

**Reissued: 22-Aug-07**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222001b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Web Uapl)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ( )		

Version	Program No.	Effective Date
<b>1.12</b>	<b>B2215609D</b>	<b>July 2007 production</b>
1.11	B2215609C	January 2007 production
1.10	B2215609B	June 2006 production

Version	Symptom Corrected
<b>1.12</b>	<p><b>Other changes:</b></p> <p><b>1. Supports the Catalan and Turkish languages.</b>  <b>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</b>  <b>Note: To support this feature, install all of the following firmware:</b></p> <ul style="list-style-type: none"> <li>- <b>System_Copy firmware ver 1.63 or later</b></li> <li>- <b>LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</b></li> <li>- <b>Printer firmware ver 1.06 or later</b></li> <li>- <b>Websys firmware ver 1.06.1 or later</b></li> <li>- <b>WebDocBox firmware ver 1.12 or later</b></li> <li>- <b>Scanner firmware ver 1.22 or later</b></li> <li>- <b>Fax firmware ver 01.03.00 or later</b></li> <li>- <b>FCU firmware ver 04.00.00 or later</b></li> </ul>
1.11	<p>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.60 or later</li> <li>- Websys firmware ver 1.05 or later</li> <li>- Netfile firmware ver 2.02 or later</li> <li>- Web Uapl firmware ver 1.11 or later</li> <li>- Printer firmware ver 1.04 or later</li> <li>- (Optional) Fax firmware ver 01.02.00 or later</li> </ul>
1.10	1st Mass Production

**Reissued: 14-Apr-16**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222002g
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>04.00.00</i></b>	<b><i>B2215602J</i></b>	-	<b><i>Available</i></b>
03.00.00	B2215602H	July 2010 production	Available
02.00.00	B2215602G	January 2009 production	Available
01.04.00	B2215602F	February 2008 production	Available
01.03.00	B2215602E	June 2007 production	Available
01.02.00	B2215602D	January 2007 production	Available
01.01.00	B2215602C	October 2006 production	Available
01.00.00	B2215602B	June 2006 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	Symptom Corrected
<b><i>04.00.00</i></b>	<b><i>Symptom corrected: A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.</i></b>
03.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
02.00.00	Minor bug correction.
01.04.00	Symptom corrected: The sender's information is not set if the user logs in from the Easy Operation screen.
01.03.00	Symptom corrected: 1. When an original is scanned for FAX transmission using the ADF, the machine makes a beep sound (which is normally made when an original is left on the exposure glass).  Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.63 or later

**Reissued: 14-Apr-16**

Model: Apollon-C1		Date: 21-Jul-06	No.: RB222002g
Version	Symptom Corrected		
	<ul style="list-style-type: none"><li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li><li>- Printer firmware ver 1.06 or later</li><li>- Websys firmware ver 1.06.1 or later</li><li>- WebDocBox firmware ver 1.12 or later</li><li>- Scanner firmware ver 1.22 or later</li><li>- Fax firmware ver 01.03.00 or later</li><li>- FCU firmware ver 04.00.00 or later</li></ul>		
01.02.00	The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.		
01.01.00	Minor changes applied to improve reliability.		
01.00.00	1st Mass Production		

**Reissued: 08-Jun-09**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222003d
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**RTB Reissue**

The items in bold italics have been changed.

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

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

Version	Program No.	Effective Date
<b>03.00.00</b>	<b><i>B2215903E</i></b>	<b><i>June 2009 production</i></b>
02.00.00	B2215903D	January 2009 production
01.02.01	B2215903C_LRC0010	August 2008 production
01.02.00	B2215903C	January 2007 production
01.00.00	B2215903B	June 2006 production

Version	Symptom Corrected
<b>03.00.00</b>	<b><i>Symptom corrected:</i></b> <b><i>The PC fax job history cannot be obtained (an error occurs repeatedly) if:</i></b> <b><i>- The machine has been running for 15-20 days straight, and then</i></b> <b><i>- A PC fax is sent using the fax transmitter.</i></b> <b><i>Note: This does not occur if the user sends a PC fax using the normal method.</i></b>
02.00.00	Symptom Corrected If the machine receives multiple IP-FAX jobs sent by H323 protocol, the "Communicating" LED remains lit and the machine cannot receive anything following that.
01.02.01	Symptom corrected: IP-FAX communication fails (Bit 24: Expansion, unnecessary for DCS, is ON). Note: "DCS" stands for Digital Command Signal, a standard facsimile protocol.
01.02.00	SC819 occurs and the machine stalls if IP-FAX is not used for a while in certain network environments.
01.00.00	1st Mass Production

**Reissued: 06-Apr-16**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222004f
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>08.00.00</i></b>	<b><i>B7715571F</i></b>	<b><i>April 2016 production</i></b>	<b><i>Available</i></b>
07.00.00	B7715571E	August 2011 production	Available
06.00.00	B7715571D	October 2008 production	Available
05.00.00	B7715571C	August 2008 production	Available
04.00.00	B7715571B	June 2007 production	Available
03.00.00	B7715571A	October 2006 production	Available
02.00.00	B7715571	June 2006 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	Symptom Corrected
<b><i>08.00.00</i></b>	<b><i>Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i></b>
07.00.00	Symptom corrected: 1. Connection errors occur when receive data from a FAX server. 2. Minor bugs for FAX connection
06.00.00	Symptom corrected: Sometimes, a FAX reception document in local HDD storage cannot be deleted.
05.00.00	Symptom corrected On-hook transmission and manual reception are disabled when the on-hook key is pressed.

**Reissued: 06-Apr-16**

Model: Apollon-C1		Date: 21-Jul-06	No.: RB222004f
Version	Symptom Corrected		
04.00.00	Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"><li>- System_Copy firmware ver 1.63 or later</li><li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li><li>- Printer firmware ver 1.06 or later</li><li>- Websys firmware ver 1.06.1 or later</li><li>- WebDocBox firmware ver 1.12 or later</li><li>- Scanner firmware ver 1.22 or later</li><li>- Fax firmware ver 01.03.00 or later</li><li>- FCU firmware ver 04.00.00 or later</li></ul>		
03.00.00	Symptom corrected: 1. Wording errors (Korean display language).  Other changes: 1. Modified to support the newly released China, Taiwan and Korea models.		
02.00.00	1st Mass Production		

**Reissued: 23-Aug-11**

Model: AP-C1	Date: 21-Jul-06	No.: RB222005g
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**RTB Reissue**

The items in bold italics have been added.

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

This RTB has been issued to announce the software release information for the **Netfile**.

Version	Program No.	Effective Date
<b>3.03</b>	<b>B2215608K</b>	<b>September 2011 production</b>
3.02	B2215608J	March 2010 production
3.01	B2215608H	February 2008 production
3.00	B2215608G	November 2007 production
2.05	B2215608F	June 2007 production
2.03	B2215608E	April 2007 production
2.02	B2215608D	January 2007 production
2.01	B2215608C	November 2006 production
1.14	B2215608B	June 2006 production

Version	Symptom Corrected
<b>3.03</b>	<b>Symptom corrected:</b> <b>1. If the Capture Priority setting is enabled (User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</b>
3.02	Symptom corrected: 1. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device. 2. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 3. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 4. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle. - The 404 Not Found error will be shown if the WIM document server is accessed. - The device will stall if captured data is transfered to a delivery server such as ScanRouter. 5. Duplicate logs might be transfered to Web SmartDeviceMonitor. 6. The MFP might be unable to upload some (or all) of its Access and Job logs to Web SmartDeviceMonitor or Remote Communication Gate S.

**Reissued: 23-Aug-11**

Model: AP-C1		Date: 21-Jul-06	No.: RB222005g
Version	Symptom Corrected		
3.01	Symptom corrected: 1. Files stored in the Document Server might not be able to be downloaded via WebImageMonitor.		
3.00	Symptom corrected: 1. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder.  Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported. For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".		
2.05	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.		
2.03	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.62 or later ) and NFA firmware (version 2.03 or later) need to be applied to fix this issue.		
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.06 or later ) and NFA firmware (version 2.02 or later) need to be applied to fix this issue. 2. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 3. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin. 4. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types . 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.60 or later - Websys firmware ver 1.05 or later - Netfile firmware ver 2.02 or later - Web Uapl firmware ver 1.11 or later - Printer firmware ver 1.04 or later - (Optional) Fax firmware ver 01.02.00 or later		
2.01	Minor bug correction.		
1.14	1st Mass production		



**Reissued: 03-Aug-10**

Model: AP-C1	Date: 21-Jul-06	No.: RB222006h
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<b>5.20</b>	<b>B2215605L</b>	<b>August 2010 production</b>
5.19	B2215605J	February 2010 production
5.18	B2215605H	January 2009 production
5.17	B2215605G	January 2008 production
5.14	B2215605F	July 2007 production
5.13	B2215605E	April 2007 production
5.12	B2215605D	January 2007 production
5.11	B2215605C	August 2006 production
5.10	B2215605B	June 2006 production

Version	Symptom Corrected
<b>5.20</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</b></li> <li><b>Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error.</b></li> <li><b>Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</b></li> <li><b>The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</b></li> <li><b>Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Address book.</b></li> <li><b>The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.</b></li> <li><b>The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fall back to NTLMv2.</b></li> <li><b>After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</b></li> </ol>

**Reissued: 03-Aug-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222006h
Version	Symptom Corrected		
	<p><b>9. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</b></p> <p><b>10. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.</b></p> <p><b>11. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</b></p> <p><b>12. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</b></p> <p><b>Other changes:</b></p> <p><b>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</b></p> <p><b>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</b></p> <p><b>3. Windows Authentication fails if the username or password includes lower-case European characters.</b></p>		
5.19	<p>Symptom corrected:</p> <p>1. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).</p> <p>Other changes:</p> <p>1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.</p> <p>2. The MFP now supports CIFS, DFS and NTLM v2.</p>		
5.18	<p>Symptom corrected:</p> <p>1. The device might not be able to access the network once the Log collection tool is run.</p> <p>2. IPP print jobs are cancelled. This happened very infrequently.</p> <p>3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.</p>		
5.17	<p>Symptom corrected:</p> <p>1. The performance of WIM might be reduced if SSDP is enabled on the device.</p> <p>2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR#RC07050011)</p> <p>3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.</p> <p>4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</p> <p>5. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185)</p> <p>6. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276)</p> <p>7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.</p>		

**Reissued: 03-Aug-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222006h
Version	Symptom Corrected		
	<p>8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:</p> <ul style="list-style-type: none"> <li>– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.</li> <li>– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</li> </ul> <p>9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</p> <p>Other changes:</p> <p>1. The new WLAN card is now available. (TechMail#OTS-2008-543)  Note: To use this new card, System firmware (version 1.67 or later), Websys firmware (version 1.09) and NCS firmware (version 5.17 or later) needs to be applied to the device.</p>		
5.14	<p>Symptom corrected:</p> <p>1. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913)</p> <p>Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)</p>		
5.13	<p>Symptom corrected:</p> <p>1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration.</p> <p>2. The device will not be registered with a DNS server by a DHCP relay agent.</p> <p>3. The device fails to renew with the DDNS server, it will not try again.</p> <p>4. IPP clients might not print to devices that joined the network using mDNS (Bonjour).</p>		
5.12	<p>1. The device cannot login to Windows Vista via SMB.</p> <p>2. SMB printing is sporadically unavailable.</p> <p>The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).</p>		
5.11	<p>Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).</p>		
5.10	<p>1st Mass Production</p>		

**Reissued: 01-Jun-10**

Model: AP-C1	Date: 21-Jul-06	No.: RB222007m
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date
<b><i>1.70</i></b>	<b><i>B2215601S</i></b>	<b><i>March 2010 production</i></b>
1.69	B2215601R	January 2009 production
1.68	B2215601Q	February 2008 production
1.67	B2215601P	January 2008 production
1.66.1	B2215601N	November 2007 production
1.65	B2215601M	September 2007 production
1.64	B2215601L	July 2007 production
1.63	B2215601K	June 2007 production
1.62	B2215601J	April 2007 production
1.61	B2215601H	March 2007 production
1.60	B2215601G	January 2007 production
1.59	B2215601F	December 2006 production
1.58	B2215601E	November 2006 production
1.57	B2215601D	September 2006 production
1.51.3	B2215601C	August 2006 production
1.51.2	B2215601B	June 2006 production

Version	Modified Points or Symptom Corrected
<b><i>1.70</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.</i></b></li> <li><b><i>2. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".</i></b></li> <li><b><i>3. The device might stall with SC955 if the jobs that stored to use a printer with 1200dpi are printed with the following conditions.</i></b> <ul style="list-style-type: none"> <li><b><i>- Paper size is B4, LG or 8K (for china only).</i></b></li> <li><b><i>- The margin (Document Server &gt; To Print Screen &gt; Edit / Stamp &gt; Margin Adj.) is set from the device when the stored job is printed.</i></b></li> </ul> </li> <li><b><i>4. All pages of a PDF file are blank if created by scanning with the Custom Size setting.</i></b></li> <li><b><i>5. Scan to NCP fails if all of the following conditions are met:</i></b> <ul style="list-style-type: none"> <li><b><i>- The destination is specified using the IP address.</i></b></li> <li><b><i>- The Novell server and the device are in different subnets.</i></b></li> </ul> </li> </ol>

**Reissued: 01-Jun-10**

Model: AP-C1	Date: 21-Jul-06	No.: RB222007m
Version	Modified Points or Symptom Corrected	
	<p>- <b><i>The subnet routers filter SLP multicasts.</i></b>  <b><i>Note: Requires System firmware (version 1.70 or later) and Scanner firmware (version ap_1.24 or later).</i></b></p> <p>6. <b><i>Scan to NCP fails or takes a long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.</i></b>  <b><i>Note: Requires System firmware (version 1.70 or later) and Scanner firmware (version ap_1.24 or later).</i></b></p> <p><b><i>Other change:</i></b>  1. <b><i>The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted).</i></b></p>	
1.69	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242)</li> <li>2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet.</li> <li>3. If a user tries to logout at the same time as another user is trying to retrieve UserCodes via WebImageMonitor or Web SmartDeviceMonitor V2, the device might stall with the message "Logging out.... Please wait".</li> <li>4. Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card."</li> <li>5. If the operator uses the operation switch to recover the machine from Economy Mode, the "Maintenance" mark and error LED begin blinking and cannot be cleared.</li> <li>6. If a supply call is generated under certain conditions, many notification emails (order was successful) are then sent out.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. The wording of some @Remote-related error messages was revised.</li> </ol>	
1.68	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work.</li> <li>2. SC990 occurs when installing an embedded RC Gate (Cumin) via a Proxy Sever, if the host name is used for the Proxy Server Address instead of the IP address.</li> <li>3. The device did not log Unauthorized Copying attempts in the Access logs.</li> <li>4. Daylight savings time and date can be configured for North American models.  <b><i>Note: The firmware update for Daylight savings time and date can only be used on new machines. For details, please refer to TechMail#RC060731.</i></b></li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).</li> </ol>	

**Reissued: 01-Jun-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222007m
Version	Modified Points or Symptom Corrected		
1.67	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.67 or later ) and Scanner firmware (version 1.23 or later) need to be applied to fix this issue</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.67 or later), Websys firmware (version 1.09 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</li> </ol>		
1.66.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)".</li> <li>Supports the new 80GB HDD (this firmware supports both the 40GB and 80GB drives).</li> </ol> <p>Note: If you install the 80GB HDD without updating the firmware to this version or later, the machine may stall or the productivity of the Data Overwrite Security Unit may be reduced.</p>		
1.65	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled.</li> <li>The WIM system/Copier menus are not available in Catalan or Turkish.</li> <li>Device might not be able to access the network under the following conditions (FPR#RC07050005): <ul style="list-style-type: none"> <li>The device is conncted to a HUB that has link flapping enabled.</li> <li>The device "Ethernet speed" is not "Auto".</li> </ul> </li> </ol>		
1.64	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>Login User Names containing spaces that were input from the operation panel will not be saved.</li> <li>2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: <ul style="list-style-type: none"> <li>The device stalls while the first job is being stored to the HDD.</li> <li>After the stall, the printer is rebooted and another job is submitted for storage.</li> <li>The first and second store must be to/from the same application (Copy/Scanner/Printer).</li> </ul> </li> </ol>		
1.63	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD.</li> </ol>		



**Reissued: 01-Jun-10**

Model: AP-C1	Date: 21-Jul-06	No.: RB222007m
Version	Modified Points or Symptom Corrected	
	<p>Other changes:</p> <ol style="list-style-type: none"> <li>Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>System_Copy firmware ver 1.63 or later</li> <li>LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>Printer firmware ver 1.06 or later</li> <li>Websys firmware ver 1.06.1 or later</li> <li>WebDocBox firmware ver 1.12 or later</li> <li>Scanner firmware ver 1.22 or later</li> <li>Fax firmware ver 01.03.00 or later</li> <li>FCU firmware ver 04.00.00 or later</li> </ul> </li> <li>The default setting for the Auto Off mode timer was changed from 60 minutes to 45 minutes.</li> </ol>	
1.62	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.62 or later ) and NFA firmware (version 2.03 or later) need to be applied to fix this issue.</li> </ol>	
1.61	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If the operator tries to save documents to the HDD after the limit has been reached, SC991 occurs and the machine cannot reboot correctly.</li> <li>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</li> </ol>	
1.60	<ol style="list-style-type: none"> <li>Application buttons cannot be selected in User Tools or SP mode. Conditions: <ul style="list-style-type: none"> <li>The machine is connected to the @Remote system (SP5-816-003 is set to "1").</li> <li>The controller board has just been replaced.</li> </ul> </li> <li>The machine does not perform ACC when the machine is in the Toner Near End condition.</li> <li>The device sporadically fails to login to an Integration server.</li> <li>The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.60 or later ) and NFA firmware (version 2.02 or later) need to be applied to fix this issue.</li> <li>Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> <li>System firmware ver 1.60 or later</li> <li>Websys firmware ver 1.05 or later</li> <li>Netfile firmware ver 2.02 or later</li> <li>Web Uapl firmware ver 1.11 or later</li> <li>Printer firmware ver 1.04 or later</li> </ul> </li> </ol>	

**Reissued: 01-Jun-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222007m
Version	Modified Points or Symptom Corrected		
	- (Optional) Fax firmware ver 01.02.00 or later		
1.59	<ol style="list-style-type: none"> <li>1. The machine displays "Replace Toner Cartridge" when the Toner Near End condition occurs.</li> <li>2. The machine displays "Please Wait" after it recovers from Energy Saver Mode, but the display cannot be cleared.</li> <li>3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.</li> </ol>		
1.58	<ol style="list-style-type: none"> <li>1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU).</li> <li>2. The error message "SC687" might be displayed on the operation panel or the device will reboot automatically if a job is printed with all of the following conditions: <ul style="list-style-type: none"> <li>- Is printed from the Document Server.</li> <li>- Uses the Magazine function.</li> <li>- Was originally stored with a resolution of 2400x600 dpi.</li> </ul> </li> </ol>		
1.57	<p>Symptom Corrected:</p> <ol style="list-style-type: none"> <li>1. Fixed: 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)".</li> <li>2. SC990 occurs when the machine prints out the SMC report.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Minor changes made to improve reliability.</li> </ol>		
1.51.3	<ol style="list-style-type: none"> <li>1. A new SP "SP5-401-103 ( "Default Document ACL" )" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control</li> </ol> <p>Note1: This is only available using Windows/LDAP/Integration Server Authentication.</p> <p>Note2: This default will only apply to new users. It will not affect existing users.</p> <ol style="list-style-type: none"> <li>2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled.</li> <li>3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled.</li> <li>4. Fixed: The device will stall if a file is accessed by one user via the FileFormat converter while another user is creating a High Compression PDF via the Scanner.</li> <li>5. Fixed: Jobs with a large number of pages might cause the device to stall with a SC672 or SC687 error displayed on the panel.</li> </ol>		



**Reissued: 01-Jun-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222007m
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none"><li>6. Fixed: The SDK application might not be installed using WIM.</li><li>7. Fixed: The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.</li><li>8. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON.</li><li>9. The jam icon for the SR3020 finisher was not displayed.</li></ul>		
1.51.2	1st Mass production		

**Reissued: 22-Feb-08**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222008d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Websys)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

Version	Program No.	Effective Date
<b>1.09</b>	<b>B2215606G</b>	<b>January 2008 production</b>
1.07	B2215606F	July 2007 production
1.06.1	B2215606E	June 2007 production
1.05	B2215606D	January 2007 production
1.04	B2215606C	October 2006 production
1.03	B2215606B	June 2006 production

Version	Symptom Corrected
<b>1.09</b>	<p><b>Symptom corrected:</b></p> <p><b>1. Logged in users can change WIM's "Configuration &gt; System&gt; Device Name" setting without being granted the necessary privileges.</b></p> <p><b>Other changes:</b></p> <p><b>1. The new WLAN card is now available. (TechMail#OTS-2008-543)</b>  <b>Note: To use this new card, System firmware (version 1.67 or later), Websys firmware (version 1.09 or later) and NCS firmware (version 5.17 or later) needs to be applied to the device.</b></p>
1.07	<p>Symptom corrected:</p> <p>1. WIM does not list Catalan or Turkish as selections for the language used to send "Auto E-mail Notifications" or "On-demand E-mail Notifications".</p> <p>2. WebImageMonitor contained wording errors in Turkish.</p>
1.06.1	<p>Symptom corrected:</p> <p>1. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD.</p> <p>2. WebImageMonitor contained number errors in Russian.</p> <ul style="list-style-type: none"> <li>- "Tray 2" was shown as "Tray 3".</li> <li>- "Tray 3" was shown as "Tray 4".</li> <li>- "Tray 4" was shown as "Tray 5".</li> </ul> <p>3. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118)</p> <p>4. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.</p> <p><b>Other changes:</b></p> <p>1. Supports the Catalan and Turkish languages.</p>

**Reissued: 22-Feb-08**

Model: Apollon-C1		Date: 21-Jul-06	No.: RB222008d
Version	Symptom Corrected		
	<p>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- FCU firmware ver 04.00.00 or later</li> </ul>		
1.05	<ol style="list-style-type: none"> <li>1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.</li> <li>2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</li> <li>3. WebImageMonitor contained wording errors in Russian. <ul style="list-style-type: none"> <li>- "IPv6" was shown as "IPv7".</li> <li>- "IPv4" was shown as "IPv5".</li> </ul> </li> <li>4. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</li> </ol> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.60 or later</li> <li>- Websys firmware ver 1.05 or later</li> <li>- Netfile firmware ver 2.02 or later</li> <li>- Web Uapl firmware ver 1.11 or later</li> <li>- Printer firmware ver 1.04 or later</li> <li>- (Optional) Fax firmware ver 01.02.00 or later</li> </ul>		
1.04	<ol style="list-style-type: none"> <li>1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</li> <li>2. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1second.</li> <li>3. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.</li> <li>4. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</li> <li>5. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.</li> </ol> <p>WIM monitor contains wording errors.</p> <ol style="list-style-type: none"> <li>1. "Term of Validity" in German (Configuration &gt; Security &gt; Site Certificate).</li> </ol>		

**Reissued: 22-Feb-08**

Model: Apollon-C1		Date: 21-Jul-06	No.: RB222008d
Version	Symptom Corrected		
	<p>(Wrong) Laufzeit (Correct) Laufzeit der Gültigkeit Note: The above text contains special language-specific characters.</p> <p>2. Hold Print in German (Type column in Print Job List) (Wrong) Druck anhalt (Correct) Angehaltener Druck</p> <p>3. "Are you sure you want to uninstall it?" in Portuguese (Extended Feature Info. - This is shown as a confirmation before an SDK is uninstalled.) (Wrong) Tem a certeza de que não pretende desinstalar? (Correct) Tem a certeza de que pretende desinstalar? Note: The above text contains special language-specific characters.</p> <p>4. "Copy Extended Features" in Portuguese (Configuration &gt; Extended Feature Settings). (Wrong) Funções avançadas de cópia (Correct) Copiar funções avançadas Note: The above text contains special language-specific characters.</p> <p>5. "Change SMTP Auth. Password" in Hungarian (Configuration &gt; E-mail). (Wrong) SMTP jelszó módosítása (Correct) SMTP hitelesítési jelszó módosítása Note: The above text contains special language-specific characters.</p> <p>6. "Copy Extended Features" in Finnish (Configuration &gt; Extended Feature Settings). (Wrong) Kopioinnin lisäominaisuudet (Correct) Kopioi lisäominaisuudet Note: The above text contains special language-specific characters.</p> <p>7. Key Display in Swedish (AddressBook &gt; Add User) (Wrong) Tangentskärm (Correct) Tangentnamn Note: The above text contains special language-specific characters.</p>		
1.03	1st Mass Production		

**Reissued: 22-Jun-11**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222009m
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>V1.65:01</i></b>	<b><i>B2235117S</i></b>	<b><i>July 2011 production</i></b>	<b><i>Available</i></b>
V1.64:01	B2235117R	January 2010 production	Available
V1.63:01	B2235117Q	July 2009 production	Available
V1.62:01	B2235117P	May 2009 production	Available
1.61:01	B2235117N	September 2008 production	Available
1.591:01	B2235117M	February 2008 production	Available
1.58:01	B2235117L	June 2007 production	Available
1.57:01	B2235117K	April 2007 production	Available
V1.561:01	B2235117J	March 2007 production	Available
V1.551:01	B2235117H	February 2007 production	Available
V1.54:01	B2235117G	November 2006 production	Available
V1.531:01	B2235117F	October 2006 production	Available
V1.521:01	B2235117E	August 2006 production	Available
V1.501:01	B2235117C	June 2006 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	Symptom Corrected
<b><i>V1.65:01</i></b>	<p><b><i>Other change:</i></b></p> <ol style="list-style-type: none"> <li><b><i>Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RB222-076 for more details.</i></b></li> <li><b><i>When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job.</i></b></li> </ol> <p><b><i>Symptom corrected:</i></b></p> <p><b><i>Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy.</i></b></p> <ol style="list-style-type: none"> <li><b><i>The customer sets "Staple" on the printer driver and makes two or more copies.</i></b></li> <li><b><i>Paper end occurs on the final page or near the end of the 1st copy.</i></b></li> </ol>

