

Model: Z-C2	Date: 08-Jan-14	No.: RD193001
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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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are the same on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
01.00:04	D1915501A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
01.00:04	1st Mass production

**Reissued: 07-Aug-14**

Model: Z-C2	Date: 08-Jan-14	No.: RD193011a
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.01</b>	<b>D1915789B</b>	<b>August 2014 production</b>	<b>Available</b>
1.00	D1915789A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.01</b>	<b>Symptom corrected:</b> – <b>Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.</b>
1.00	1st Mass production

Model: Z-C2	Date: 08-Jan-14	No.: RD193012
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Subject: Firmware Release Note: aics		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D7925759A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Reissued: 05-Jun-15

Model: Z-C2_SOP	Date: 08-Jan-14	No.: RD193013a
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>2.00</b>	<b>D1935778A</b>	<b>May 2015 production</b>	<b>Available</b>
1.00	D1935778	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b>2.00</b>	<b>Symptom Corrected:</b> 1. <b>Traditional Chinese: "Print" is incorrectly displayed as "Copy" on the Print Volume Use Limitation screen (System Settings).</b> 2. <b>Portuguese: "Gestão de" is incorrectly displayed as "Selecionar band. papel" on the Program/Change Administrator screen (Printer Features).</b>
1.00	1st Mass production

Reissued: 07-Sep-16

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 15-Aug-13	No.: RD193015b
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.02</b>	<b>D1915787C</b>	<b>October 2016 production</b>	<b>Available</b>
1.01	D1915787B	August 2014 production	Available
1.00	D1915787A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.02</b>	<b>Symptom corrected:</b> <ul style="list-style-type: none"> <li><b><i>Printing might be slow when a spreadsheet containing many cells with patterns that are different from the default pattern in the following setting is printed from Microsoft Excel 2013: Select "Format Cell", select the "Fill" tab, and change the "Pattern Style" setting</i></b></li> <li><b><i>PDF file may not be printed via direct print if the PDF file contains True Type fonts.</i></b></li> </ul>
1.01	Symptom corrected: <ul style="list-style-type: none"> <li>If odd pages are specified for duplex jobs on the SDK preview screen, even pages are displayed.</li> <li>PDF Direct jobs containing a mask that was created using tiling, will be reset.</li> </ul>
1.00	1st Mass production

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193016
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Subject: Firmware Release Note: PS3		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to “NEW” and “ROM” are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1915797A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

**Reissued: 23-Jan-17**

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193017a
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to “NEW” and “ROM” are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>3.15.3</b>	<b>D1915795B</b>	<b>February 2017 production</b>	<b>Not Available</b>
3.15.2	D1915795A	1st Mass production	Not Available

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

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

Version	Modified Points or Symptom Corrected
<b>3.15.3</b>	<b>Symptom corrected:</b> - <b><i>When “Unauthorized Copy Prevention Printing: Printer” is enabled, an error might occur, causing the job to be cancelled. (GFPR#RA14120002)</i></b>
3.15.2	1st Mass production

Reissued: 05-Jun-15

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 15-Aug-13	No.: RD193018b
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>F.20</i></b>	<b><i>D1915773C</i></b>	<b><i>May 2015 production</i></b>	<b><i>Available</i></b>
F.19	D1915773B	May 2014 production	Available
F.18	D1915773A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b><i>F.20</i></b>	<b><i>Symptom corrected:</i></b> <b><i>SC672-11 (Controller start up error) may occur while the machine is in Energy Saver mode.</i></b>
F.19	Symptom corrected: 1. Machine cannot recover from Energy Saver mode. 2. SC672-11 (Controller start up error) occurs when the machine is prompted (e.g. by a print job or other operation) to recover from Energy Saver mode.
F.18	1st Mass production



Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193019
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Subject: Firmware Release Note: Option PctBrdg		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to “NEW” and “ROM” are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.15.03	D7925713A	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
1.15.03	1st Mass production

**Model: Z-C2/Z-C2 Smart Operation Panel**
**Date: 08-Jan-14**
**No.: RD193020**

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
13.58	D7925760A	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
13.58	1st Mass production

Reissued: 09-Mar-17

Model: Z-C2 / Z-C2_SOP	Date: 08-Jan-14	No.: RD193021d
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.05.00</b>	<b>D7925754E</b>	<b>March 2017 production</b>	<b>Available</b>
1.04.00	D7925754D	September 2015 production	Available
1.03.00	D7925754C	April 2015 production	Available
1.02.00	D7925754B	October 2014 production	Available
1.01.00	D7925754A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.05.00</b>	<b>Other Changes:</b> - <b>Support for TLS 1.0, TLS 1.1, and TLS 1.2.</b>  <b>Symptom corrected:</b> - <b>When a certain page is loaded or printed, an SC899 might occur.</b>
1.04.00	Symptom corrected: - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
1.03.00	Version number changed for version management purposes (No program changes made).
1.02.00	Symptom corrected SC899 may occur when performing continuous scanning.
1.01.00	1st Mass production

Reissued: 09-Mar-17

Model: Z-C2 / Z-C2\_SOP

Date: 08-Jan-14

No.: RD193021d

Reissued: 01-Sep-15

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193022e
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.05.00</b>	<b>D7925756F</b>	<b>September 2015 production</b>	<b>Not Available</b>
1.04.00	D7925756E	April 2015 production	Not Available
1.03.00	D7925756D	February 2015 production	Not Available
1.02.00	D7925756C	October 2014 production	Not Available
1.01.00	D7925756B	August 2014 production	Not Available
1.00.02	D7925756A	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b>1.05.00</b>	<b>Symptom corrected:</b> - <b><i>The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.</i></b>
1.04.00	New Functions - Banner message displays "Connecting" while loading web page - Metadata added to http header - Browser to not start up when logging out - No implicit cache clearing - SP mode to control the above three new features: Metadata addition to http header, browser startup/shutdown while logging out, activate/deactivate implicit cache clearing Symptom corrected - SC899

Reissued: 01-Sep-15

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193022e
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Version	Modified Points or Symptom Corrected
1.03.00	Symptom corrected ICE scanning fails (data is not sent to the ICE server) when performed from the MFP browser. Note: The data is sent if the ICE server does not use cookies.
1.02.00	Symptom corrected Minor changes were applied for the Japan domestic model only.
1.01.00	Symptom corrected 1. Scanning that requires cookies and a proxy fails. 2. SC899 occurs when a character string containing "%s" is exported to the debug log.
1.00.02	1st Mass production

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193023
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Subject: Firmware Release Note: ADF_MARCY-B		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **ADF\_MARCY-B**.

Version	Program No.	Effective Date	Availability of RFU
01.010:02	D7835300B	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
01.010:02	1st Mass production

**Reissued: 17-Jun-16**

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 08-Jan-14	No.: RD193024a
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure NOT to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to “NEW” and “ROM” are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **Finisher\_BLOCK**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>02.020:08</i></b>	<b><i>M3665300B</i></b>	<b><i>July 2016 production</i></b>	<b><i>Not Available</i></b>
02.010:08	M3665300A	1st Mass production	Not Available

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

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

Version	Modified Points or Symptom Corrected
<b><i>02.020:08</i></b>	<b><i>Error Correction MP C401SRSP engine may stall due to a bug in the Finisher_BLOCK firmware.</i></b>
02.010:08	1st Mass production



Reissued: 08-Sep-16

Model: Z-C2/Z-C2_SOP	Date: 08-Jan-14	No.: RD193025b
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## RTB Reissue

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

Subject: Firmware Release Note: GWFCU3.8.-6(WW)		Prepared by: T. Suzuki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **GWFU3.8-6(WW)**.

Version	Program No.	Effective Date	Availability of RFU
<b>03.00.00</b>	<b>D7925570C</b>	<b>October 2016 production</b>	<b>Available</b>
02.00.00	D7925570B	September 2014 production	Available
01.00.00	D7925570A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>03.00.00</b>	<b>Support for ErP Lot 6 compliance.</b>
02.00.00	Symptom corrected SC991-00 occurs if Back-up Transmission is used when User Authentication is enabled.
01.00.00	1st Mass production

**Reissued: 23-Jan-17**

Model: Z-C2/Z-C2 Smart Operation Panel	Date: 22-Jan-14	No.: RD193026a
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.07</b>	<b>D7925738B</b>	<b>February 2017 production</b>	<b>Available</b>
1.06	D7925738A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.07</b>	<b>Symptom corrected:</b> - <b>When "Unauthorized Copy Prevention Printing: Printer" is enabled, an error might occur, causing the job to be cancelled.</b> <b>(GFPR#RA14120002)</b>
1.06	1st Mass production

Reissued: 30-Jan-17

Model: Z-C2 Smart Operation Panel	Date: 25-Feb-14	No.: RD193029b
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>2.02</b>	<b>D1935789B</b>	<b>February 2017 production</b>	<b>Available</b>
2.01	D1935789A	September 2014 production	Available
2.00	D1935789	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>2.02</b>	<b>Symptom corrected:</b> <ul style="list-style-type: none"> <li>- <b><i>When rebooting the device after the firmware has been updated, an application that is used for displaying, printing, deleting, or receiving a document on the Document Server might be unresponsive.</i></b></li> </ul>
2.01	Symptom corrected: <ul style="list-style-type: none"> <li>- Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.</li> </ul>
2.00	1st Mass production

Reissued: 11-Dec-14

Model: <b>MET-C1cde/MET-C1cde_SOP</b> <b>CH-C1/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1</b>	Date: 01-Jul-13	No.: RD149014b
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1495581	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 11-Dec-14

Model: MET-C1cde/MET-C1cde_SOP CH-C1 Office/CH-C1 Pro/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1	Date: 18-Jun-13	No.: RD149025b
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

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

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

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

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

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 11-Dec-14

Model: MET-C1cde/MET-C1cde_SOP CH-C1 Office/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1	Date: 01-Jul-13	No.: RD149026b
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

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

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

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

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

Version	Modified Points or Symptom Corrected
1.12	1st Mass production

Model: <b>MET-C1ab/ MET-C1cde/ CH-C1 Office/ MET-C1yz/MET-C1yz_SOP/ Z-C2/Z-C2_SOP</b>	Date: 13-Mar-14	No.: RD147059
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Subject: Firmware Release Note: OptionSD FONT		Prepared by: N. Yoshida	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to “NEW” and “ROM” are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

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

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

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

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

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Model: Z-C2		Date: 14-Mar-14	No.: RD193039
Subject: Machine does NOT recover from the energy saving mode (STR mode)		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input type="checkbox"/> Tier 2

## SYMPTOM

The machine cannot recover from Energy Saver mode if the controller board is replaced with one that contains System Copy Ver. 1.01.

**Note:** This only occurs if the board is replaced with a **Service parts** controller board containing Ver.1.01.

## CAUSE

Controller boards stocked at regional parts centers in the EU and US contained the older version (System Copy Ver. 1.01), which triggers the symptom due to a firmware bug.

## SOLUTION

Whenever you replace the controller board:

- **Check the version** of the System Copy firmware onboard the controller board
- If it is Ver.1.01 or older, **update the firmware to Ver.1.02 or newer.**



Model: Z-C2		Date: 29-Jul-14	No.: RD193040
Subject: Service manual correction (SC797)		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## Service Manual Revision

The following SC was added as follows.

No.	Type	Detail (Symptom, Possible Cause, Troubleshooting)
797	B	Sensor solenoid error
		<ul style="list-style-type: none"> <li>● Defective sensor solenoid</li> <li>● Loose connection of solenoid</li> <li>● Solenoid overload</li> </ul>
		<ul style="list-style-type: none"> <li>● Check the connections to the sensor solenoid</li> <li>● Replace the sensor solenoid</li> </ul>

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 12-Aug-13	No.: RD147044d
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.08.6</b>	<b><i>D1501456E_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.08.3	D1501456D_forEDC	December 2013 production	Not Available
1.08.2	D1501456C_forEDC	June 2013 production	Not Available
1.07.1	D1501456B	1st Mass production	Not Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.08.6</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.08.3	Symptom corrected: The Copy icon appears later than expected when the Screen Start-up Mode is set to "Quick."
1.08.2	Other change: Support to local cloud service (JPN model only)
1.07.1	1st Mass production

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147048f
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.13</b>	<b><i>D1501448H_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.12	D1501448G_forEDC	October 2014 production	Not Available
1.11	D1501448F_forEDC	June 2014 production	Not Available
1.10	D1501448E_forEDC	March 2014 production	Not Available
1.09	D1501448D_forEDC	January 2014 production	Not Available
1.08	D1501448C_forEDC	August 2013 production	Not Available
1.07.2	D1501448B_forEDC	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.13</b>	<b><i>Symptom corrected:</i></b> <b><i>The screen may suddenly black out while using the operation panel.</i></b>  <b><i>Other changes:</i></b> <b><i>Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.12	Symptom corrected: The operational panel display cannot be switched to the FAX screen while the ECO screen is being displayed.
1.11	Specification change: Supports the Function Priority setting.
1.10	Error Correction: Translation errors in Russian were corrected.

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147048f
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Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: - Minor bug correction
1.08	Symptom corrected: The login name is spelled incorrectly if the user logs in using a simplified Chinese user name.
1.07.2	1st Mass production

Reissued: 05-Jan-17

Model: <b>MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP</b>	Date: 26-Nov-13	No.: RD147064e
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## RTB Reissue

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

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

## Application Update Release: Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

This RTB has been issued to announce the firmware release information for the **START\_RICOH for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.26</i></b>	<b><i>D1501435D_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.25	D1501435C_forEDC	December 2013 production	Not Available
1.22	D1501435B_forEDC	November 2013 production	Not Available
1.17.1	D1501435A_forEDC	June 2013 production	Not Available
-	D1501435_forEDC	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.26</i></b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.25	Other changes: Minor changes were applied for the Japanese domestic model.
1.22	Other changes: The icon for the photo manager app was added to the launcher screen for "start.ricoh".
1.17.1	Other change: The design of the "start.ricoh" icon displayed on the home screen was changed.

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147067e
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.30</b>	<b>D1501447F</b>	<b>October 2016 production</b>	<b>Not Available</b>
1.29	D1501447E_forEDC	July 2016 production	Not Available
1.28	D1501447D_forEDC	March 2014 production	Not Available
1.23	D1501447C_forEDC	December 2013 production	Not Available
1.11	D1501447B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.30</b>	<b><i>Other changes:</i></b> <b><i>Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.29	Symptom Corrected: 1. If an address that is not registered with a fax number is selected from the Simple FAX application with the Card Authentication Package V2, the selection cannot be canceled. 2. If the machine is registered with 45*n+5 addresses, the scroll up function does not work when trying to select an address from the Simple FAX application.
1.28	Error Correction 1. The Simple FAX recipient input screen may turn black in the history full or job near-full conditions. 2. The Simple FAX may stall when one address is selected after 500 or more destinations

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147067e
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Version	Modified Points or Symptom Corrected
	are selected. 3. An error occurs 90 seconds after the machine is put into Silent mode directly from the destination input screen, and the machine displays the Simple FAX screen (instead of the Home screen) when recovering from Silent mode.
1.23	Symptom corrected: 1. "Unreadable Direction" cannot be selected after the Original Orientation is changed from this setting to "Readable Direction". Other changes: 2. Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Initial release

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147072j
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.19</b>	<b><i>D1501445K_forEDC</i></b>	<b><i>January 2017 production</i></b>	<b><i>Not Available</i></b>
1.18	D1501445J_forEDC	November 2016 production	Not Available
1.17	D1501445H_forEDC	October 2014 production	Not Available
1.16	D1501445G_forEDC	June 2014 production	Not Available
1.14	D1501445F_forEDC	March 2014 production	Not Available
1.13	D1501445E_forEDC	December 2013 production	Not Available
1.12	D1501445D_forEDC	November 2013 production	Not Available
1.11	D1501445C_forEDC	October 2013 production	Not Available
1.10	D1501445B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.19</b>	<b><i>Symptom corrected: Simple copy application may appear incorrectly and become inoperable after recovering from the energy saving mode.</i></b>
1.18	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.
1.17	Symptom corrected: 1. The Smart Operation Panel stalls when the machine recovers from Energy Saver mode if the user booted up Simple Copy from the app. history list when the machine entered Energy Saver.



Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Nov-13	No.: RD147072j
Version	Modified Points or Symptom Corrected		
	2. The following error message is displayed if the user boots up Simple Copy just after the machine enters Energy Saver mode: "Cannot make copies. The function selected cannot be configured. Please try again."		
1.16	Symptom corrected: 1. The Copy zoom setting was changed from 「82% A4->B5 B4->B5」 to 「82% B4->A4 B5->A5」.  Other changes: 2. The specification was changed for the machine's error notification to the Flair API when the machine is in Simple Copy mode.		
1.14	Other changes: Supports business signage apps for the Smart Operation Panel.		
1.13	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.		
1.12	Symptom corrected: Minor bug correction		
1.11	Symptom corrected: [MP C8002/6502 series only]: The replacement alert for the lubricant bar is not displayed at bar replacement, and the machine cannot perform any jobs.		
1.10	Initial release		

Reissued: 05-Jan-17

Model: <b>MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP</b>	Date: 14-Feb-14	No.: RD147096i
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **Web Browser NX for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.405.0</b>	<b><i>D1501434J_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.404.0	D1501434H_forEDC	September 2016 production	Not Available
1.403.0	D1501434G_forEDC	September 2015 production	Not Available
1.402.0	D1501434F_forEDC	May 2015 production	Not Available
1.401.0	D1501434E_forEDC	October 2014 production	Not Available
1.301.0	D1501434D_forEDC	October 2014 production	Not Available
1.201.0	D1501434C_forEDC	June 2014 production	Not Available
1.101.0	D1501434B	March 2014 production	Not Available
1.02.0	D1501434A	March 2014 production	Not Available
1.01.0	D1501434_forEDC	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.405.0</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.404.0	Other changes: Support for user code authentication in applications that use Web Browser NX.
1.403.0	Symptom corrected: Security issues was resolved.
1.402.0	Symptom corrected: - When a print job or scan job is being executed, the System Auto Reset timer might

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 14-Feb-14	No.: RD147096i
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Version	Modified Points or Symptom Corrected
	not be set.
1.401.0	Other changes: - Supported RICOH SmartSDK v1.04.
1.301.0	Other changes: - Supported RICOH SmartSDK v1.03.
1.201.0	Other changes: - Supported RICOH SmartSDK v1.02.
1.101.0	Other changes: - Supported APIs for web applications v1.01.
1.02.0	Specification change The wording "What Is Web Browser NX?" is displayed after the browser NX application boots up.
1.01.0	1st Mass production

Reissued: 17-Jan-17

Model: <b>MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP</b>	Date: 03-Sep-14	No.: RD147122b
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**RTB Reissue**

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

Subject: Firmware Release Note: CH1a_QRCodeforSDC for eDC		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **CH1a\_QRCodeforSDC for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.0.1</b>	<b><i>D1501429A_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not available</i></b>
1.0.0	D1501429_forEDC	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b>1.0.1</b>	<b><i>Other changes: Minor bug correction.</i></b>
1.0.0	- Initial release.

Model: Z-C2		Date: 3-Sep-14	No.: RD193041
Subject: Service manual correction (SC724-82,SC724-83)		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## Service Manual Revision

The following SC was added as follows.

No.	Type	Detail (Symptom, Possible Cause, Troubleshooting)
724 -82	B	Finisher shift roller motor error
		<ul style="list-style-type: none"> <li>● Motor overload</li> <li>● Loose connection of the shift roller motor</li> <li>● Defective shift roller motor</li> </ul>
		<ul style="list-style-type: none"> <li>● Check the connections to the shift roller motor</li> <li>● Replace the shift roller motor</li> </ul>

No.	Type	Detail (Symptom, Possible Cause, Troubleshooting)
724 -83	B	Finisher tray lift motor error
		<ul style="list-style-type: none"> <li>● Motor overload</li> <li>● Loose connection of the tray lift motor</li> <li>● defective tray lift motor</li> </ul>
		<ul style="list-style-type: none"> <li>● Check the connections to the tray lift motor</li> <li>● Replace the tray lift motor</li> </ul>

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147054e
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.08</b>	<b><i>D1501453D_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.07	D1501453C_forEDC	June 2015 production	Not Available
1.06	D1501453B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.08</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.07	Symptom corrected: It may not be restored from the sleep mode.
1.06	Initial release

Reissued: 05-Jan-17

Model: <b>MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP</b>	Date: 15-Nov-13	No.: RD147057d
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**RTB Reissue**

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

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

## Application Update Release: Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.11</b>	<b><i>D1501454C_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.10	D1501454B_forEDC	Initial release	Not Available

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

**“Not available”:** The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
<b>1.11</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.10	Initial release

Reissued: 11-Nov-16

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147066e
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.11</b>	<b><i>D1501444E_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.10	D1501444D_forEDC	January 2014 production	Not Available
1.09	D1501444C_forEDC	December 2013 production	Not Available
1.08	D1501444B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.11</b>	<b><i>Other changes: Minor bug correction.</i></b>
1.10	Symptom corrected: - Minor bug correction
1.09	Other changes: - The Smart Operation Panel supports unified Portuguese.
1.08	Initial release



Reissued: 05-Jan-17

Model: <b>MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP</b>	Date: 15-Nov-13	No.: RD147071d
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## RTB Reissue

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

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

## Application Update Release:

### Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.08</b>	<b><i>D1501455C_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.07.1	D1501455B_forEDC	Initial release	Not Available

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

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

**“Not available”:** The firmware can be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
<b>1.08</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.07.1	Initial release

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147051e
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.11</b>	<b><i>D1501449F_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.10	D1501449E_forEDC	October 2014 production	Not Available
1.09	D1501449D_forEDC	March 2014 production	Not Available
1.08.1	D1501449A_forEDC	March 2014 production	Not Available
1.07.1	D1501449B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.11</b>	<b><i>Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</i></b>
1.10	Symptom corrected: Cannot close the ECO screen if the FAX Substitute Reception button is pressed.
1.09	Japanese domestic only
1.08.1	Error Correction Wrong translation in Russian
1.07.1	Initial release

Reissued: 15-Mar-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147055c
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
2.1.7	D1501452_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
2.1.7	<p><b><i>The version was upgraded for firmware management purpose on the server. No changes made to the firmware.</i></b></p> <p>----- Initial release</p>

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 29-Nov-13	No.: RD147060n
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.31</b>	<b><i>D1501443T_forEDC</i></b>	<b><i>March 2017 production</i></b>	<b><i>Not Available</i></b>
1.30	D1501443S_forEDC	November 2016 production	Not Available
1.29	D1501443R_forEDC	October 2015 production	Not Available
1.28	D1501443Q_forEDC	October 2015 production	Not Available
1.27	D1501443P_forEDC	March 2015 production	Not Available
1.26	D1501443N_forEDC	October 2014 production	Not Available
1.25	D1501443M_forEDC	June 2014 production	Not Available
1.24	D1501443L_forEDC	June 2014 production	Not Available
1.23	D1501443K_forEDC	April 2014 production	Not Available
1.22	D1501443J_forEDC	March 2014 production	Not Available
1.21	D1501443H_forEDC	December 2013 production	Not Available
1.19	D1501443F_forEDC	October 2013 production	Not Available
1.18	D1501443E_forEDC	1st Mass production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.31</b>	<b><i>Symptom corrected: Status check LED may turn off even when an error remains uncorrected.</i></b>
1.30	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 29-Nov-13	No.: RD147060n
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Version	Modified Points or Symptom Corrected
1.29	Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with CheetahSystem version 1.43 or later.
1.28	Symptom corrected: SC672-11 may occur when continuously running print jobs.
1.27	Symptom corrected: A system auto-reset occurs while operations are being performed on the operation panel.
1.26	Symptom corrected: 1. Cannot return to the Streamline NX login screen if the machine repeatedly enters and exits Energy Saver mode. 2. The screen will turn black if the user logs in via card authentication while the Streamline NX is in Energy Saver mode.
1.25	Symptom corrected: 1. Screen freezes with the message "Please Wait" in legacy application after legacy UI data is updated.  Other changes: 2. Supports the SDK/J application priority setting.
1.24	Symptom corrected: [Smart Operation Panel only]: The machine may not recover from Energy Saver mode.
1.23	Other changes: Deleted unnecessary function to print out event logs.
1.22	Symptom collected The display freezes if the machine is repeatedly put into and then recovered from Energy Saver mode from the Smart Operation Panel.
1.21	Symptom corrected: The icon for an SDK application disappears from the display when the machine recovers from Energy Saver mode.
1.19	Other changes: A touch screen function was added to the preview screen. IMPORTANT: To apply the above change, in addition to this firmware, make sure to update the System/Copy firmware to Ver.2.24 or later and all applications that use this feature to the supported versions.
1.18	1st Mass production

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147069g
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.22</b>	<b><i>D1501450K_forEDC</i></b>	<b><i>March 2017 production</i></b>	<b><i>Not Available</i></b>
1.21	D1501450J_forEDC	November 2016 production	Not Available
1.20	D1501450H_forEDC	June 2014 production	Not Available
1.16	D1501450F_forEDC	March 2014 production	Not Available
1.13	D1501450E_forEDC	January 2014 production	Not Available
1.12	D1501450D_forEDC	December 2013 production	Not Available
1.11	D1501450C_forEDC	October 2013 production	Not Available
1.10	D1501450B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.22</b>	<b><i>Symptom corrected: If an error occurs and the check status button is pressed to verify the error detail, the screen does not switch to the application screen.</i></b>
1.21	Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.
1.20	Specification Change: Supported priority application start-up

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147069g
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Version	Modified Points or Symptom Corrected
1.16	Error Correction 1. The display returns to the Home screen (when it should not). 2. Translation errors in Russian were corrected. 3. Two-byte text characters appear in tabs.
1.13	Symptom corrected: - Minor bug correction
1.12	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Symptom corrected: The status display window does not close after the machine reboots automatically due to an SC.
1.10	Initial release

Reissued: 14-Nov-16

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 24-Jan-14	No.: RD147090d
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## RTB Reissue

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

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

## Application Update Release: Smart Operation Panel

- This application is for use with the Smart Operation Panel.
- For the update procedure, see the System Maintenance section of the Smart Operation Panel Type M3 service manual.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.30</b>	<b><i>D1501433C_forEDC</i></b>	<b><i>November 2016 production</i></b>	<b><i>Not Available</i></b>
1.29.1	D1501433B_forEDC	March 2014 production	Not Available
1.28	D1501433A	January 2014 production	Not Available
1.25	D1501433_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.30</b>	<b><i>Other changes: Minor bug correction.</i></b>
1.29.1	Specification Change 1. Start.ricoh can be specified as the storage location for Personalization Service information. 2. Technicians can now issue Tenant IDs and Tenant Passwords for start.ricoh. 3. In cases where Lynx or start.ricoh is specified as the place to save information, the history log data of client application can be saved to this place.
1.28	Symptom corrected: - Minor bug correction
1.25	Initial release



Reissued: 15-Mar-17

Model: MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 24-Jan-14	No.: RD147091c
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## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
2.1.7	D1501436_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
2.1.7	<p><b><i>The version was upgraded for firmware management purpose on the server.</i></b></p> <p><b><i>No changes made to the firmware.</i></b></p> <p>-----</p> <p>Spec change: Supported Greek characteristic IME</p>

Reissued: 14-Mar-17

 Model: MET-C1ab\_SOP/ MET-C1cde\_SOP/ MET-C1yz\_SOP/  
Cor-C1\_SOP/OR-C2\_SOP/Z-C2\_SOP

Date: 15-Aug-13

No.: RD147150g

## RTB Reissue

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

For USA/Europe/Asia model

Version	Program No.	Effective Date	Availability of RFU
<b>1.51</b>	<b>D1501442K</b>	<b>February 2017 production</b>	<b>Not Available</b>
1.50	D1501442J	October 2016 production	Not Available
1.49	D1501442H	August 2016 production	Not Available
1.48	D1501442G	July 2016 production	Not Available
1.47	D1501442F	April 2016 production	Not Available
1.46	D1501442E	March 2016 production	Not Available
1.45	D1501442D	January 2016 production	Not Available
1.44	D1501442C	November 2015 production	Not Available
1.43	D1501442B	October 2015 production	Not Available
1.42	D1501442A	October 2015 production	Not Available
1.41	D1501442	October 2015 production	Not Available
1.40	D1501440Z	June 2015 production	Not Available
1.39	D1501440Y	May 2015 production	Not Available
1.38	D1501440X	March 2015 production	Not Available
1.37	D1501440W	December 2014 production	Not Available
1.35	D1501440T	October 2014 production	Not Available
1.34	D1501440S	September 2014 production	Not Available
1.33	D1501440R	August 2014 production	Not Available
1.32	D1501440Q	June 2014 production	Not Available
1.30	D1501440P	April 2014 production	Not Available

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
1.29	D1501440N	March 2014 production	Not Available
1.28	D1501440M	January 2014 production	Not Available
1.25	D1501440L	December 2013 production	Not Available
1.24	D1501440K	December 2013 production	Not Available
1.22	D1501440J	November 2013 production	Not Available
1.20	D1501440G	October 2013 production	Not Available
1.19	D1501440F	August 2013 production	Not Available
1.17	D1501440E	1st Mass production	Not Available

For China/Taiwan model

Version	Program No.	Effective Date	Availability of RFU
<b>1.51</b>	<b>D1501459K</b>	<b>February 2017 production</b>	<b>Not Available</b>
1.50	D1501459J	October 2016 production	Not Available
1.49	D1501459H	August 2016 production	Not Available
1.48	D1501459G	July 2016 production	Not Available
1.47	D1501459F	April 2016 production	Not Available
1.46	D1501459E	March 2016 production	Not Available
1.45	D1501459D	January 2016 production	Not Available
1.44	D1501459C	November 2015 production	Not Available
1.43	D1501459B	October 2015 production	Not Available
1.42	D1501459A	October 2015 production	Not Available
1.41	D1501459	October 2015 production	Not Available
1.40	D1501457Z	June 2015 production	Not Available
1.39	D1501457Y	May 2015 production	Not Available
1.38	D1501457X	March 2015 production	Not Available
1.37	D1501457W	December 2014 production	Not Available
1.35	D1501457T	October 2014 production	Not Available
1.34	D1501457S	September 2014 production	Not Available
1.33	D1501457R	August 2014 production	Not Available
1.32	D1501457Q	June 2014 production	Not Available
1.30	D1501457P	April 2014 production	Not Available
1.29	D1501457N	March 2014 production	Not Available
1.28	D1501457M	January 2014 production	Not Available
1.25	D1501457L	December 2013 production	Not Available
1.24	D1501457K	December 2013 production	Not Available
1.22	D1501457J	November 2013 production	Not Available
1.21	D1501457H	October 2013 production	Not Available
1.20	D1501457G	October 2013 production	Not Available
1.19	D1501457F	August 2013 production	Not Available
1.17	D1501457E	1st Mass production	Not Available

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

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

For USA/Europe/Asia model

Version	Modified Points or Symptom Corrected
<b>1.51</b>	<b>Symptom corrected:</b>

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> <li><b>1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults.</b></li> <li><b>2. The "Start" button in Quick Scanner might unexpectedly be disabled.</b></li> </ol> <p><b>Other changes:</b>  <b>Affected models: MP C2003/2503 Smart Operation panel models only</b></p> <ol style="list-style-type: none"> <li><b>3. The banner message that appears when a tray ascend/descend error occurs was changed to indicate the tray.</b></li> </ol> <p><b>For this release to take effect, make sure to update animation v.14.00 (D1765564D) or later as a set.</b></p>		
1.50	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Applications may disappear from the home screen, if logged on to a machine set with the custom authentication.</li> <li>- The screen may suddenly black out while using the operation panel.</li> </ul> <p>Other changes:  Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.</p>		
1.49	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Operation panel does not start up, if the machine was left unused for an extended period in energy saver mode.</li> <li>- Keys on the preview screen become unresponsive, if repeatedly logged in to and logged out of the screen on the simple scanner application.</li> <li>- If an address of a user registered with an authentication without a fax address is selected in the simple FAX application, the selection cannot be canceled.</li> <li>- Cannot scroll the address list in the simple FAX application depending on the number of the addresses contained in the list.</li> <li>- The operation panel may stall with the message "Please wait" displayed, if a non-legacy (classic) application is used for an extended period.</li> <li>- The operation panel may stall with the message "Processing" displayed, if attempted to start up the on-demand print application.</li> </ul>		
1.48	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Through the Stagefright vulnerability (CVE-2015-1538), a malicious attack can be conducted when an infected video file on a USB memory drive, an SD card, or a website is played.</li> <li>- Copy/Scanner/Fax show the state of jobs as being conducted immediately after the device is rebooted.</li> <li>- Webpages might not be displayed properly in the web browser when connected to a proxy server.</li> <li>- Operation panel stalls at the log in screen.</li> </ul> <p>Others:  Security of user information was enhanced in the process of obtaining Smart Operation Panel logs.</p>		
1.47	<p>Symptom corrected:  The Cheetah operation panel may falsely detect a multi-touch.</p>		
1.46	<p>Error Correction:</p>		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP			Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected			
	<p>When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured:</p> <ul style="list-style-type: none"> <li>- Wi-Fi Direct: Set to "Enable" (default: Disable)</li> <li>- Port Forwarding: Set to "Enable" (default: Enable)</li> <li>- Interface Settings: Set to "Machine Network" (default: Machine Network)</li> </ul> <p>Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.</p>			
1.45	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)."</li> </ul> <p>Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later.</p> <p>MP C2003/C2503 : 2.15(D1765550T)</p> <p>MP C3003/C3503 : 3.15(D1465575B)</p> <p>MP C4503/C5503/C6003 : 3.16(D1485553C)</p> <ul style="list-style-type: none"> <li>- Some touch panel coordinates are shifted.</li> </ul>			
1.44	<p>Symptom corrected:</p> <p>Operation panel may stall, if it is kept ON for an extended period.</p>			
1.43	<p>Specification Change:</p> <p>Alert message appears when attempted to download files that are not supported of the format, for example, PDF.</p> <p>Symptom corrected:</p> <p>Coordination of the touchscreen may shift.</p> <p>Note that this firmware must be used in combination with Legacy UI version 1.29 or later.</p>			
1.42	<p>Specification Change:</p> <p>More detailed logs can be collected.</p> <p>Symptom corrected:</p> <p>HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.</p>			
1.41	<p>Symptom corrected:</p> <p>Security issues was resolved.</p>			
1.40	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Screen may flicker, if System Auto Reset is performed while displaying the preferred application.</li> <li>- The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.</li> </ul>			
1.39	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. "Wi-Fi Direct" in the Wireless &amp; Networks settings has been renamed to "Wireless Direct".</li> <li>2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions:               <ul style="list-style-type: none"> <li>- The Proxy settings are enabled on the SOP and,</li> <li>- The domain name (specified as a proxy server) cannot be resolved.</li> </ul> </li> </ol>			
1.38	<p>Symptom corrected:</p>			

