

Model: <b>GR-C3</b>	Date: 15-Nov-16	No.: RD296002
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Subject: Firmware Release Note: aics		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	M5055759A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Model: <b>GR-C3</b>	Date: 15-Nov-16	No.: RD296014
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Subject: Firmware Release Note: XPS		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.11	M5055737	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

Model: <b>GR-C3</b>	Date: 15-Nov-16	No.: RD296016
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Subject: Firmware Release Note: IRIPS PS3		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	M5055717A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: <b>GR-C3</b>	Date: 15-Nov-16	No.: RD296018
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Subject: Firmware Release Note: PDF		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	M5055733	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: <b>GR-C3</b>	Date: 15-Nov-16	No.: RD296020
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Subject: Firmware Release Note: PS3		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	M5055731	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: 13-Dec-16

Model: Lef-C1, GR-C2_SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, <b>Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3</b>	Date: 29-Jan-16	No.: RD259013e
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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	<p><b>Other changes:</b></p> <ul style="list-style-type: none"> <li>- <b><i>New Model Supported.</i></b></li> </ul> <p>---</p> <p>Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- Support for the MP 6503SP/MP 7503SP/MP 9003SP.</li> <li>- Support for the MP 402SPF.</li> </ul>
1.0	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ <b>CH-C2/MET-P2/GR-C3</b>	Date: 29-Jan-16	No.: RD259023d
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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.  -- <b><i>New Model Supported</i></b>
1.00	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ <b>CH-C2/MET-P2/GR-C3</b>	Date: 29-Jan-16	No.: RD259029e
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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  -- <b><i>New Model Supported</i></b>
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.2	D2411453F_forEDC	<b><i>January 2017 production</i></b>	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	<p><b><i>Other changes:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>New Model Supported.</i></b></li> </ul> <p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- The QR code application quits when opening the settings in Taiwanese models.</li> </ul> <p>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.</p>
2.1.1	<p>Symptom corrected:</p> <p>When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.</p>
2.1.0	<p>Symptom corrected:</p> <p>Applications can be uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF.</li> <li>- Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.</li> </ul>

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
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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

Reissued: 17-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ <b>MET-P2/CH-C2/GR-C3</b>	Date: 29-Jan-16	No.: RD259034h
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.06</i></b>	<b><i>D2411431H_forEDC</i></b>	<b><i>December 2016 production</i></b>	<b><i>Not Available</i></b>
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
<b><i>1.06</i></b>	<b><i>Minor change.</i></b>
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

Reissued: 08-Mar-17

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/Cor-C1.5/CH-C2/MET-P2/GR-C3/ CH-C2Pro	Date: 05-Feb-16	No.: RD259035m
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.15.1</i></b>	<b><i>D2411427R_forEDC</i></b>	<b><i>April 2017 production</i></b>	<b><i>Not Available</i></b>
1.14	D2411427Q_forEDC	January 2017 production	Not Available
1.13	D2411427P_forEDC	December 2016 production	Not Available
1.12	D2411427N_forEDC	November 2016 production	Not Available
1.11	D2411427M_forEDC	October 2016 production	Not Available
1.10	D2411427L_forEDC	October 2016 production	Not Available
1.09	D2411427K_forEDC	August 2016 production	Not Available
1.08	D2411427J_forEDC	August 2016 production	Not Available
1.07	D2411427H_forEDC	June 2016 production	Not Available
1.06	D2411427G_forEDC	April 2016 production	Not Available
1.04	D2411427F_forEDC	April 2016 production	Not Available
1.03	D2411427E_forEDC	April 2016 production	Not Available
1.02	D2411427D_forEDC	February 2016 production	Not Available
1.00	D2411427B_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
<b><i>1.15.1</i></b>	<b><i>Symptom corrected: A system reset occurs at the wrong timing and the screen switches to the default set in Function Priority when connected with a USB device such as a keyboard.</i></b>
1.14	Specification Change: Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.
1.13	Minor change.
1.12	Minor change.
1.11	Specification change: Screen shots of the WIM Screen Monitoring function cannot be taken while in operation.
1.10	Minor change.
1.09	Minor change.
1.08	Minor change.

Reissued: 08-Mar-17

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/Cor-C1.5/CH-C2/MET-P2/GR-C3/ CH-C2Pro	Date: 05-Feb-16	No.: RD259035m
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Version	Modified Points or Symptom Corrected
1.07	Support for the MP 402SPF  Symptom corrected: - Minor bug correction
1.06	Symptom corrected: - Minor bug correction
1.04	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.03	Other changes: Minor changes made to improve reliability.
1.02	Symptom corrected: SC673 occurs.
1.00	1st Mass production

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>2.12.04</i></b>	<b><i>D2411468A_forEDC</i></b>	<b><i>January 2017 production</i></b>	<b><i>Not Available</i></b>
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
<b><i>2.12.04</i></b>	<b><i>Specification Change</i></b> - <b><i>Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.</i></b>
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.

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
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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: Cor-C1.5, GR-C3	Date: 02-Dec-16	No.: RD2840020
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Subject: Firmware Release Note: IRIPS Font		Prepared by: R. Tsurumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	D2895596	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	1st Mass production

Model: GR-C3		Date: 2-Dec-16	No.: RD296021
Subject: FSM correction on the Machine Limit Count SP		Prepared by: Norito Yasuda	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service Manual Correction:**

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 (Controller: Mode) (Appendix P223)

3.SP Mode Tables

5-759-001	Machine Limit Count	Machine Limit Count Setting	CTL*	[ 0 to 1 / 0 / 1 ]
5-759-061	Machine Limit Count	Full Color Limit Count	CTL*	[ 0 to 99999999 / 0 / 1 ]
5-759-062	Machine Limit Count	Mono Color Limit Count	CTL*	[ 0 to 99999999 / 0 / 1 ]
5-	Speed Operation Panel Setting	Reset the 1-Stop II	CTL*	[ 0 to 255 / 0 / 1 ]

Model: GR-C3		Date: 9-Dec-16	No.: RD296022
Subject: FSM correction on the Sample/Locked Print		Prepared by: Norito Yasuda	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service Manual Correction:**

The Sample/Locked Print functions cannot be used in this model. Therefore, please delete the notes below from your field service manual.

- Appendices > 3.SP Mode Tables > Service Program Mode > Printer Service Mode (Appendix P362)

1006	[Sample/Locked Print]	
001	0:Link with Doc. Srv 1:Enable	-

- Appendices > 4.Software Configuration > Management Features > How to Disable the Document Server Function (Appendix P384)

**How to Use Locked Print When the Document Server Is Disabled**

1. Enter 'Printer' SP mode.
2. Set SP1-006-001 to 1.  
 0: Link with Doc. Srv (default)  
 Locked print will only be enabled if the document server is enabled.  
 1: Enable  
 Enable Locked  
 Print will be enabled no matter the status of the document server.
3. Turn OFF then ON the main power.

- Appendices > 4.Software Configuration > Management Features > How to Disable the Document Server Function (Appendix P397)

**Note**

- In order for SP5-885-020 to have any effect, the Document Server must be enabled (SP5-967-001=0). For information about SP5-967-001, refer to Disabling the Document Server using System SP5-967-001 and Printer SP1-006-001.

Model: GR-C3		Date: 16-Dec-16	No.: RD296024
Subject: Memory Full Error: Cannot send and receive fax document		Prepared by: Y. Taniguchi	
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

“Fax limit memory is reached” is displayed and the machine cannot receive or send faxes when all of the following conditions are met:

- 1) Forwarding is enabled.
- 2) The transmission destination type for Forwarding is set to [Folder].
- 3) HDD is installed.
- 4) A large document is received.

**Note:** This corresponds roughly to 320 A4-sized pages of a normal text document, or fewer pages in the case of images (Example: 6 A3-sized pages of a C4 color chart printed).

**CAUSE**

Under the conditions explained above, invalid data is received (copied) into fax memory. The machine cannot copy the data to the HDD (which is normal when using Forward to Folder), and continues to retry for up to 72 hours. As a result, the fax memory is locked during this time, and the machine cannot send or receive faxes.

**SOLUTION**

**Production line**

Firmware is modified so that the default value for SP1-104-003 is “0”.

**Cut-in S/N**

TBD

**In the field**

- 1) Update the GWFCU firmware to the following version:

Firmware Name	P/N	Version
GWFCU3.8-17	D2965406B	02.00.00

- 2) Set the **third digit from the bottom of Fax SP1-104-003** to “0” (“Delete invalid data”).

**Note:** This will prevent any invalid data from being stored in fax memory.

Reissued: 14-Dec-16

Model: <b>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</b>	Date: 10-Jun-16	No.: RD259045a
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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	<p>Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p>&lt;before&gt; QuickCardAuth</p> <p>&lt;after&gt; QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 14-Dec-16

Model: <b>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</b>	Date: 10-Jun-16	No.: RD259046a
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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	<p>Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p>&lt;before&gt; QuickCardAuth</p> <p>&lt;after&gt; QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 13-Dec-16

Model: <b>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</b>	Date: 10-Jun-16	No.: RD259047a
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**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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **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	<p><b><i>New Model Supported.</i></b></p> <p>---</p> <p>Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p>&lt;before&gt; QuickCardAuth</p> <p>&lt;after&gt; QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p>

Model: GR-C3		Date: 6-Jan-17	No.: RD296025
Subject: Manual correction: Section "Adobe PS vs. Clone PS" added		Prepared by: Chihiro Shimaji	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service Manual Correction:**

Please add the following section "Adobe PS vs. Clone PS" to your GR-C3 service manual.

Model: GR-C3	Date: 6-Jan-17	No.: RD296025
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## Adobe PS vs. Clone PS

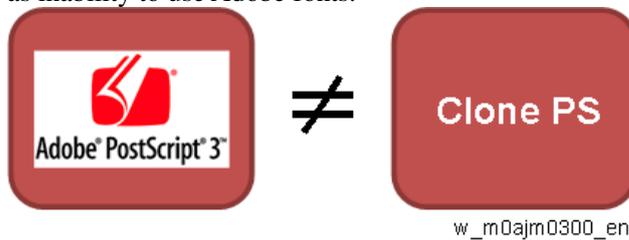
### Overview

This machine is equipped with a clone program for emulating Adobe PostScript/PDF (hereafter “Clone PS”) as a standard feature. So, by default, it can perform printing using PostScript 3 and PDF Direct Print, in addition to RPCS.

- **What is Clone PS?**

Based on the specifications of PostScript/PDF languages developed by Adobe, clone programs for interpretation of PostScript and PDF documents have been created by various companies other than Adobe. While the original program sold by the developer of the language is named Adobe PS, compatible programs made by other manufacturers are called clones. Strictly speaking, these clones must be fully compatible with the original program; however, they are called clones even if they have some differences, because they cannot completely imitate the original.

Clone PS is basically designed to perform similar functions to Adobe PS, except for several differences such as inability to use Adobe fonts.



**Note**

- Adobe PS, previously offered as an optional product for past models, is available again as an option. (It comes in an SD card, as was the case for former models.)
- Clone PS and Adobe PS cannot be run simultaneously.
- The same printer driver can be used for Clone PS and Adobe PS.
- Clone PS emulates Adobe PostScript 3 version 3017. (The version of Adobe PS used in the SD card option is v. 3018.)
- For the PDF Direct Print function, Clone PS emulates Adobe PDF version 1.7.

### How to Distinguish Adobe PS from Clone PS

In the operation panel screen, it is difficult to tell whether Adobe PS or Clone PS is in use. Both “PS3” and “PDF” are shown on the screen, regardless of whether Adobe PS or Clone PS is used. Identification can be done as follows:

- **Configuration Page**

The description of the Firmware Version listed on the page varies as shown below:

PS type	Description of Firmware Version
Adobe PS	RPCS [x.xx.xx] <b>Adobe PostScript 3</b> [x.xx], <b>Adobe PDF</b> [x.xx]
Clone PS	RPCS [x.xx.xx] <b>PS3</b> [x.xx], <b>PDF</b> [x.xx]

The manufacturers name “Adobe” is shown in the list if Adobe PS is used.

- **PS Configuration / Font Page**

The “Adobe” logo is printed on the page if Adobe PS is used.

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• **Web Image Monitor**

Go to Status/Information > Device Info, and open the Printer Language menu.  
 If Adobe PS is used, the screen shows the program name “Adobe PostScript 3” and "Adobe PDF".