**Reissued: 22-Jun-11**

Model: Apollon-C1		Date: 21-Jul-06	No.: RB222009m
Version	Symptom Corrected		
V1.64:01	Symptom corrected: SC548 sometimes occurs due to a timing error in the detection of the fusing roller rotation.		
V1.63:01	Symptom corrected: If a finisher jam occurs during the stapling of a network printing job, Jam 17 will be triggered once the job resumes (during recovery printing).		
V1.62:01	Symptom corrected: Minor bug corrections.		
1.61:01	Symptom corrected The printing speed is reduced when an external charge device is connected to the machine.		
1.591:01	Symptom corrected: 1. Sometimes, jams occur when feeding paper 800mm or longer. 2. Dirty background sometimes occurs when receiving a FAX in Text mode while the density setting is at maximum. 3. The image density notch is not displayed correctly in Photo mode.		
1.58:01	Other changes: 1. The parameters for white level adjustment were optimized to prevent unnecessary occurrences of SC142 (white level detection error). 2. New SP modes added: SP1118-001,002,003,004,006,008,009,010,011. Note: Paper curl that occurs during fusing can be minimized with these SP modes.		
1.57:01	Symptom corrected: The PM yield setting is not at the default value.		
V1.561:01	Symptom corrected: The machine might stall during a duplex job under the following conditions: – The job is sent from the EFI controller – The operator uses an external charge device with an decrementing counter		
V1.551:01	Symptom corrected: 1. SC548 (Fusing unit rotation error) occurs if the fusing unit is not attached completely. Note: With the new firmware, SC548 is displayed only if it occurs three times during warm-up. 2. The display message, "The scan glass is dirty" does not clear when Sp4020-001 is enabled. 3. The PM yield setting is not at the default value.		
V1.54:01	Minor changes made to improve reliability.		
V1.531:01	Symptom corrected: 1. Process control does not finish if the front cover is open. 2. SC760 occurs if the front cover is open during phase control.  Other changes: 1. Modifications for the release of the China model.		
V1.521:01	A finisher jam occurs when using Stapling with a duplex job of less than 3 sheets.		
V1.501:01	1st Mass Production		

**Reissued: 21-Sep-11**

Model: AP-C1	Date: 21-Jul-06	No.: RB222010e
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>ap_1.25</i></b>	<b><i>B2215604H</i></b>	<b><i>September 2011 production</i></b>	<b><i>Available</i></b>
ap_1.24	B2215604G	March 2010 production	Available
ap_1.23	B2215604F	January 2008 production	Available
ap_1.22	B2215604E	June 2007 production	Available
ap_1.21 <del>1.57</del>	B2215604D	October 2006 production	Available
ap_1.20 <del>1.51.2</del>	B2215604C	June 2006 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	Symptom Corrected
<b><i>ap_1.25</i></b>	<b><i>Other changes:</i></b> <b><i>Job Cancel + Mode Clear is carried out when a card is taken out in the following status:</i></b> <ul style="list-style-type: none"> <li>- <b><i>Reading originals</i></b></li> <li>- <b><i>Job cancel confirmation is displayed.</i></b></li> <li>- <b><i>During job cancellation (Jam, memory full)</i></b></li> </ul>
ap_1.24	Symptom corrected: <ol style="list-style-type: none"> <li>1. A scan configured to output a Multi-page TIFF might have actually output a PDF. This only occurred if both of the following conditions were met: <ul style="list-style-type: none"> <li>- Scanner operation panel &gt; Send Settings &gt; Compression (Gray Scale/Full Color) &gt; OFF</li> <li>- Scanner operation panel &gt; Scan Settings &gt; Scan Type &gt; Auto Color Select</li> </ul> </li> <li>2. Scan to NCP fails if all of the following conditions met: <ul style="list-style-type: none"> <li>- The destination is specified using the IP address.</li> <li>- The Novell server and the device are in different subnets.</li> <li>- The subnet routers filter SLP multicasts.</li> </ul> Note: Requires System firmware (version 1.70 or later) and Scanner firmware (version ap_1.24 or later). </li> <li>3. Scan to NCP fails or takes long time to complete if the IPX protocol is used and</li> </ol>

**Reissued: 21-Sep-11**

Model: AP-C1		Date: 21-Jul-06	No.: RB222010e
Version	Symptom Corrected		
	<p>there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.</p> <p>Note: Requires System firmware (version 1.70 or later) and Scanner firmware (version ap_1.24 or later).</p>		
ap_1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Scan to NCP problems. (TechMail#TS070022)</li> </ol> <p>Note: Both System firmware (version 1.67 or later ) and Scanner firmware (version 1.23 or later) need to be applied to fix this issue.</p>		
ap_1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met: <ul style="list-style-type: none"> <li>- User authentication was enabled.</li> <li>- The SNTP polling interval setting was "Constant Intervals".</li> </ul> </li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Supports the Catalan and Turkish languages.</li> </ol> <p>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</p> <p>Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- FCU firmware ver 04.00.00 or later</li> </ul>		
ap_1.21	<p>Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.</p>		
ap_1.20	<p>1st Mass production</p>		



**Reissued: 22-Aug-07**

Model: Model AP-C1	Date: 21-Jul-06	No.: RB222011d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (LCDC)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

**NA**

Version	Program No.	Effective Date
<b><i>1.15</i></b>	<b><i>B2231491B</i></b>	<b><i>September 2007 production</i></b>
1.06	B2231491A	1st mass production

**EU**

Version	Program No.	Effective Date
<b><i>1.15</i></b>	<b><i>B2231492B</i></b>	<b><i>September 2007 production</i></b>
1.06	B2231492A	1st mass production

**AA\_TWN**

Version	Program No.	Effective Date
<b><i>1.15</i></b>	<b><i>B2231493B</i></b>	<b><i>September 2007 production</i></b>
1.12	B2231493A	October 2006 production
1.09	B2231493	1st mass production

**CHN**

Version	Program No.	Effective Date
<b><i>1.15</i></b>	<b><i>B2231457A</i></b>	<b><i>September 2007 production</i></b>
1.12	B2231457	1st mass production

**KOR**

Version	Program No.	Effective Date
<b><i>1.15</i></b>	<b><i>B2231459A</i></b>	<b><i>September 2007 production</i></b>
1.13	B2231459	1st mass production

**Reissued: 22-Aug-07**

Model: Model AP-C1	Date: 21-Jul-06	No.: RB222011d
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**NA**

Version	Symptom Corrected
1.15	<b>Other changes:</b> <b>1. Supports the Catalan and Turkish languages.</b> <b>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</b> <b>Note: To support this feature, install all of the following firmware:</b> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- FCU firmware ver 04.00.00 or later</li> </ul>
1.06	1st mass production

**EU**

Version	Symptom Corrected
1.15	<b>Other changes:</b> <b>1. Supports the Catalan and Turkish languages.</b> <b>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</b> <b>Note: To support this feature, install all of the following firmware:</b> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- FCU firmware ver 04.00.00 or later</li> </ul>
1.06	1st mass production

**AA\_TWN**

Version	Symptom Corrected
1.15	<b>Other changes:</b> <b>1. Supports the Catalan and Turkish languages.</b> <b>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</b> <b>Note: To support this feature, install all of the following firmware:</b> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> </ul>

**Reissued: 22-Aug-07**

Model: Model AP-C1	Date: 21-Jul-06	No.: RB222011d
	<ul style="list-style-type: none"> <li>- <i>Websys firmware ver 1.06.1 or later</i></li> <li>- <i>WebDocBox firmware ver 1.12 or later</i></li> <li>- <i>Scanner firmware ver 1.22 or later</i></li> <li>- <i>Fax firmware ver 01.03.00 or later</i></li> <li>- <i>FCU firmware ver 04.00.00 or later</i></li> </ul>	
1.12	1st Mass Production for Taiwan models	
1.09	1st mass production	

**CHN**

Version	Symptom Corrected
<b>1.15</b>	<p><b>Other changes:</b></p> <p>1. <i>Supports the Catalan and Turkish languages.</i>  <i>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</i></p> <p><b>Note: To support this feature, install all of the following firmware:</b></p> <ul style="list-style-type: none"> <li>- <i>System_Copy firmware ver 1.63 or later</i></li> <li>- <i>LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</i></li> <li>- <i>Printer firmware ver 1.06 or later</i></li> <li>- <i>Websys firmware ver 1.06.1 or later</i></li> <li>- <i>WebDocBox firmware ver 1.12 or later</i></li> <li>- <i>Scanner firmware ver 1.22 or later</i></li> <li>- <i>Fax firmware ver 01.03.00 or later</i></li> <li>- <i>FCU firmware ver 04.00.00 or later</i></li> </ul>
1.12	1st mass production

**KOR**

Version	Symptom Corrected
<b>1.15</b>	<p><b>Other changes:</b></p> <p>1. <i>Supports the Catalan and Turkish languages.</i>  <i>For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages".</i></p> <p><b>Note: To support this feature, install all of the following firmware:</b></p> <ul style="list-style-type: none"> <li>- <i>System_Copy firmware ver 1.63 or later</i></li> <li>- <i>LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</i></li> <li>- <i>Printer firmware ver 1.06 or later</i></li> <li>- <i>Websys firmware ver 1.06.1 or later</i></li> <li>- <i>WebDocBox firmware ver 1.12 or later</i></li> <li>- <i>Scanner firmware ver 1.22 or later</i></li> <li>- <i>Fax firmware ver 01.03.00 or later</i></li> <li>- <i>FCU firmware ver 04.00.00 or later</i></li> </ul>
1.13	1st mass production

**Reissued: 01-Mar-10**

Model: <b>AP-C1</b>	Date: 21-Jul-06	No.: RB222012g
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**RTB Reissue**

The items in bold italics have been corrected or added.

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

Version	Program No.	Effective Date
<b>1.70</b>	<b>B8375601K</b>	<b>March 2010 production</b>
1.10	B8375601J	February 2008 production
1.09	B8375601H	January 2008 production
1.08	B8375601G	September 2007 production
1.07	B8375601F	July 2007 production
1.06	B8375601E	June 2007 production
1.05	B8375601D	April 2007 production
1.04	B8375601C	January 2007 production
1.03	B8375601B	December 2006 production
1.02	B8375601A	October 2006 production
1.01	B8375601	June 2006 production

Version	Symptom Corrected
<b>1.70</b>	<b>Symptom corrected:</b> <b>1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.</b> <b>2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back.</b>
1.10	Symptom corrected: 1. The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.
1.09	Symptom corrected: 1. PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) 2. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008)
1.08	Symptom corrected: 1. The WIM printer menu is not available in Catalan or Turkish.
1.07	1. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 2. Jobs containing bitmapped PCL fonts might cause the device to stall.

**Reissued: 01-Mar-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222012g
Version	Symptom Corrected		
	<p>3. When the job is created using SAP DeviceType or Barcode &amp;OCR package for SAP System DT, the following issues will occur.</p> <ul style="list-style-type: none"> <li>- When sending a BOP job, the printer status stays at "Processing" and the job is not printed.</li> <li>- Memory leak occurs when printing a bitmap font with insufficient memory condition.</li> </ul> <p>4. Various printing anomalies when printing PowerPoint2007 jobs that have Autosshapes and shadows. This can occur if printing with both of the following RPCS driver settings:</p> <ul style="list-style-type: none"> <li>- Resolution: 1800 x 600 dpi</li> <li>- Job Load Distribution: Shift load to driver</li> </ul>		
1.06	<p>Other changes:</p> <p>1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware:</p> <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- FCU firmware ver 04.00.00 or later</li> </ul>		
1.05	<p>Symptom corrected:</p> <p>1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.</p>		
1.04	<p>1. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004)</p> <ul style="list-style-type: none"> <li>- "Print"</li> <li>- "Delete"</li> <li>- "Select All Jobs"</li> <li>- "Clear All"</li> <li>- "Unlock File" (File Administrator privileges required)</li> <li>- "Cahnge Password"</li> </ul> <p>2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</p> <ul style="list-style-type: none"> <li>- "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting.</li> <li>- Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper.</li> </ul> <p>3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p>		

**Reissued: 01-Mar-10**

Model: AP-C1		Date: 21-Jul-06	No.: RB222012g
Version	Symptom Corrected		
	<p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> <li>- System firmware ver 1.60 or later</li> <li>- Websys firmware ver 1.05 or later</li> <li>- Netfile firmware ver 2.02 or later</li> <li>- Web Uapl firmware ver 1.11 or later</li> <li>- Printer firmware ver 1.04 or later</li> <li>- (Optional) Fax firmware ver 01.02.00 or later</li> </ul>		
1.03	<p>The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .</li> <li>2. PCL jobs that include separator pages might be printed as garbage characters (FPR#RC06040009/RC0610007).</li> </ol>		
1.02	<ol style="list-style-type: none"> <li>1. Fixed: The alert message shown on the operation panel to indicate that the Punch Unit Type 3260 or Finisher SR 3030/SR3030 are full, contains a bitmap showing only options. The device itself is not shown.</li> <li>2. Fixed: The following reports are printed in a language other than Russian, even if Russian is selected as the primary system language. <ul style="list-style-type: none"> <li>- Configuration Page</li> <li>- Menu List</li> <li>- Error Log*</li> </ul> <p>*Additionally, the title "File Name" in the Error Log will contain garbage characters.</p> </li> <li>3. Fixed: PCL jobs might result in tray errors if the device is in sleep mode.</li> <li>4. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel (GFPR#RC05030015).</li> </ol>		
1.01	1st Mass Production		

**Reissued: 27-Feb-08**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222013a
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**RTB Correction**

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

Subject: Firmware Release History (PS3)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (      )	

Version	Program No.	Effective Date
<b><i>1.01</i></b>	<b><i>B8395601A</i></b>	<b><i>April 2008 production</i></b>
1.00	B8395601	1st mass production

Version	Symptom Corrected
<b><i>1.01</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. Some pages of mixed orientation documents might be printed upside-down. (GFPR#RC06010008, #RE07080005)</i></b>  <b><i>Other changes:</i></b> <b><i>1. The "Orientation Auto Detect" function is now controlled by a Bit Switch.</i></b> <ul style="list-style-type: none"> <li>- <b><i>PS3: BitSwitch#8-6</i></b></li> <li>- <b><i>PDF: BitSwitch#8-7</i></b></li> </ul>
1.00	1st mass production

**Reissued: 03-Feb-09**

Model: Apollon-C1	Date: 21-Jul-06	No.: RB222014b
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**RTB Reissue**

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<b><i>0.78</i></b>	<b><i>B2231496B</i></b>	<b><i>December 2008 production</i></b>
0.77	B2231496A	September 2007 production
0.72	B2231496	1st mass production

Version	Symptom Corrected
<b><i>0.78</i></b>	<b><i>Symptom corrected:</i></b> <b><i>Wording correction (Polish).</i></b> <b><i>“PM (Preventative Maintenance) Call” message is corrected.</i></b>
0.77	Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB222031 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: <ul style="list-style-type: none"> <li>- System_Copy firmware ver 1.63 or later</li> <li>- LCDC firmware ver 1.15 or later (Language firmware ver 0.77 or later)</li> <li>- Printer firmware ver 1.06 or later</li> <li>- Websys firmware ver 1.06.1 or later</li> <li>- WebDocBox firmware ver 1.12 or later</li> <li>- Scanner firmware ver 1.22 or later</li> <li>- Fax firmware ver 01.03.00 or later</li> <li>- - FCU firmware ver 04.00.00 or later</li> </ul>
0.72	1st mass production



**Reissued: 16-Nov-11**

Model: EUPHRATES-B	Date: 21-Jul-06	No.: RB222015i
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**RTB Reissue**

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

Subject: Firmware Release History (Finisher)		Prepared by: N.Yoshida	
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 (      )	

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

Version	Program No.	Effective Date	Availability of RFU
02.140:27	B8045552N	November 2011 production	Not available
02.130:26	B8045552M	November 2010 production	Not available
02.120:25	B8045552L	November 2010 production	Not available
02.100:23	B8045552K	October 2010 production	Not available
02.090:22	B8045552J	June 2010 production	Not available
02.040:17	B8045552H	January 2009 production	Not available
02.030:16	B8045552G	June 2008 production	Not available
02.010:14	B8045552F	December 2007 production	Not available
02.000:13	B8045552E	October 2007 production	Not available
01.210:12	B8045552D	October 2006 production	Not available
01.200:11	B8045552C	August 2006 production	Not available
01.180:10	B8045552B	June 2006 production	Not available
01.170:09	B8045552A	1st mass production	Not available

**Note: Definition of Availability of RFU**
**“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
02.140:27	Other changes: Supports the D570 Punch Unit.  <b><i>Do not install this firmware on a board which has the newer version of firmware (the newer version of the firmware starts with a “9” e.g. v.90.***.***).</i></b> <b><i>If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i></b>
02.130:26	Symptom corrected: When a job is exited to the shift tray following jam recovery, one sheet is exited in the wrong (opposite) orientation as all the other sheets in the set.
02.120:25	Minor changes were applied.
02.100:23	Symptom corrected Jam 62 occurs if the user selects the punch feature and 1200dpi resolution on a machine with an SR3030 finisher connected.

**Reissued: 16-Nov-11**

Model: EUPHRATES-B	Date: 21-Jul-06	No.: RB222015i
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Version	Modified Points or Symptom Corrected
02.090:22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The "Full" condition of the punch chad hopper can be cleared just by closing the front door.</li> <li>2. JAM 192/193/201 occurs just after the machine begins a copy job after being left unused for a while under low temperature conditions.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Firmware modified to support the CPM specifications of the AP-C2.5.</li> </ol>
02.040:17	<p>Symptom corrected</p> <p>Sometimes. JAM 111(shift motor JAM) can occur.</p>
02.030:16	<p>Other changes:</p> <p>The firmware was modified to minimize occurrences of JAM201.</p>
02.010:14	Supports connection with the Jogger Unit for the Model AI-P1.
02.000:13	Supports connection with the Model AI-C1/P1.
01.210:12	<ol style="list-style-type: none"> <li>1. A staple jam occurs if Mixed Original Mode is selected and there are 30 sheets/staple set.</li> <li>2. The machine does not return to the Ready Condition if the front door is opened/closed during stapling.</li> </ol>
01.200:11	If the shift motor is near its home position when the finisher starts initializing, the shift motor does not return to its home position.
01.180:10	Supports printing out the following envelopes to the shift tray (AP-C1): Com10, Manarch, C5, C6, DLEnv
01.170:09	1st mass production

**Reissued: 08-Jun-10**

<b>Model: DF 3010</b>	<b>Date: 29-Sep-06</b>	<b>No.: RB222016d</b>
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**RTB Reissue**

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

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

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

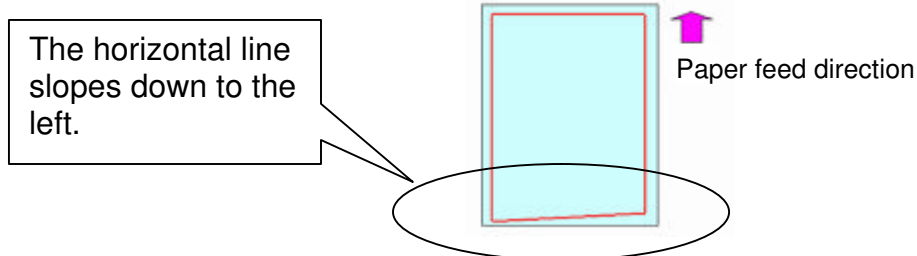
Version	Program No.	Effective Date
15.000:15	B8025603B	November 2009 production
12.00	B8025603	July 2007 production
11.05	B8025602A	July 2007 production.
10.00	B8025602	1st Mass production

Version	Modified Points or Symptom Corrected
15.000:15	Symptom corrected: Machine indicates E-40 when a firmware version older than V14 is downloaded. <b><i>Important: Must refer to RTB#RD029046 or RTB#RD009046 before updating this firmware if the ARDF is installed on the AP-C2 and AI-C1.</i></b> Note: 1).Engine firmware (AP-C2: version 1.53:09 / AI-C1: version 1.06:05 or later) needs to be applied to fix this issue. <b><i>2).This problem does not occur on the AP-C1</i></b>
12.00	Other change: Minor bug correction
11.05	Other changes:  Supports the Alex-C1. Important: To use the DF3010 on the Alex-C1, make sure to install this firmware or a newer version.
10.00	1st Mass production

Model: Apollon-C1c/d		Date: 5-Dec-06	No.: RB222017
Subject: Unparallel horizontal lines		Prepared by: K. Moriizumi	
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

## SYMPTOM

Parallel horizontal lines on the original are not parallel on the printout (they are separated by more than 2.5mm),



## CAUSE

Sometimes, the paper is not transported between the transport roller and fusing roller perfectly straight.

## SOLUTION

Attach a spring to one of the stud pins (**see the procedure below**).

### Note:

There are four types of springs.

B2236338: Spring – Stud: 0.6mm (**Recommended**)

B2236339: Spring – Stud: 0.8mm

B2236340: Spring – Stud: 1.0mm

B2236341: Spring – Stud: 1.2mm

Model: Apollon-C1c/d

Date: 5-Dec-06

No.: RB222017

## Procedure for Attaching the Spring

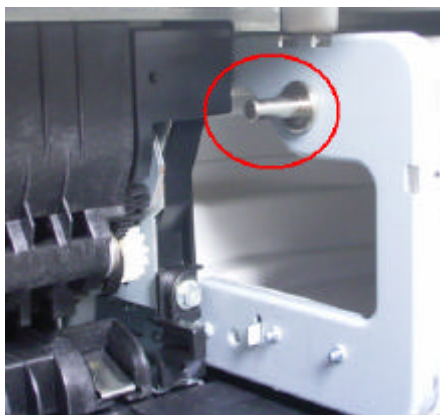
### Notes:

1. When you use a thicker spring:
  - The machine will adjust more for the skew in the image.
  - There will be a bigger difference between the left and right sides in the image density of solid image areas.
2. This solution may not work in every case.

1. If the horizontal line on the printout slopes **down to the left**, attach the spring to the **operator side** pin.



2. If the horizontal line on the printout slopes **down to the right**, attach the spring to the **non-operator side** pin.



3. Make 10 printouts and check the image quality.
4. If the symptom still occurs, try one of the other springs listed above.

Model: Apollon-C1c/d		Date: 22-Dec-06	No.: RB222018
Subject: Impossible to enter UP/SP modes		Prepared by: K. Moriizumi	
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

## SYMPTOM

It is impossible to select any application button in User Tools and SP mode.

**Note:** This symptom occurs under the following conditions.

1. The machine is connected to the @Remote system (SP5-816-003 is set to "1").
2. The controller board has just been replaced.

## CAUSE

Software bug: The new controller board does not release its lock on SP mode (this access is necessary in order to initialize the NV-RAM).

**Note:** Connection to the @Remote system requires the machine to be authenticated (via SSL authentication) using a digital certificate. When a new controller board is installed, the machine tries to write the rescue certificate to the NV-RAM and all SP/UP functions are locked out. However, since the NV-RAM has not been initialized yet, normally, the controller board will release its lock on SP/UP mode. This is so that the technician can do a NV-RAM initialization.

## SOLUTION

There are three solutions.

1. Before changing the controller board, disconnect the machine from @Remote.
2. Replace the NV-RAM.
3. Do a forced firmware update.

**See the next page for details on these solutions.**

Model: Apollon-C1c/d

Date: 22-Dec-06

No.: RB222018

**Solution 1:**

- 1) Disconnect the machine from @Remote before replacing the controller board.  
(SP5-816-209: @Remote Setting Clear)
- 2) Replace the defective controller board.
- 3) Program the @Remote connection settings.

**Solution 2:**

- 1) Install a new NV-RAM when you replace the controller board.
- 2) Initialize the flash ROM (SP5-870-003: Common Key Info Writing - Initialize).
- 3) Re-install the old NV-RAM.

**Solution 3:**

*Create an SD card for a forced firmware update.*

- 1) Format an SD card using the SD Card Formatter Tool version 1.1 or later.  
Important: Please download and install the SD Card Formatter Tool from the following URL:  
[http://panasonic.co.jp/pavc/global/cs/sd/download/sd\\_formatter.html](http://panasonic.co.jp/pavc/global/cs/sd/download/sd_formatter.html)
- 2) Unpack the released countermeasure firmware file (B2215601F\_1).
- 3) Copy the "dummy48k.pat" file to the SD card.
- 4) Copy the "1sdinstall" file to the SD card.
- 5) Create a new folder and name it "files".
- 6) Copy the "system.rom" and "install.cnf" files to the "files" folder.

**Important:**

- It is not necessary to add any file extension to "install.cnf" file, even if the file extension is not displayed.
- Keep track of the order in which you copy the files.
- Do not copy the next file while the access LED of the card writer is flashing.

*Update the system firmware.*

- 1) Turn the main power off.
- 2) Remove the controller board from the machine.
- 3) Set DIP Switch No.1 to "Off".
- 4) Remove the current SD card from SD card Slot No.1.
- 5) Insert the SD card for the forced firmware update in SD card Slot No.1.
- 6) Reinstall the controller board.

Model: Apollon-C1c/d

Date: 22-Dec-06

No.: RB222018

- 7) Turn the main power on. The firmware update is done automatically. The following messages will be displayed during the update:

Updating ROM...

Please wait.

Be sure to keep power switch on during update.

- 8) Wait about 5 minutes.

- 9) Turn the main power off after the following messages are displayed:

ROM update is completed.

Turn the main power switch off then on.

- 10) Remove the SD card and insert the current SD card into Slot No.1.

- 11) Remove the controller board and change DIP Switch No.1 back to "On".

- 12) Reinstall the controller board. Turn the main power on.

- 13) Print out the Self-Diagnosis Report (SP5-990-005). Make sure the ROM No. for the System/Copy has been changed to "**LR0180**" as follows.

[ ROM No / Firmware Version ]

System/Copy	: LR0180	/ 1.59
Engine	: R00054474	/ V1.54.01



Model: Model AP-C1		Date: 9-Feb-07	No.: RB222019
Subject: PM alert		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

1. On @Remote connected machines, the PM alert is sent to the @Remote Center before the target PM interval is reached.
2. When Sp5516-001 is ON, the PM alert is displayed before the target PM interval is reached.
3. The values displayed inside Sp7803-74/ -75/ -76 (% rotations) and Sp-7803-104/ -105/ -106 (% pages) are incorrect.

## CAUSE

The values of the following SP modes (PM intervals) are incorrect.

See "Affected Units" below.

SP-No	Item	Correct	Incorrect
7952- 2	Rotation: Cleaning Unit	<b>99783000</b>	55920000
7952- 3	Rotation: Fusing Unit	<b>350000000</b>	176000000
7952- 4	Rotation: Paper Transfer Unit	<b>149674000</b>	111840000
7952-12	Page: Cleaning Unit	<b>160000</b>	80000
7952-13	Page: Fusing Unit	<b>160000</b>	80000
7952-14	Page: Paper Transfer Unit	<b>240000</b>	160000

## SOLUTION

### Firmware

The firmware will be changed to correct this symptom.

Scheduled release date: End of February 2007

### Production line

The values in the Sp modes in the table above were corrected from the end of January 2007 production.

### Action in the field

If the symptom occurs, or it is deemed necessary before then:

1. Change the values of the Sp modes in the table above to the "**Correct**" values.
2. Install the modified firmware after it is released.

Model: Model AP-C1

Date: 9-Feb-07

No.: RB222019

**Note:**

- If you only do Action In the Field #1, the Sp modes in table above will return to the "Incorrect" values when you execute Sp5801-001 (All Clear) or Sp5801-002 (Clear the Engine Setting). This will not happen after you update the firmware.

**Affected Units (Serial Numbers)**

The following are the serial numbers of the machines affected by this symptom.

Version	Product Code	Serial #
Model AP-C1	B222-17	L9067020684 – TBD
	B222-29	L8967030076 – TBD
	B222-67	TBD
	B222-26	TBD
	B224-17	L9067020001 – TBD
	B224-29	L9067030105 – TBD
	B224-67	TBD
	B224-26	TBD

Model: Apollon-C1c/d		Date: 22-Feb-07	No.: RB222020
Subject: Groan noise around image transfer unit		Prepared by: K. Takagi	
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

## SYMPTOM

A medium to high-pitched moaning sound (450Hz) is emitted from the ITB cleaning unit.