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> <li>Users may access the app menu screen without Administrator privileges.</li> <li>Apps may take a long time to be installed when the operation panel is connected via direct connection.</li> <li>Files cannot be forwarded from SOP apps to external Web servers.</li> </ol>		
1.37	Symptom corrected: <ol style="list-style-type: none"> <li>Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is specified to 'quick' and the wireless &amp; networks interface setting is specified to 'machine'.</li> </ol>		
1.35	Symptom corrected: <ol style="list-style-type: none"> <li>The Copy Interrupt screen is not displayed when the Interrupt key is pressed.</li> <li>[Android App]: An error occurs when trying to download the log data.</li> <li>[Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation).</li> <li>[Streamline NX] (SDK app): The following occurs after logging out of Streamline NX:                             <ul style="list-style-type: none"> <li>A different SDK app is displayed and the user cannot switch over to another app, or</li> <li>A different SDK app is displayed, followed by Streamline NX</li> </ul> </li> </ol>		
1.34	Symptom corrected: <ol style="list-style-type: none"> <li>[Operation Panel Browser]: Cannot print except when the language is set to English or Japanese.</li> <li>[Operation Panel Browser]: Cannot print if the user logs in with a blank password.</li> <li>Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly.</li> <li>The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login.</li> <li>"Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app.</li> <li>Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen.</li> <li>The login screen is not displayed after logging out of Stren.</li> <li>No machine operations are possible following a cancelled login.</li> <li>Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed.</li> <li>Logout is possible when the logout lock is enabled.</li> <li>The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX.</li> <li>Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen.</li> <li>SC998 occurs when card authentication package is installed.</li> <li>The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX.</li> <li>Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app.</li> <li>The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment.</li> </ol>		



Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button). 18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.		
1.33	Symptom corrected: "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.		
1.32	Symptoms corrected: 1. Cannot return to Ready/stand-by mode from Sleep mode due to leakage current. 2. An error occurs when processing the SSID and password of a Wi-Fi direct network. 3. Cannot access NAT connection in quick recovery. 4. Icons do not show up after reconnection. 5. Incorrect user account access rights are sent to the SSDK application.  Other changes: 1. Supports Web application API V1.02. 2. Supports QR code applications 3. The WiFi channel was changed. 4. G1.5 system remote F/W update		
1.30	Symptom corrected: 1. Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password. 2. A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing"). 3. An error dialog is displayed and login is not possible if the user tries the login without a user name.  Other changes: 1. Web application API V1.01 2. Supports business signage apps for the Smart Operation Panel.		
1.29	<del>Specification Change</del> <del>1. Supports Wi-Fi Direct Printing</del>  Error Corrected: 1. Garbled Chinese characters 2. Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot. 3. Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job. 4. The machine does not recover from Energy Saver mode. 5. Translation errors in Russian. 6. Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode. 7. The previous screen appears if the user logs out from the 'linkage failed' screen. 8. Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed. 9. Wording errors in several languages were corrected (Cloud FAX).		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	10. Stop key does not respond while the user is logged out. 11. LUI is displayed when a system reset is performed after completing import/export. 12. Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.		
1.28	Specification change: Added support for using external tools to install applications on the Smart Operation Panel.		
1.25	Symptom corrected: 1. Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed.  Other changes: 2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. <b>IMPORTANT:</b> To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.		
1.24	Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.  Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.		
1.22	Symptom corrected: 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF.		
1.20	Symptom corrected: 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.		
1.19	Symptom corrected: 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction		
1.17	1st Mass production		

For China/Taiwan model

Version	Modified Points or Symptom Corrected
<b>1.51</b>	<b>Symptom corrected:</b> 1. <b>Configured settings in Quick Scanner might unexpectedly return to their factory defaults.</b> 2. <b>The "Start" button in Quick Scanner might unexpectedly be disabled.</b>  <b>Other changes:</b> <b>Affected models: MP C2003/2503 Smart Operation panel models only</b>



Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	<b>3. The banner message that appears when a tray ascend/descend error occurs was changed to indicate the tray.</b> <b>For this release to take effect, make sure to update animation v.14.00 (D1765564D) or later as a set.</b>		
1.50	Symptom corrected: <ul style="list-style-type: none"> <li>- Applications may disappear from the home screen, if logged on to a machine set with the custom authentication.</li> <li>- The screen may suddenly black out while using the operation panel.</li> </ul> Other changes: Applications for the smart operation panel can be installed, un-installed, and updated using Remote tools such as DMNX.		
1.49	Symptom corrected: <ul style="list-style-type: none"> <li>- Operation panel does not start up, if the machine was left unused for an extended period in energy saver mode.</li> <li>- Keys on the preview screen become unresponsive, if repeatedly logged in to and logged out of the screen on the simple scanner application.</li> <li>- If an address of a user registered with an authentication without a fax address is selected in the simple FAX application, the selection cannot be canceled.</li> <li>- Cannot scroll the address list in the simple FAX application depending on the number of the addresses contained in the list.</li> <li>- The operation panel may stall with the message "Please wait" displayed, if a non-legacy (classic) application is used for an extended period.</li> <li>- The operation panel may stall with the message "Processing" displayed, if attempted to start up the on-demand print application.</li> </ul>		
1.48	Symptom corrected: <ul style="list-style-type: none"> <li>- Through the Stagefright vulnerability (CVE-2015-1538), a malicious attack can be conducted when an infected video file on a USB memory drive, an SD card, or a website is played.</li> <li>- Copy/Scanner/Fax show the state of jobs as being conducted immediately after the device is rebooted.</li> <li>- Webpages might not be displayed properly in the web browser when connected to a proxy server.</li> <li>- Operation panel stalls at the log in screen.</li> </ul> Others: Security of user information was enhanced in the process of obtaining Smart Operation Panel logs.		
1.47	Symptom corrected: The Cheetah operation panel may falsely detect a multi-touch.		
1.46	Error Correction: When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed if the following settings are configured: <ul style="list-style-type: none"> <li>- Wi-Fi Direct: Set to "Enable" (default: Disable)</li> <li>- Port Forwarding: Set to "Enable" (default: Enable)</li> <li>- Interface Settings: Set to "Machine Network" (default: Machine Network)</li> </ul>		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.		
1.45	Symptom corrected: - Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)." Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later. MP C2003/C2503 : 2.15(D1765550T) MP C3003/C3503 : 3.15(D1465575B) MP C4503/C5503/C6003 : 3.16(D1485553C) - Some touch panel coordinates are shifted.		
1.44	Symptom corrected: Operation panel may stall, if it is kept ON for an extended period.		
1.43	Specification Change: Alert message appears when attempted to download files that are not supported of the format, for example, PDF.  Symptom corrected: Coordination of the touchscreen may shift. Note that this firmware must be used in combination with Legacy UI version 1.29 or later.		
1.42	Specification Change: More detailed logs can be collected.  Symptom corrected: HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.		
1.41	Symptom corrected: Security issues was resolved.		
1.40	Symptom corrected: - Screen may flicker, if System Auto Reset is performed while displaying the preferred application. - The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.		
1.39	Symptom corrected: 1. "Wi-Fi Direct" in the Wireless & Networks settings has been renamed to "Wireless Direct". 2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions: - The Proxy settings are enabled on the SOP and, - The domain name (specified as a proxy server) cannot be resolved.		
1.38	Symptom corrected: 1. Users may access the app menu screen without Administrator privileges. 2. Apps may take a long time to be installed when the operation panel is connected via direct connection. 3. Files cannot be forwarded from SOP apps to external Web servers.		
1.37	Symptom corrected: 1. Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected		
	specified to 'quick' and the wireless & networks interface setting is specified to 'machine'.		
1.35	Symptom corrected: 1. The Copy Interrupt screen is not displayed when the Interrupt key is pressed. 2. [Android App]: An error occurs when trying to download the log data. 3. [Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation). 4. [Streamline NX] (SDK app): The following occurs after logging out of Streamline NX: - A different SDK app is displayed and the user cannot switch over to another app, or - A different SDK app is displayed, followed by Streamline NX		
1.34	Symptom corrected: 1. [Operation Panel Browser]: Cannot print except when the language is set to English or Japanese. 2. [Operation Panel Browser]: Cannot print if the user logs in with a blank password. 3. Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly. 4. The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login. 5. "Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app. 6. Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen. 7. The login screen is not displayed after logging out of Stren. 8. No machine operations are possible following a cancelled login. 9. Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed. 10. Logout is possible when the logout lock is enabled. 11. The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. 12. Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. 13. SC998 occurs when card authentication package is installed. 14. The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX. 15. Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app. 16. The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment. 17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button). 18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.		
1.33	Symptom corrected "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.		
1.32	Symptoms corrected:		

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP			Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected			
	<ol style="list-style-type: none"> <li>Cannot return to Ready/stand-by mode from Sleep mode due to leakage current.</li> <li>An error occurs when processing the SSID and password of a Wi-Fi direct network.</li> <li>Cannot access NAT connection in quick recovery.</li> <li>Icons do not show up after reconnection.</li> <li>Incorrect user account access rights are sent to the SSDK application.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>Supports Web application API V1.02.</li> <li>Supports QR code applications</li> <li>The WiFi channel was changed.</li> <li>G1.5 system remote F/W update</li> </ol>			
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password.</li> <li>A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing").</li> <li>An error dialog is displayed and login is not possible if the user tries the login without a user name.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>Web application API V1.01</li> <li>Supports business sineage apps for the Smart Operation Panel.</li> </ol>			
1.29	<p>Error Corrected:</p> <ol style="list-style-type: none"> <li>Garbled Chinese characters</li> <li>Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot.</li> <li>Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job.</li> <li>The machine does not recover from Energy Saver mode.</li> <li>Translation errors in Russian.</li> <li>Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode.</li> <li>The previous screen appears if the user logs out from the 'linkage failed' screen.</li> <li>Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed.</li> <li>Wording errors in several languages were corrected (Cloud FAX).</li> <li>Stop key does not respond while the user is logged out.</li> <li>LUI is displayed when a system reset is performed after completing import/export.</li> <li>Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.</li> </ol>			
1.28	<p>Other changes:</p> <p>Added support for using external tools to install applications on the Smart Operation Panel.</p>			
1.25	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed.</li> </ol> <p>Other changes:</p>			

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP			Date: 15-Aug-13	No.: RD147150g
Version	Modified Points or Symptom Corrected			
	2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. <b>IMPORTANT:</b> To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.			
1.24	Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.  Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.			
1.22	Symptom corrected: 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF. <b>Important:</b> These firmware changes only apply to the China (CHN) model (only this model is supported).			
1.21	Symptom corrected: 1. The browser displays the page that was last viewed in the previous session if the user opens the default browser after another has logged out, or after the machine has auto-reset itself. 2. The display language is changed but the name of the ESA application remains displayed in the first language. <b>Important:</b> The above changes apply only to the CHN model.			
1.20	Symptom corrected: 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.			
1.19	Symptom corrected: 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction			
1.17	1st Mass production			

Model: General RTB		Date: 23-Oct-14	No.: RGene074
Subject: Smart Operation Panel Major Update Procedure		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

The Smart Operation Panel will be updated to add new functions and make the software performance more stable. The updated version will be called Smart Operation Panel Phase 2. This bulletin is to inform you of the update procedure for the field machines of the following models.

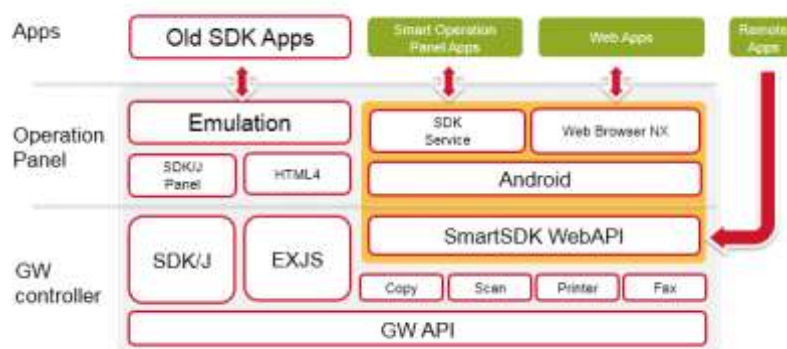
- Met-C1abcde (D146/D147/D148/D149/D150)
- Met-C1yz (D176/D177)
- Or-C2 (D182/D183/D184)
- Z-C2 (D191/D193)

## (1) Upgraded points on Smart Operation Panel Phase 2

- RICOH SmartSDK (v1.02.00) support
- Application Launcher (Priority App Setting) support
- SDK applications support
- RICOH Smart Device Connector support
- Several bug-fixes

**Note:** RICOH Smart SDK is a software development kit for developing applications that use MFP functions via the web API. This web API is integrated with GW firmwares and provides GW functions from outside of the GW controller. The functions are available as:

- Applications on the Smart Operation Panel
- Web applications
- Applications on a smart device



This update procedure includes installing “SDKService” and “WebBrowser NX” as new modules. These new modules are required for using the web API. When applications on the Smart Operation Panel use GW functions, the applications operate via “SDKservice”. “Web Browser NX” is a web browser that specifically uses the web API, so only web applications that are used on the Smart Operation Panel take advantage of this module.



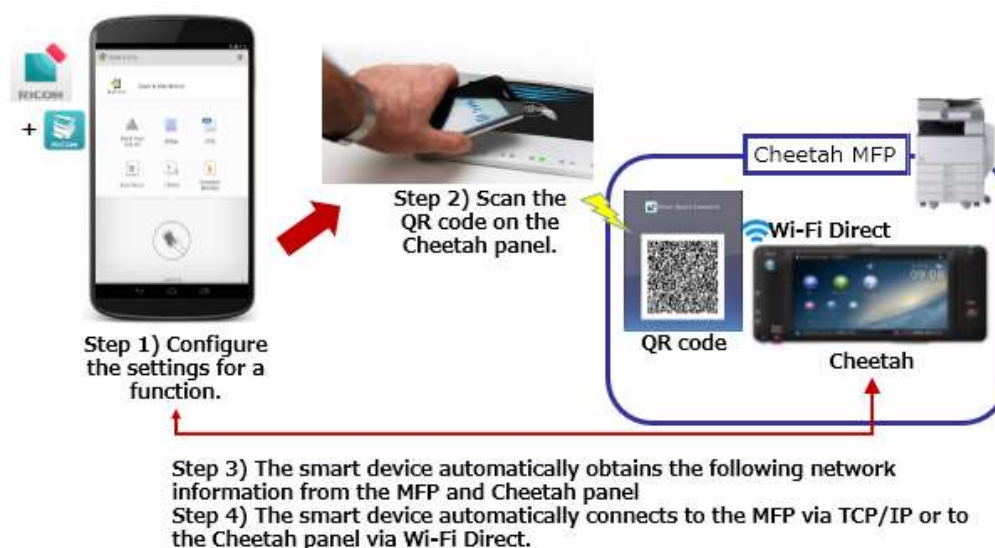
**Note:** The following SDK applications are supported on the Smart Operation Panel:

- GlobalScan NX v2.2.1 or later
- CAP/ELP-NX v2.2.3 or later

However, these applications have limitations on the Smart Operation Panel. For details about the limitations, please refer to each application announcement.

**Note:** Ricoh Smart Device Connector is an application for Android-based or iOS-based smart devices, which provides users with the ability to use basic MFP functions via a smart device. When using this application, users need to establish a connection between the smart device and the MFP. On Android smart devices, many of those devices can read NFC tags, so establishing a connection is done via NFC. However, iOS smart devices need to scan a QR code to connect to an MFP.

The final step in this Technical Bulletin explains how to install the “QRcode” application, which provides the ability to display the QR code on the Smart Operation Panel. This application should be installed when the customer uses Ricoh Smart Device Connector on an iOS smart device.



Model: General RTB	Date: 23-Oct-14	No.: RGene074
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To update to the current version of the panel, please conduct the appropriate procedure below.

## Procedure

To update and install firmware and applications, conduct the appropriate procedure(s):

- 1) Prepare SD cards for application, firmware, and Java VM updates and installations
- 2) Update the Smart Operation Panel firmware
- 3) Update the applications on Smart Operation Panel
- 4) Update the MFP firmware, including Java VM
- 5) Install “SDKService” (Smart Operation Panel application)
- 6) Install “Web Browser NX” (Smart Operation Panel application)
- 7) Install the “QRcode” (Smart Operation Panel application)

**Note:** Install “SDKService” and “Web Browser NX” in the correct order. “SDKService” and “Web Browser NX” need to be installed on Smart Operation Panel, but “SDKService” must be installed before “Web Browser NX” is installed. If “Web Browser NX” is accidentally installed before “SDKService” is installed, the Smart Operation Panel application that uses “SmartSDK” cannot start up and an error message will appear. If “Web Browser NX” is accidentally installed first, reinstall “SDKService” and “Web Browser NX” in the correct order.



**Model:** General RTB

**Date:** 23-Oct-14

**No.:** RGene074

## Target firmware/application version

### Smart Operation Panel firmware versions:

Cor-C1 and later models initially support RICOH SmartSDK v1.02 and later.

Firmware Type	Version		
	Model Met-C1	Model OR-C2	Model Z-C2
Cheetah System	1.32	1.33	
Cheetah System (China/Taiwan)	1.32	1.33	
Announce	1.09		
Banner	1.11		
StateInfo	1.20		
SimpleCopy	1.16		
SimpleScan	1.13		
LegacyUIData2nd*	1.00	-	
LegacyUI	1.25		
WebBrowser NX	1.201.0		
SDKService	1.03.09		
QRCodeforSDC	1.0.0		

\*It must not be installed on Met-C1yz.