Adobe PS	Clone PS
Printer Language	Printer Language
Automatic Language Switching : 73.15	Automatic Language Switching : 73.15
Customized PJI : 73.15	Customized PJI : 73.15
RPCS : 3.18.	RPCS : 3.18.
PCL 5c Emulation : 0.05	PCL 5c Emulation : 0.05
PCL XL Emulation : 0.05	PCL XL Emulation : 0.05
<u>Adobe PostScript 3</u> : 0.04	<u>PS 3 Emulation</u> : 0.15
<u>Adobe PDF</u> : 0.04	<u>PDF Emulation</u> : 0.15

w\_m0ajm0302\_en

• **Operation Panel: Firmware Version**

User Tools > Machine Features > System Settings > Administrator Tools > Firmware Version  
**When PostScript3 Unit Option (Adobe PS) is installed:**

Model: GR-C3	Date: 6-Jan-17	No.: RD296025
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Firmware Version

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
System	0, 29	M0AJ5550	PDF <b>1</b>	0, 15	M0AJ5570
Network Support	15, 59	M0AJ5559	PCL	0, 05	M0AJ5566
Font EXP	1, 00	M2815765	Web Support	0, 06	M0AJ5555
IRIPS Font	1, 01	M1365277	NetworkDocBox	0, 06	M0AJ5556
PS3 <b>3</b>	0, 15	M0AJ5568	animation	0, 10	M0AJ5557
RPCS	3, 18, 32	M0AJ5563	PS3 Font	1, 17	D2415681
Printer	0, 29	M0AJ5561	PS3 <b>4</b>	0, 02	M5005831

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m0ajm0303

Firmware Version

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
PDF <b>2</b>	0, 04	M5005833	M2a_LCCdDisptch	2, 01, 24	D2411451E
Data Erase Onb	1, 05	D2625244	M2a_iHnn	2, 3, 3	D1961403
PowerSaving Sys	1, L3, 06	M0AJ5552	M2a_iHnn_Hang	1, 0, 0	D1961406
M2a_System	201, 00, 1	M0AJ1530	M2a_iHnn_Hans	1, 0, 0	D1961404
M2a_BLEPLugin	2, 01, 24	D2411451E	M2a_iHnn_Hant	1, 0, 0	D1961405
M2a_BluetoothSe	1, 00	M0AJ1572	M2a_LegacyUI	101, 30, 1	M0AJ1537
M2a_cspf	2, 00, 06	D1961430	M2a_MeidaPrtScn	100, 16	M0AJ1557

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**Clone PS only:**

Firmware Version

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
System	0, 29	M0AJ5550	PDF <b>1</b>	0, 15	M0AJ5570
Network Support	15, 59	M0AJ5559	PCL	0, 05	M0AJ5566
Font EXP	1, 00	M2815765	Web Support	0, 06	M0AJ5555
IRIPS Font	1, 01	M1365277	NetworkDocBox	0, 06	M0AJ5556
PS3 <b>3</b>	0, 15	M0AJ5568	animation	0, 10	M0AJ5557
RPCS	3, 18, 32	M0AJ5563	Data Erase Onb	1, 05	D2625244
Printer	0, 29	M0AJ5561	PowerSaving Sys	1, L3, 06	M0AJ5552

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m0ajm0315

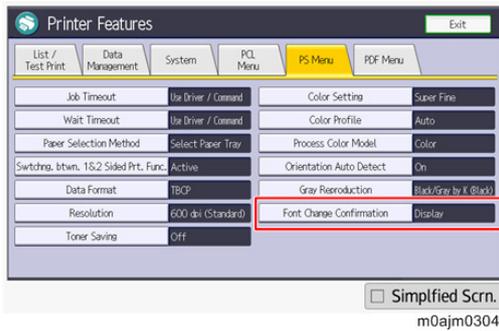
No.	Module Name	Description
1	PDF (1st page)	The <b>Clone</b> firmware number appears.
2	PDF (2nd page)	The <b>Adobe</b> firmware number appears. This module name appears in the firmware list only if PostScript3 Unit Option is installed.
3	PS3 (Left)	The <b>Clone PS</b> firmware number appears.
4	PS3 (Right)	The <b>Adobe PS</b> firmware number appears. This module name appears in the firmware list only if PostScript3 Unit Option is installed.

- Font Change Confirmation screen**

The “Font Change Confirmation” screen is accessible only when Clone PS is used.

On the Home screen, select the User Tools icon > Machine Features > Printer Features > PS Menu > Font Change Confirmation.

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### Difference in Device Fonts

The variety and number of built-in fonts (device fonts) differ between Adobe PS and Clone PS.

PS type	Number of European fonts
Adobe PS	136 fonts
Clone PS	93 fonts

For license reasons, the device fonts for Adobe PS cannot be handled by Clone PS. Instead, Clone PS is equipped with fonts similar to Adobe device fonts under different names; when an Adobe PS font is specified in the data to be printed, Clone PS will replace it with a similar font.

Use of a substitute font sometimes leads to different printing results, as shown in the table below.

#### Example 1

PS type	Helvetica
Adobe PS	Helvetica findfont: Change before you have to!
Clone PS	Helvetica findfont: Change before you have to!
	When Helvetica is used in the original document, Clone PS applies a substitute font named NimbusSans-Regular, maintaining almost the same appearance as the original data.

#### Example 2

PS type	LetterGothic
Adobe PS	LetterGothic: Change before you have to!
Clone PS	LetterGothic: Change before you have to!
	When LetterGothic is originally used, Clone PS substitutes it with LetterGothic-Regular. In this case, the character spacing differs from that in the original data.

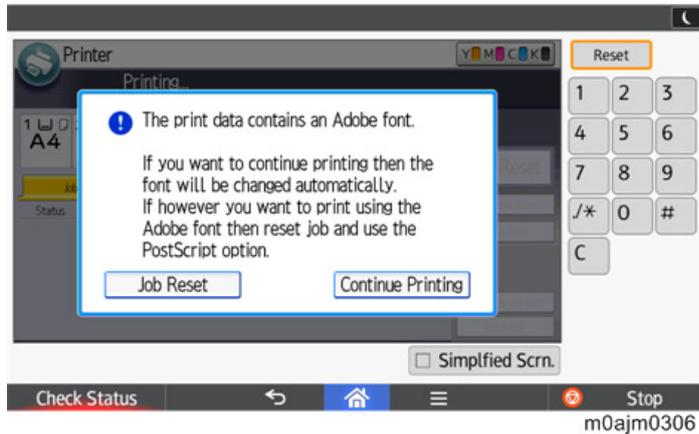
#### Example 3

PS type	Chicago
Adobe PS	<b>Chicago: Change before you have to!</b>
Clone PS	Chicago: Change before you have to!
	Clone PS does not support alternative fonts for Chicago; instead, the Courier font (*) is used. (The font shape differs significantly from Chicago.) * Since Courier itself is named among the Adobe PS device fonts, Clone PS substitutes it with an alternative font, NimbusMonoPS-Regular.

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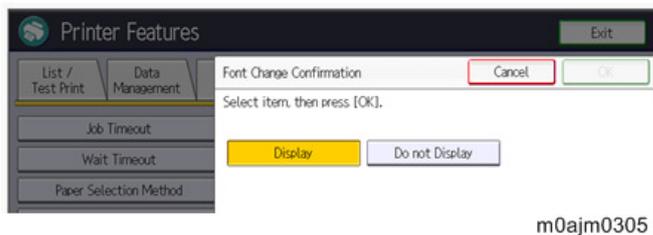
Font Change Confirmation Screen

Clone PS itself incorporates no Adobe fonts in it, and therefore replaces them with similar fonts when Adobe PS fonts are specified in the print data output to the printer. However, there is a possibility that a substitute font not desired by the customer may be used; to cope with this issue, the operation panel shows a confirmation screen whenever an Adobe font is to be replaced by a similar font.



If the customer often prints data containing Adobe fonts that are almost the same in terms of spacing and shape as their substitutes, the confirmation screen appears every time printing is performed, making the printing operation cumbersome. In such a case, the font change confirmation screen can be hidden.

- User Tools icon on Home screen > Machine Features > Printer Features > PS Menu > Font Change Confirmation



List of fonts and their replacements (Adobe PS -> Clone PS)

No.	Adobe PS	Clone PS
1	Courier	NimbusMonoPS-Regular
2	Courier-Bold	NimbusMonoPS-Bold
3	Courier-BoldOblique	NimbusMonoPS-BoldItalic
4	Courier-Oblique	NimbusMonoPS-Italic
5	Helvetica	NimbusSans-Regular
6	Helvetica-Bold	NimbusSans-Bold
7	Helvetica-BoldOblique	NimbusSans-BoldOblique
8	Helvetica-Oblique	NimbusSans-Oblique
9	Symbol	StandardSymL
10	Times-Bold	NimbusRoman-Bold
11	Times-BoldItalic	NimbusRoman-BoldItalic
12	Times-Italic	NimbusRoman-Italic
13	Times-Roman	NimbusRoman-Regular
14	AlbertusMT	NimbusMonoPS-Regular
15	AlbertusMT-Italic	NimbusMonoPS-Regular
16	AlbertusMT-Light	NimbusMonoPS-Regular

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No.	Adobe PS	Clone PS
17	AntiqueOlive-Roman	NimbusMonoPS-Regular
18	AntiqueOlive-Italic	AntiqueOlive-Italic
19	AntiqueOlive-Bold	AntiqueOlive-Bold
20	AntiqueOlive-Compact	NimbusMonoPS-Regular
22	Apple-Chancery	NimbusMonoPS-Regular
22	ArialMT	NimbusSansNo2-Regular
23	Arial-ItalicMT	NimbusSansNo2-Italic
24	Arial-BoldMT	NimbusSansNo2-Bold
25	Arial-BoldItalicMT	NimbusSansNo2-BoldItalic
26	AvantGarde-Book	URWGothic-Book
27	AvantGarde-BookOblique	URWGothic-BookOblique
28	AvantGarde-Demi	URWGothic-Demi
29	AvantGarde-DemiOblique	URWGothic-DemiOblique
30	Bodoni	NimbusMonoPS-Regular
31	Bodoni-Italic	NimbusMonoPS-Regular
32	Bodoni-Bold	NimbusMonoPS-Regular
33	Bodoni-BoldItalic	NimbusMonoPS-Regular
34	Bodoni-Poster	NimbusMonoPS-Regular
35	Bodoni-PosterCompressed	NimbusMonoPS-Regular
36	Bookman-Light	URWBookman-Light
37	Bookman-LightItalic	URWBookman-LightItalic
38	Bookman-Demi	URWBookman-Demi
39	Bookman-DemiItalic	URWBookman-DemiItalic
40	Carta	NimbusMonoPS-Regular
41	Chicago	NimbusMonoPS-Regular
42	Clarendon	NimbusMonoPS-Regular
43	Clarendon-Light	NimbusMonoPS-Regular
44	Clarendon-Bold	NimbusMonoPS-Regular
45	CooperBlack	NimbusMonoPS-Regular
46	CooperBlack-Italic	NimbusMonoPS-Regular
47	Copperplate-ThirtyTwoBC	NimbusMonoPS-Regular
48	Copperplate-ThirtyThreeBC	NimbusMonoPS-Regular
49	Coronet-Regular	NimbusMonoPS-Regular
50	Eurostile	NimbusMonoPS-Regular
51	Eurostile-Bold	NimbusMonoPS-Regular
52	Eurostile-ExtendedTwo	NimbusMonoPS-Regular
53	Eurostile-BoldExtendedTwo	NimbusMonoPS-Regular
54	Geneva	NimbusMonoPS-Regular
55	GillSans	NimbusMonoPS-Regular
56	GillSans-Italic	NimbusMonoPS-Regular
57	GillSans-Bold	NimbusMonoPS-Regular
58	GillSans-BoldItalic	NimbusMonoPS-Regular
59	GillSans-Condensed	NimbusMonoPS-Regular
60	GillSans-BoldCondensed	NimbusMonoPS-Regular
61	GillSans-Light	NimbusMonoPS-Regular
62	GillSans-LightItalic	NimbusMonoPS-Regular
63	GillSans-ExtraBold	NimbusMonoPS-Regular
64	Goudy	NimbusMonoPS-Regular
65	Goudy-Italic	NimbusMonoPS-Regular
66	Goudy-Bold	NimbusMonoPS-Regular
67	Goudy-BoldItalic	NimbusMonoPS-Regular
68	Goudy-ExtraBold	NimbusMonoPS-Regular

