

Reissued: 01-Apr-09

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| Model: AT-C2 | Date: 10-Sep-08 | No.: RD025001b |
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RTB Reissue

The items in bold italics have been corrected.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|-------------------------------------|
| 1.07 | <i>D0251496B</i> | <i>April 2009 production</i> |
| 1.04 | D0251496A | December 2008 production |
| 1.03 | D0251496 | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|-------------|--|
| 1.07 | <i>Symptom corrected:</i> <i>The LCD display for the [Extended Auto Tray Switching] title is blank.</i> <i>Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish.</i> |
| 1.04 | Symptom corrected: 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device. |
| 1.03 | 1st Mass production. |

Reissued: 30-Oct-12

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025002h |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|---|--|--|--|
| Subject: Firmware Release Note: Engine | | Prepared by: Y.Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date | Availability of RFU |
|-----------------------|-------------------------|--|-------------------------|
| <i>1.59:09</i> | <i>D0255117N</i> | <i>November 2012 production</i> | <i>Available</i> |
| 1.58:09 | D0255117M | February 2012 production | Available |
| 1.57:09 | D0255117L | September 2011 production | Available |
| 1.56:09 | D0255117K | January 2011 production | Available |
| 1.55:09 | D0255117J | February 2010 production | Available |
| 1.54:09 | D0255117H | June 2009 production | Available |
| 1.53:09 | D0255117G | March 2009 production | Available |
| 1.52:09 | D0255117F | December 2008 production. | Available |
| 1.51:09 | D0255117E | 1st Mass production | Available |

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

| Version | Modified Points or Symptom Corrected |
|-----------------------|---|
| <i>1.59:09</i> | <i>Minor Change</i> |
| 1.58:09 | Minor Change |
| 1.57:09 | Symptom corrected: The waste toner bottle "Near Full" and "Full" alerts are not displayed. |
| 1.56:09 | Symptom corrected: Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy. 1. The customer sets "Staple" on the printer driver and makes two or more copies. 2. Paper end occurs on the final page or near the end of the 1st copy. Other change: 1. Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RD025-053 for more details. 2. When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job. |
| 1.55:09 | Symptom corrected: 1. SC552/SC555 occurs due to fusing heater damage (meltdown). Note: This issue only occurs on the 220V model. |

Reissued: 30-Oct-12

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025002h |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| 1.54:09 | Symptom corrected: 1. A print job is interrupted by the following errors, and then after the errors are cleared, SC990 or SC819 occur. – The paper full condition occurs during a Booklet job. – The toner End condition occurs. 2. Jam 17 occurs frequently after recovering staple jam. | | |
| 1.53:09 | Symptom corrected: 1. If a firmware update fails on a machine option that does not have the boot region change function, following this, the firmware update recovery cannot be performed. Other changes: 2. The occurrence conditions for SC142 were optimized in order to eliminate unnecessary occurrences. | | |
| 1.52:09 | Symptom corrected: 1. Black streaks occur. 2. SC687 occurs following a DF jam. 3. Sometimes the fusing exit motor continues rotating after the job is completed. Other changes: 4. The following setting was added to SP5-894-001 for the Optional Counter Interface Unit Type A (20 pin). 2: B/W copy, Full Color copy, B/W print, Full Color print | | |
| 1.51:09 | 1st Mass production | | |

Reissued: 10-Dec-14

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025003e |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| | | | |
|---|--|--|--|
| Subject: Firmware Release Note: Fax | | Prepared by: Y. Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date | Availability of RFU |
|-----------------|------------------|---------------------------------|---------------------|
| 06.00.00 | D0255569H | December 2014 production | Available |
| 05.00.00 | D0255569G | August 2010 production | Available |
| 04.00.00 | D0255569F | March 2009 production | Available |
| 03.00.00 | D0255569E | January 2009 production | Available |
| 02.00.00 | D0255569D | December 2008 production | Available |
| 01.11.01 | D0255569C | November 2008 production | Available |
| 01.10.00 | D0255569B | 1st Mass production | Available |

| Version | Modified Points or Symptom Corrected |
|-----------------|---|
| 06.00.00 | Symptom corrected: 1. SC899 may occur. 2. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out. |
| 05.00.00 | Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset. |
| 04.00.00 | Symptom corrected: Thumbnail does not appear in the screen of document receive. |
| 03.00.00 | Support Color Controller E-3100 |
| 02.00.00 | Minor bug correction. |
| 01.11.01 | Minor bug correction. |
| 01.10.00 | 1st Mass production |

Reissued: 15-Jan-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025004c |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected.

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

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

US Models

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.09 | D0251491D | December 2009 production |
| 1.08 | D0251491C | April 2009 production |
| 1.05 | D0251491B | December 2008 production |
| 1.03 | D0251491A | 1 st Mass production |

EU Models

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.09 | D0251492D | December 2009 production |
| 1.08 | D0251492C | April 2009 production |
| 1.05 | D0251492B | December 2008 production |
| 1.03 | D0251492A | 1 st Mass production |

ASI TWN Models

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.09 | D0251493B | December 2009 production |
| 1.07 | D0251493A | December 2008 production |
| 1.03 | D0251493 | 1 st Mass production |

CHN Models

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.09 | D0251457A | December 2009 production |
| 1.07 | D0251457 | 1 st Mass production |

KOR Models

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.09 | D0251459A | December 2009 production |
| 1.07 | D0251459 | 1 st Mass production |

Reissued: 15-Jan-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025004c |
|--------------|-----------------|----------------|

US Models

| Version | Modified Points or Symptom Corrected |
|---------|--|
| 1.09 | Symptom corrected: <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i> |
| 1.08 | Symptom corrected: The LCD display for the [Extended Auto Tray Switching] title is blank. Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish. |
| 1.05 | Symptom corrected: 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device. |
| 1.03 | 1 st Mass production. |

EU Models

| Version | Modified Points or Symptom Corrected |
|---------|--|
| 1.09 | Symptom corrected: <i>When the machine recovers from energy saver or Off/sleep mode, the LC may not display any more.</i> |
| 1.08 | Symptom corrected: The LCD display for the [Extended Auto Tray Switching] title is blank. Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish. |

Reissued: 15-Jan-10

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025004c |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| 1.05 | <p>Symptom corrected:</p> <p>1. The following error message will be displayed if an incompatible USB device is connected.</p> <p>Incompatible USB device has been connected. Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> | | |
| 1.03 | 1st Mass production. | | |

ASI_TWN Models

| Version | Modified Points or Symptom Corrected |
|-------------|--|
| 1.09 | <i>Symptom corrected:</i> <i>When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.</i> |
| 1.07 | <p>Symptom corrected:</p> <p>1. The following error message will be displayed if an incompatible USB device is connected.</p> <p>Incompatible USB device has been connected. Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> |
| 1.03 | 1st Mass production |

CHN Models

| Version | Modified Points or Symptom Corrected |
|-------------|---|
| 1.09 | <i>Symptom corrected:</i> <i>When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.</i> |
| 1.07 | 1st Mass production |

Reissued: 15-Jan-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025004c |
|--------------|-----------------|----------------|

KOR Models

| Version | Modified Points or Symptom Corrected |
|---------|---|
| 1.09 | <i>Symptom corrected: When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.</i> |
| 1.07 | 1st Mass production |

Reissued: 27-Jun-13

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025005c |
|--------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|--|--|--|
| Subject: Firmware Release Note: Network DocBox | | Prepared by: Y.Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date |
|--------------------|-------------------------|-------------------------------------|
| <i>1.04</i> | <i>D0255567F</i> | <i>March 2013 production</i> |
| 1.03 | D0255567E | July 2009 production |
| 1.02 | D0255567D | November 2008 production |
| 1.01 | D0255567C | November 2008 production |
| 1.00 | D0255567B | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|--------------------|--|
| <i>1.04</i> | <i>Symptom corrected:</i> <ul style="list-style-type: none"> - <i>If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</i> - <i>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.</i> - <i>The device fails to transfer the job log or the access log to the Web SmartDeviceMonitor server or Remote communication Gate S Pro. It affected if a control character was included in the log.</i> |

Reissued: 27-Jun-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025005c |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| 1.03 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Result column in the "Scanner: Stored File Sending" log is blank when viewed as CSV file downloaded via WebImageMonitor. 2. Result column in the "Scanner: Stored File Sending" log is blank when viewed in the Web SmartDeviceMonitor Access Log List. 3. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. <p>Note: Requires System firmware (version 1.21 or later) and NFA firmware (version 1.03 or later).</p> <p>Other Changes:</p> <ol style="list-style-type: none"> 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and either of NFA (version 1.03).</p> | | |
| 1.02 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 3. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect. | | |
| 1.01 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If an Internet fax and On-demand E-mail Notification are received while the device is in energy saver mode, an SC672 will occur. | | |
| 1.00 | 1st Mass production. | | |

Reissued: 18-Sep-14

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025006f |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected.

| | | | |
|--|--|--|--|
| Subject: Firmware Release Note: Network Support | | Prepared by: Y. Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 8.33 | D0255563J | March 2013 production |
| 8.31 | D0255563H | December 2011 production |
| 8.30 | D0255563G | September 2010 production |
| 8.27 | D0255563F | October 2009 production |
| 8.25 | D0255563E | December 2008 production |
| 8.16.1 | D0255563D | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---------|--|
| 8.33 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote. If "CNAME" is specified as the destination folder, ScanTo Folder will abort. If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail. Cannot scan to shared folders in Windows 8 and Windows Server 2012. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v2.01 or later</p> |
| 8.31 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> An httpd timeout has been implemented to prevent Web ImageMonitor lockups that sometimes occurred when applications accessed the MFP by http. (GFPE#RC10060010) Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder. |

Reissued: 18-Sep-14

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025006f |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <ol style="list-style-type: none"> 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected. 4. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. 5. If SSDP = Active (Web ImageMonitor > Configuration > Network Security), a high load on the CPU might result in Web ImageMonitor locking up. 6. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed). 7. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7. 8. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle. 9. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults. 10. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent. 11. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port. 12. Scan to SMB fails if the both of the following conditions are met. <ul style="list-style-type: none"> - Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name. - One or more octets in the destination's IPv4 address contain leading zeros. | | |
| 8.30 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SDK/J applications might not be able to recognize some supported USB devices. 2. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP. 3. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails. 4. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 5. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 6. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 7. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). 8. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 9. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, | | |

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| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025006f |
|--------------|--|----------------|
| Version | Modified Points or Symptom Corrected | |
| | <p>the supported group name length will be increased to 40 bytes.</p> <ol style="list-style-type: none"> The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. MFPs with an EFI controller cannot be discovered by WSD. <p>Other changes: -----</p> <p>SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.11 or later has also been applied to the device.</p> <ol style="list-style-type: none"> When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form. Web Image Monitor now shows the certificate's key length in: <ul style="list-style-type: none"> Configuration > Security > Device Certificate > Details Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers. Unable to Scan to SMB to a destination that is not specified using an FQDN. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. Windows Authentication fails if the username or password includes lower-case European characters. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. | |
| 8.27 | Symptom corrected: | |

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|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025006f |
|--------------|-----------------|----------------|

| Version | Modified Points or Symptom Corrected |
|---------|--|
| | <ol style="list-style-type: none"> When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours. <ol style="list-style-type: none"> The network might become unresponsive. User Tools can be accessed but configuration changes will not be applied. Application buttons on the operation panel might become unresponsive. |
| 8.25 | <p>Support Color Controller E-5100</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> The following error message will be displayed if an incompatible USB device is connected. <p>Incompatible USB device has been connected. Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted. The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g). LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error. <p>Note: This problem will not affect Netware 6.5 SP7 if the patch "iprntnw65sp7b.zip" has been installed. http://download.novell.com/Download?buildid=HsQQ9fMHax0~</p> <ol style="list-style-type: none"> The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP. IPP print jobs are cancelled. This happened very infrequently. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). <p>Note: The fix requires that System firmware version v1.15 or later be applied to the device.</p> <ol style="list-style-type: none"> <ul style="list-style-type: none"> Scan to SMB is unable to send documents to a hostname containing 2byte |

Reissued: 18-Sep-14

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025006f |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | characters. - Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. 10. Scan to USB/SD supports media formatted as superfloppy (media formatted without a partition table). 11. Very infrequently, USB flash drives or SD cards will not be recognized by the device at startup. 12. Repeatedly inserting and removing a USB device might result in an SC819 error. This is caused by a memory leak and will only occur if the power has not been recycled. | | |
| 8.16.1 | 1st Mass production | | |

Reissued: 27-Mar-13

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025007e |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected.

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

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

| Version | Program No. | Effective Date |
|--------------------|-------------------------|-------------------------------------|
| <i>F.17</i> | <i>D0255560K</i> | <i>March 2013 production</i> |
| F.16 | D0255560J | December 2011 production |
| F.15 | D0255560H | August 2010 production |
| F.14 | D0255560G | October 2009 production |
| F.13 | D0255560F | February 2009 production |
| F.12 | D0255560E | December 2008 production |
| F.11 | D0255560D | November 2008 production |
| 1.10 | D0255560C | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|--------------------|--|
| <i>F.17</i> | <i>Symptom corrected SC816-49</i> |
| F.16 | Symptom corrected: <i>1. SC816-38/90.</i> <i>2. The original and ADF are not detected after the machine recovers from Energy Saver Mode.</i> |
| F.15 | Minor bug correction |
| F.14 | Symptom corrected: SC816 occurs if a PC connected to the printer by a USB cable enters or recovers from Standby mode (low power mode) while the printer is in STR mode (Energy Saver mode). |
| F.13 | Symptom corrected: 1. The MFP might not reply to an IPv6 ping while in Energy Saver mode. |
| F.12 | Symptom corrected: 1. An SC816 might be displayed on the operation panel or the device will stall if it receives a ping or ARP while in Energy Saver mode. 2. The device is unable to stay in Energy Saver mode if the On Board NIC is disabled (SP5-985-001 = 0). |
| F.11 | Minor bug correction |
| 1.10 | 1st Mass production |

Reissued: 27-Jan-12

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025008j |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|---|----------------------------|--|
| Subject: Firmware Release Note: Printer | | Prepared by: Y. Urushihara | |
| 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 checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date | Availability of RFU |
|---------------|------------------|---------------------------------|---------------------|
| 1.24.3 | D0255572K | December 2011 production | Available |
| 1.24.2 | D0255572J | September 2011 production | Available |
| 1.24.1 | D0255572H | December 2010 production | Available |
| 1.24 | D0255572G | August 2010 production | Available |
| 1.22 | D0255572F | October 2009 production | Available |
| 1.21.1 | D0255572E | October 2009 production | Available |
| 1.21 | D0255572D | July 2009 production | Available |
| 1.17 | D0255572C | February 2009 production | Available |
| 1.12 | D0255572B | December 2008 production | Available |
| 1.11 | D0255572A | 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 |
|---------------|--|
| 1.24.3 | Minor change |
| 1.24.2 | Other changes: 1. Change into File ID Corresponding. 2. Addition of acquisition I/F of Handle State. 3. Processing change of Number-of-Pages Clearance / Page Total Output of P.JL StatusReadBack at the Time of Sorting Printing by printer SP's BIT-SW. |
| 1.24.1 | Symptom corrected: 1. If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and one of the below listed Job Types is used, incomplete jobs (jobs that are canceled mid-job) will still be saved to the MFP hard disk and retained until the next reboot. Job Types: - Sample Print - Hold Print - Locked Print - Stored Print - Store and Print |

Reissued: 27-Jan-12

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025008j |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | 2. Incomplete jobs might be sent by the MFP to capture servers such as ScanRouter or eCabinet. | | |
| 1.24 | Symptom corrected: 1. Jobs not containing any PJP commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.). | | |
| 1.22 | Symptom corrected: 1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing | | |
| 1.21.1 | Symptom corrected: 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. 2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back. | | |
| 1.21 | <p>Other changes:</p> <ol style="list-style-type: none"> <ul style="list-style-type: none"> Using SmartDeviceMonitor for Client, only authenticated users can stop, reset or restart any other user's jobs. PCL fonts and forms cannot be downloaded to devices that have "Permit Firmware Structure Change" disabled. <ul style="list-style-type: none"> Logs can be downloaded from WIM (Configuration > Download Logs). The following operations are logged in the Access log. <ol style="list-style-type: none"> Web Image Monitor Auto Logout File Access Privilege Change Administrator Change Address Book Change <p>These can be displayed in the Access Log menu.</p> <ul style="list-style-type: none"> Some new items have been added to the Access Log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), WebUapl (version 1.08), and Printer (version 1.21).</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs. The administrator's user name will not be recorded in the job log when the administrator generates a Print Configuration page. An admin login/logout will be logged everytime the administrator accesses a new WIM page. <p>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Web Uapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> Jobs including the "@PJP DEFAULT" environment variable RESOLUTION or BITSPERDOT result in an SC997 error. | | |

Reissued: 27-Jan-12

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025008j |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| 1.17 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> If Bypass Tray Setting Priority is "Driver/Command Settings", jobs sent to the bypass tray, that contain a Paper Type definition, will cause the bypass tray's Paper Thickness setting to be overwritten with "Plain Paper". <p>Other changes:</p> <p>The PM alert will not be displayed inside Web Image Monitor.</p> <p>Important: To support this change/feature, install this version of Printer plus all of the following firmware:</p> <p>System_Copy firmware ver 1.17 or later</p> | | |
| 1.12 | <ol style="list-style-type: none"> If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List. Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List. | | |
| 1.11 | 1st Mass production | | |

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|---------------------|-----------------|---------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025009 |
|---------------------|-----------------|---------------|

| | | | |
|--|---|---|--|
| Subject: Firmware Release Note: RPCS | | Prepared by: T.Kiyohara | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date |
|-----------|-------------|----------------------|
| 3.7.5.4.1 | D0255574A | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|-----------|--------------------------------------|
| 3.7.5.4.1 | 1st Mass production. |

Reissued: 14-Oct-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025010c |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|---|---|--|
| Subject: Firmware Release Note: RemoteFax | | Prepared by: M.Kumagai | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date |
|------------------------|-------------------------|--------------------------------------|
| <i>03.00.00</i> | <i>D0255564E</i> | <i>August 2010 production</i> |
| 02.00.00 | D0255564D | February 2009 production |
| 01.11.00 | D0255564C | November 2008 production |
| 01.10.00 | D0255564B | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|------------------------|--|
| <i>03.00.00</i> | <i>Symptoms corrected:</i> <i>IP-FAX functions (both sending and receiving) do not work under the following conditions:</i> <ul style="list-style-type: none"> - <i>The other machine does not support or cannot use IP-FAX</i> - <i>The connection refusal packet from the other machine arrives after the response time-out has expired</i> |
| 02.00.00 | Symptom Corrected: 1. The PC FAX job history cannot be accessed after a PC FAX transmission is sent by the FAX Transmitter. |
| 01.11.00 | Minor bug correction |
| 01.10.00 | 1st Mass production |

Reissued: 27-Jun-13

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025011f |
|--------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|--|--|--|
| Subject: Firmware Release Note: Scanner | | Prepared by: Y. Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date |
|---------------------|-------------------------|-------------------------------------|
| <i>01.25</i> | <i>D0255570K</i> | <i>March 2013 production</i> |
| 01.24 | D0255570J | August 2010 production |
| 01.23 | D0255570H | October 2009 production |
| 01.22 | D0255570G | July 2009 production |
| 01.21 | D0255570F | February 2009 production |
| 01.20 | D0255570E | January 2009 production |
| 01.19 | D0255570D | December 2008 production |
| 01.17 | D0255570C | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---------------------|---|
| <i>01.25</i> | <i>Symptom corrected: WSD scanning a color jpg results in any subsequently scanned BW TIFFs being output as PDFs.</i> |
| 01.24 | <p>Other changes: WSD Scanner (Push Type) now supports Windows 7/Windows 2008 Server R2. Notice: Due to Windows 7/Windows 2008 Server R2 spec changes, WSD Scanner (Push Type) jobs that are in-progress can no longer be manually cancelled from the PC side.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> A scan configured to output a Multi-page TIFF might have actually output a PDF. This only occurred if both of the following conditions were met: <ul style="list-style-type: none"> Scanner operation panel > Send Settings > Compression (Gray Scale/Full Color) > OFF Scanner operation panel > Scan Settings > Scan Type > Auto Color Select The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader. |
| 01.23 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> Scan to NCP fails if all of the following conditions met: <ul style="list-style-type: none"> The destination is specified using the IP address. The Novell server and the device are in different subnets. The subnet routers filter SLP multicasts. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware</p> |

Reissued: 27-Jun-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025011f |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | (version 01.23 or later). 2. Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy. Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later). | | |
| 01.22 | Other changes: 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and either of NFA (version 1.03). | | |
| 01.21 | Symptom corrected: 1. Job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication. 2. The Job log displayed by WSDM contains the wrong "User Code/User Name", "User Entry ID" and "User display name" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication. | | |
| 01.20 | Symptom corrected: 1. Some characters are printed out incorrectly on the Scanner Sending History on machines for certain regions. | | |
| 01.19 | Symptom corrected: 1. The scanner will stall "Updating the destination List. Please wait..." will be displayed on the operation panel. This occurs if the device's address book is updated via ScanRouter while the device is in Sleep Mode. | | |
| 01.17 | 1st Mass production | | |

Reissued: 28-Nov-13

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025012p |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|--|--|--|
| Subject: Firmware Release Note: System/Copy | | Prepared by: Y. Urushihara | |
| 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 () | <input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date | Availability of RFU |
|-------------|------------------|-------------------------------|---------------------|
| 2.02 | D0255562Z | August 2013 production | Available |
| 2.01 | D0255562Y | March 2013 production | Available |
| 2.00 | D0255562X | March 2012 production | Available |
| 1.25 | D0255562W | December 2011 production | Available |
| 1.24 | D0255562V | August 2010 production | Available |
| 1.23 | D0255562T | November 2009 production | Available |
| 1.22 | D0255562S | October 2009 production | Available |
| 1.21 | D0255562R | July 2009 production | Available |
| 1.20 | D0255562Q | May 2009 production | Available |
| 1.19 | D0255562P | May 2009 production | Available |
| 1.18 | D0255562N | March 2009 production | Available |
| 1.17 | D0255562M | February 2009 production | Available |
| 1.16 | D0255562L | January 2009 production | Available |
| 1.15 | D0255562K | December 2008 production | Available |
| 1.14.3 | D0255562J | November 2008 production | Available |
| 1.13 | D0255562H | 1st Mass production | Available |

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

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

| Version | Modified Points or Symptom Corrected |
|-------------|---|
| 2.02 | Symptom corrected: [Embedded RC Gate]: @Remote auto calls (such as service calls, supply calls, alarm calls) are not sent from the device if engine-related SC errors occur frequently within a short period of time. |
| 2.01 | Symptom corrected: <ul style="list-style-type: none"> - SC899 occurs after the machine recovers from Energy Saver Mode - Operation panel stalls and it will be unable to change any wireless LAN setting if wireless LAN setting is wrong. - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: |

Reissued: 28-Nov-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025012p |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <p>Network Support firmware v8.33 or later</p> <ul style="list-style-type: none"> - If the Auto Logout timer is On, there will be a memory leak occurring everytime a user logs in to the device. - Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock). - If left for more than 5 minutes on one of the various login-related screens, the operation panel might be freeze. - The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer. - If User Code authentication is enabled or if "External Optional Counter Type" != 0, accounts locked by the "Lock out" setting (SP-5413-1) are not locked out of WIM. - Although the "Logout Using Card" function of Card Authentication Package v2 is turned on, the user cannot log out when he or she swipes the card. - If the password of a stored file is changed when the following setting is enabled, the device might stall: System Settings > Administrator Tools > Extended Security > Enhance File Protection | | |
| 2.00 | Minor change | | |
| 1.25 | <p>Symptom corrected</p> <ol style="list-style-type: none"> 1. The original and ADF are not detected after the machine recovers from Energy Saver Mode. 2. SC816-38/90. 3. The machine does not stop scanning if the originals were of different sizes (mixed size scanning). 4. Scan to Folder (SMB) does not work when specifying the destination's IP address. | | |
| 1.24 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Paper is not supplied to the LCT (tandem tray) when paper runs out, even though the switch for limitless paper feed (SP5195-01) had been enabled. 2. The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader. | | |
| 1.23 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the optional FAX unit and VM cards are installed, once the machine switches to Energy Saver mode, it cannot recover and the operation panel display remains blank. 2. If the optional Printer, FAX unit, and multiple SDK applications are installed, the Printer feature does not function when the machine recovers from Energy Saver mode. | | |
| 1.22 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The "Supplies Order Call Failed" error message is displayed on an @Remote-connected machine (managed device) when the @Remote connection is broken/lost. 2. If the following sequence occurs repeatedly, system resources are consumed and network communication becomes impossible: <ul style="list-style-type: none"> - Encrypted communication is established between the device and server - Following this, a communication error occurs (e.g. server is down). 3. If a paper jam occurs when printing a job sent from an EFI controller, SC990 is | | |

Reissued: 28-Nov-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025012p |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <p>displayed after the jam is cleared and the job restarted.</p> <ol style="list-style-type: none"> Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena. <ul style="list-style-type: none"> "User Entry ID" is always displayed as "0x00000000". "User Code /User Name" is appeared as garbage characters. <p>Note: To fix this problem, System firmware (version 1.22 or later), WebUapl firmware (version 1.08 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. The submission of multiple jobs containing at least 50 pages each, might result in a reboot with an error message (SC990) displayed on the operation panel. This was a very infrequently occurring problem (~.01%). Separation of CMY and K parts of images might occur if the same image is used on multiple pages with different orientations. This only affected stored jobs to which margin adjustments (operation panel setting) had been applied. If a batch of A3 print jobs is followed by a batch of A4 print or copy jobs, the contents of the A4 and A3 jobs might be combined and printed on the same A3 paper. This only affected color jobs and jobs are sent to device without collate function. The printer application will stall if any of the following situations are encountered: <ul style="list-style-type: none"> A print job is submitted while another print job is already being processed by the device. A print job is submitted while the TWAIN driver is scanning. A scan initiated by TWAIN might fail if a print job is already being processed by the device. Scan to NCP fails if all of the following conditions met: <ul style="list-style-type: none"> The destination is specified using the IP address. The Novell server and the device are in different subnets. The subnet routers filter SLP multicasts. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p> <ol style="list-style-type: none"> Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p> | | |
| 1.21 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged in the CSV file that downloaded via WebImageMonitor and in the Web Smart Device Monitor's Access Log List when a user tries and fails due to the password policy to change their password. Some Lockout entries in the Access log are missing information when viewed in Web SmartDeviceMonitor Ver2. An admin login/logout will be logged everytime the administrator accesses a new WIM page. <p>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Web Uapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> An admin login/logout will be logged everytime an Auto Email Notification or On- | | |

Reissued: 28-Nov-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025012p |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <p>demand Email Notification is sent.</p> <p>Note: To fix this problem, System firmware (version 1.21 or later) and Websys firmware (version 1.10 or later) need to be applied to the device.</p> <ol style="list-style-type: none"> The Access Log records a password change if the Program/Change Administrator screen is opened via WIM and the OK button is pressed. If a new UserCode is added to the addressbook via WIM, a password change is recorded (Web Image Monitor > Access Log > "Password Change"), even though UserCodes don't have passwords. This only occurred using either UserCode Authentication or no User Authentication whatsoever. The Scanner application will stall if the privileges of a Stored File (Scanner application function) are changed. This only occurs if the Access Log is enabled. <p>Other changes:</p> <ol style="list-style-type: none"> The following logs can log in Access Log in WIM. <ul style="list-style-type: none"> File Access Privilege Change Administrator Change Address Book Change <p>Note: For displaying these settings in WIM, System firmware (ver 1.21 or later), WebUapl (version 1.08 or later), and Printer (version 1.21 or later) and Websys firmware (version 1.10 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. <p>Note: Requires System firmware (version 1.21 or later) and NFA firmware (Ver.1.03 or later).</p> <ol style="list-style-type: none"> Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</p> | | |
| 1.20 | <p>Symptom corrected:</p> <p>SC816 occurs when the machine enters Auto Off mode from the Ready condition.</p> <p>Note: This only occurs on machines with System/Copy ver1.18 installed.</p> | | |
| 1.19 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> "Update done" is not displayed after the SubSystem firmware update is completed. The following paper sizes were missing from the operational panel and WIM displays: 8K Landscape, 16K Portrait, 16K Landscape. <p>Note: To display this item, Web support firmware (version 1.09.1 or later) needs to be applied to the device.</p> | | |
| 1.18 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. If a user logs in and out repeatedly to the device using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter, the device might stall. <p>Other Changes:</p> | | |

Reissued: 28-Nov-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025012p |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | 1. The PM parts alert message will no longer be displayed inside Web Image Monitor. | | |
| 1.17 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> Quickly inserting then immediately removing USB memory from the USB2.0/SD Slot option for Scan to Multimedia results in the device stalling with a SC819 error. <p>Other changes:</p> <p>The PM alert will not be displayed inside Web Image Monitor.</p> <p>Important: To support this change/feature, install this version of System/Copy plus all of the following firmware: Printer firmware ver 1.17 or later</p> | | |
| 1.16 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> If the main power is turned off during a firmware update, "Please wait" is displayed and the machine cannot be rebooted. Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card." Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor > Access Log > "Firmware: Structure". The device might stall when a large number of jobs (150 or more) are printed continuously. <p>Other changes:</p> <ol style="list-style-type: none"> Support Color Controller E-3100 Scan to Email now removes trailing dots (i.e. xxxx.com.) from destination email addresses. | | |
| 1.15 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). Note: The fix requires that NCS firmware version 8.25 or later be applied to the device. Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" > "Start Date/Time" and "End Date/Time" fields are blank. Firmware updates using an SD card might fail. This was an infrequently occurring problem and could often be overcome by simply trying the update again. The device will not display warnings about IPv6 address collisions if the optional Gigabit Ether network board is installed. MFP might not recognize USB devices if they are installed while the MFP is in use. Continuous printing of IPDS jobs for 5-6 hours results in the error message "Functional problem detected." being displayed on the operation panel. This is recorded in the error log as an SC687 error. Mismatched Entry ID and User Name in Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" log. If the login name or password used for LDAP Authentication contain extended ASCII characters (i.e. umulaut), authentication will fail. If a user logs back in after their session has timed out, the device might stall with | | |

Reissued: 28-Nov-13

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025012p |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <p>the message "Authenticating... Please wait".</p> <p>10. Minor bug corrections (SP mode).</p> <p>11. SC672 occurs when the original is scanned by the ARDF for jobs using the STR (Suspend To RAM) function.</p> <p>Other changes</p> <p>1. The following error message will be displayed if an incompatible USB device is connected.</p> <p style="padding-left: 40px;">Incompatible USB device has been connected.</p> <p style="padding-left: 40px;">Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> <p>2. The following setting was added to SP5-894-001 for the Optional Counter Interface Unit Type A (20 pin).</p> <p>Pattern 2: B/W copy, Full Color copy, B/W print, Full Color print</p> | | |
| 1.14.3 | <p>Symptom corrected:</p> <p>1. If a job containing a BW image is stored on the device HDD (ie. via Locked Print) after the device has just returned from Energy Saver mode, an SC672 error will occur. This only affects devices that have the MLB option installed.</p> <p>Other changes:</p> <p>1. The Card Authentication Package (SDK application) is now available.</p> | | |
| 1.13 | 1st Mass production | | |

Reissued: 01-Feb-12

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025013e |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|---------------------------------|
| 1.12 | D0255565H | December 2011 production |
| 1.11 | D0255565G | September 2010 production |
| 1.10 | D0255565F | July 2009 production |
| 1.09.1 | D0255565E | May 2009 production |
| 1.08 | D0255565D | February 2009 production |
| 1.07 | D0255565C | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|-------------|---|
| 1.12 | <i>Other changes: Web ImageMonitor wording errors in Chinese language.</i> |
| 1.11 | Other changes: SSL-related changes: Note: The new fields will only appear if Network Support firmware version 8.30 or later has also been applied to the device. <ol style="list-style-type: none"> When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form. Web Image Monitor now shows the certificate's key length in: <ul style="list-style-type: none"> Configuration > Security > Device Certificate > Details Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS |
| 1.10 | Other changes: 1. Multiple stored jobs submitted for printing simultaneously will now be recorded |

Reissued: 01-Feb-12

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025013e |
|--------------|--|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <p>individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log.</p> <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</p> <p>2.</p> <ul style="list-style-type: none"> - Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM. - Log entries with future dates (as the result of a change of the device clock) are now recorded in logs downloaded via WIM. - The overwriting of a log entry is now logged. Old entries are overwritten if the maximum number of entries has been reached. <p>Maximum number of entries: Access Log (with HDD): 6000 Access Log (without HDD): 500 Job Log (with HDD): 2000 Job Log (without HDD): 500</p> <p>3. Entries in the Result column of logs downloaded via WIM, are now worded differently.</p> <p>4.</p> <ul style="list-style-type: none"> - Logs can be downloaded from WIM (Configuration > Download Logs). - The following operations are logged in the Access log. <ul style="list-style-type: none"> a. Web Image Monitor Auto Logout b. File Access Privilege Change c. Administrator Change d. Address Book Change <p>These can be displayed in the Access Log menu.</p> <ul style="list-style-type: none"> - Some new items have been added to the Access Log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), WebUapl (version 1.08) and Printer (version 1.21).</p> <p>Symptom corrected:</p> <p>1. An admin login/logout will be logged everytime an Auto Email Notification or On-demand Email Notification is sent.</p> <p>Note: To fix this problem, System firmware (version 1.21 or later) and Websys firmware (version 1.10 or later) need to be applied to the device.</p> <p>2. An admin login/logout will be logged everytime the administrator accesses a new WIM page.</p> <p>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Web Uapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</p> | | |
| 1.09.1 | <p>1. The following paper sizes were missing from the operational panel and WIM displays: 8K Landscape, 16K Portrait, 16K Landscape.</p> <p>Note: To display this item, System/Copy firmware (version 1.19 or later) needs to be applied to the device.</p> | | |
| 1.08 | <p>Symptom corrected:</p> <p>1. Minor bug correction</p> | | |