GW firmware versions:Firmware Type	Version				
	Model Met-C1ab	Model Met-C1cde	Model Met-C1yz	Model OR-C2	Model Z-C2
SystemCopy	3.04		2.04	1.11	1.05
Web Support	2.05		1.04	2.02	2.01
NetworkDocBox	2.04	2.05	1.03	1.02	1.02
Network Support	12.88			12.89	13.63
Scanner	02.27	02.16	02.02	02.03	02.03
Printer	2.11	2.11	2.03	1.11	1.03
Fax	11.22.04	09.00.00	06.00.00	08.00.00	04.00.00
Java VM	11.22.04			11.23.00	12.04.09

Model: General RTB

Date: 23-Oct-14

No.: RGene074

## 1) Prepare SD cards for application, firmware, and Java VM updates and installations

Two separate SD cards are required to conduct these procedures.

### SD card for updating and installing Smart Operation Panel firmware and applications, and GW firmware

1-1-1) Place the zip file for the Smart Operation Panel firmware “update\_sig.zip” in the root directory.

1-1-2) Create an “app” folder and a “romdata” folder in the root directory of the SD card:



1-1-3) Place the Smart Operation Panel application into the “app” folder on the SD card. Please note that the inclusion of “LegacyUIData2nd” depends on the device model.\*

1-1-4) Place the GW firmware files—depending on the model—into the “romdata” folder on the SD card.

\*All applications except “LegacyUIData” and “LegacyUIData2nd” can be placed in the “app” folder at the same time.

### SD card for updating Java VM

1-2-1) Download the update module “Java VM v11 Update Tool”.

1-2-2) Unzip the file. Copy the whole “sdk” folder to the root of the SD card.

## 2) Update the Smart Operation Panel firmware

2-1) Insert the SD card into the SD card slot of Panel.

2-2) Log on to Recovery mode.

2-3) Select “update form sdcard” and push the “Home” key.

2-4) Select “update\_sig.zip” and push the “Home” key.

2-5) When “Continue Update” appears, push the “Home” key to start updating the version of the Smart Operation Panel firmware.

2-6) When “Install from sdcard complete” appears, select “Reboot system now” and push the “Home” key to restart Panel.

## 3) Update the applications on Smart Operation Panel

3-1) Go into screen service mode.

3-2) Uninstall “LegacyUIData”.\* This step should only be performed on the Met-C1abcde.

3-3) Insert the SD card into the SD card slot of Panel.

3-4) Select “Applications”, press “Install”, and then push “Install from SD card”.

3-5) Press “Select all” and then push “Install”.

3-6) When the result of updating the application appears, confirm that it is the correct updated version, and then press and hold down the “Panel reboot button”.

Model: General RTB

Date: 23-Oct-14

No.: RGene074

\*Uninstallation can be done by navigating from “Applications” to “Install” and then pressing “Uninstall” in screen service mode.

**Note:** The method of updating “LegacyUIData” differs between the Met-C1abcde and other models that can have Smart Operation Panel installed. On the Met-C1abcde, a problem has been found in “LegacyUIData”, so we have released “LegacyUIData2nd” for the Met-C1abcde to solve this issue. Therefore, the method of updating “LegacyUIData” differs depending on the model.

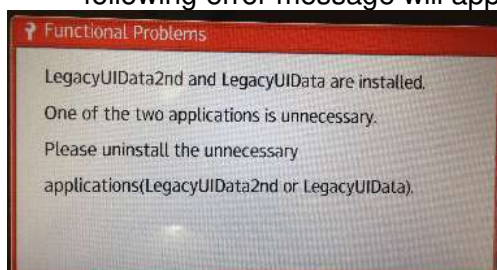
Met-C1abcde:

- 1) Uninstall “LegacyUIData”
- 2) Install “LegacyUIData2nd”

Note: Do not reboot Panel and the MFP between these steps.

Other models (Met-C1yz, OR-C2, and Z-C2):

Do not install “LegacyUIData2nd”. In addition, updating “LegacyUIData” is not necessary. If “LegacyUIData” and LegacyUIData2nd are both accidentally installed, the following error message will appear. In this case, please delete “LegacyUIData2nd”.



## 4) Update the MFP firmware, including Java VM

### Update MFP firmware update

- 4-1-1) Turn off the device.
- 4-1-2) Insert the SD card in the service slot of the MFP.
- 4-1-3) Turn on the device.
- 4-1-4) Wait until the update screen starts. When it appears, “Please Wait” will be displayed.
- 4-1-5) Check whether a program installation screen is displayed. That screen should appear when software modules are loaded onto the SD card.
- 4-1-6) Select the module by using the module selection button or 10-key pad. The selected module will be highlighted, and “Verify” and “Update” will be displayed.
- 4-1-7) Press the “Update” or “#” key, and perform the update.
- 4-1-8) During the firmware update, a “Firmware update/verification progress screen” will appear.
- 4-1-9) When the firmware update is finished, turn off the device and remove the SD card.
- 4-1-10) Turn on the device and check whether the machine is operating normally.

### Update Java VM

- 4-2-1) If the boot priority application is set to the ESA application, switch to the copy application.
- 4-2-2) Insert the SD card that was previously prepared for updating the Java VM into the service slot, and then turn on the device.

Model: General RTB

Date: 23-Oct-14

No.: RGene074

4-2-3) After booting Java VM, the application will start being updated. "Updating SDK/J" will appear in the banner message of the panel display.

4-2-4) When the update is complete, "Update SDK/J done SUCCESS" will appear in the banner message of the touchscreen display. Turn off the device and remove the SD card from the slot.

4-2-5) Reconfigure the heap size by selecting "Extended Feature Settings", navigating to "Administrator Tools", and setting the value in "Heap/Stack Size Settings".

## **5) Install "SDKService" (Smart Operation Panel application)**

5-1) Go into screen service mode.

5-2) Insert the SD card into the SD card slot of Panel.

5-3) Select "Applications", press "Install", and then push "Install from SD card".

5-4) Select only "SDKService" and press "Install".

5-5) When the result of updating "SDKService" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

## **6) Install "Web Browser NX" (Smart Operation Panel application)**

6-1) Go into screen service mode.

6-2) Insert the SD card into the SD card slot of Panel.

6-3) Select "Applications", press "Install", and then push "Install from SD card".

6-4) Select only "Web Browser NX" and press "Install".

6-5) When the result of updating "Web Browser NX" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

## **7) Install "QRcode" (Smart Operation Panel application)**

7-1) Go into screen service mode.

7-2) Insert the SD card into the SD card slot of Panel.

7-3) Select "Applications", press "Install", and then push "Install from SD card".

7-4) Select only "QRcode" and press "Install".

7-5) When the result of installing the "QRcode" application appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

Reissued: 20-Feb-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Nov-13	No.: RD147073f
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**RTB Reissue**

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

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

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.16</b>	<b>D1501446H</b>	<b>February 2017 production</b>	<b>Not Available</b>
1.15	D1501446G	November 2016 production	Not Available
1.14	D1501446F	July 2016 production	Not Available
1.13	D1501446E_forEDC	March 2014 production	Not Available
1.12	D1501446D_forEDC	December 2013 production	Not Available
1.11	D1501446C_forEDC	November 2013 production	Not Available
1.10	D1501446B_forEDC	Initial release	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.16</b>	<b>Symptom corrected:</b> <b>1. Configured settings in Quick Scanner might unexpectedly return to their factory defaults.</b> <b>2. The "Start" button in Quick Scanner might unexpectedly be disabled.</b>
1.15	Other changes: Minor bug correction.
1.14	Symptoms corrected: If a device is configured with Authentication priority mode and then resumes operations after being in energy-saving mode, the device's screen will not turn on.

Reissued: 20-Feb-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP		Date: 15-Nov-13	No.: RD147073f
Version	Modified Points or Symptom Corrected		
1.13	Symptom corrected: - Minor bug correction.		
1.12	Other changes: - Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.		
1.11	Symptom corrected: - Users who do not have the rights to set Program Defaults in QuickScanner still might be able to set it.		
1.10	Initial release		

Model: Z-C2		Date: 26-Feb-15	No.: RD193044
Subject: Odor from fusing unit		Prepared by: K.Kunimatsu	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input type="checkbox"/> Tier 2

## SYMPTOM

Odor from the metal plate in the fusing unit

## CAUSE

The oil used when making holes for tapping screws in the metallic plates in the fusing unit is changed to a new type from March at the SRD factory.

When the fusing temperature increases during a print job, the oil volatilizes and an odor may be detected coming from the machine.

## COUNTERMEASURE

### Production line

From the machines manufactured in March, the oil is changed to a new one.

### Action in the field

If the symptom is reported, replace the fusing unit with the modified one.

Note: The stock of service parts in the regional SPC have been replaced with the modified ones.

**Reissued: 07-Jul-15**

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193046b
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.2</b>	<b><i>D1505532B</i></b>	<b><i>June 2015 production</i></b>	<b><i>Not Available</i></b>
1.1	D1505532B	Initial release	Not Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.2</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. If a user logs off from authentication in Scan to Folder Helper on a screen other than the first screen, when a user logs on and reopens the application, the last screen from that session will be displayed.</i></b></li> <li><b><i>2. If an invalid IP address was set as the destination in Scan to Folder Helper and the Home key is pressed while the IP address is being accessed, when the application is reopened, the application will stall when the Next button is pressed.</i></b></li> </ol> <p><b><i>This firmware is dependent on the following firmware modules. Please be</i></b></p>



**Reissued: 07-Jul-15**

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193046b
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Version	Modified Points or Symptom Corrected
	<p><i>sure to update all of them:</i></p> <p>- <b>System/copy:</b>  <b>Model Met-C1 ab v3.11 or later (D1465550X)</b>  <b>Model Met-C1 cde v3.12 or later (D1485550Y)</b>  <b>Model Met-C1 xyz v2.11 or later (D1765550N)</b>  <b>Model Cor-C1 v1.11 or later (D2025550M)</b>  <b>Model Z-C2 v1.07 or later (D1935771G)</b>  <b>Model OR-C2 v1.14 or later (D1835530K)</b></p> <p>- <b>CheetahSystem:</b>  <b>v1.39 or later (D1501440Y)</b></p> <p>- <b>SDKService:</b>  <b>v1.06.01 or later (D1501437F)</b></p>
1.1	Initial release

**Reissued: 07-Jul-15**

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193047b
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**RTB Reissue**

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

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.2</b>	<b>D1505531A</b>	<b>June 2015 production</b>	<b>Not Available</b>
1.1	D1505531A	Initial release	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b>1.2</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>When ID Card Copy is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening ID Card Copy, it takes approximately 30 seconds to display the first screen of the application.</b></li> <li><b>When the "Stop" key is pressed after scanning only one side of a document and then "Continue Printing" is selected, the following problems occur:</b> <ul style="list-style-type: none"> <li><b>An error message for Quick Copy will be displayed above the screen.</b></li> </ul> </li> </ol>

**Reissued: 07-Jul-15**

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP		Date: 27-Mar-15	No.: RD193047b
Version	Modified Points or Symptom Corrected		
	<p>- <i>The second screen will remain even while the job is being printed.</i></p> <p>3. <i>When the "Stop" key is pressed while scanning one side of a document, the message "You do not have the privileges to use the following function. Auto Color Sel." will be displayed.</i></p> <p><i>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</i></p> <p>- <i>System/copy firmware:</i>  <i>Model Met-C1ab: v3.11 or later (D1465550X)</i>  <i>Model Met-C1cde: v3.12 or later (D1485550Y)</i>  <i>Model Met-C1xyz: v2.11 or later (D1765550N)</i>  <i>Model Cor-C1: v1.11 or later (D2025550M)</i>  <i>Model Z-C2: v1.07 or later (D1935771G)</i>  <i>Model OR-C2: v1.14 or later (D1835530K)</i></p> <p>- <i>CheetahSystem:</i>  <i>v1.39 or later (D1501440Y)</i></p> <p>- <i>SDKService:</i>  <i>v1.06.01 or later (D1501437F)</i></p>		
1.1	Initial release		

Model: Z-C2		Date: 17-Mar-15	No.: RD193045
Subject: CC-CERTIFIED IN 2015 Machine		Prepared by: Y. 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 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 Installing the Z-C2 models (for EU) as a CC-CERTIFIED Machine compliant with IEEE Std 2600.2™-2009

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

Note: Machines in production are CC-certified beginning in March 2015.

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

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 5.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:  
[http://support-download.com/services/device/ccmanual/mp\\_c401/en/download\\_admin.html](http://support-download.com/services/device/ccmanual/mp_c401/en/download_admin.html)  
[http://support-download.com/services/device/ccmanual/mp\\_c401/en/download\\_user.html](http://support-download.com/services/device/ccmanual/mp_c401/en/download_user.html)
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:  
[http://support-download.com/services/device/ccmanual/MPC401/en/booklist/int/index\\_book.htm](http://support-download.com/services/device/ccmanual/MPC401/en/booklist/int/index_book.htm)
- Tell the customer to see the Online Document Set 2 from the following URL:  
<http://support-download.com/services/device/ccmanual/MPC401/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:  
<http://support-download.com/services/device/ccmanual/MPC401/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:  
<http://support-download.com/services/device/ccmanual/MPC401/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

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

Model: Z-C2

Date: 17-Mar-15

No.: RD193045

See the following pages for Step 3 to Step 8.

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "1. Product Information", "Machine Exterior", and "Controller Board Faceplate Layout" in "Model Z-C2 Machine Codes: D191/D193 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "1. Product Information" and "ADF" in "Model Z-C2 Machine Codes: D191/D193 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M10.

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#### Installation Procedure for Fax Option Type M10

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By comparing the fax unit and the images in "1. Installation Procedure", "Fax Option (D791) Installation" and "Component Check" in "Fax Option Type M10 Machine Code: D791 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M10.

For the detailed installation procedure, see "Fax Option (D791) Installation" in "1. Installation Procedure", Fax Option Type M10 Machine Code: D791 Field Service Manual.

Model: Z-C2

Date: 17-Mar-15

No.: RD193045

## 5. Hide Administrator Password Change Screen

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

## 6. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

## 7. Prohibit a use of Java™ Platform.

Disable the functions of "Java™ Platform setting (SP5-730-001)".

## 8. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the March 2015 machines), install the exact versions shown in the table below.

- If the customer wants to install the machine as an equivalent of the March 2015 machines, install the versions shown in the table below or later.

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

Model: Z-C2

Date: 17-Mar-15

No.: RD193045

Firmware versions with which the Z-C2 models (for EU) first achieved CC-CERTIFICATION:  
(March 2015)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.02	D1915771C
Network Support	13.60	D1915792A
Fax	01.00.00	D1915774A
RemoteFax	01.00.00	D1915775A
Scanner	01.00.1	D1915777A
Web Support	1.00.3	D1915788A
Web Uapl	1.00	D1915789A
animation	12.00	D1915778A
NetworkDocBox	1.00	D1915793A
Printer	1.00.2	D1915794A
RPCS	3.15.2	D1915795A
Font EXP	1.00	D1495581
PCL	1.01	D1915796A
PCL Font	1.06	D1315586A
PS3	1.00	D1915797A
PDF	1.00	D1915787A
PS3 Font	1.12	D6205681
Java VM v12 std	12.00.19	D1915738A
Data Erase Onb	1.00	D1915779
GWFCU3.8-6(WW)	01.00.00	D7925570A
PowerSaving Sys	F.18	D1915773A
Engine	01.00:04	D1915501A
OpePanel	1.01	D1911490A

Ic Key and Ic Ctlr versions with which the Z-C2 models (for EU) first achieved CC-CERTIFICATION:  
(March 2015)

Hardware:	Version:
Ic Ctlr	<b>02</b>
Ic Key	<b>0102081c</b>

Model: Z-C2

Date: 17-Mar-15

No.: RD193045

The list of Operating Instructions (O/I)

<For EU>

Paper Documents

- D193-7505      MP C401 series  
Read This First
- D193-7580      Notes on Using Multi-Function Printers Safely
- A232-8561A      Safety Information
- D645-7901      SOFTWARE LICENSE AGREEMENT
- D645-7902      NOTICE TO USERS

Online Document Set 1

- D193-7512      About This Machine
- D193-7516      Copy/ Document Server
- D193-7521      Fax
- D193-7526      Print
- D193-7531      Scan
- D193-7536      Troubleshooting
- D193-7541      Connecting the Machine/ System Settings
- D193-7547      Security Guide
- D193-7551      Extended Feature Settings
- D193-7556      PostScript 3
- D193-7564      Appendix

Online Document Set 2

- D193-7502      MP C401 series  
User Guide

Online Document Set 3

- D193-7576      Operating Instructions  
Driver Installation Guide

Online Document Set 4

- D193-7568      About Open Source Software License

Online Document Set 5

- D146-7587      Notes on Security Functions
- D193-7548      Notes for Administrators:  
Using This Machine in a Network Environment  
Compliant with IEEE Std 2600.2™-2009

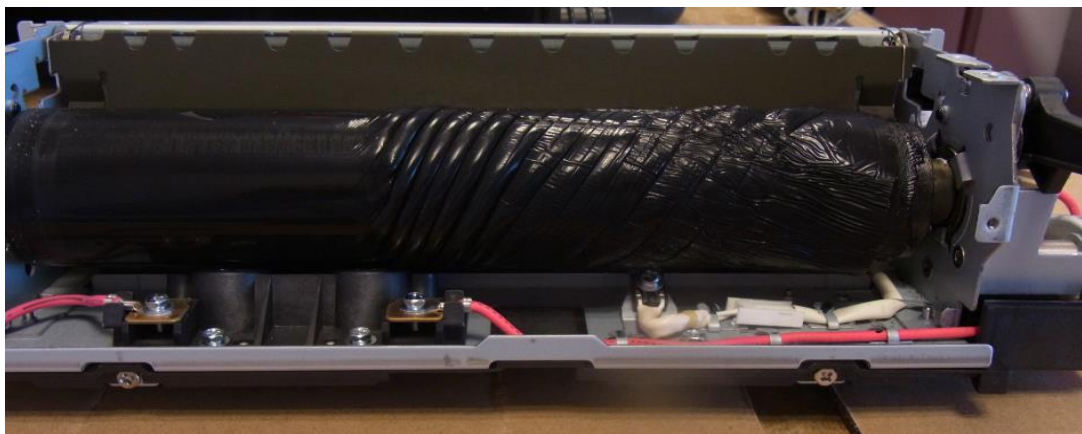


Model: Z-C2		Date: 30-Mar-15	No.: RM028050
Subject: Pressure roller damage may occur at an early stage.		Prepared by: Y.Urushihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> 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

**Note:** The following only occurs in cases where the operation panel has been specially configured to remain ON at all times. This occurs at customer sites such as supermarkets, where the machine is used by many unknown users.