**Note:** In some cases, the symptom stops occurring if the ITB cleaning unit is removed and then reattached.

## CAUSE

The exit seal was made too thick, which increases the contact pressure on the ITB. As a result, the exit seal, ITB and cleaning blade to vibrate.

## SOLUTION

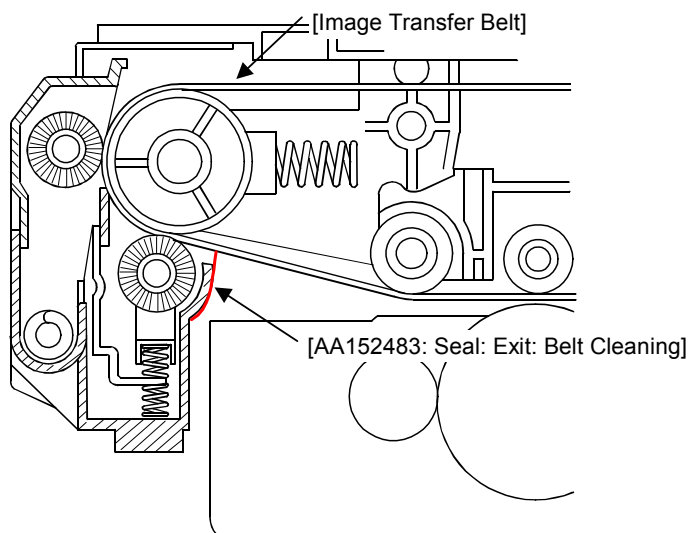
**Production line** (applied from: December 2006 production):

The thickness of the seal was decreased from 0.2mm to 0.1mm.

### In the field

Replace the "Seal: Exit Belt-Cleaning" (New P/N: **AA152483**).

**See the procedure on the next page.**

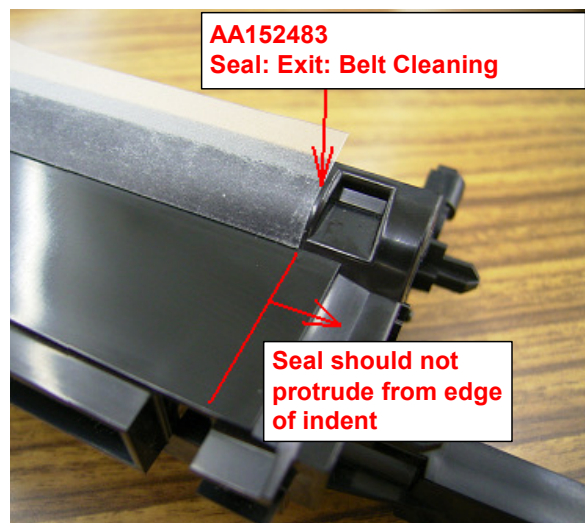
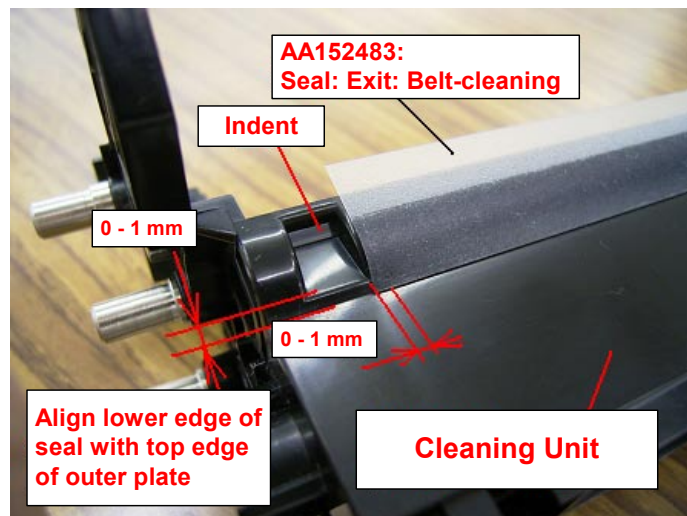


## Replacement Procedure for the Seal: Exit Belt-Cleaning” (New P/N: AA152483)

1. Remove the ITB cleaning unit.
2. Remove the old “Seal: Exit: Belt Cleaning”.
3. Clean the seal attachment area with alcohol.
4. Attach the new “Seal: Exit: Belt Cleaning” (P/N: **AA152483**).

### Important:

- Align the side edge of the seal with the edge of the indent, as shown in the photo (**0-1 mm**).
- Align the bottom edge of the seal with the outer plate of the ITB unit, as shown in the photo (**0-1 mm**).
- Attach the seal so that there are no wrinkles in the seal.  
For example: Attach one side, stretch the seal, and then attach the other side.



Model: Apollon-C1c/d		Date: 8-Mar-07	No.: RB222021
Subject: Rattling noise from paper separation area		Prepared by: K. Takagi	
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

## SYMPTOM

A rattling sound can be heard from the paper separation area when the duplex unit is opened or closed.

## CAUSE

One of the hooks for the tension spring of the driven roller (index 8) breaks. As a result, the coil spring (index 16) comes loose and rattles inside the transfer unit holder.

## SOLUTION

### Production line:

The base of the spring hook was strengthened.

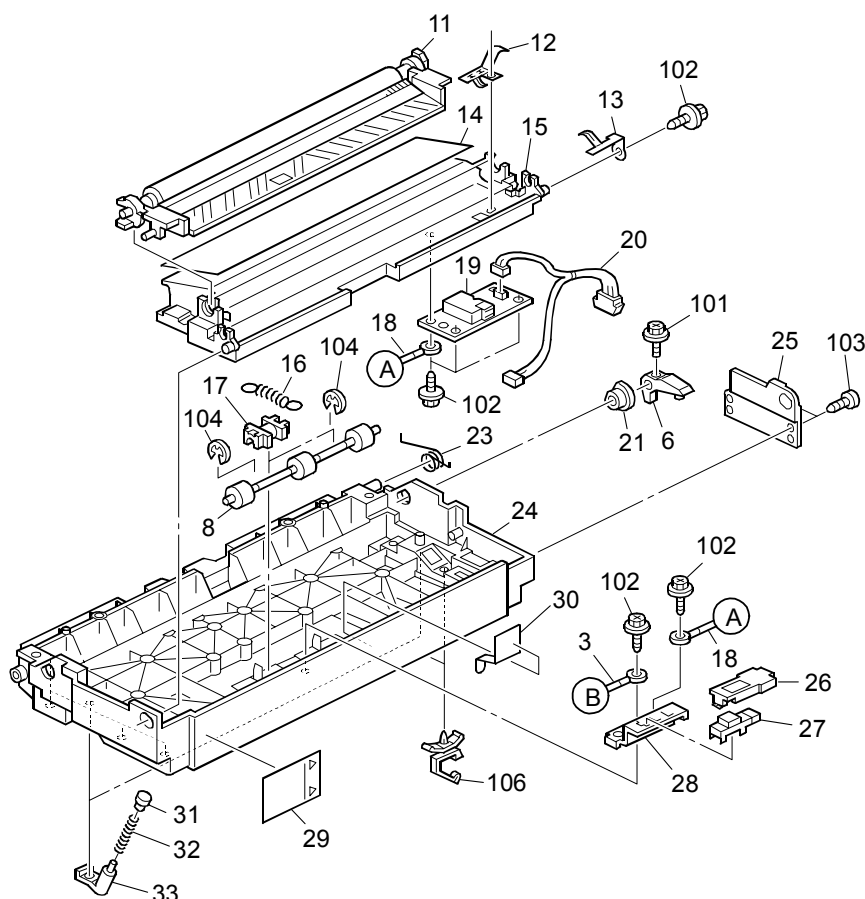
Applied from: The middle of October 2006 machine production

### In the field:

Replace the two coil springs with two new plate springs (**P/N B2239004**).

**See the procedure on the next page.**

**Important:** Attach both plate springs, even if only one came off the hook.



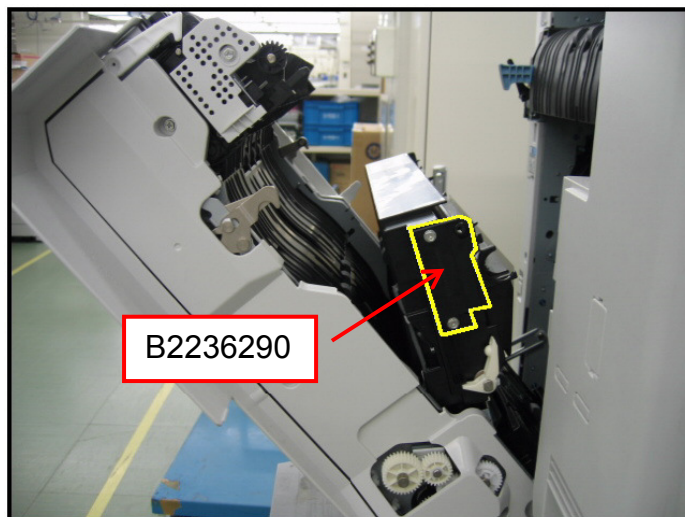
Model: Apollon-C1c/d

Date: 8-Mar-07

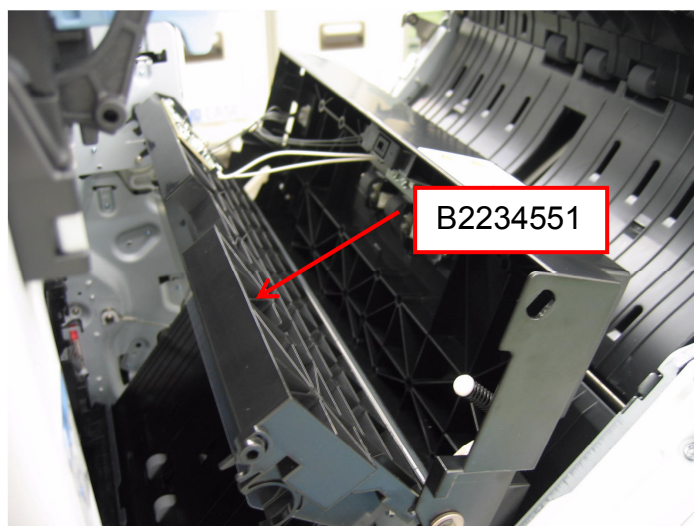
No.: RB222021

**Installation Procedure for the New Plate Springs (P/N B2239004)**

1. Remove the "Transfer/Separation Unit".
2. Remove the "Rear drum stay" (B2236290, index 25).

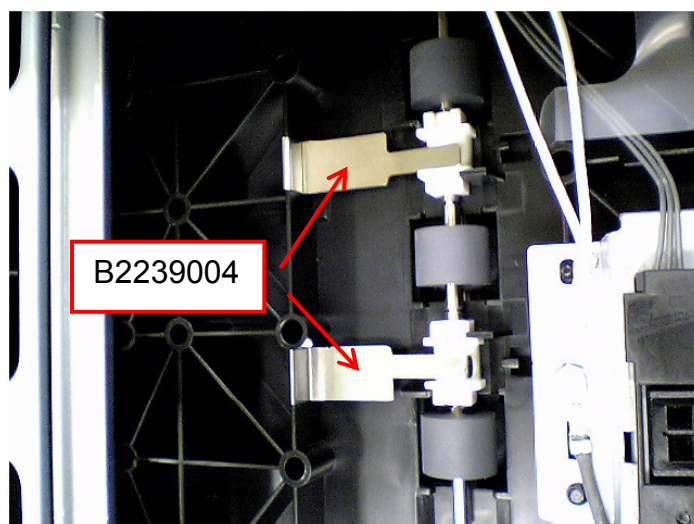


3. Remove the "Transfer unit guide plate holder" (B2234551, index 24).



4. Attach two "Plate springs" (B2239004) as shown in the photo.

**Important:** Attach both plate springs, even if only one came off the hook.





Model: Apollon-C1c/d

Date: 8-Mar-07

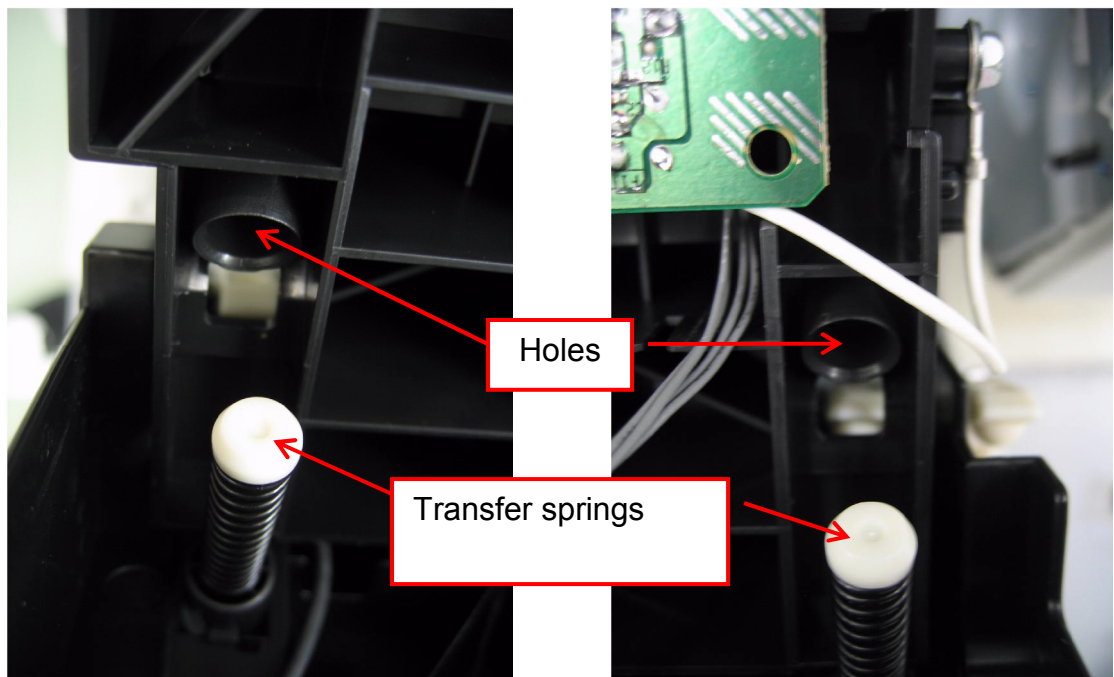
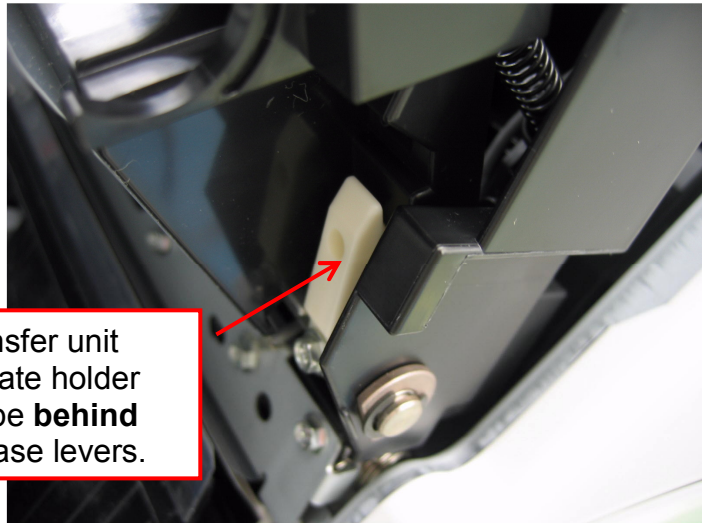
No.: RB222021

5. Reattach the "Transfer unit guide plate holder".

**Important:**

- Make sure the transfer unit guide plate holder is **behind** the two release levers (see the photo).
- Make sure the transfer springs go into the holes in the transfer unit guide plate holder (see the photo below).

The transfer unit guide plate holder should be **behind** the release levers.



6. Reattach the "Rear drum stay"

7. Reattach the "Transfer/Separation Unit".

Model: Apollon-C1c/d		Date: 8-Mar-07	No.: RB222022
Subject: Display "Used Toner Bottle is not set correctly"		Prepared by: K. Takagi	
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

## SYMPTOM

"Used Toner Bottle is not set correctly" is displayed on the LCD, even when the used toner bottle is set correctly.

**Note:** This symptom occurs more easily under low-temperature conditions.

## CAUSE

Low temperatures cause the toner bottle to contract (shrink) slightly. As a result, sometimes the toner bottle does not touch the "toner bottle set switch".

## SOLUTION

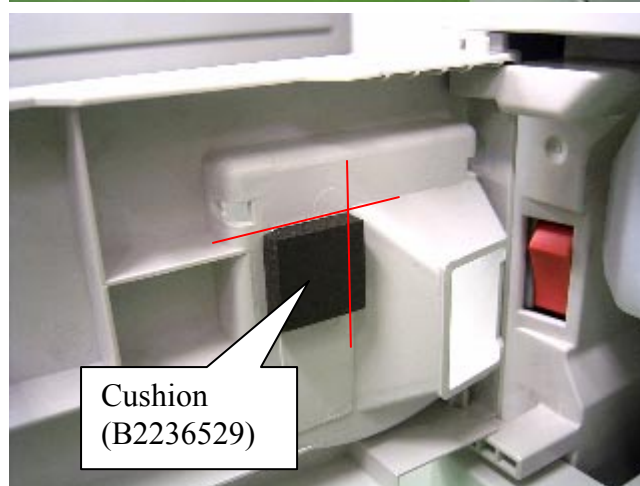
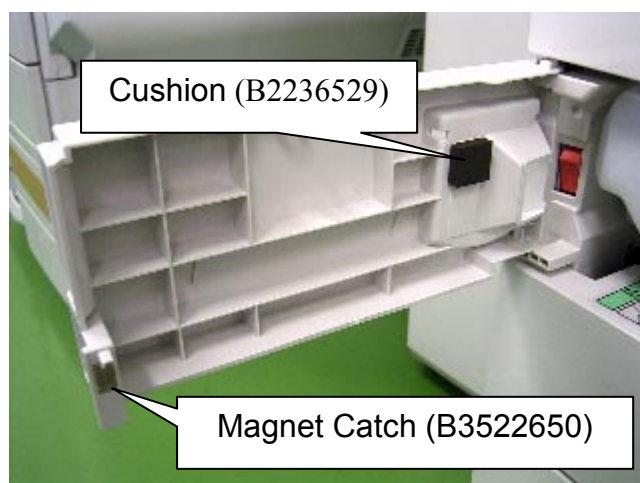
Attach a cushion to the front door and replace the magnet catch.

See the procedure below

P/N:

Cushion: **B2236529**

Magnet Catch: **B3522650**





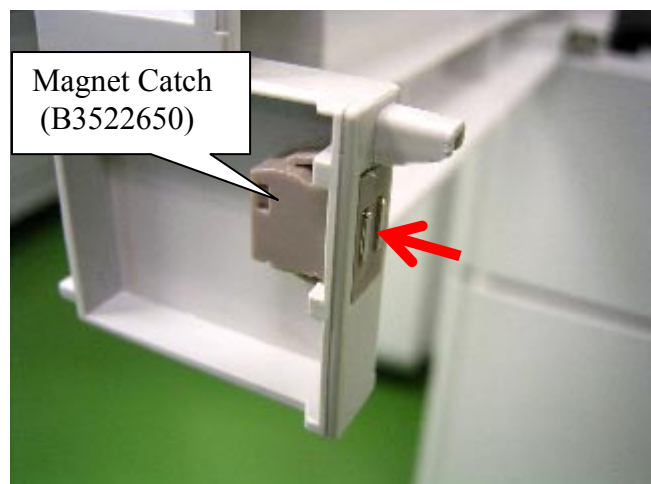
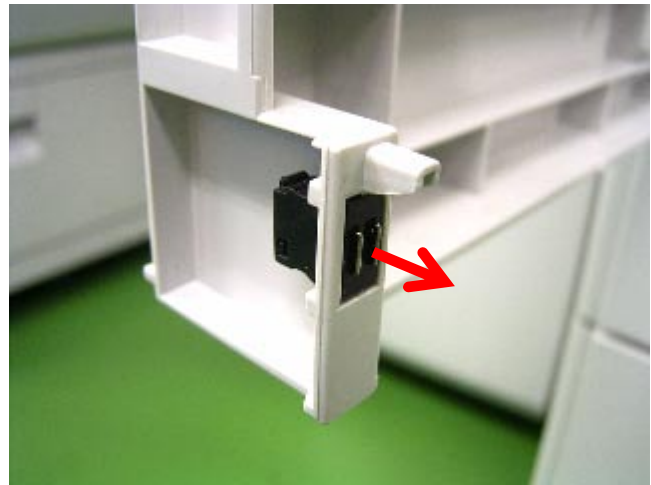
Model: Apollon-C1c/d

Date: 8-Mar-07

No.: RB222022

**Attachment Procedure for the Cushion and Magnet Catch**

1. Open the front door (one screw).
2. Attach the cushion (**B2236529**).  
**Note:** See pg. 1 for the attachment position.
3. Replace the magnet catch with the modified one (**B3522650**).
4. Close the front door.



Reissued: 1-May-07

Model: Apollon-C1c/d	Date: 8-Mar-07	No.: RB222023a
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## RTB Correction

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

Subject: Noise from fusing unit		Prepared by: K. Takagi	
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

## SYMPTOM

A vibration can be heard coming from the fusing unit.

## CAUSE

Heat from the pressure roller causes the surface of the lubricant roller to deform. As a result, the lubricant roller cannot rotate and vibrates in place.

**Note:** This does not occur if the machine is used frequently.

## SOLUTION

**Production line** (applied from: November 2006 production):

The material of the lubricant roller was changed. This new material has a higher heat resistance.

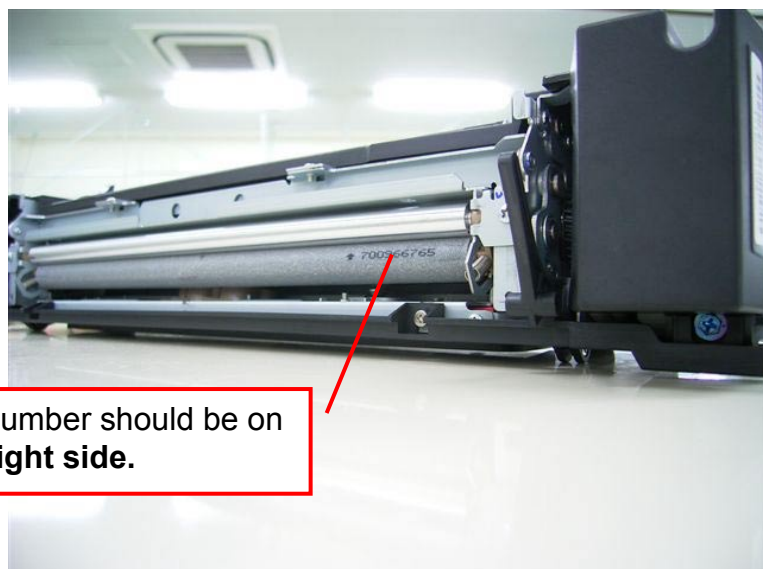
**New P/N: AE040069**

### In the field:

If the symptom is reported on a lubricant roller with lot number "XXXXXXX**65**" (total 9 digits), replace the lubricant roller with the modified one.

**NOTE:** *Rollers marked with lot number "XXXXXXX65-B2" are already modified.*

**Important:** Attach the new lubricant roller so that the lot number is on the **right side**.



Model: Apollon-C1c/d		Date: 23-Mar-07	No.: RB222024
Subject: Correction Service Manual (FAX RAM Addresses)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The Service Manual was corrected as follows:

**P148**: Service RAM Address for Fax Option Type C4500 (B771)

- **Delete** the following RAM addresses from the table.

<b>69ECBE to 69ECDE</b>	Dial tone detection parameter (Max. 11 x 3 lines)
<b>6BEBFE(H)</b>	Dial tone detection frequency – Upper limit (High)
<b>6BEBFF(H)</b>	Dial tone detection frequency – Upper Limit (Low)
<b>6BEC00(H)</b>	Dial tone detection frequency – Lower Limit (High)
<b>6BEC01(H)</b>	Dial tone detection frequency – Lower Limit (Low)
<b>6BEC02(H)</b>	Dial tone detection waiting time (20 ms)
<b>6BEC03 to 6BEC04</b>	Dial tone detection monitoring time (20 ms)
<b>6BEC05(H)</b>	Dial tone detect judge time (20 ms)
<b>6BEC06(H)</b>	Dial tone disconnect permission time (20 ms)

**Important:** **Do not change the values** of these RAM addresses.

They are not for use in the field.

Reissued: 30-Oct-07

Model: AP-C1	Date: 17-Apr-07	No.: RB222025a
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**RTB Correction**

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

Subject: Patch Release for E-5000 V.1.0.0 (1-R3DOV.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File ***1-R3DOV.ps*** for Printer Controller E-5000 system version 1.0.

Patch File	Issue(s)
<b><i>1-R3DOV.ps</i></b>	<ul style="list-style-type: none"> <li>This patch improves the color qualities with the “Super Fine” and “Fine” color profiles. The patch also changes the version number of the server from V1.0 to V1.01.</li> </ul> <p><b>NOTE:</b> This change was also applied to the ICC profiles. Please advise customers that these new ICC profiles can be downloaded from the Driver and Software download site.</p> <p><b>NOTE:</b> The new output profiles (Fiery E-5000 Superfine v2F and Fiery E-5000 Fine v2F) replace old output profiles (v1F). Any previous color changes are restored to “default”. “The RGB Source profile”, “Fiery RGBv2” is replaced with “Fiery RGBv5”. It does not change the color quality of Coarse. The profile remains as Fiery E-5000 Coarse v1F.</p>

**Prerequisite(s):**

None

**Patch Update Procedure**

1. Extract G8787552.exe until you get the 1-R3DOV.ps file.
2. Download/Import the patch file “1-R3DOV.ps” with Command Workstation to the “**Direct**” queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “1-R3DOV”.

**Reissued: 4-Dec-08**

Model: Model AP-C1	Date: 25-Apr-07	No.: RB222026a
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**RTB Reissue**

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

Subject: SC codes		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

The Service Manual was changed as follows.