Reissued: 01-Feb-12

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025013e |
|--------------|--------------------------------------|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| 1.07 | 1st Mass production | | |

Reissued: 08-Jul-09

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|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025014a |
|--------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|--|---|---|
| Subject: Firmware Release Note: Web Uapl | | Prepared by: M.Kumagai | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|------------------------------------|
| 1.08 | <i>D0255566D</i> | <i>July 2009 production</i> |
| 1.07 | D0255566C | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|-------------|--|
| 1.08 | <p><i>Symptom corrected:</i></p> <p><i>1. An admin login/logout will be logged every time the administrator accesses a new WIM page.</i></p> <p><i>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), WebUapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</i></p> <p><i>Other changes:</i></p> <p><i>1. The following logs can log in Access Log in WIM.</i></p> <ul style="list-style-type: none"> - <i>File Access Privilege Change</i> - <i>Administrator Change</i> - <i>Address Book Change</i> <p><i>Note: For displaying these settings in WIM, System firmware (ver 1.21 or later), WebUapl (version 1.08 or later), and Printer (version 1.21 or later) and Websys firmware (version 1.10 or later) needs to be applied to the device.</i></p> <p><i>2. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs was already recorded individually in the Job log.</i></p> <p><i>Note: Requires the following firmware versions (or later):</i> <i>System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</i></p> |
| 1.07 | 1st Mass production. |

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|---------------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD0025015 |
|---------------------|-----------------|----------------|

| | | | |
|--|---|---|---|
| Subject: Firmware Release Note: Option PctBrdg | | Prepared by: T.Kiyohara | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|----------------------|
| 1.00 | D4135534A | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|---------|--------------------------------------|
| 1.00 | 1st Mass production. |

Reissued: 05-Jan-17

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|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025016f |
|--------------|-----------------|----------------|

RTB Reissue

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

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|--------------------|-------------------------|--|-------------------------|
| <i>1.06</i> | <i>D0255580G</i> | <i>December 2016 production</i> | <i>Available</i> |
| 1.05 | D0255580F | October 2011 production | Available |
| 1.04 | D0255580E | December 2010 production | Available |
| 1.03 | D0255580D | August 2010 production | Available |
| 1.02 | D0255580C | October 2009 production | Available |
| 1.01 | D0255580B | June 2009 production | Available |
| 1.00 | D0255580A | 1st Mass production | Available |

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

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

| Version | Modified Points or Symptom Corrected |
|--------------------|--|
| <i>1.06</i> | <i>Symptom corrected:</i> <i>1. If a PCL5 job contains a picture frame that is drawn by HP/GL2, unexpected lines might be printed or some lines might be missing. (GFPR#RA09020002, GFPR#RA10050003, GFPR#RE13090003)</i> <i>2. When printing a PCL job that contains black and white image, part of the image might be blacked out. (GFPR#RE15020026)</i> |
| 1.05 | Other changes 1. If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep). 2. White backgrounds of 1200 or 600 dpi images are printed in color. 3. The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely). 4. Characters or symbols missing from the printouts of jobs containing HP-GL/2. |

Reissued: 05-Jan-17

| Model: AT-C2 | | Date: 16-Sep-08 | No.: RD025016f |
|--------------|---|-----------------|----------------|
| Version | Modified Points or Symptom Corrected | | |
| | <ol style="list-style-type: none"> Objects out of position in PCL5 jobs containing HP-GL/2 and macro. Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'Ä'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. Image rotation might result in parts of a page being blacked out. | | |
| 1.04 | Symptom corrected: <ol style="list-style-type: none"> When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages. A device stall might occur if using a very specific combination of font types. | | |
| 1.03 | Symptom corrected: <ol style="list-style-type: none"> PCL jobs containing images might be printed slowly. PCL5e/c jobs are canceled if all of the following conditions are met: <ul style="list-style-type: none"> The job specifies that a custom paper size by drawn from the bypass tray. "User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size" is something other than "Custom size" Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs. | | |
| 1.02 | Symptom corrected: <ol style="list-style-type: none"> The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted. | | |
| 1.01 | Symptom corrected: <ol style="list-style-type: none"> The PCL Configuration/Font Page prints with missing characters. After a PCL5 job is printed, all subsequent PCL6 jobs will be output to the same tray as the PCL5 job. This continues until the device is rebooted. PCL6 jobs that used finishing options were unaffected. Part of pentagon shaped graphics not printed. Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper. Jobs submitted using a Windows or MacOS driver were not affected. | | |
| 1.00 | 1st Mass production | | |

Reissued: 01-Sep-11

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|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025017c |
|--------------|-----------------|----------------|

RTB Reissue

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

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|---|---|------------------------|--|
| Subject: Firmware Release Note: PS3/PDF | | Prepared by: H. Tamaki | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required | | |
| | <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision | | |
| | <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information | | |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date |
|--------------------|-------------------------|---------------------------------------|
| <i>1.03</i> | <i>D4135532D</i> | <i>October 2011 production</i> |
| 1.02 | D4135532C | January 2010 production |
| 1.01 | D4135532B | July 2009 production |
| 1.00 | D4135532A | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|--------------------|--|
| <i>1.03</i> | <i>Symptom corrected:</i> <i>1. If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall.</i> <i>2. If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts might be used instead. (GFPR#RE10070014)</i> <i>3. PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</i> |
| 1.02 | Symptom corrected: 1. Batch printing of PDF documents results in a memory overflow and all jobs being cancelled. |
| 1.01 | Symptom corrected: 1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed. |
| 1.00 | 1st Mass production |

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|---------------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD0025018 |
|---------------------|-----------------|----------------|

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|--|---|---|--|
| Subject: Firmware Release Note: Option PCL Font | | Prepared by: T.Kiyohara | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|----------------------|
| 1.02 | D0255589 | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|---------|--------------------------------------|
| 1.02 | 1st Mass production. |

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|---------------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD0025019 |
|---------------------|-----------------|----------------|

| | | | |
|--|---|---|--|
| Subject: Firmware Release Note: Font EXP | | Prepared by: T.Kiyohara | |
| From: 2nd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|----------------------|
| 1.03 | D0255588 | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|---------|--------------------------------------|
| 1.03 | 1st Mass production. |

Reissued: 24-Mar-16

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 16-Sep-08 | No.: RD025020e |
|--------------|-----------------|----------------|

RTB Reissue

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

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|------------------------|-------------------------|-------------------------------------|-------------------------|
| <i>08.00.00</i> | <i>D3935570H</i> | <i>April 2016 production</i> | <i>Available</i> |
| 07.00.00 | D3935570G | January 2012 production | Available |
| 06.00.00 | D3935570F | January 2011 production | Available |
| 05.00.00 | D3935570E | January 2010 production | Available |
| 04.04.00 | D3935570D | November 2008 production | Available |
| 03.00.00 | D3935570C | 1st Mass production | Available |

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

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

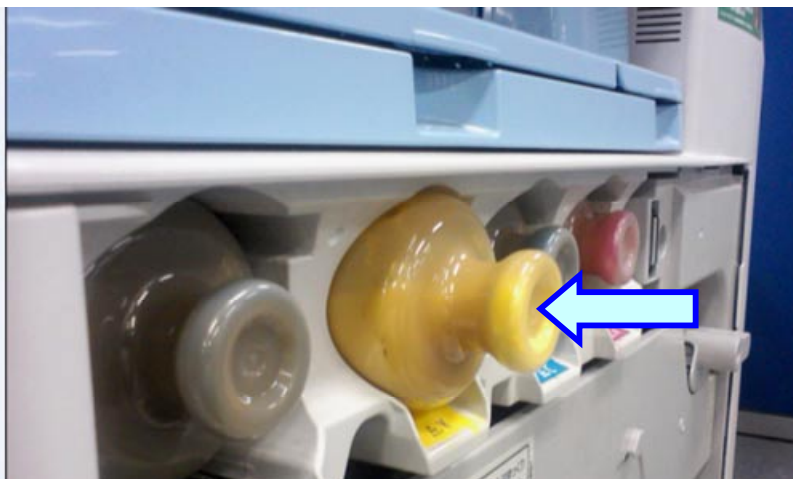
| Version | Modified Points or Symptom Corrected |
|------------------------|--|
| <i>08.00.00</i> | <i>Symptom corrected: If an error, for example, 14-30 occurs during folder transfer, the machine may not recover from the error nor report the error.</i> |
| 07.00.00 | Symptoms corrected: 1. The machine stalls while forwarding the image to the FAX folder. 2. An image problem occurs when receiving a JBIG (B) FAX from a Xerox machine. |
| 06.00.00 | Symptom corrected: A line interrupt error occurs when receiving a FAX from a specific FAX server due to an RTC misdetection. |
| 05.00.00 | Symptom corrected: Sometimes, the machine cannot receive a FAX while in Energy Saver Mode. |
| 04.04.00 | Minor bug correction. |
| 03.00.00 | 1st Mass production |

| | | | |
|---|---|--|--|
| Model: Model AP/AT-C2 | | Date: 12-Nov-08 | No.: RD025021 |
| Subject: Important note for the toner cartridge | | Prepared by: T.Kiyohara | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Important Note About Setting the Toner Cartridge

Please remind users of the following point:

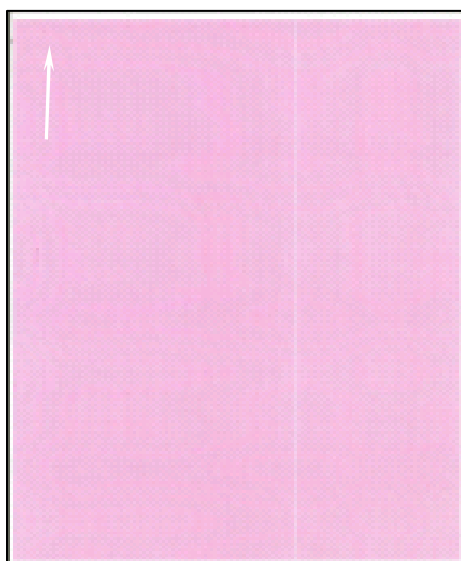
When you install a new toner bottle, please make sure to push the bottle in **as far as it can go** (past the point where you hear the click).



| | | | |
|---|---|---|--|
| Model: Model AT-C2 | | Date: 19-Nov-08 | No.: RD025022 |
| Subject: White line | | Prepared by: T.Kiyohara | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | |

SYMPTOM

A white line is visible on the printout, as shown in the sample below:



CAUSE

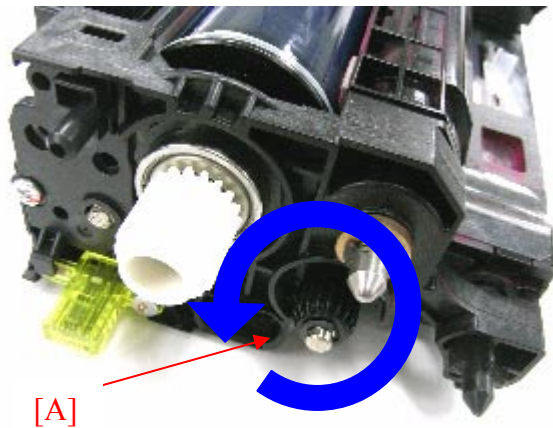
The LD glass is dirty with toner, a foreign substance has been mixed in with the toner inside the development unit, or the toner inside the development unit has caked.

SOLUTION

1. Print out a 2-by-2 sample.
2. Clean the LD glass for the color (PCU) on which the symptom occurs.

Important:

- Use the shield glass cleaner
 - Make sure to remove all the toner from the glass (the toner for this model tends to stick to surfaces very strongly).
3. Print out the 2-by-2 sample again, and check the image quality. If this does not solve the problem, do the steps on the next page.



4. Rotate the development gear for **five cycles** or more.

Note:

- One cycle is 5-7x counterclockwise + 5-7x clockwise.
- The gear can be easily rotated using the following joint:
[AB03000, JOINT:DEVELOPMENT]



5. Print out five or more sheets of the 2-by-2 sample, and check the image quality. If this does not solve the problem, replace the developer.

| | | | |
|---|---|---|---|
| Model: Model AT/AP-C2 | | Date: 26-Nov-08 | No.: RD025023 |
| Subject: Important notes about detection of the new fusing unit | | Prepared by: T.Kiyohara | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Important Information about the Detection of a New Fusing Unit

When you replace the entire fusing unit with a new one, reset the PM counters using the procedure below.

Note: New unit detection will be enabled on machines in the near future (cut-in serial numbers TBA).

Procedure

Before you remove the old PM part:

1. Enter SP mode.
2. Print out SMC logging data (**SP5-990-004**).
3. Set **SP3902-014** to "1".
Note: The machine will reset the PM counters.
4. Exit SP mode, and then turn off the main machine power.
5. Install the new PM part.

After you install the new PM part:

6. Turn on the main power switch.
7. Print out the SMC logging data again (**SP5-990-004**).
8. Make sure the value of **SP7-803** (PM counter) for the unit you replaced is at "0". If it is not at "0", reset the counter using **SP7-804-019**.
9. Make sure the value of **SP7-853** (exchange counter) for the unit you replaced is one greater (+1) than the value on the SMC sheet from Step 2 above.
 - If it is not, repeat this procedure from Step 1.
10. Make sure that the "unit replacement date" was updated in **SP7-950**.
 - If it is not, repeat this procedure from Step 1.

| | | | |
|--|---|---|---|
| Model: Model At-C2 | | Date: 16-Jan-09 | No.: RD025024 |
| Subject: Important notes for installing the Color Controller E-3100 | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-3100 with Model At-C2.

Approved Firmware for the Model At-C2 for connection with the E-3100 Controller

Make sure that the firmware modules for Model At-C2 are upgraded as follows at the E-3100 installation.

System/Copy: 1.16 or newer

Network Support (NIB): 8.25 or newer

Scanner: 01.20 or newer

Fax: 03.00.00 or newer

Remote Fax: 01.11.00 or newer

Network Doc Box: 1.02 or newer

SubSystem: F.12 or newer

OpePanel.EXP (LCDC) NA: 1.05 or newer

OpePanel EXP (LCDC) EU: 1.05 or newer

OpePanel EXP (LCDC) ASI_TWN: 1.07 or newer

Language Install: 1.04 or newer

FCU: 04.04.00 or newer

Model: Model At-C2

Date: 16-Jan-09

No.: RD025024

SP mode setting for E-5100 Controller

As written in the service manual, the following SP value of Model At-C2 must be changed at the E-3100 installation.

SP#: 5193-001Value: **1** (Default:0)

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

SP#: 5895-001Value: **1** (Default:0)

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

GW printer must be disabled when using E-3100.

| | | | |
|--|--|---|--|
| Model: Model At-C2 | | Date: 16-Jan-09 | No.: RD025025 |
| Subject: Operating Guide for the Log Tool for Color Controller E-3100 | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Introduction

This document describes the Log Tool available for the E-3100 controller. This Log Tool is embedded in the controller, and has a web interface. Therefore you do not have to install an additional application on your client PC.

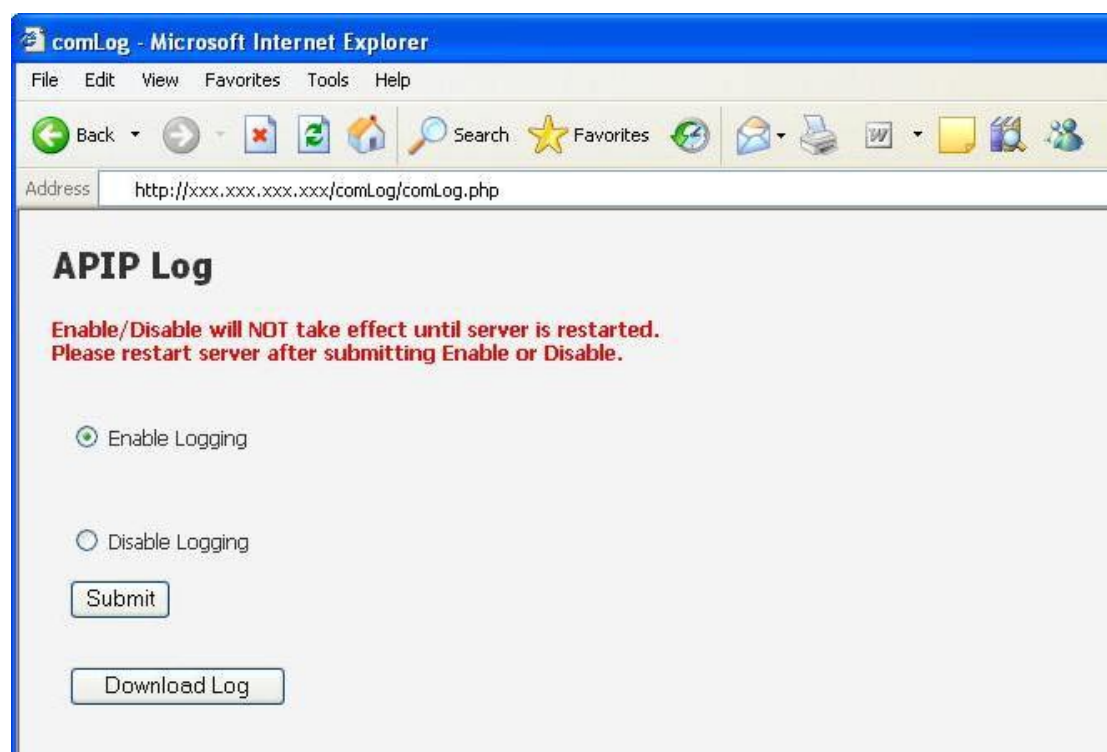
Using this Log Tool, an APIP (Application Interface Protocol) log file will be generated by the selected device at your customer's site. By sending this log file to EFI (via RCL), it becomes much easier to analyze the symptom/problem.

This document explains how to activate and collect the log, as well as some limitations of the tool.

Accessing the web interface

To access the web interface, open the following URL in your browser:

<http://<E-3100 ip#>/comLog/comLog.php>



Enabling APIP logging

After the web page is loaded, there will be an option to enable or disable the APIP log. Clicking the submit button is required for the selected option to take effect.

**Note**

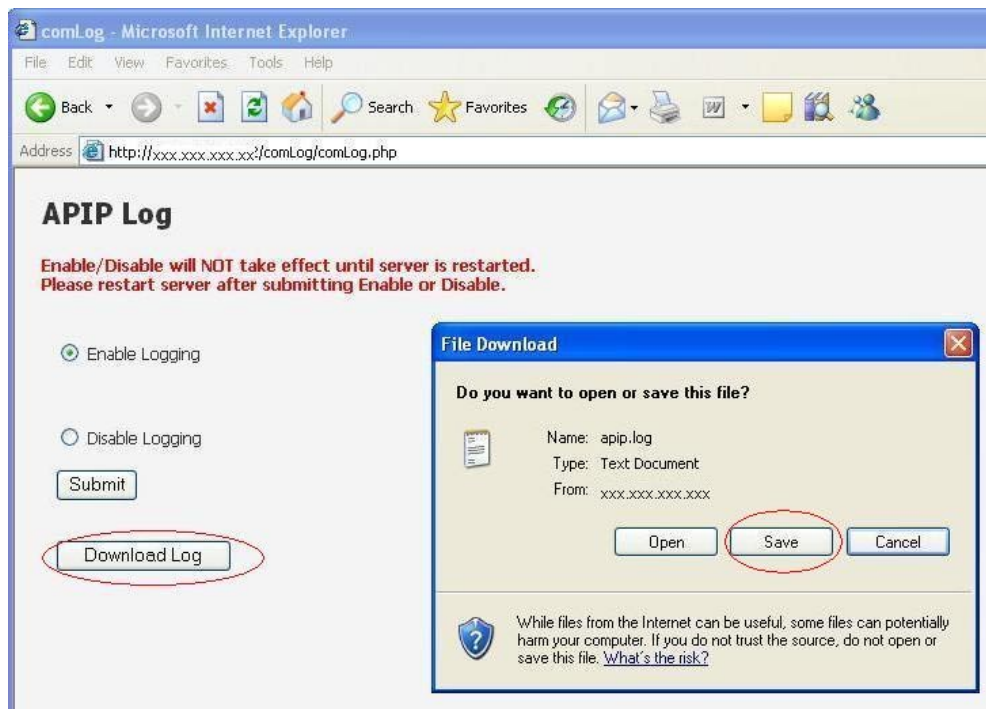
After clicking Submit, **the E-3100 should be restarted** to enable the logging mechanism.

Downloading the APIP log file

The log file is stored on the E-3100. To access the log, you need to download it from the E-3100 to your PC after log collection has finished.

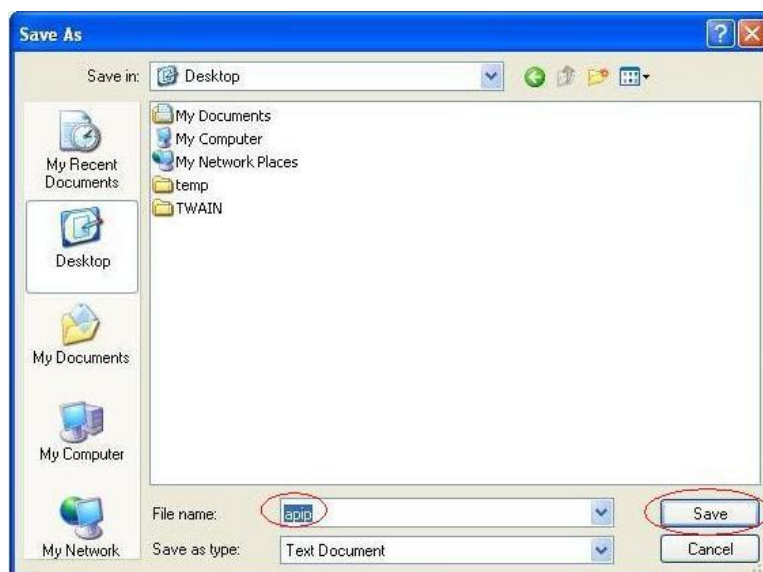
Procedure

1. Click the "Download Log" button.



2. Click the "Save" button in the "File Download" window.

3. Decide the folder and filename and then click the "Save" button.



Disabling logging

Note

After collecting the log file with this tool, please do not forget to disable logging. The logging mechanism will negatively affect the E-3100's performance. Also, the log file will quickly fill up any available disk space (maximum=1.2GB).

Procedure

1. Select Disable Logging
2. Click the Submit button
3. **Restart the E-3100 (Do not forget, as the change in status will not occur until the restart.)**

Limitations

Before using this log tool at your customer's site, please understand the following limitations:

1. Log data is automatically cleared when the E-3100 restarts.

This limitation means that it is impossible to collect a log when a problem causes the E-3100 to hang or freeze.

2. The log generated will fill up all available disk space within approximately 2 days of logging.

This means that if the symptom/problem occurs rarely or unpredictably, it is not recommended to collect a log using this tool.

Typical usage for this tool

EFI has designed the log tool for the following Field Technician workflow:

1. Visit a customer site.
2. Enable the log tool.
3. Reproduce the customer's claim.
4. Download the log file.
5. Disable the log tool.
6. Reboot the E-3100.
7. Leave the customer site.

Reissued:18-May-11

| | | |
|--------------------|-----------------|----------------|
| Model: Model AT-C2 | Date: 13-Feb-09 | No.: RD025026b |
|--------------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|---|--|--|--|
| Subject: Preventing Fax Transmission to the Wrong Destination | | Prepared by: N.Yoshida | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input checked="" type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Tier 2 |

The following shows you how to use the User Parameter Switch to set features that prevent a fax from being sent to the wrong destination. If users want to use these features, please advise administrator level users of the following information.

Note: The Facsimile Reference for the Operating Instructions contains explanations of these features, but not the methods for setting them.

1. Re-entering a fax number to confirm the destination

- Enter the fax number again to confirm that the destination is correct.
Transmission is disabled if the confirmation fax number does not match the first fax number. This function helps prevent faxes from being sent to the wrong destination.
- ~~User Parameter Switch 16, Bit 7 to 4 (default setting: 0000)~~
- **User Parameter Switch 22, Bit 7 to 4 (1 to 15 times)**
 1. Prompt users more than once for the destination
 - How many times will the user have to input the destination: User parameter switch 22, bits 7 to 4 (1 to 15 times)
 - To disable this feature, set all 4 bits to 0.
 - Cannot be used from the Simplified Display
 2. Display the entered destination prior to transmission
 - Enable/disable: User parameter switch 17, bit 4
 - Does not work with manual dial or on-hook dial
 - Cannot be used from the Simplified Display

Settings table:

| Bit 7 | Bit 6 | Bit 5 | Bit 4 | Setting |
|-------|-------|-------|-------|---------|
| 0 | 0 | 0 | 0 | 0 (OFF) |
| 0 | 0 | 0 | 1 | 1 |
| 0 | 0 | 1 | 0 | 2 |

Reissued:18-May-11

| | | |
|--------------------|-----------------|----------------|
| Model: Model AT-C2 | Date: 13-Feb-09 | No.: RD025026b |
|--------------------|-----------------|----------------|

| Bit 7 | Bit 6 | Bit 5 | Bit 4 | Setting |
|-------|-------|-------|-------|---------|
| 0 | 0 | 1 | 1 | 3 |
| 0 | 1 | 0 | 0 | 4 |
| 0 | 1 | 0 | 1 | 5 |
| 0 | 1 | 1 | 0 | 6 |
| 0 | 1 | 1 | 1 | 7 |
| 1 | 0 | 0 | 0 | 8 |
| 1 | 0 | 0 | 1 | 9 |
| 1 | 0 | 1 | 0 | 10 |
| 1 | 0 | 1 | 1 | 11 |
| 1 | 1 | 0 | 0 | 12 |
| 1 | 1 | 0 | 1 | 13 |
| 1 | 1 | 1 | 0 | 14 |
| 1 | 1 | 1 | 1 | 15 |

2. Displaying the Destination Prior to Transmission

- To prevent documents being sent to the wrong destination, users can configure the machine to display the destination again after it has been entered and before the file is sent.
- ~~User Parameter Switch 11, Bit 4 (default setting: 0)~~
- User Parameter Switch 17, Bit 4 (default setting: 0)**
0: OFF, 1: ON

3. Disabling broadcasting

- To avoid accidentally specifying multiple destinations, users can disable broadcasting. They cannot specify group destinations if they disable broadcasting. They can specify only one address at a time.
- ~~User Parameter Switch 11, Bit 1 (default setting: 0)~~
- User Parameter Switch 17, Bit 1 (default setting: 0)**
You cannot specify group destinations if you disable broadcasting. You can specify only one address at a time.

0: OFF, 1: ON

| | | | |
|---|--|------------------------|---------------|
| Model: Model AT-C2 | | Date: 17-Mar-09 | No.: RD025027 |
| Subject: Scanner SP update | | Prepared by: N.Yoshida | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () | | |

The following SP were added to the service manual.

| | | | |
|-------------|--|------|-------------------|
| 1011 | [Org count Disp] | *CTL | [0 or 1 / 0 / -] |
| 1011 1 | Selects the original counter display. 0: Displays remaining memory for the original scanning.. 1: Displays original counter. | | |
| 1012 | [UserInfo release] | *CTL | [0 or 1 / 1 / -] |
| 1012 1 | Clear the following settings: Address, Sender, Text / Subject, Filename | | |
| 1013 | [Multimedia Function Setting] | *CTL | [0 or 1 / 0 / -] |
| 1013 1 | On or off multimedia function | | |

| | | | |
|--|---|---|--|
| Model: Model At-C2 | | Date: 3-Apr-09 | No.: RD025028 |
| Subject: Patch Release for E-3100 V.1.0 (1-10W3WT.ps) | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-10W3WT.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-10W3WT.ps | Under some conditions, printing may not start if the copier is in energy save mode. |

Note:

This patch is pre-installed from the 1st lot of mass-production units.
Therefore, this patch must be installed only when system re-installation is performed.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **D4807551.exe** until you get the **1-10W3WT.ps** file.
2. Download/Import the patch file "**1-10W3WT.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-10W3WT**".

| | | | |
|--|---|--|--|
| Model: Model At-C2 | | Date: 3-Apr-09 | No.: RD025029 |
| Subject: Patch Release for E-3100 V.1.0 (1-121KFF.ps) | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-121KFF.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-121KFF.ps | <ul style="list-style-type: none"> • Printing stops when sending a fax and printing a job at the same time. • Some texts are overlapping each other. • When printing a very large job to the Document Server, no alert message is displayed on the copier panel. • Printed Docs and held jobs cannot be opened from Webtools. • When starting "Off mode" after printing a large quantity of data, cannot start scan |

Prerequisite(s):

None

Patch Update Procedure

1. Extract **D4807552.exe** until you get the **1-121KFF.ps** file.
2. Download/Import the patch file "**1-121KFF.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-121KFF**".

| | | | |
|---|---|---|--|
| Model: Model AT-C2 | | Date: 8-Apr-09 | No.: RD025030 |
| Subject: SP5887 | | Prepared by: N.Yoshida | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

The following description was corrected.

| | | | |
|------|---|------|--|
| 5887 | [SD Get Counter] DFU | | |
| | <p>This SP determines whether the ROM can be updated. This SP sends a text file to an SD card inserted in SD card Slot 2 (lower slot). The operation stores. The file is stored in a folder created in the root directory of the SD card called SD_COUNTER. The file is saved as a text file (*.txt) prefixed with the number of the machine.</p> | | |
| 001 | - | *CTL | 1. Insert the SD card in SD card Slot 2 (lower slot). 2. Select SP5887 then touch [EXECUTE]. Touch [Execute] in the message when you are prompted. |

| | | | |
|---|--|--|---|
| Model: Model At-C2 | | Date: 10-Apr-09 | No.: RD025031 |
| Subject: HDD failure in some lots of Color Controller E-3100 | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

A problem was found in some lots of Color Controller E-3100.
The affected units need to be corrected as described in this bulletin.

Symptom:

Various unexpected symptoms may occur when the controller attempts to access the inaccessible space of the HDD of the Color Controller E-3100.

Possible symptoms (which are already experienced or being reported):

- 1) Booklet job not printed.
- 2) Controller cannot boot up (worst case)
- 3) When the remaining HDD space is very small, the print job may access inaccessible space, causing many kinds of unexpected behavior.

Reason:

The E-3100 has an 80GB HDD with system software and a patch (1-10W3WT) pre-installed.

Because the HDD image (system software + patch) was duplicated incorrectly (from an 82GB size golden master HDD) at the factory, the controller believes that there is 82GB, but 2GB of this is inaccessible.

In this situation, because the HDD in the Fiery Controller units are behaving incorrectly as 82GB HDDs (although the actual size is 80GB), if the controller attempts to access the inaccessible 2GB space, the controller may not work correctly.

Notes:

This problem is caused by the method of duplicating the HDD image at the factory.
Therefore it is already confirmed that the problem can be solved by system re-installation.

- 1) No problem with the system software program. (This is not a software bug)
- 2) No problem with the system software DVD set (provided as service parts).
- 3) No problem with the HDD as hardware

Model: Model At-C2

Date: 10-Apr-09

No.: RD025031

Countermeasure of this problem:

A correct size of golden master HDD with system software and patch pre-installed was created and is currently used for duplication from the March 2009 mass-production run.

So therefore, products from March 2009 (S/N V61951xxxxx) are not affected at all.

S/N list of affected units:

Among Jan 2009 and Feb 2009 products, some lots of the units are affected.
Please refer to the page at the end of this bulletin.

Information of reworked units at the factory:

Among January and February products, some lots are already reworked by the factory and are working correctly.