## SYMPTOM

The pressure roller may be damaged as shown below before its yield.



## CAUSE

“Auto OFF” in UP mode is kept at the “disabled” setting. As a result, the machine is in a condition ready to print 24 hrs./day, 7 days/wk. The continual heat stress causes the roller to deform as shown in the photo.

## SOLUTION

Do the following.

- 1) Request the customer to keep the main power switch ON only while in the office (ON first thing in the morning, OFF when leaving for the night).
- 2) If this is not acceptable, request the customer to use Low Power mode or OFF mode.  
**Note:** This will free the customer from having to turn the machine ON/OFF manually, while preventing damage to the pressure roller.

Model: Z-C2			Date: 30-Mar-15		No.: RM028050
.	Mode	Default	Setting range	Wake up time from sleep mode	Remarks
1	<b>Low Power mode</b>	5 Minutes	60 seconds (Min) 30 minutes (Max)	26 econds	<ul style="list-style-type: none"> <li>- If the customer wishes to change the default of 5 minutes, use <b>SP5101-004</b>.</li> <li>- The fusing temperature is decreased if the setting is changed.</li> </ul>
2	<b>OFF mode</b>	11 Minutes	60 seconds (Min) 60 minutes (Max)	Within 50 seconds	<ul style="list-style-type: none"> <li>- To enable this setting (default) use <b>SP5305-001</b>.</li> <li>- If the customer wishes to change the default of 11 minutes, use <b>SP5305-002</b>.</li> <li>- The fusing temperature is decreased if the setting is changed.</li> </ul>

- 3) If the customer uses 80 g/m2 paper and mainly prints out at 2 P/J (pages/job) or lower, decrease the fusing temperature using **SP1-105-012** to a value of **120** degrees.

**Note:**

- With a setting of 120, the lifetime of the pressure roller is increased by 3-4 times. With a setting of 130, it is doubled.
- Paper curl may occur as a side effect, depending on the environmental conditions at the customer site.

Model: Z-C2		Date: 23-Jun-15	No.: RD193027
Subject: Estimating energy consumption reporting on @Remote.net is missing		Prepared by: Y. 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 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

## SYMPTOM

@Remote.net is the site for reporting the machine usage conditions as a service provided to the customer. In this site, there is a feature which reports the estimated energy consumption. The System/Copy firmware has recently been modified to provide the estimated energy consumption more accurately as per a requirement from product marketing. Even if there is a clause about "@Remote.net" service in a contract with a customer, we could not provide accurate data through this site.

**Note:** As per a request from our marketing group, System/Copy firmware needs to be updated at the machine installation for customers who this service is provided to.

## CAUSE

System/Copy firmware bug

## SOLUTION

### In the field

Update with modified firmware of System/Copy Ver.1.03 or newer for the original operation panel and Ver.1.02 or newer for the smart operation panel at machine installation or the next service visit.

### Production line

Modified firmware applied from the following cut-in S/N:

Model	Cut-in S/N
D191-17	G074P200061
D193-17	G094PC00001
D191-27	G074P200061
D193-27	G094PC00001

## Action requested to affected MIF

Affected MIF:

- Machines to be connected to @Remote, and
- Contracted to provide "@Remote.net" reporting service to customers

Action Required:

Please update System/Copy firmware to Ver.1.03 or newer for the original operation panel and Ver.1.02 or newer for the smart operation panel at machine installation or the next service visit.

**Note:** Since @Remote is connected, RFU (Remote Firmware Update) can be used to update the firmware to minimize the total working time and cost.

## Remark:

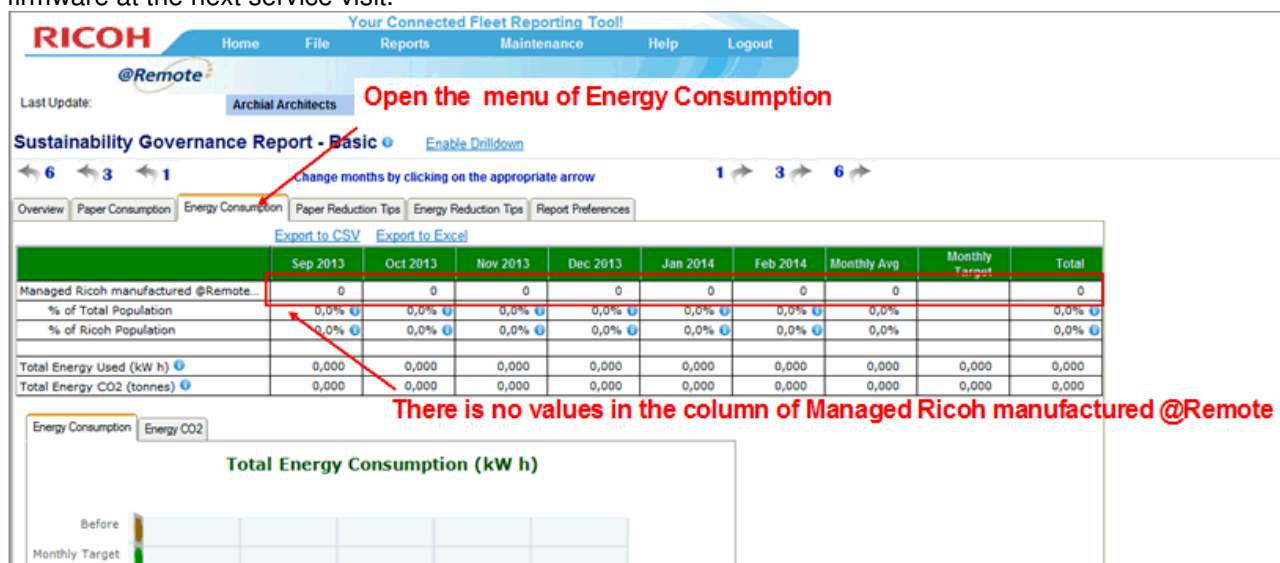
You can check if all affected machines have been updated by checking the line (squared in red) in the @Remote.net site

For instance, if no machines are updated, the line of "Managed Ricoh manufactured @Remote" is "0". If 5 of 10 machines are updated, it is "5".

The total number of machines installed can be checked in the same line in the Paper Consumption Tab.

The serial number of machines which are not updated can be checked in a CSV file.

If there are machines which require firmware update when checking @Remote.net, please update the firmware at the next service visit.



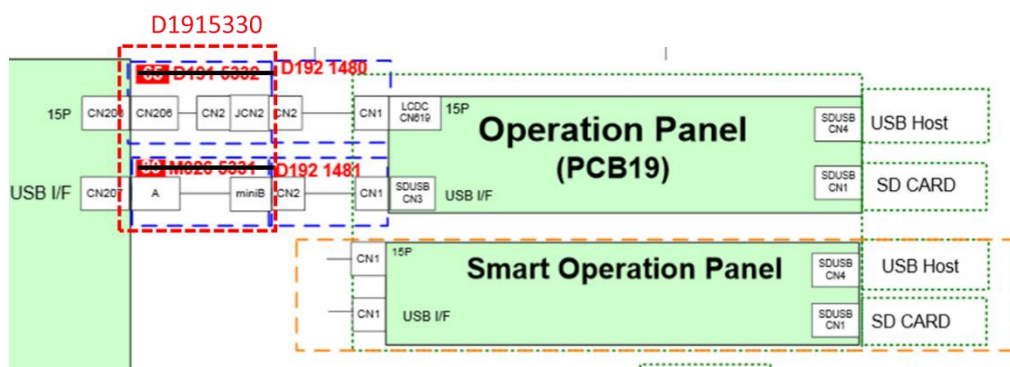
Model: Z-C2		Date: 23-Jun-15	No.: RD193048
Subject: P to P Revision Z-C2		Prepared by: Tatsuya Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input 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

## P-to-P Revision

Please correct your Z-C2 Point-to-Point Diagrams as follows.

- P/N D1915332 and M0265331 were deleted, as they are NOT registered as Service parts.
- P/N D1915330 was added, as this part includes the above two parts.

Part number	Description
D1915330	HARNESS:IMAGE PROCESSING UNIT:OPERATION SUB-UNIT:ASS'Y



Model: Z-C2\_SOP/ OR-C2\_SOP/ Cor-C1\_SOP/  
MET-C1ab\_SOP/ MET-C1cde\_SOP/MET-C1yz\_SOP

Date: 07-Jul-15

No.: RD193049

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

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.1	D1505530B	June 2015 production	Not Available

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

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

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

Version	Modified Points or Symptom Corrected
1.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When Conference Concierge is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening Conference Concierge, it takes approximately 30 seconds to display the first screen of the application.</li> <li>2. If the document is set as landscape even though there is no tray that is set to A4 landscape, Conference Concierge might not be able to staple the upper-left side.</li> <li>3. If Letter-size paper is set as landscape and the staple is to be positioned on the upper-left side, scanning might stop after one side of the document has been scanned.</li> </ol>

Model: Z-C2\_SOP/ OR-C2\_SOP/ Cor-C1\_SOP/  
MET-C1ab\_SOP/ MET-C1cde\_SOP/MET-C1yz\_SOP

Date: 07-Jul-15

No.: RD193049

Version	Modified Points or Symptom Corrected
	<p>4. In Conference Concierge, after printing with upper-left-side stapling, when printing with two staples set, the orientation of the paper might differ from the configured setting.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</p> <ul style="list-style-type: none"> <li>- System/copy: Model Met-C1 ab v3.11 or later (D1465550X) Model Met-C1 cde v3.12 or later (D1485550Y) Model Met-C1 xyz v2.11 or later (D1765550N) Model Cor-C1 v1.11 or later (D2025550M) Model Z-C2 v1.07 or later (D1935771G) Model OR-C2 v1.14 or later (D1835530K)</li> <li>- CheetahSystem: v1.39 or later (D1501440Y)</li> <li>- SDKService: v1.06.01 or later (D1501437F)</li> </ul>

Model: Z-C2		Date: 27-Jul-15	No.: RD193050
Subject: Service manual correction (M10 Browser unit)		Prepared by: T.Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input 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

## Service manual correction

Section : Browser Unit Type M10 (D792-03, -04)

Page : 174

The first step of the following installation procedure was deleted.

### Browser Unit Type M10 (D792-03, -04)

#### Installation Procedure

#### CAUTION

2

- Unplug the main machine power cord before you do the following procedure.



This step is not needed.

- ~~1. Enter the SP mode, and then check if the setting of SP 5-880-001 is~~
2. Remove the SD card slot cover (1x1).
3. Turn the SD-card label face to the rear of the machine. Then push it slowly into slot 2 until you hear a click.



Model: Z-C2		Date: 28-Jul-15	No.: RD193051
Subject: Blackout of the operation panel caused by pinched harness		Prepared by: Tatsuya Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## SYMPTOM

The operation panel is blacked out and does not display the screen.

## CAUSE

The harness is pinched by the hinge, because it is not bound at the correct location.

## SOLUTION

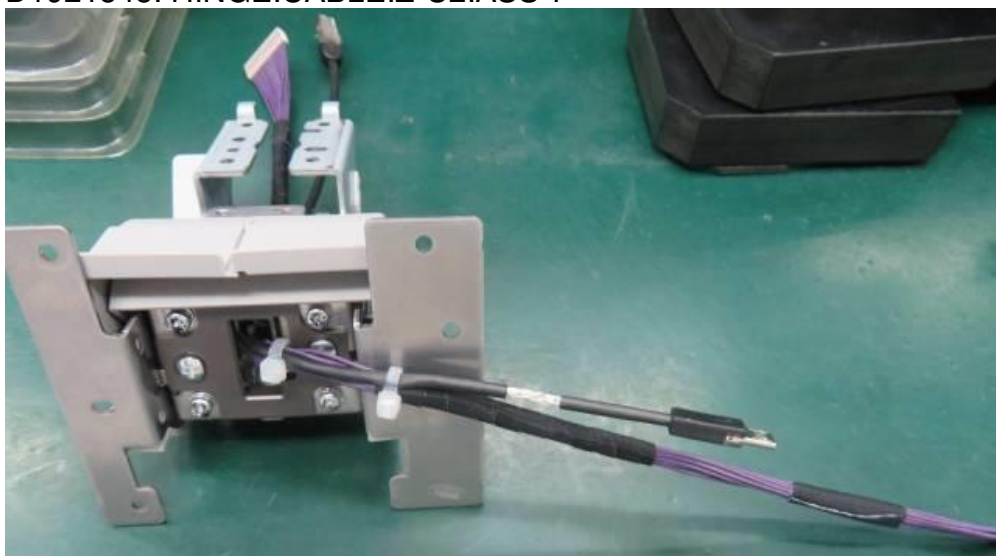
Replace the harness with a new one.

As a preventive measure, bind the harness and hinge at the correct location.

Note that the harness is no longer registered as an individual service part. To prevent the above symptom, the harness and hinge have been registered as an assembly part, as shown in the table below.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1921544		CABLE:Z-C2:ASS'Y	2	-	-	-	-
	D1921545	HINGE:CABLE:Z-C2:ASS'Y	2	-	-	-	Add

D1921545: HINGE:CABLE:Z-C2:ASS'Y



Reissued: 19-Aug-15

Model: Z-C2	Date: 28-Jul-15	No.: RD193052a
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## RTB Reissue

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

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

**Change:** The hard keys on the operation panel are no longer available as individual service parts, and have been registered as an assembly part.

**Reason:** Improved work efficiency at the parts center

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1921507	-	KEYTOP:STOP	-	-	-	-	Delete
D1921511	-	KEYTOP:RIGHT	-	-	-	-	Delete
D1921508	-	KEYTOP:RESET SWITCH	-	-	-	-	Delete
D1921510	-	KEYTOP:FUNCTION	-	-	-	-	Delete
D1921512	-	KEYTOP:CONFIRM	-	-	-	-	Delete
<b><i>D1921513</i></b>	-	<b><i>LENS:FRONT</i></b>	-	-	-	-	<b><i>Delete</i></b>
D1921505	-	KEYTOP:10KEY:2:NA	-	-	-	-	Delete
D1921503	-	KEYTOP:10KEY:1:NA	-	-	-	-	Delete
<b><i>D1921531</i></b>	-	<b><i>KEYTOP:10KEY:1:EU</i></b>	-	-	-	-	<b><i>Delete</i></b>
<b><i>D1921532</i></b>	-	<b><i>KEYTOP:10KEY:2:EU</i></b>	-	-	-	-	<b><i>Delete</i></b>

**Note: Assembly part information:**

***D1921538: KEYTOP:SET:Z-C2:NA (NA only)***

***D1921539: KEYTOP:SET:Z-C2:EU (EU only)***

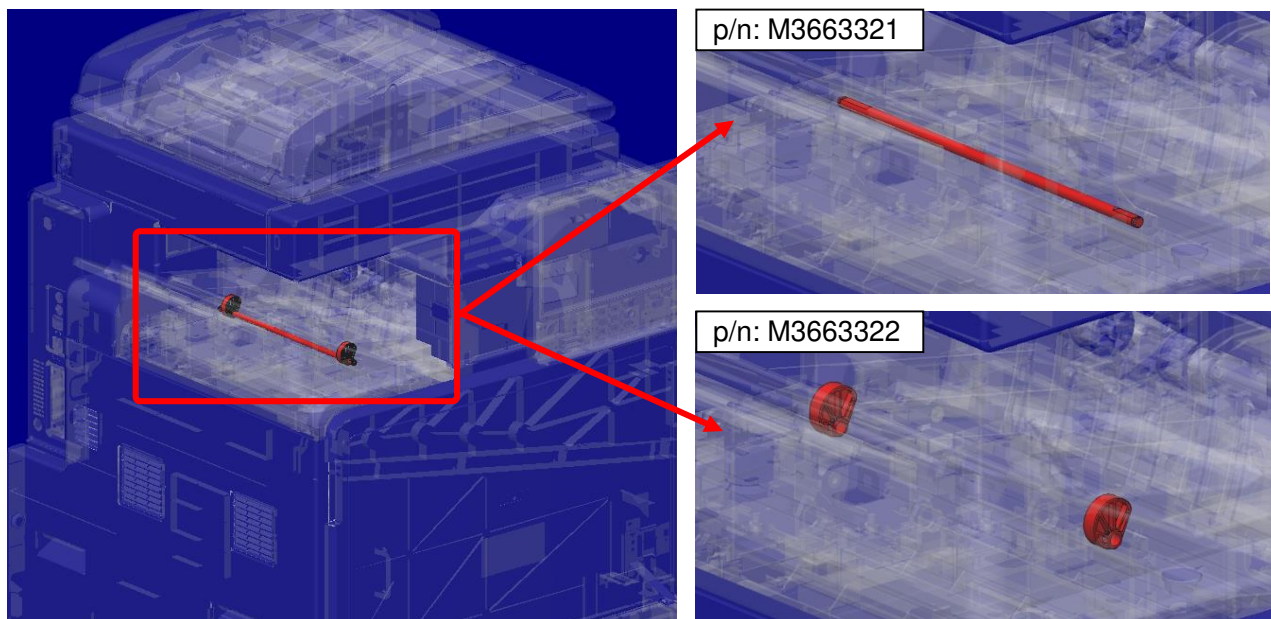
Model: Z-C2		Date: 29-Jul-15	No.: RD193053
Subject: Parts information- SHAFT:CAM:TRAY		Prepared by: Tatsuya Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** The shaft with cam for the ass'y part is no longer available as a service part, and the shaft and the cam have been registered as individual parts.