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No.	Adobe PS	Clone PS
69	Helvetica-Condensed	NimbusMonoPS-Regular
70	Helvetica-Condensed-Oblique	NimbusMonoPS-Regular
71	Helvetica-Condensed-Bold	NimbusMonoPS-Regular
72	Helvetica-Condensed-BoldObl	NimbusMonoPS-Regular
73	Helvetica-Narrow	NimbusSansNarrow-Regular
74	Helvetica-Narrow-Oblique	NimbusSansNarrow-Oblique
75	Helvetica-Narrow-Bold	NimbusSansNarrow-Bold
76	Helvetica-Narrow-BoldOblique	NimbusSansNarrow-BoldOblique
77	HoeflerText-Regular	NimbusMonoPS-Regular
78	HoeflerText-Italic	NimbusMonoPS-Regular
79	HoeflerText-Black	NimbusMonoPS-Regular
80	HoeflerText-BlackItalic	NimbusMonoPS-Regular
81	HoeflerText-Ornaments	NimbusMonoPS-Regular
82	JoannaMT	NimbusMonoPS-Regular
83	JoannaMT-Italic	NimbusMonoPS-Regular
84	JoannaMT-Bold	NimbusMonoPS-Regular
85	JoannaMT-BoldItalic	NimbusMonoPS-Regular
86	LetterGothic	LetterGothic-Regular
87	LetterGothic-Slanted	NimbusMonoPS-Regular
88	LetterGothic-Bold	LetterGothic-Bold
89	LetterGothic-BoldSlanted	NimbusMonoPS-Regular
90	LubalinGraph-Book	NimbusMonoPS-Regular
91	LubalinGraph-BookOblique	NimbusMonoPS-Regular
92	LubalinGraph-Demi	NimbusMonoPS-Regular
93	LubalinGraph-DemiOblique	NimbusMonoPS-Regular
94	Marigold	Mauritius-Regular
95	Monaco	NimbusMonoPS-Regular
96	MonaLisa-Recut	NimbusMonoPS-Regular
97	NewCenturySchlbk-Roman	URWCenturySchoolbook-Roman
98	NewCenturySchlbk-Italic	URWCenturySchoolbook-Italic
99	NewCenturySchlbk-Bold	URWCenturySchoolbook-Bold
100	NewCenturySchlbk-BoldItalic	URWCenturySchoolbook-BdIta
101	NewYork	NimbusMonoPS-Regular
102	Optima	NimbusMonoPS-Regular
103	Optima-Italic	NimbusMonoPS-Regular
104	Optima-Bold	NimbusMonoPS-Regular
105	Optima-BoldItalic	NimbusMonoPS-Regular
106	Oxford	NimbusMonoPS-Regular
107	Palatino-Roman	Palladio-Roman
108	Palatino-Italic	Palladio-Italic
109	Palatino-Bold	Palladio-Bold
110	Palatino-BoldItalic	Palladio-BoldItalic
111	StempelGaramond-Roman	NimbusMonoPS-Regular
112	StempelGaramond-Italic	NimbusMonoPS-Regular
113	StempelGaramond-Bold	NimbusMonoPS-Regular
114	StempelGaramond-BoldItalic	NimbusMonoPS-Regular
115	Tekton	NimbusMonoPS-Regular
116	TimesNewRomanPSMT	NimbusRomanNo9-Regular
117	TimesNewRomanPS-ItalicMT	NimbusRomanNo9-Italic
118	TimesNewRomanPS-BoldMT	NimbusRomanNo9-Bold
119	TimesNewRomanPS-BoldItalicMT	NimbusRomanNo9-BoldItalic
120	Univers	NimbusMonoPS-Regular

Model: GR-C3		Date: 6-Jan-17	No.: RD296025
No.	Adobe PS	Clone PS	
121	Univers-Oblique	NimbusMonoPS-Regular	
122	Univers-Bold	URWClassicSans-Bold	
123	Univers-BoldOblique	NimbusMonoPS-Regular	
124	Univers-Light	NimbusMonoPS-Regular	
125	Univers-LightOblique	NimbusMonoPS-Regular	
126	Univers-Condensed	NimbusMonoPS-Regular	
127	Univers-CondensedOblique	NimbusMonoPS-Regular	
128	Univers-CondensedBold	NimbusMonoPS-Regular	
129	Univers-CondensedBoldOblique	NimbusMonoPS-Regular	
130	Univers-Extended	NimbusMonoPS-Regular	
131	Univers-ExtendedObl	NimbusMonoPS-Regular	
132	Univers-BoldExt	NimbusMonoPS-Regular	
133	Univers-BoldExtObl	NimbusMonoPS-Regular	
134	Wingdings-Regular	URWDingbats	
135	ZapfChancery-MediumItalic	URWChancery-MediumItalic	
136	ZapfDingbats	Dingbats	

**Differences in Driver Functions**

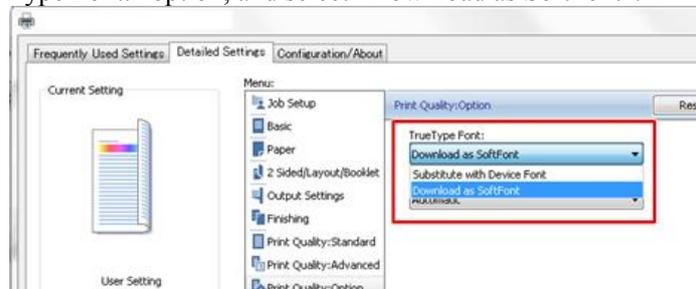
As shown below, there are differences in available driver functions between Adobe PS and Clone PS.

**1. Font Substitution Table (Applicable only to driver for Windows OS)**

Start > Device and Printer > Printer Properties > Device Settings

For Clone PS, the Font Substitution Table under the Device Settings menu will not be displayed. Clone PS has font substitution table data similar to that of Adobe PS, and performs font replacement as appropriate.

To disable font replacement, go to Printing Preferences > Detailed Settings > “Print Quality: Option” > “True Type Font:” option, and select “Download as SoftFont”.



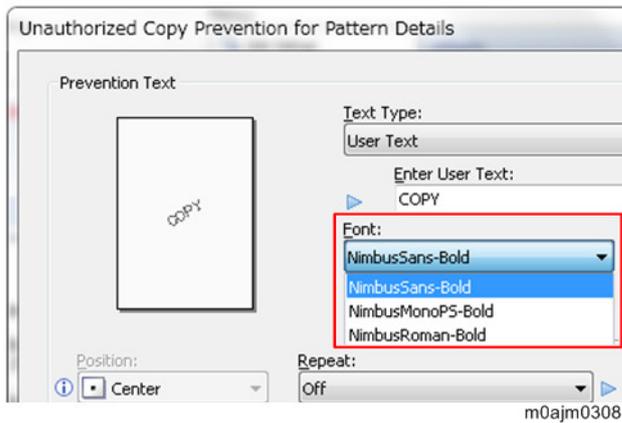
m0ajm0307

**2. Fonts used for unauthorized copy prevention (Common to drivers for Windows OS and Mac OS X)**

The watermark text used for unauthorized copy prevention consists of a device font. The range of available fonts varies between Adobe PS and Clone PS because of the difference in available device fonts.

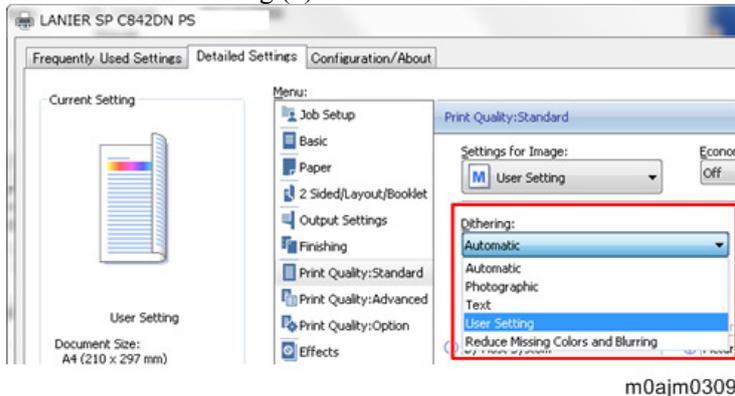
Adobe PS provides a choice from 136 fonts while 3 fonts are selectable for Clone PS.

Model: GR-C3	Date: 6-Jan-17	No.: RD296025
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**3. “User Setting” for dithering (Common to drivers for Windows OS and Mac OS X)**

Clone PS ignores the “User Setting” option for dithering and performs dithering in the same manner as when the “Automatic” setting (\*) is selected.



\* “Text Priority” is selected for text, and “Photo” for graphic objects and image objects.

In the driver menu for Mac OS X, the “User Setting” option is shown at half brightness and cannot be selected.

Model: GR-C3		Date: 17-Jan-17	No.: RD296026
Subject: Manual correction: Section "Installation of PostScript3 Unit Type M28" revised		Prepared by: Chihiro Shimaji	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

### Service Manual Correction:

Please replace the section "PostScript3 Unit Type M28" of your GR-C3 service manual with the contents of this bulletin.

The following additions/modifications were made to this section:

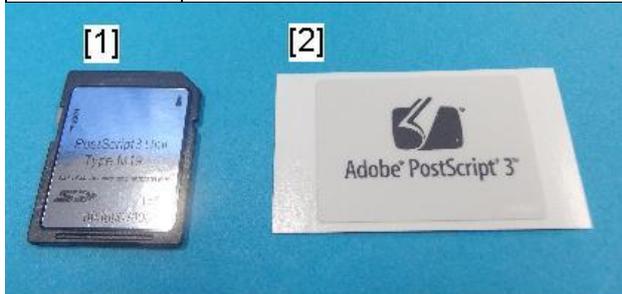
- Added the section "Accessory Check."
- Added the section "Overview of PostsScript3 (Adobe PS)."
- Modified the section "Installation procedure (Adobe PS)."
- Added the section "Initial Settings of Printer Driver."
- Added the section "Switching back to Clone PS from Adobe PS."

Model: GR-C3	Date: 17-Jan-17	No.: RD296026
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## PostScript3 Unit Type M28 (D3E6-26, -27, -28)

### Accessory Check

No.	Description	Q'ty
1	SD Card (PostScript3 Unit)	1
2	PS3 Decal	1



d238m0642

### Overview of PostScript3 (Adobe PS)

This machine is equipped with a clone program for emulating Adobe PostScript/PDF (hereafter “Clone PS”) as a standard feature. So, by factory default, it can perform printing using PostScript 3 and PDF Direct Print, in addition to RPCS.

However, the variety and number of built-in fonts (device fonts) differ between Adobe PS and Clone PS, sometimes resulting in different printing results.

To address the possible customer needs listed below, the PostScript3 is made available as an option.

- When you want to use device fonts supplied with Adobe PS.
- Since forms and ledgers have been created based on device fonts supplied with Adobe PS, a changeover to Clone PS requires redesign of these documents.
- From the viewpoint of precise printing operation, it is impossible to accept any differences in output results in comparison with Adobe PS.

**Note**

For details of the functions of Adobe PS and Clone PS, refer to [Adobe PS vs. Clone PS](#).

### Installation procedure (Adobe PS)

**CAUTION**

- When installing this option, turn OFF the main power and unplug the power cord from the wall socket. If installing without turning OFF the main power, an electric shock or a malfunction may occur.

**Note**

- Clone PS and Adobe PS cannot be run simultaneously. If PostScript3 (Adobe PS) is installed, Clone PS will be disabled.
- When installing more than one SD card, perform the merge operation ([SD Card Appli Move](#)).

Model: GR-C3	Date: 17-Jan-17	No.: RD296026
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1. Remove the SD card slot cover [A] (coin screw x 1).



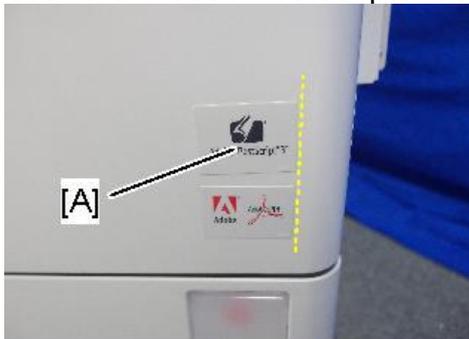
m0ajm0023

2. Insert the PS3 SD card in SD card slot 1 [A: Upper Slot].



m0ajm0024c

3. Reattach the SD card slot cover (coin screw x 1).
4. Stick the "Adobe PostScript3" decal [A] on the front face of the machine.



d238m0643

5. Turn ON the main power.
6. Print out the "Configuration Page", and then check if this option is correctly recognized.
  - User Tools > Machine Features > Printer Features > List/Test Page > Configuration Page
  - Note that the description of Firmware Version shown in the printed Configuration Page differs between Clone PS and Adobe PS.

PS type	Description of Firmware Version
When PostScript3 (Adobe PS) is installed	RPCS [x.xx.xx] <b>Adobe PostScript 3</b> [x.xx], <b>Adobe PDF</b> [x.xx]
Clone PS	RPCS [x.xx.xx] <b>PS3</b> [x.xx], <b>PDF</b> [x.xx]

Model: GR-C3	Date: 17-Jan-17	No.: RD296026
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**Initial Settings of Printer Driver**

After installation of an SD card, configure the settings for the printer driver in accordance with the type of PS to be used.

**Note**

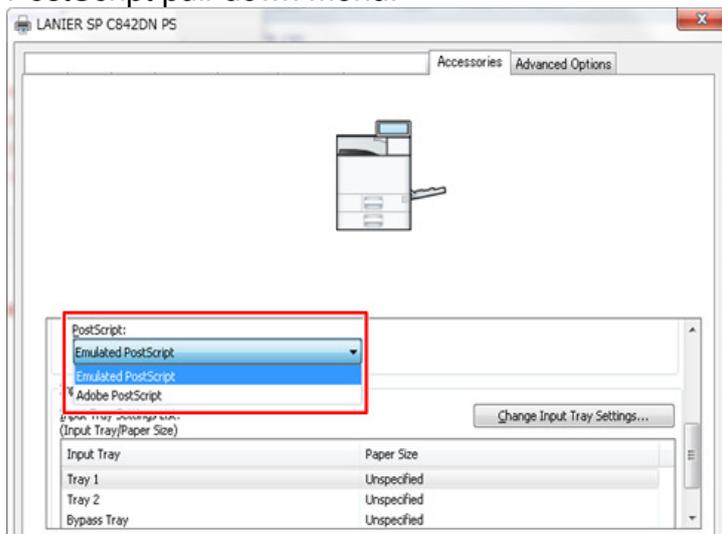
The same printer driver, PS3 printer driver, can be used for printing either for Adobe PS or Clone PS.