For the following products, the reworked units have a blue dot on the carton box (near the bar-codes):

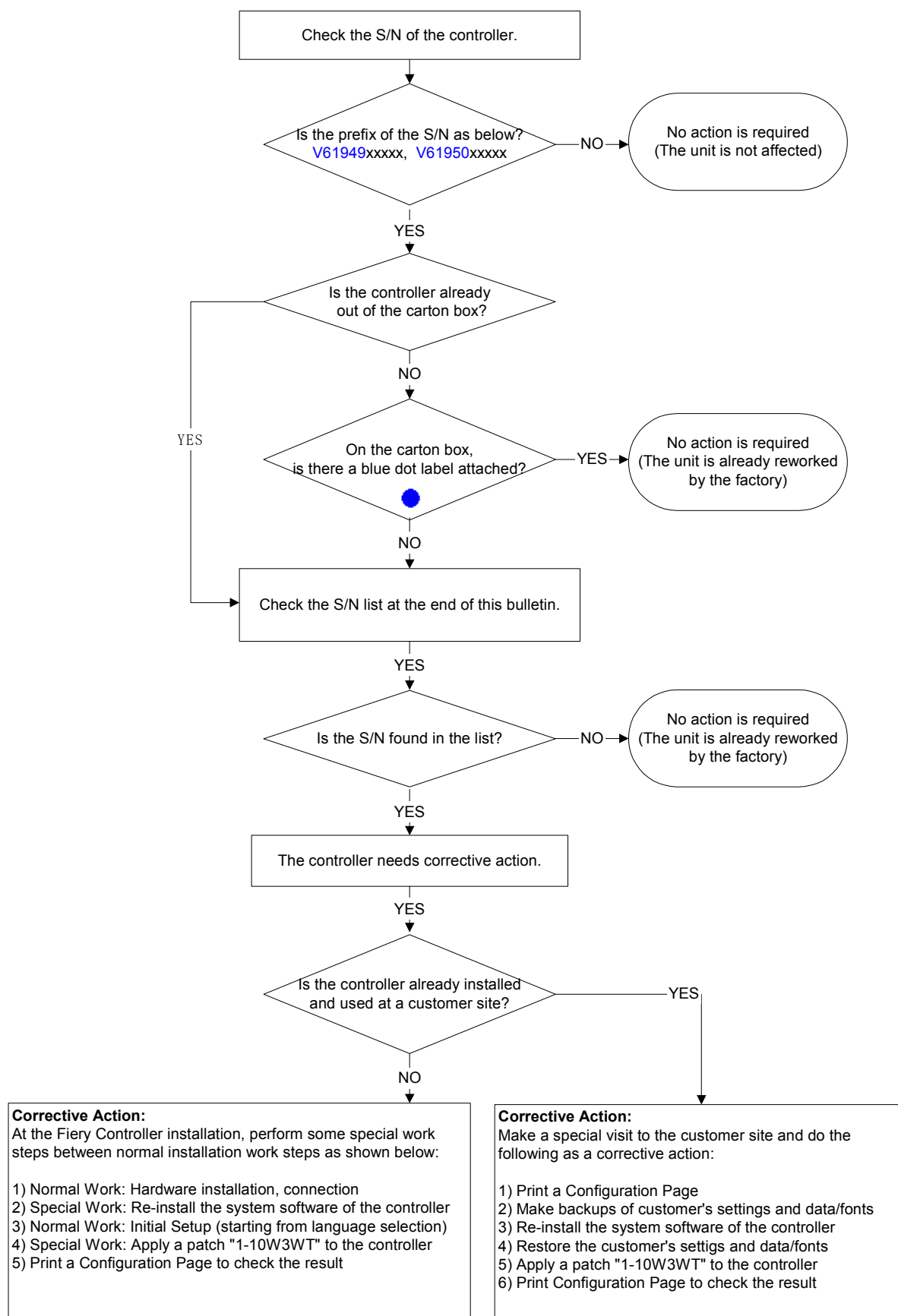
2009 January production (S/N prefix: V61949xxxxx)

2009 February production (S/N prefix: V61950xxxxx)

2009 March production (S/N prefix: V61951xxxxx)



Overview of required action:



Procedures for the Corrective Action:

Items to prepare

1. E-3100 System Software DVD set (P/N D4807050)

2. Patch 1-10W3WT.ps

This 1-10W3WT.ps patch was installed from the 1st lot of E-3100, therefore, after system re-installation, please make sure to apply this patch. If other patches are found in your firmware download site, also apply those patches to update the controller to the latest version.

3. A Windows XP/2000/Vista computer ("PC") with:

- DVD drive, built in or attached
- Support for 100BaseTX or 1000BaseT
- Command WorkStation installed

4. Ethernet Network Cable

A cross-over cable (if connecting the network cable directly between your PC and controller), or a straight cable (if connecting the network cable to a hub).

A. For units which are affected but not yet installed at the customer site.

At the controller installation, please perform some additional corrective work between normal installation works as below:

1 Normal Work: Hardware Installation.

As instructed in the *Installation Procedure* document (pages 1 to 8), unpack the E-3100 and connect it to the copier.

2 Special Work: System Re-installation.

(For details of the system re-installation steps, please also check the service manual)

2.1 Start your PC and be ready to use the DVD drive.

While waiting for your PC to boot up, connect the network cable between your PC and the controller.

2.2 Insert the system software DVD in the DVD drive.

2.3 Navigate to the DVD drive and double-click the icon for the Installer.exe file, if it does not start automatically.

2.4 Click **Next at the Welcome screen.**

Read the Software License Agreement and click the "**I Agree**" checkbox if you

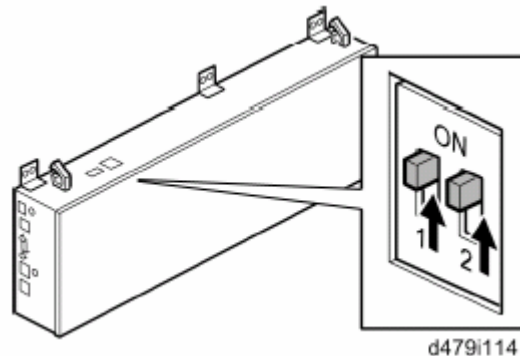
Model: Model At-C2

Date: 10-Apr-09

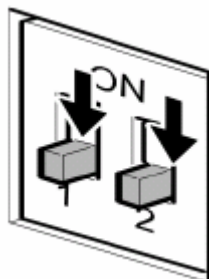
No.: RD025031

wish to continue the installation process, then click **Next**.

- 2.5 At the Connection Type screen, make sure Ethernet is selected. Click **Next** to advance to the Confirmation screen.
- 2.6 Disconnect all cables (USB power cable and Gigabit Ethernet cable) from the Fiery controller connector panel, except for the AC power cord cable.
- 2.7 Set the Fiery controller service switches to the service mode position: ON



- 2.8 Turn the AC power switch of the Fiery controller to ON.
- 2.9 Wait 10 seconds, then click **Next** on the PC screen.
- 2.10 At the Installation screen, click **Next** to commence the installation. Wait while the files are copied and installed.
 - The progress is slow at first.
 - For most computers, you must wait approximately 6-7 min.
 - Do not click Cancel.
- 2.11 When the screen shows that the installation has finished successfully, click **Next**, then do the following:
 - 1). Remove the System Software DVD from the PC.
 - 2). Turn the AC power switch of the Fiery controller to OFF.
 - 3). Set the service switches to the normal position (not ON).



- 4). Disconnect the cross-over cable
- 5). Click the **Next** button.
- 2.12 Click **Finish** in the Confirmation screen.
- 2.13 Reconnect all cables that you removed earlier from the Fiery controller panel.

3 **Normal Work: Initial Setup**

As instructed in the *Installation Procedure* document (pages 9 to 13), perform the startup and initial setup, and then verify the connection of the controller.

4 **Special Work: Patch 1-10W3WT.ps installation**

- 4.1 Print the configuration page and confirm that the IP address of the controller is correct.
- 4.2 Connect the PC to the network.
- 4.3 Launch *Command WorkStation*.
- 4.4 Input the IP address and make a connection to the Fiery Controller.
- 4.5 Download/Import the patch file “**1-10W3WT.ps**” with Command Workstation to the “Direct” queue.
- 4.6 Please wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
- 4.7 From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
- 4.8 Wait until the Fiery has come to idle and print out the configuration page.
- 4.9 Verify the **Update Info** section. It should contain the patch number “**1-10W3WT**”.

B. For units which are affected and are already installed and used at the customer site.

Please make a special visit to the customer site and do the following:

1 **Print the configuration page and keep it until you finish the recovery.**

2 **Make backups of customer settings, data/fonts, etc.**

2.1 **Use the Backup/Restore feature of Command WorkStation.**

- 2.1.1 Print the configuration page and confirm the IP address of the controller.
- 2.1.2 Connect the PC to the network.
- 2.1.3 Launch *Command WorkStation*.
- 2.1.4 Input the IP address and make a connection to the Fiery Controller.
- 2.1.5 From the main menu, select Server > SetUp > Server > Backup / Restore
- 2.1.6 Choose Configure > Server > **Backup / Restore**.
- 2.1.7 Click **Backup Fiery Settings**.
- 2.1.8 In the dialog box that appears, accept the default file name or type a new name for the backup file.
- 2.1.9 Click **Save**.

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With this feature, the following can be backed up.

- All system settings with the exception of
 - Server name - allows backup and restore between the same model
 - Date/time - time zone information is backed up/restored
- Imposition templates saved in the default directory for these files on the Fiery controller
- Address books
- Virtual Printer settings
- Users and Groups information (login names and passwords)
- Custom spot colors
- Job Log

2.2 Backup Fonts.

If needed, back up the fonts which the customer has downloaded to the controller. (From the Command WorkStation main menu, select Server > Manage Font)

2.3 Backup of Queued Jobs/Archived jobs in the Fiery Controller HDD.

If needed, back up the Queued Jobs and Archive Jobs from the Fiery controller HDD to the client PC by using *Command WorkStation*.

Queued jobs in the Hold queue can be archived and saved to the client PC by *Command WorkStation*. For jobs in the printed queue, if backup is needed, move the job to the hold queue before making archives.

For archived jobs in the Fiery controller HDD, if backup is needed, move the archived job to the hold queue once and archive it to the client PC.

3 Perform System Re-installation

(For details of the system re-installation steps, please also check the service manual)

3.1 Shut Down the Controller.

From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"

3.2 While waiting for the controller to shut down, start your PC and be ready to use the DVD drive.

3.3 While waiting for your PC to boot up, connect the network cable between your PC and controller.

3.4 Insert the system software DVD in the DVD drive.

3.5 Navigate to the DVD drive and double-click the icon for the Installer.exe file, if it does not start automatically.

3.6 Click **Next** at the Welcome screen.

Read the Software License Agreement and click the "**I Agree**" checkbox if you wish to continue the installation process, then click **Next**.

3.7 At the Connection Type screen, make sure Ethernet is selected. Click Next to advance to the Confirmation screen.

3.8 Disconnect all cables (USB power cable and Gigabit Ethernet cable) from the

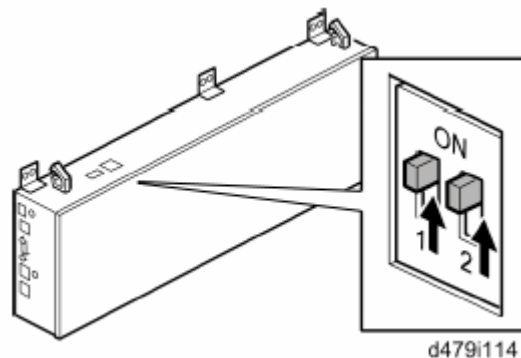
Model: Model At-C2

Date: 10-Apr-09

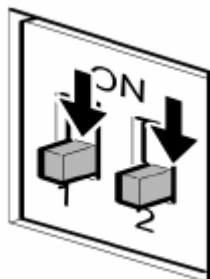
No.: RD025031

Fiery controller connector panel, except the AC power cord cable.

- 3.9 Set the Fiery controller service switches to the service mode position: ON.



- 3.10 Turn the AC power switch of the Fiery controller to ON.
- 3.11 Wait 10 seconds, then click **Next** on the PC screen.
- 3.12 At the Installation screen, click **Next** to commence the installation. Wait while the files are copied and installed.
- The progress is slow at first.
 - For most computers, you must wait approximately 6-7 min.
- Do not click Cancel.
- 3.13 When the screen shows that the installation has finished successfully, click **Next**, then do the following:
- 1). Remove the System Software DVD from the PC.
 - 2). Turn the AC power switch of the Fiery controller to OFF.
 - 3). Set the service switches in the normal position (not ON).



- 4). Disconnect the cross-over cable
 - 5). Click the **Next** button.
- 3.14 Click **Finish** at the Confirmation screen.
- 3.15 Reconnect all cables that you removed earlier from the Fiery controller panel.
- 3.16 Turn the main power switch of the copier to ON.
- 3.17 Turn the AC power switch of the Fiery controller to ON.
- 3.18 Allow startup to proceed without interruption while you watch the service LEDs on

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the top panel of the Fiery controller.

- 3.19 When the service LEDs remain at '00', go to the copier operation panel and press the **Fierydriven** key. 'Please wait' may be shown on the copier operation panel.
- 3.20 The language selection screen is shown. (If this screen is not shown, then press the **Fierydriven** key again.)
- 3.21 Select the desired language, and touch "**Continue**".
 - English / Dutch / Spanish / Italian / German / French

If you selected "**English**" at the language selection screen, you are prompted to select the Measurement Units. Select either "**US**" or "**Metric**", and then touch "**Continue**".

- 3.22 Wait for a short time, then press the **Fierydriven** key on the operation panel. Repeat if necessary until "Please wait" no longer appears.
- 3.23 If the customer was using a static IP address, then IP address configuration is needed before the next stage of the corrective action.
 - 3.23.1 Press the Fiery tab to access Setup, and press Setup in the Fiery menu screen.
 - 3.23.2 You are asked to enter the administrator password. (The default password is "Fiery.1".)
 - 3.23.3 Set the IP address by referring to the old configuration page.
 - 3.23.4 Reboot the Fiery Controller.

4 Restore the settings and data that were previously backed up

4.1 Use the Backup/Restore feature of Command WorkStation.

- 4.1.1 Print the configuration page and check the IP address of the controller.
- 4.1.2 Connect the PC to the network.
- 4.1.3 Launch *Command WorkStation*.
- 4.1.4 Input the IP address and make a connection to the Fiery Controller.
- 4.1.5 From the main menu, select Server > SetUp > Server > Backup / Restore
- 4.1.6 Choose Configure > Server > **Backup / Restore**.
- 4.1.7 Click **Backup Fiery Settings**.
- 4.1.8 In the dialog box that appears, type the name of the configuration settings file or select it from the list.
- 4.1.9 Click **Open**
Now the backed up settings, etc, are restored.

4.2 Restore Fonts

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If fonts were backed up, then restore them.

(From the Command WorkStation main menu, select Server > Manage Font)

4.3 Restore Queued Jobs, Archived Jobs

If Queued jobs or Archived jobs were backed up, restore them

(From the Command WorkStation main menu, select File > Import > Archived Job)

4.4 Manual configuration that was not backed-up.

From Command WorkStation, the following items which were not backed up must be configured manually. (From the main menu, select Server> General)

- 1) Server Name
- 2) Administrator Password
- 3) System Date and Time.

5 Patch 1-10W3WT.ps installation

- 5.1 Print the configuration page and check the IP address of the controller.
- 5.2 Connect the PC to the network.
- 5.3 Launch *Command WorkStation*.
- 5.4 Input the IP address and make a connection to the Fiery Controller.
- 5.5 Download/Import the patch file "**1-10W3WT.ps**" with Command Workstation to the "Direct" queue.
- 5.6 Please wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
- 5.7 From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
- 5.8 Wait until the Fiery has come to idle and print out the configuration page.
- 5.9 Verify the **Update Info** section. It should contain the patch number "**1-10W3WT**".



Model: Model At-C2

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No.: RD025031

S/N list of affected units

Below is an S/N list of affected units which were once shipped out from factory.
However, some of the units are already returned to the factory and reworked or is currently being reworked.

For the reworked units, a blue dot label  is attached on the carton box.
So, if the S/N is found in the below table, but the carton box has  attached, then corrective action is not needed at installation.

D480-01 (US)

| | | | |
|-------------|-------------|-------------|-------------|
| V6194900001 | V6195000001 | V6195000011 | V6195000021 |
| V6194900002 | V6195000002 | V6195000012 | V6195000022 |
| V6194900003 | V6195000003 | V6195000013 | V6195000023 |
| V6194900004 | V6195000004 | V6195000014 | V6195000024 |
| V6194900005 | V6195000005 | V6195000015 | V6195000025 |
| V6194900006 | V6195000006 | V6195000016 | V6195000026 |
| V6194900007 | V6195000007 | V6195000017 | V6195000027 |
| V6194900008 | V6195000008 | V6195000018 | |
| V6194900009 | V6195000009 | V6195000019 | |
| V6194900010 | V6195000010 | V6195000020 | |

D480-02 (EU)

| | | | | |
|-------------|-------------|-------------|-------------|-------------|
| V6194900026 | V6194900036 | V6194900046 | V6194900056 | V6194900068 |
| V6194900027 | V6194900037 | V6194900047 | V6194900057 | V6194900069 |
| V6194900028 | V6194900038 | V6194900048 | V6194900058 | V6194900070 |
| V6194900029 | V6194900039 | V6194900049 | V6194900059 | V6194900071 |
| V6194900030 | V6194900040 | V6194900050 | V6194900061 | V6194900072 |
| V6194900031 | V6194900041 | V6194900051 | V6194900062 | V6194900073 |
| V6194900032 | V6194900042 | V6194900052 | V6194900064 | V6194900074 |
| V6194900033 | V6194900043 | V6194900053 | V6194900065 | V6194900075 |
| V6194900034 | V6194900044 | V6194900054 | V6194900066 | |
| V6194900035 | V6194900045 | V6194900055 | V6194900067 | |

D480-02 (AP)

| |
|-------------|
| V6194900063 |
| V6195000071 |
| V6195000074 |
| V6195000077 |
| V6195000099 |
| V6195000101 |

Reissued:30-Apr-09

| | | |
|--------------------|-----------------|----------------|
| Model: Model AT-C2 | Date: 10-Apr-09 | No.: RD025032b |
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RTB Reissue

The items in ***bold italics*** were corrected

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

SYMPTOM

- ***The panel does not respond at all, or***

- ***The positions of the buttons shift (even after performing calibration)***
Note: This issue affects machines with the following serial numbers

| Model Name | Destination | Code | Serial Number |
|--|--|--------------|-----------------------------|
| MP C2800/MP C2800 | A t h e n a - C 2 a A A G E R | D02329 | ~V1487010114 |
| AFICIO MP C2800/MP C2800 | A t h e n a - C 2 a E U G E R | D02327 | ~V1493703313 |
| AFICIO MP C3300/MP C3300 | A t h e n a - C 2 b E U G E R RICOH | D02527 | ~V1593700016 |
| MP C2800/MP C2800 | A t h e n a - C 2 a A A G E R | D02529 | ~V1487010114 |
| C2828G / LD528CG / Aficio MP C2800G | A t h e n a - C a N A | D023-17 | See page 8 |
| C3333 / MP C3300 / LD533C / Aficio MP C3300 SP | A t h e n a - C b N A | D025-17 | See page 9 |
| C2828G / LD528CG / Aficio MP C2800G | A t h e n a - C b N A G S A | D023/D025-57 | V1485900122~ V1594900065 |

CAUSE

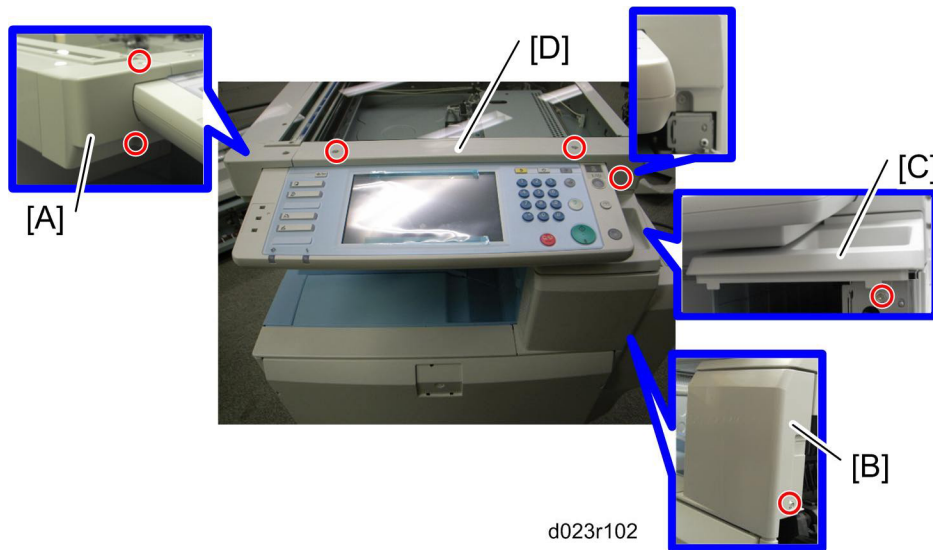
The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION
In the field: Replace the touch panel (**see the procedure below**).

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

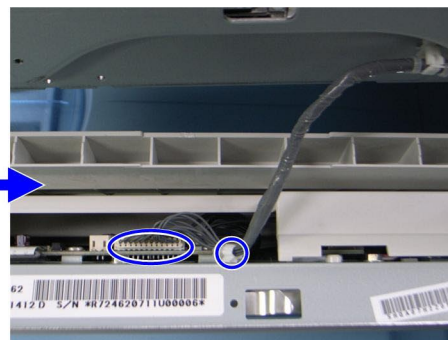
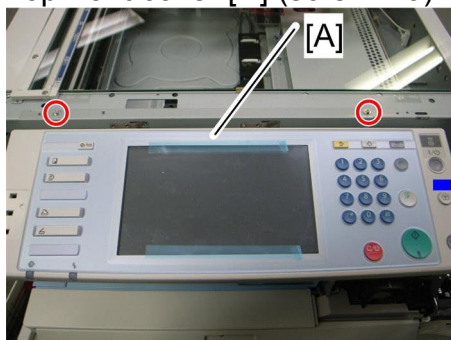
| Old Part Number | New Part Number | |
|-----------------|-----------------|-----------------------|
| D0291494: | D0299900 | Touch Panel: W-VGA:FU |

Touch Panel Replacement Procedure



d023r102

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



d023r103

6. Operation panel [A] (screw x 2, connector x 1, harness x 1)

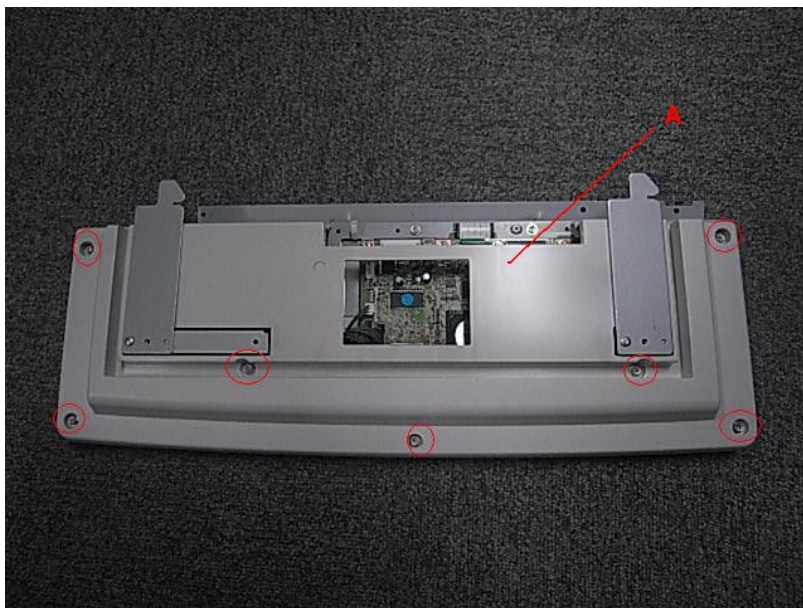
Model: Model AT-C2

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7. Operation panel [A] (screw x 2)



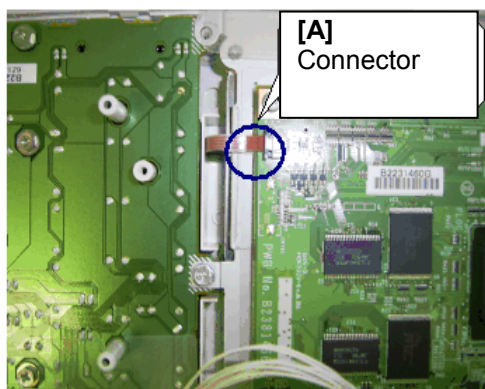
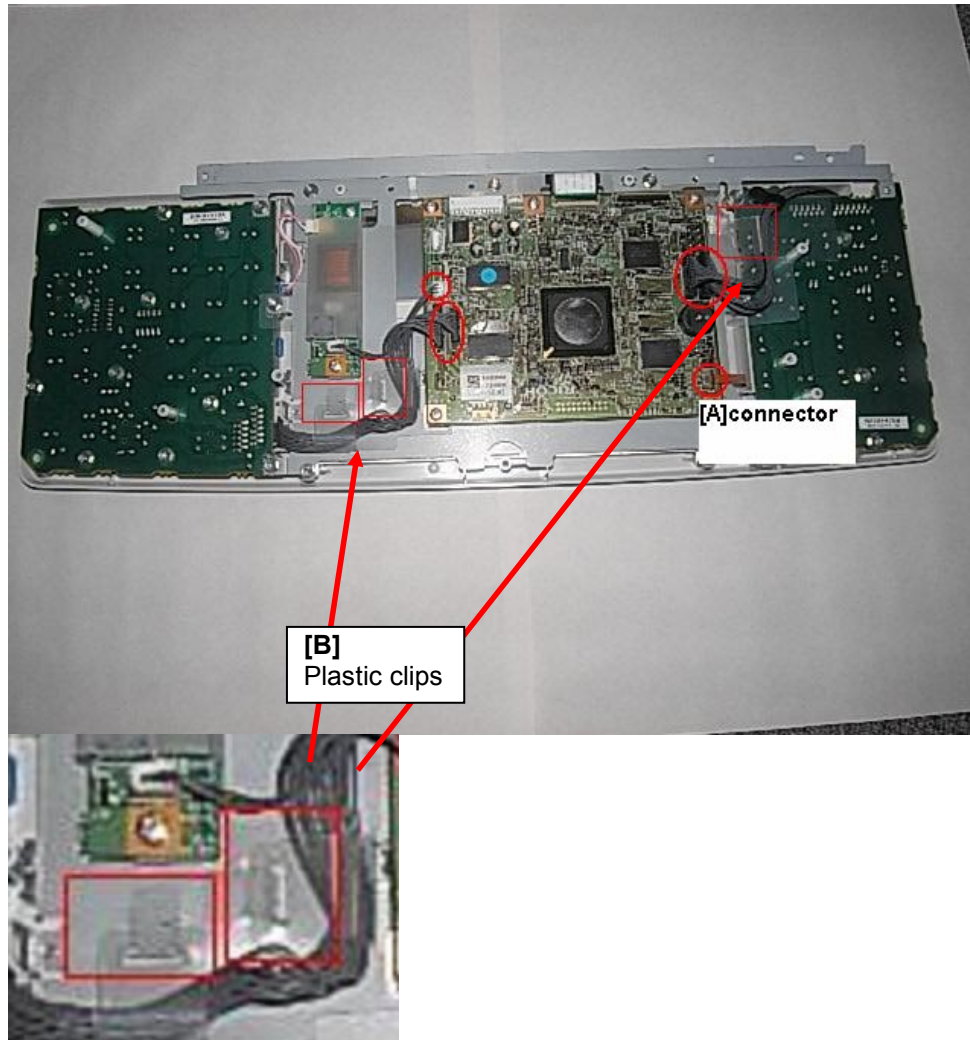
8. Operation panel cover [A] (screw x 7)

Model: Model AT-C2

Date: 10-Apr-09

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9. Open the plastic clips [B] that secure the harness using a flathead screwdriver.
10. Push the connector [A] to the left to remove the flat cable.
11. The two boards inside the frame (screw x 10, connector x 5, tape x3).



Touch panel + LCD

Rear side



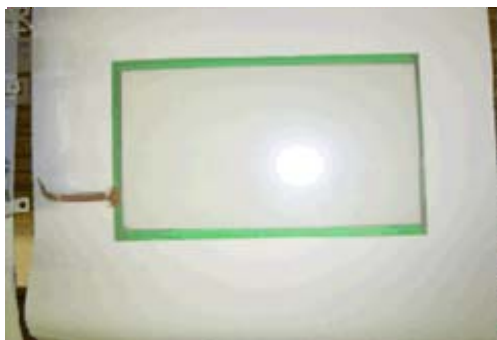
Front side

12. Remove the old touch panel from the LCD.

Note: The touch panel is attached to the LCD.

13. Attach the new touch panel (P/N **B2231484**) to the LCD.

Important: Only replace the touch panel. Do not replace the LCD.



14. Re-assemble the operation panel unit in the reverse order of the steps above.

15. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Touch Panel Position Adjustment**Notes:**

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

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

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| Model: Model AT-C2 | Date: 10-Apr-09 | No.: RD025032 |
|--------------------|-----------------|---------------|

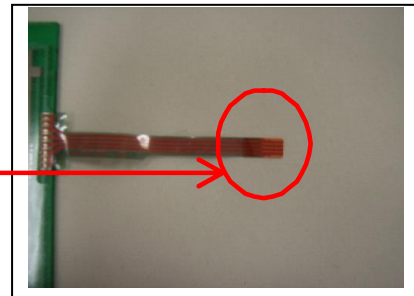
1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.
2. On the touch screen press "Touch Screen Adjust" (or press o).
3. Use a pointed (not sharp) tool to press the upper left mark .
4. Press the lower right mark when " " shows.
5. Touch a few spots on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

Model: Model AT-C2

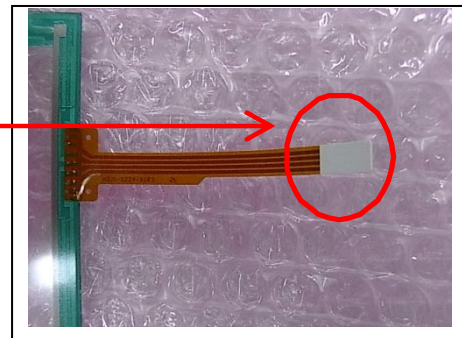
Date: 10-Apr-09

No.: RD025032

How to distinguish the new parts from the old parts



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



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

Model: Model AT-C2

Date: 10-Apr-09

No.: RD025032

| D023-17 Serial # |
|-------------------------|
| V1485700101~V1485900560 |
| V1485900581~V1485900588 |
| V1485900666~V1485900740 |
| V1485900746~V1485900748 |
| V1485900753~V1485900761 |
| V1485900763 |
| V1485900769~V1485900819 |
| V1485900824~V1485900827 |
| V1485900829~V1486000016 |
| V1486000021~V1486000290 |
| V1486000335 |
| V1486000336 |
| V1486000458~V1486000462 |
| V1486000464 |
| V1486000562 |
| V1486000564 |
| V1486000566 |
| V1486000568 |
| V1486000573 |
| V1486000578 |
| V1486000579 |
| V1486000590 |
| V1486000592 |
| V1486000626 |
| V1486000645 |
| V1486000646 |
| V1486000647 |
| V1486000649 |
| V1494900007 |
| V1494900009 |
| V1494900101 |
| V1494900102 |
| V1494900103 |
| V1494900104 |
| V1494900119 |
| V1494900121 |
| V1494900126 |

| | | |
|--------------------|-----------------|---------------|
| Model: Model AT-C2 | Date: 10-Apr-09 | No.: RD025032 |
|--------------------|-----------------|---------------|

| D025-17 Serial # | |
|-------------------------|-------------------------|
| V1585700014~V1585900732 | V1594900170 |
| V1585900749 | V1594900171 |
| V1585900750 | V1594900172 |
| V1585900753~V1585900773 | V1594900173 |
| V1585900775 | V1594900178 |
| V1585900776 | V1594900179 |
| V1585900778 | V1594900184 |
| V1585900780 | V1594900185 |
| V1585900783 | V1594900187 |
| V1585900784 | V1594900188 |
| V1585900795 | V1594900189 |
| V1585900811 | V1594900191 |
| V1585900815 | V1594900214~V1594900229 |
| V1585900821 | V1594900244~V1594900253 |
| V1585900838 | V1594900266~V1594900289 |
| V1585900854~V1585900860 | V1594900292~V1594900301 |
| V1585900862 | V1594900334~V1594900337 |
| V1585900864 | V1594900475~V1594900483 |
| V1585900866~V1585900896 | V1594900487 |
| V1585900899 | V1594900501 |
| V1585900904 | V1594900503 |
| V1585900906 | V1594900505 |
| V1585900908 | V1594900509 |
| V1585900910 | V1594900510 |
| V1585900913 | V1594900514 |
| V1585900915 | |
| V1585900916 | |
| V1585900917 | |
| V1585900918 | |
| V1585900920 | |
| V1585900921 | |
| V1585900922 | |
| V1585900923 | |
| V1585900925 | |
| V1585900927~V1586000103 | |
| V1586000122~V1586000125 | |
| V1586000153~V1586000156 | |
| V1586000182 | |
| V1586000183 | |
| V1586000241 | |
| V1586000242 | |
| V1586000246 | |
| V1586000253 | |
| V1586000254 | |
| V1586000277 | |
| V1594900002 | |
| V1594900134 | |
| V1594900135 | |
| V1594900158 | |
| V1594900159 | |
| V1594900160 | |
| V1594900161 | |
| V1594900163 | |
| V1594900169 | |

| | | |
|--------------------|-----------------|---------------|
| Model: Model AT-C2 | Date: 10-Apr-09 | No.: RD025032 |
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| | | | |
|---|--|-------------------------|---------------|
| Model: Model AT-C2 | | Date: 10-Apr-09 | No.: RD025033 |
| Subject: Service Call | | Prepared by: No.Yoshida | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () | | |

The following SP was added to the Service manual.

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|---|
| 724 | D | Finisher stapler hammer motor error. |
| | | Stapling does not finish within the prescribed time after the staple hammer motor turns on. The 1st detection failure causes a jam error, and the 2nd failure causes this SC code. |
| | | <ul style="list-style-type: none"> Stapler hammer motor overloaded due to obstruction, jammed staple, number of sheets exceeds limit for stapling Stapler hammer motor disconnected, defective Staple hammer motor HP sensor disconnected, defective |

| | | | |
|--|--|---|---|
| Model: Model AT/AP-C2 | | Date: 13-Apr-09 | No.: RD029030 |
| Subject: Important notes for new unit detection mechanism of the new fusing unit | | Prepared by: T.Kiyohara | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Important Note About New unit detection mechanism of the complete fusing unit

For the complete fusing units, there is no new unit detection mechanism. Therefore, it is necessary to reset PM counters.

