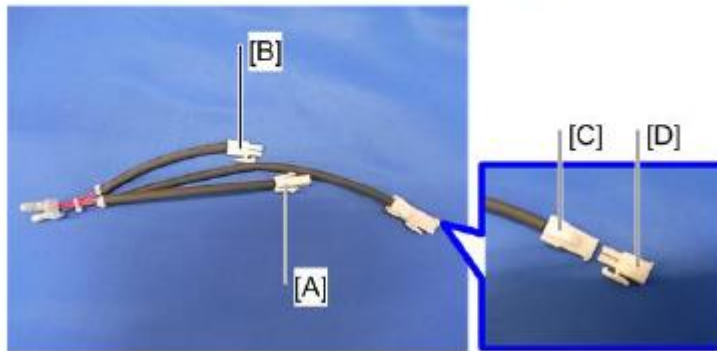- Store the connector [B] into the cover [E], and then attach the cover [E].
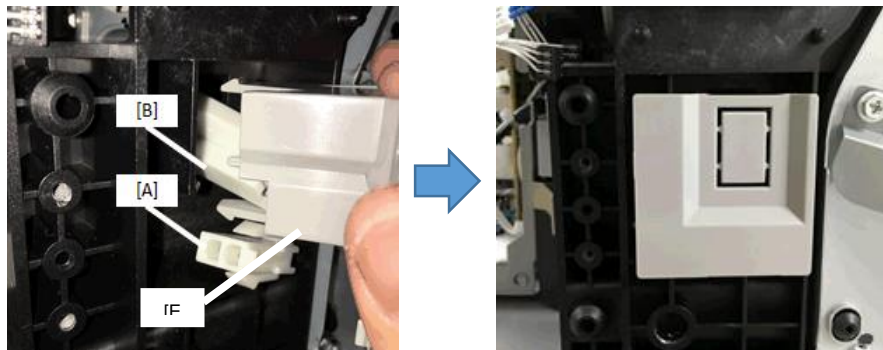
9. Install the PSU fan.

b) 2. Installation > Anti-condensation Heater (Optional Paper feed unit) > Installation Procedure (P.131- 132)

⊙Note

- A: For this tray heater
- B: For the mainframe
- C: For another optional tray heater
- D: Isolation cap (uncap if installing the heater for 2nd paper tray)

d118z2017

- For connection with the mainframe, see the installation procedure for the mainframe tray heater (p.118).

7. Reattach all the covers removed.

RICOH

Technical Bulletin

Model: GR-C2	Date: 25-Aug-17	No.: RD196074a

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

Subject: SC672-11 always occur just after System Reset	Prepared by: Y. Taniguchi
From: 1st FQM Sect, 1st FQM Dept.	

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

SYMPTOM

SC672-11 occurs just after a "System Reset" is performed on the **Affected Models** below.

Note:
- The machine works normally until System Reset is performed.
- A System Reset is performed in the following cases:
  - Remote installation of a solution app
  - After RFU/ARFU completed
  - The # and * keys are pressed together for 10 seconds
  - Remote reboot via WIM (HDD format, A time area change and a measurement unit change "mm/inch").
- The above operations are completed normally, but SC672-11 will occur and it must be cancelled when by the manual power OFF/ON.

CAUSE

Defective NAND chips are used on controller boards produced between Aug 2016 to April 2017 (see **Affected Models** below). A software bug is in the NAND chip. As a result of this bug, the chip cannot perform a restore after the System Reset, which triggers the SC.