Add the following SC codes to the Service Manual.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
536	D	Third duct fan error
		The machine does not detect the fan motor lock signal for 2 seconds after the third duct fan is turned on.
		Disconnected harness Third duct motor overload Defective third duct motor Defective IOB
		1. Check or replace the harness 2. Replace the third duct fan 3. Replace the IOB
636	B	<b><i>SD card error</i></b>
		<b><i>There is no expanded authentication module in the machine.</i></b>
		<ul style="list-style-type: none"> <li>▪ <b><i>The SD card or the file of the expanded authentication module is broken.</i></b></li> <li>▪ <b><i>There is no DESS module in the machine.</i></b></li> </ul>
		<b><i>1. Install the correct SD card or the file of the expanded authentication module.</i></b> <b><i>2. Install the DESS module.</i></b>
		Booklet finisher jogger motor error
		The jogger home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.
		<ul style="list-style-type: none"> <li>▪ Motor harness disconnected, loose, defective</li> <li>▪ Defective motor</li> </ul>

**Reissued: 4-Dec-08**

Model: Model AP-C1	Date: 25-Apr-07	No.: RB222026a
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		<ol style="list-style-type: none"> <li>1. Check the connections to the jogger motor.</li> <li>2. Defective jogger motor.</li> </ol>
723	B	<p>Booklet finisher stack feed out motor error</p> <p>The stack feed out home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.</p> <ul style="list-style-type: none"> <li>▪ Motor harness disconnected, loose, defective</li> <li>▪ Defective motor</li> </ul> <ol style="list-style-type: none"> <li>1. Check the connections to the stack feed out motor.</li> <li>2. Defective stack feed out motor.</li> </ol>
<b>726</b>	<b>B</b>	<b><i>Feed out jogger motor error</i></b>
753	B	<p>Stack sponge roller motor error</p> <p>Occurs while the lower tray pressure motor is running</p> <p>Defective motor Motor harness is disconnected, loose or defective Defective HP sensor</p> <ol style="list-style-type: none"> <li>1. Check the connection of the harness to the stack sponge roller motor</li> <li>2. Replace the stack sponge roller motor</li> </ol>
765	B	<p>Booklet finisher bottom fence lift motor error</p> <p>The bottom fence home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.</p> <ul style="list-style-type: none"> <li>▪ Motor harness disconnected, loose, defective</li> <li>▪ Defective motor</li> </ul> <ol style="list-style-type: none"> <li>1. Check the connections to the bottom fence lift motor.</li> <li>2. Defective bottom fence lift motor.</li> </ol>
766	B	<p>Booklet finisher lower retraction motor error</p> <p>The lower clamp roller home position sensor is not activated within the specified time. The 1st detection failure issues a jam error, and the 2nd failure issues this SC code.</p> <ul style="list-style-type: none"> <li>▪ Motor harness disconnected, loose, defective</li> <li>▪ Defective motor</li> </ul> <ol style="list-style-type: none"> <li>1. Check the connections to the lower retraction motor.</li> <li>2. Defective lower retraction motor.</li> </ol>
767	D	Stack junction gate motor error

**Reissued: 4-Dec-08**

Model: Model AP-C1	Date: 25-Apr-07	No.: RB222026a
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		<p>The stack junction gate motor home position sensor is not activated within the specified time. The first failure triggers a jam error, and the second triggers this SC code.</p> <ul style="list-style-type: none"> <li>▪ Defective motor</li> <li>▪ Motor harness is disconnected, loose or defective</li> </ul> <p>1. Check the connection of the harness to the stack junction gate motor 2. Replace the stack junction gate motor</p>
<b>838</b>	<b>CTL</b>	<p><b><i>Self-diagnosis Error: Clock Generator</i></b></p> <p><b><i>The result of an incorrect value when the set data is checked from Clock from Clock Generator through the I2C bus</i></b></p> <ul style="list-style-type: none"> <li>· <b><i>Clock Generator error</i></b></li> <li>· <b><i>I2C bus error</i></b></li> <li>· <b><i>Port for I2C bus of CPU error</i></b></li> </ul> <p><b><i>1. Turn the main switch off and on</i></b> <b><i>2. Replace the controller board</i></b></p>

Model: Model AP-C1		Date: 25-Apr-07	No.: RB222027
Subject: Multi paper feed		Prepared by: T. Kiyohara	
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

## SYMPTOM

A multi-feed occurs.

**Note:** In factory tests, the occurrence rate with the LCT is 0.08% (1/1239).

Jam Position:

[Tray 1]



[Tray 2]



## CAUSE

Vendor production error: The sensor's detection circuit was not soldered correctly to the inside of the sensor.

## SOLUTION

### Production line

The vendor changed the soldering method to ensure the connection is strong enough.

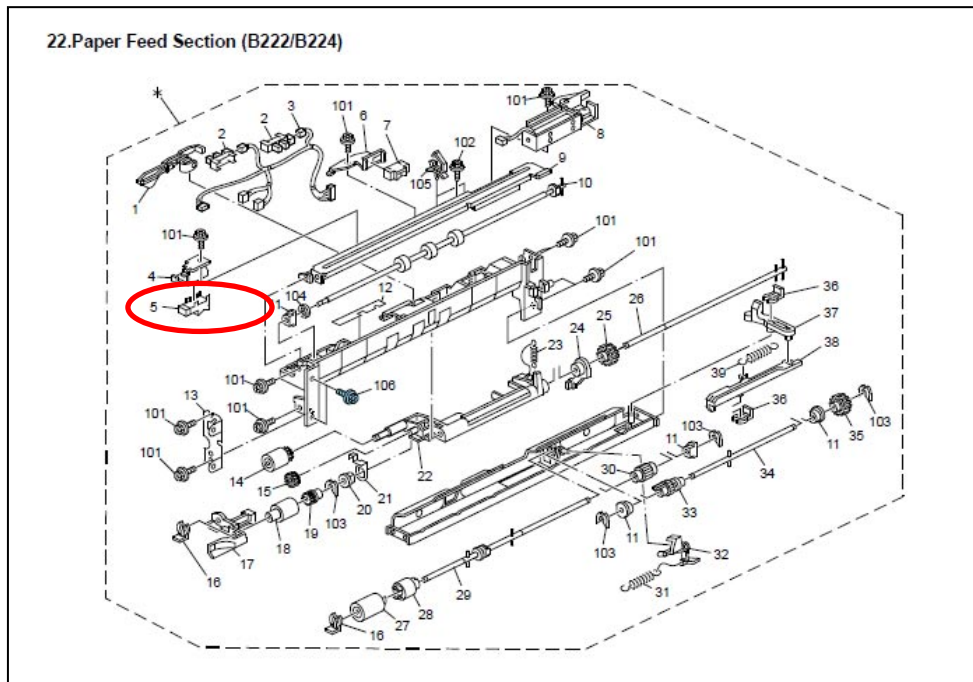
Applied from: Nov, 2006 production (RAI)

### Action in the field

Replace the paper feed sensor (P/N AW010128) with one that is **not** from lots FF08 – FK26. (06.06.08-06.09.26)

**Note:** The stock of SPC has already changed to the modified sensor. The lot number is printed on the rear side of the sensor (see the photo on the next page).





### Cut-in Serial Numbers

The factory line solution described above was applied to machines in production from the following serial numbers:

Version	Product Code	Serial #
Paper Feed Unit PB3000	B800-17	From L4669403748
	B800-26	From 9X39160001
LCIT PB3010	B801-17	From L4769400493
	B801-27	From L4769500548

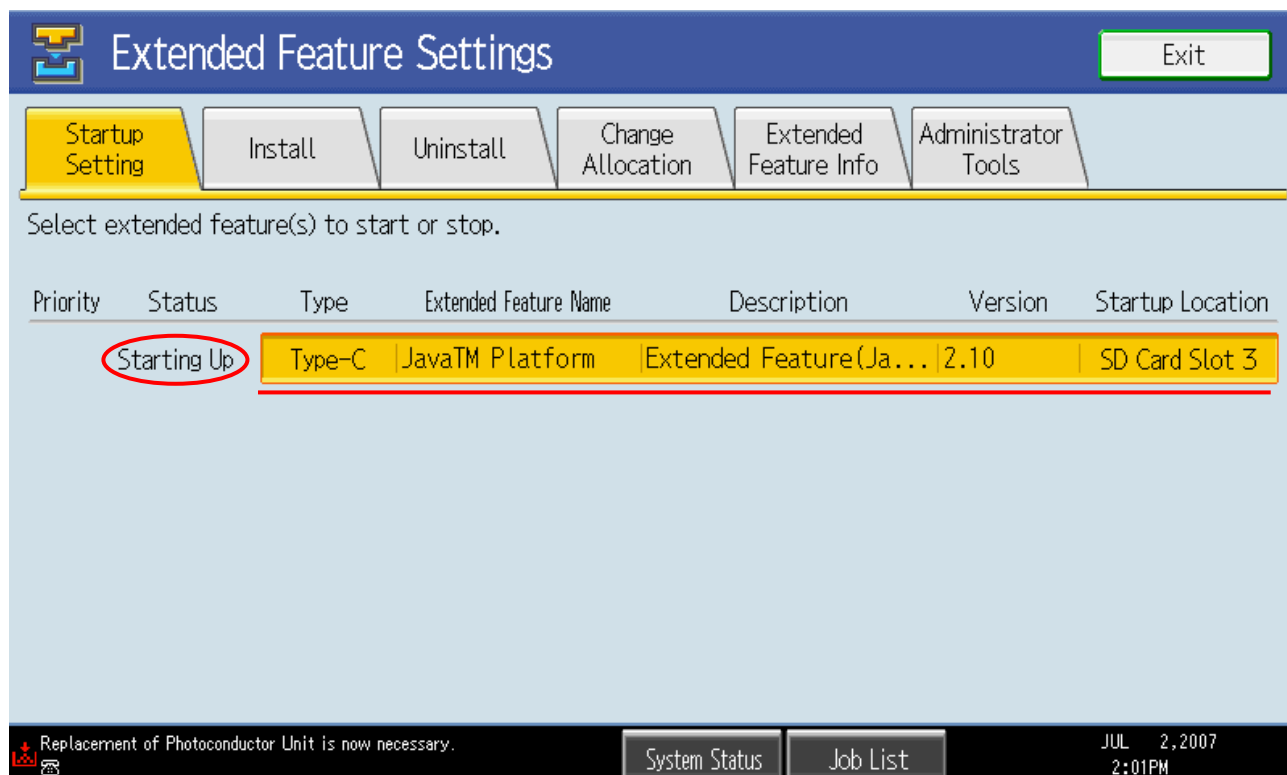
Model: Apollon-C1c/d		Date: 3-Jul-07	No.: RB222028
Subject: Boot up time slow		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other (      )		

## Important information about uninstalling SDK applications

- Before uninstalling an SDK application, make sure to change its status from “Starting up” to “**Ending**”. Then, uninstall the SDK application.

[Extended Feature Settings] → [Startup Setting] → Status: “**Ending**”

- If the SDK application is uninstalled while the status is still “Starting up”, the machine will take a longer time to warm up (5-10 minutes). This is because under this status, the machine believes the SDK application is still installed. It will then try to load the SDK application at every warm-up.



Model: AP-C1		Date: 24-Jul-07	No.: RB222029
Subject: Patch Release for E-5000 V.1.01 (1-QWOVA.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-QWOVA.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-QWOVA.ps</b>	Launching Configure from WebTools causes Internet Explorer 7 to crash

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787553.exe** until you get the **1-QWOVA.ps** file.
2. Download/Import the patch file "**1-QWOVA.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. Please select "Shut Down" and then "Reboot System" on the Fiery LCD.
5. Please wait until the Fiery comes to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-QWOVA**".

Model: AP-C1		Date: 24-Jul-07	No.: RB222030
Subject: Patch Release for E-5000 V.1.01 (1-RH3GA.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-RH3GA.ps** for Printer Controller E-5000 system version 1.01

Patch File	Issue(s)
<b>1-RH3GA.ps</b>	Sometimes a Euro symbol (€) prints overlapping adjacent characters.

**NOTE: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787555.exe** until you get the **1-RH3GA.ps** file.
2. Download/Import the patch file "**1-RH3GA.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RH3GA**".

Model: Apollon-C1c/d		Date: 21-Aug-07	No.: RB222031
Subject: Supports the Catalan and Turkish languages		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This machine now supports Catalan and Turkish.

Please update the following firmware to add Catalan and Turkish language support.

- Firmware list
  - System ver.1.63 or later
  - LCDC ver.1.15 or later (Language firmware ver.0.77 or later)
  - FAX ver.01.03.00 or later
  - FCU ver.04.00.00 or later
  - Printer ver.1.06 or later
  - Websys ver.1.06.1 or later
  - WebUapl ver.1.12 or later
  - Scanner ver.1.22 or later
- Firmware release notes
 

All firmware release notes use the same expression as shown below.

  - Supports the Catalan and Turkish languages.
- Supported functions
 

Supported device functions are different depending on language.

Please check the following table.

## [Device]

Device functions		Catalan	Turkish
Copy	Operation panel	OK	OK
	Preset Stamp	NO***	NO***
Document Server	Operation panel	OK	OK

Model: Apollon-C1c/d

Date: 21-Aug-07

No.: RB222031

Device functions		Catalan	Turkish
Fax	Operation panel	OK	OK
	Lists printed from Fax operation panel (i.e. Print Journal List)	NO**	NO*
	Internet Fax: Email message (Transmission)	NO*	NO*
	Internet Fax: Email message (Reception)	OK	NO*
	Internet Fax: Email subject	NO*	NO*
	Standard Message Stamp	OK	OK
Printer	Operation panel	OK	OK
	Printer lists in Printer Features (i.e. Configuration Page)	OK	NO*
Scanner	Operation panel	OK	OK
	Lists printed from Scanner operation panel (i.e. transmission result)	OK	NO*
	E-mail Information Language in Scanner Features	OK	OK
User Tools	Print Address Book (Header)	OK	NO*
	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web Image Monitor	Display language	OK	OK
	Help	NO**	NO*
Other	E-mail Notification	OK	OK
	Software Keyboard	OK	NO****

\* It will be printed/used/displayed in English instead.

\*\* It will be printed/used/displayed in Spanish instead.

\*\*\* Catalan/Turkish are not available in Stamp Language under Copier / Document Server Features.

\*\*\*\* Turkish is not available.

**[Software]**

Software	Catalan	Turkish
SmartDeviceMonitor for Admin	NO	NO
SmartDeviceMonitor for Client	NO	NO
DeskTopBinder	NO	NO

Model: Apollon-C1c/d

Date: 21-Aug-07

No.: RB222031

**[Drivers]**

<b>Drivers</b>		<b>Catalan</b>	<b>Turkish</b>
Printer driver	All PDL (RPCS/PCL/PS drivers)	NO	NO
Twain driver		NO	NO
LAN-Fax driver		NO	NO

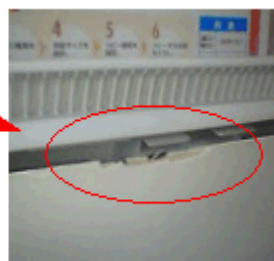
**[Manuals]**

<b>Manuals</b>		<b>Catalan</b>	<b>Turkish</b>
Manual		OK	OK

Model: AP-C1		Date: 29-Oct-07	No.: RB222032
Subject: Platen cover sheet damage		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.



## CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

## SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

### Temporary:

- Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
- Cover the damaged area of the platen cover sheet with transparent tape.

### Permanent:

- Replace the platen cover sheet with the modified part:

P/N G3291371      Sheet: Pressure plate: Ass'y  
Used in platen cover options produced from: March 2007



Model: General		Date: 12-Mar-08	No.: RGene027
Subject: New Wireless LAN Option		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Important Information on the Release of a New Wireless LAN Option

### Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

### Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
<b>G813-08</b>	<b>403019</b>	<b>802.11b Interface Unit Type F</b>	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
<b>G813-07</b>	<b>403018</b>	<b>IEEE802.11b Interface Unit Type H</b>	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
<b>G874-48</b>	<b>403017</b>	<b>IEEE802.11b Interface Unit Type I</b>	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
<b>G813-10</b>	<b>403020</b>	<b>802.11b Interface Unit Type F</b>	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
<b>G813-09</b>	<b>414421</b>	<b>IEEE802.11b Interface Unit Type H</b>	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print\_B7367059.pc

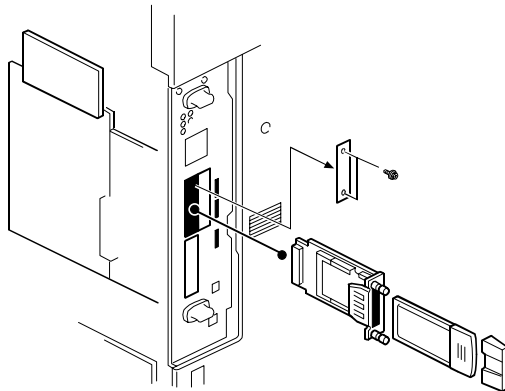
#### Specification Sheet:

Model Name: IEEE 802.11b Interface Unit Type N  
 Machine code: B736-16  
 EDP code: 414525  
 Package: All-in-one (PCB, LAN card, and cover are pre-assembled)  
 Channel freq. range: 2412 MHz to 2462 MHz (11ch.)  
 Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

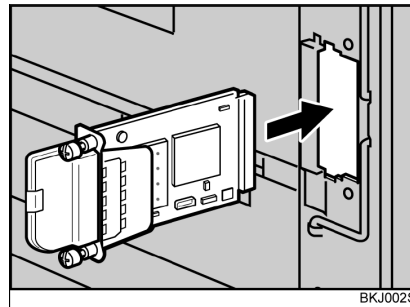
Model: General

Date: 12-Mar-08

No.: RGene027



Previous types:  
PCB, LAN card, and cover are  
separate



New Type (IEEE802.11b  
Interface Unit Type N):  
Pre-assembled

## Action in the Field

### 1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

**See “Target Models” below.**

### 2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.

**See “Target Models” below.**

Notice to users (excerpt on next page):



print\_B7367058.pdf

## Excerpt from the Operating Instructions for LP models

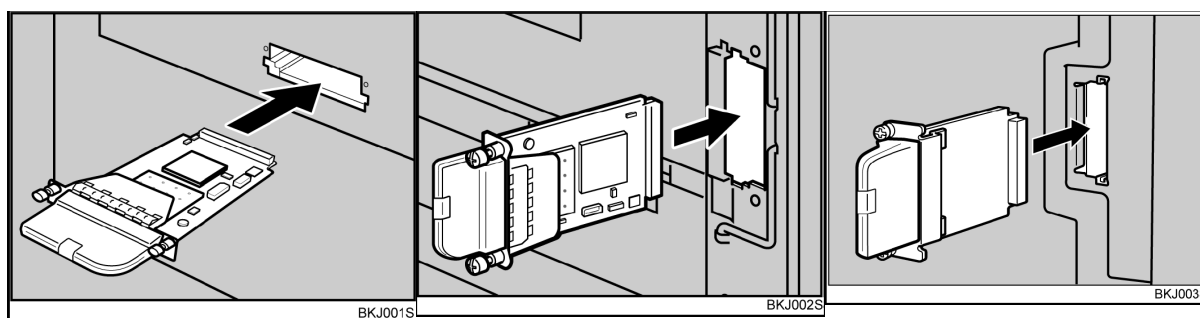
### Installing the Optional Wireless LAN Interface Unit

#### **Important:**

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
  - Do not subject the wireless LAN interface unit to physical shocks.
1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
  2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.  
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.

Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws.  
Check the wireless LAN interface unit is connected firmly to be controller board.

#### **Note**

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

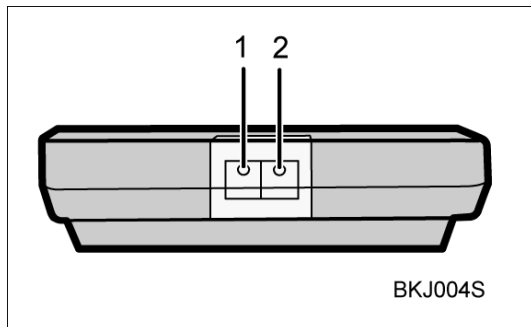
Model: General

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Model: General

Date: 12-Mar-08

No.: RGene027

## Target Models

### MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

### Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:  
Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

### LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	(1.10)	T.B.D	T.B.D	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	T.B.D	T.B.D	T.B.D	2008 May

### Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:  
Kir-P4, Ares-P2, Jupiter-P4
- \*: The notice to customers for Sincere -P1 mentions “version 1.07” for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB222033
Subject: Patch Release for E-5000 V.1.01 (1-S38XT.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-S38XT.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-S38XT.ps</b>	When printing a document from Adobe Illustrator, the printed result loses color if Composite Overprint is turned on.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787556.exe** until you get the **1-S38XT.ps** file.
2. Download/Import the patch file "**1-S38XT.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-S38XT**".

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB222034
Subject: Patch Release for E-5000 V.1.01 (1-S3C7H.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-S3C7H.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-S3C7H.ps</b>	Prepaid Card: Print job is not counted if External Charge Unit is set to "B&W" only.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787557.exe** until you get the **1-S3C7H.ps** file.
2. Download/Import the patch file "**1-S3C7H.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-S3C7H.** "

**Reissued: 6-Jun-08**

Model: <b>AP-C1</b>	Date: 14-Mar-08	No.: RB222035b
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**RTB Correction**

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

Subject: Patch Release for E-5000 V.1.0.1 ( <b><i>1-UWFVR</i></b> .ps)		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

This RTB is the release note for a special Patch File ***1-UWFVR***.ps for Printer Controller E-5000 system version 1.0.1

Patch File	Issue(s)
<b><i>1-UWFVR</i></b>	<ul style="list-style-type: none"> <li>When making a backup file, the patch information will be included in the backup file.</li> <li>When restoring the backed-up file, the patch information of the restored unit will be overwritten.</li> </ul> <p>As a result, there is a possibility that after a backup file is restored, the patch information on the configuration sheet printed by the restored unit may become different from the actual patch configuration.</p> <p><b>Cause:</b> Software bug</p> <p><b>Information:</b> Backup &amp; Restore is a feature, which can be found in <i>CommandWorkStation</i> and can be operated by the customer.</p>

**NOTES: This patch is only for E-5000 system version 1.01.**

**Important Information:**

The software bug of the Backup & Restore feature may be a root cause of a system software corruption.

If there is a software problem with E-5000, refer to the troubleshooting information of RTB No. ***RB222040*** and check if the software problem is caused by the Backup & Restore feature.

**The effects of this special patch *1-UWFVR*:**

This special patch ***1-UWFVR*** has 3 effects.

Preventive effects:



**Reissued: 6-Jun-08**

Model: <b>AP-C1</b>	Date: 14-Mar-08	No.: RB222035b
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1. Not to back up the patch information as part of the backed-up data when performing a system backup.
2. To ignore the patch information that comes with the backed-up data when performing a system restore.

Corrective effects:

Cleans up the patch information (once, only at the time this special patch is applied) so that the configuration page shows the patch IDs that are actually installed in the system. (Note: The installation order of the patches will also be recovered.)

**Limitation of this special patch 1-UWFVR:**

The special patch **1-UWFVR** can detect only the patches listed below. Therefore, unknown patches, which are released after the patches shown below, will not be detected and will not appear on the patch information on the configuration sheet, after applying this special patch **1-UWFVR**.

1-R3DOV, 1-QWOVA, 1-RQQXE, 1-RH3GA, 1-S38XT, 1-S3C7H, 1-RWEVP, 1-RYZ7X  
1-T3RFE, 1-T6D9M, 1-TWN66

**Prerequisite(s):**

- None.

**Patch Update Procedure**

1. Extract G8785764.exe until you get the **1-UWFVR.ps** file.
2. Download/Import the patch file "**1-UWFVR.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle mode and has printed the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-UWFVR**".

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB222036
Subject: Patch Release for E-5000 V.1.01 (1-RYZ7X.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-RYZ7X.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-RYZ7X.ps</b>	A job consisting of a Custom paper size does not print and the copier displays an incorrect message to load the wrong paper size.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787559.exe** until you get the **1-RYZ7X.ps** file.
2. Download/Import the patch file "**1-RYZ7X.ps**" with Command Workstation to the direct queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RYZ7X**".

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB222037
Subject: Patch Release for E-5000 V.1.01 (1-T3RFE.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-T3RFE.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-T3RFE.ps</b>	Configure doesn't launch when Java 6 is installed.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-QWOVA

## Patch Update Procedure

1. Extract **G8787561.exe** until you get the **1- T3RFE.ps** file.
2. Download/Import the patch file "**1- T3RFE.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1- T3RFE**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB2220038
Subject: Patch Release for E-5000 V.1.01 (1- TWN66.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1- TWN66.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1- TWN66.ps</b>	Fiery email print confirmation reply uses incorrect coding of local characters

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787563.exe** until you get the **1- TWN66.ps** file.
2. Download/Import the patch file "**1- TWN66.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1- TWN66**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

Model: <b>AP-C1</b>		Date: 14-Mar-08	No.: RB222039
Subject: Patch Release for E-5000 V.1.01 (1- T6D9M.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1- T6D9M.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1- T6D9M.ps</b>	The tray alignment setup menu closes and the Fiery menu goes back to Fiery idle on the LCD prematurely. This occurs when configuring tray alignment from the Fiery LCD and after printing out the Alignment page.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787562.exe** until you get the **1- T6D9M.ps** file.
2. Download/Import the patch file "**1- T6D9M.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1- T6D9M**".

Note: This patch is not Exclusive, which means that it can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

**Reissued: 21-Mar-08**

Model: AP-C1	Date: 14-Mar-08	No.: RB222040a
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**RTB Correction**

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

Subject: Troubleshooting information for E-5000		Prepared by: T.Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB contains troubleshooting information for E-5000.

**Table of contents:**

- Problem
- Possible Causes
- Detailed Explanation
- Required Action (Workflow)
- Detailed steps of required action in the field
- System Re-installation procedure for recovery

**Problem:**

- After some patch(es) has(have) been newly installed on the E-5000, the system software is not working well.

**Possible Causes:**

- Software bug in the Backup and Restore feature can be a root cause of system software corruption.

This can happen when all of these 3 conditions occur:

1. The customer or field technician has performed the Backup & Restore feature, before the patch 1-UFW3 has been installed on the E-5000.
2. The patch information in the backup file is different from the actual patch configuration of the unit on which the restore feature has been performed.

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No.: RB222040a

3. The field technician continued to maintain this unit, which has had backed-up files restored, by adding patches.

**Detailed Explanation:**

Until installing a special patch 1-UFWW3 on the system software, the E-5000 system software has two bugs:

1. When making a backup file, the patch information will be included to the backup file.
2. When restoring the backed-up file, the patch information of the restored unit will be overwritten.

As a result, there is a possibility that after a backup file is restored, the patch information on the configuration sheet printed by the restored unit may become different from the actual patch configuration.

When a field technician continues to maintain the controller unit without knowing that the patch information on the configuration sheet is wrong, system corruption may occur.

P1 = 1<sup>st</sup> patch  
P2 = 2<sup>nd</sup> patch

**Example (1)**

True Patch information: P1 + P2 + P3

Restored (Wrong) Patch information: P1 + P2 + P3 + P4 + P5

Field Technician may install: + P6 + P7

Result: P1 + P2 + P3 + P6 + P7 (P4 and P5 are missing)

**Example (2)**

True Patch information: P1 + P2 + P3

Restored (Wrong) Patch Information: P1

Field Technician may install: P2 + P3 + P4

Result: P1 + P2 + P3 + P2 + P3 + P4 (P2, and P3 are installed twice.)