SP mode setting

As written in the Field service manual, the following SP value of Model AT/AP-C2 must be changed at the new complete fusing unit installation.

SP#: **SP7-804-019**

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

Procedure

Before Removing the old PM Parts

1. Enter the SP mode.
2. Output the SMC logging data with SP5-990-004.
3. Set the SP3902-014 to "1" before you turn the power off. Then, the machine will reset the PM counters automatically.
4. Exit the SP mode.

After installing the new PM parts

1. Turn on the main power switch.
2. Output the SMC logging data with SP5-990-004 and check the counter values.
3. Make sure that the PM counters for the replaced units are "0" with SP7-803. If the PM counter for a unit was not reset, then reset that counter with **SP 7-804-019**.
4. Make sure that the exchange counter counts up with SP7-853.
5. Make sure that the counters for the previous units (SP7-906) on the new SMC logging data list (from step 2 above) are equal to the counters (SP7-803) for these units on the previous SMC logging data list (the list that was output in the "Before removing the old parts" section).
6. Make sure that the unit replacement date is updated with SP7-950.

| | | | |
|---|--|---|---|
| Model: At-C2 | | Date: 2-Jun-09 | No.: RD025034 |
| Subject: A, B, C Jam indicated together but there is no jam | | Prepared by: M. Kumagai | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

The machine indicates A, B, C Jam all together continually or at two or three paper ejection intervals, but there is no jam (paper is resting inside the machine, but is not jammed).

Note: This symptom does not occur when the machine turns on; it occurs after the machine has been running continuously.



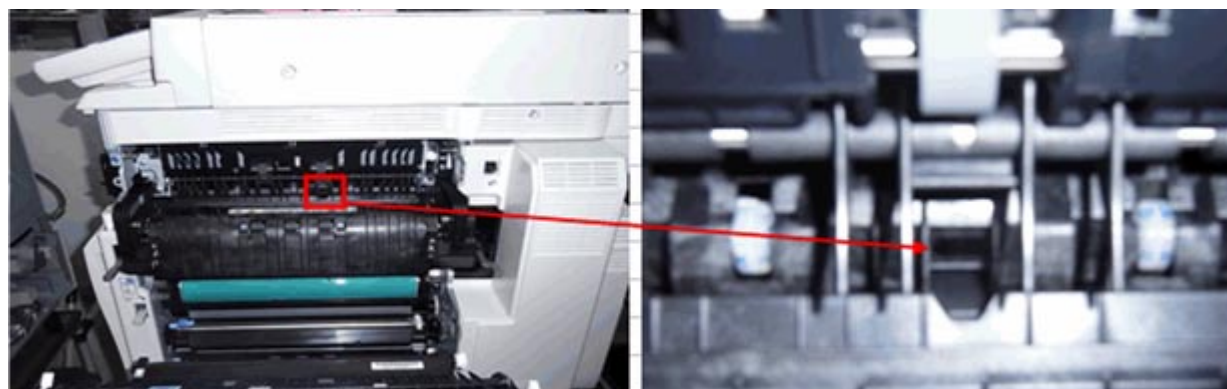
CAUSE

A specific lot of the Paper Exit Sensor is faulty.

Some parts of the sensor fall off if the machine is running continuously and the temperature of the fusing unit rises.

As the result of the above, the sensor detects a "No paper" condition continuously even if there is paper in the paper feed path.

Therefore, when the machine expects to detect paper at the sensor (based on the paper feed timing), paper is not detected, and the machine indicates an A, B, and C Jam.



Model: At-C2

Date: 2-Jun-09

No.: RD025034

Affected Units

This problem affects the following serial numbers of At-C2a / C2b.

| Model Name | Code | Serial Number |
|------------|---------|----------------------------|
| At-C2a | D023-17 | V1495100098 to V1495100104 |
| | D023-27 | V1493902447 to V1494001063 |
| | D023-29 | V1496210209 to V1496210307 |
| At-C2b | D025-17 | V1595100745 to V1595100749 |
| | D025-27 | V1593901474 to V1594000561 |
| | D025-29 | V1596210169 to V1596210262 |

SOLUTION

Production line

- After the March 2009 production, the factory started a new method of sensor testing.

Action required in the field

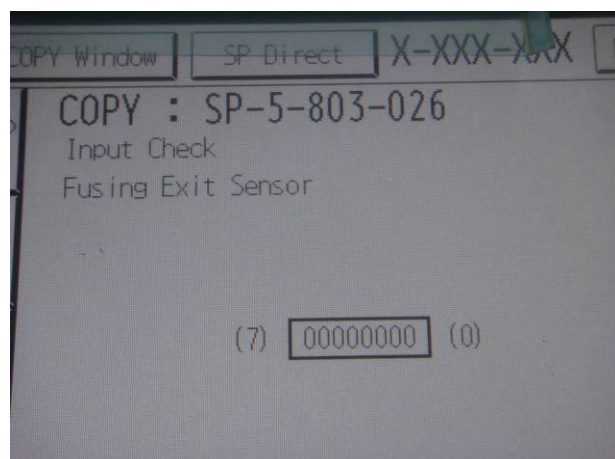
- Replace the Paper Exit Sensor (AW010127) if the following SP input value is not correct.

Note: 1) The parts stock at the local SPC is already changed to correctly-working parts.
2) You must check if the sensor is faulty or not with the following procedure.

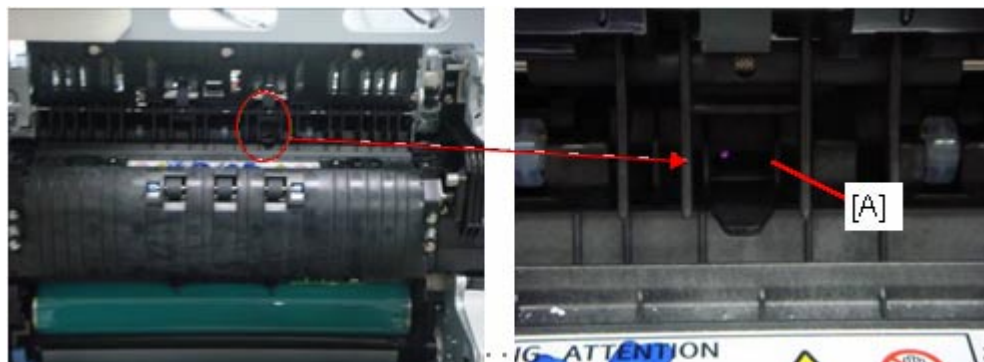
Check procedure for a faulty sensor

Important: Check this if A, B, and C Jams all occurred together.

1. Open the duplex unit.
2. Enter SP5803-026.



3. Check the input value with and without paper.



| Sensor check condition | SP5803-026 Input Check value | |
|--|------------------------------|-----------------|
| | Normal Sensor | Faulty Sensor |
| (a) If the paper exit sensor [A] is covered with paper | 00000001 | 00000000 |
| (b) If the paper exit sensor [A] is not covered with paper | 00000000 | 00000000 |

4. Replace the paper exit sensor if the value is “**00000000**” in condition (a).

Note: The paper exit sensor is not faulty if the value is “00000001” in condition (a).

| | | | |
|--|---|--|--|
| Model: Model At-C2 | | Date: 19-June-09 | No.: RD025035 |
| Subject: Patch Release for E-3100 V.1.0 (1-12KOMM.ps) | | Prepared by: a C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-12KOMM.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-12KOMM.ps | The configuration page does not print and the engine shows a functional problem message when printing the configuration page after the engine wakes up from energy saver mode and if the trays don't have the appropriate paper size to print the config page. |

Prerequisite(s):

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

- 1-10W3WT

Patch Update Procedure

1. Extract **D4807553.exe** until you get the **1-12KOMM.ps** file.
2. Download/Import the patch file "**1-12KOMM.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12KOMM**".

| | | | |
|--|---|--|--|
| Model: Model At-C2 | | Date: 19-June-09 | No.: RD025036 |
| Subject: Patch Release for E-3100 V.1.0 (1-12PHC2.ps) | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-12PHC2.ps** for Color Controller E-3100 System version 1.0.

Please apply this patch at the next service visit.

| Patch File | Issue(s) |
|--------------------|--|
| 1-12PHC2.ps | <p>Some custom color profile settings are not saved.</p> <p>Details If the custom color profile settings (input/output values) for the following three modes are edited and saved using the Profile Manager, the settings will be reset to their initial values when the controller is rebooted.</p> <ul style="list-style-type: none"> • Quick • Full (Source GCR) • Full (Output GCR) <ol style="list-style-type: none"> 1) The settings will be saved and applied to print jobs until the controller is rebooted. 2) The files containing the custom color profiles still exist on the hard drive. Only the values are reset. 3) This issue only occurs with the three modes mentioned above. The settings for Master mode are not reset. |

Steps to reproduce

1. Launch CommandWorkStation and connect to the Fiery.
2. Select Server => Manage Color.
3. Click on the Profile Manager.
4. Select any of the profiles from the list under Simulation and click the edit button.
5. From the Edit Mode, select any mode except "Master".
6. Enter Input = "50" and Output = "30", and then click the Add button.
7. Click the Save button, and save as any name.
8. Click the Save and Done button to exit the edit window.
9. Close ColorWiseProTool.

Model: Model At-C2

Date: 19-June-09

No.: RD025036

10. Select Server => Reboot Server.
11. After the server comes back to idle, repeat steps 1-5.
12. Note the input and output values.

Result

The input and output values entered in step 6 are not saved.

Important Note**Before applying this patch:**

If the customer has edited/saved any color profiles since the last time the controller was rebooted, ask him/her for permission to move the profile settings to a hard disk on a client PC. Then, after you apply the patch, ask for permission to restore the profile settings to the controller hard disk.

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807554.exe** until you get the **1-12PHC2.ps** file.
2. Download/Import the patch file "**1-12PHC2.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12PHC2**".

| | | | |
|--|---|--|--|
| Model: Model At-C2 | | Date: 17-Jul-09 | No.: RD025038 |
| Subject: Patch Release for E-3100 V.1.0 (1-12HHQU.ps) | | Prepared by: C.Tsuji | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-12HHQU.ps** for Color Controller E-3100 System version 1.0.

| Patch File | Specification Change |
|--------------------|--|
| 1-12HHQU.ps | Before: 1-sheet booklet job cannot be folded. After: 1-sheet booklet job can be folded. |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807555.exe** until you get the **1-12HHQU.ps** file.
2. Download/Import the patch file "**1-12HHQU.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12HHQU**".

| | | | |
|---|--|-------------------------|---------------|
| Model: Model AT-C2 | | Date: 04-Aug-09 | No.: RD025039 |
| Subject: SC824 : Service manual revision | | Prepared by: T.Kiyohara | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () | | |

The following SP was added to the Service manual.

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 824 | D | [1401] Self-diagnosis error: Standard NVRAM The controller cannot recognize the standard NVRAM installed or detects that the NVRAM is defective. |
| | | <ul style="list-style-type: none"> Loose connection Defective standard NVRAM Defective controller |
| | | 1. Check the standard NVRAM is firmly inserted into the socket. 2. Replace the NVRAM. 3. Replace the controller |

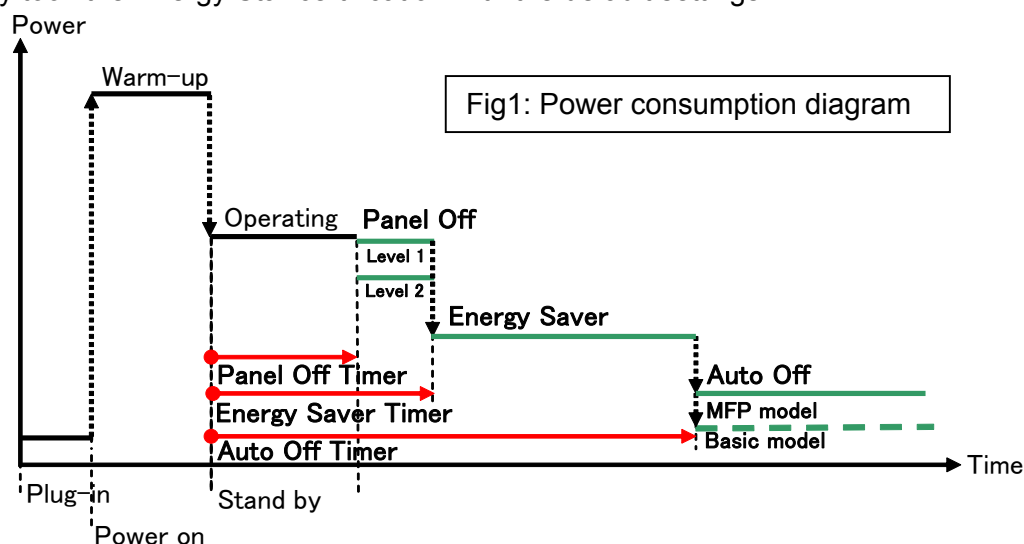
| | | | |
|--|--|------------------------|---------------|
| Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2 | | Date: 18-Nov-09 | No.: RGene036 |
| Subject: Recommended Eco Mode setting (for Europe/Middle East/Africa only) | | Prepared by: F.Noguchi | |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input checked="" type="checkbox"/> Other () <input type="checkbox"/> Tier 2 | | |

1. Recommended Ricoh Eco Mode settings

Ricoh products are designed to help our customers to reduce their power consumption. The following table shows Ricoh recommended setting values for Panel off timer, Energy saver timer and Auto off timer for energy saving.

| | Model | Panel Off Timer | | Energy Saver Timer | | Auto Off Timer | | Reduction ratio for power consumption |
|-----|-------|--|---------------|--|---------------|--|---------------------------------------|---------------------------------------|
| | | Recommend Setting (10 sec ~ 240 min) | Recovery time | Recommend Setting (1 ~ 240 min) | Recovery time | Recommend setting (1 ~ 240 min) | Recovery time | |
| B&W | S-C4 | - | - | 1 min (Factory default) | 10 sec | 1 min (Factory default) | 10sec (C4/C4SPF) 7 sec (C4F) | 77%~86% |
| | K-C3 | - | - | | 10 sec | | 10 sec | 74%~85% |
| | PR-C1 | - | - | | 10 sec | | 10 sec | 83% |
| | R-C5 | 1 min | 0 sec | - | - | | 10 sec | 72%~81% |
| | AI-C1 | (Factory default) | 0 sec | - | - | | 10 sec | 66% |
| B2C | Di-C1 | <ul style="list-style-type: none"> 1 min Level2 (Factory default) | 5.9 sec | - | - | 20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default) | 25 sec (C1a/C1La/C1Lc) 26 sec(C1c) | 38%~42% |
| | AT-C2 | <ul style="list-style-type: none"> 1 min (Factory default) Change from Level1 (default) to Level2 See Note | 7sec | 15 min (Factory default) | 17sec | 30 min (Factory default) | 24 sec | 35%~37% |
| | AP-C2 | <ul style="list-style-type: none"> 1 min Level1 (Factory default) | 5.4 sec | Change from 15 min (default) to 1 min See Note | 5.5 sec | 45 min (Factory default) | 31 sec(C1c) 49 sec(C1d) | 24% |

Note: We cannot change the default settings to be the recommended settings, because we already took the Energy Star certification with the default settings.



Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

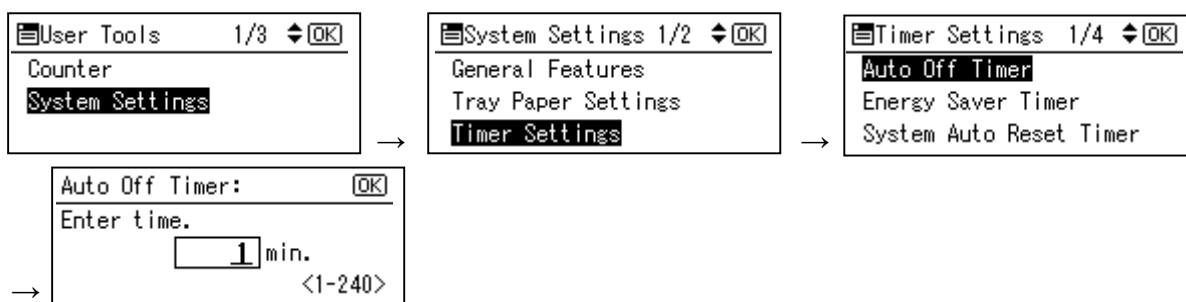
2. Eco Mode setting procedure

2.1 B/W models

Model S-C4, K-C3, PR-C1

■ Timer Setting Procedure:

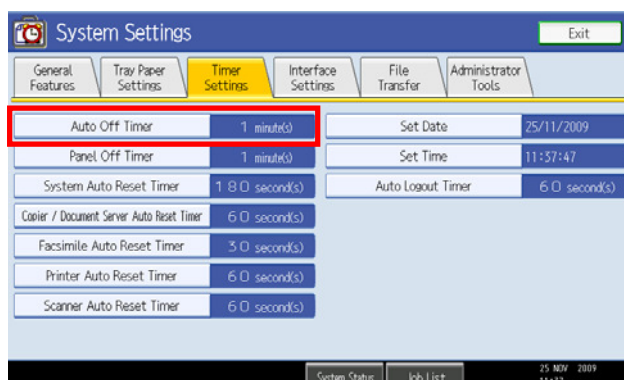
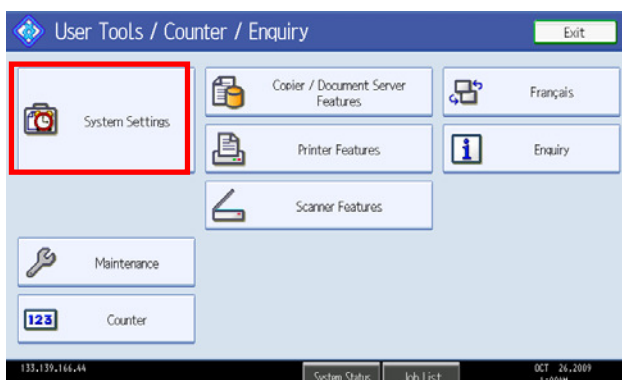
- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model R-C5

■ Timer Setting Procedure:

- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

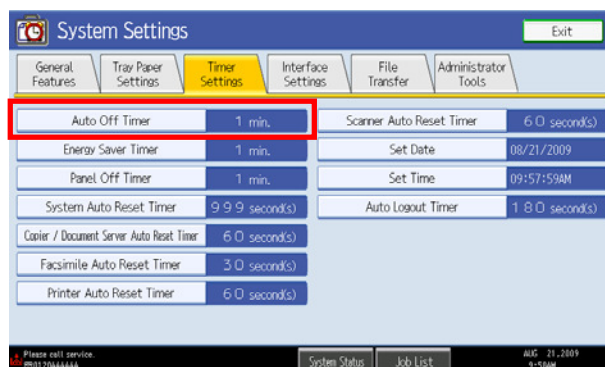
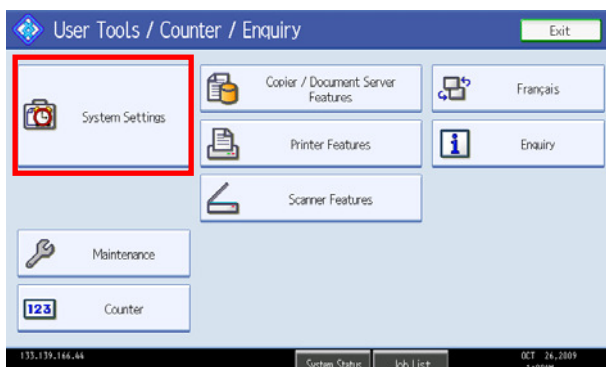
No.: RGene036

Model AL-C1

■ Timer Setting Procedure:

- 1) Check the current setting on Auto Off timer setting.
- 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

2.2 Color models

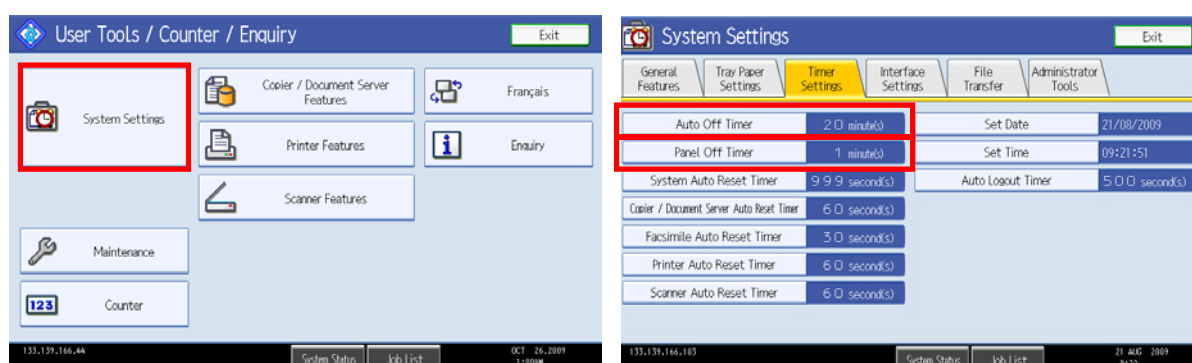
Model Di-C1

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.
(Refer to table on page 1/9)

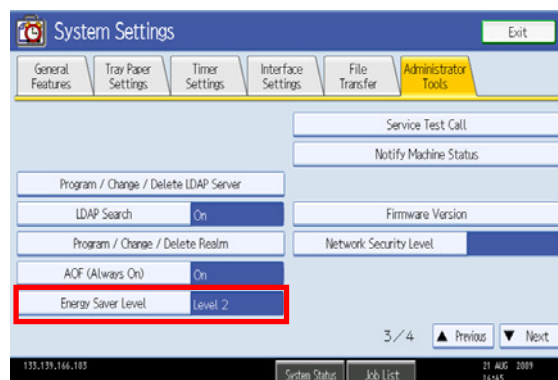
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings
→ Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2 (factory default setting).



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

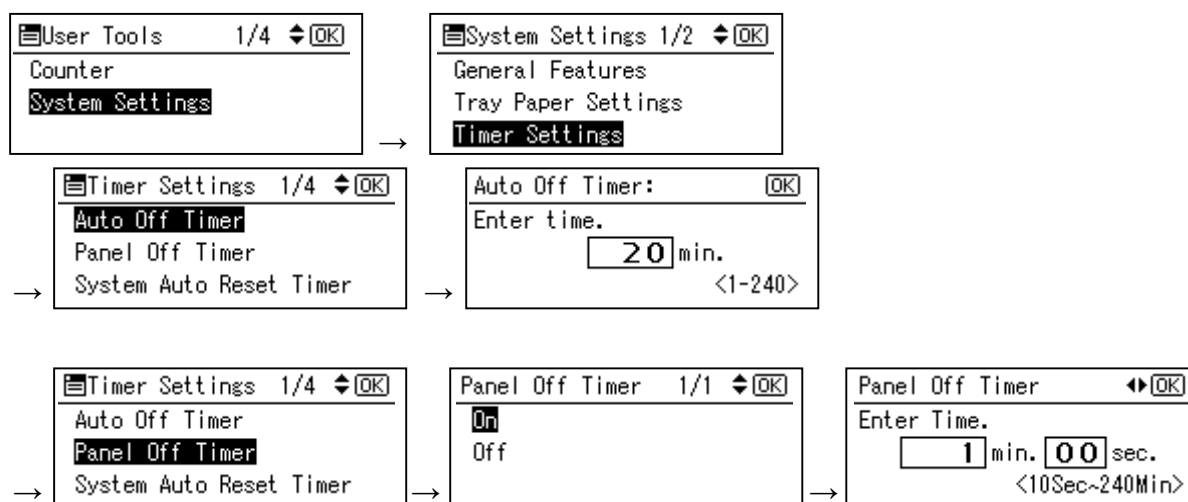
Model Di-C1L

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

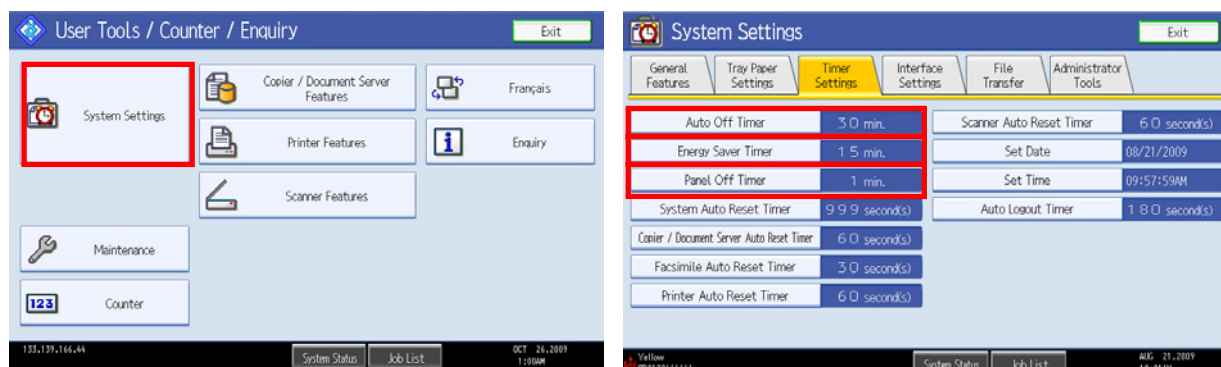
Model AT-C2

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

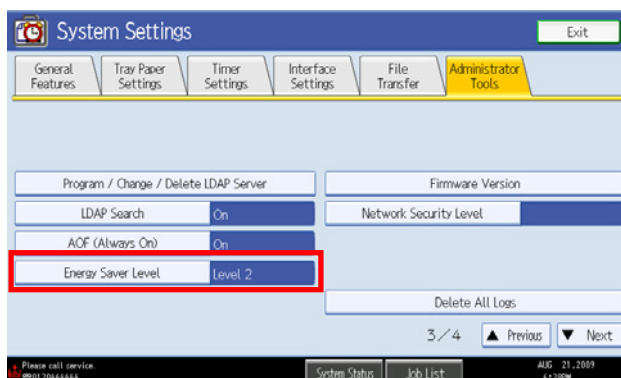
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

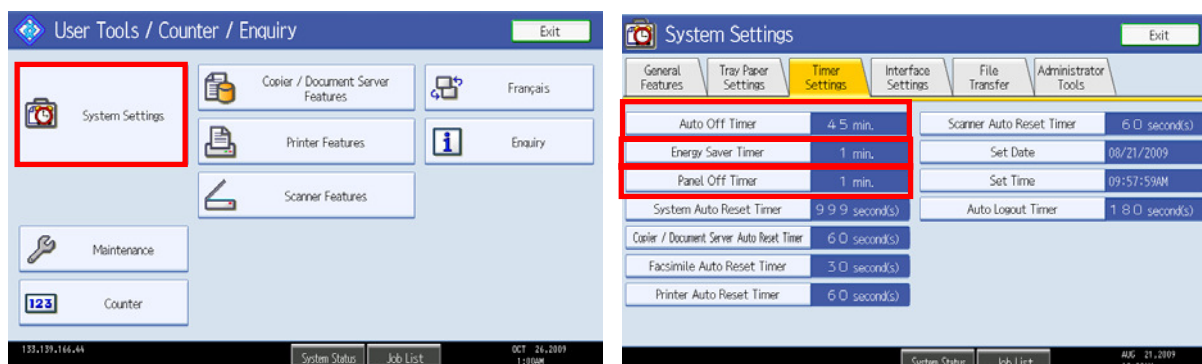
Model AP-C2

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

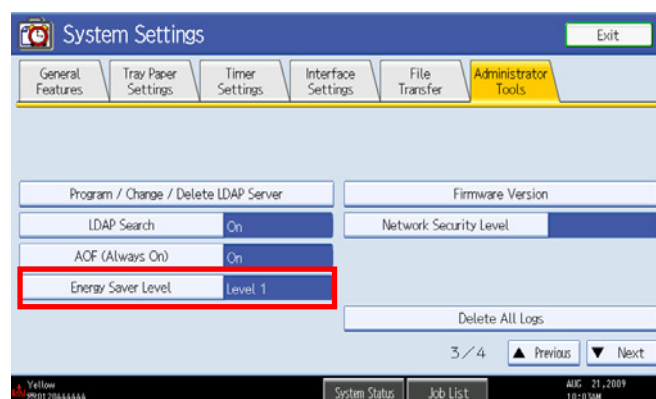
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 1, change the setting to Level 1 (factory default setting).



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

3. Power consumption

| Model Name | Panel Off Timer | | | Energy Saver Timer | | | Auto Off Timer | | | Reduction ratio for Power consumption (%) *See Note1 |
|------------|-----------------|------------------------|----------------------|--------------------|------------------------|----------------------|-----------------|------------------------|----------------------|---|
| | Default Setting | | Recommen dation | Default Setting | | Recom mendat ion | Default Setting | | Recom mendat ion | |
| | Time (m) | Power consu mption (W) | Time (W) | Time (m) | Power consu mption (W) | Time (W) | Time (m) | Power consu mption (W) | Time (W) | |
| S-C4 | | | | 1 | 21.6 | Keep Factory Default | 1 | 0.6 | Keep Factory Default | 86 |
| S-C4 F | | | | 1 | 30.2 | | 1 | 4.8 | | 77 |
| S-C4 SPF | | | | 1 | 25.5 | | 1 | 5.0 | | 77 |
| K-C3a | | | | 1 | 40 | | 1 | 1.0 | | 85 |
| K-C3b | | | | 1 | 40 | | 1 | 1.0 | | 85 |
| K-C3cd | | | | 1 | 40 | | 1 | 0.7 | | 74 |
| PR-C1 | | | | 1 | 34.3 | | 1 | 0.7 | | 83 |
| R-C5b CS | 1 | 161 | Keep Factory Default | | | | 1 | 5.6 | Keep Factory Default | 77 |
| R-C5c CS | 1 | 161 | | | | | 1 | 5.6 | | 72 |
| R-C5b | 1 | 154 | | | | | 1 | 1.1 | | 81 |
| R-C5c | 1 | 154 | | | | | 1 | 1.1 | | 76 |
| AI-C1b | 1 | 143 | | | | | 1 | 5.7 | | 66 |

| Model Name | Pannel Off Timer | | | | Energy saver Timer | | | Auto Off Timer | | | Reduction ratio for Power consumption (%) *See Note1 | |
|----------------|------------------|------------|------------------------|----------------------|--------------------|-----------------|------------------------|-----------------|-----------------|------------------------|---|-----------------|
| | Default Setting | | | Recommendation | | Default Setting | | Recom mendation | Default Setting | | | Recommen dation |
| | Lavel | Time (min) | Power consu mption (W) | Level | Time (min) | Time (min) | Power consu mption (W) | Time (min) | Time (min) | Power consu mption (W) | | Time (min) |
| Di-C1La | 2 | 1 | 126 | Keep Factory Default | | | | | 20 | 4.7 | Keep Factory Default | 40 |
| Di-C1Lc | 2 | 1 | 126 | | | | | | 30 | 4.7 | | 38 |
| Di-C1a | 2 | 1 | 131 | | | | | | 20 | 5.2 | | 42 |
| Di-C1c | 2 | 1 | 131 | | | | | | 30 | 5.2 | | 41 |

| | | |
|---|-----------------|---------------|
| Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2 | Date: 18-Nov-09 | No.: RGene036 |
|---|-----------------|---------------|

| Model Name | Panel Off Timer | | | | | | Energy Saver Timer | | | Auto Off Timer | | | Reduction ratio for Power consumption (%) *See Note1 |
|------------|-----------------|------------|-----------------------|------------------|----------------------|-----------------------|--------------------|-----------------------|----------------------|-----------------|-----------------------|----------------------|---|
| | Default Setting | | | Recommendation | | | Default Setting | | Recommendation | Default Setting | | Recommendation | |
| | Level | Time (min) | Power consumption (W) | Level | Time (min) | Power consumption (W) | Time (min) | Power consumption (W) | Time (min) | Time (min) | Power consumption (W) | Time (min) | |
| AT-C2a | 1 | 1 | 210 | Change to Level2 | Keep Factory Default | 173 | 15 | 106 | Keep Factory Default | 30 | 4.3 | Keep Factory Default | 35 |
| AT-C2b | 1 | 1 | 216 | Change to Level2 | | 171 | 15 | 104 | | 30 | 4.3 | | 37 |

| Model Name | Panel Off Timer | | | | | | Energy Saver Timer | | | Auto Off Timer | | | Reduction ratio for Power consumption (%) *See Note1 |
|------------|-----------------|------------|-----------------------|----------------------|----------------------|--|--------------------|-----------------------|-----------------|-----------------|-----------------------|----------------------|---|
| | Default Setting | | | Recommendation | | | Default Setting | | Recommendation | Default Setting | | Recommendation | |
| | Level | Time (min) | Power consumption (W) | Level | Time (min) | | Time (min) | Power consumption (W) | Time (min) | Time (min) | Power consumption (W) | Time (min) | |
| AP-C2c | 1 | 1 | 141 | Keep Factory Default | Keep Factory Default | | 15 | 135 | Change to 1 min | 45 | 2.9 | Keep Factory Default | 24 |
| AP-C2d | 1 | 1 | 141 | | | | 15 | 135 | | 45 | 2.9 | | 24 |

Note 1: Percentage reduction in power consumption when using the recommended settings, compared with the maximum setting of 240 minutes.