NAND chip

RICOH

Technical **B**ulletin
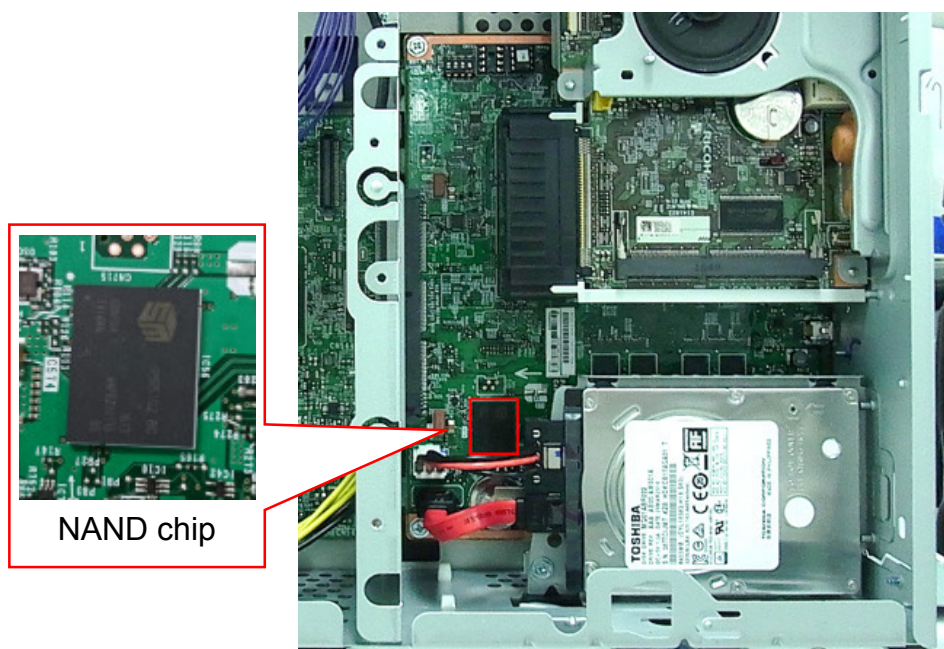
Reissued: 11-Jan-18

Model: GR-C2	Date: 25-Aug-17	No.: RD196074a

Affected Models

- COR-C1 (MP 2554/3054/3554/405*4*/5054/6054)

- GR-C2 (MP C306/C307)

- Lef-C1 (MP 305+)

- Z-P2 (SP C435DN/C440DN)

- Service parts of Controller Boards for the above models.

SOLUTION

Production line:

The NAND chip was modified (applied from: April 2017 production).

Note: This was applied to the Lef-C1 and Z-P2 only, since production of the COR-C1 and GR-C2 have already been discontinued.

In the field:

A new firmware module "NAND FLASH" is added. Install this firmware into the affected NAND chip by the following procedure.

1) Update System/Copy to the following version or later. This is a preparation for installation of NAND FLASH firmware.

Product	Firmware name	P/N	Version
COR-C1	System/Copy	D2025550X	1.19
COR-C1_SOP	System/Copy	D2015550W	1.19
GR-C2	System/Copy	D1965400R	1.14
LEF-C1	System/Copy	D2595552M	1.11
Z-*P*2a	System	M2575735B	1.02
Z-*P*2b	System	M2575731D	1.05

2) Install NAND FLASH to modify the NAND chip

The installation procedure is same as other module. A caution message "One or more of the items you selected have a different P/N..." should be shown but please press "OK".

Product	Firmware name	P/N	Version
All	NAND FLASH	D2055599	*Q0310E*

Note*: The software will not be applied to the NAND chip if the NAND chip is NOT affected. In that case the version information is not changed.*

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

Model: GR-C2	Date: 25-Aug-17	No.: RD196074a

Important:

- Both firmwares cannot be updated at the same time (by SD card and remote update). Please be sure to follow the order above because NAND FLASH cannot be installed unless the System/Copy is updated to this version.

- Either the new System/Copy or NAND FLASH is available for RFU/ARFU, but a System Reset is performed after step 1) completed, and then SC672-11 occurs because the affected NAND chip is not modified yet at that moment. Second System Reset will be performed after step 2) but SC672-11 does not occur at that time.

- If the System/Copy is the new version or later, the version information of NAND FLASH can be shown on SMC Diagnostic report. If the version is "*Q0310E*" ~~or later~~, NAND FLASH is installed correctly.