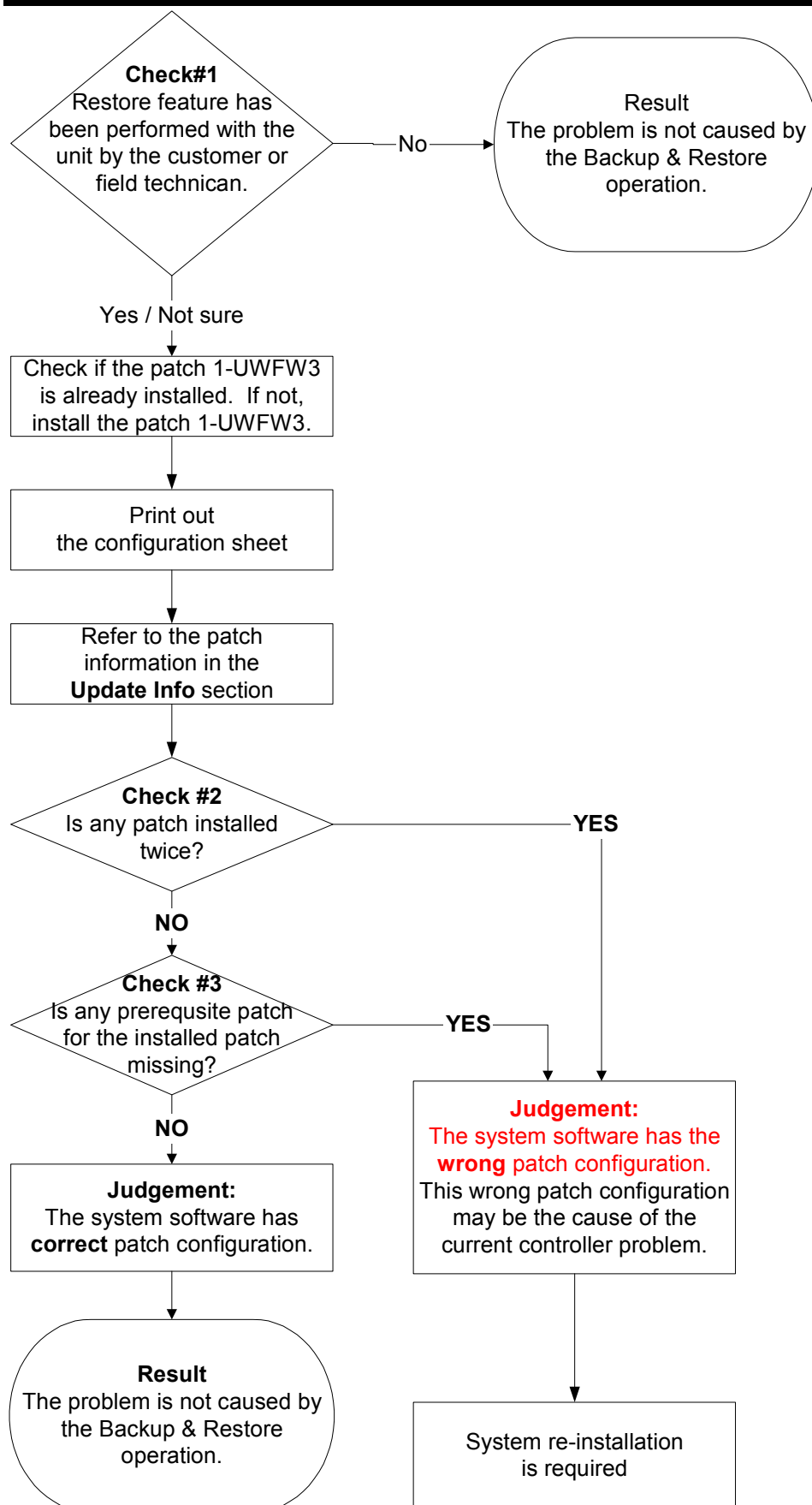
**Required Action:**Workflow

When there is a problem with the customer's controller, check if the problem is caused by the Backup & Restore feature by the following procedure.

(see next page)

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**Detailed steps of required action in the field**

With the E-5000, which has the problem, check the following.

**1. Check #1**

Check if the Restore feature has ever been used on the problem unit. Check this with the customer and the field technician who is maintaining the controller unit.

**No / Never:**

The current problem is not caused by Backup & Restore feature.  
The rest of the required action is not needed.

**Yes / Not sure:**

Go to step 2.

**2. Check if patch 1-UWFW3 is already installed.**

If not, install the patch 1-UWFW3. (For the installation procedure, refer to RTB No. RB222035.

Note: This step is very important.

Unless 1-UWFW3 is installed, the patch information on the configuration sheet may not be true.

**3. Print out the configuration sheet.****4. Refer to the **Update Info** section on the configuration sheet.****5. Check if the actual patch configuration is correct (= installed as instructed) or wrong.****Check #2:**

Check if any patch is installed twice.

[Example of wrong patch configuration]

1<sup>st</sup> patch

2<sup>nd</sup> patch

3<sup>rd</sup> patch

3<sup>rd</sup> patch

4<sup>th</sup> patch

(3<sup>rd</sup> patch is installed twice)

Patches should not be installed twice in a system.

If you find any patch already installed twice, the patch configuration is wrong.

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**Check #3:**

Check each patch listed on the configuration sheet and see if any prerequisite patch for the installed patch is missing.

[Example of wrong patch configuration]

1<sup>st</sup> patch  
2<sup>nd</sup> patch  
4<sup>th</sup> patch

(The 3<sup>rd</sup> patch, which should be the prerequisite patch for 4<sup>th</sup> patch is missing)

If any prerequisite patch is missing, the patch configuration is wrong.  
The table below shows the prerequisite patches for each patch.

Patch ID	System Ver.	Required Prerequisite Patch
1-R3DOV	1.0.0	None *1
1-QWOVA	1.0.1	None *2 *3
1-RQQXE	1.0.1	None *2 *3
1-RH3GA	1.0.1	None *2 *3
1-S38XT	1.0.1	None *2 *3
1-S3C7H	1.0.1	None *2 *3
1-RWEVP	1.0.1	None *2 *3
1-RYZ7X	1.0.1	None *2 *3
1-T3RFE	1.0.1	1-QWOVA
1-T6D9M	1.0.1	None *2 *3
1-TWN66	1.0.1	None *2 *3

\*1 This patch will remain in the patch list, even after the system is upgraded to V.1.0.1.

\*2 This patch can be installed any time

\*3 This patch is only for F-5000 system version 1.01.

For example, if you find 1-T3RFE in the Update info list, 1-QWOVA should be listed somewhere above 1-T3RFE.

- If you find that the system software has the wrong patch configuration, system re-installation is required.

Refer to the next section “*System Re-installation procedure for recovery*”.

If you cannot see any problem in the current patch configuration, the bugs of the Backup & Restore feature do not affect the system software.

This means that the current problem with the controller unit may be caused by another factor/reason.

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Model: AP-C1

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**System Re-installation procedure for recovery**

When you have judged that the system software has the wrong patch configuration, system software re-installation is needed for recovery.

1. Print out the configuration sheet.
2. Make sure that the special patch 1-UFW3 is already installed.  
(Note: Unless the special patch 1-UFW3 is installed, do not use the backup feature.)
3. Back up the machine configuration by using the backup feature (from the *Command Workstation* menu)
4. Perform the system re-installation.  
(For the detailed system re-installation procedure, refer to the service manual pages 4-5 to 4-11.)
7. Apply the special patch 1-UFW3.  
(For the installation procedure, refer to RTB No. **RB222035**)
5. Restore the backup file.  
(Note: Do not use the restore feature until the special patch is applied.)
6. Install the patches for E-5000 on the system.

Model: AP-C1		Date: 21-Mar-08	No.: RB222041
Subject: Patch Release for E-5000 V.1.01 (1-RQQXE.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-RQQXE.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-RQQXE.ps</b>	Secure Erase functionality improvement.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787554.exe** until you get the **1-RQQXE.ps** file.
2. Download/Import the patch file "**1-RQQXE.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RQQXE**".

Model: AP-C1		Date: 21-Mar-08	No.: RB222042
Subject: Patch Release for E-5000 V.1.01 (1-RWEVP.ps)		Prepared by: T. Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-RWEVP.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-RWEVP.ps</b>	Scanned jobs with LEF paper direction and saved as JPEG cannot be opened in Adobe Illustrator 10..

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

None

## Patch Update Procedure

1. Extract **G8787558.exe** until you get the **1-RWEVP.ps** file.
2. Download/Import the patch file "**1-RWEVP.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RWEVP**"

Model: Apollon-C1 EFI (E-5000)		Date: 03-Apr-08	No.: RB222043
Subject: Patch Release for E-5000 V.1.01 (1-UCLZQ.ps)		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-UCLZQ.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-UCLZQ.ps</b>	Printing stops in the middle when printing certain PS jobs.

**NOTE: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though 1-UWFVR is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Patch Update Procedure

1. Extract **G8787565.exe** until you get the **1-UCLZQ.ps** file.
2. Download/Import the patch file "**1-UCLZQ.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-UCLZQ.**"

Model: AP-C1		Date: 23-Oct-08	No.: RB222044
Subject: Patch Release for E-5000 V.1.01 (1-XAUJ3.ps)		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-XAUJ3.ps** for Printer Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-XAUJ3.ps</b>	The image on the second copy of a print is rotated 90 degrees when printing a job from Illustrator CS3 on OSX10.5.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

## Patch Update Procedure

1. Extract **G8787566.exe** until you get the **1-XAUJ3.ps** file.
2. Download/Import the patch file "**1-XAUJ3.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. Please select "Shut Down" and then "Reboot System" on the Fiery LCD.
5. Please wait until the Fiery comes to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-XAUJ3.ps**".

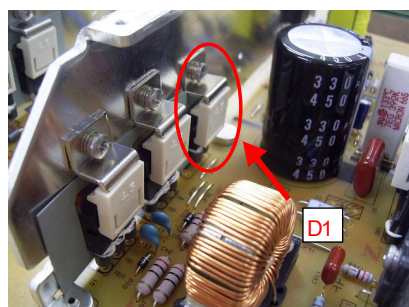
Model: Apollon-C1c/d		Date: 26-Nov-08	No.: RB222045
Subject: Defective PSU		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input checked="" type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

Defective PSU

## CAUSE

The main power switch is turned off suddenly (without first turning off the operation switch), unconformity occurs at the time of movement stop/start in the circuit, resulting in unexpected current flow. As a result, a diode on the PSU is damaged.



## SOLUTION

The capacity of the diode (D1) will be increased from 40A to 170A on June 2008; the part number is AZ24 0150.



Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222046
Subject: HDD Format Utility for E-5000		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

This RTB is the release note for HDD format utility 1.0 for Color Controller E-5000.

Program Name	Issue(s)
HDD Format Utility Version 1.0	<p><b>Symptom:</b> Very rarely, the system software installation tool does not format the Fiery's hard drive as expected. "Please wait..." keeps appearing on the LCD and the system doesn't come to idle after system installation.</p> <p><b>Reason:</b> It is found that if the HDD is connected to a SATA port other than SATA0, the HDD may not be formatted when performing the system re-installation. (At the factory, the HDD is connected to SATA0. This situation may happen at HDD replacement.)</p>

## How to use this utility:

1. Extract **G8787568.exe** until you get the **System8eFormat.zip** file.
2. Unzip the "**System8eFormat.zip**" file and burn the .ISO image onto a CD.
3. Connect the client computer to the Fiery using a crossover cable.
4. Set the DIP switch to service mode.
5. Insert the CD you burn in step # 2 into the CD drive of the client computer.
6. Follow the instructions and format the Fiery's hard drive.

## Note:

In the middle of the installation procedure, you may see

- "Fiery System Software Installer" indicated as the window title.
- "This installer will install system software on your Fiery" indicated as the explanation.

These are incorrect, so please ignore them.

Model: Apollon-C1 EFI (E-5000)

Date: 26-Dec-08

No.: RB222046



Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222047
Subject: Patch Release for E-5000 V.1.01 (1-STKXK.ps)		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-STKXK.ps** for Color Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-STKXK.ps</b>	<ul style="list-style-type: none"> <li>The Print Range section is missing from CommandWorkStation job properties under the Job Info section.</li> <li>Printing a booklet job is canceled when user code authentication is set on the copier.</li> </ul>

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though **1-STKXK** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Important Note:

For all the functionalities to work, this patch needs to be used in conjunction with Command Workstation 4.6.0.34.

## Patch Update Procedure

1. Extract **G8787570.exe** until you get the **1-STKXK.ps** file.
2. Download/Import the patch file "**1-STKXK.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-STKXK**".

Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222048
Subject: Patch Release for E-5000 V.1.01 (1-VXUKA.ps)		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

This RTB is the release note for Patch File **1-VXUKA.ps** for Color Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-VXUKA.ps</b>	A General SMB operation error occurs when scanning via SMB to a Windows Vista share folder.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though **1-VXUKA** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Patch Update Procedure

1. Extract **G8787569.exe** until you get the **1-VXUKA.ps** file.
2. Download/Import the patch file "**1-VXUKA.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-VXUKA**".

Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222049
Subject: Patch Release for E-5000 V.1.01 (1-XER9Q.ps)		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (      )		

This RTB is the release note for Patch File **1-XER9Q.ps** for Color Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-XER9Q.ps</b>	An incorrect message keeps showing on the LCD after printing a few copies of PowerPoint job with punch, staple and duplex settings.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though **1-XER9Q** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Patch Update Procedure

1. Extract **G8787567.exe** until you get the **1-XER9Q.ps** file.
2. Download/Import the patch file "**1-XER9Q.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-XER9Q**".

Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222050
Subject: Patch Release for E-5000 V.1.01 (1-Z3AU4.ps)		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-Z3AU4.ps** for Color Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-Z3AU4.ps</b>	<ul style="list-style-type: none"> <li>The print job stops when a fax print job and a file print job are sent at the same time.</li> <li>Scanning with Platen and Mixed size scan options will destabilize the scanner.</li> </ul>

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though **1-Z3AU4** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Patch Update Procedure

1. Extract **G8787571.exe** until you get the **1-Z3AU4.ps** file.
2. Download/Import the patch file "**1-Z3AU4.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-Z3AU4**".

Model: Apollon-C1 EFI (E-5000)		Date: 26-Dec-08	No.: RB222051
Subject: Patch Release for E-5000 V.1.01 (1-107AV6.ps)		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB is the release note for Patch File **1-107AV6.ps** for Color Controller E-5000 system version 1.01.

Patch File	Issue(s)
<b>1-107AV6.ps</b>	Some of the texts are overlapping each other.

**NOTES: This patch is only for E-5000 system version 1.01.**

## Prerequisite(s):

1-UWFVR

Though **1-107AV6** is an independent patch, it is necessary to apply 1-UWFVR beforehand as a prerequisite patch to apply this patch.

## Patch Update Procedure

1. Extract **G8787572.exe** until you get the **1-107AV6.ps** file.
2. Download/Import the patch file "**1-107AV6.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-107AV6**".

Model: Apollon-C1c/d		Date: 9-Mar-09	No.: RB222052
Subject: Bit Switches		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other (      )		


## SP1-XXX (Service Mode)

1001	Bit Switch		
001	Bit Switch 1		0      1
	bit 0	DFU	-      -
	bit 1	DFU	-      -
	bit 2	DFU	-      -
	bit 3	<b>No I/O Timeout</b>	0: Disable      1: Enable
	Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	<b>SD Card Save Mode</b>	0: Disable      1: Enable
	Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ "Card Save Function" in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	-      -
	bit 6	DFU	-      -
	bit 7	<b>[RPCS,PCL]: Printable area frame border</b>	0: Disable      1: Enable
	Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.		

1001	Bit Switch		
002	Bit Switch 2		0      1
	bit 0	DFU	-      -
	bit 1	DFU	-      -
	bit 2	<b>Applying a collation Type</b>	Shift Collate      Normal Collate



Model: Apollon-C1c/d	Date: 9-Mar-09	No.: RB222052
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		A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured. <div>  <b>Note</b> </div> <ul style="list-style-type: none"> <li>If #5-0 is enabled, this Bit Switch has no effect.</li> </ul>	
bit 3	<b>[PCL5e/c,PS]: PDL Auto Switching</b>	0: Enable	1: Disable
	Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.		
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-

<b>1001</b>	<b>Bit Switch</b>		
003	Bit Switch 3	0	1
	bit 0	DFU	-
	bit 1	DFU	-
	bit 2	<b>[PCL5e/c]: Legacy HP compatibility</b>	0: Disable 1: Enable
		Enable: Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A"	
	bit 3	DFU	-
	bit 4	DFU	-
	bit 5	DFU	-
	bit 6	DFU	-
	bit 7	DFU	-

<b>1001</b>	<b>Bit Switch</b>		
004	Bit Switch 4 <b>DFU</b>	-	-


<b>1001</b>	<b>Bit Switch</b>		
005	Bit Switch 5	0	1
	bit 0	<b>Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.</b>	Disable Enable

Model: Apollon-C1c/d	Date: 9-Mar-09	No.: RB222052
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		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	<b>[PS] PS Criteria</b>	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	<b>Increase max number of the stored jobs to 1000 jobs.</b>	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

<b>1001</b>	<b>Bit Switch</b>			
006	Bit Switch 6	DFU	-	-

<b>1001</b>	<b>Bit Switch</b>			
007	Bit Switch 7	DFU	-	-

<b>1001</b>	<b>Bit Switch</b>			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	<b>[PCL,PS]: Allow BW jobs to print without requiring User Code</b>	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled.		
		<div>  <b>Note</b> </div> <ul style="list-style-type: none"> <li>Color jobs will not be printed without a valid user code.</li> </ul>		

Model: Apollon-C1c/d	Date: 9-Mar-09	No.: RB222052
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	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	[PS]: Orientation Auto Detect Fuction	Disable	Enable
		Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content.		
		<div>  Note         </div> Applied to PS firmware ver 1.01		
	bit 7	DFU	-	-

**Reissued:30-Apr-09**

Model: Model AP-C1	Date: 10-Apr-09	No.: RB222053a
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**RTB Reissue**

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

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

**SYMPTOM**

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

**Note:** This issue affects all AP-C1 machines.

**CAUSE**

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

**SOLUTION**
**In the field:**

Replace the touch panel (**see the procedure below**).

**Service parts:**

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

Old Part Number	New Part Number	
B2231494:	<b>B2239900</b>	Touch Panel: W-VGA:F

**Cut-in Serial Numbers**

As mentioned above, this issue affects all AP-C1 machines.

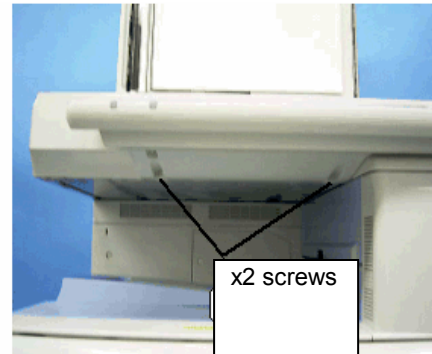
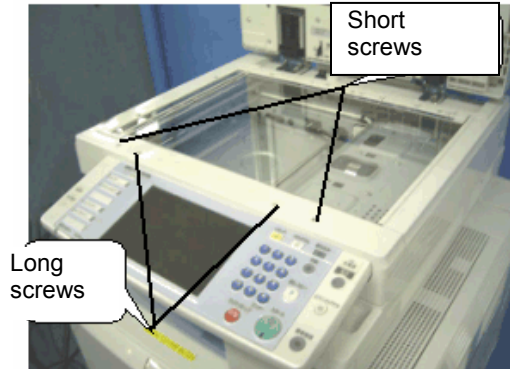
Model: Model AP-C1

Date: 10-Apr-09

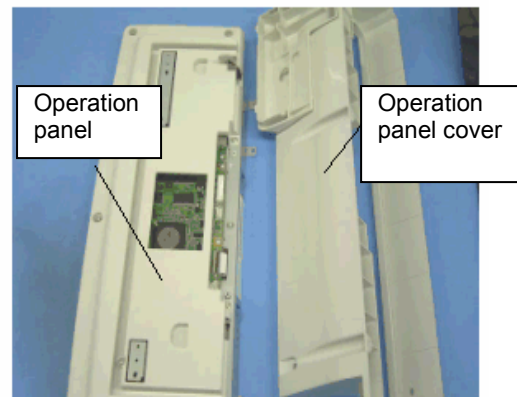
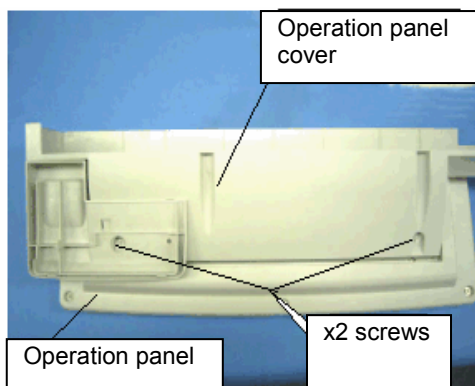
No.: RB222053

## Touch Panel Replacement Procedure

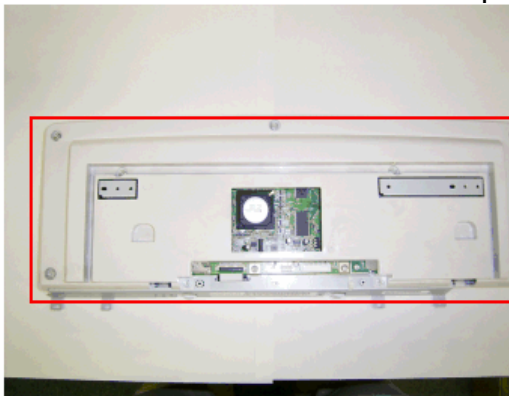
1. Remove the operation panel (screw x 6, harness x 1).



2. Remove the operation panel unit from the operation panel cover (screws x 2).



3. Remove the rear cover of the operation panel (screws x 7).

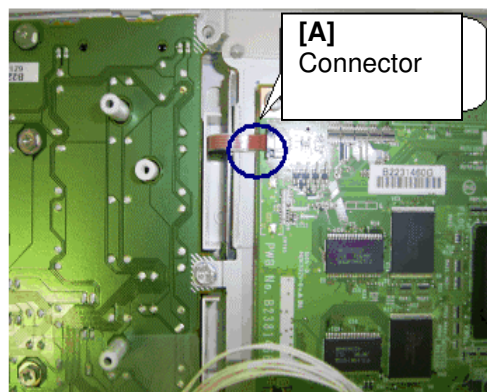
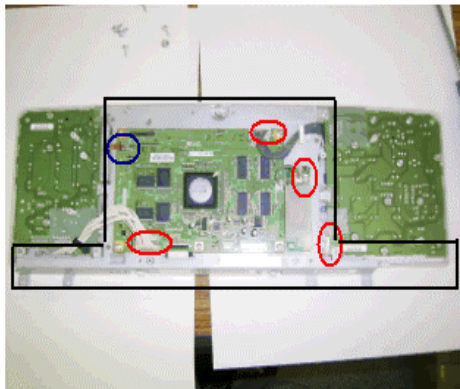


Model: Model AP-C1

Date: 10-Apr-09

No.: RB222053

4. Push the connector **[A]** to the left, and then remove the flat cable.
5. Remove the two boards inside the black frame in the top photo (screws x 7, connectors x 7).



Touch panel + LCD



Rear side



Front side

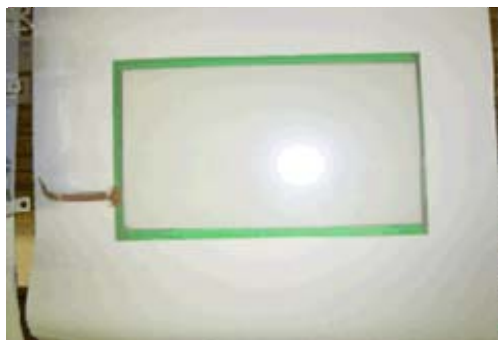
Model: Model AP-C1	Date: 10-Apr-09	No.: RB222053
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6. Remove the old touch panel from the LCD.

**Note:** The touch panel is attached to the LCD.

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

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



8. Re-assemble the operation panel unit in the reverse order of the steps above.
9. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

## Touch Panel Position Adjustment

### Notes:

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

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

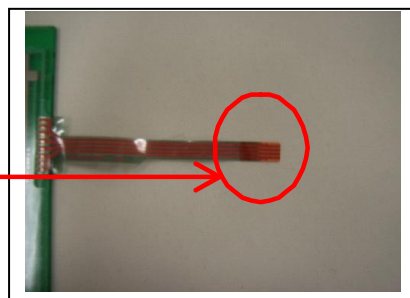
1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.
2. On the touch screen press "Touch Screen Adjust" (or press o).
3. Use a pointed (not sharp) tool to press the upper left mark .
4. Press the lower right mark when " " shows.
5. Touch a few spots on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

Model: Model AP-C1

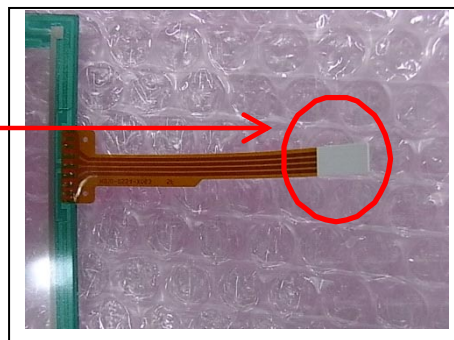
Date: 10-Apr-09

No.: RB222053

## How to distinguish the new parts from the old parts



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



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



Model: AP-C1 c/d		Date: 1-Jun-09	No.: RB222054
Subject: China Energy Label		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input 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

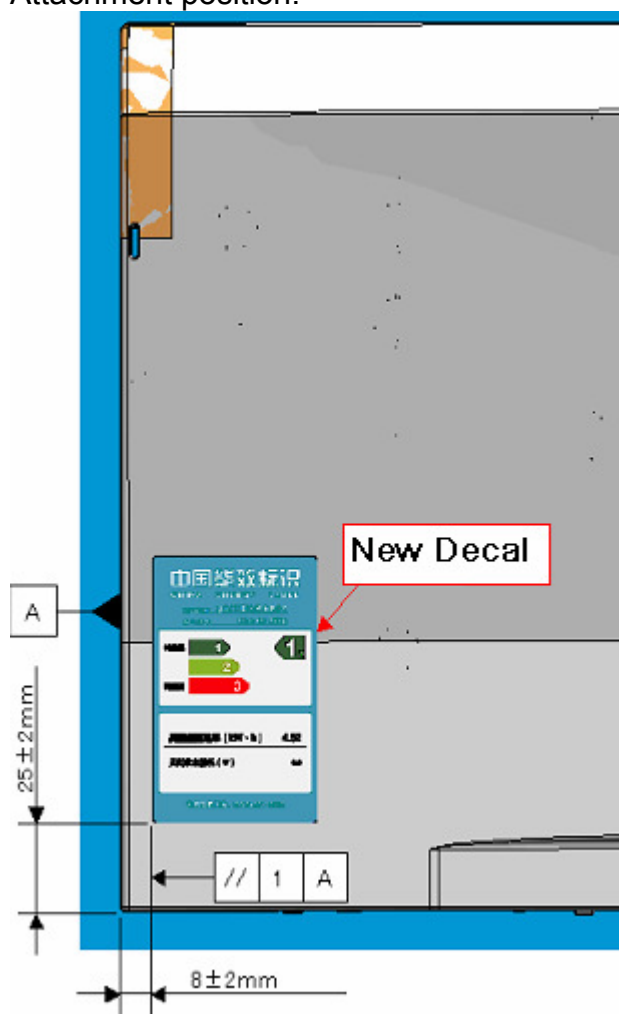
This RTB is for China models only (**B222-21** and **B224-21**).