**Reason:** For change of purchase unit

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M3663320		CAM:TRAY:MOVEABLE:ASS'Y	-	-	-	-	Delete
	M3663321	SHAFT:CAM:TRAY	-	-	-	-	Add

**Note:** Part information - M3663322 CAM:TRAY:MOVEABLE



Reissued: 21-Dec-15

Model: Z-C2	Date: 19-Oct-15	No.: RD193054a
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## RTB Reissue

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

Subject: Manual correction - Caution note on PSU replacement		Prepared by: Hayato Someya	
From: 2nd MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

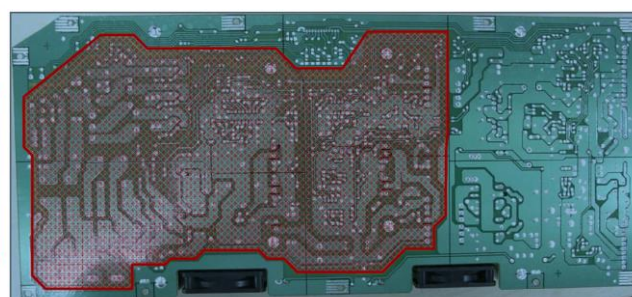
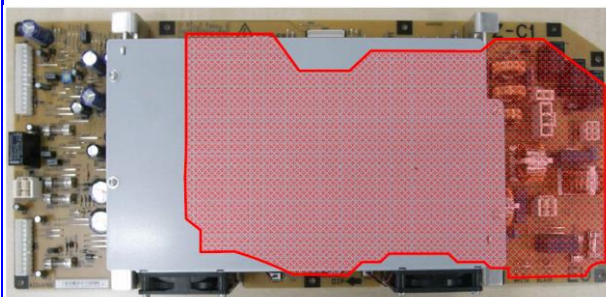
Parts number	Parts description	Product code
AZ240244	POWER SUPPLY UNIT:100V:386W	D191, D193
AZ240246	POWER SUPPLY UNIT:200V:386W	D191, D193

## ⚠ CAUTION:

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

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

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



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

Model: Z-C2		Date: 16-Nov-15	No.: RD193055
Subject: Modification to prevent ARDF Left Cover from coming off		Prepared by: T. Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## SYMPTOM

The ARDF left cover comes off, if opened too much.

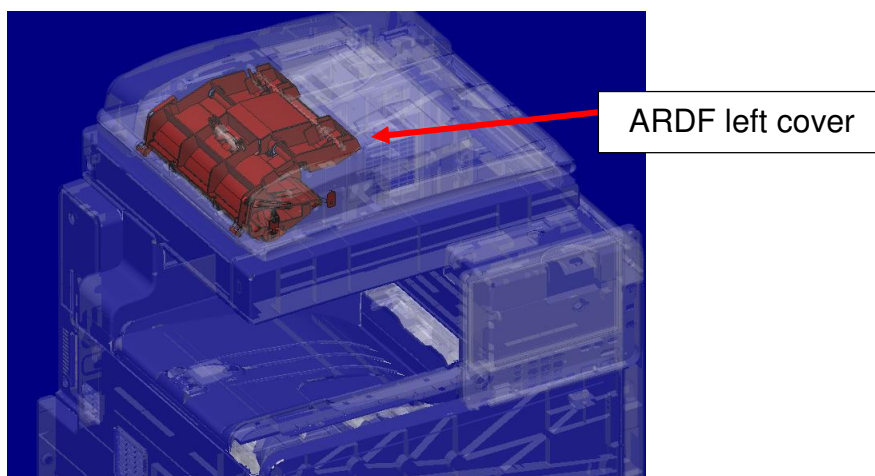
## CAUSE

The hook connecting the guide plate in the ARDF left cover with the ARDF lever bends and comes off.

## SOLUTION

A linking part was added (in between the guide plate and side plate) to prevent the cover from opening too much.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Group	Note
-	D7814651	LINK:GUIDE PLATE:OPEN AND CLOSE	-	-	-	-		Add
-	D7814652	STEPPED SCREW:LINK:GUIDE PLATE:OPEN AND CLOSE	-	-	-	-	A	Add
M3643416	D7813416	GUIDE PLATE:REVERSE	-	X/O	-	-	A	
D7834610	D7814610	COVER:PAPER FEED:ASS'Y		X/O			A	
M3644617	D7814617	GUIDE PLATE:COVER:PAPER FEED	-	X/O	-	-		



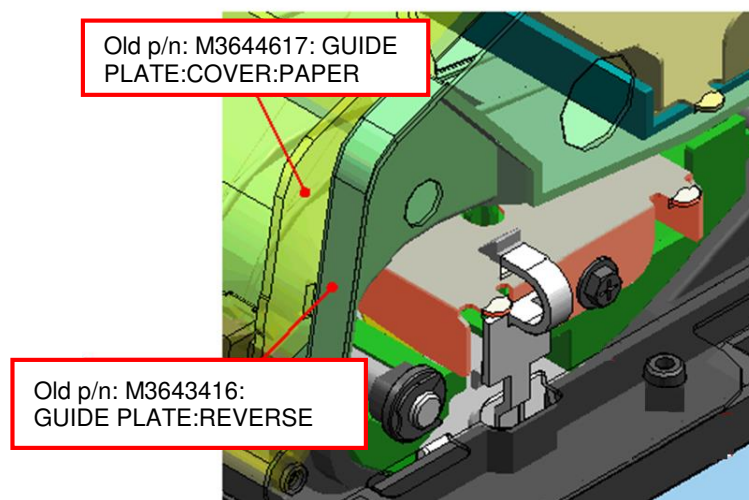


Model: Z-C2

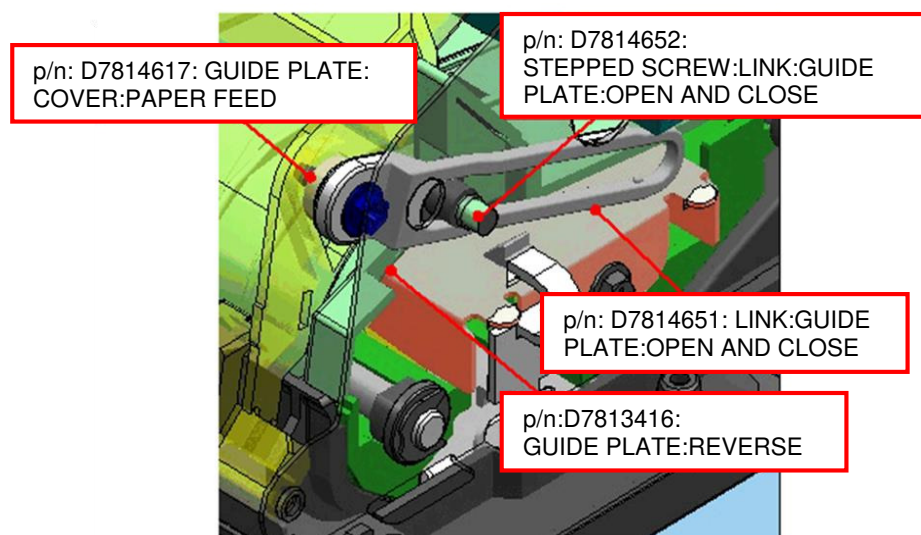
Date: 16-Nov-15

No.: RD193055

### Before the modification



### After the modification



### Cut-in S/N

#### SRD (Shanghai) Production

MODEL NAME	DESTINATION	CODE	SERIAL NUMBER
MP C401SP	NA	D191-17	G074PC00313
MP C401SP	Europe	D191-27	G074PC00523
MP C401SRSP	NA	D193-17	G094PC00099
MP C401SRSP	Europe	D193-17	G094PC00216

The new linking part cannot be attached to machines manufactured prior to this modification, because the side plate does not have the screw hold and the side plate is not available as a spare part.

Model: Z-C2		Date: 27-Jul-16	No.: RD193056
Subject: Troubleshooting: SC672		Prepared by: T. Suzuki	
From: 2nd 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

SC672-11 or -12 (Controller start up error) occurs.

SC672-11: Communication error between operation panel and CTL after machine is powered on.

SC672-12: Communication error between operation panel and CTL after normal start-up.

### Note:

- SC672 does not appear on the SMC report, since it is not logged.
- The operation panel (Normal Operation Panel / Smart Operation Panel) communicates with the controller via a USB cable and IPU. SC672 is triggered when the panel cannot communicate with the controller.
- Applicable models: MP C401

## CAUSE

Possible causes include:

1. Failure of USB communication path (USB cable, IPU)
2. Data corruption of CTL onboard Flash memory
3. Poor supply voltage for CTL onboard ASIC
4. Firmware bug related to energy saving system
5. Defective CTL onboard converter
6. Defective CTL onboard resistors
7. FCU start-up error

CTL: Controller board

Model: Z-C2

Date: 27-Jul-16

No.: RD193056

## SOLUTION

### In the field:

Do the following.

1. Turn the machine power OFF/ON.
2. Check the Power Saving System firmware version.
  - If this firmware is older than ver. F.20, update it to **ver. F.20 or newer**.
3. Re-connect the USB cable and the harness between the IPU board and the operation panel.

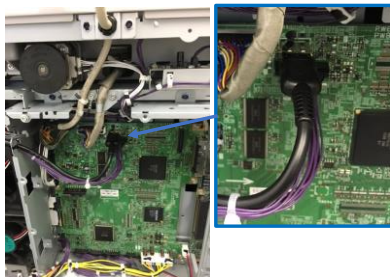


Figure 1: USB cable and harness (IPU side)

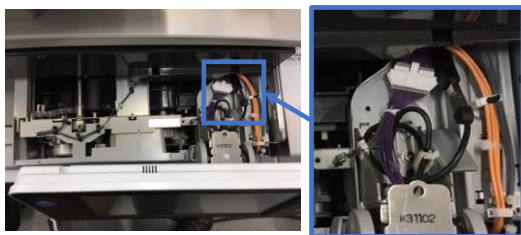


Figure 2: USB cable and harness (Operation panel side)

4. Do the action in the **flowchart on the next page** to determine the cause and best course of action.

Parts needed:

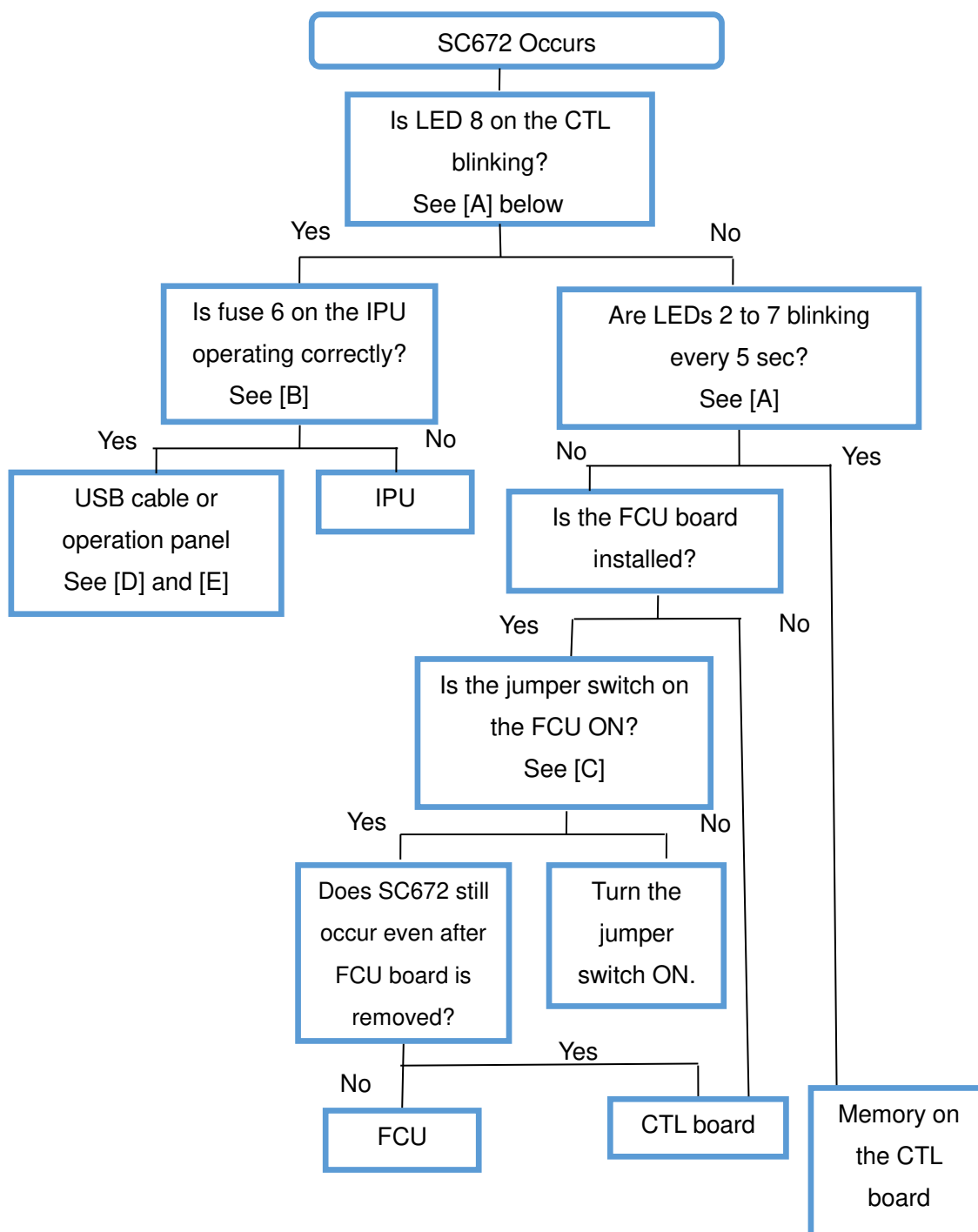
- **USB cable**
- **Memory (DIMM) on the CTL**
- **CTL board**
- **IPU board**
- **Operation panel**
- **FCU board**

### Important:

If SC991 (SCS: scs time count level c') appears in the SC history, do the following.

- (1) Replace the USB cable.
- (2) Replace the controller board.



Flowchart to determine the replacement parts


Model: Z-C2

Date: 27-Jul-16

No.: RD193056

## [A]: LED on the controller board

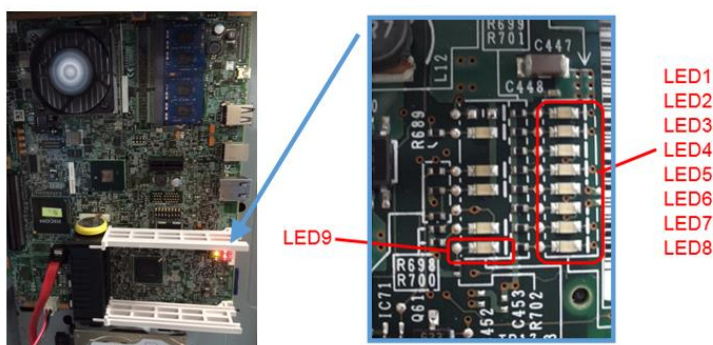


Figure 3: LEDs 1 to 9 on the CTL

In the case of a defective DIMM, LEDs 2 to 7 blink at every 5 seconds.

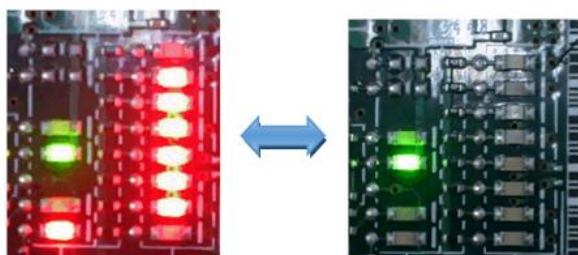


Figure 4: LEDs 2 to 7 blinking every 5 seconds

## [B]: Fuse 3 on the IPU

Check that the resistance of fuse 3 is below 1Ω.



Figure 5: Fuse 3 on the IPU

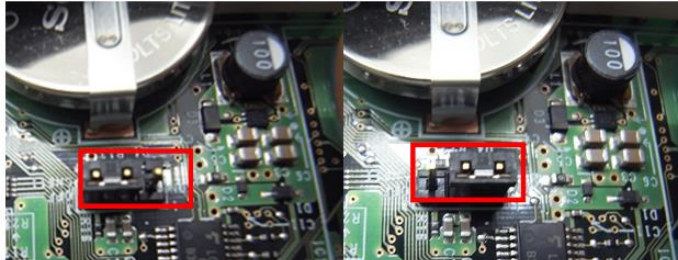
Model: Z-C2

Date: 27-Jul-16

No.: RD193056

## [C]: Jumper switch on the FCU

If the jumper switch on the FCU is OFF, turn the switch **ON**.