- In the case that a customized System/Copy firmware have been installed to the machine, please overwrite System/Copy with the customized version after the procedure above. Once the software in NAND chip is modified, System/Copy can be downgraded to the customized version.

Affected S/N

Product	Affected S/N	Production month
COR-C1c/COR-C1c_(SOP)	G146x800001~	Aug 2016 to Discontinuation
COR-C1d/COR-C1d_(SOP)	G156x800001~	
COR-C1e/COR-C1e_(SOP)	G166x800001~	
COR-C1f/COR-C1f_(SOP)	G176x800001~	
COR-C1g/COR-C1g_(SOP)	G186x800001~	
COR-C1h/COR-C1h_(SOP)	G196x800001~	
GR-C2a (SP model)	G436P800001~	Aug 2016 to Discontinuation
GR-C2a (SPF model)	G446P800001~	
GR-C2b (SP model)	G276P800001~	
GR-C2b (SPF model)	G136P900001~	
Lef-C1	G586P902194~ G587P400986	Aug 2016 to Apr 2017
Z-P2a	Y016P900085~ Y017P100040	Aug 2016 to Apr 2017
Z-P2b	X686P900477~ X687P500096	

Note:

- Not all units which are produced in this period are affected. Some units should not be affected.

- Besides, also some service parts for CTL board have been affected. A machine which is not produced in the period may be also affected if its CTL board has been replaced.

RICOH

Technical Bulletin

Model: GR-C2	Date: 25-Aug-17	No.: RD196074a

Controller Board Service Parts Change information.

Product	Model	Old PN	New P/N	Description	Q'ty
COR-C1c SP	SP	D1975673	D2005640	PCB:JL2:CRN-C1_AR_SP:EXP:C	1
COR-C1c SP	SP	D1975676	D2005600	PCB:JL2:CRN-C1_CH_SP:EXP:C	1
COR-C1d	Basic	D1985672	D2005651	PCB:JL2:CRN-C1_AR_BS:EXP:D	1
COR-C1d_SOP	Basic	D1985675	D2005611	PCB:JL2:CRN-C1_CH_BS:EXP:D	1
COR-C1d	SP	D1985673	D2005641	PCB:JL2:CRN-C1_AR_SP:EXP:D	1
COR-C1d_SOP	SP	D1985676	D2005601	PCB:JL2:CRN-C1_CH_SP:EXP:D	1
COR-C1e	Basic	D1995672	D2005652	PCB:JL2:CRN-C1_AR_BS:EXP:E	1
COR-C1e_SOP	Basic	D1995675	D2005612	PCB:JL2:CRN-C1_CH_BS:EXP:E	1
COR-C1e	SP	D1975671	D2005642	PCB:JL2:CRN-C1_AR_SP:EXP:E	1
COR-C1e_SOP	SP	D1995676	D2005602	PCB:JL2:CRN-C1_CH_SP:EXP:E	1
COR-C1f	Basic	D2005672	D2005653	PCB:JL2:CRN-C1_AR_BS:EXP:F	1
COR-C1f_SOP	Basic	D2005675	D2005613	PCB:JL2:CRN-C1_CH_BS:EXP:F	1
COR-C1f	SP	D2005673	D2005643	PCB:JL2:CRN-C1_AR_SP:EXP:F	1
COR-C1f_SOP	SP	D2005676	D2005603	PCB:JL2:CRN-C1_CH_SP:EXP:F	1
COR-C1g	Basic	D2015672	D2005654	PCB:JL2:CRN-C1_AR_BS:EXP:G	1
COR-C1g_SOP	Basic	D2015675	D2005614	PCB:JL2:CRN-C1_CH_BS:EXP:G	1
COR-C1g	SP	D2015673	D2005644	PCB:JL2:CRN-C1_AR_SP:EXP:G	1
COR-C1g_SOP	SP	D2015676	D2005604	PCB:JL2:CRN-C1_CH_SP:EXP:G	1
COR-C1h	Basic	D2025652	D2005655	PCB:JL2:CRN-C1_AR_BS:EXP:H	1
COR-C1h_SOP	Basic	D2025685	D2005615	PCB:JL2:CRN-C1_CH_BS:EXP:H	1
COR-C1h	SP	D2025653	D2005645	PCB:JL2:CRN-C1_AR_SP:EXP:H	1
COR-C1h_SOP	SP	D2025676	D2005605	PCB:JL2:CRN-C1_CH_SP:EXP:H	1
GR-C2a	-	D3AW5681	D3AW5671	PCB:CTL_JL2_S:2ND:GRI-C2A:EXP	1
GR-C2b	-	D3AW5682	D3AW5672	PCB:CTL_JL2_S:2ND:GRI-C2B:EXP	1
Lef-C1	-	D2055612	D2055614	PCB:CTL:LEF-C1B:EXP:SUB-ASS'Y	1
Z-P2a	-	M4795685	M4795686	PCB:CTL_JL2:ZEUS-P2A:EXP	1
Z-P2b	-	M4795680	M4795681	PCB:CTL_JL2:ZEUS-P2B:EXP	1