The actual reduction in power consumption will vary depending on the customer's usage conditions (e.g. ACV, P/J, option configuration, etc.) and installation environment (e.g. temperature and humidity conditions).

| | | | |
|---|---|---|--|
| Model: AT-C2 | | Date:18-Feb-10 | No.: RD025040 |
| Subject: LCD panel does not indicate | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

The LCD may remain blank when the machine recovers from Energy Saver or Off/Sleep Mode.

CAUSE

A bug in the LCDC firmware control program causes a fuse mounted on the operation panel LCD board to short out.

SOLUTION

Production line:

The LCDC firmware was modified to correct the bug.

Applied from: December 2009 production.

In the field:

Proactive measures

Update the LCDC firmware to the following versions or later at the next site visit.

| Region | Version | Program No. | Pre-installed from: |
|-----------------------|---------|-------------|--------------------------|
| US Models | 1.09 | D0251491D | December 2009 production |
| EU Models | 1.09 | D0251492D | December 2009 production |
| ASI_TWN Models | 1.09 | D0251493B | December 2009 production |
| CHN Models | 1.09 | D0251457A | December 2009 production |
| KOR Models | 1.09 | D0251459A | December 2009 production |

If the symptom is reported:

1. Replace the operation panel LCD board.
2. If the LCDC firmware is older than the versions listed in the table above, install the new version.

Note: When you update the firmware, you may need to re-install the language firmware as well.

Affected units

From the beginning of mass production through the end of November 2009 production

Reissued:09-Apr-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 26-Mar-10 | No.: RD025041a |
|--------------|-----------------|----------------|

RTB Reissue

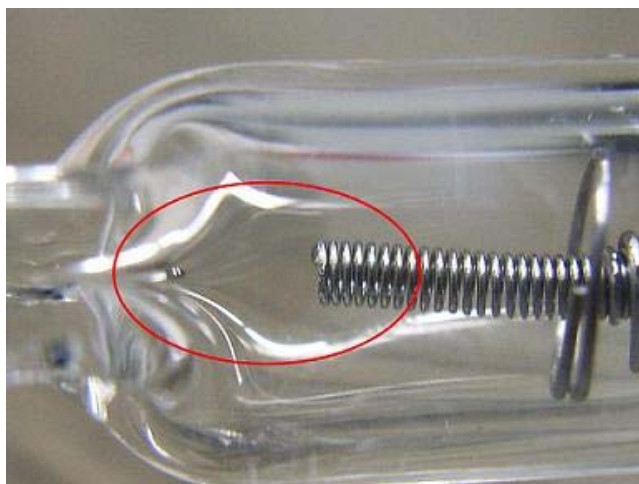
The items in ***bold italics*** were corrected or added.

| | | | |
|---|---|---|--|
| Subject: SC552/555 | | Prepared by: N.Yoshida | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | |

SYMPTOM

The heating roller fusing lamp (P/N AX440275) breaks, triggering SC552 or SC555.

Affected models: AT-C2 Asia model, China model, and EU model.



CAUSE

While the machine is in the Standby (Ready) condition, the temperature of the tungsten wire in the lamp tends to weaken the wire. If the total time spent in the Ready condition is long enough, eventually the wire breaks.

Reissued:09-Apr-10

Model: AT-C2

Date: 26-Mar-10

No.: RD025041a

SOLUTION

In the field:

1. To prevent new cases of the symptom:

- Upgrade the Engine firmware to **1.55:09 or later** **as soon as possible** by @Remote or at the next service visit.

Note:

- The fusing lamp control was modified so that the temperature conditions do not weaken the tungsten wire.
- Even after upgrading the firmware, the symptom may still occur if the wire has already been weakened enough.

- Please strongly recommend that users keep the Auto Off Timer and Panel Off Timer at their **default values**.

Asia and China models only: If the customer does not accept this, please strongly recommend setting the Panel Off Timer to **1 minute**, and the Energy Saver Level to **Level 2** (User Tools – Administrator Tools).

Note:

- Even though the Standby time does not affect the tungsten wire after the new firmware and/or fusing lamp is installed, the default settings will still provide the best energy saving results.
- The default values for each timer are as follows:

| | CPM | Auto-Off Timer | Energy Saver Level | Panel Off Timer |
|----------------|-------|----------------|--------------------|-----------------|
| EU model | 28/33 | 30 Minute | 15 | 1 |
| Asia/CHN Model | 28/33 | 45 Minute | 15 | 1 |

2. To deal with cases that have already been reported:

Replace the fusing lamp and then upgrade the Engine firmware as described above.

Reissued:09-Apr-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 26-Mar-10 | No.: RD025041a |
|--------------|-----------------|----------------|

Production line:

The Engine firmware was modified as described above.

Affected Units

This issue affects the following At-C2 mainframes:

| Model Name | Code | Serial Number |
|------------|---------|---------------|
| AT-C2 | D023-27 | V1403802315~ |
| | D025-27 | V1503801240~ |
| | D023-29 | V1406210050~ |
| | D025-29 | V1506200031~ |
| | D023-21 | V1406300001~ |
| | D025-21 | V1506300017~ |
| | D023-28 | V1406300037~ |
| | D025-28 | V1506300042~ |
| | D025-19 | V1506210112~ |

| | | | |
|---|--|--|---|
| Model: AT-C2 | | Date: 24-May-10 | No.: RD025042 |
| Subject: MAC Address Change Notification | | Prepared by: N.Yoshida | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

MAC Address Change Notification

Overview:

- The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.
- The part number of the PCB used on D023/D025 was changed as follows:

| Old Part Number | New Part Number | Description | I/C |
|-----------------|-----------------|--------------------------|-----|
| D4405723 | D4405724 | Controller: PCB for D023 | O/O |
| D4415723 | D4415724 | Controller: PCB for D025 | O/O |

New MAC address affected:

| Model | Code | Production Line |
|----------|--------------|-----------------|
| AT-C2a/b | D023/D025-17 | Nov at REI |
| AT-C2a/b | D023/D025-27 | Nov at RIF |
| AT-C2a/b | D023/D025-29 | Nov at RAI |

Connection issues and solutions:

- MFP/LPs that use the new MAC address have connection issues with the following Ricoh software products:

SmartDeviceMonitor for Admin/SmartDeviceMonitor for Admin V8/Accounting Report Package

1. The User Management Tool and the Addressbook Management Tool do not work.
2. Printing jobs and machine status cannot be reset.
3. The MFP/LP's NIB password cannot be changed.
4. The NIB Setting Tool does not work.

SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client

Automatic protocol/port number specification does not work when adding the SmartDeviceMonitor port.

Web Smart DeviceMonitor

The device is detected as another vendor's product.

Model: AT-C2

Date: 24-May-10

No.: RD025042

RC Gate S

The device is detected as another vendor's product.

Model: AT-C2

Date: 24-May-10

No.: RD025042

- The issues described above have been resolved by the following update versions, which have already been released to the field. If any of these issues occur, update to the following version(s) or newer:

| Product Name | Version | Web Release date * |
|--|--------------|--------------------|
| SmartDeviceMonitor for Admin V7 | V7.4.3.0 | Oct. 23, 2009 |
| DeskTopBinder SmartDeviceMonitor for Client | V8.7.5.0 | Oct. 23, 2009 |
| DeskTopBinder lite | V5.4.1.1 | Nov. 06, 2009 |
| Web SmartDeviceMonitor | V02.07.00-04 | Dec. 25, 2009 |
| RC Gate S | V01.01.03 | Dec. 10, 2009 |
| SmartDeviceMonitor for Admin V8 | V8.1.1.0 | Nov. 06, 2009 |
| SmartDeviceMonitor Accounting Report Package | V1.1.1.0 | Nov. 06, 2009 |

Other important notes:

- The controller firmware was also modified in order to support both the old and new MAC addresses. System FW version **1.22** and newer support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.
- PCBs that contain the old MAC address will still be available under the following P/N , but the quantities are **very limited**. Therefore, only order this board **if the customer needs to continue using the old firmware** (such as a customized version of firmware) when the PCB breaks.

| Model | Part Number | Description |
|--------|-------------|--------------------------|
| AT-C2a | D4405726 | Controller: PCB for D023 |
| AT-C2b | D4415726 | Controller: PCB for D025 |

For regular parts replacement, please order the board containing the new MAC address, and advise the customer to update the utility as necessary.

| | | | |
|---|---|--|--|
| Model: AT-C2 | | Date: 02-Jun-10 | No.: RD025043 |
| Subject: Power pack board | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

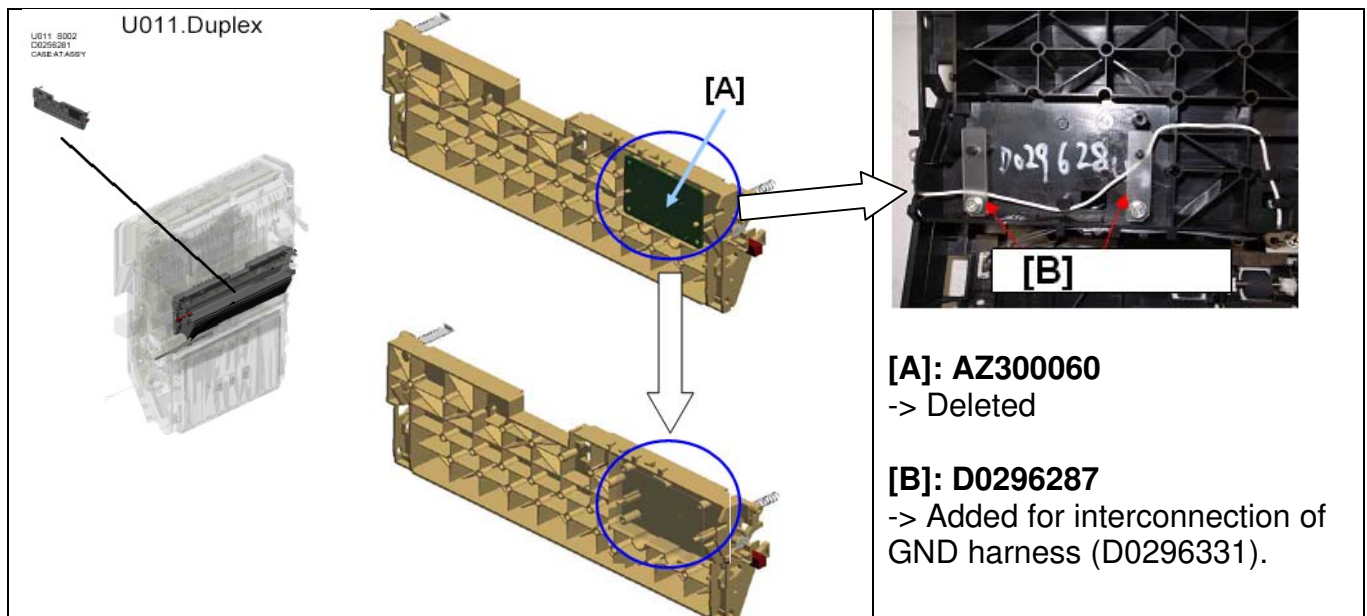
Change: The power pack PCB was deleted from service parts.

Reason: To optimize cost performance.

Note: There is a small number of machines in the field with this PCB installed. Removing this PCB does not affect the function of the power pack.

Important: If you remove this PCB, replace it with the new parts shown below **as a set**.

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|------------------------------|------|-----------------|------|-------|------|
| AZ300060 | | POWER PACK:D:AT/AP-C2 | 1-0 | X/X As a set | | | |
| D0294561 | D0294562 | HARNESS:SECOND:TRANSFER UNIT | 1-1 | | | | |
| D0296317 | D0296331 | GROUND WIRE:POWER PACK | 1-1 | | | | |
| | D0296287 | PLATE:GROUND WIRE | 0-2 | | | | |



| | | |
|--------------|-----------------|---------------|
| Model: AT-C2 | Date: 02-Jun-10 | No.: RD025043 |
|--------------|-----------------|---------------|

Cut-in Serial Number

| Model | Code | Serial number | Note |
|--------|---------|---------------|------|
| AT-C2a | D023-27 | V1484500067 | |
| AP-C2c | D027-27 | V1283300195 | |
| AP-C2d | D029-27 | V1383300051 | |

Note: All model other than above list have removed from 1st mass production.

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 09-Jun-10 | No.: RD025044 |
| Subject: Patch Release for E-3100 V.1.0 (1-132B5P.ps) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-132B5P.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-132B5P.ps | PCL soft font reverts to system font in the middle of the job. |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807556.exe** until you get the **1-132B5P.ps** file.
2. Download/Import the patch file "**1-132B5P.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-132B5P**".

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 09-Jun-10 | No.: RD025045 |
| Subject: Patch Release for E-3100 V.1.0 (1-13L3CL.ps) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-13L3CL.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-13L3CL.ps | Some pages in Mixed Media that should be printed in duplex are printing in simplex. |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807557.exe** until you get the **1-13L3CL.ps** file.
2. Download/Import the patch file "**1-13L3CL.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-13L3CL**".

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 09-Jun-10 | No.: RD025046 |
| Subject: Patch Release for E-3100 V.1.0 (1-15RAVE.ps) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-15RAVE.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-15RAVE.ps | Some problem with Calibration is corrected. |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807558.exe** until you get the **1-15RAVE.ps** file.
2. Download/Import the patch file "**1-15RAVE.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-15RAVE**".

| | | |
|--------------|-----------------|---------------|
| Model: AT-C2 | Date: 20-Jul-10 | No.: RD025047 |
|--------------|-----------------|---------------|

| | | | |
|---|--|---|---|
| Subject: CC-CERTIFIED IN JULY, 2010 Machine | | Prepared by: K. Hamada | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input checked="" type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | <input type="checkbox"/> Tier 2 |

Important Information on Installing the At-C2 as a CC-CERTIFIED Machine

Do the following if you want to install the At-C2 as a **CC-CERTIFIED MACHINE**.

Note: Machines in production are CC-certified beginning in July 2010.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 14 - 16.
Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the "Notes for Administrators: Using this Machine in a CC-Certified Environment".
3. Make sure that the **HDD Encryption Unit Type A** is installed.

Installation Procedure for HDD Encryption Unit Type A

3.1 Confirm that "Admin. Authentication" is on:

[User Tools] > "System Settings" > "Administrator Tools" > "Administrator Authentication Management" > "Admin. Authentication" > "On"

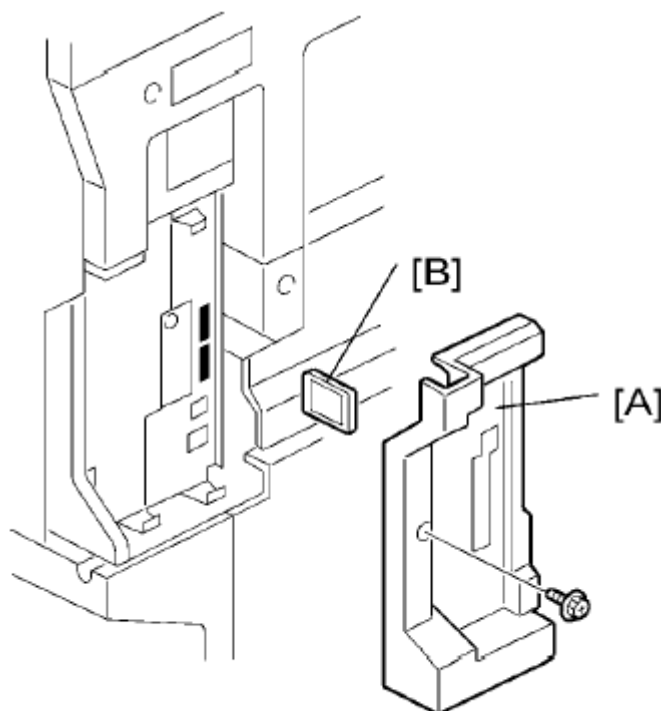
If this setting is "Off" tell the customer that this setting must be "On" before you can do the installation procedure.

3.2 Confirm that "Administrator Tools" is selected and enabled:

[User Tools] > "System Settings" > "Administrator Tools" > "Administrator Authentication Management" > "Available settings"

Note

- "Available Settings" is not displayed until "Admin. Authentication" is switch on. If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.



d017i502

3.3 Remove the plastic application cover [A]

3.4 Insert the SD card in SD card[B] Slot 2 (lower)

Important

- **The encryption SD card must be installed in Slot 2(lower):**

3.5 Turn on the main power switch.

3.6 Enter the SP mode.

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

- 3.7 Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].
- 3.8 Turn off the main power switch.
- 3.9 Remove the SD card.
- 3.10 Attach the slot cover [A]
- 3.11 Switch the machine on.

Enabling the Encryption Settings

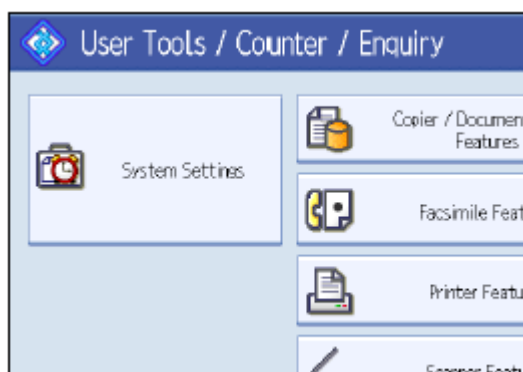
This must be specified by the machine administrator.

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

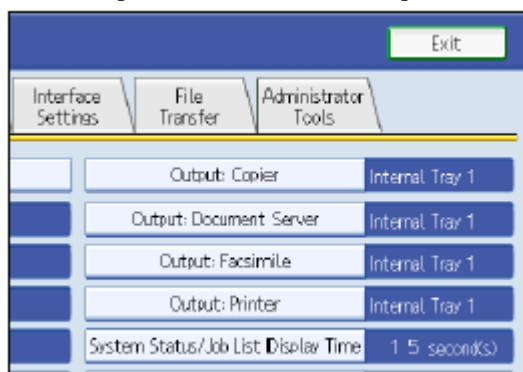
Important

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

- 3.12 Press the [User Tools/Counter] key
- 3.13 Press [System settings]

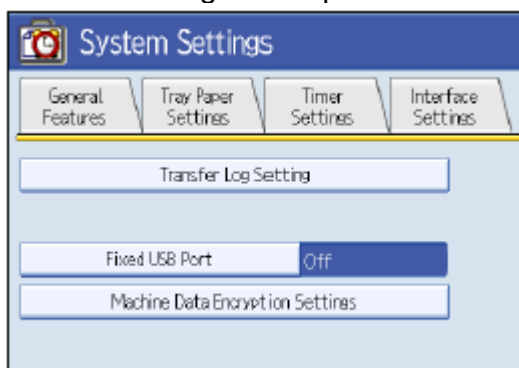


- 3.14 Press [Administrator Tools].

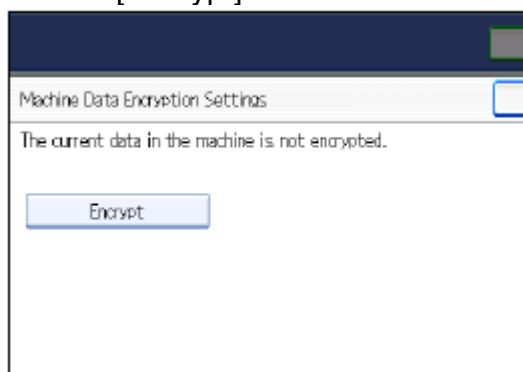


3.15 Press [Machine Data Encryption Settings].

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

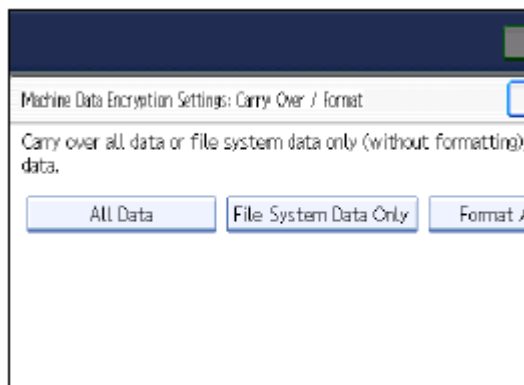


3.16 Press [Encrypt].



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

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



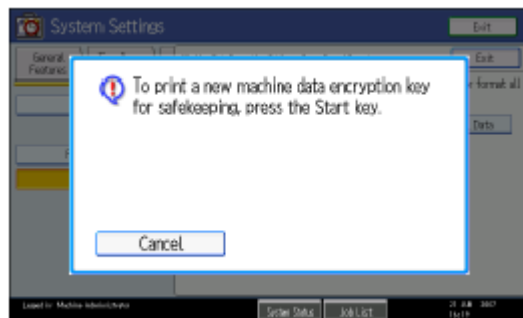
Model: AT-C2

Date: 20-Jul-10

No.: RD025047

3.18 Press the [Start] key.

The encryption key for backup data is printed.



3.19 Press [OK].

3.20 Press [Exit].

3.21 Press [Exit].

3.22 Press the [User Tools/Counter] key.

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

Printing the Encryption Key

This must be specified by the machine administrator.

Use the following procedure to print the key again if it has been lost or misplaced.

Important

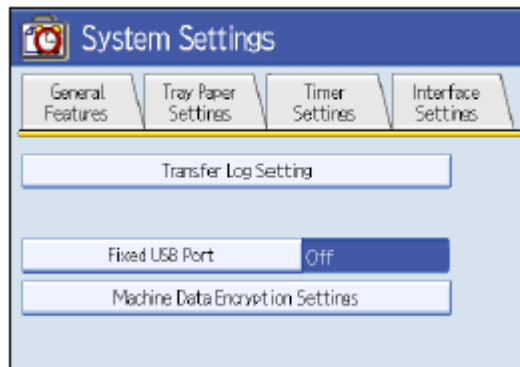
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

3.24 Press the [User Tools/Counter] key.

3.25 Press [System settings]

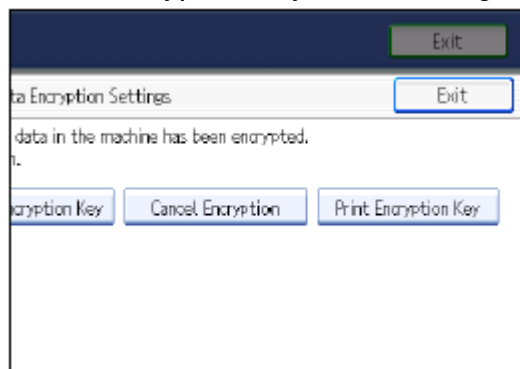
3.26 Press [Administrator Tools].

3.27 Press [Machine Data Encryption Settings].



3.28 Press [Print Encryption Key].

The encryption key for retrieving backup data is printed.



3.29 Press the [Start] key.

3.30 Press [Exit].

3.31 Give the printed encryption key to the customer.

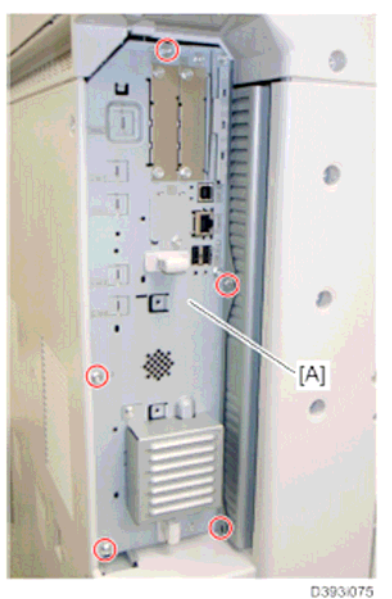
- 4 Make sure that the **FAX Option Type C5000** is installed.

Installation Procedure for FAX Option Type C5000

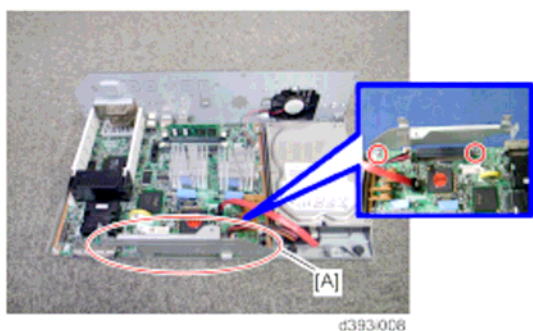
Before Install the FAX option;

- Confirm that the FAX Option is correct for the machine. The correct type for this machine is "FAX Option Type C5000"
- Check the box seal on the box.

The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box and order the new one.



4.1 Remove the controller board [A]

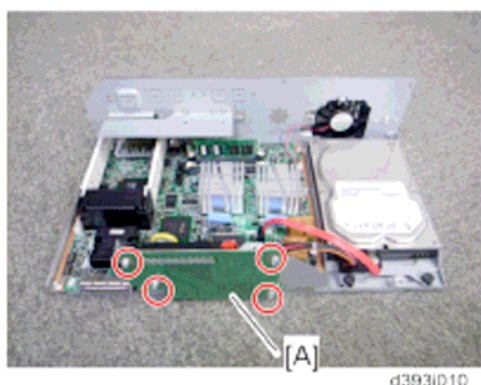


4.2 Attach the FCU I/F board [A] to the controller board.

Model: AT-C2

Date: 20-Jul-10

No.: RD025047



4.3 Attach the FCU I/F board[A] to the FCU I/F board bracket



4.4 Attach the support bracket[A] to the controller box

4.5 Remove the “TEL” and “LINE 1” covers with a screw driver

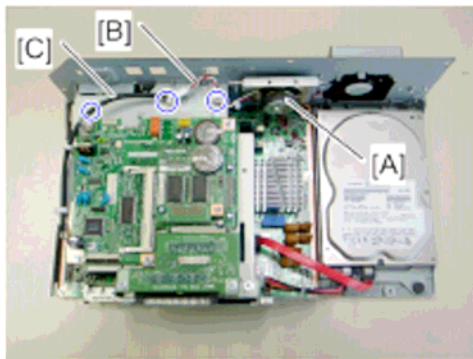


4.6 Install the FCU[A] to the controller board.

Model: AT-C2

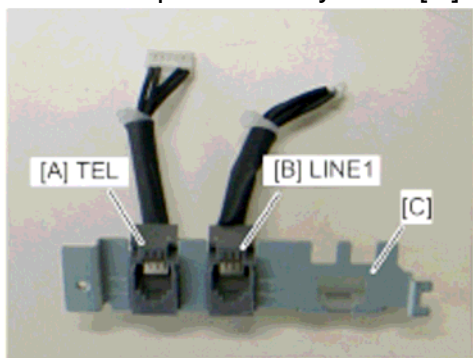
Date: 20-Jul-10

No.: RD025047



d393i077

4.7 Install the speaker [A] to the controller box and connect the speaker cable [B] with the speaker relay cable [C].



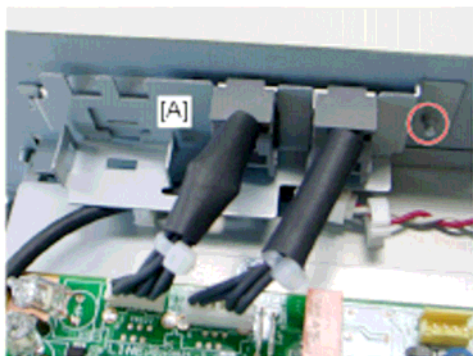
d393i094

4.8 Connect the two modular harness [A] [B] to the modular bracket [C].



d393i095

4.9 Connect the two modular harness [A] [B] to the FCU



d393i096

4.10 Attach the modular bracket [A] to the controller box.

Model: AT-C2

Date: 20-Jul-10

No.: RD025047



d393i068

4.11 Switch the MBU battery jumper switch[A] to “ON” position.

Note;

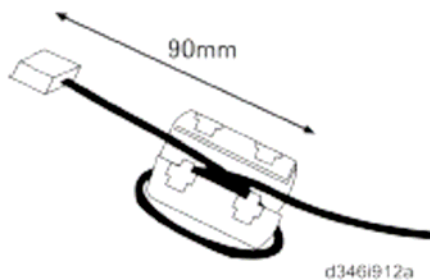
- Make sure that the MBU board is firmly connected to the FCU.

4.12 Reinstall the controller box.

4.13 Attach the handset support bracket and handset bracket to the copier, and then connect the handset cord with the ferrite core to the “TEL” jack if you install the handset to the machine.

Note;

- For details, refer to the “hand Set Installation” in the Service Manual for the Fax unit.



d346i912a

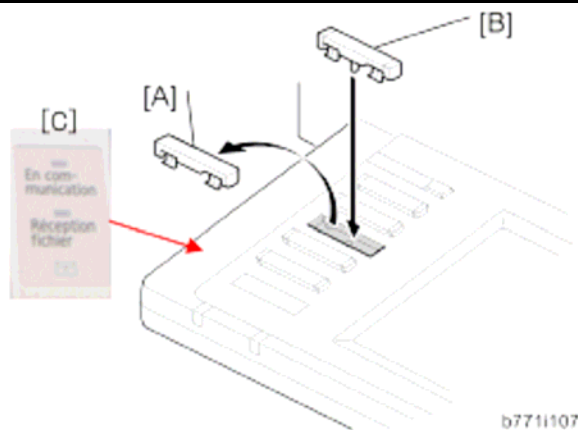
4.14 Attach the ferrite core to the telephone cord.

4.15 Connect the telephone cord to the “LINE 1” jack.

Model: AT-C2

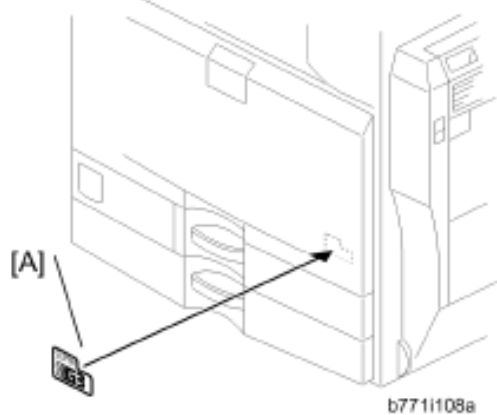
Date: 20-Jul-10

No.: RD025047



4.16 Replace bottom from the third key-slot cover [A] to the fax key[B]

4.17 Attach the Multi language Decals [C] (EU only)



4.18 Attach the decal [A] (SUPER G3) to the front door.

4.19 Attach the serial number decal under the copier serial number decal on the rear cover of the machine.

4.20 Attach FCC decal on the rear cover of the machine (NA only)

4.21 Put the power plug into the outlet and turn on the main power of the machine.

Note;

- Make sure that the outlet is grounded.
- "SRAM formatted" shows on the operation panel after you have turned the main switch on. Turn the main switch off and on again for normal use.

4.22 Make sure that the date and time are correctly set.

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

5 Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the July 2010 machines), install **the exact versions** shown in the table below.
- If the customer want to install the machine as an equivalent of the July 2010 machines, install the versions shown in the table below **or later**.

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

Firmware versions with which the At-C2 first achieved CC-CERTIFICATION: (July 2010)

| Firmware Name: | Version: | Firmware Number: |
|-----------------|------------------|------------------|
| System/Copy | V1.22 | D0255562S |
| FAX | V04.00.00 | D0255569F |
| Scanner | V01.23 | D0255570H |
| Web support | V1.10 | D0255565F |
| Printer | V1.22 | D0295572F |
| Network Doc Box | V1.03 | D0255567E |
| Web Uapl | V1.08 | D0255566D |
| Network Support | V8.27 | D0255563F |
| GW FCU | V04.04.00 | D3935570D |

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

IC key and Ic Hdd versions with which the At-C2 first achieved CC-CERTIFICATION: (July 2010)

| Hardware: | Version: |
|-----------|----------|
| Ic Ctlr | 03 |
| Ic Key | 1100 |

Note: You can check the Ic key and Ic Ctlr versions in the following screen.