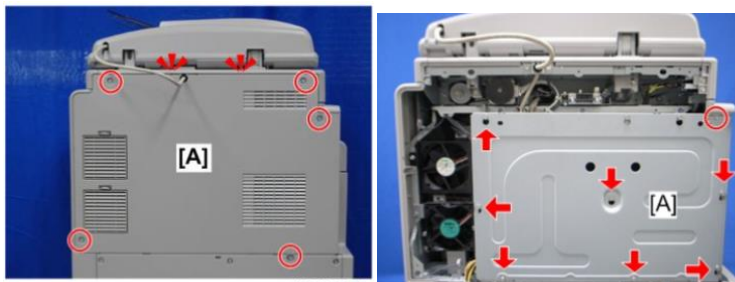
Jumper switch OFF

Jumper switch ON

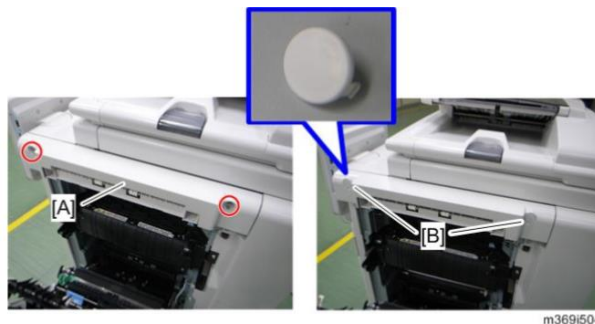
**Figure 6: Jumper switch on the FCU**

## [D]: Replacing the USB cable

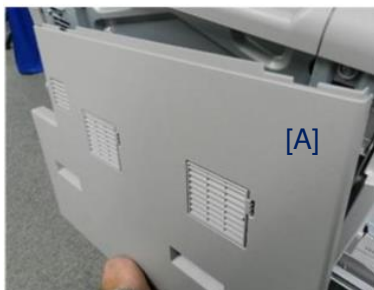
1. Remove the rear cover (screw x5) and the controller box cover (screw x7).



2. Remove the right cover (screw x2).



3. Remove the left cover [A] (screw x2)



Model: Z-C2

Date: 27-Jul-16

No.: RD193056

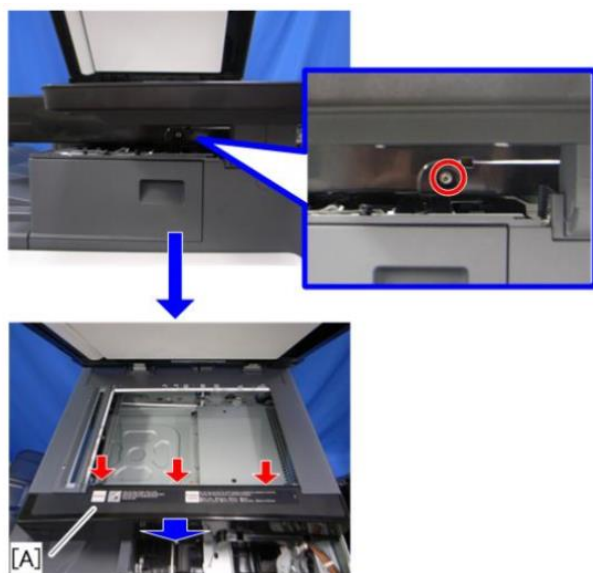
4. Remove the left cover [B] (screw x1).



5. Remove two caps [A] and two front cover [B] (screw x 2).



6. Remove the scanner front cover [A] (screw x1).

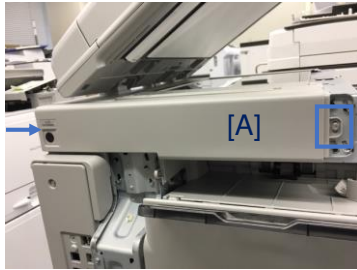


Model: Z-C2

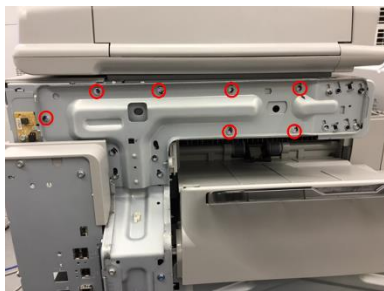
Date: 27-Jul-16

No.: RD193056

7. Remove the left cover [A] (screw x 2).



8. Remove the screws (x7) fixing the metal plate with the scanner unit on the left hand side.



9. Remove the right cover [A] (screw x 2)



10. Remove the screws (x2) fixing the metal plate with the scanner unit on the right hand side.





Model: Z-C2

Date: 27-Jul-16

No.: RD193056

11. Remove two harnesses and two screws.

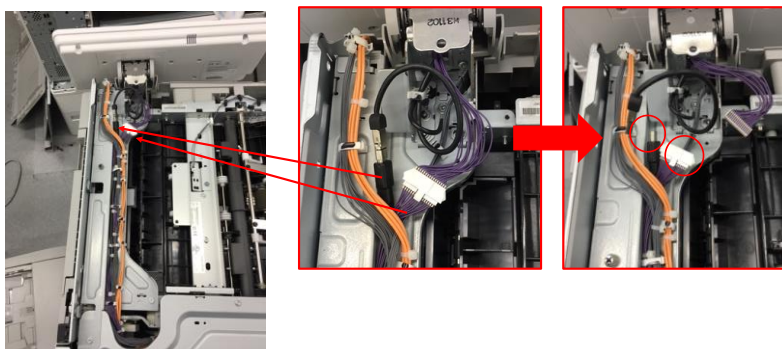


12. Disconnect the five harness and the USB cable.



13. Remove the scanner unit together with the ADF.

14. Disconnect the harness and the USB cable.



Model: Z-C2

Date: 27-Jul-16

No.: RD193056

15. Remove the harness and the USB cable (clamp x4).



## Part number change information

Part	P/N	Description	Model	Q'ty
USB cable and harness	D1915331	HARNESS:IMAGE PROCESSING UNIT:OPERATION SUB-UNIT:ASS'Y	D191/D193	1

Model: Z-C2

Date: 27-Jul-16

No.: RD193056

## [E]: Operation panel

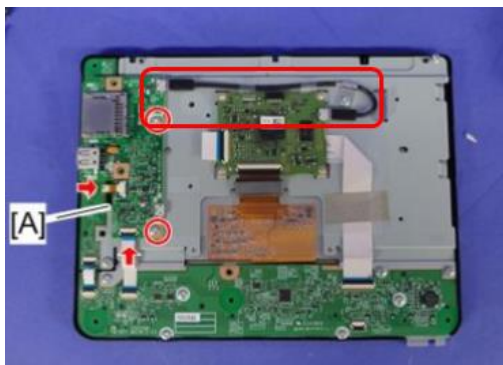
Do the following procedure step-by-step if the USB cable replacement does not solve the symptom. Stop the procedure at any step if the symptom is solved.

### **For the standard operation panel**

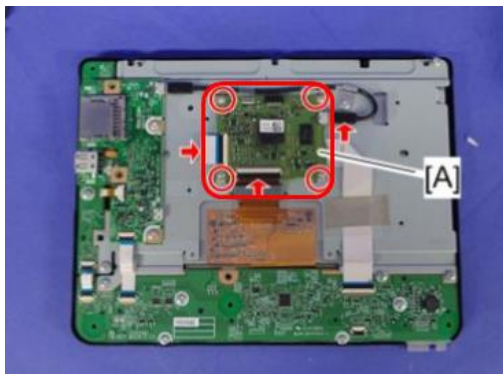
(1) Replace the SDUSB board (D1921444).



(2) Replace the USB cable (D1921482).



(3) Replace the LCDC board (D1921495).





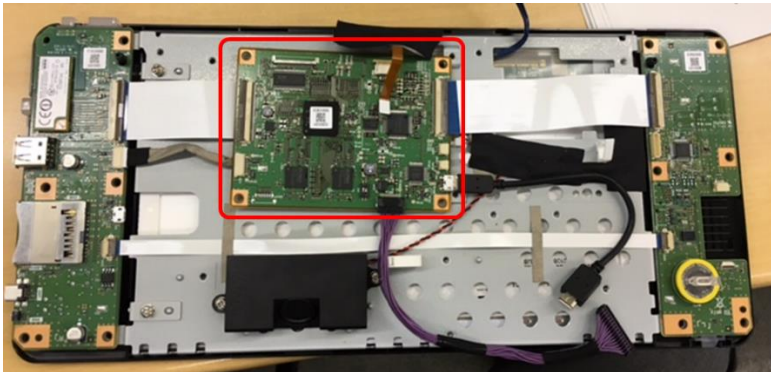
Model: Z-C2

Date: 27-Jul-16

No.: RD193056

**For smart operation panel type M10**

(1) Replace the PCB:CPU:ASSY:YNM-0011509 (D1901569).

**NOTE:**

If the problem is not solved, please escalate in the standard process with the following information attached for investigation:

- SC sub code (SC672-11 or 12)
- Date/time of problem occurrence
- Debug logs (Controller, Engine, Operation panel)
- Factor(s) that trigger the problem (ex. SC672-11 occurred 3 minutes after tuning ON the main power switch.)
- Occurrence frequency (example: One out of ten times when turning ON the main power switch)
- Replaced parts
- Date/time of when the parts were replaced

Model: Z-C2		Date: 4-Dec-17	No.: RD193057
Subject: Original JAM 058		Prepared by: Y. Taniguchi	
From: 1 <sup>st</sup> FQM Sect, 1 <sup>st</sup> FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input checked="" 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

## SYMPTOM

Original JAM 058 occurs frequently when making copies or scans using the document feeder.

## CAUSE

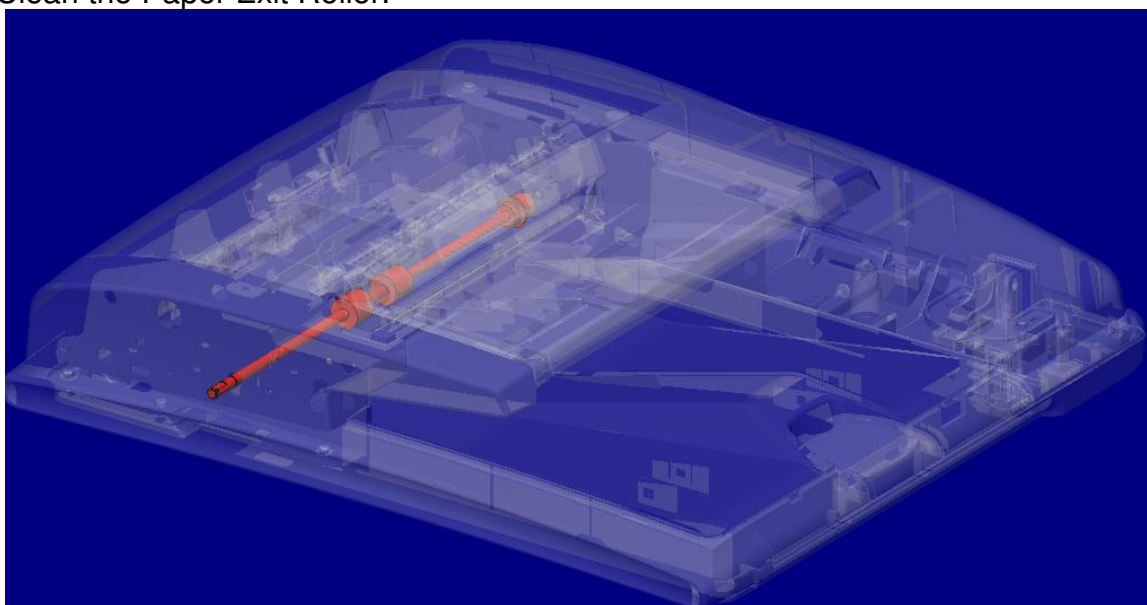
Several factors can cause JAM 058, including the following:

- Paper dust accumulates on the Paper Exit Roller. As a result, the roller cannot feed the paper effectively.
- The Torque Limiter of the Reverse Roller is too tight and/or the pressure of the Plate Spring is too high. As a result, the Reverse Roller feeds the paper with too much force.
- The Gate Pawl (reverse) is damaged or its movement is impeded by a foreign object.
- A substance has accumulated on the Reverse Sensor.
- A substance has accumulated on the Reverse Sensor Feeler.

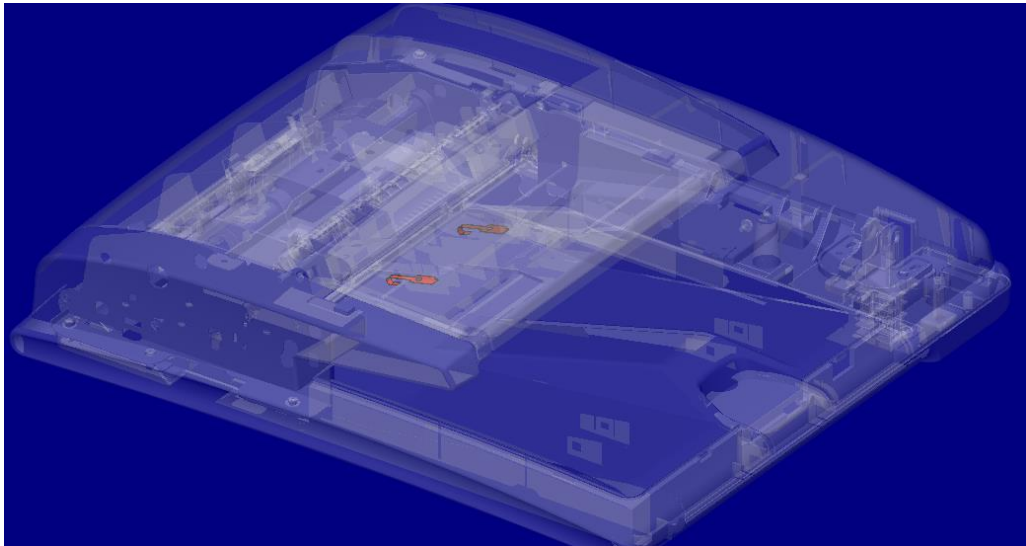
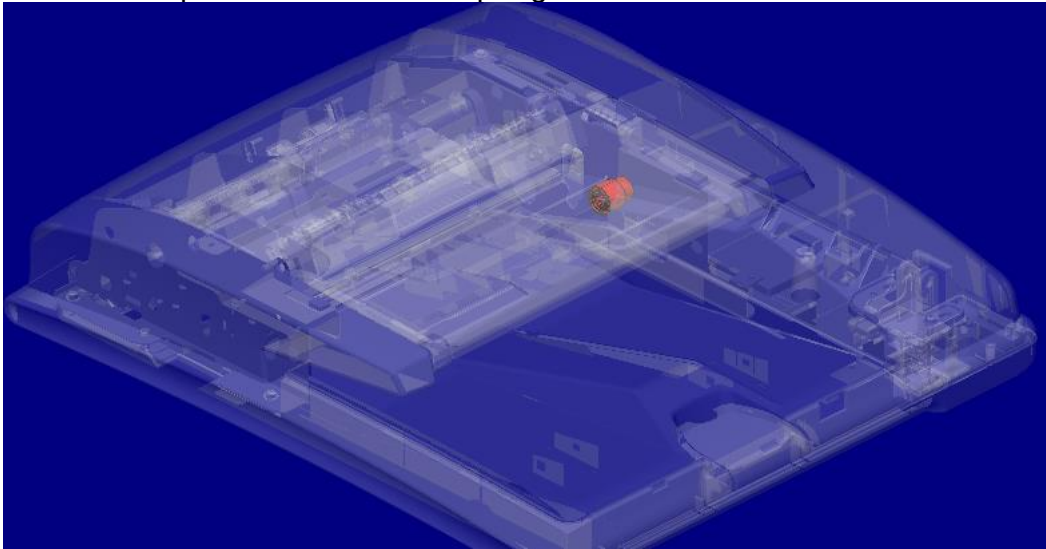
## SOLUTION

Try the following, depending on which factor seems to be causing the jam.

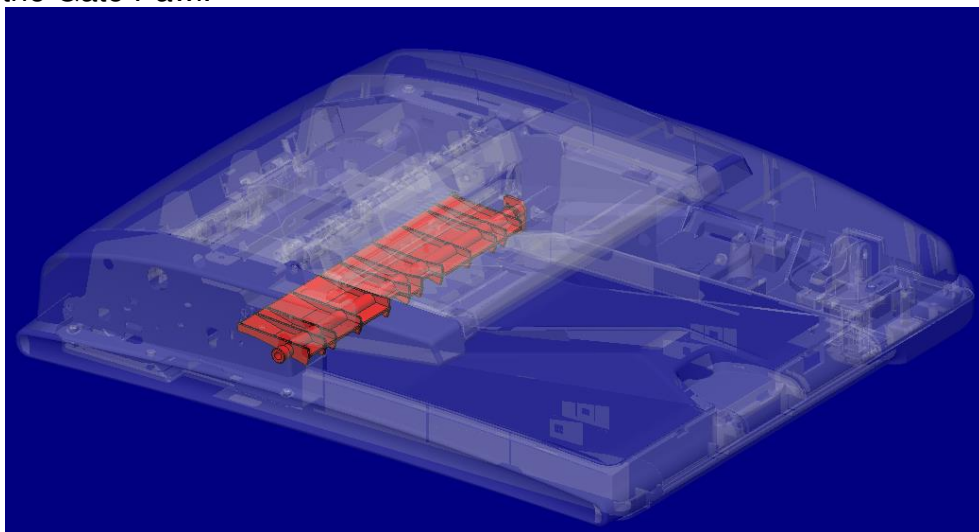
- Clean the Paper Exit Roller.