**Change:** The following decals were added.

**Reason:** To clarify compliance with the China Energy Label Standards.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2228481	DECAL:CHINA_ENERGY_LABEL:B22221	1				For <b>B222-21</b>
	B2248481	DECAL:CHINA_ENERGY_LABEL:B22421	1				For <b>B224-21</b>

Attachment position:

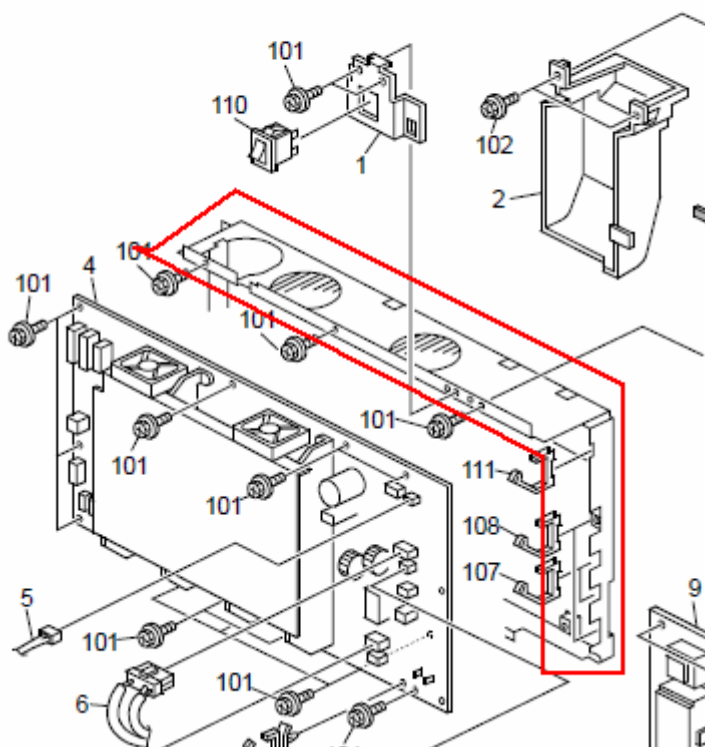


Model: AP-C1c/d		Date: 8-Jul-09	No.: RB222055
Subject: PSU Housing Unit		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2235830	BRACKET:PSU:ASS'Y	1		92		

This housing part for the PSU was added to the parts catalog.

## 41.Electrical Section 3 (B222/B224)

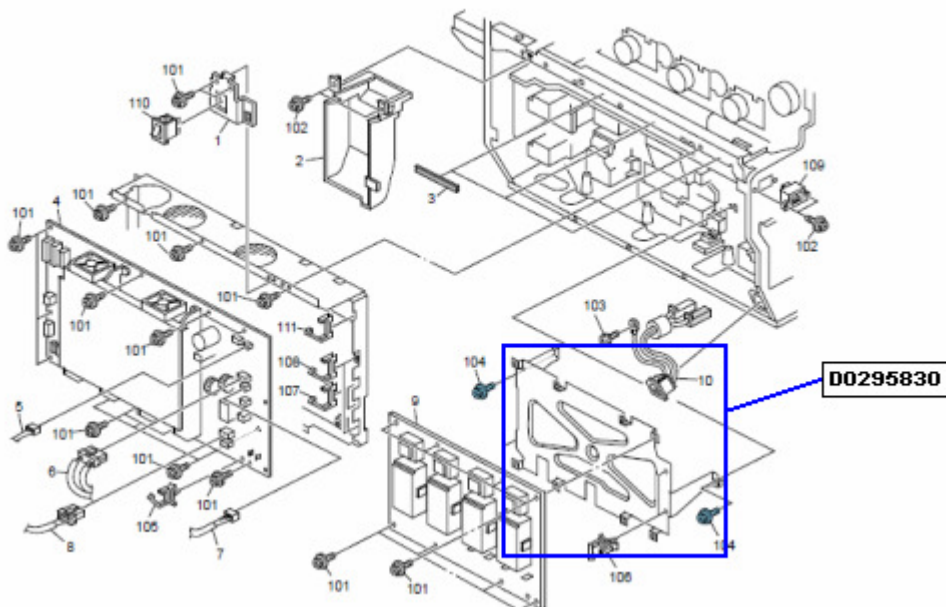


Model: Ap-C1		Date: 3-Aug-09	No.: RB222056
Subject: Power pack bracket		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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 / Reason:** The power pack bracket was added to the parts catalog.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0295830	BRACKET:POWER PACK:PEEN	1		93		

## 41.Electrical Section 3 (B222/B224)



Model: AP-C1c/d		Date: 5-Aug-09	No.: RB222057
Subject: Image problem and rattling caused by deformation of fusing roller		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

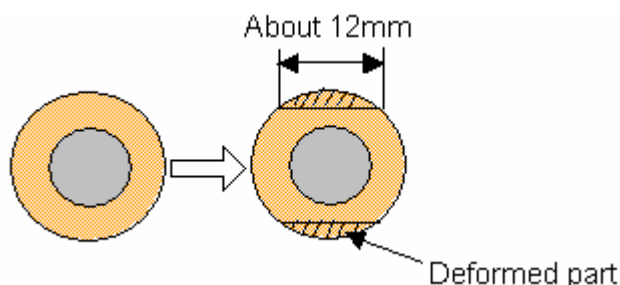
## SYMPTOM

1. Double images or uneven image density in solid image areas (color).
2. A rattling sound can be heard coming from the fusing unit.

### Note:

- You can check the image quality related symptoms (#1) by printing out the **SP2109-023** test pattern.
- You can check for rattling (#2) by performing the **SP5804-027** output check.

## CAUSE



The machine is used under the following conditions, which minimizes the frequency at which the fusing roller is rotated/idled. Also, the idling home position is constant. As a result, the same area of the fusing roller surface is exposed to the heating roller for long periods of time, which flattens out this area.

- Energy save mode is set to OFF
- The actual PV is very low (1000 prints/month or less)

Model: AP-C1c/d

Date: 5-Aug-09

No.: RB222057

**SOLUTION**

- If the symptom is reported from the field:

1. Replace the fusing roller.
2. Change **SP1115-002** from a setting of 0.7s to **0.9s**.

**Note:** This will change the home position of the fusing roller when idling is performed every hour. This prevents the same area on the fusing roller surface from being constantly exposed to heat.

- If the symptom has not been reported, but the customer uses the machine as described above (Energy save mode OFF, 1000 prints/month or less):

At the next service visit, change **SP1115-002** from a setting of 0.7s to **0.9s**.

Reissued:17-Dec-09

Model: Ap-C1	Date: 18-Aug-09	No.: RB222059b
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RTB Reissue

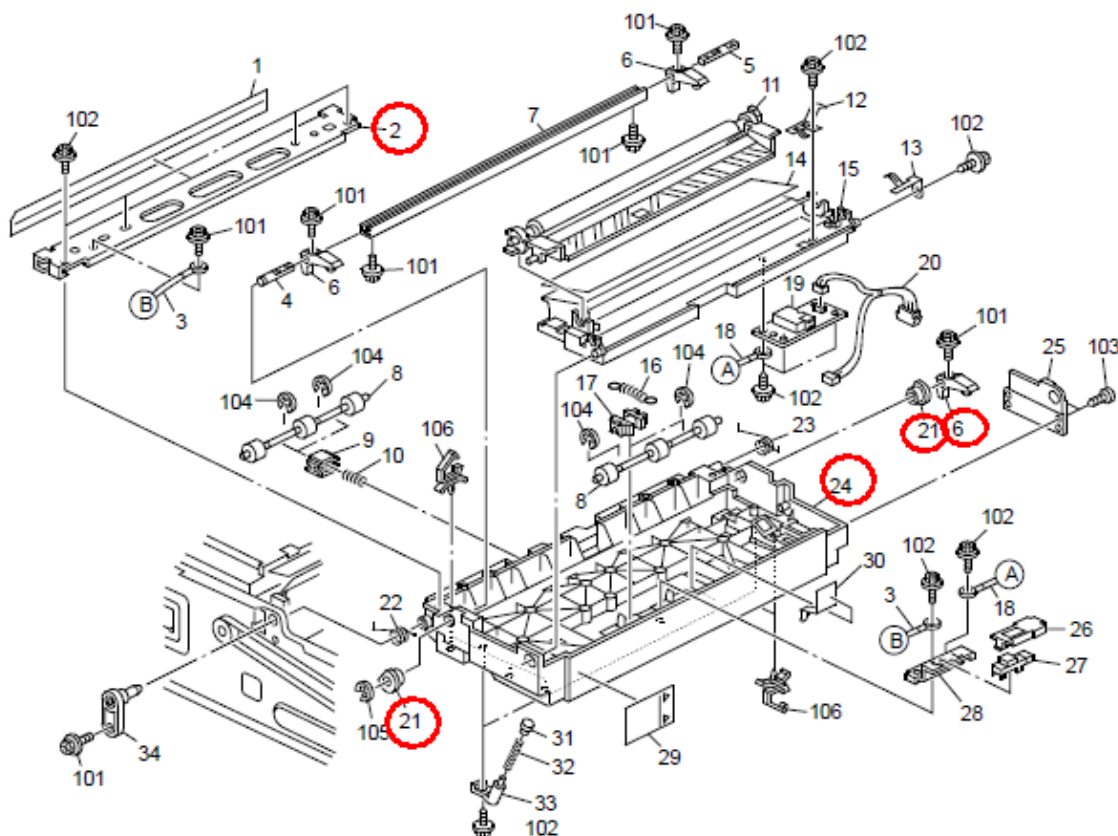
The items in ***bold italics*** were corrected or added.

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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B2234554	B2234654	BRACKET:GUIDE PLATE	1	<del>O/X</del> <b>X/O</b> as a set	67	2	
B2234661	D0294661	GUIDEPLATE:TRANSFER UNIT:HOLDER	1		67	24	
AA082145-A	AA082104A	BUSHING - 8X12X7	2		67	21	
B2236306	D0296306	LEVER:RELEASE	3		67	6	

**Change/Reason:** Parts standardization with Ap-C2.

## 28.Paper Separation (B222/B224)



**Reissued:17-Dec-09**

Model: Ap-C1	Date: 18-Aug-09	No.: RB222059b
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**Cut in Serial Numbers**

Version	Name	Product Code	Serial #
Model Ap-C1c	RICOH: Aficio MP C3500 SAVIN: C3535 Gestetner: DSc535 LANIER: LD435c	B222-17	L8977020857~
	RICOH: Aficio MP C3500 Nashuatec: MP C3500 RexRotary: MP C3500 Gestetner: MP C3500 LANIER: MP C3500	B222-67	L8976851154~
	RICOH: Aficio MP C3500 LANIER: MP C3500 Gestetner: MP C3500 infotec: ISC 3535	B222-29	L8977130001~
	infotec: ISC 3535	B222-26	-
	RICOH: Aficio MP C3500	B222-28	L8977000011~
		B222-19	L8986100001~
		B222-21	L8976900001~
	RICOH: Aficio MP C4500 SAVIN: C4540 Gestetner: DSc545 LANIER: LD445c	B224-17	L8977051083~
	RICOH: Aficio MP C4500G SAVIN: C4540g Gestetner: DSc545g	B224-57	-
	RICOH: Aficio MP C4500 Nashuatec: MP C4500 RexRotary: MP C4500 Gestetner: MP C4500 LANIER: MP C4500	B224-67	L90YMM00001~
Model Ap-C1d	RICOH: Aficio MP C4500 LANIER: MP C4500 Gestetner: MP C4500 infotec: ISC 4045	B224-29	L9076830214~
	infotec: ISC 4045	B224-26	-
	RICOH: Aficio MP C4500	B224-28	L9077000018~
		B224-19	L9076900001~
		B224-21	L9076800019~

Reissued:26-Sep-09

Model: AP-C1 c/d	Date: 21-Aug-09	No.: RB222060b
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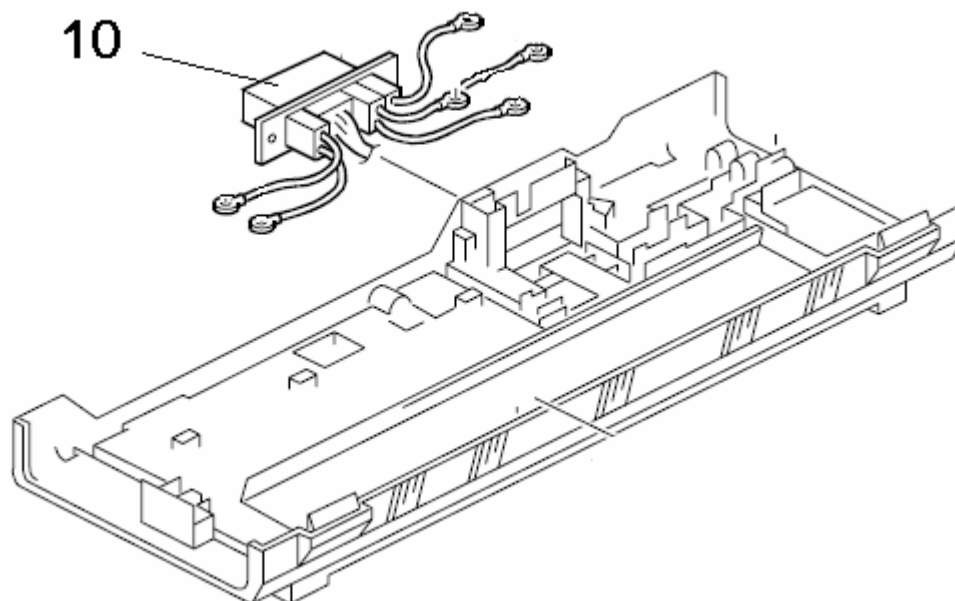
## RTB Reissue

The ***bold italic*** parts were added.

Subject: Connector for fusing unit		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input 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 / Reason:** Connector for fusing unit was missing from the parts catalog.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2234383	HARNESS:FUSING UNIT:NA	1		69	<b><i>10</i></b>	
	B2234384	HARNESS:FUSING UNIT:EU	1		69	<b><i>10</i></b>	
	<b><i>B2234386</i></b>	<b><i>HARNESS:FUSING UNIT:TWN</i></b>	<b><i>1</i></b>		<b><i>69</i></b>	<b><i>10</i></b>	





Reissued:09-Dec-09

Model: Ap-C1	Date: 08-Dec-09	No.: RB222061a
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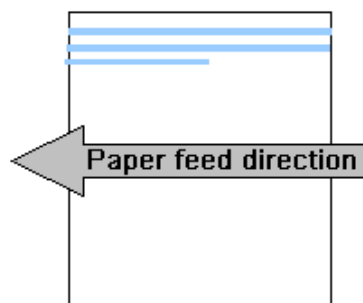
## RTB Reissue

All contents were revised for optimization and better understanding.

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

## SYMPTOM

Horizontal black or colored lines, dirty background



## CAUSE

Dirty charge roller

Mechanism:

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

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

- If the PM counter (Pages) is before 80k and the PM Counter (Rotation %) is before 100%, clean the charge roller surface (Refer to the procedure from the next page).
- If the PM counter (Pages) is already over 80k or the PM Counter (Rotation %) is already over 100%, replace the drum unit itself.

Otherwise, we may have these symptoms often during winter.

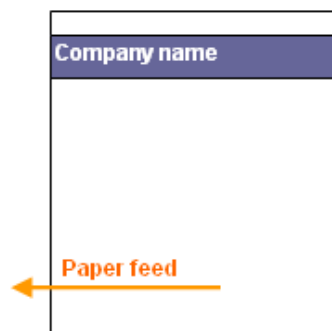
**Reissued:09-Dec-09**

Model: Ap-C1

Date: 08-Dec-09

No.: RB222061a

**Note:** If the customer makes many copies/prints of images that contain a band in the same area of the image, as shown in the illustration below, this can cause a cleaning failure to occur earlier than usual. This makes it easier for the charge roller to become dirty, even before the 80k mark.



## ACTION

1. If the following SP counter value is over 80k or 100%, replace the drum unit. If the counter value is under 80k and 100%, clean the charge roller (procedure below).

**PM Counter (Pages):**

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

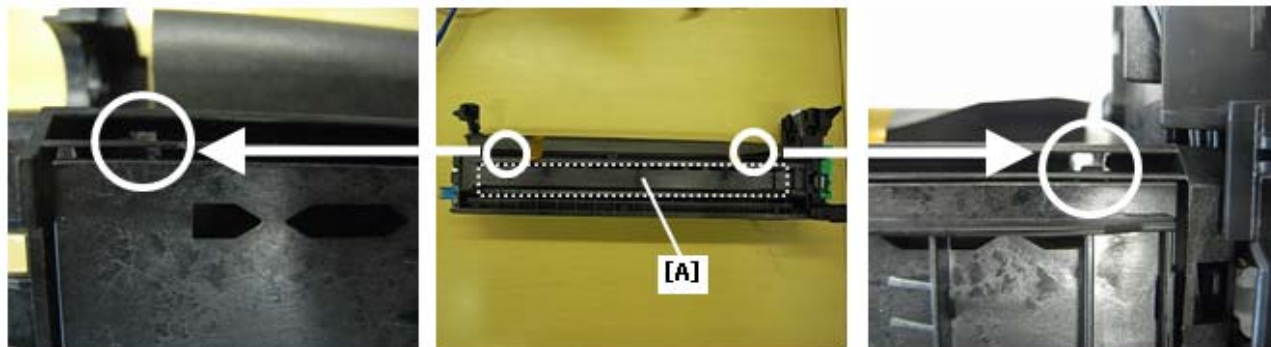
**PM Counter (Rotation %):**

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

2. If the cleaning of the charge roller does not solve the issue (this may not be effective in some user environments), replace the drum unit.

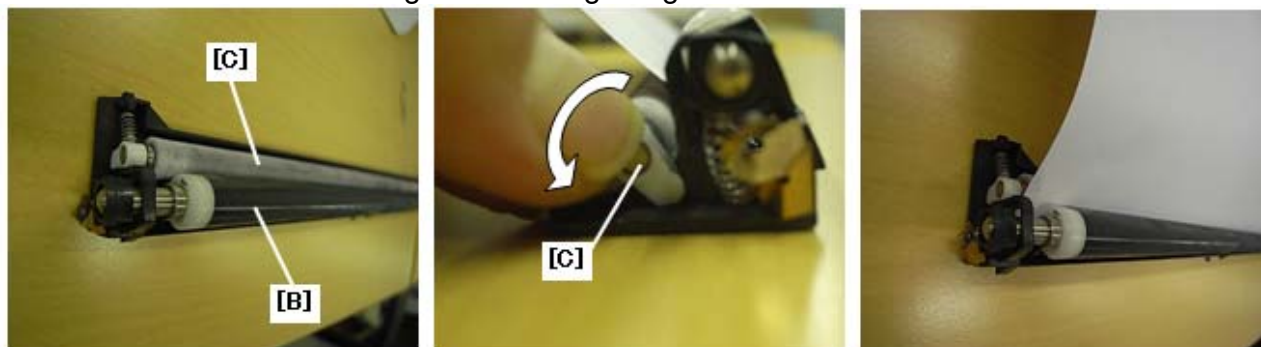
## Charge roller cleaning procedure

1. Remove the drum unit from the machine.
2. Release the hooks on the charge roller cover [A] using a screwdriver to separate the cover (together with the two rollers) from the drum frame.

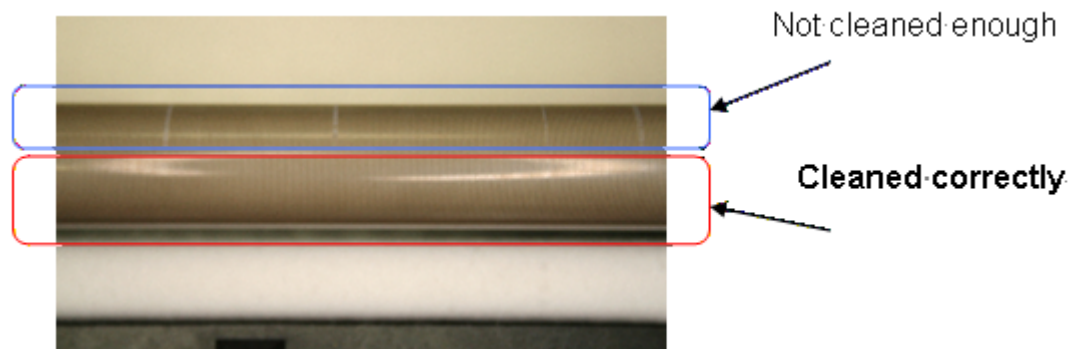
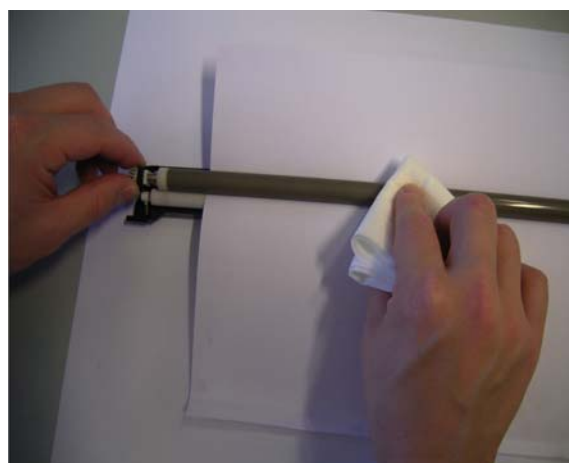


**Reissued:09-Dec-09**
**Model: Ap-C1**
**Date: 08-Dec-09**
**No.: RB222061a**

3. Tilt the Cleaning Roller [C] back, create a gap between the Cleaning Roller and the Charge Roller [B], and then insert a sheet of paper between the two rollers to prevent the surface of the cleaning roller from getting wet.



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



**Reissued:09-Dec-09**

Model: Ap-C1

Date: 08-Dec-09

No.: RB222061a

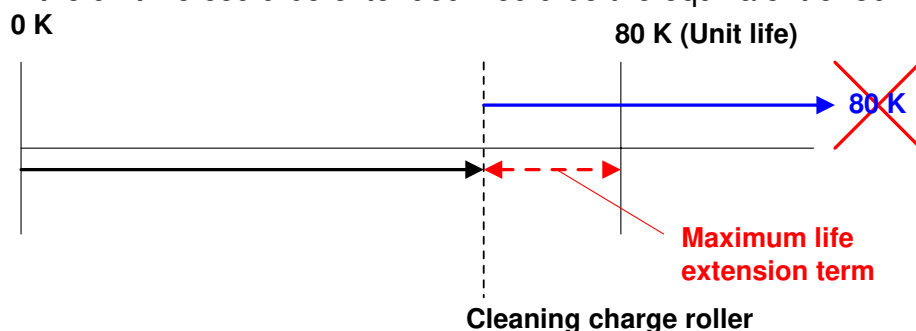
- When you clean the roller surface:
  - Be sure to wipe the surface gently. If you wipe it too strongly, parts of the roller's surface layer may peel off (The white layer underneath will be visible).



- DO NOT use alcohol on the cloth. This will cause irreversible damage to the roller surface, so only use a water-damp cloth.
  - Make sure that the Melanin roller does not get wet at all during this procedure.
5. Wait until the surface of the charge roller has completely dried, and then re-attach the rollers/cover to the drum frame.
  6. Reinstall the drum unit, and then print out the following grayscale charts to check the image quality.
    - SP2109-003-20      Gray scale (vertical)
    - SP2109-003-21      Gray scale (vertical)

## Important:

- If the unit is near its lifetime, there will be other parts inside the unit that have already experienced a certain amount of wear (cleaning blade, etc.). Therefore, after cleaning the charge roller surface, the dirtying will occur again sooner than it would with a completely new unit. (See the illustration below). The maximum amount that the unit life could be extended would be the equivalent of 80K prints.