(User Tools/Counter → System settings → Administrator Tools → Firmware Version)

System Settings

Exit

Firmware Version

Exit

Current versions are displayed below.

| Module Name | Version | Part Number | Module Name | Version | Part Number |
|-----------------|----------|-------------|-------------|-----------|-------------|
| PS3 Font | 1.04 | D3775915A | LANG0 | 1.07 | D0251496B |
| PS3/PDF | 1.02 | D4135532C | LANG1 | 1.07 | D0251496B |
| Java VM v4 std | 4.20.04 | D3775918A | ADF | 03.420:02 | D3665604 |
| GMFCU3-13(WW) | 04.04.00 | D3935570D | Finisher | 01.240:13 | B7935102D |
| PowerSaving Sys | F.11 | D0255560D | Ic Ctlr | 03 | |
| Engine | 1.55:09 | D0255117J | Ic Key | 1100 | |
| OpPanel | 1.07 | D0251457 | | | |

2/2

▲ ▼

Toner Cartridge is almost empty. Cyan

System Status Job List

23 JUN 2010 7:09

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D029-7603 C2828/C3333/C4040/C5050/C2828G/C3333G/C4040G/C5050G
MP C2800/C3300/C4000/C5000
LD528C/LD533C/LD540C/LD550C/
LD528CG/LD533CG/LD540CG/LD550CG
Aficio MP C2800/C3300/C4000/C5000/
C2800G/C3300G/C4000G/C5000G
Operating Instructions
About This Machine
- D029-7653A C2828/C3333/C4040/C5050/C2828G/C3333G/C4040G/C5050G
MP C2800/C3300/C4000/C5000
LD528C/LD533C/LD540C/LD550C/
LD528CG/LD533CG/LD540CG/LD550CG
Aficio MP C2800/C3300/C4000/C5000/
C2800G/C3300G/C4000G/C5000G
Operating Instructions
Troubleshooting
- D029-6603 Notes for Users
- D029-6607 Caution on Use of the Optional USB 2.0/SD Slot Type A (Media Slot)
- D029-7526 Quick Reference Copy Guide
- D393-8506 Quick Reference Fax Guide
- D029-7805 Quick Reference Printer Guide
- D029-7886 Quick Reference Scanner Guide
- D029-7415 Notes for Security Functions
- D029-7411 Notes for Administrators: Using this Machine in a CC-Certified Environment

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

CD-ROMs

- D029-6648A Manuals for Users
C2828/C3333/C4040/C5050
MP C2800/MP C3300/MP C4000/MP C5000
LD528C/LD533C/LD540C/LD550C
Aficio MP C2800/MP C3300/MP C4000/MP C5000
- D029-6649A Manuals for Administrators
C2828/C3333/C4040/C5050
MP C2800/MP C3300/MP C4000/MP C5000
LD528C/LD533C/LD540C/LD550C
Aficio MP C2800/MP C3300/MP C4000/MP C5000

<For EU>

Paper Documents

- D029-7525 Quick Reference Copy Guide
- D393-8505 Quick Reference Fax Guide
- D029-7804 Quick Reference Printer Guide
- D029-7885 Quick Reference Scanner Guide
- D029-7404 Manuals for This Machine
- D029-6605 Notes for Users
- D029-6606 Caution on Use of the Optional USB 2.0/SD Slot
Type A (Media Slot)
- D029-7415 Notes for Security Functions
- D029-7412 Notes for Administrators: Using this Machine in a CC-Certified
Environment

CD-ROMs

- D029-6650 Manuals for Users
MP C2800/MP C3300/MP C4000/MP C5000
Aficio MP C2800/MP C3300/MP C4000/MP C5000
A(name of CD-ROM)

Model: AT-C2

Date: 20-Jul-10

No.: RD025047

- D029-6651 Manuals for Administrators
Security Reference
MP C2800/MP C3300/MP C4000/MP C5000
Aficio MP C2800/MP C3300/MP C4000/MP C5000(name of CD-ROM)

<For Asia>

Paper Documents

- D029-7605 MP C2800/C3300/C4000/C5000
MP C2800/C3300/C4000/C5000
Aficio MP C2800/C3300/C4000/C5000
Operating Instructions
About This Machine
- D029-7655A MP C2800/C3300/C4000/C5000
MP C2800/C3300/C4000/C5000
Aficio MP C2800/C3300/C4000/C5000
Operating Instructions
Troubleshooting
- D029-6604 Notes for Users
- D029-6607 Caution on Use of the Optional USB 2.0/SD Slot Type A (Media Slot)
- D029-7527 Quick Reference Copy Guide
- D393-8507 Quick Reference Fax Guide
- D029-7806 Quick Reference Printer Guide
- D029-7887 Quick Reference Scanner Guide
- D029-7415 Notes for Security Functions

CD-ROMs

- D029-6652A Manuals for Users
MP C2800/MP C3300/MP C4000/MP C5000
Aficio MP C2800/MP C3300/MP C4000/MP C5000
- D029-6653A Manuals for Administrators
MP C2800/MP C3300/MP C4000/MP C5000
Aficio MP C2800/MP C3300/MP C4000/MP C5000

| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 06-Aug-10 | No.: RD025048 |
| Subject: Troubleshooting for HDD problem | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

1. The "Please wait" display does not change to "Ready" after warming up at power ON or after recovering from Energy Saver Mode.
2. SC863 (HDD: Read error)

Cause

AC voltage supplied to the PSU is interrupted, causing corruption of data on the HDD. As a result, the fax function cannot boot up.

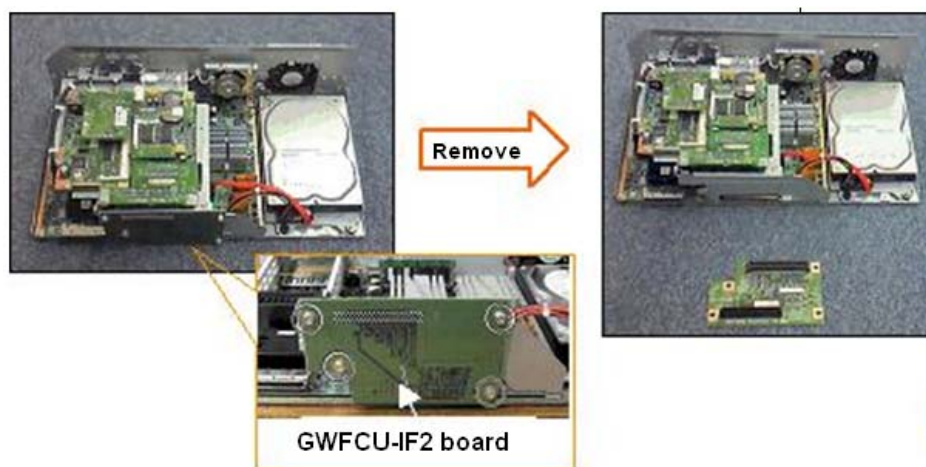
Note:

- This symptom can happen when the power is interrupted for an instant, or for a longer period (e.g. the user pulls the power cord out of the outlet).
- If the power is interrupted, the area of the HDD that contains image data is corrupted easily.

Solution

Follow the action in the attached flow chart.

Note: In the flow chart, it is recommended to replace the **GWFCU-IF2 board** instead of the fax unit. This is an easier way to prevent the machine from detecting the fax unit. For the location of the GWFCU-IF2 board, see the photos below.

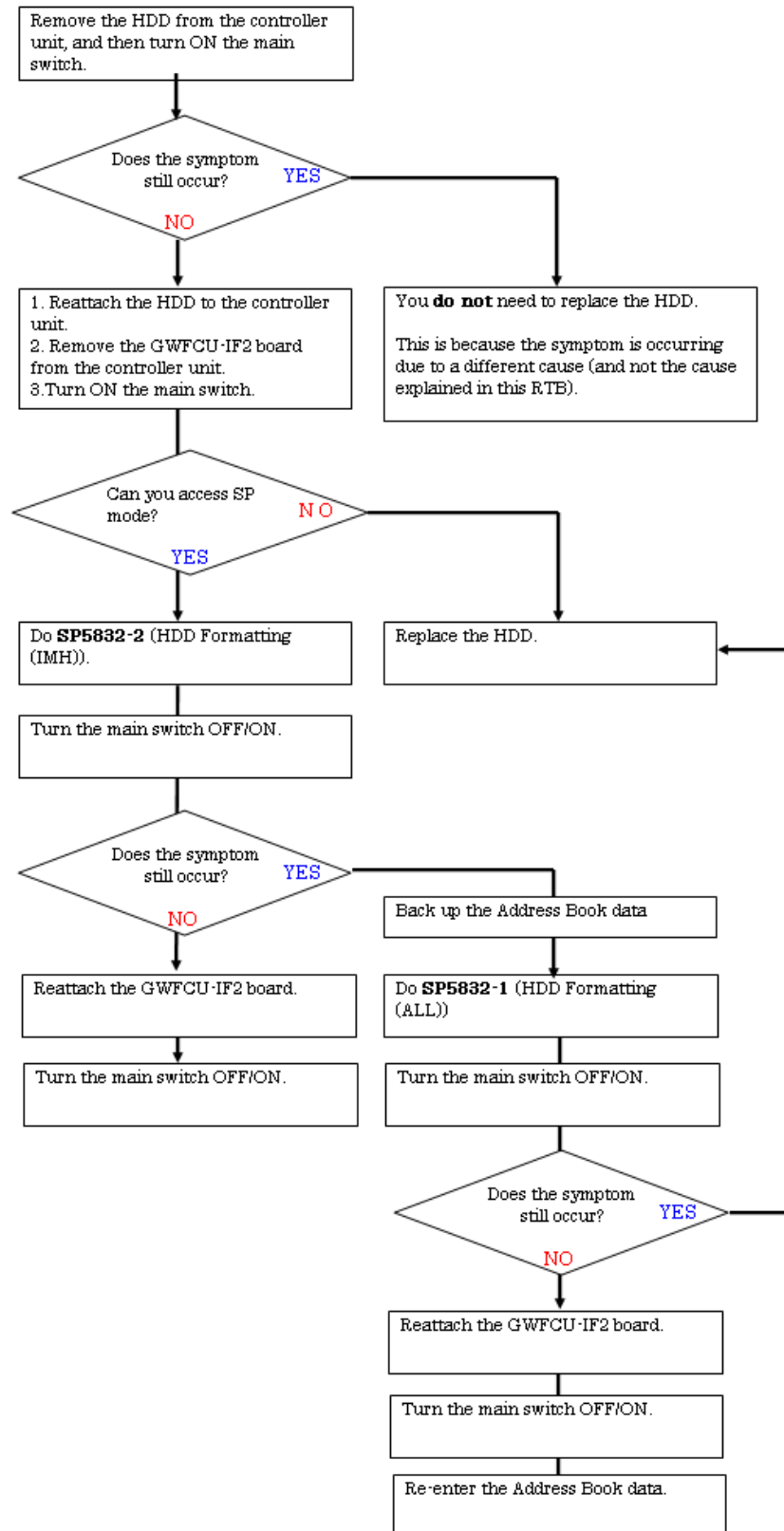


Model: AT-C2

Date: 06-Aug-10

No.: RD025048

Flow chart



Reissued:22-Dec-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 30-Aug-10 | No.: RD025049b |
|--------------|-----------------|----------------|

RTB Reissue

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

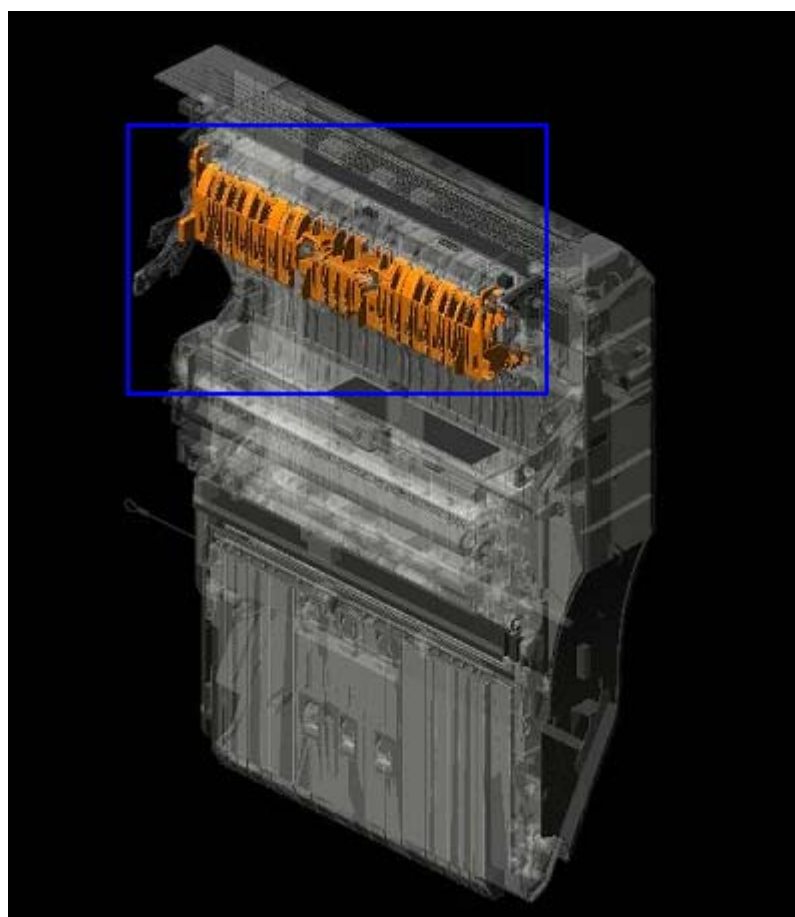
| | | | |
|---|---|---|--|
| Subject: Toner blasting image <i>Duplex Jam</i> | | Prepared by: M.Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification : | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | |

SYMPTOM

JAM 64 or 67 occurs in the duplex unit.

CAUSE

High temperature and a mechanical load cause the fusing entrance guide plate to bend.



Reissued:22-Dec-10

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 30-Aug-10 | No.: RD025049b |
|--------------|-----------------|----------------|

SOLUTION

Replace the guide plate with the new part shown below.

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|-----------------------------|------|-----|------|-------|------|
| D0294491 | D0294492 | Fusing Entrance Guide Plate | 1 | X/O | - | - | - |

Note: This change was applied to machines in production from October 2009.

Change: A stay was added inside the guide plate.

Reason: To further strengthen the stay.

Cut-in serial number

| Model Name | Product Code | Serial # |
|---------------------|---------------------|---------------------|
| Model AT-C2a | D023-17 | --- |
| | D023-19 | --- |
| | D023-21 | V1497000001~ |
| | D023-27 | V1494702255~ |
| | D023-28 | V1497100001~ |
| | D023-29 | V1496910001~ |
| Model AT-C2b | D025-17 | V1595800791~ |
| | D025-19 | V1597000016~ |
| | D025-21 | V1597000001~ |
| | D025-27 | V1594700877~ |
| | D025-28 | V1597000023~ |
| | D025-29 | V1596910001~ |

Reissued:14-Jan-11

| | | |
|--------------|------------------|----------------|
| Model: AT-C2 | Date: 01-Sept-10 | No.: RD025050a |
|--------------|------------------|----------------|

RTB Reissue

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

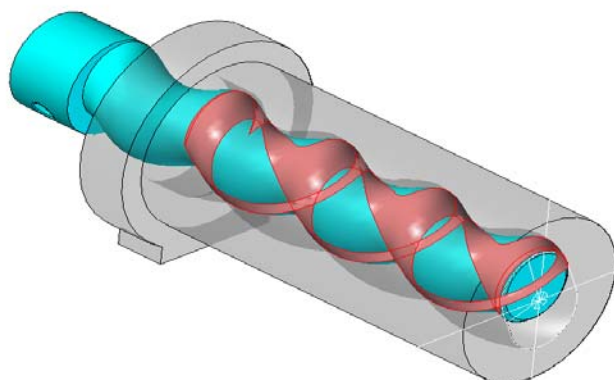
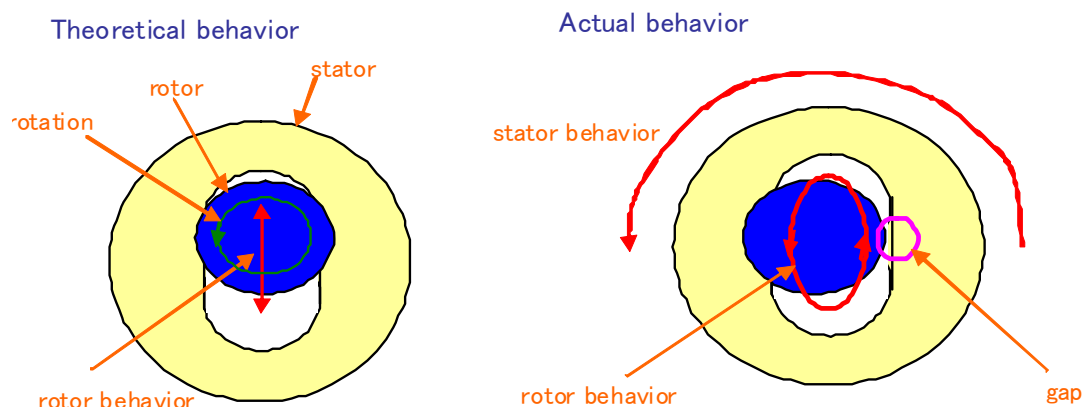
| | | | |
|---|---|---|--|
| Subject: Not-toner end recover | | Prepared by: N.Yoshida | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | |

SYMPTOM

The “Toner End” display is not cleared when the toner bottle is replaced.

CAUSE

The rotor inside the pump unit moves in an elliptical pattern (instead of straight up and down), as shown in the illustration on the right below. This causes a gap to form between the rotor and stator. As a result, toner is not supplied correctly from the toner bottle to the development unit, and the machine incorrectly detects the Toner End condition.



Pump unit

Reissued:14-Jan-11

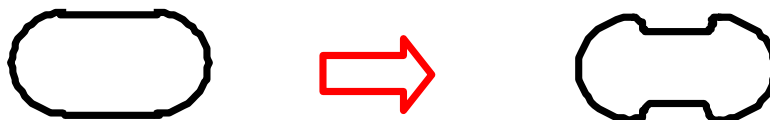
Model: AT-C2

Date: 01-Sept-10

No.: RD025050a

SOLUTION**Production line:**

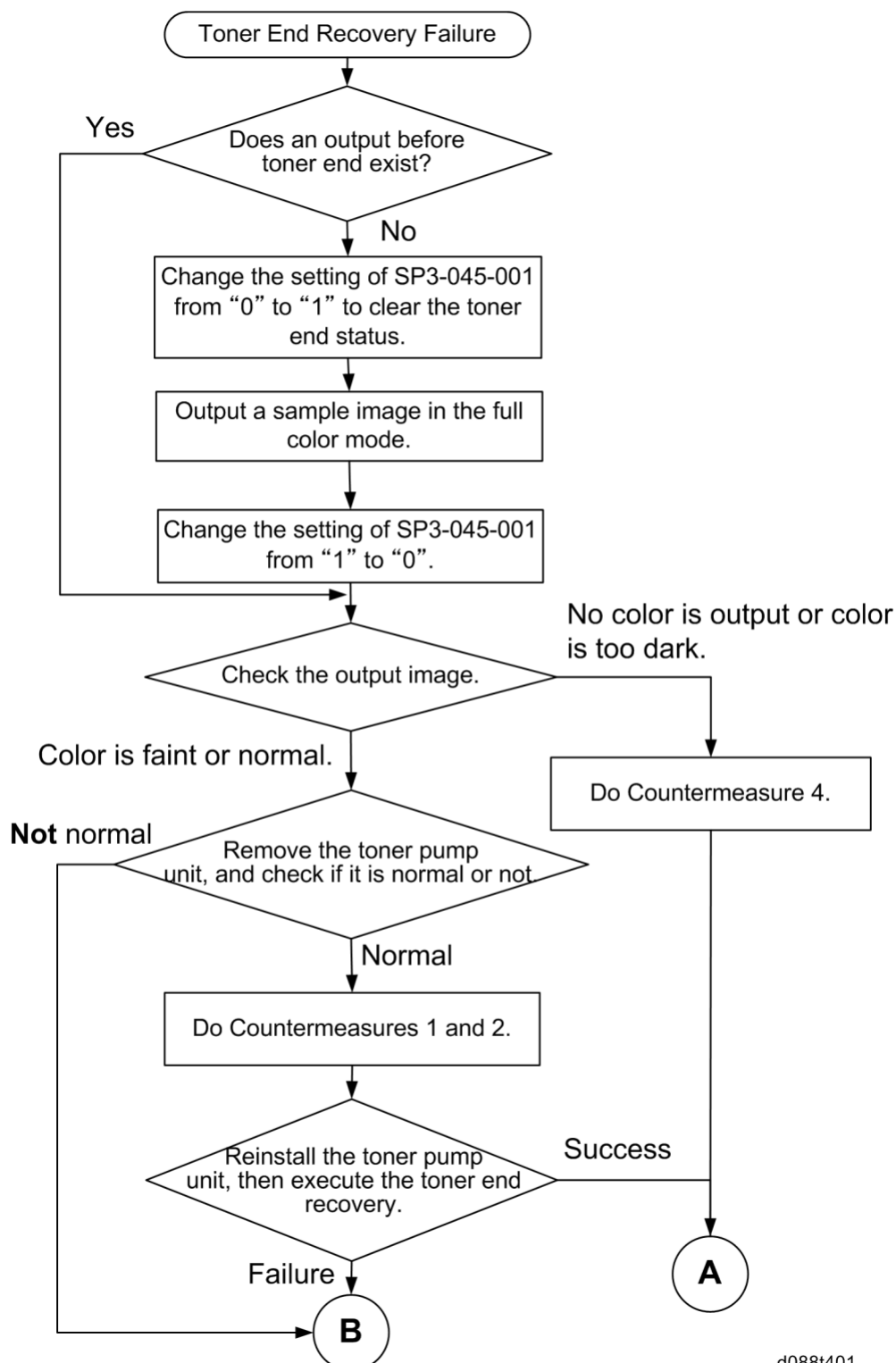
The shape of the stator was changed as follows, which prevents a gap from forming between the rotor and stator.

**In the field:**

Follow the flowchart on the next page and take the recommended action.

Reissued:14-Jan-11

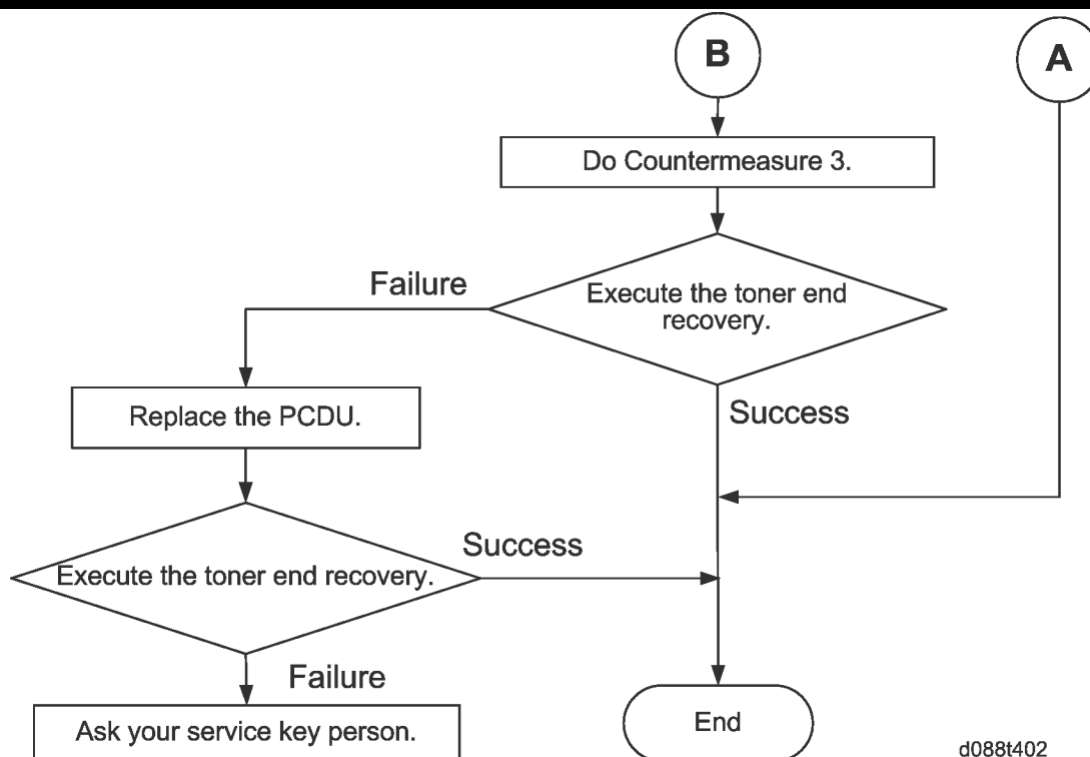
| | | |
|--------------|------------------|----------------|
| Model: AT-C2 | Date: 01-Sept-10 | No.: RD025050a |
|--------------|------------------|----------------|



d088t401

Reissued:14-Jan-11

| | | |
|--------------|------------------|----------------|
| Model: AT-C2 | Date: 01-Sept-10 | No.: RD025050a |
|--------------|------------------|----------------|



d088t402

Reissued:14-Jan-11

Model: AT-C2

Date: 01-Sept-10

No.: RD025050a

Countermeasure 1

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

Countermeasure 2

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

Reissued:14-Jan-11

| | | |
|--------------|------------------|----------------|
| Model: AT-C2 | Date: 01-Sept-10 | No.: RD025050a |
|--------------|------------------|----------------|

Countermeasure 3

Replace the toner pump unit.

Note: This is to prevent the pump unit from becoming damaged with time.

| Old part number | New part number | Description | Q' ty | Int |
|-----------------|-----------------|--------------|-------|-----|
| D0293201 | D0293221 | Pump unit BK | 1 | X/O |
| D0293202 | D0293222 | Pump unit Y | 1 | X/O |
| D0293203 | D0293223 | Pump unit C | 1 | X/O |
| D0293204 | D0293224 | Pump unit M | 1 | X/O |

Cut-in serial numbers:

| Model Name | Code | Serial Number | |
|---------------------|----------------|---------------|--|
| Model AT-C2a | D023-17 | - | From July 2010 RAI production |
| | D023-19 | - | |
| | D023-21 | V1406600001~ | |
| | D023-27 | V1404302169~ | |
| | D023-28 | - | |
| | D023-29 | V1406610001~ | |
| Model AT-C2b | D025-17 | V1505500119~ | |
| | D025-19 | V1506600001~ | |
| | D025-21 | V1506600014~ | |
| | D025-27 | V1504200772~ | |
| | D025-28 | - | |
| | D025-29 | V1506610001~ | |

Important: You MUST identify the root cause using the flow chart and check the cut-in serial number before you replace the above pump units. If the root cause is different, the symptom will reoccur within a short period.

Countermeasure 4

Replace the PCU.

| | | | |
|---|---|---|--|
| Model: Model AT-C2 | | Date: 15-Sept-10 | No.: RD025051 |
| Subject: SC82x : Service manual revision | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

The following SP was added in Service manual.

Note: SC824 was added in RTB#RD025039

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 821 | D | [0B00] ASIC error The write-&-verify check error has occurred in the ASIC. |
| | | <ul style="list-style-type: none"> Defective ASIC device |
| | | Replace the controller board. |
| | D | [0B06] ASIC detection error The I/O ASIC for system control is not detected. |
| | | <ul style="list-style-type: none"> Defective ASIC Defective North Bridge and PCI I/F |
| | | Replace the controller board. |
| | D | [0D05] Self-diagnosis error: ASIC The CPU checks if the ASIC timer works correctly compared with the CPU timer. If the ASIC timer does not function in the specified range, this SC code is displayed. |
| | | <ul style="list-style-type: none"> System firmware problem Defective RAM-DIMM Defective controller |
| | | Replace the controller board. |
| | D | [50A1] Video bridge device (ASIC) error 1 The CPU does not detect the video bridge device. |
| | | <ul style="list-style-type: none"> Defective I/F between the video bridge device and controller |

| | | |
|--------------------|------------------|---------------|
| Model: Model AT-C2 | Date: 15-Sept-10 | No.: RD025051 |
|--------------------|------------------|---------------|

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|---|
| | | <p>[50A2] Video bridge device (ASIC) register error 1 The CPU detects the video bridge device, but detects error data from the video bridge device.</p> |
| | | <ul style="list-style-type: none"> Defective I/F between the video bridge device and controller |

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 822 | D | <p>[3003] Check performed only when HDD is installed:</p> <p>1.HDD device busy for over 31 s. 2.After a diagnostic command is set for the HDD, but the device remains busy for over 6 s.</p> |
| | | <ul style="list-style-type: none"> HDD defective HDD harness disconnected, defective Controller board defective |
| | D | <p>[3004] No response to the self-diagnostic command from the ASIC to the HDDs.</p> |
| | | <ul style="list-style-type: none"> HDD defective |

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 823 | D | Self-diagnostic error: NIB |
| | | <p>[6101] MAC address check sum error The result of the MAC address check sum does not match the check sum stored in ROM</p> |
| | | <p>[6104] PHY IC error The PHY IC on the controller cannot be correctly recognized.</p> |
| | | <p>[6105] PHY IC loop-back error An error occurred during the loop-back test for the PHY IC on the controller.</p> |

| | | |
|--------------------|------------------|---------------|
| Model: Model AT-C2 | Date: 15-Sept-10 | No.: RD025051 |
|--------------------|------------------|---------------|

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 826 | D | Self-diagnostic Error: RTC/optional NVRAM |
| | | [1501] The one second counted by the RTC is different from the one second counted by the CPU on the controller |
| | | <ul style="list-style-type: none"> Defective RTC device |
| | D | [15FF] The RTC device is not detected. |
| | | <ul style="list-style-type: none"> Defective RTC device NVRAM without RTC installed Discharged backup battery |

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 827 | D | Self-diagnostic error: Standard SDRAM DIMM |
| | | [0201] Verification error |
| | | Error detected during a write/verify check for the standard RAM (SDRAM DIMM). |
| | | <ul style="list-style-type: none"> Loose connection Defective SDRAM DIMM Defective controller |

| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|---|
| 828 | D | Self-diagnostic error: ROM |
| | | [0101] Check sum error 1 |
| | | The boot monitor and OS program stored in the ROM DIMM is checked. If the check sum of the program is incorrect, this SC code is displayed. |

Model: Model AT-C2

Date: 15-Sept-10

No.: RD025051

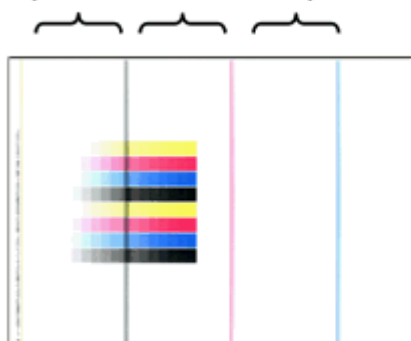
| No. | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
|-----|------|--|
| 829 | D | Self-diagnostic error: Optional RAM [0301] Verification error Error detected during a write/verify check for the optional RAM (SDRAM DIMM). |
| | | <ul style="list-style-type: none"> Loose connection Defective SDRAM DIMM Defective controller |
| | | <ol style="list-style-type: none"> Turn the main switch off and on. Replace the SDRAM DIMM. Replace the controller. |
| | D | [0302] Memory structure data error The memory structure data error for the optional RAM (SDRAM DIMM) is detected when the self-diagnostic is executed. |
| | | <ul style="list-style-type: none"> Defective RAM DIMM Defective SPD ROM on RAM DIMM Defective 12C bus |
| | | Replace the RAM DIMM. |

| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 24-Dec-10 | No.: RD025052 |
| Subject: 110mm interval vertical black and color line image | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

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

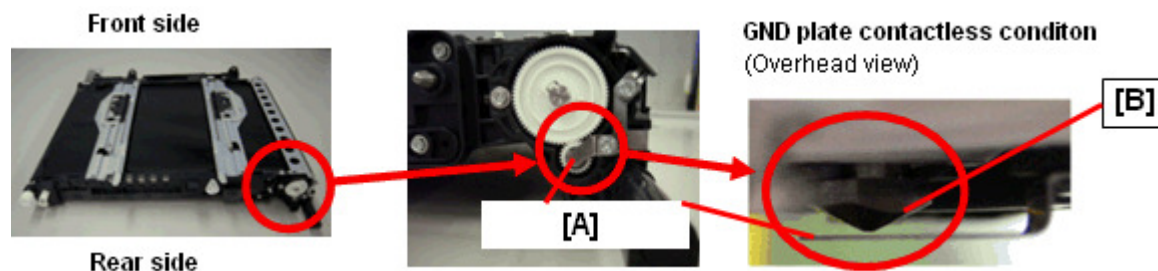
110mm interval vertical line
(Drum unit interval)



Paper feed direction

CAUSE

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



Model: AT-C2

Date: 24-Dec-10

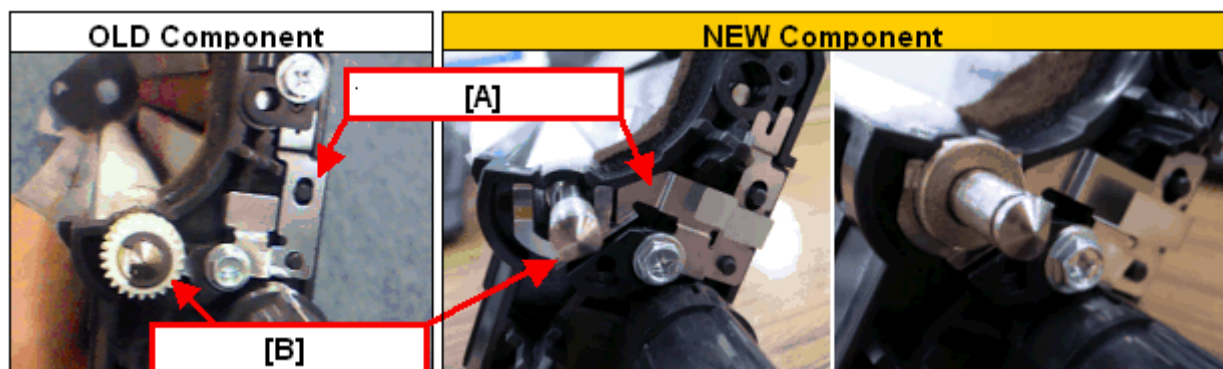
No.: RD025052

SOLUTION

Production line:

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

Applied from: January 2010 production



Cut-in serial numbers

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

In the field:

- If this symptom is reported, replace the ITB cleaning unit or GND plate with the following new parts:

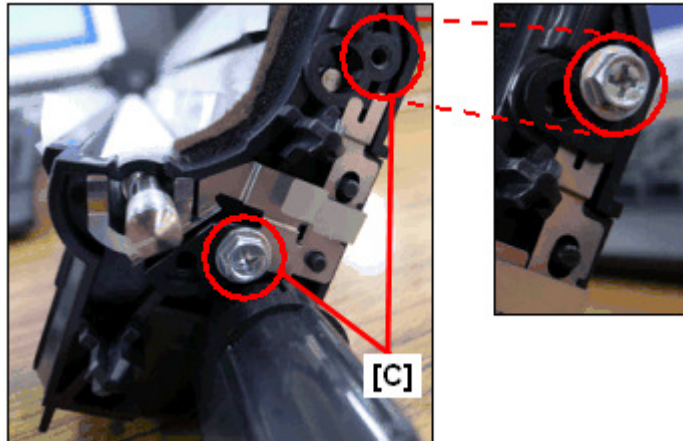
| Old parts number | New parts number | Description | Q'ty | Int | Page | Index |
|------------------|------------------|---|------|-----|------|-------|
| D0296027 | D0296028 | CLEANING UNIT:INTERMEDIATE TRANSFER:ASS'Y | 1 | X/O | | |
| | D0296197 | GROUND PLATE:BRUSH ROLLER:BELT CLEANING | 1 | | | |

Note:

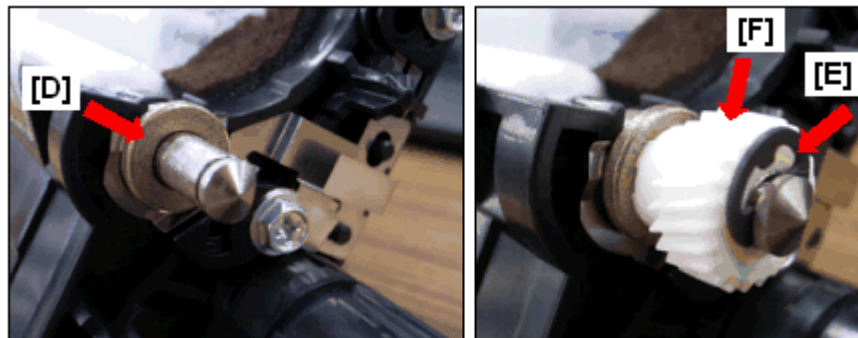
- 1) This GND plate was registered as a service part for this symptom.
- 2) If you only replace the GND plate, use the procedure on the next page.