- **Setting items (Windows):**

In an environment where interactive communication is enabled, the main machine attempts to acquire information to perform automatic configuration.

When manual configuration is to be performed, select “Adobe PostScript” if Adobe PS is used, and choose “Emulation PostScript” if Clone PS is used.

1. On the [Start] menu, click [Devices and Printers].
2. Right-click the icon of the printer you want to use.
3. Click [Printer properties].
4. Click the “Accessories” tab and configure settings for Adobe PS/Clone PS using the PostScript pull-down menu.



m0ajm0301

- **Setting items (Mac OS X):**

If the driver is installed by means of the Bonjour function or “HP Jetdirect - Socket”, the settings will be automatically configured.

Automatic configuration will not work if any other protocol is used for installation. In this case, manual configuration is required.

When manual configuration is to be performed, select “Adobe PostScript” if Adobe PS is used, and “Emulation PostScript” if Clone PS is used.

Model: GR-C3

Date: 17-Jan-17

No.: RD296026

**Switching back to Clone PS from Adobe PS**

Clone PS can be resumed by removing the Adobe PS card from the SD card slot and applying the firmware for Clone PS/PDF (".fwu" or ".rfu"). (\* The work should be carried out by customer engineers.)

In doing this, be sure to apply both PS3 and PDF firmware modules. If only one of them is applied, the machine will not operate properly. (As a stopgap measure to fix the malfunction, insert the optional Adobe PS card again into the SD card slot to enable the use of Adobe PS. Then, Clone PS can be resumed by applying both the PS3 and PDF firmware modules once again.)

Classification	Firmware name
Clone PS component firmware	IRIPS PS3
	IRIPS PDF
	IRIPS Font
Adobe PS component firmware	(Adobe) PS3
	(Adobe) PDF
	PS3 Font

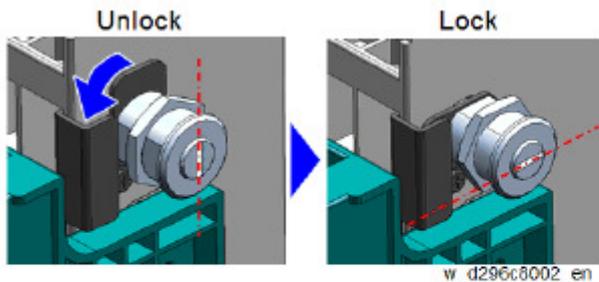
Model: GR-C3		Date: 31-Jan-17	No.: RD296027
Subject: Manual correction: Installation procedure added / Key number changed (Paper Feed Unit PB1080TE)		Prepared by: Chihiro Shimaji	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service Manual Correction:**

Please make the following two corrections to your field service manual.

● **The part number of the key was corrected as follows.**

- 7. Detailed Descriptions> Paper Feed Unit PB1080/PB1080TE (Optional).



**D3DC2891**

If the key has been lost, arrange new keys registered as service parts (P/N: ~~D1462860~~, this P/N is as of October, 2016).

● **The following installation procedure was added, in section:**

- 2. Installation> Paper Feed Unit PB1080 (D573-57), Paper Feed Unit PB1080TE (D573-13))

Before you install the PB1080TE, be sure to do the procedure below.

1. Install the following firmware version or newer.

FW	P/N	Version
System/Copy	D2965400E	1.02
Fax	D2965784D	03.00.00
Printer	D2965794C	1.01
Scanner	D2965787D	01.02
Websys (Web Support)	D2965788C	1.02
WebUapl	D2965789B	1.01

2. Turn OFF then ON the main power.

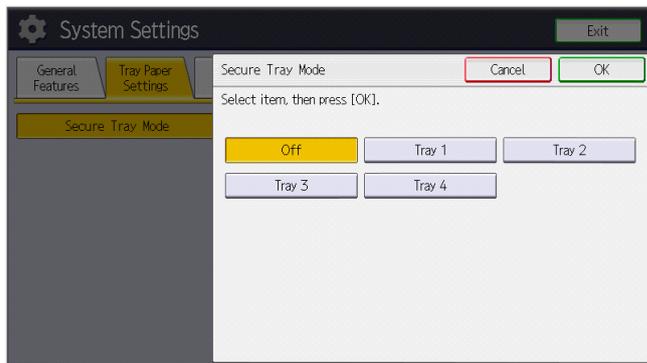
Model: GR-C3

Date: 31-Jan-17

No.: RD296027

3. Change the value of SP5-909-002 (HealthCare Setting: Model Setting) from “0” (Standard: Default) to “1” (HealthCare).
4. Change the value of SP5-118-002 (Secure Mode Set) from “0” (Standard mode: Default) to “1” (Secure mode).
5. Turn the main power OFF then ON.
6. Enable Secure Tray Mode.

User Tools > System Settings > Tray Paper Settings > Secure Tray Mode > Tray 2 or Tray 3

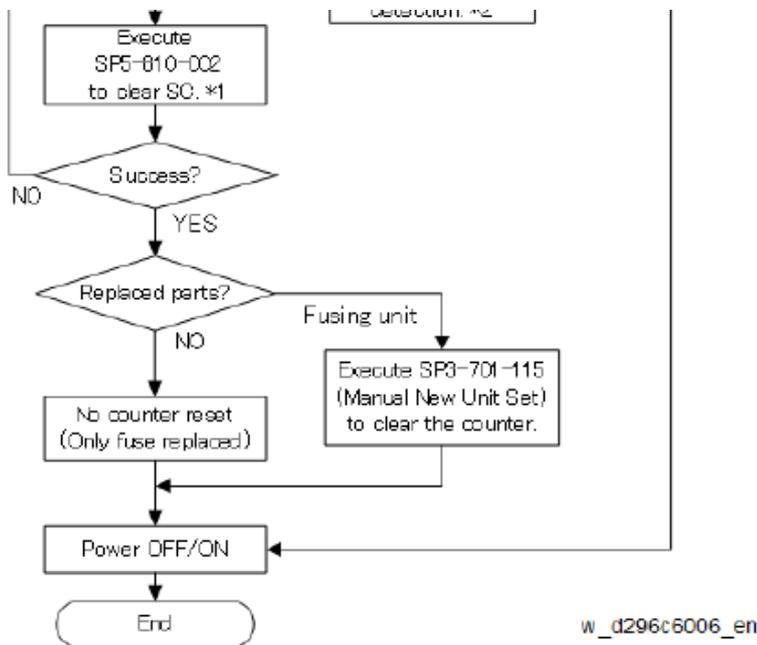


Model: GR-C3		Date: 8-Feb-17	No.: RD296028
Subject: Manual correction on Actions When SC544-00 or SC554-00 Occurs		Prepared by: Norito Yasuda	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service Manual Correction:**

The following sentence is incorrect, so please correct your field service manual as follows.

**4. Replacement and Adjustment > Fusing > Actions When SC544-00 or SC554-00 Occurs (P270)**



\*1:

~~Do not open the door when doing the procedure in this flow chart ("SC reset failure" will be shown.). The SC reset will be successful if the fuse for new fusing unit detection is blown if the machine door is open during the SC reset, and it will not be successful if it is not blown. The SC reset should be performed again if it fails.~~

"SC reset failure" will be shown when this SP (SP5-810-002) is executed if an SC other than SC544-00/SC554-00 occurred.

Make sure to keep the door closed when executing SP5810-002. If executed with the door open, the SC will not be cleared. The SC is cleared when the fuse blows and is not cleared when the fuse does not blow.

Model: GR-C3		Date: 9-Feb-17	No.: RD296029
Subject: New optional lockable paper feed unit (PB1080TE)		Prepared by: Chihiro Shimaji	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**For NA ONLY**

The lockable tray unit, Paper Feed Unit PB1080TE, targeting mainly the NA healthcare market will launch in March 2017.

● **Supported models**

The optional Paper Feed Unit is available for the following products:

Model Name	Area	Product Name	Product Code	EDP
GR-C3a (SP)	Latin America	MP C307SP	D298-29	417844
GR-C3a (SPF)	North America /Latin America	MP C307SPF	D297-17	417839
	Latin America	MP C307SPF	D297-29	417842
GR-C3b (SP)	Latin America	MP C407SP	D299-29	417845
GR-C3b (SPF)	North America /Latin America	MP C407SPF	D296-17	417847
	Latin America	MP C407SPF	D296-29	417849
GR-C3a (SPF)	North America	MP C307SPFG	D297-18	417912
Paper Feed Unit	Generic	Paper Feed Unit PB1080	D573-57	417426
Paper Feed Unit (Lockable tray)	North America /Latin America	Paper Feed Unit PB1080TE	D573-13	417910

● **P/N of Cylinder lock and Key**

If the key is lost, order a new set of key and lock (p/n: D3DC2891)

**Lockable Paper Feed Unit PB1080TE**



Cylinder lock and Key  
p/n: D3DC2891

Model: GR-C3	Date: 9-Feb-17	No.: RD296029
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• **Notes on installing the optional PB1080TE**

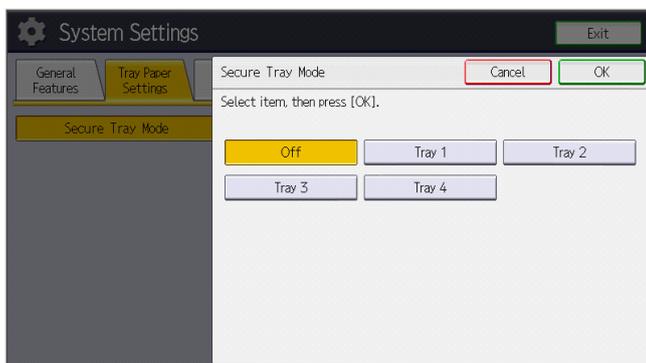
Before you install the PB1080TE, be sure to do the procedure below.

1. Install the following firmware version or newer.

FW	P/N	Version
System/Copy	D2965400E	1.02
Fax	D2965784D	03.00.00
Printer	D2965794C	1.01
Scanner	D2965787D	01.02
Websys (Web Support)	D2965788C	1.02
WebUapl	D2965789B	1.01

2. Turn the main power OFF and then ON.
3. Change SP5-909-002 (HealthCare Setting: Model Setting) from “0” (Standard: Default) to “1” (HealthCare).
4. Change SP5-118-002 (Secure Mode Set) from “0” (Standard mode: Default) to “1” (Secure mode).
5. Turn the main power OFF and then ON.
6. Enable the Secure Tray Mode.

User Tools > System Settings > Tray Paper Settings> Secure Tray Mode> Tray2 or Tray3



- For the complete installation procedure, details and part numbers, refer to the following documents:
  - FSM for Mainframe (GR-C3\_MP C307/C407)
    - 2. Installation> Paper Feed Unit PB1080 (D573-57), Paper Feed Unit PB1080TE (D573-13)
    - 7. Detailed Descriptions> Paper Feed Unit PB1080/PB1080TE (Optional)
  - FSM for Paper Feed Unit PB1080/PB1080TE
  - Parts Catalog for Paper Feed Unit PB1080/PB1080TE

Model: GR-C3	Date: 9-Feb-17	No.: RD296029
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- The following notice is included as an accessory to the optional PB1080TE to ensure the above procedure is carried out at installation.

**Notes for installing the PB1080TE option**

- Before you install the PB1080TE, be sure to do the procedure below.

1. Install the following firmware version or newer.
 

FW	P/N	Version
System/Copy	D2965400E	1.02
Fax	D2965784D	03.00.00
Printer	D2965794C	1.01
Scanner	D2965787D	01.02
Websys (Web Support)	D2965788C	1.02
WebUapl	D2965789B	1.01
2. Enable Secure Tray Mode by changing the SP and UP settings.

\* For detail, see the installation procedure as described in the service manual.

- Please be noted that PB1080TE option can only be attached to MP C307 or MP C407 models.

\* Take note that this print is NOT included in the first 50 units manufactured (S/N: E037Z101867 or before).