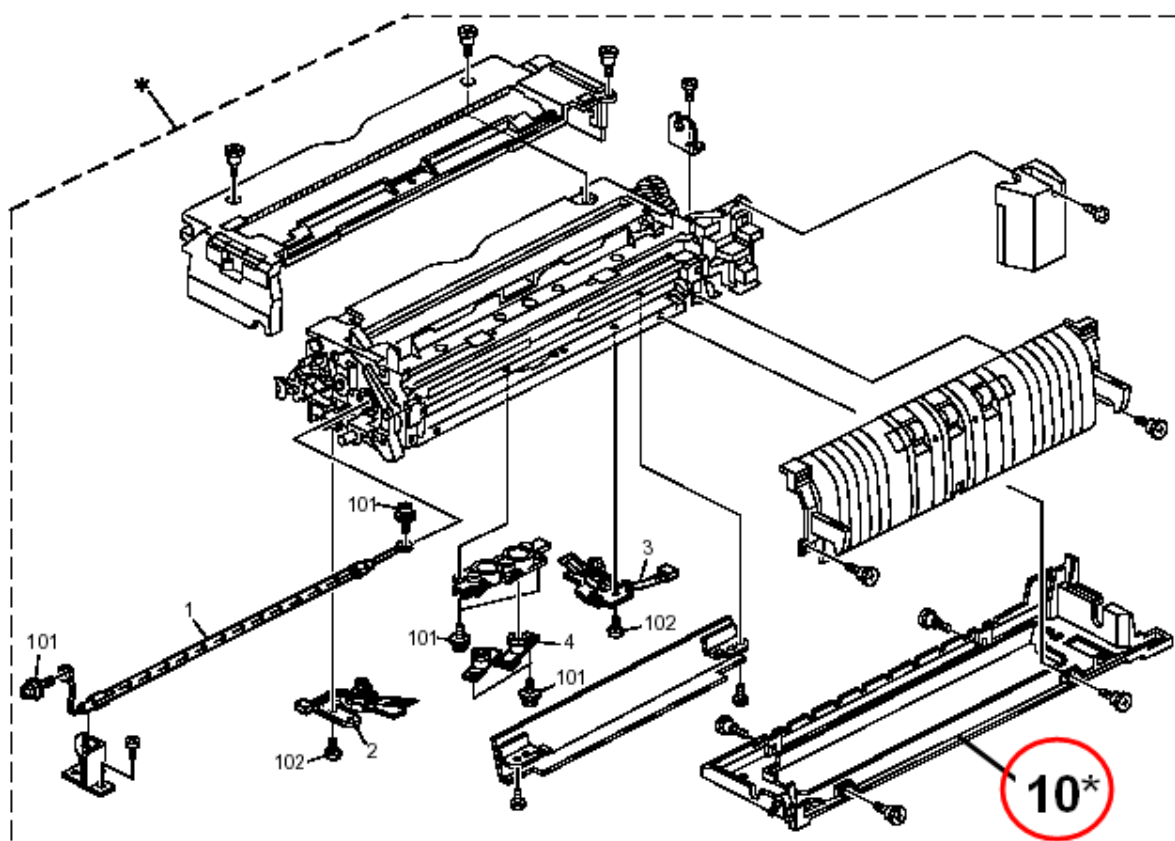
Model: AP-C1c/d		Date: 18-Feb-10	No.: RB222062
Subject:		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following part number and index were missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2234270	FUSING COVER:LOWER	1		69	10*	

**\*New Index**

**29.Fusing unit 1 (B222/B224)**



Model: AP-C1c/d		Date: 23-Feb-10	No.: RB222063
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

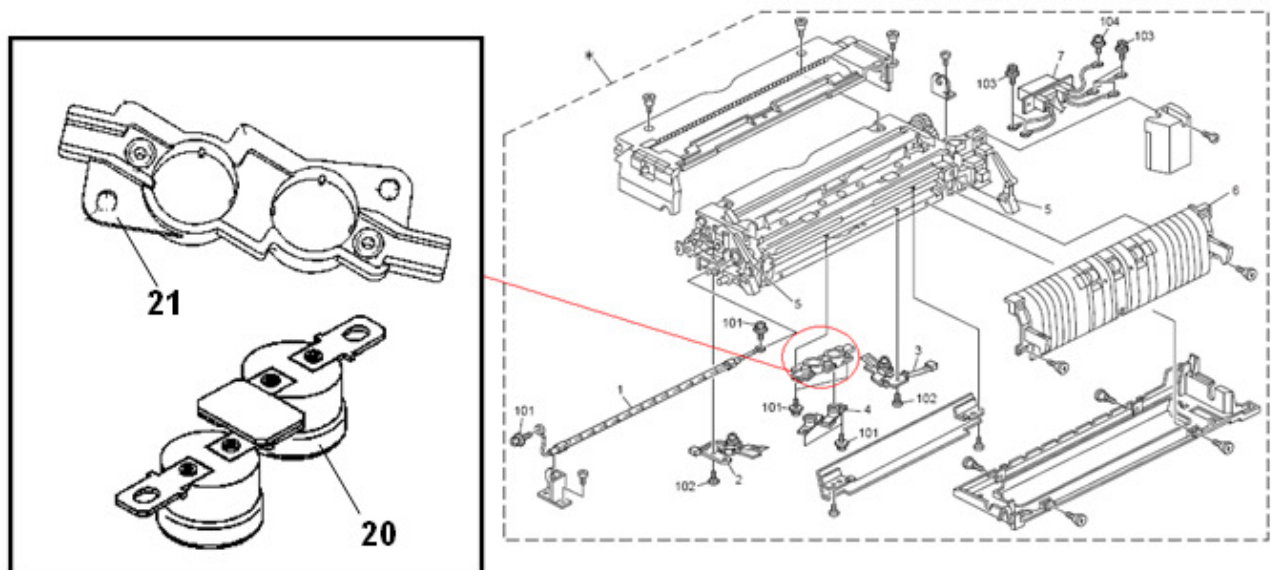
**Change/Reason:** The following two parts were missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2234161	HOUSING:THERMOSTAT	1		69	21*	
B2234162	THERMOSTAT:149C/150C	1		69	20*	

**\*New Index**

29.Fusing unit 1 (B222/B224)

Rev. 1

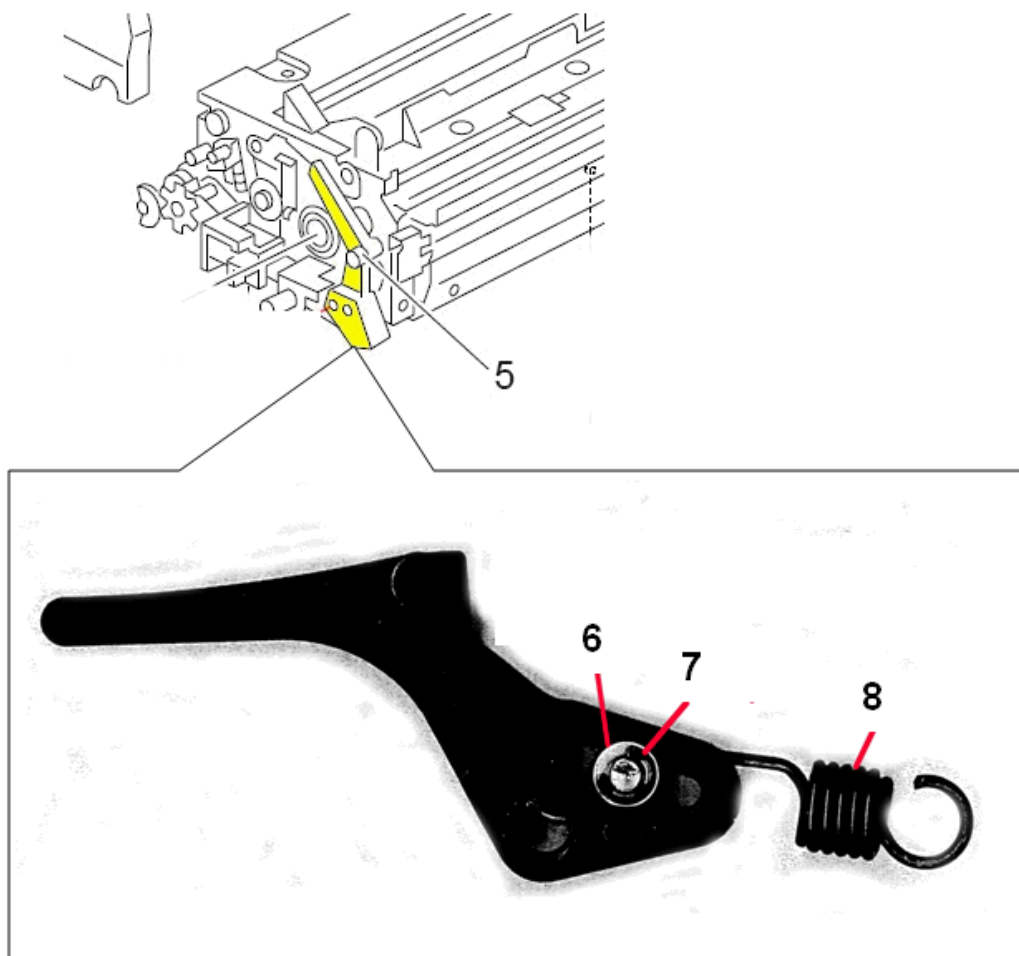


Model: AP-C1c/d		Date: 19-Mar-10	No.: RB222064
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following two parts were missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
AA148279	SHAFT:LEVER:RELEASE	1		69	6*	
07200030E	RETAINING RING - M3	1		69	7*	
AA061007	TENSION SPRING:PRESSURE	1		69	8*	

**\*New Index**





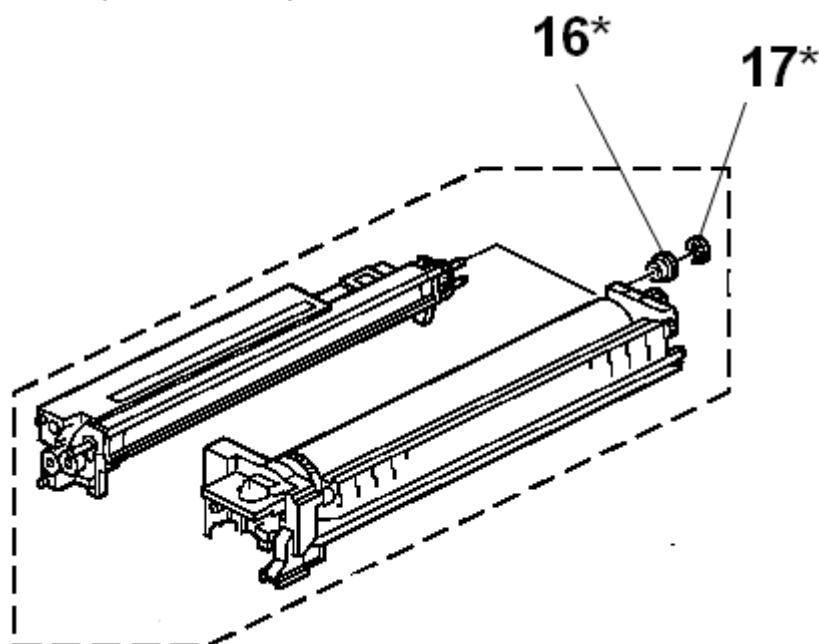
Model: AP-C1c/d		Date: 21-Apr-10	No.: RB222065
Subject: Parts catalog correction		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following parts were missing from the parts catalog

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	AA084000	BUSHING:DIA6	1		157	16	
	07200040E	RETAINING RING - M4	1		157	17	

\*New index

## 56.Accessories (B222/B224)





Reissued:14-May-10

Model: Ap-C1	Date: 07-Aug-09	No.: RB222058b
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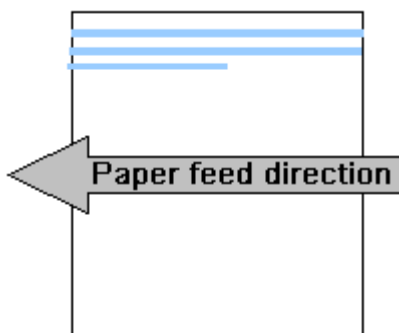
## RTB Reissue

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

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

## SYMPTOM

Horizontal black or colored lines



## Cause

Dirty charge roller.

**Note:** The charge roller gets dirty easily when continuous prints are made of images that span a wide area and have a high coverage rate. ***This is because under such conditions, more toner is supplied to develop the images, which places more wear on the cleaning blade.***

## Solution

If the symptom is reported:

Replace the drum unit or charge roller cleaning roller; refer to RTB #RB222061a.

### Proactive measure:

Use the recommended SP settings on the next page, which will make it more difficult for the charge roller to get dirty.

#### Note:

- These settings will change the timing that the machine performs engine process control (both on the AT-C1 and AP-C1).
- This is a tentative countermeasure, and may not solve the symptom completely.

**Reissued:14-May-10**

Model: Ap-C1

Date: 07-Aug-09

No.: RB222058b

**IMPORTANT:**

These settings changes are only for the AT-C1 and AP-C1. **DO NOT** perform these changes on the AT-C2 and AP-C2. The reasons for this are as follows:

- An improvement has already been applied to the AT-C2 and AP-C2 for this issue (the mounting angle of the cleaning blade was changed).
- *SP 3511-007 and SP 3511-008 operate differently (with different control parameters) on the AT/AP-C1 vs. the AT/AP-C2.*

**Reissued:14-May-10**

Model: Ap-C1

Date: 07-Aug-09

No.: RB222058b

## Recommend Settings #1

Use these settings if the customer prints images that span a wide area and have a high coverage rate.

SP No	SP Name	Default Setting	Recommended Setting	Note
3224-010	High-Coverage:Threshold	60	<b>10</b>	
3224-016	Process Control Execution Threshold	50	<b>20</b>	Change these settings <b>together at the same time.</b>
3511-007	Vsg Adj. Counter	500		
3511-008	Change AC Control Counter	500		
3512-001	During Job	30	<b>5</b>	
3237-001	Mixing Time	5	<b>10</b>	

### Note:

- Potential side effects after changing these SP values:  
If the user constantly prints out images that have a wide area, the frequency of process control will increase. Also, the time needed for process control will increase from 5 seconds to 10 seconds. As a result, productivity will decrease.
- Process control timing chart:

Printing condition		Process control timing
Image area ratio	Number of one job	
Within 10%	Over 20 pages	Approx. every <b>200</b> pages
<b>Over 10%</b>	Over 20 pages	Approx. every <b>200</b> pages
<b>Over 10%</b>	Within 20 pages	(Is not performed)

## Recommend Settings #2

Try changing the following SP values if the Recommended Settings #1 do not work.

SP No	SP Name	Default Setting	Recommended Setting	Note
3511-004	Interrupt:Potential Control: FC	200	<b>20</b>	Change these settings <b>together at the same time.</b>
3511-007	Vsg Adj. Counter	500		
3511-008	Change AC Control Counter	500		
3512-001	During Job	30	<b>5</b>	
3237-001	Mixing Time	5	<b>10</b>	

Model: AP-C2		Date: 08-Jun-10	No.: RD029046
Subject: Important notice about firmware update		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

The “E-40” error occurs when the firmware is updated to V14 (B8025603A).

### Note:

- This symptom does not occur on units that already have V14 pre-installed. It only occurs when updating to V14 in the field.
- V14 was released on the firmware download site, but it was immediately removed when this issue was discovered.

## CAUSE

Firmware bug with V14

## SOLUTION

Update the firmware to **V15** using the procedure below.

## Procedure for Updating to V15

**Important:** Before you begin this procedure, make sure to install the following Engine firmware.

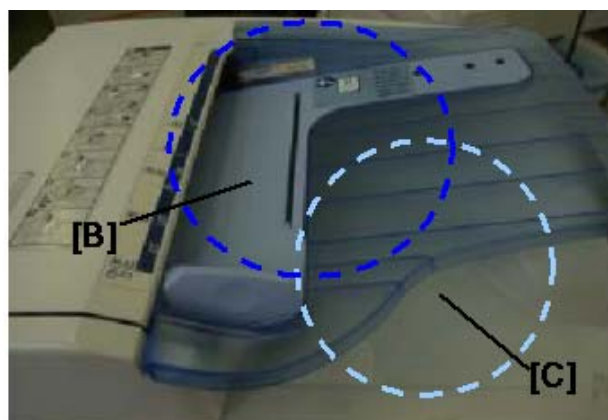
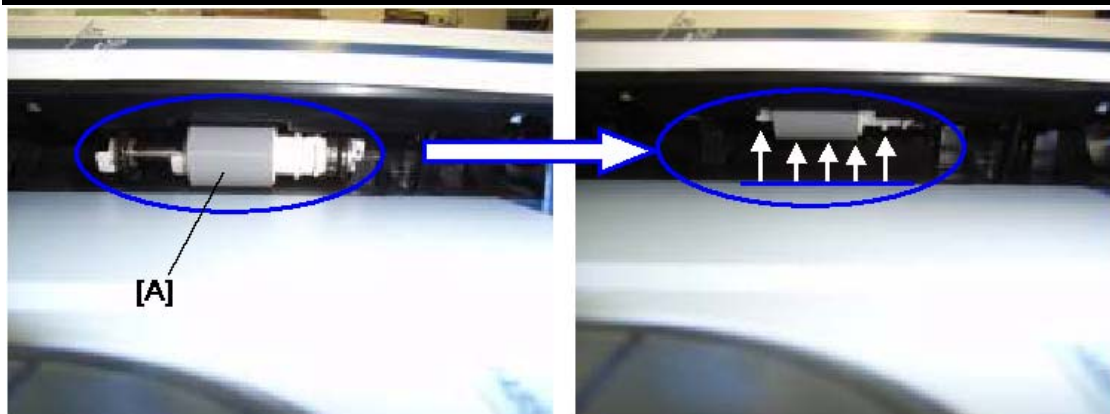
AP-C2:      **V1.53:09** or later

1. If the pick-up roller is in the lower position shown in the left photo [A], open and close the left cover to raise the roller to the upper position.
2. Make sure there is no paper inside the ADF, on the original feed table [B], or on the original exit table [C].

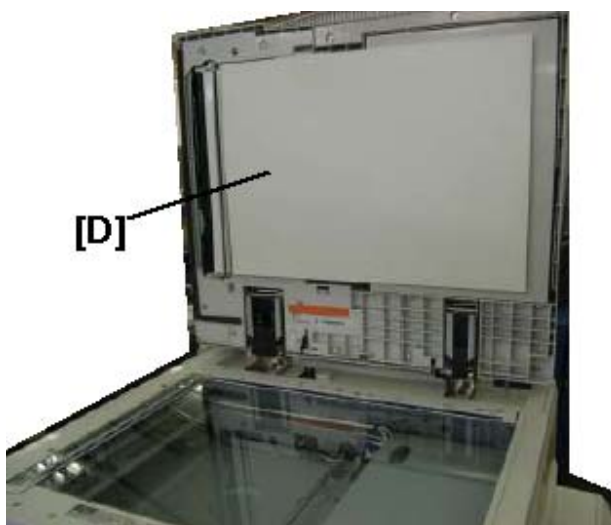
Model: AP-C2

Date: 08-Jun-10

No.: RD029046



3. Open the ADF main cover [D] as shown below, and leave it open while you update the firmware in Step 4.
4. Update the firmware to V15.



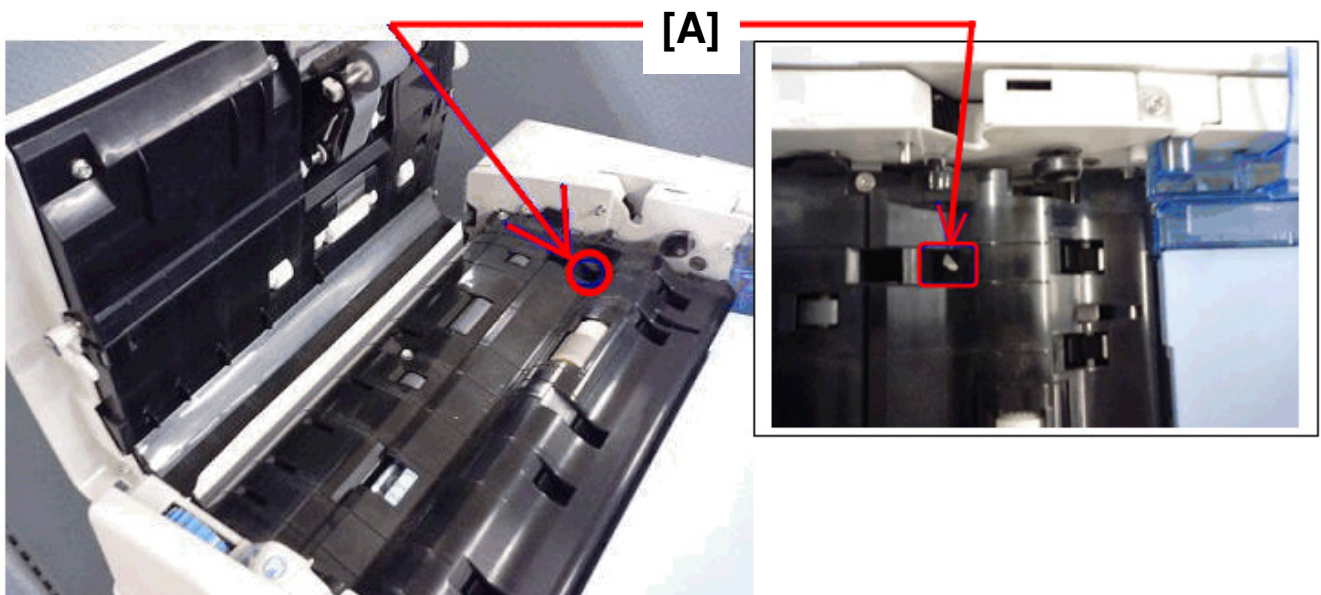
Model: AP-C1		Date: 25-Oct-10	No.: RB222066
Subject: Original Jam (Jam code 53 )		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Jam code 53

## CAUSE

Shavings from the eraser or punched chads can sometimes cover the original separation sensor in the opening shown below [A], causing a sensor misdetection.



Model: AP-C1

Date: 25-Oct-10

No.: RB222066

## SOLUTION

If the symptom is reported in the field, do one of the following.

### Temporary solution:

Remove the eraser shavings/dust and punched chads from the opening shown above [A].

### Permanent solution:

Replace the original exit cover and reverse cover with the following new parts.

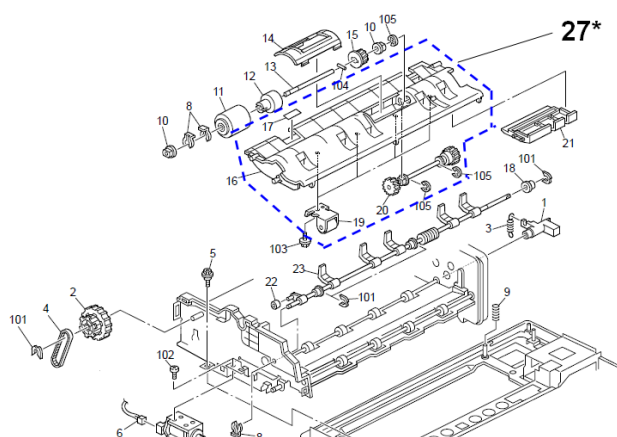
**See replacement procedure below.**

**Note:** A hole was added to the following covers to collect any eraser shavings/dust and punched chads.

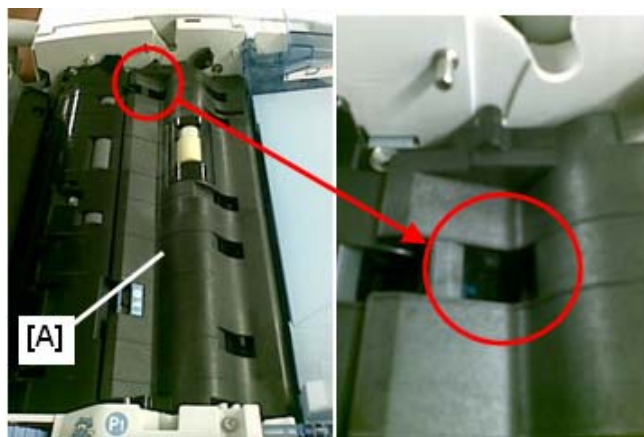
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B8023655	GUIDE:EXIT:UPPER:SUB-ASS'Y	1	X/O	15	27*	
	B8022221	GUIDE:REVERSE:OPEN AND CLOSE:SUB-ASS'Y		As a Set	9	27*	

\* New index

## 4.Original Feed 3 (B802)

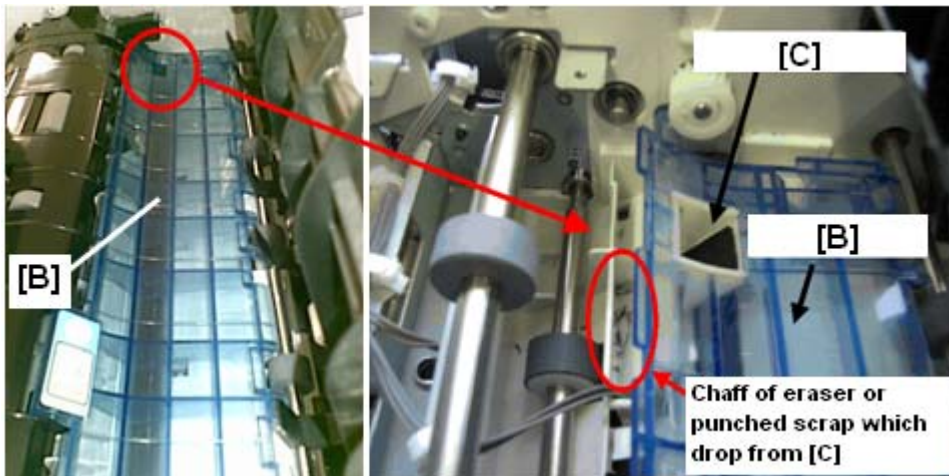
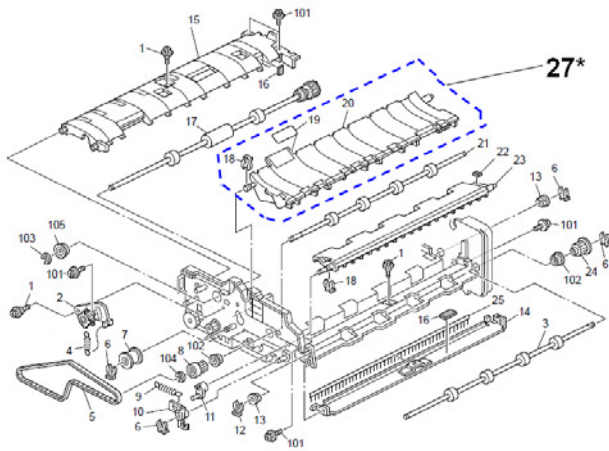


[A]: Original exit cover





### 7.Original Transfer 3 (B802)



**[B]:** Reverse cover

**[C]:** Collection area/hole



Model: AP-C1

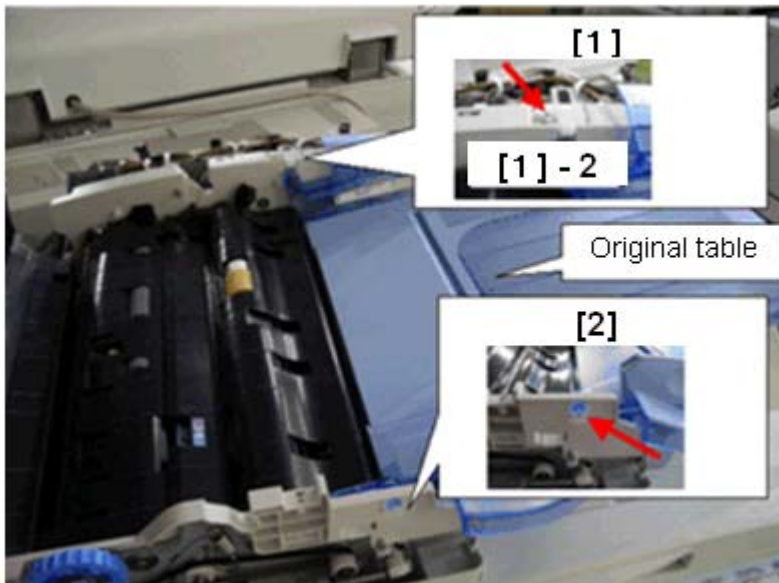
Date: 25-Oct-10

No.: RB222066

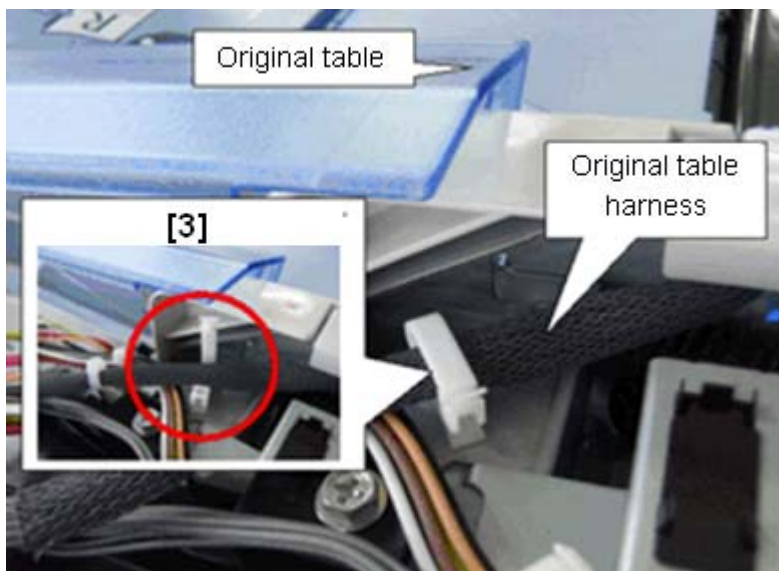
**Replacement procedure for the original exit cover and reverse cover**

**Important:** Before you begin this procedure, remove the DF rear cover.

1. Remove white cap (screw x 1).
2. Remove the snap fit.



3. Release the original table harness from the clamp.

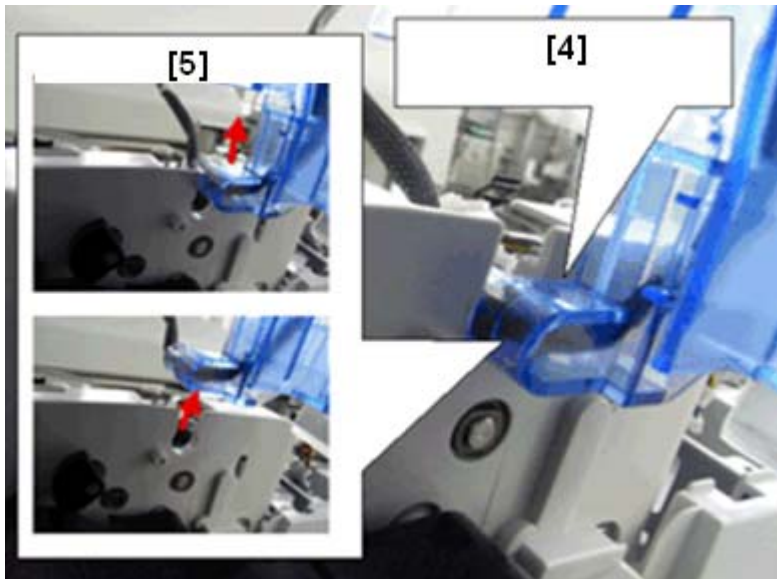


Model: AP-C1

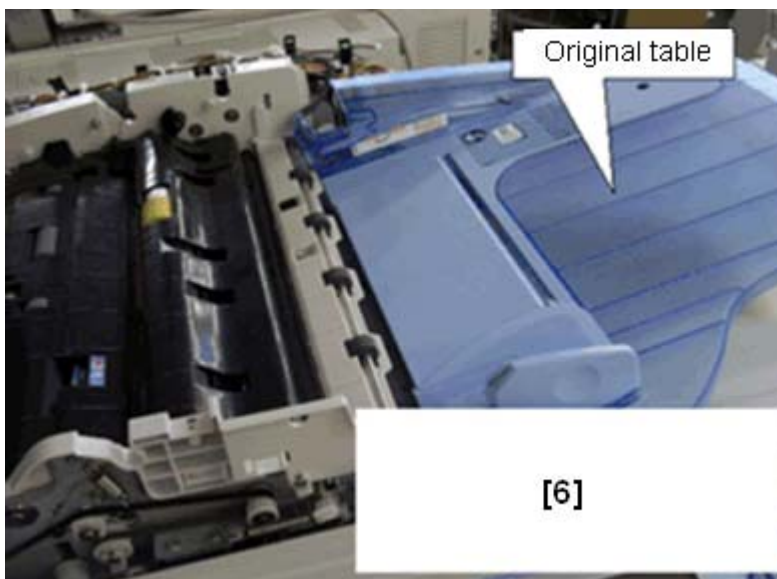
Date: 25-Oct-10

No.: RB222066

4. Tilt the original table about 90 degrees.
5. Lift the original table upward and remove it from the DF.



6. Attach the original table that you removed in Step 5 to the original exit table.  
**Note:** This is a temporary attachment.