GND Plate Attachment Procedure

1. Attach the screw x 2 [C].



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



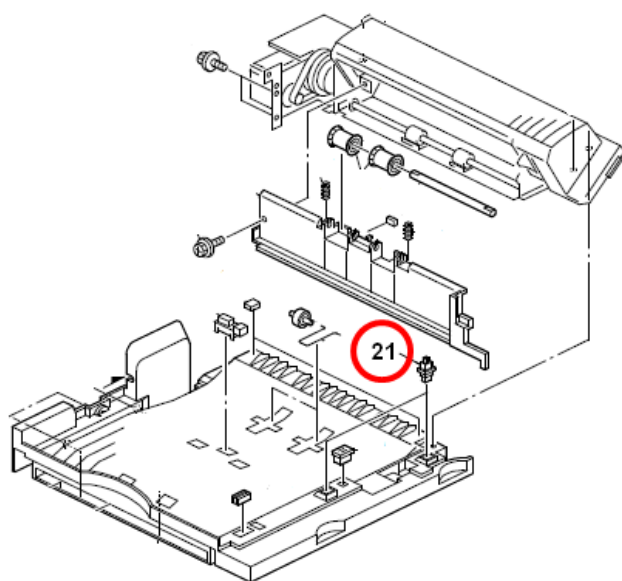
3. Make sure that the GND plate [A] and bushing [D] are touching each other.



| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 06-Jan-11 | No.: RD025053 |
| Subject: Jam 1 (Cover open) occurs frequently in the bridge unit. | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

Symptom

Jam 1 (Cover open) occurs frequently in the BU3030 Bridge unit.
 If you replace the push switch in the red circle below, this symptom occurs again.



Cause

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

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

Solution

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

| Model | Version | Program No. | Effective Date |
|-------|---------|-------------|-------------------------|
| AP-C2 | 1.57:08 | D0295117L | January 2011 production |
| AT-C2 | 1.56:09 | D0255117K | January 2011 production |

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 14-Jan-11 | No.: RD025054 |
| Subject: Patch Release for E-3100 V.1.0 (2010_Nov) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for set of patches (4 patches in total) for Color Controller E-3100 System version 1.0.

| Folder Name | Patch File Name | File Size | Installation |
|-------------|-----------------|--------------|--|
| 2010_Nov | 1-146BJU.ps | 69,851 B | Not Exclusive These 4 patches can be downloaded together and controller reboot is required only once. |
| | 1-16SPP7.ps | 168,054 B | |
| | 1-16TZRR.ps | 13,508,507 B | |
| | 1-16TBFM.ps | 2,915,559 B | |

Important Note:

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

Issue(s) addressed with this release:

1. Separator page setting does not work correctly.
2. Scan to SMB does not work correctly with the particular steps.
3. A line changes when printed by setting of 2-up.
4. Character disappears at random when an EPS file is printed using a particular setting.

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Preparation before installation:

1. Extract **D4807559.exe**.
2. Check that the 2010_Nov folder which consists of 4 patches is created.
 (Refer to the table on the top of this page.)

Model: Model At-C2

Date: 14-Jan-11

No.: RD025054

Patch Update Procedure:

1. Download/Import the patch files "**1-146BJU.ps**", "**1-16SPP7.ps**", "**1-16TZRR.ps**", "**1-16TBFM.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
4. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch numbers [**1-146BJU**], [**1-16SPP7**], [**1-16TZRR**], and [**1-16TBFM**].

Reissued:11-Nov-11

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 25-Jan-11 | No.: RD025055a |
|--------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|---|---|---|--|
| Subject: SC202 / SC203 / SC204 or LCD panel does not boot up. | | Prepared by: M. Kumagai | |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Tier 2 |

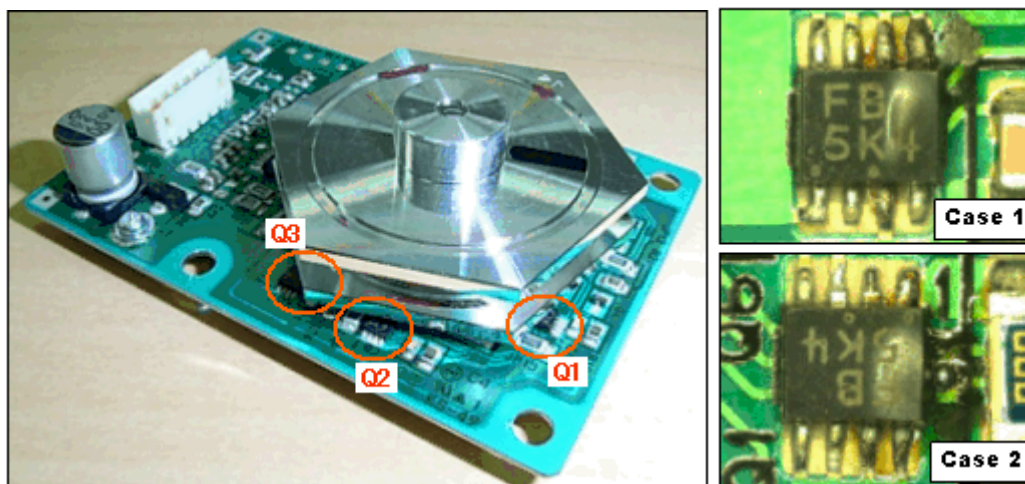
SYMPTOM

- SC202, SC203, or SC204 occurs, or
- The LCD panel does not boot up (nothing is displayed, and only the Standby LED is lit)

CAUSE

Under certain temperature fluctuation cycles, the soldering on the polygon mirror motor cracks, breaking the circuit on the board.

Note: The circuit breaks in the three areas circled in red below.



SOLUTION

If the symptom occurs in machines produced before the cut-in serial numbers, replace the polygon mirror motor with the new part shown in the table.

Important: Make sure to check the serial number against the cut-in serial numbers listed below.

Note: This new motor has been modified to improve performance under specific temperature cycles.

Reissued:11-Nov-11

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 25-Jan-11 | No.: RD025055a |
|--------------|-----------------|----------------|

| Old part number | New part number | Description | Q' ty | Int | Page | Index |
|-----------------|-----------------|--------------------------------|-------|-----|------|-------|
| AX060318 | AX060396 | DC POLYGON MIRROR MOTOR:24W | 1 | X/O | | |

Cut-in serial numbers:

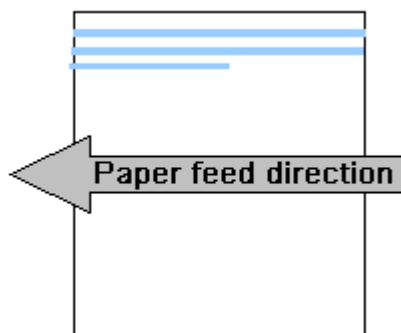
| Model Name | Code | Serial Number | |
|--------------|---------|-------------------------------|--|
| Model AT-C2a | D023-17 | <i>Product discontinued -</i> | From November July 2010 RAI production |
| | D023-19 | <i>- Product discontinued</i> | |
| | D023-21 | V1407100001~ | |
| | D023-27 | <i>Product discontinued</i> | |
| | D023-28 | V1416600001~ | |
| | D023-29 | <i>Product discontinued</i> | |
| Model AT-C2b | D025-17 | <i>Product discontinued</i> | |
| | D025-19 | V1507100001~ | |
| | D025-21 | V1507100004~ | |
| | D025-27 | <i>Product discontinued</i> | |
| | D025-28 | V1516200001~ | |
| | D025-29 | <i>Product discontinued</i> | |

Note: We will update the above blank SN as soon as final SN is available for each local factory.

| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 21-Feb-11 | No.: RD025056 |
| Subject: Horizontal black lines, color lines / Dirty background | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

Horizontal black or colored lines, dirty background



CAUSE

Dirty charge roller

Mechanism:

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

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

- If the PM counter (Pages) is before 120k and the PM Counter (Rotation %) is before 100%, clean the charge roller surface (Refer to the procedure as from the next page).
 - If the PM counter (Pages) is already over 120k or the PM Counter (Rotation %) is already over 100%, replace the drum unit itself.
- Otherwise, we may have these symptoms frequently during winter.

ACTION

1. Check the values of the following counters:

PM Counter (Pages):

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

PM Counter (Rotation %):

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

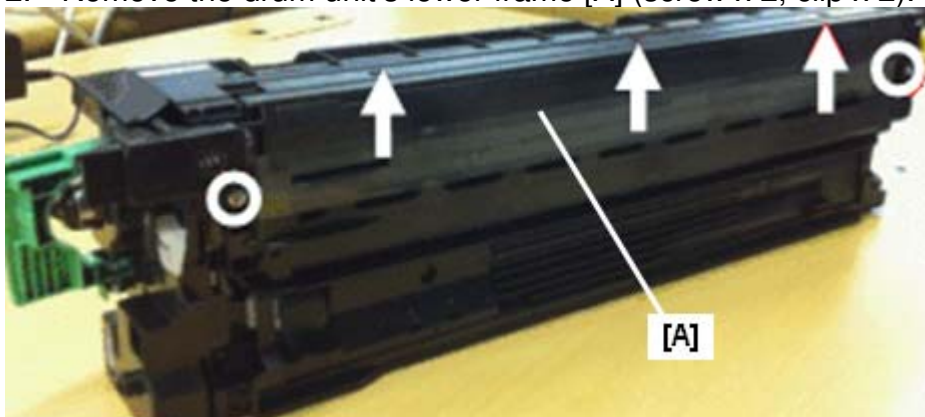
- If the Pages counter is at **120k or higher**, **OR** the Rotations counter is at **100% or higher**, replace the drum unit. If you do not have a drum unit available, clean the charge roller and then replace the drum unit at a later date.
 - However, if the Pages counter is below 120k and the Rotations counter below 100%, clean the charge roller (**See the procedure below**).
2. If you cleaned the charge roller in Step 1, but this did not solve the issue, replace the drum unit.

Note: Cleaning the charge roller may not be effective in some user environments.

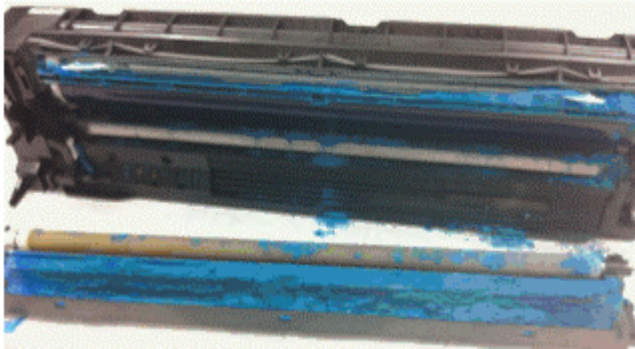
Procedure for cleaning the charge roller

IMPORTANT:

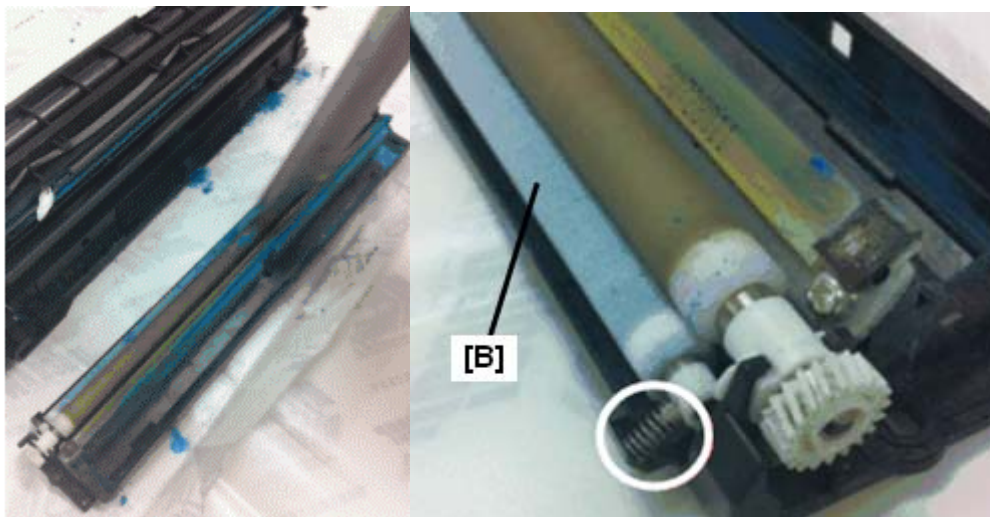
- 1) As mentioned above, if you need to replace the drum unit but do not have one available, clean the charge roller now and replace the drum unit at a later date.
 - 2) Do the following cleaning procedure **very carefully**. This is because this type of charge roller was not designed to be cleaned individually.
1. Remove the drum unit from the machine.
 2. Remove the drum unit's lower frame [A] (screw x 2, clip x 2).



Note: This photo shows the drum unit after the lower frame has been removed.



3. Remove the toner and lubricant that has built up around the **charge roller**.
Note: This can be done most easily using a vacuum cleaner.


IMPORTANT:

- 1) Be careful **not to touch** the lubricant blade or the surface of the OPC drum.
- 2) **Do not use a vacuum** cleaner to clean the **cleaning roller** [B]. This is because the material of the roller's surface is very delicate. Using a vacuum cleaner may create dust that can then drop inside the unit.

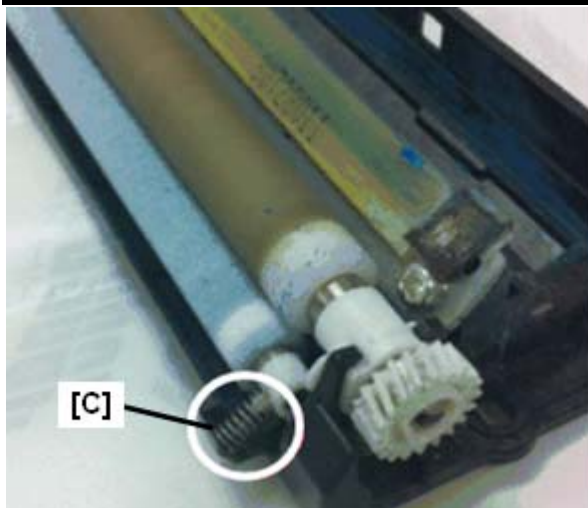
4. Remove the spring [C] located near the edge of the cleaning roller [B].

Important: Do not re-attach this spring, because the dust/dirt on the surface of the cleaning roller may be transferred to the surface of the charge roller again.

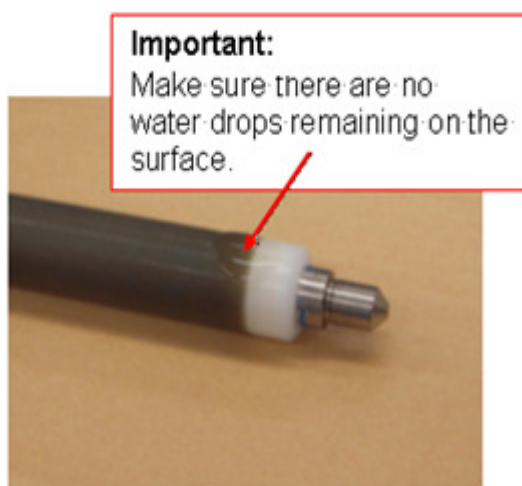
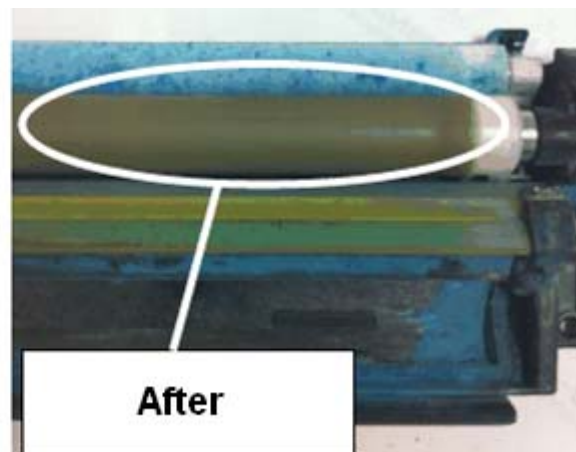
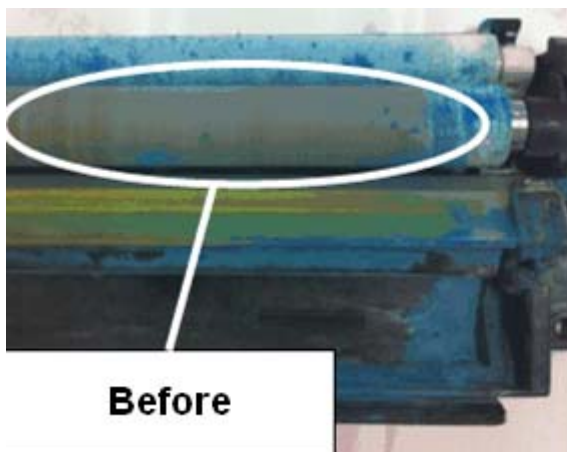
Model: AT-C2

Date: 21-Feb-11

No.: RD025056



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



- When you clean the roller surface:

Model: AT-C2

Date: 21-Feb-11

No.: RD025056

- Be sure to wipe the surface gently. If you wipe it too strongly, parts of the roller's surface layer may peel off (The white layer underneath will be visible).

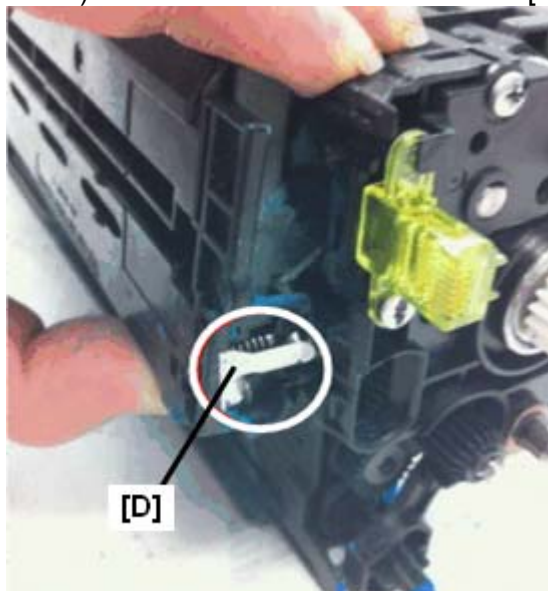


- DO NOT use alcohol on the cloth. This will cause irreversible damage to the roller surface, so only use a water-damp cloth.
- Make sure that the Melanin roller does not get wet at all during this procedure.

6. Re-attach the lower frame to the drum unit [A] (screw x 2, clip x 2).

Important:

- 1) Attach the rear side of the drum unit first, since the attachment position of the rear side is fixed (standardized).
- 2) Make sure that the terminal [D] does not get bent.

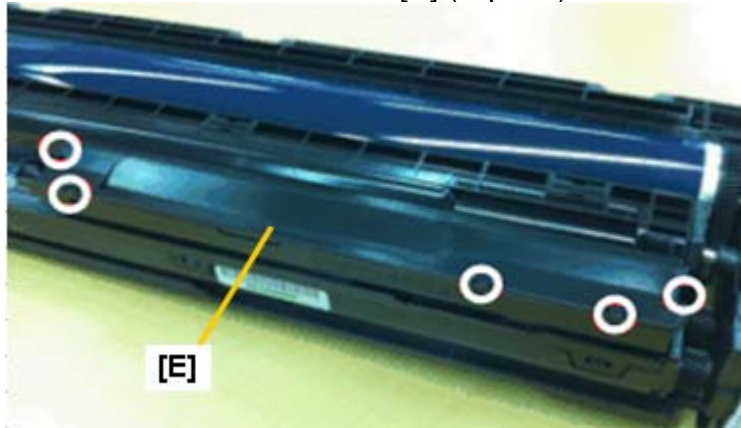


Model: AT-C2

Date: 21-Feb-11

No.: RD025056

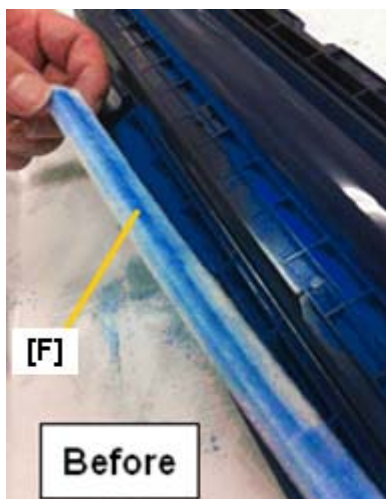
7. Remove the filter cover [E] (clip x 5).



8. Remove the filter [F] and then clean the area around the filter.

Important:

- It is not necessary to clean the filter completely. Clean it until it looks like the filter in the "After" photo below.
- DO NOT tilt the drum unit. If you do, a large amount of toner/developer will adhere to the surface. Under these conditions, the proper air compression cannot be maintained, which will cause toner blasting.



Model: AT-C2

Date: 21-Feb-11

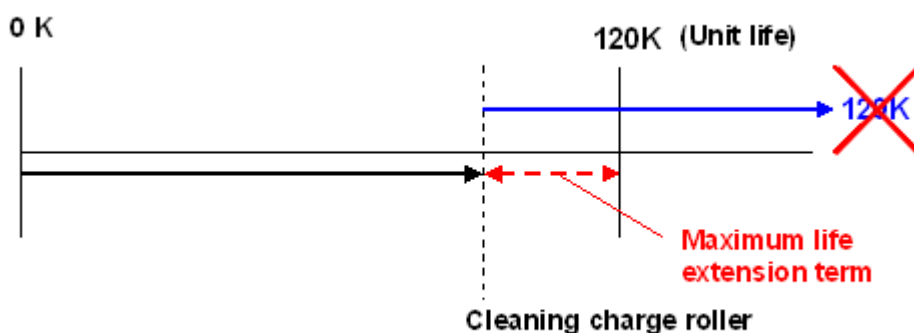
No.: RD025056

9. Reinstall the drum unit, and then print out the following grayscale charts to check the image quality.

- SP2109-003-20 Gray scale (vertical)
- SP2109-003-21 Gray scale (vertical)

Important:

- If the unit is near its lifetime, there will be other parts inside the unit that have already experienced a certain amount of wear (cleaning blade, etc.). Therefore, after cleaning the charge roller surface, the dirtying will occur again sooner that it would with a completely new unit. (See the illustration below). The maximum amount that the unit life could be extended would be the equivalent of **120K** prints.



| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 29-Mar-11 | No.: RD025057 |
| Subject: Patch Release for E-3100 V.1.0 (1-17KQ3S.ps) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-17KQ3S.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-17KQ3S.ps | Gradation images print incorrectly with setting Composite Overprint: ON |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM
- 1-16TBFM

Patch Update Procedure

1. Extract **D4807560.exe** until you get the **1-17KQ3S.ps** file.
2. Download/Import the patch file "**1-17KQ3S.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-17KQ3S**".

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 29-Mar-11 | No.: RD025058 |
| Subject: Patch Release for E-3100 V.1.0 (1-17KPLR.ps) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-17KPLR.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-17KPLR.ps | Alignment Page cannot be printed out on any paper except "Plain" paper. |

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Patch Update Procedure

1. Extract **D4807561.exe** until you get the **1-17KPLR.ps** file.
2. Download/Import the patch file "**1-17KPLR.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-17KPLR**".

| | | | |
|---|---|---|--|
| Model: AT-C2 | | Date: 18-Apr-11 | No.: RD025059 |
| Subject: Service manual revision (SC681) | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

Service Manual Revision

The areas **in bold** were added.

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

| Model: AT-C2 | | Date: 18-Apr-11 | No.: RD025059 |
|--------------|----------|-----------------|--|
| No. | Sub code | Type | Details (Symptom, Possible Cause, Troubleshooting Procedures) |
| | | | <ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Electrical noise ▪ Replace the toner cartridge for the affected color (See table below). ▪ If the SC still occurs, see note below. |

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

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

- For sub codes 081–164:

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

In such cases:

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

| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 26-Apr-11 | No.: RD025060 |
| Subject: SC620 | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

SC620 (ARDF communication error)

CAUSE

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

SOLUTION

Production line

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

In the field

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

AT-C1

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

AT-C2

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

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 28-Apr-11 | No.: RD025061 |
| Subject: Patch Release for E-3100 V.1.0 (2011_May) | | Prepared by: C.Tsuji | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-5100 System version 1.0.

| Folder Name | Patch File Name | File Size | Installation |
|-------------|-----------------|-----------------|--|
| 1st | 1-17YHPN.ps | 22,630 bytes | Not Exclusive These 5 patches can be downloaded together and controller reboot is required only once. |
| | 1-185XW1.ps | 40,444 bytes | |
| | 1-184N3G.ps | 68,164 bytes | |
| | 1-185WRE.ps | 2,637,847 bytes | |
| | 1-18S4Y1.ps | 2,620,345 bytes | |

Important Note:

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

Issue(s) addressed with this release:

1. SC990 error occurs when calibrating a Dutch Fiery server.
2. Cyan color is not printed, when the job is printed with the default settings.
3. PS error occurs while processing a specific file.
4. PS error occurs when printing certain PDF files using the PS driver.
5. The Job List is not displayed in chronological order on the panel.

Prerequisite(s):

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

- 1-10W3WT
- 1-121KFF
- 1-12KOMM

Preparation before installation:

1. Extract **D4807562.exe**.
2. Check that 1st folder which consists of 5 patches is created.
 (Refer to the table on the top of this page.)

Model: Model At-C2

Date: 28-Apr-11

No.: RD025061

Patch Update Procedure:

1. Download/Import the patch file "**1-17YHPN.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-185XW1.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest of the patch files "**1-184N3G.ps**", "**1-185WRE.ps**", and "**1-18S4Y1.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page.
Verify the **Update Info** section. It should contain the patch numbers [**1-17YHPN**], [**1-185XW1**], [**1-184N3G**], [**1-185WRE**], and [**1-18S4Y1**].

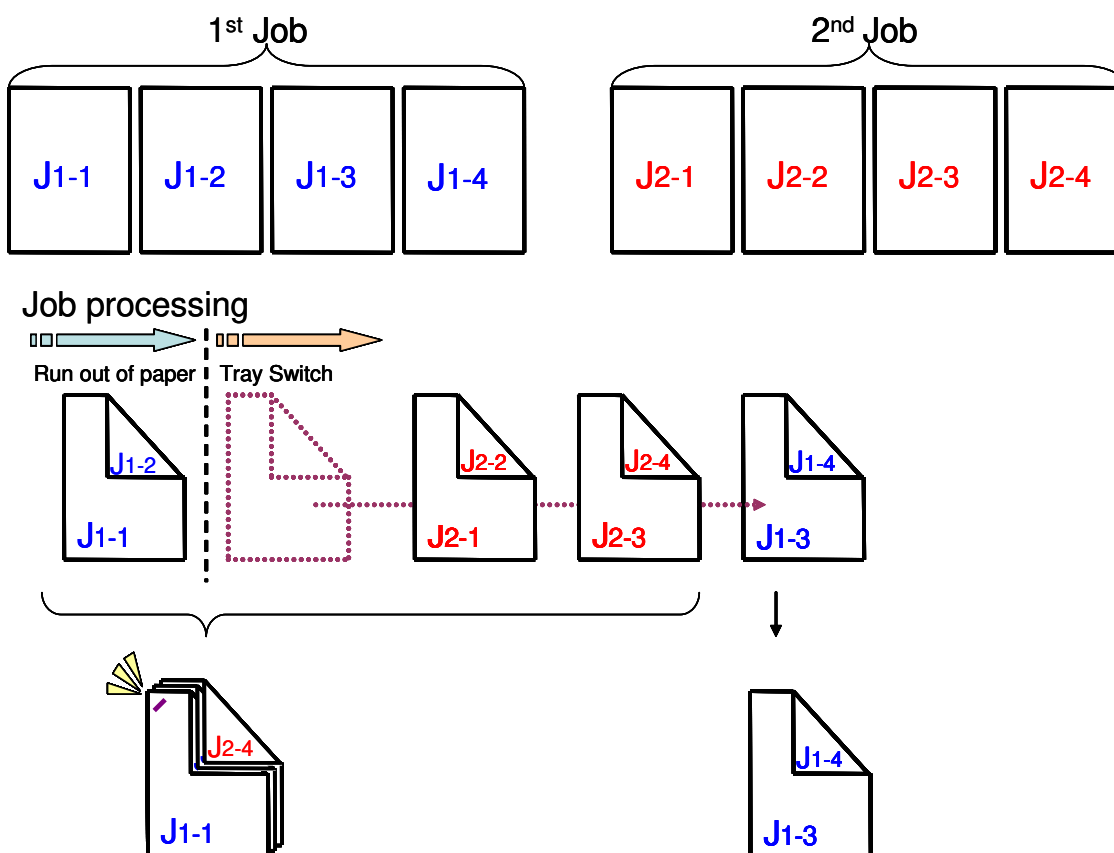
| | | | |
|---|--|---|---|
| Model: AT-C2 | | Date: 13-May-11 | No.: RD025062 |
| Subject: Job mixing problem with Duplex, Staple function. | | Prepared by: H. Tamaki | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

When the machine is performing two consecutive print jobs with Stapling, both jobs are stapled together except for the last sheet of the first job. This last sheet is then printed out separately.

Conditions:

- Both jobs are duplex print jobs
- Both jobs are set for Stapling
- Paper runs out during the first job, just before the last duplex sheet is printed out
- At that time, the machine switches to another paper tray via Auto Tray Switch



Model: AT-C2

Date: 13-May-11

No.: RD025062

CAUSE

Engine firmware bug

SOLUTION**Production line**

The Engine firmware was modified as follows.

AT-C2

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

In the field

Update the **Engine firmware** to the version shown above or newer.