Model: GR-C3		Date: 16-Feb-17	No.: RD296030
Subject: Notes for installing the NFC Card Reader Type M13 (Taiwan Model Only)		Prepared by: Chihiro Shimaji	
From: 2st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**For Taiwan model only**

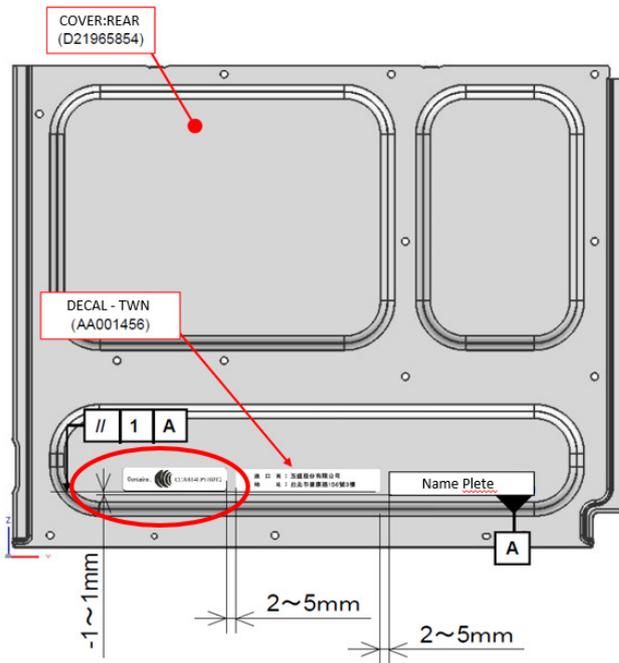
● **Notes for installing the NFC Card Reader Type M13**

Please attach the following decal to the rear cover when installing NFC Card Reader Type M13 for GRI-C3 to apply NCC (National Communications Commission).

**Decal**



**Attachment position**



● **Manual Correction**

Please apply the following correction to your FSM:

- 2. Installation > NFC Card Reader Type M13
  - Add this decal to the Component List
  - Add the attachment procedure of this decal

Model: GR-C3		Date: 21-Feb-17	No.: RD296031
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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

**Important Notice about Cheetah System v1.21 and package\_ALL containing CheetahSystem v1.21**

**DO NOT install** Cheetah 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 model:** 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-C3

Date: 21-Feb-17

No.: RD296031

- 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.

Reissued: 02-Mar-17

Model: Brz-P1, Brz-MF1, BR-C2, BR-P2, CH-C1 Office/ <i>Pro</i> , <i>Cor-C1.5</i> , <i>Gim-MF1.5dM</i> , <i>GR-C3</i> , MT-C6, MET-C2ab, MET-C2cde, MET-C2yz, <i>MET-P2</i> , <i>Midas-P3</i> , <i>Vesta-P1d_15S</i>	Date: 23-May-16	No.: RD255020b
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
0.00	D3BC5277	1st Mass production	Available

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

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

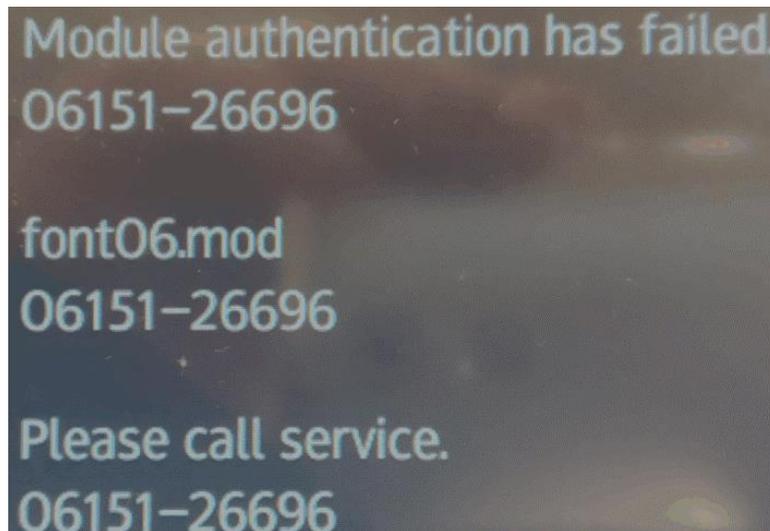
“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Model: GR-C3		Date: 28-Mar-17	No.: RD296033
Subject: DO NOT update the IRIPS Font firmware with v1.03 (D2895596)		Prepared by: Y. Taniguchi	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Important Notice about IRIPS Font Firmware**

- **DO NOT update** the IRIPS Font firmware with **v1.03** (D2895596) in the field. This is the version that was pre-installed in the initial production lot.
- If you do, the following error message will appear and the main system will freeze. You will then have to replace the controller board.



- If you need to update the IRIPD Font firmware, use the **latest version** (Example: **v1.13**, which has already been released).
- Machines which still have the original v1.03 installed will work normally.

Model: GR-C3		Date: 31-Mar-17	No.: RD296034
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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

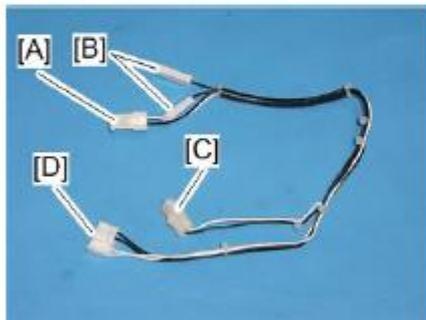
**Service Manual Correction:**

Please apply the following two corrections to your FSM:

**a) 2. Installation > Anti-condensation Heater (for Mainframe Paper Tray) > Installation Procedure (P.87)**

**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

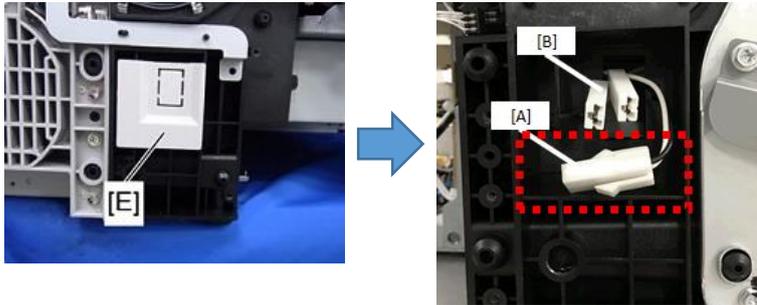
- If the anti-condensation heater for mainframe is not going to be installed, ~~put the connector [A] and the connector [B] into the area as shown below.~~ do the following:



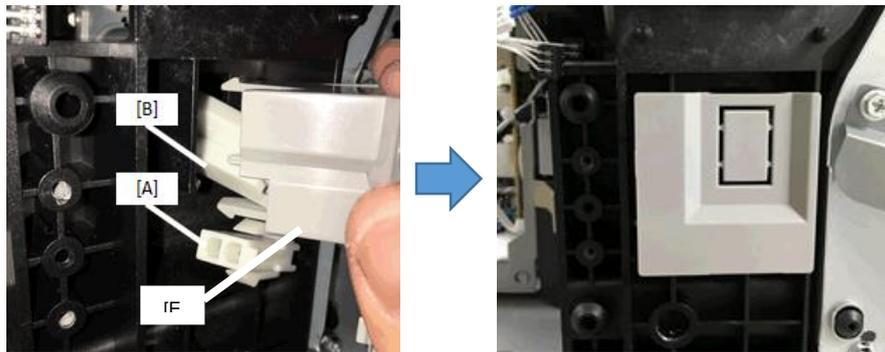
d196z2103

Model: GR-C3	Date: 31-Mar-17	No.: RD296034
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- 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].

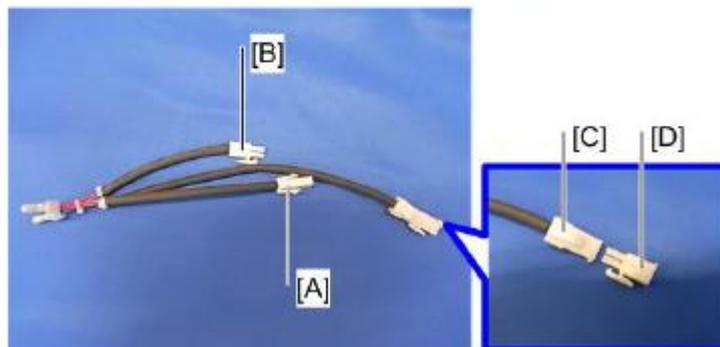


**9. Install the PSU fan.**

**b) 2. Installation > Anti-condensation Heater (Optional Paper feed unit) > Installation Procedure (P.94)**

**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 (See p.84).

**7. Reattach all the covers removed.**

Model: GR-C3		Date: 30-Nov-17	No.: RD296036
Subject: JAM 025 after resume of Duplex Printing		Prepared by: Y. Taniguchi	
From: 1 <sup>st</sup> FQM Sect, 1 <sup>st</sup> FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

JAM 025 occurs on the first sheet when a duplex printing is resumed after a jam is cleared or new paper is loaded.

**CAUSE**

Software bug with Engine firmware ver.1.06:01 (D2965775J)

**SOLUTION**

Update the Engine firmware to the modified version or later.

Firmware Name	P/N	Version
Engine	D296577K	1.07:01

Model: GR-C3		Date: 4-Oct-17	No.: RD296037
Subject: SC992 occurs frequently.		Prepared by: Y. Taniguchi	
From: 1 <sup>st</sup> FQM Sect, 1 <sup>st</sup> FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## SYMPTOM

SC992 occurs frequently.

**Note:** SC992 also appears as SC816-98 (logged SC) on the SMC.

## CAUSE

The controller freezes (internal processing cannot continue) if the machine receives a certain type of network data packet from mDNS while in Energy Saver mode.

## SOLUTION

Update the PowerSaving Sys firmware to the modified version or later.

Firmware Name	P/N	Version
PowerSaving Sys	D2965783A	F.L3.06.1

Model: GR-C3		Date: 27-Dec-17	No.: RD296038
Subject: Black Lines on the Image		Prepared by:	
From: 1 <sup>st</sup> FQM Sect, 1 <sup>st</sup> FQM Dept.		Y. Taniguchi	
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Black lines appear on images scanned using the ADF (Copy and Scan).

## CAUSE

The exposure glass in mainframes produced during a certain period was not coated correctly (This coating is normally applied to prevent stains). As a result, the exposure glass can get dirty more easily, which then produces the black lines.

## SOLUTION

### Production line:

Revised the production line procedures to ensure the glass is coated correctly.

### In the field:

Replace the Scanner Upper Cover, which includes the exposure glass.

### See the Field Service Manual for the procedure.

4. Replacement and Adjustment” – “Scanner” – “Scanner Upper cover.

### NA region (Letter-size scale)

#	Old P/N	New P/N	Description	Q'ty	Int	Set
	D2961651	<b>D2961661</b>	ORIGINAL TRAY:SCANNER:NA:ASS'Y	1	X/O	-

### All other regions:

#	Old P/N	New P/N	Description	Q'ty	Int	Set
	D2961650	<b>D2961660</b>	ORIGINAL TRAY:SCANNER:EU:ASS'Y	1	X/O	-

**Cut-in S/N**

Region	Product code	Region	Affected S/N
NA	D29717	MP C 307 SPF	<b>C507P604374</b>
	D29617	MP C 407 SPF	<b>C497P700163</b>
TWN	D29719	MP C 307 SPF	<b>C507P603888</b>
CHN	D29921	MP C 407 SP	<b>C527P600042</b>
EU	D29827	MP C 307 SP	<b>C517P700063</b>
	D29727	MP C 307 SPF	<b>C507P700174</b>
	D29627	MP C 407 SPF	<b>C497P500358</b>
AA	D29829	MP C 307 SP	<b>C517P600221</b>
	D29729	MP C 307 SPF	<b>C507P602099</b>
	D29929	MP C 407 SP	<b>C527P300058</b>
	D29629	MP C 407 SPF	<b>C497P600638</b>

Model: GR-C3	Date: 24-Jan-17	No.: RD296039a
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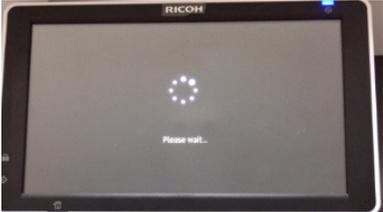
**RTB Reissue**

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

Subject: Trouble shooting: Smart Operation Panel Issues		Prepared by: Y. Taniguchi	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Notice: There are two types of electrical board construction in SOP for this model (1 board type and 2 boards type).