Technical **B**ulletin

Model: GR-C2	Date: 6-Dec-17	No.: RD196075

Subject: DO NOT install Network Support v15.27.1 and Package_All contains this	Prepared by: Y. Taniguchi
From: Field Quality Management Group1, FQM Dept.	

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

IMPORTANT Notice about Network Support Firmware v15.27.1

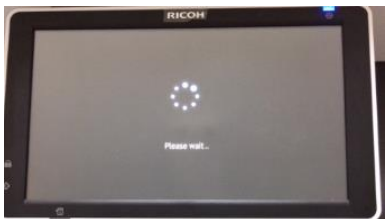## **and "Package_ALL"**

- **DO NOT install** the following Network Support firmware on machines in the field:

    v15.27.1 and Package_ALL (which contains the version)

Firmware Name	P/N	Version
Network Support	D1965792J	v15.27.1
Package_ALL (GEN)	D1965406S	v14.00
Package_ALL (CHN)	D1965410N	v10.00

- This is because these versions have a firmware bug, whereby the document disappears when folder forwarding is used with the Fax or Scanner.

- To avoid this:
    - Install Network Support **v15.28 or newer** (released), or
    - Install an older version of Package firmware.

Model: GR-C2		Date: 27-Dec-17	No.: RD196076

Subject: Trouble shooting: Smart Operation Panel Issues		Prepared by: Y. Taniguchi
From: Field Quality Management Group1, FQM Dept.		

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

Troubleshooting for the Smart Operation Panel

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on.	HW	The Smart Operation Panel cannot be supplied with electrical power.	1. Reconnect the USB cable and harness between the BiCU and the Smart Operation Panel. 2. Replace the USB cable and harness. 3. Replace the Main board. 4. Replace the Sub board. 5. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on.	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the Sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Main board is defective.	1. Update the Cheetah System firmware to the latest version in recovery mode. 2. Do a factory reset 3. Replace the Main board.

* HW: Hardware issue, SW: Software issue

Components to Check during the Troubleshooting

1. Main board

2. Sub board

3. USB cable and harness(no image)

4. Connection between USB cable and harness and main board

5. Connection between USB cable/harness and BiCU
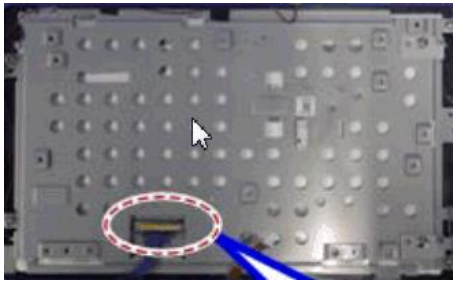
Model: GR-C2	Date: 27-Dec-17	No.: RD196076

6. LCD unit

7. LCD I/F cable