Reissued:05-Jul-11

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 10-Jun-11 | No.: RD025063a |
|--------------|-----------------|----------------|

RTB Reissue

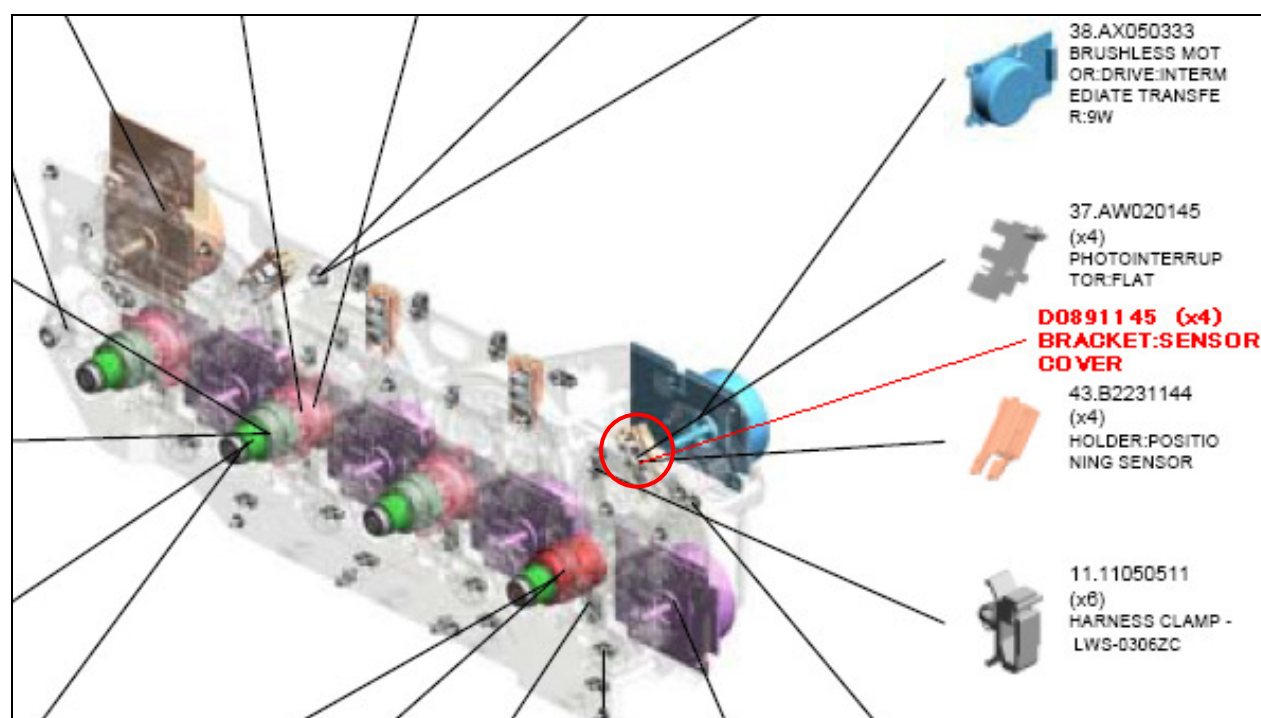
The items in ***bold italics*** were corrected or added.

| | | | |
|---|---|--|--|
| Subject: New bracket: Sensor Cover | | Prepared by: H. Tamaki | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

| New part number | Description | Q'ty | Int | Page | Index | Note |
|------------------------|---|------|-----|------|-------|------|
| <i>D0891135</i> | <i>POSITIONING SENSOR:DRUM:ASS'Y</i> | 4 | | | | |
| D0891145 | BRACKET:SENSOR COVER | 4 | | | | |

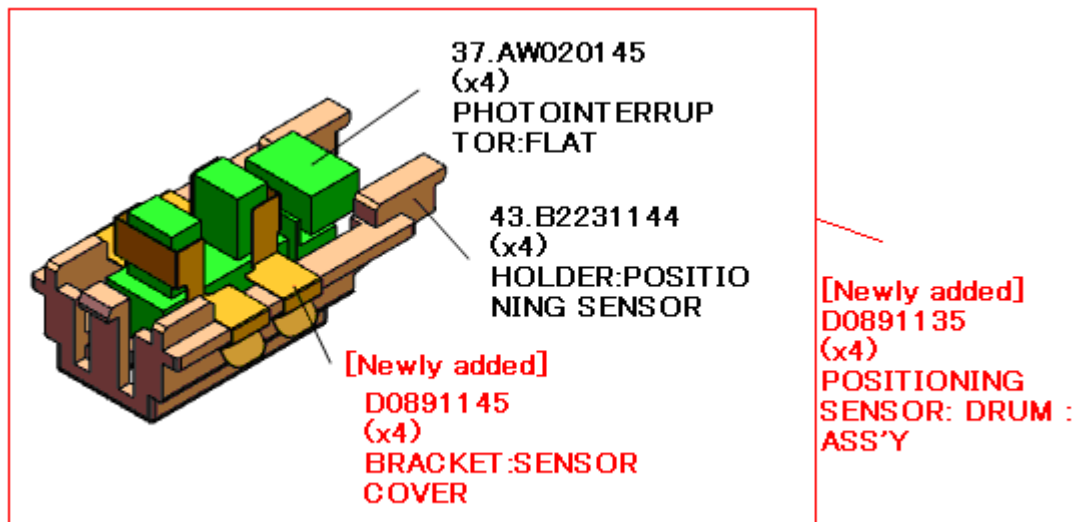
Change: *The phase control positioning sensor ass'y was added as a new part.*
 A sensor cover was added to the phase control positioning sensor.

Reason: To avoid electrostatic influence from drum gear.



Reissued:05-Jul-11

| | | |
|--------------|-----------------|----------------|
| Model: AT-C2 | Date: 10-Jun-11 | No.: RD025063a |
|--------------|-----------------|----------------|



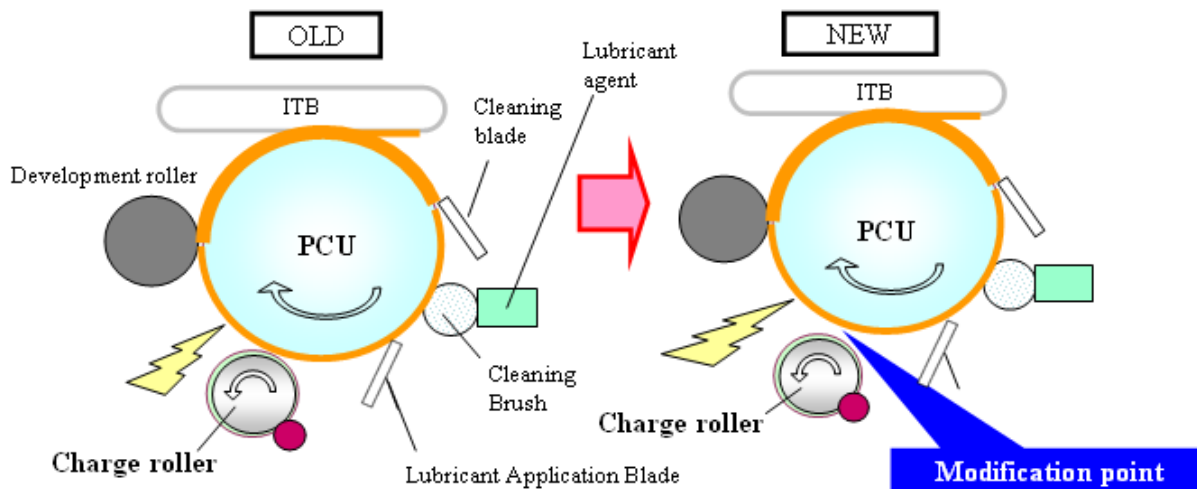
| | | | |
|--|---|--|---|
| Model: AT/AP-C2 | | Date: 08-Feb-12 | No.: RD025064 |
| Subject: Parts information | | Prepared by: Yuji Urushihara | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

Change: The gap between the BK PCU and charge roller was increased.

Reason: To further minimize the amount of toner particles that can stick to the charge roller surface (which makes it harder for dirty background and black lines to occur).

Note: There is no visual difference between the old and new units, since the gap has only been increased by 15μm.

| Old part number | New part number | Description | Q'ty | Int | Page | Index |
|-----------------|-----------------|-----------------|------|-------|------|-------|
| D0292252 | D0292256 | PCU:BK:UV:ASS'Y | 1 | O / O | | |



Cut-in serial numbers

None, since mass-production of this model has already been discontinued

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 12-Mar-12 | No.: RD025065 |
| Subject: Patch Release for E-3100 V.1.0 (1-1A241W.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1A241W.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-1A241W.ps | Scale to Fit and Full Bleed do not always work properly in combination. |

Before installing 1-1A241W.ps

- This patch is not exclusive. It may be applied to the server along with other patches.
One server reboot is sufficient for all patches to take effect on the system.
- The prerequisites listed below must be installed in the order specified before the 1-1A241W.ps patch is applied:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
 - 1-185WRE.ps
- If any known issues listed below, read before installing 1-1A241W.ps patch:
 - None.
- Do NOT install any of the following patches after installing the 1-1A241W.ps patch.
If you are required to install any of the patches below, do so before installing the 1-1A241W.ps patch:
 - 1-16TBFM.ps
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

- Extract the **D4807563.exe** until you get the **1-1A241W.ps** file.
- Download/Import the patch file "**1-1A241W.ps**" with Command Workstation to the "Direct" queue.
- You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.

| | | |
|--------------------|-----------------|---------------|
| Model: Model At-C2 | Date: 12-Mar-12 | No.: RD025065 |
|--------------------|-----------------|---------------|

4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-1A241W**".

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 12-Mar-12 | No.: RD025066 |
| Subject: Patch Release for E-3100 V.1.0 (1-1A62NB.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1A62NB.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---------------------------------|
| 1-1A62NB.ps | Patch to Upgrade BIOS to v2.15. |

Before installing 1-1A62NB.ps

1. This patch is not exclusive. It may be installed along with other patches.
One server reboot is sufficient for all patches to take effect on the system.
2. This patch upgrades the BIOS to version 2.15.
Reinstallation of System Software will not affect the BIOS version.
3. It is not necessary to apply this patch if the BIOS Version is already 2.15. The BIOS Version can be found in the BIOS Setup section of the Configuration page.

Patch Update Procedure

1. Extract the **D4807564.exe** until you get the **1-1A62NB.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1A62NB.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Confirm that in the BIOS Setup section of the Configuration page, the BIOS Version is **2.15**.

| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 12-Mar-12 | No.: RD025067 |
| Subject: Patch Release for E-3100 V.1.0 (2011_Sep) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-3100 System version 1.0.

| Folder Name | Patch File Name | File Size | Installation |
|-------------|-----------------|------------------|--|
| 1st | 1-1AUO61.ps | 108,612 bytes | Not Exclusive These 5 patches can be downloaded together and controller reboot is required only once. |
| | 1-1AYOV8.ps | 1,959,728 bytes | |
| | 1-1AYS6X.ps | 781,420 bytes | |
| | 1-1AYRJO.ps | 13,997,151 bytes | |
| | 1-1BRJYQ.ps | 174,202 bytes | |

Important Note:

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

Issue(s) addressed with this release:

1. Job does not print from Print queue when Enable Printed Queue is OFF in Fiery Setup.
2. The image gets cropped for particular file after applying the 1-185XQN patch.
3. When Staple 2 at center is specified, Fiery shows PS error (Range check Error).
4. Image Pattern collapses when trying to Process a file.
5. Patch to address duplex printing issue with PCL5 data.

Prerequisite(s):

1. Please print out the configuration page. Verify the **System Updates Log** section.
2. The prerequisites listed below must be installed in the order specified before the **1-1AUO61.ps**, **1-1AYS6Xps** and **1-1BRJYQ.ps** patches are applied:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
3. The prerequisites listed below must be installed in the order specified before the **1-1AYOV8.ps** patch is applied:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
 - 1-185XW1.ps

Model: Model At-C2

Date: 12-Mar-12

No.: RD025067

Do NOT install any of the following patches after installing the **1-1AYOV8.ps** patch. If you are required to install any of the patches below, do so before installing the 1-1AYOV8.ps patch:

- 1-185XW1.ps

4. The prerequisites listed below must be installed in the order specified before the **1-1AYRJO.ps** patch is applied:

- 1-10W3WT.ps
- 1-121KFF.ps
- 1-12KOMM.ps
- 1-185WRE.ps

Preparation before installation:

1. Extract **D4807565.exe**.
2. Check that 1st folder which consists of 5 patches is created.
(Refer to the table on the top of this RTB.)

Patch Update Procedure:

1. Download/Import the patch file "**1-1AUO61.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-1AYOV8.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest of the patch files "**1-1AYS6X.ps**", "**1-1AYRJO.ps**", and "**1-1BRJYQ.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page.
Verify the **Update Info** section. It should contain the patch number [**1-1AYOV8**], [**1-1AYS6X**], [**1-1AYS6X**], [**1-1AYRJO**], and [**1-1BRJYQ**].

| | | |
|-----------------------|-----------------|---------------|
| Model: Model At/Ap-C2 | Date: 12-Oct-12 | No.: RD025068 |
|-----------------------|-----------------|---------------|

| | | | |
|--|--|--|--|
| Subject: Paper Exit Unit : Open and Close:Ass'y | | Prepared by: Yuji Urushihara | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input checked="" type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Other () | | |

24. Duplex Unit

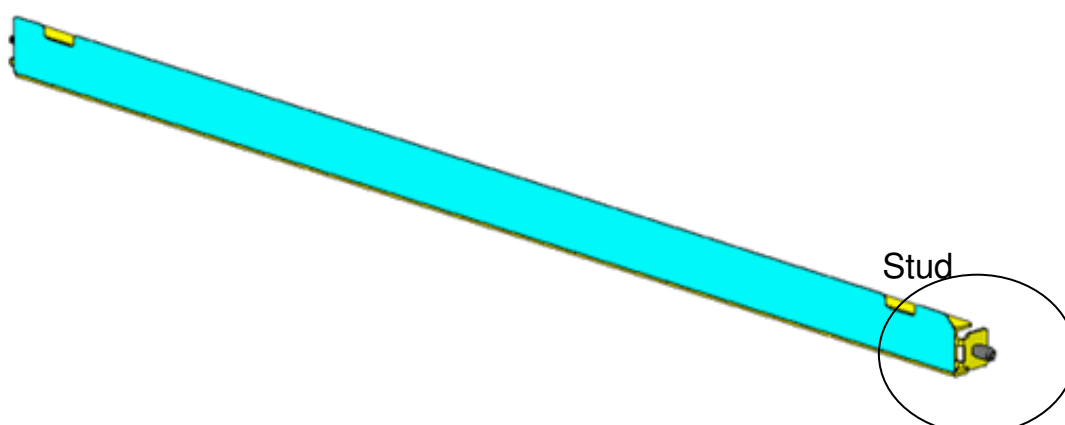
| Old part number | New part number | Description | Q'ty | Int | Note |
|-----------------|-----------------|---|------|-----|------|
| D0294592 | D0294580 | Paper Exit Unit: Open and Close : ASS'Y | 1-1 | X/O | - |

Changes:

1. The bracket with a screw hole at the front side of the stay was changed to a stud fixture.
2. The torque specification for the screw (still used at the rear side) was changed from $0.7 \pm 0.1 \text{ N/m}$ to $0.5 \pm 0.1 \text{ N/m}$.
3. This stay is now included in the service parts assembly shown in the table above (see Fig. 2)

Reason: To prevent paper jams by minimizing the range of motion (twisting) of the stay.

Fig. 1

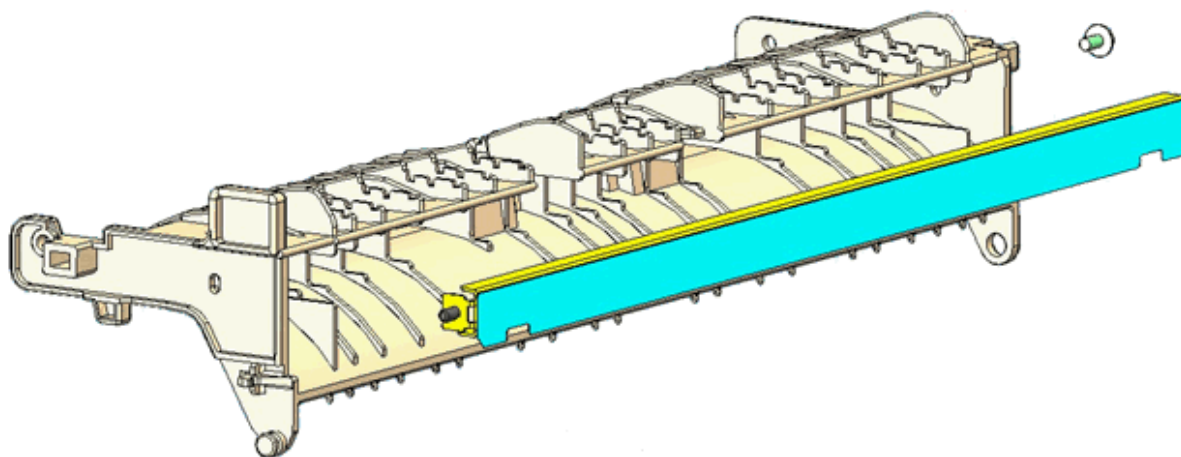


Model: Model At/Ap-C2

Date: 12-Oct-12

No.: RD025068

Fig. 2 (Paper Exit Unit: Open and Close: ASS'Y)



| | | | |
|---|---|--|--|
| Model: Model At-C2 | | Date: 22-Nov-12 | No.: RD025069 |
| Subject: Patch Release for E-3100 V.1.0 (1-1BK7HB.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1BK7HB.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-1BK7HB.ps | · HDD space does not increase after performing Clear Server. |

Before installing 1-1BK7HB.ps

1. This patch is not exclusive. It may be installed along with other patches.
One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1BK7HB.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract **D4807570.exe** until you get the **1-1BK7HB.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1BK7HB.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1BK7HB**.

| | | | |
|---|---|---|--|
| Model: Model At-C2 | | Date: 25-Dec-12 | No.: RD025070 |
| Subject: Patch Release for E-3100 V.1.0 (1-1GB747.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1GB747.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|---|
| 1-1GB747.ps | · Unable to send Scan data to the Mac OS X 10.7 share location. |

Before installing 1-1GB747.ps

1. This patch is not exclusive. It may be installed along with other patches.
One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1GB747.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
 - 1-16SPP7.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract **D4807571.exe** until you get the **1-1GB747.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1GB747.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1GB747**.

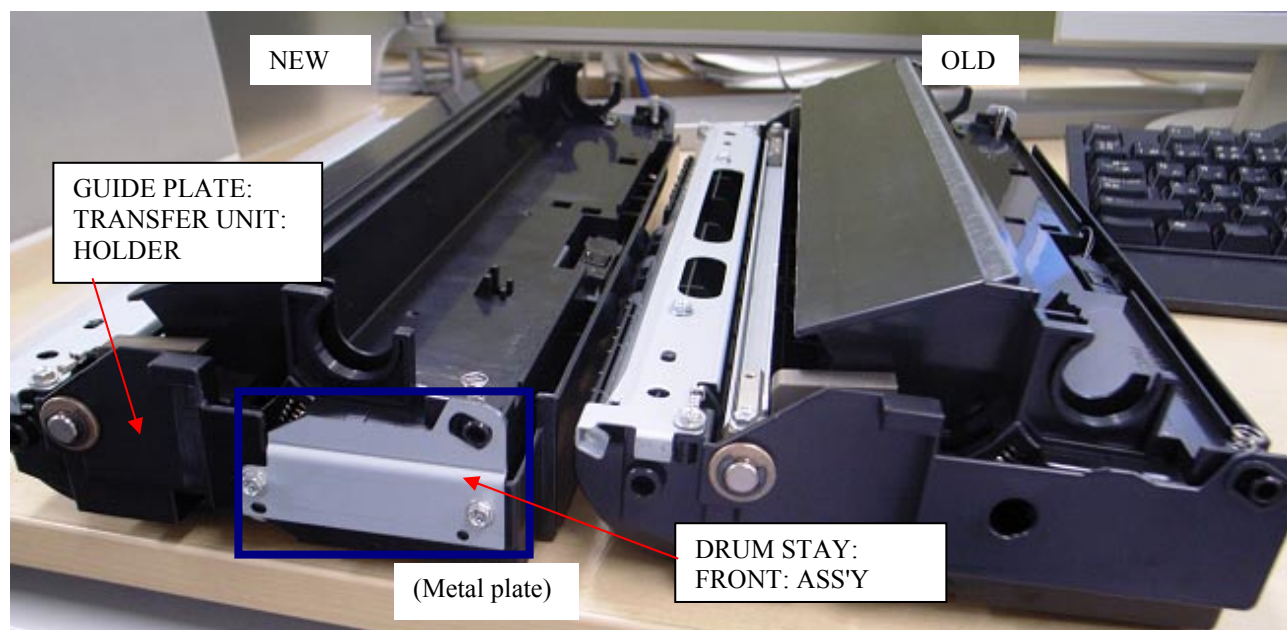
| | | | |
|--|---|--|--|
| Model: AT-C2 | | Date: 04-Mar-13 | No.: RD025071 |
| Subject: Parts change information | | by: H. Tamaki | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|----------------------------------|------|-----------|------|-------|------|
| D0256281 | D0256282 | CASE:AT:ASS'Y | 1 | X/X *1 | - | - | . |
| D0296286 | D0296288 | CASE:TRANSFER ROLLER | 1 | | - | - | |
| D0894663 | D0894664 | GUIDE PLATE:TRANSFER UNIT:HOLDER | 1 | X/X | | | |
| | D0894665 | SHAFT:HOLDER:REAR | 1 | X/X | - | - | - |
| | 04583010N | HEXAGON HEAD TAPPING SCREW:3X10 | 1 | X/X | - | - | - |
| | D0894666 | DRUM STAY:FRONT | 1 | X/X | - | - | - |
| | 04583008N | HEXAGON HEAD TAPPING SCREW:3X8 | 2 | X/X | - | - | - |

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

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

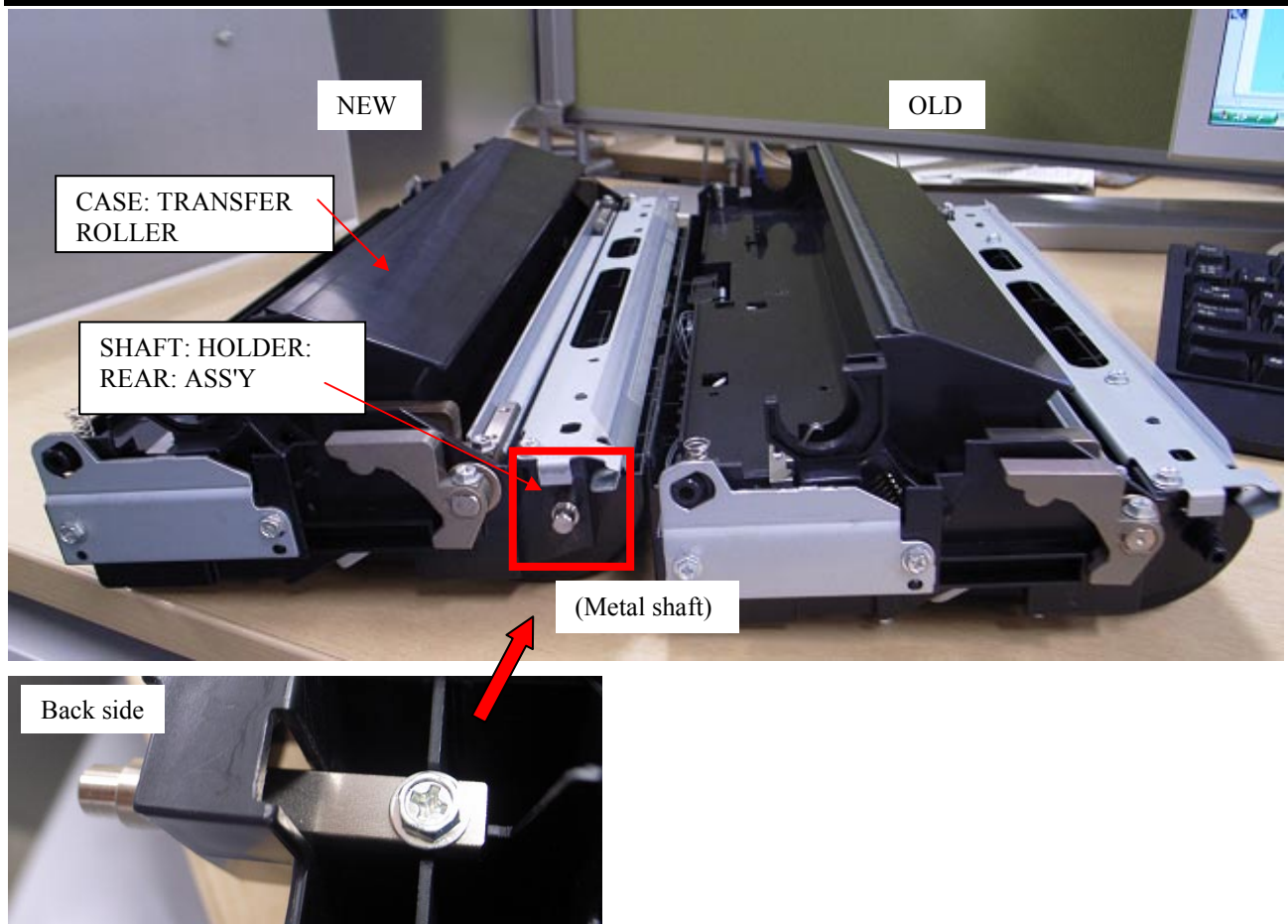
Important: Interchangeability is **X/O as a set** (all six parts together). *1: One from the two.



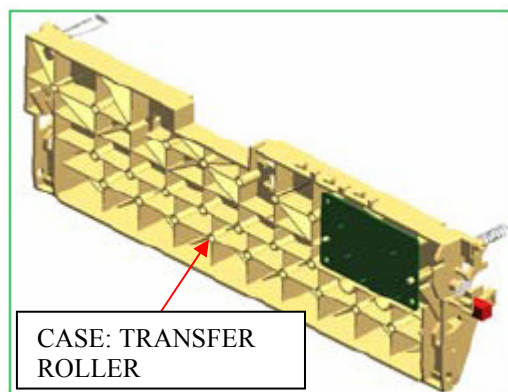
Model: AT-C2

Date: 04-Mar-13

No.: RD025071



Case: AT: Ass'y



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

SYMPTOM

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

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

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

CAUSE

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

Note:

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

SOLUTION

Service parts:

The usable storage capacity has been capped.

In the field:

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

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

| | | | |
|---|---|--|--|
| Model: AT-C2 | | Date: 28-Aug-13 | No.: RD025072 |
| Subject: Patch Release for E-3100 V.1.0 (1-1GF8GZ.ps) | | Prepared by: Y.Okano | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1GF8GZ.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-1GF8GZ.ps | - Development counter behavior might be incorrect, when a job is printed from Document Server. |

Before installing 1-1GF8GZ.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1GF8GZ.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4807575.exe** until you get the **1-1GF8GZ.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1GF8GZ.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1GF8GZ**.

| | | | |
|---|---|--|--|
| Model: AT-C2 | | Date: 28-Aug-13 | No.: RD025073 |
| Subject: Patch Release for E-3100 V.1.0 (1-1IQUYY.ps) | | Prepared by: Y.Okano | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1IQUYY.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-1IQUYY.ps | - A Patch to support Web Configure on Mac OS 10.8. |

Before installing 1-1IQUYY.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1IQUYY.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4807576.exe** until you get the **1-1IQUYY.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1IQUYY.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1IQUYY**.

| | | | |
|---|---|--|--|
| Model: AT-C2 | | Date: 28-Aug-13 | No.: RD025074 |
| Subject: Patch Release for E-3100 V.1.0 (1-1JHC4L.ps) | | Prepared by: Y.Okano | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1JHC4L.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-1JHC4L.ps | - IE10 Compatibility patch: This patch will address an issue where launching Setup/Configure on Internet Explorer 10, the Setup/Configure window is blank. |

Before installing 1-1JHC4L.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1JHC4L.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4807577.exe** until you get the **1-1JHC4L.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1JHC4L.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1JHC4L**.

| | | | |
|---|---|--|--|
| Model: AT-C2 | | Date: 24-Dec-13 | No.: RD025075 |
| Subject: Patch Release for E-3100 V.1.0 (1-1KK4TW.ps) | | Prepared by: Y.Okano | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **1-1KK4TW.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|--------------------|--|
| 1-1KK4TW.ps | - A Verisign certificate of Web Configure updated. |

Before installing 1-1KK4TW.ps

- Known issues listed below, read before installing 1-1KK4TW.ps patch:
 - None.
- The following prerequisites must be installed in the order specified before the **1-1KK4TW.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
 - 1-1JHC4L.ps
- Do NOT install any of the following patch(es) after installing the **1-1KK4TW.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1KK4TW.ps** patch:
 - 1-1IQUYY.ps
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

- Make sure that the Fiery controller reaches Idle.
- Use Command WorkStation to import the patch file **1-1KK4TW.ps** to the Direct connection.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.

Model: AT-C2

Date: 24-Dec-13

No.: RD025075

4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **1-1KK4TW**.

| | | | |
|--|---|--|--|
| Model: AT-C2 | | Date: 03-Sep-14 | No.: RD025076 |
| Subject: Patch Release for E-3100 V.1.0 (FIT204583.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **FIT204583.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|---------------------|--|
| FIT204583.ps | Unable to launch Configure window if Java 7u51 is installed. |

Before installing FIT204583.ps

- Known issues listed below, read before installing FIT204583.ps patch:
 - None.
- The following prerequisites must be installed in the order specified before the **FIT204583.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
- Do NOT install any of the following patch(es) after installing the **FIT204583.ps** patch. If you must install any of the patch(es) below, do so before installing the FIT204583.ps patch:
 - 1-1KK4TW.ps
 - 1-1IQUYY.ps
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

- Make sure that the Fiery controller reaches Idle.
- Use Command WorkStation to import the patch file **FIT204583.ps** to the Direct queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.

Model: AT-C2

Date: 03-Sep-14

No.: RD025076

4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT204583**.

| | | | |
|--|---|--|--|
| Model: AT-C2 | | Date: 03-Sep-14 | No.: RD025077 |
| Subject: Patch Release for E-3100 V.1.0 (FIT210986.ps) | | Prepared by: C.Tsuji | |
| From: PP Solution Support Sec., PP Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

This RTB is the release note for Patch File **FIT210986.ps** for Color Controller E-3100 system version 1.0.

| Patch File | Issue(s) |
|---------------------|---|
| FIT210986.ps | Scan To SMB: "General SMB operation error" alert message appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder. |

Before installing FIT210986.ps

- Known issues listed below, read before installing FIT210986.ps patch:
 - Set correct date and time on server as well as client machine before applying the patch for the fix to take effect.
- The following prerequisites must be installed in the order specified before the **FIT210986.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-121KFF.ps
 - 1-12KOMM.ps
 - 1-1GB747.ps
- Do NOT install any of the following patch(es) after installing the **FIT210986.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT210986.ps** patch:
 - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT210986.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT210986**.

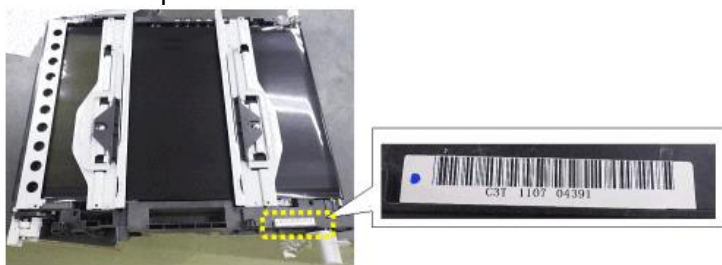
| | | | |
|---|---|---|---|
| Model: AT-C2 | | Date: 9-Mar-15 | No.: RD025078 |
| Subject: Refurbished service parts | | Prepared by: Yuji Urushihara | |
| From: 1st Tech Service Sect. MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Important Information on Refurbished Service Parts

- In accordance with Ricoh's new environmental policies for MFP and printer products, beginning in **April 2015**, additional refurbished parts will be introduced for selected service parts ordered from the SPC. These refurbished parts will be provided as brand-new parts.
- A table of the selected service parts is shown below.
- This is done in order to further strengthen Ricoh's environmental management as well as to improve group profitability.

Note:

- Refurbished parts are inspected on the production line. The same guarantees on quality for brand-new parts apply to refurbished parts.
- Refurbished parts are marked with a blue dot on the label or frame as follows:



Applicable parts

| Part Number | Description | Blue dot marking location |
|-------------|---|---------------------------|
| D0254405 | PAPER EXIT UNIT:MACHINE OR COPIER:ASS'Y:AT-C2 | |

Model: AT-C2

Date: 9-Mar-15






No.: RD025078

| | | |
|----------|---|--|
| D0896011 | TRANSFER UNIT:INTERMEDIATE TRANSFER:ASS'Y |  |
| D0876202 | TRANSFER/SEPARATI ON UNIT:ASS'Y |  |
| D0292751 | PAPER FEED UNIT:ASS'Y |  |
| D0252751 | PAPER FEED UNIT:ASS'Y |  |

Model: AT-C2

Date: 9-Mar-15

No.: RD025078

| | | |
|----------|--|--|
| B8021721 | STEPPER MOTOR:DC1.76V 3.7W |  |
| D0294405 | PAPER EXIT UNIT:MACHINE OR COPIER:ASS'Y: AP-C2 |   |
| B8036011 | TRAY - EXIT MAIN |   <p>There is ONLY a blue dot marking on the packing label for this part.</p> |

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

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

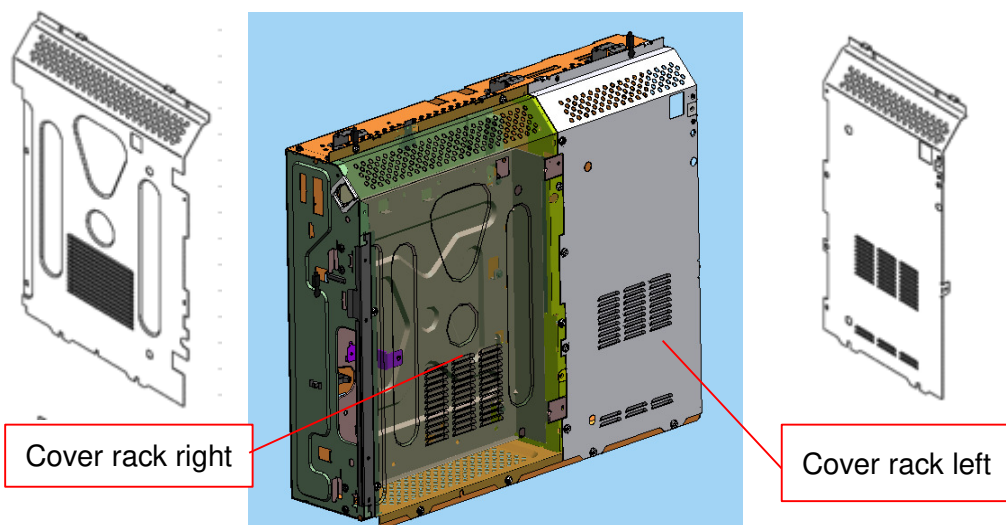
IMPORTANT SAFETY INFORMATION about the Controller Board Cover

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

AP/AT-C3, C2.5, C2

Cover rack right: D0295811

Cover rack left: D0295810



AP-P2

Cover rack right: G1335811

Cover rack left: G1335810