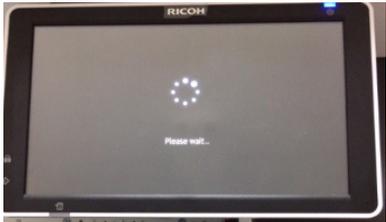
**Troubleshooting for the Smart Operation Panel (2 boards type)**

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.	<ol style="list-style-type: none"> <li>1. Reconnect the USB cable between the BiCU and the Smart Operation Panel.</li> <li>2. Replace the USB cable.</li> <li>3. Replace the Main board.</li> <li>4. Replace the Sub board.</li> <li>5. Replace the BiCU.</li> </ol>
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.	<ol style="list-style-type: none"> <li>1. Reconnect the LCD I/F cable.</li> <li>2. Replace the LCD unit.</li> <li>3. Replace the Sub board.</li> <li>4. Replace the LCD I/F cable.</li> </ol>
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.	<ol style="list-style-type: none"> <li>1. Update the Cheetah System firmware to the latest version in recovery mode.</li> <li>2. Do a factory reset.</li> <li>3. Replace the Main board.</li> </ol>

HW: Hardware issue, SW: Software issue

Model: GR-C3	Date: 24-Jan-17	No.: RD296039a
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**Troubleshooting for the Smart Operation Panel (1 board type)**

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.	<ol style="list-style-type: none"> <li>1. Reconnect the USB cable between the BiCU and the Smart Operation Panel.</li> <li>2. Replace the USB cable.</li> <li>3. Replace the Board. Replace the BiCU.</li> </ol>
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.	<ol style="list-style-type: none"> <li>1. Reconnect the LCD I/F cable.</li> <li>2. Replace the LCD unit</li> <li>3. Replace the Board</li> <li>4. Replace the LCD I/F cable.</li> </ol>
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 Board is defective.	<ol style="list-style-type: none"> <li>1. Update the Cheetah System firmware in recovery mode.</li> <li>2. Do a factory reset.</li> <li>3. Replace the Board.</li> </ol>

HW: Hardware issue, SW: Software issue

Model: GR-C3

Date: 24-Jan-17

No.: RD296039a

**Components to Check during Troubleshooting**

1. Main board (2 boards type only)



2. Sub board (2 boards type only)



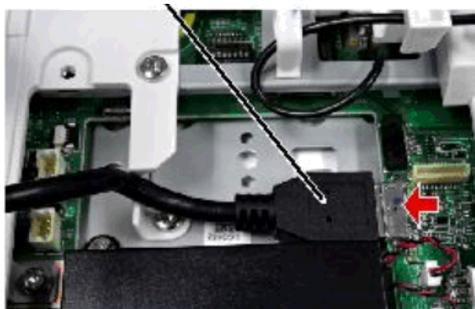
3. Board (1 board type only)



4. USB cable



5. Connection between USB cable and Board or Sub board



Model: GR-C3

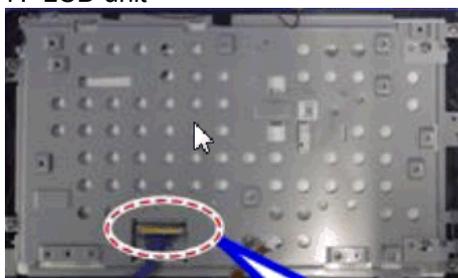
Date: 24-Jan-17

No.: RD296039a

## 6. Connection between USB cable and BiCU



## 7. LCD unit



## 8. LCD I/F cable



Model: GR-C3

Date: 24-Jan-17

No.: RD296039a

***How to distinguish the type of electrical board construction***

***PCB construction type is distinguishable from the prefix (4 digits) of SOP parts number shown on SOP back side. In the case of "D196", "D223", "D241", "D261", "D263", "M0AJ" or "D296", it is 2 PCBs type. Others are 1 PCB type.***

***[Example for 1 PCB type]***



Reissued:13-Feb-18

Model: Griffin-C3	Date: 16-Jan-18	No.: RD296040a
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**RTB Reissue**

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

Subject: Part Change Information -PCB of the Cheetah Panel		Prepared by: Taiga Itoh	
From: 1st Tech Service Sec. MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Reason:** Change of the Supplier

**Replacement**

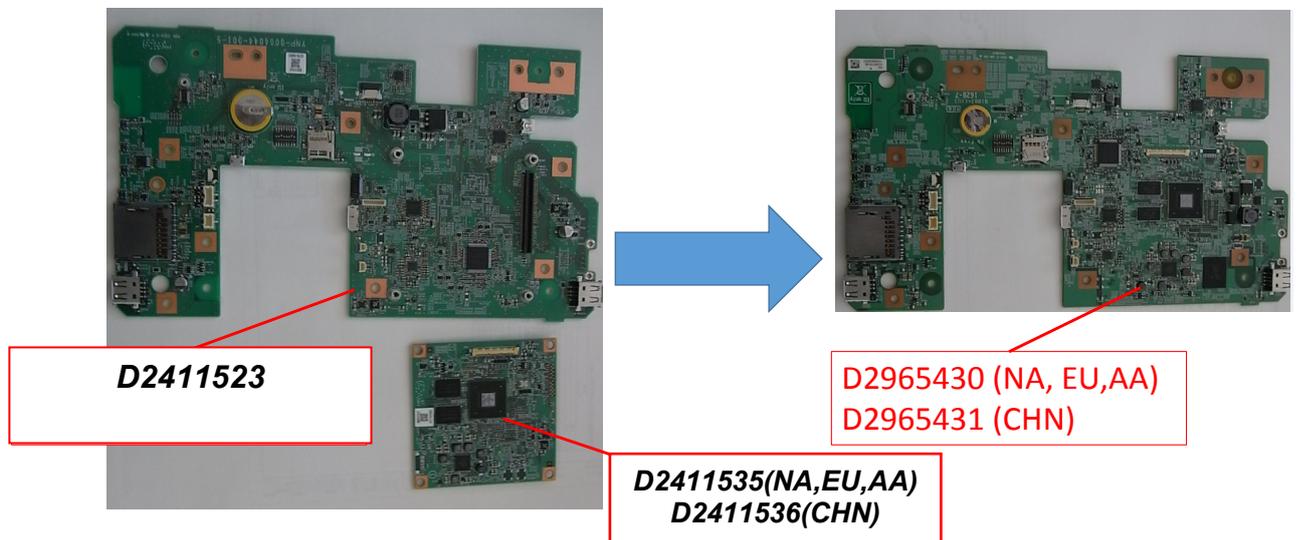
Following has to be concerned when replacing the PCB of the Smart Operation Panel.

**For NA, EU, AA**

Old part number		New part number	Description	Q'ty	Int	Note
D2411523			PCB:SUB:ASS'Y	1	X/X	Set
D2411535			PCB:MAIN:METIS-C2:PROGRAM:ASS'Y	1	X/X	
		D2965430	PCB:CHEETAH_G2:ONE_COMON:ASS'Y	1	X/X	

**For CHN**

Old part number		New part number	Description	Q'ty	Int	Note
D2411523			PCB:SUB:ASS'Y	1	X/X	Set
D2411536			PCB:MAIN:METIS-C2_CHN:PROGRAM:ASS'Y	1	X/X	
		D2965431	PCB:CHEETAH_G2:ONE_CHN:ASS'Y	1	X/X	



Model: GR-C3		Date: 8-Feb-18	No.: RD296041
Subject: DO NOT install Legacy UI firmware v1.20		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

**IMPORTANT Notice about Legacy UI Firmware v1.20**

- **DO NOT install** the following Legacy UI firmware on machines in the field:

**Note: These versions are no longer released/available.**

- This is because with this version, the following symptoms occur with the Smart Operation Panel when Legacy mode is used.
  - Cannot access user settings.
  - Legacy application cannot boot-up.
  - "Please wait" remains displayed.

**Affected models: Met-C2abcdeyz, Met-C2.1abcdeyz, Met-P2, Cor-C1.5, Cor-P1.5, Brz, Ch-C2, Gim-MF1.5, Gr-C2, Gr-C3, Le-C1 and Mt-C6**

- To avoid this, install Legacy UI **v1.19 or older**.

Model: GR-C3		Date: 8-Feb-18	No.: RD296042
Subject: Parts Catalog Correction:NFC Card Reader Type M13		Prepared by: Taiga Itoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Change:** The following parts were registered as a service part.

**Reason:** To meet requests received from the field.

**NFC Card Reader Type M13 (D3AC-21)**

Accessory Check



d19674168

No.	Description	Q'ty
1	Cable Cover	2
2	USB Cable	1
3	NFC Reader	1
4	Ferrite Core	1

<Part information>

Old part number	New part number	Description	Q'ty
-	D3AC1420	COVER:CABLE	1
-	D3AC1421	COVER:CABLE:1BIN	1

Model: Model GR-C3		Date: 23-Oct-17	No.: RD296035
Subject: CC-CERTIFIED IN 2016 Machine		Prepared by: T. Suzuki	
From: Technical Support Sect, Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (            )	<input type="checkbox"/> Tier 2

This RTB describes the requirements for installing models in the MP C307/C407 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C307/C407 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in October 2017.

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-11.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- 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.ricoh.com/services/device/ccmanual/MPC307/en/booklist/int/index\\_book.htm](https://support.ricoh.com/services/device/ccmanual/MPC307/en/booklist/int/index_book.htm)
- Tell the customer to see the Online Document Set 2 from the following URL:  
 ※NA  
[https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst\\_1.html](https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst_1.html)  
 ※EU  
[https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst\\_2.html](https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst_2.html)  
 ※AA  
[https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst\\_3.html](https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst_3.html)
- Tell the customer to see the Online Document Set 3 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/User.html>
- Tell the customer to see the Online Document Set 4 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 5 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/Oss.html>

Model: Model GR-C3

Date: 23-Oct-17

No.: RD296035

- Tell the customer to download the Online Document Set 6 (the information about the authentication based on the CC certification system) from the following URL:  
[https://support.ricoh.com/services/device/ccmanual/mp\\_c307\\_c407/en/download\\_admin.html](https://support.ricoh.com/services/device/ccmanual/mp_c307_c407/en/download_admin.html)  
[https://support.ricoh.com/services/device/ccmanual/mp\\_c307\\_c407/en/download\\_user.html](https://support.ricoh.com/services/device/ccmanual/mp_c307_c407/en/download_user.html)
2. Tell the customer to read the “Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 11.

Model: Model GR-C3	Date: 23-Oct-17	No.: RD296035
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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 "MP C307/C407 Machine Code: D296/D297/D298/D299 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 "ADF" in "MP C307/C407 Machine Code: D296/D297/D298/D299 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M28.  
 By comparing the fax unit and the images in "1. Installation", "Fax Option Type M28(D3E7-02, -03)", and "Accessory Check" in "FAX Option Type M28 Machine Code: D3E7 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M28.  
 For the detailed installation procedure, see "Fax Option Type M28(D3E7-02, -03)" in "1. Installation", FAX Option Type M28 Machine Code: D3E7 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. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"  
 In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "1".

8. Setting "On Board USB" to "0"  
 In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"  
 In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. 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.

11. Check firmware versions.  
 If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware

Model: Model GR-C3

Date: 23-Oct-17

No.: RD296035

versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
  - If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.
- If you are not sure which of these the customer prefers, confirm this with your Sales department.

Model: Model GR-C3

Date: 23-Oct-17

No.: RD296035

Firmware versions with which the MP C307/C407 series models first achieved CC-CERTIFICATION:

Model: Model GR-C3	Date: 23-Oct-17	No.: RD296035
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Firmware Name:	Version:	Firmware Number:
System/Copy	1.02	D2965400E
Web Support	1.02	D2965788C
Network Support	16.51	D2965792D
Fax	03.00.00	D2965784D
RemoteFax	01.00.00	D2965785B
Scanner	01.02	D2965787D
Web Uapl	1.01	D2965789B
NetworkDocBox	1.00	D2965790A
animation	1.00	D2965791B
Printer	1.01	D2965794C
RPCS	3.20.21	D2965796B
Font EXP	1.00	D2415581
IRIPS Font	1.13	D2895596B
PCL	1.02	D2965797C
PDF	1.04	D2965418C
PS3	1.00	M5055717A
Java VM v12 std	12.47.01	D2965779C
Data Erase Onb *	1.05	D2625244
GWFCU3.8-17(WW)	02.00.00	D2965406B
PowerSaving Sys	F.L3.06	D2965783
M2a_System	1.22.2	D2411420Z
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.02	D2411465C
M2a_cspf	2.02.00	D1961430B
M2a_ICCdDisptch	2.12.04	D2411450A
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	1.15.1	D2411427R
M2a_MeidaPrtScn	1.17	D2411447Q
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.11	D2411458M
M2a_PrinterSJob	1.63	D2411446M
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.17	D2411443P
M2a_SimpleFAX	1.12	D2411445M
M2a_SimpleScan	1.13	D2411444P
M2a_SmartCopy	1.21	D2411454R

Model: Model GR-C3	Date: 23-Oct-17	No.: RD296035
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Firmware Name:	Version:	Firmware Number:
M2a_SmartFAX	1.18	D2411457N
M2a_SmartScan	1.13	D2411456N
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.02	D2411435D
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WToner	1.05	D2411434G
M2a_zoo	1.04.05	D2411467H
Engine	1.05:01	D2965775H

\* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the MP C307/C407 series models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).  
 These versions can be confirmed from the operation panel.