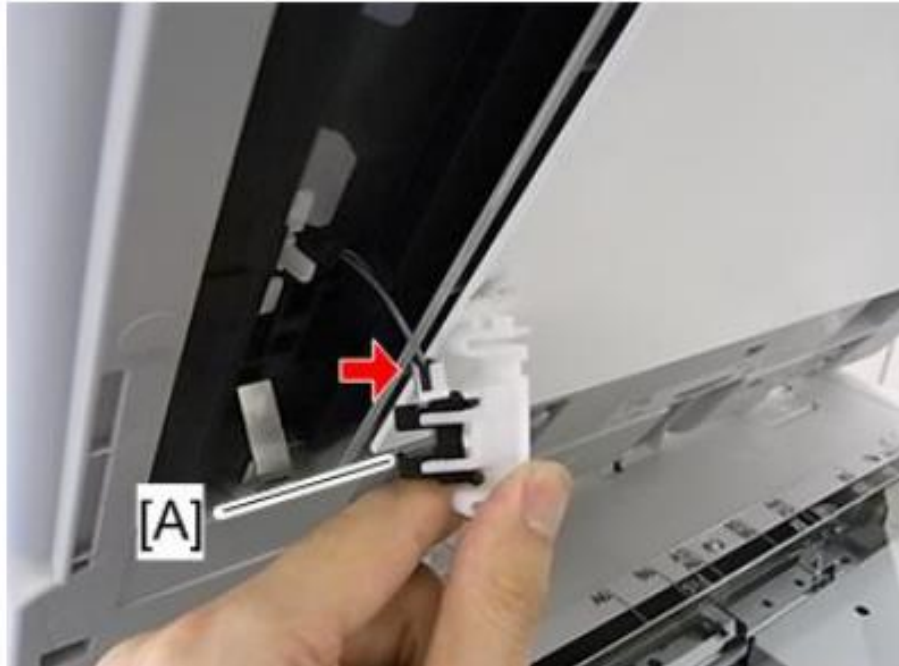
- Replace the Torque Limiter or Plate Spring.



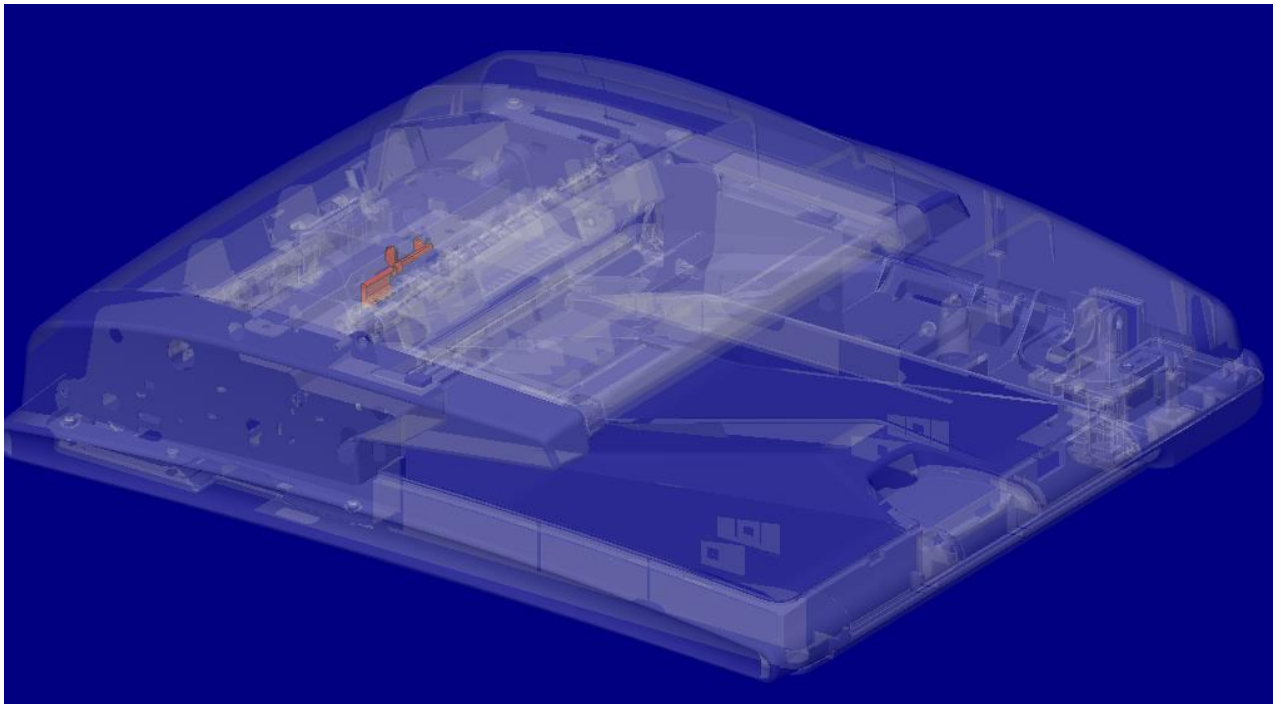
- Clean the Gate Pawl.



- Clean the Reverse Sensor (Inverter Sensor).



- Clean the Reverse Sensor Feeler.



Model: Z-C2		Date: 18-Apr-19	No.: RD193058
Subject: Parts Catalog Correction: Internal Finisher Motor		Prepared by: T. Tada	
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

## Parts catalog correction

Affected model: M366: Internal Finisher for MP C401SRSP (Z-C2)

Old P/N	New P/N	Description	Int	Q'ty	Note
-	M3665440	HARNESS:MOTOR:CONNECTING	-	0->1	A
03530040N	C2597050	SCREW:M2.6X3	X/X	2	A
AX040241	D5865311	DC BRUSH MOTOR:EXIT:ASS'Y:7.7W	X/X	1	A
M3663310	M3663307	BRACKET:DC MOTOR:EXIT:ASS'Y	X/X	1	A



### Note:

**A:** Interchangeability of combination parts: O/O

The first time that you replace any of these parts, make sure to install all the new parts as a set at the same time.

**Change:** The DC Brush Motor was changed.

**Reason:** Production of the old motor has ended, and it has been changed to a new motor.

	Old	New
	AX040241	D5865311
DC BRUSH MOTOR		



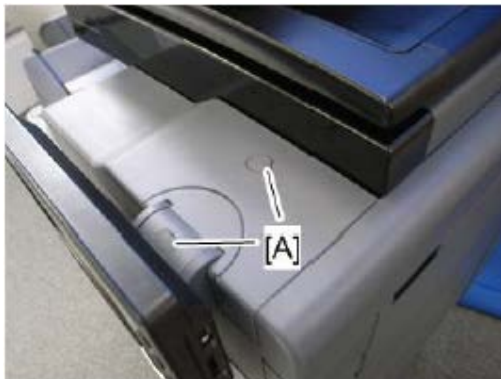
Model: Z-C2

Date: 18-Apr-19

No.: RD193058

**Procedure:**

1. Remove the two cover caps [A].



2. Remove the operation panel arm cover [A].
3. Remove the upper front cover [B].



4. Open the duplex unit and the front door.
5. Remove the cover cap and 3 screws [A].



Model: Z-C2

Date: 18-Apr-19

No.: RD193058

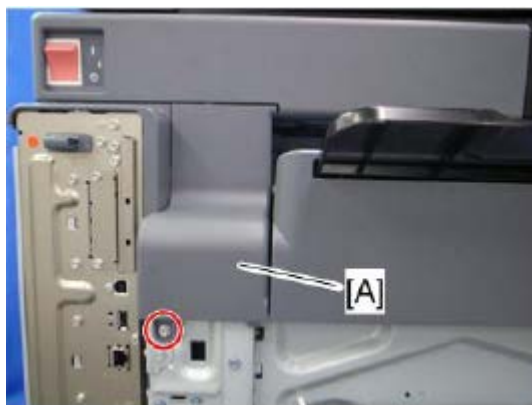
6. Remove the knob [A], and then remove the bracket [B]



7. Remove the cap [A], and then remove the screw.



8. Remove the left upper cover [A]



9. Remove the Inner rear left cover [A]



Model: Z-C2

Date: 18-Apr-19

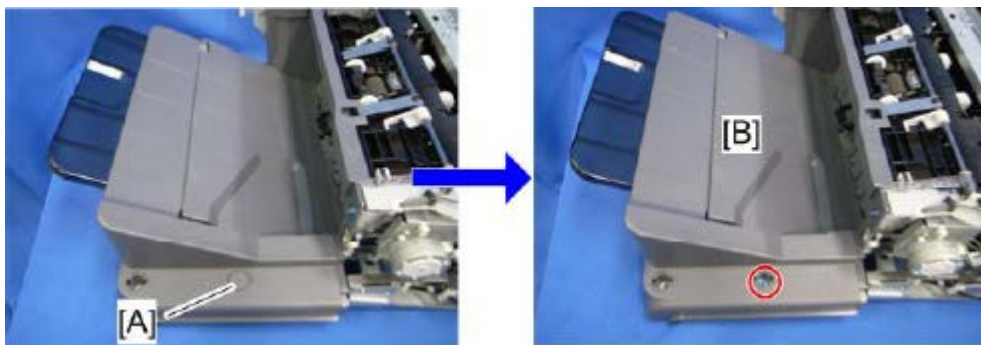
No.: RD193058

10. Disconnect the harness [A] and remove the screw.



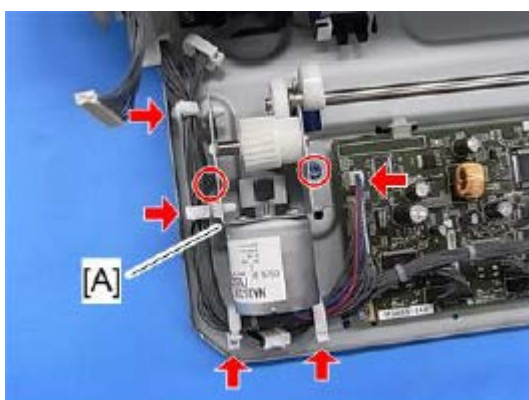
11. Remove the Internal Finisher form the machine.

12. Remove the cap [A] and the screw [B].



13. Release the tray lift motor bracket [A].

( x 2, x 1, x 4)



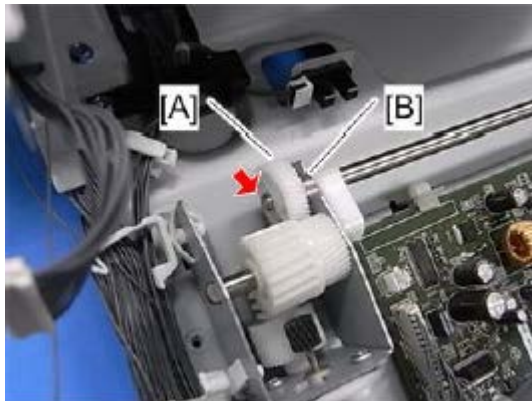


Model: Z-C2

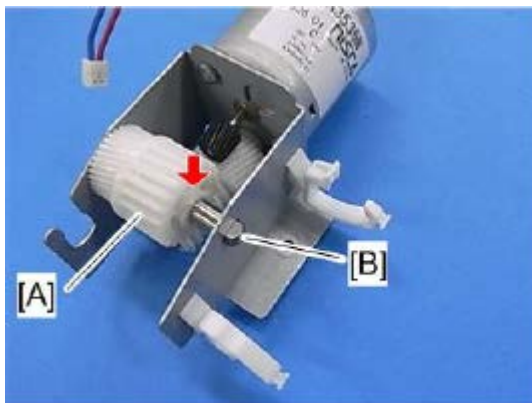
Date: 18-Apr-19

No.: RD193058

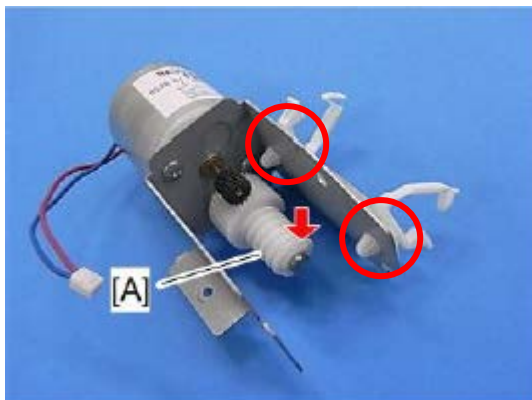
14. Remove the gear [A] and the bushing [B]



15. Remove the gear [A] and the shaft [B].



16. Remove the Gear [A] and the Clamp.

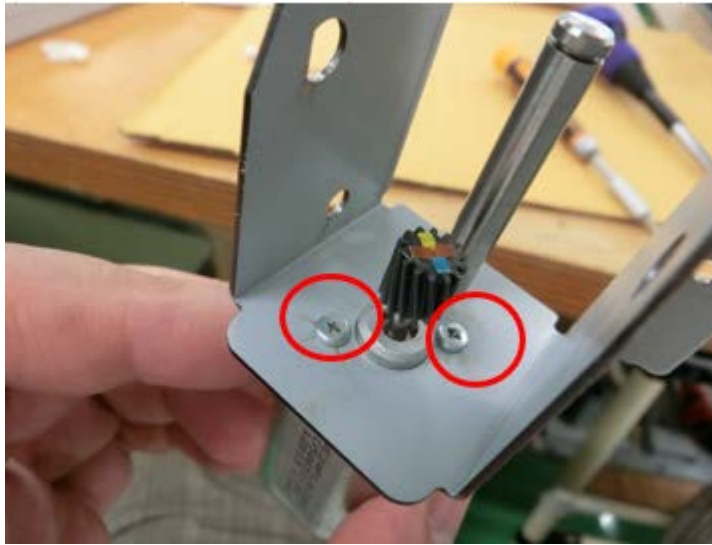


Model: Z-C2

Date: 18-Apr-19

No.: RD193058

17. Assemble the new motor and new bracket with the new screws.



18. Attach the harness to the new motor.



19. Follow the steps from step 16 in reverse order to assemble.

20. After attaching the Internal Finisher to the main unit, turn the power on and check if it operates normally.

Model: Z-C2		Date: 9-May-19	No.: RD193059
Subject: Parts catalog correction: Fusing unit Oil supply roller and Cleaning roller removed		Prepared by: T.Suzuki	
From: 1st Tech Support Sect., Tech Support 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 <input type="checkbox"/> Tier 0.5

## Parts catalog correction

Affected model: M022, M024, M026, M028, D191, D193, M065, M066, M257, M0AC

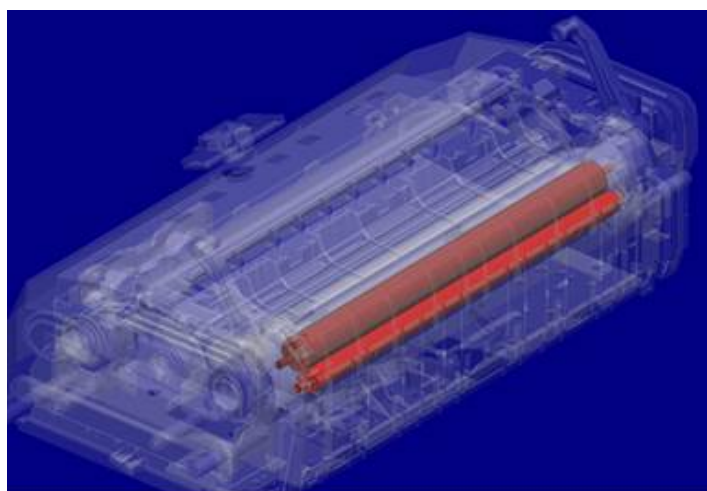
Old P/N	New P/N	Description	Model	Q'ty	Int
M0264011	M0264015	FUSING UNIT:NA:SERVICE	Z-C1 Z-C2	1-1	O/O
M0264012	M0264016	FUSING UNIT:EU/AA:SERVICE	Z-C1 Z-C2	1-1	O/O
M0664011	M0664015	FUSING UNIT:NA:MAINTENANCE	Z-P1 Z-P2	1-1	O/O
M0664014	M0664018	FUSING UNIT:CHN:MAINTENANCE:ASS'Y	Z-P1 Z-P2	1-1	O/O

## Change:

The following parts are removed from the fusing unit which was installed during the mass production and available as service parts.

AE040074: OIL SUPPLY ROLLER:DIA18  
 AE042087: CLEANING ROLLER:OIL SUPPLY ROLLER  
 AA063460: COMPRESSION SPRING:OIL SUPPLY ROLLER  
 AE031061: FRONT BUSHING - OIL SUPPLY ROLLER  
 AE031062: REAR BUSHING - OIL SUPPLY ROLLER

Above parts can be ordered as service parts from now on.



Model: Z-C2

Date: 9-May-19

No.: RD193059

**Reason:**

After the removal of “AE040074” and “AE042087” from the fusing unit, the designer team re-evaluated the results from the fusing unit and concluded that they do not affect the image quality and do not cause any damage to other parts. As a result, to lower the cost of service parts, we decided those two are parts are to be removed.

**Note:**

Since “AE040074” and “AE042087” are yield parts, RCL recommends these parts to be removed from the fusing unit and to be installed when they reach PM interval (120K).