MultiLink-Panel

Model: Model GR-C3	Date: 23-Oct-17	No.: RD296035
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Firmware Name:	Version:	Firmware Number:
Firmware	1.22.2	D2411420Z
Keymicon	6.12	D2411423A
Application Site	1.04.05	D2411467H
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.02	D2411465C
Change Langs. Widget	1.06	D2411431H
Copy	1.21	D2411454R
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.18	D2411457N
Fax RX File Widget	1.02	D2411435D
ICCardDispatcher	2.12.04	D2411450A
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	1.15.1	D2411427R
LegacyUIData	1.00	D2965791B
Print/Scan(Memory Storage Device)	1.17	D2411447Q
Printer	1.11	D2411458M
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config	2.12.04	D2411468A
Quick Copy	1.17	D2411443P
Quick Fax	1.12	D2411445M
Quick Print Release	1.63	D2411446M
Quick Scanner	1.13	D2411444P
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Scanner	1.13	D2411456N
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G

Model: Model GR-C3	Date: 23-Oct-17	No.: RD296035
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The list of Operating Instructions (O/I)

<For North America>

Paper Documents

- D219-7074 Notes for Using This Machine Safely
- 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
- D241-7085 Notes for Users
- D241-7178 NOTICE TO USERS
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D256-8996A Note to users
- D298-7037 Start Guide

Online Document Set 1

- D298-7072 About This Machine
- D298-7073 Copy/ Document Server
- D298-7074 Fax
- D298-7075 Print
- D298-7076 Scan
- D298-7077 Troubleshooting
- D298-7078 Connecting the Machine/System Settings
- D298-7079 Security Guide
- D298-7080 PostScript 3
- D298-7081 Extended Feature Settings

Online Document Set 2

- D298-7067 Read This First

Online Document Set 3

- D298-7069 User Guide

Online Document Set 4

- D298-7070 Operating Instructions  
Driver Installation Guide

Online Document Set 5

- D298-7053 About Open Source Software License

Online Document Set 6

- D146-7587 Notes on Security Functions
- D298-7083 Notes for Administrators:  
Using This Machine in a Network Environment  
Compliant with IEEE Std 2600.2™-2009

## &lt;For Europe&gt;

## Paper Documents

- D150-1469A Note to users EU Countries
- D219-7074 Notes for Using This Machine Safely
- D241-7178 NOTICE TO USERS
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D256-8996A Note to users
- D298-7036 Start Guide
- D298-7040 Notes for Users
- D3BR-4506 For Users of This Product

## Online Document Set 1

- D298-7072 About This Machine
- D298-7073 Copy/ Document Server
- D298-7074 Fax
- D298-7075 Print
- D298-7076 Scan
- D298-7077 Troubleshooting
- D298-7078 Connecting the Machine/System Settings
- D298-7079 Security Guide
- D298-7080 PostScript 3
- D298-7081 Extended Feature Settings

## Online Document Set 2

- D298-7066 Read This First

## Online Document Set 3

- D298-7069 User Guide

## Online Document Set 4

- D298-7070 Operating Instructions  
Driver Installation Guide

## Online Document Set 5

- D298-7053 About Open Source Software License

## Online Document Set 6

- D146-7587 Notes on Security Functions
- D298-7083 Notes for Administrators:  
Using This Machine in a Network Environment  
Compliant with IEEE Std 2600.2™-2009

## &lt;For Asia&gt;

## Paper Documents

Model: Model GR-C3

Date: 23-Oct-17

No.: RD296035

- D219-7454 For Users of This Product
- D241-7096 Notes for Users
- D241-7178 NOTICE TO USERS
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D256-8996A Note to users
- D259-7813 Notes for Using This Machine Safely
- D298-7037 Start Guide

**Online Document Set 1**

- D298-7072 About This Machine
- D298-7073 Copy/ Document Server
- D298-7074 Fax
- D298-7075 Print
- D298-7076 Scan
- D298-7077 Troubleshooting
- D298-7078 Connecting the Machine/System Settings
- D298-7079 Security Guide
- D298-7080 PostScript 3
- D298-7081 Extended Feature Settings

**Online Document Set 2**

- D298-7068 Read This First

**Online Document Set 3**

- D298-7069 User Guide

**Online Document Set 4**

- D298-7070 Operating Instructions  
Driver Installation Guide

**Online Document Set 5**

- D298-7053 About Open Source Software License

**Online Document Set 6**

- D146-7587 Notes on Security Functions
- D298-7083 Notes for Administrators:  
Using This Machine in a Network Environment  
Compliant with IEEE Std 2600.2™-2009

Model: GR-C3(GSA)		Date: 27-Feb-18	No.: RD296043
Subject: CC-CERTIFIED IN 2017 Machine		Prepared by: T. Suzuki	
From: Technical Support Sect, Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (            )	<input type="checkbox"/> Tier 2

This RTB describes the requirements for installing models in the MP C307G/C407G series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C307G/C407G series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in February 2018.

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-10.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- 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.ricoh.com/services/device/ccmanual/MPC307/en/booklist/int/index\\_book.htm](https://support.ricoh.com/services/device/ccmanual/MPC307/en/booklist/int/index_book.htm)
- Tell the customer to see the Online Document Set 2 from the following URL:  
[https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst\\_1.html](https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/ReadThisFirst_1.html)
- Tell the customer to see the Online Document Set 3 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/User.html>
- Tell the customer to see the Online Document Set 4 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 5 from the following URL:  
<https://support.ricoh.com/services/device/ccmanual/MPC307/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 6 (the information about the authentication based on the CC certification system) from the following URL:  
[https://support.ricoh.com/services/device/ccmanual/mp\\_c307\\_c407/en/download\\_admin.html](https://support.ricoh.com/services/device/ccmanual/mp_c307_c407/en/download_admin.html)  
[https://support.ricoh.com/services/device/ccmanual/mp\\_c307\\_c407/en/download\\_user.html](https://support.ricoh.com/services/device/ccmanual/mp_c307_c407/en/download_user.html)

2. Tell the customer to read the “Notes for Administrators: Using This Machine in a

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 11.

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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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 "MP C307/C407 Machine Code: D296/D297/D298/D299 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 "ADF" in "MP C307/C407 Machine Code: D296/D297/D298/D299 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M28.  
 By comparing the fax unit and the images in "1. Installation", "Fax Option Type M28(D3E7-02, -03)", and "Accessory Check" in "FAX Option Type M28 Machine Code: D3E7 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M28.  
 For the detailed installation procedure, see "Fax Option Type M28(D3E7-02, -03)" in "1. Installation", FAX Option Type M28 Machine Code: D3E7 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. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"  
 In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "1".

8. Setting "On Board USB" to "0"  
 In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"  
 In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. 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.

11. Check firmware versions.  
 If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware

Model: GR-C3(GSA)

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versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
  - If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.
- If you are not sure which of these the customer prefers, confirm this with your Sales department.

Model: GR-C3(GSA)

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Firmware versions with which the MP C307G/C407G models first achieved CC-CERTIFICATION:

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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Firmware Name:	Version:	Firmware Number:
System/Copy	1.05	D2965400H
Web Support	1.03	D2965788D
Network Support	16.52	D2965792E
Fax	05.00.00	D2965784F
RemoteFax	03.00.00	D2965785D
Scanner	01.04	D2965787F
Web Uapl	1.02	D2965789C
NetworkDocBox	1.01	D2965790B
animation	1.00	D2965791B
Printer	1.03	D2965794E
RPCS	3.20.21	D2965796B
Font EXP	1.00	D2415581
IRIPS Font	1.13	D2895596B
PCL	1.03	D2965797D
PDF	1.05	D2965418D
PS3	1.00	M5055717A
Java VM v12 std	12.53.01	D2965779E
Data Erase Onb *	1.05	D2625244
GWFCU3.8-17(WW)	03.00.00	D2965406C
PowerSaving Sys	F.L3.06.1	D2965783A
M2a_System	1.26	D2411425C
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.02	D2411465C
M2a_cspf	2.02.00	D1961430B
M2a_HelpService	1.00	D2411471
M2a_ICCdDisptch	2.12.06	D2411450C
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	1.18	D2411427V
M2a_MeidaPrtScn	1.19	D2411447S
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.13	D2411458P
M2a_PrinterSJob	1.74	D2411446Q
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.20	D2411443S
M2a_SimpleFAX	1.15	D2411445Q
M2a_SimpleScan	1.15	D2411444R

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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Firmware Name:	Version:	Firmware Number:
M2a_SmartCopy	1.24	D2411454W
M2a_SmartFAX	1.21	D2411457S
M2a_SmartScan	1.16	D2411456S
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.03	D2411435E
M2a_WLanguage	1.09	D2411431J
M2a_WStopKey	1.01	D2411436B
M2a_WToner	1.05	D2411434G
M2a_zoo	1.05.01	D2411467J
Engine	1.06:01	D2965775J

\* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the MP C307G/C407G models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).  
 These versions can be confirmed from the operation panel.

MultiLink-Panel

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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Firmware Name:	Version:	Firmware Number:
Firmware	1.26	D2411425C
Keymicon	6.12	D2411423A
Application Site	1.05.01	D2411467J
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.02	D2411465C
Change Langs. Widget	1.09	D2411431J
Copy	1.24	D2411454W
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.21	D2411457S
Fax RX File Widget	1.03	D2411435E
ICCardDispatcher	2.12.06	D2411450C
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	1.18	D2411427V
LegacyUIData	1.00	D2965791B
Print/Scan(Memory Storage Device)	1.19	D2411447S
Printer	1.13	D2411458P
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config	2.12.04	D2411468A
Quick Copy	1.20	D2411443S
Quick Fax	1.15	D2411445R
Quick Print Release	1.74	D2411446Q
Quick Scanner	1.15	D2411444R
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Scanner	1.16	D2411456S
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G
Support Settings	1.00	D2411471

Model: GR-C3(GSA)	Date: 27-Feb-18	No.: RD296043
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The list of Operating Instructions (O/I)

<For GSA\*>

\*GSA: General Services Administration.

Paper Documents

- D219-7074 Notes for Using This Machine Safely
- 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
- D241-7085 Notes for Users
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D256-8996A Note to users
- D298-7037 Start Guide
- D3BC-7525 Replacements for Discontinued "USB Device Server Option Type M12" and "USB Device Server Option Type M19"

Online Document Set 1

- D298-7087 About This Machine
- D298-7088 Copy/ Document Server
- D298-7089 Fax
- D298-7090 Print
- D298-7091 Scan
- D298-7092 Troubleshooting
- D298-7093 Connecting the Machine/System Settings
- D298-7094 Security Guide
- D298-7095 PostScript 3
- D298-7096 Extended Feature Settings

Online Document Set 2

- D298-7067 Read This First

Online Document Set 3

- D298-7084 User Guide

Online Document Set 4

- D298-7070 Operating Instructions  
Driver Installation Guide

Online Document Set 5

- D298-7053 About Open Source Software License

Online Document Set 6

- D146-7587 Notes on Security Functions
- D298-7086 Notes for Administrators:

Model: GR-C3(GSA)

Date: 27-Feb-18

No.: RD296043

Using This Machine in a Network Environment  
Compliant with IEEE Std 2600.2™-2009

Model: GR-C3		Date: 16-May-18	No.: RD296044
Subject: Manual Correction: 6. Troubleshooting: SC670-02		Prepared by: Tatsuya Suzuki	
From: 1st Tech Service Sec. Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

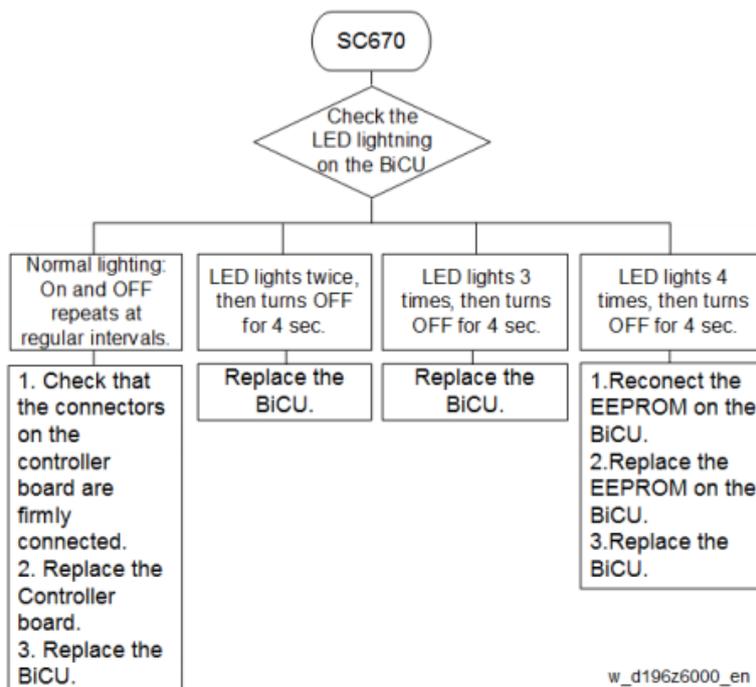
**Service Manual Correction:**

Please add the following correction to your FSM:

"6. Troubleshooting" -> "SC6xx" (P. 440)

No	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
SC670-02	D	Engine is down when machine starts up (SC reboot can not be performed) (* See "When SC670 Is Displayed" below)
		Machine-down was detected after the /ENGRDY signal was not asserted
		The engine board was reset at an unexpected time
		Check the connection between the engine board and the controller board. <ul style="list-style-type: none"> <li>• If it is always reproduced, replace the engine board. If the problem persists, consider replacing the controller board or other boards between them.</li> <li>• If reproducibility is low, multiple causes are to be considered, such as software, engine board, controller board, and PSU</li> </ul>
		<b><i>Check the status of ID chip in each toner cartridge (clean or correct the position).</i></b>

**When SC670 is Displayed**



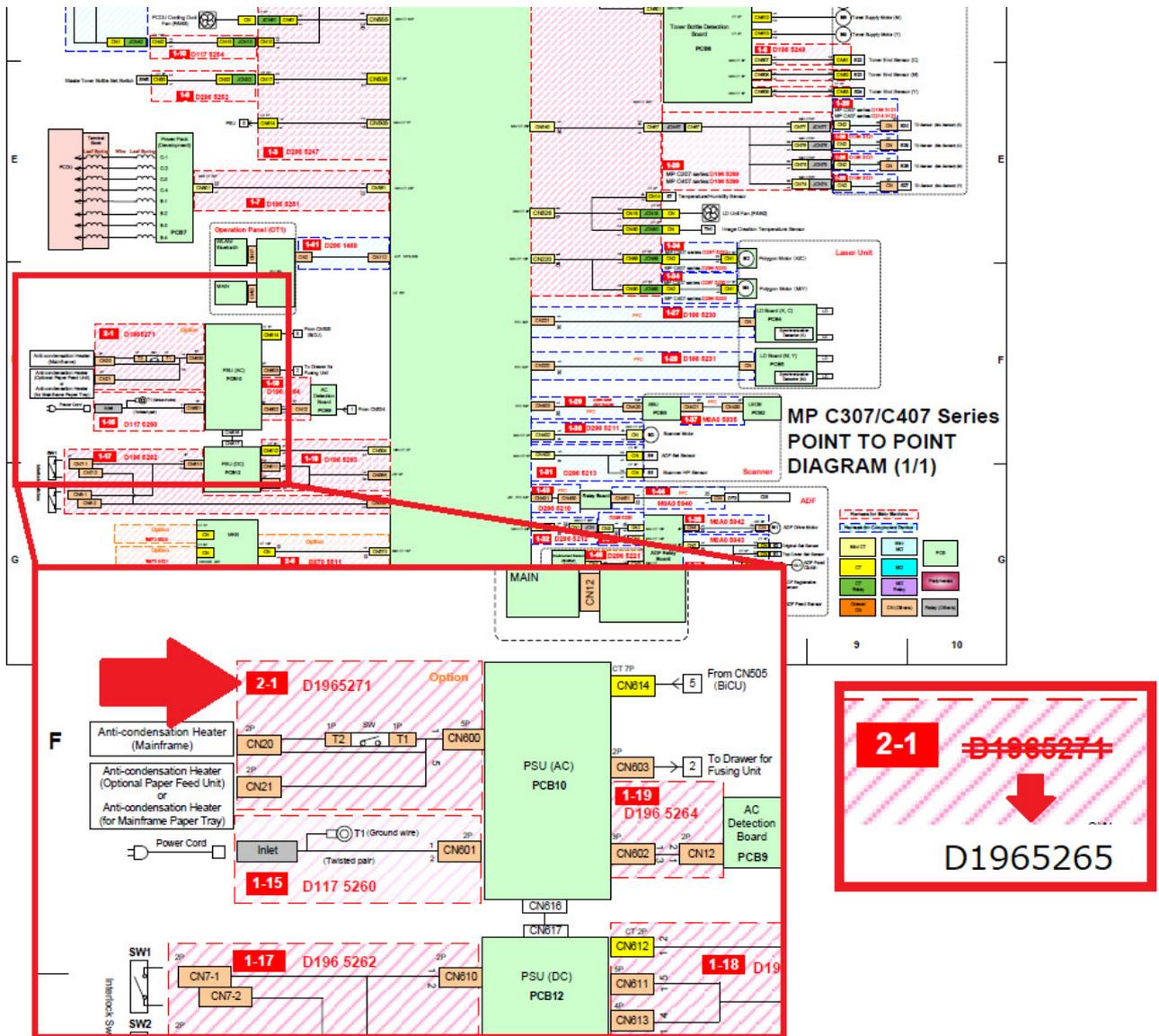
Model: GR-C3a, Cor-C3b		Date: 21-Nov-18	No.: RD296045
Subject: Point to Point correction		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Point to Point Revision**

The part number (D1965271) of the harness, which runs from the PSU(AC) to the Anti-condensation Heater, is incorrect.

The correct part number is D1965265.

For the incorrect part number in Point to Point, refer to the figure below.



Reissued: 27-Nov-18

Model: GR-C3a, <b>GR-C3b</b>	Date: 21-Nov-18	No.: RD296045a
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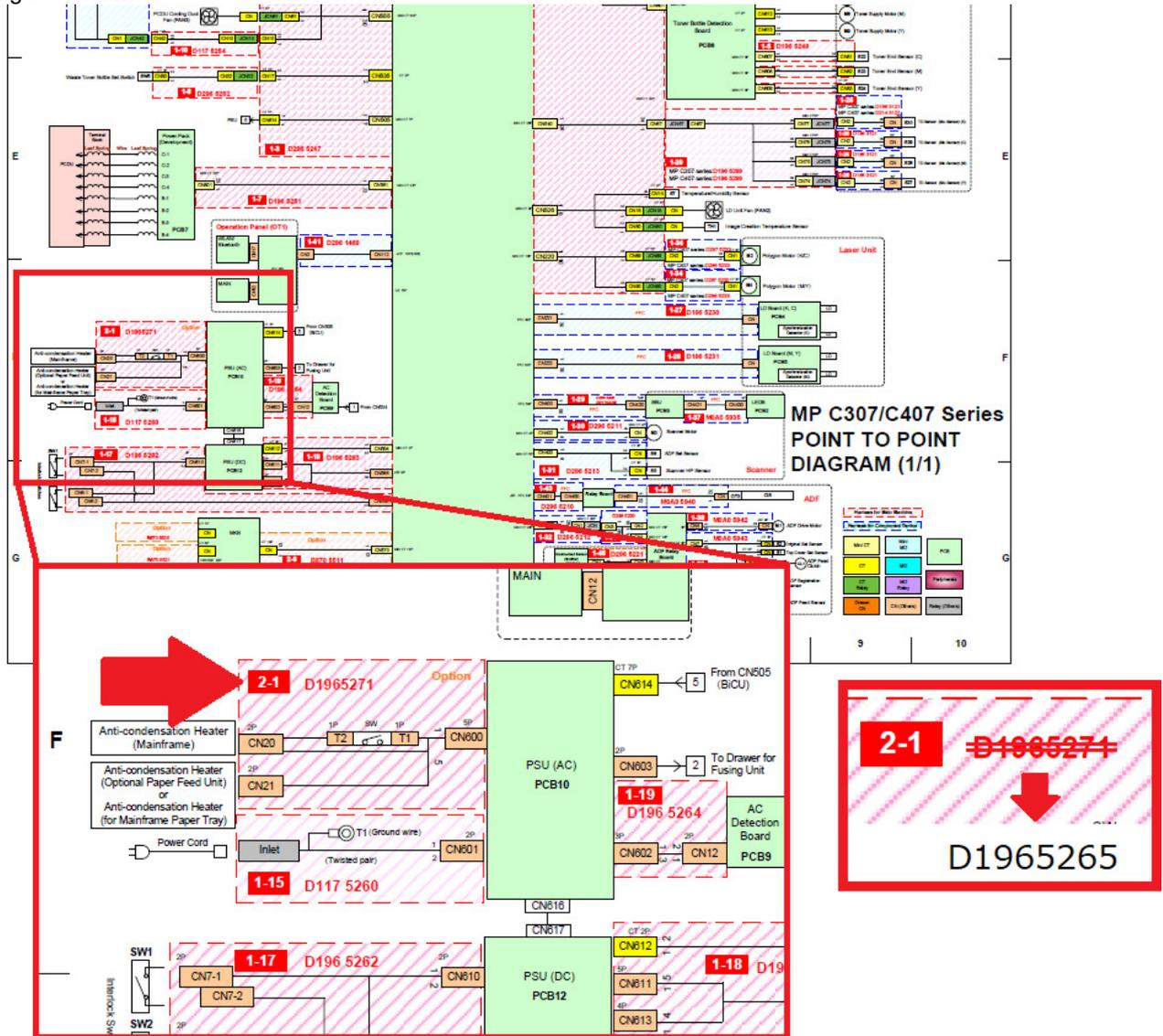
**RTB Reissue**

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

Subject: Point to Point correction		Prepared by: Takahiro Tada
From: 1st Tech. Support Sec. Service Support Dept.		
<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Point to Point Revision**

The part number (D1965271) of the harness, which runs from the PSU(AC) to the Anti-condensation Heater, is incorrect. The correct part number is D1965265. For the incorrect part number in Point to Point, refer to the figure below.



# Technical Bulletin

PAGE: 1/1

Model: GR-C3		Date: 25-Dec-18	No.: RD296046
Subject: Manual Correction: 6. Troubleshooting: SC645		Prepared by: Tatsuya Suzuki	
From: 1st Tech Service Sec. Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## Service Manual Correction:

Please add the following correction to your FSM:

"6. Troubleshooting" -> "SC6xx" (P. 435)

No	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
SC645 -01 to -04	C	Toner ID Chip Communication Error -01: Black -02: Magenta -03: Cyan -04: Yellow
		SC is issued when the communication cannot be done between the BICU and ID chip via ID chip contact board
		<ul style="list-style-type: none"> <li>• Toner bottle set error</li> <li>• ID chip defective</li> <li>• Harness broken</li> <li>• BICU damaged</li> </ul>
		<ol style="list-style-type: none"> <li>1. Clean the ID chip on the toner cartridge</li> <li>2. Set the toner bottle again.</li> <li>3. Replace the toner bottle</li> <li>4. Fix the harness.</li> <li>5. Replace the harness between BICU and ID chip contact board</li> <li>6. Replace the BICU.</li> <li>7. Replace the ID chip contact board.</li> </ol>

Model: GR-C3		Date: 7-Jan-19	No.: RD296047
subject: DO NOT install Legacy UI v1.23		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

## IMPORTANT Notice about Legacy UI v1.23

- **DO NOT install** the following Legacy UI firmware on machines in the field.

**Note:** These versions are no longer released/available.

Firmware	version	P/N
Legacy UI	<b>1.23</b>	D2411439_for EDC

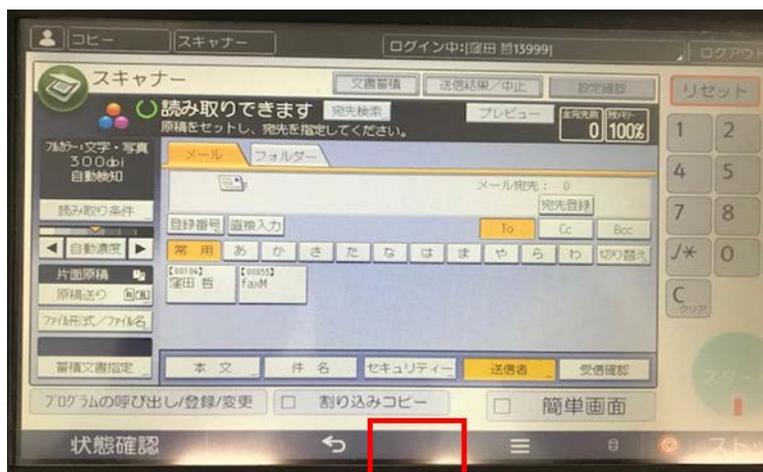
### Affected models:

Brz-MF1/Ch-C2/Ch-C2Pro/Cor-C1.5/Cor-P1.5/Gim-MF1.5dM/Gr-C2\_ch/Gri-C3/Lef-C1b/MT-C6/Met-C2.1abyz/Met-C2.1cde/Met-C2abyz/Met-C2cde/Met-P2(EXP)

- This is because there is a bug with the operation panel feature.

### Specifically:

With firmware combination #3 below, the Home button is not displayed, making it impossible to switch between applications.



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Comb.	CheetahSystem	LegacyUI	Result
1	1.30 or older	1.22 or older	Good
2	1.31 or newer	1.22 or older	Good
<b>3</b>	<b>1.30 or older</b>	<b>1.23 or newer</b>	<b>Problem occurs</b>
4	1.31 or newer	1.23 or newer	Good

- To ensure this does not occur, ~~downgrade the Legacy UI to ver. 1.22.~~ **Update the Cheetah System to 1.31 or newer.**

Model: GR-C3		Date: 3-Jul-19	No.: RD296048
Subject: Parts Catlog Correction: CTL board and Firmware		Prepared by: T.Suzuki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

The controller board (CTL board) have been updated with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D3E15691	D3E15695	PCB:CTL_JX2L:GRI-C3A:EXP	1	O/O
D3E15692	D3E15696	PCB:CTL_JX2L:GRI-C3B:EXP	1	O/O

The System/Copy firmware version has been changed as shown below:

**D2965400S (Version 1.15)**    ->    **D2965450 (Version 1.16)**

**Caution**

- The old System/Copy firmware (**version 1.15**) is **NOT** compatible with the new CTL board.
- The new System/Copy firmware (**version 1.16**) or later is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version **1.15 or older**. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

**Change/Reason:**

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

Model: GR-C3		Date: 3-Jul-19	No.: RD296048
Subject: Parts Catlog Correction: CTL board and Firmware		Prepared by: T.Suzuki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

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**Change/Reason:**

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