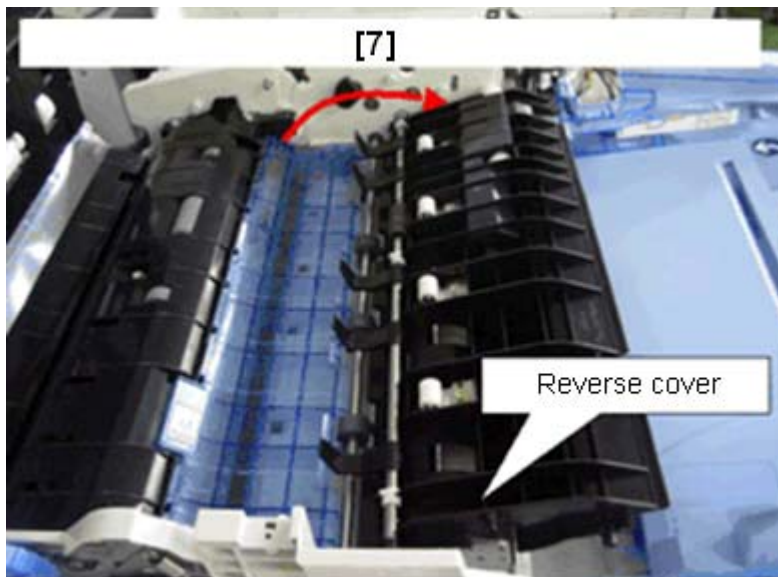


Model: AP-C1

Date: 25-Oct-10

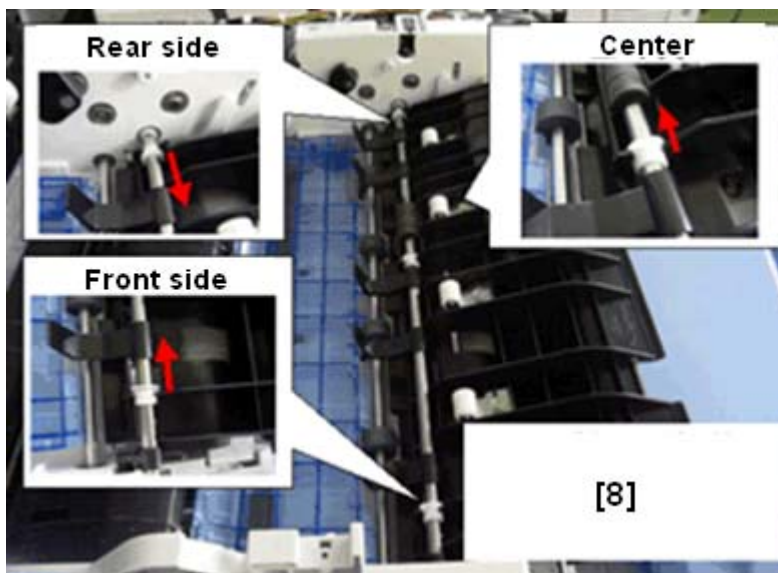
No.: RB222066

7. Rotate the reverse cover in the direction of the arrow shown.



8. Remove the reverse cover:

- Remove the e-rings in the front, rear, and center of the reverse cover.
- Slide each bushing in the direction of the arrow.
- Remove the reverse cover.

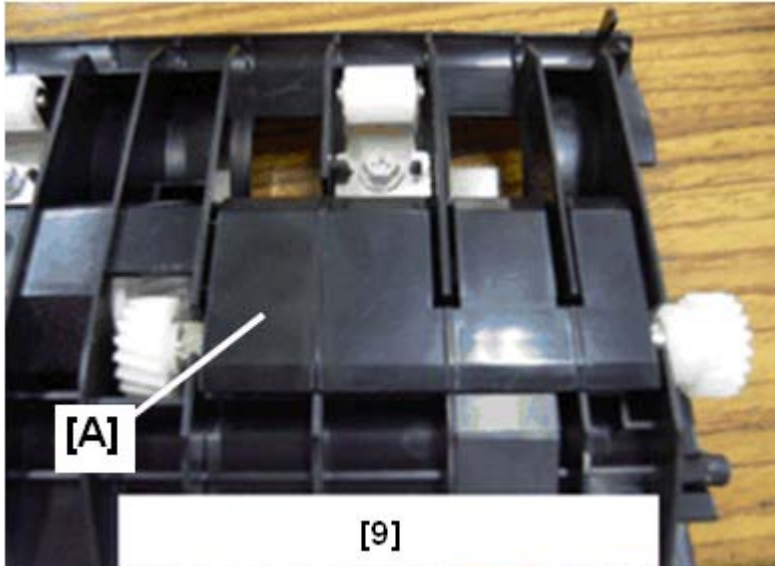


Model: AP-C1

Date: 25-Oct-10

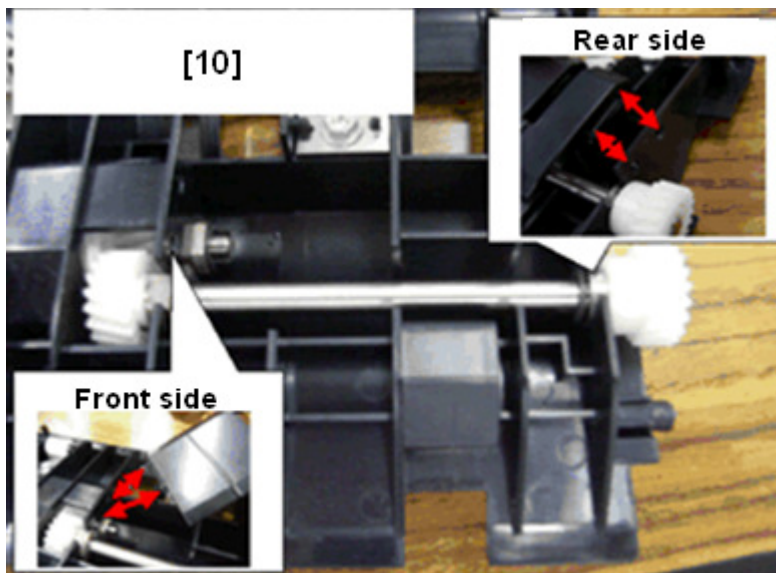
No.: RB222066

9. Remove the guide cover [A] from the rear side of the old reverse cover that you removed in Step 8.



10. Attach the guide cover [A] to the new reverse cover.

**Note:** It is easier to attach the front side of the guide cover first.



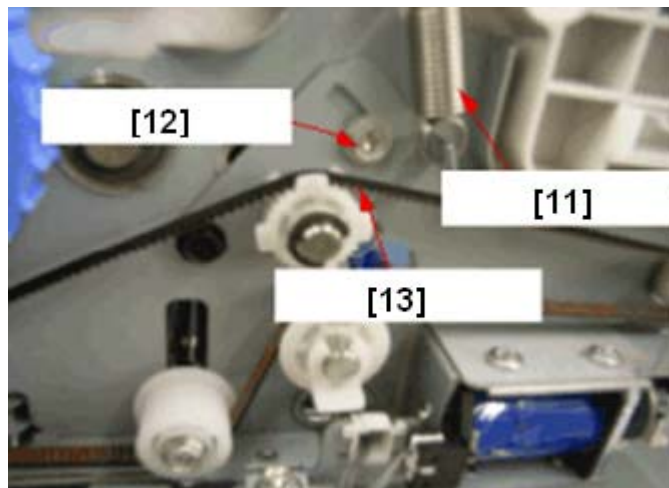


Model: AP-C1

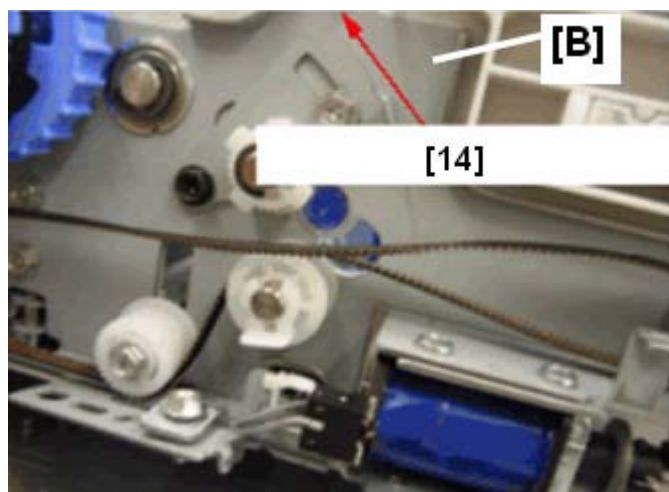
Date: 25-Oct-10

No.: RB222066

11. Remove the spring.
12. Loosen the screw.
13. Remove the belt hook from the gear.



14. Move the belt tension bracket [B] in the direction of the arrow.

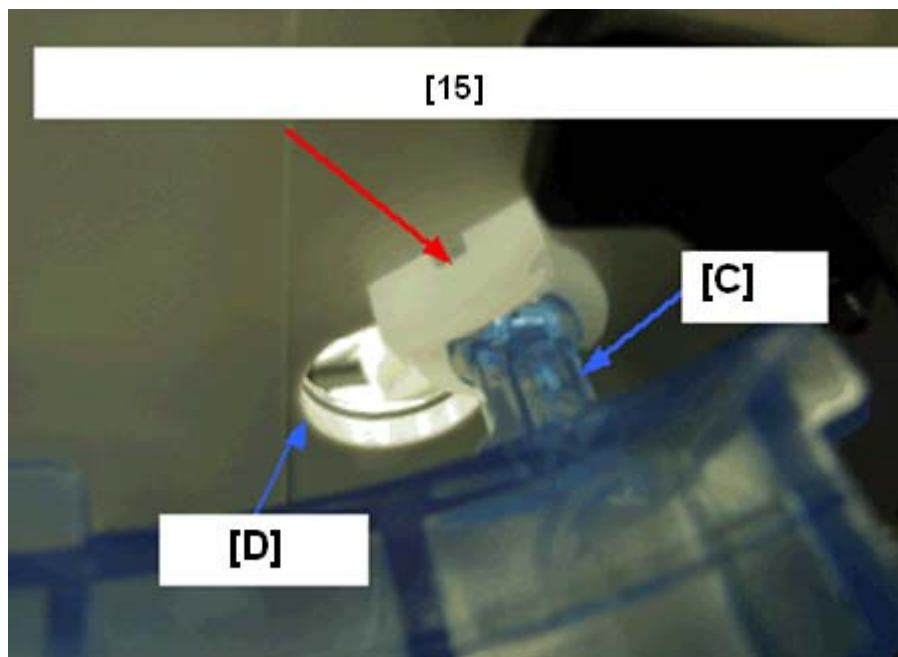


Model: AP-C1

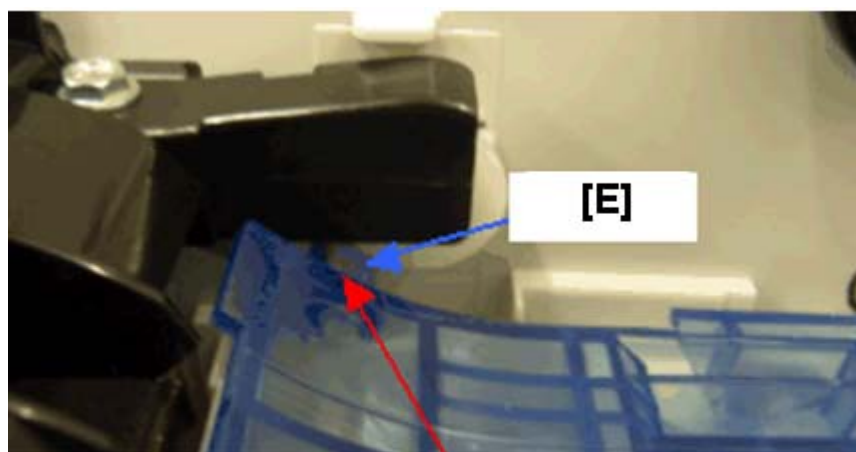
Date: 25-Oct-10

No.: RB222066

15. Remove the snap fit, and then remove the shaft [C] from the hole [D].



16. Remove the shaft from the rear side [E], and then remove the original exit cover.



[16]



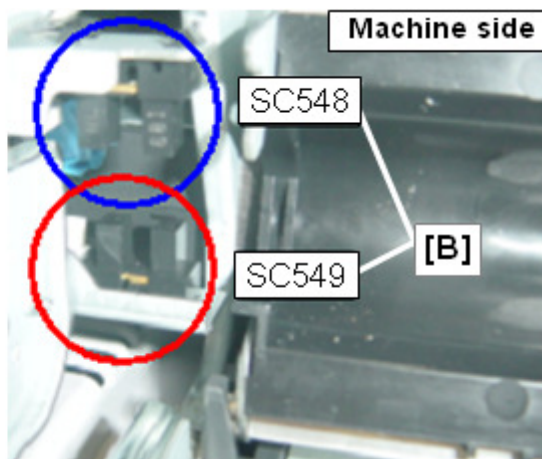
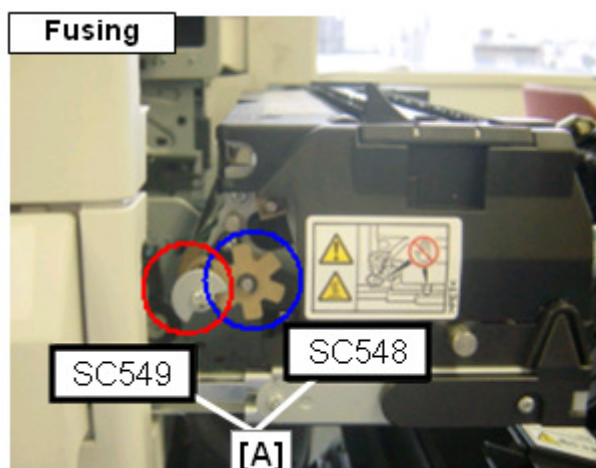
Model: AP-C1		Date: 25-Oct-10	No.: RB222067
Subject: SC548 / SC549		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

SC548 (fusing unit rotation error) or SC549 (ferrite core rotation error) occurs while the fusing unit is warming up from standby mode.

## CAUSE

- 1) Engine firmware bug: A rotation detection error occurs while the fusing unit is rotating.
- 2) The fusing unit is tilted slightly when it is attached. This causes the encoders [A] to contact the sensors in the machine [B].



Model: AP-C1

Date: 25-Oct-10

No.: RB222067

## SOLUTION

### For cause #1:

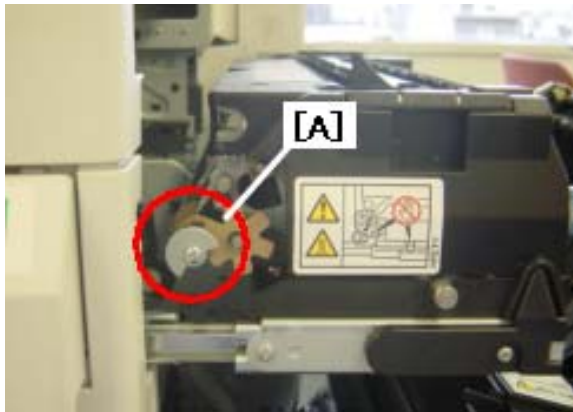
Update the Engine firmware to the following version or later.

Version	Program No.	Effective Date
V1.64:01	B2235117R	January 2010 production

**Note:** The accuracy of fusing rotation detection was improved. See RTB #RB222009 for more details.

### For cause #2:

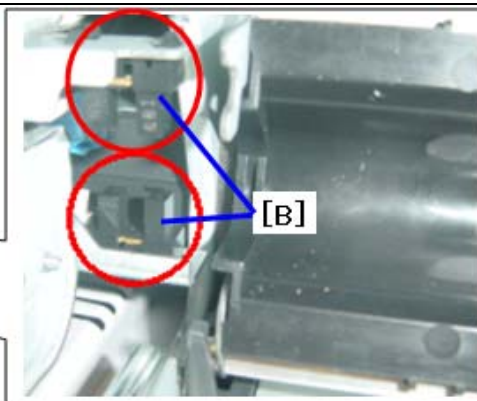
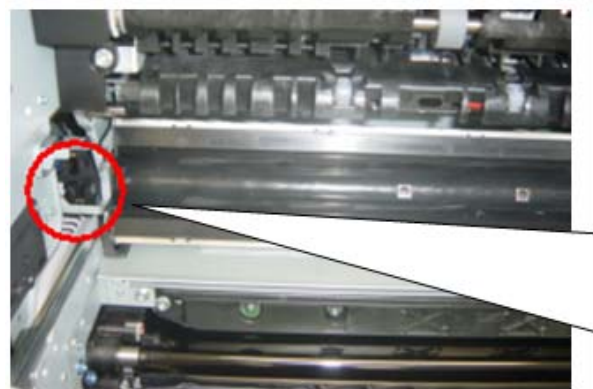
Replace the fusing unit encoder [A] and two sensors [B] on the machine side.



[A]: B2234240 (ENCODER:SENSOR:TURN)

[B]: AW020190 (PHOTOINTERRUPTOR)

**Note:** The shapes of the above parts were changed to improve the reliability of contact between the encoder and sensor.



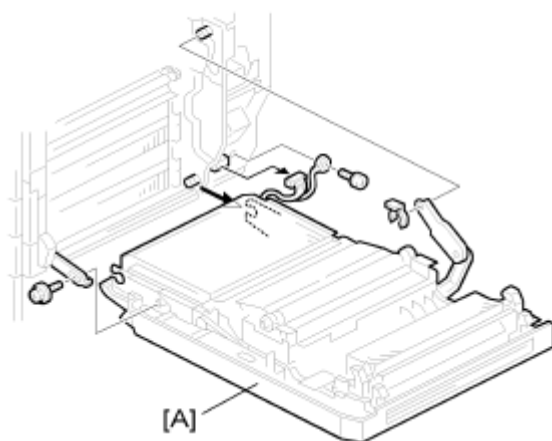


Model: AP-C1		Date: 21-Feb-11	No.: RB222068
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The duplex unit is registered as a service part.

New part number	Description	Q'ty	Page	Index	Note
B2234602	DUPLEX UNIT:DUPLEX SECTION:EXP:ASS'Y	1	79	*	New index

### Duplex Unit



**Note:** The above part contains the following parts in the parts catalog.

### Parts location

- 24. By-pass Feed Section 1 (B222/B224)
- 25. By-pass Feed Section 2 (B222/B224)
- 28. Paper Separation (B222/B224)
- 34. Duplex unit 1(B222/B224)
- 35. Duplex unit 2 (B222/B224)
- 36. Duplex unit 3(B222/B224)
- 37. Duplex unit 4 (B222/B224)
- 38. Duplex unit 5 (B222/B224)

Model: AP-C1		Date: 04-Nov-10	No.: RB222069
Subject: PCB:APC1:OP-LR:ASS'Y		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input type="checkbox"/> Tier 2

**Change/Reason:** The *following bold italic part* in MB# MB222051 was corrected due to incorrect parts information.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	<b><i>B2231464</i></b>	<b><i>PCB:APC1:OP-LR:ASS'Y</i></b>	<b><i>0-1</i></b>			<b><i>*</i></b>	
B2231475	<b><i>B2231475</i></b>	PCB OP-L	1-0	<b><i>O/O</i></b>	19	4	
B2381470	<b><i>B2381470</i></b>	PCB OP-R	1-0	<b><i>O/O</i></b>	19	31	

\*:New Index

Reissued:24-Dec-10

Model: AP-C1c/d		Date: 22-Dec-10	No.: RB222070a
Subject: 110mm interval vertical black and color line image		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

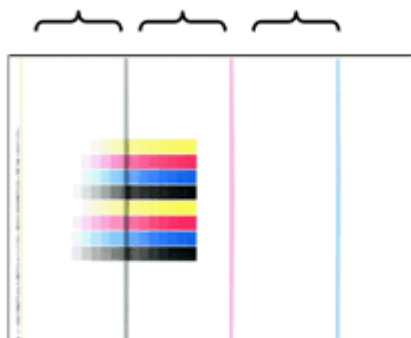
## RTB Reissue

The following ***bold italic*** parts were corrected

## SYMPTOM

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

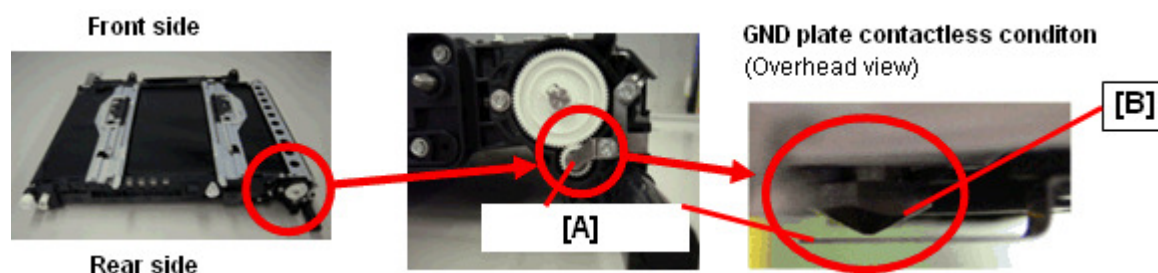
**110mm interval vertical line**  
(Drum unit interval)



**Paper feed direction**

## CAUSE

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



Reissued:24-Dec-10

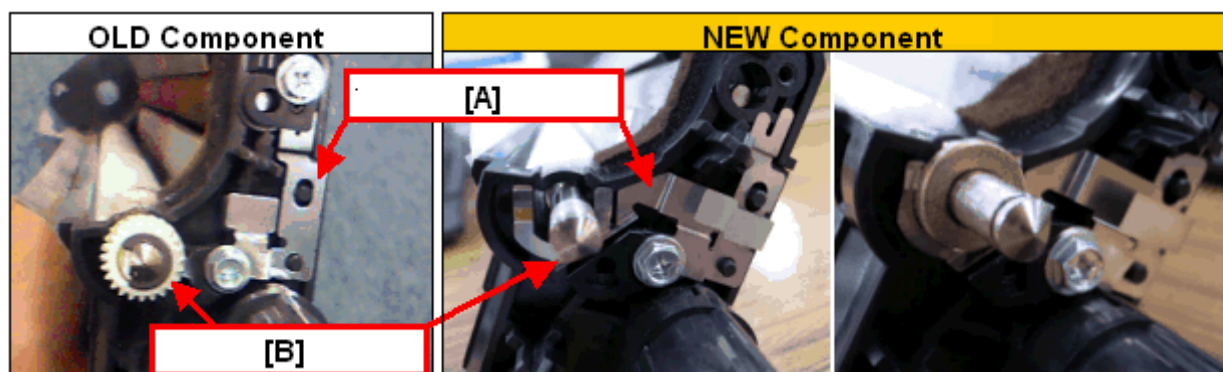
Model: AP-C1c/d	Date: 22-Dec-10	No.: RB222070a
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## SOLUTION

### Production line:

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

**Applied from: January 2010 production**



### Cut-in serial numbers

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

### In the field:

- If this symptom is reported, replace ~~the ITB cleaning unit or~~ **GND plate on the ITB cleaning unit** with the following new **part**:

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

### Note:

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

**Reissued:24-Dec-10**

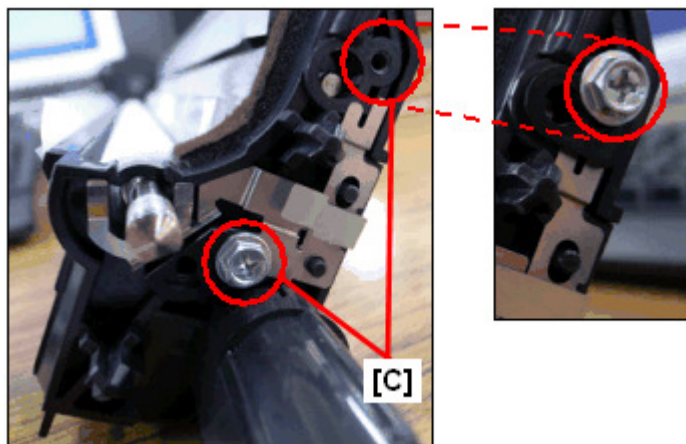
Model: AP-C1c/d

Date: 22-Dec-10

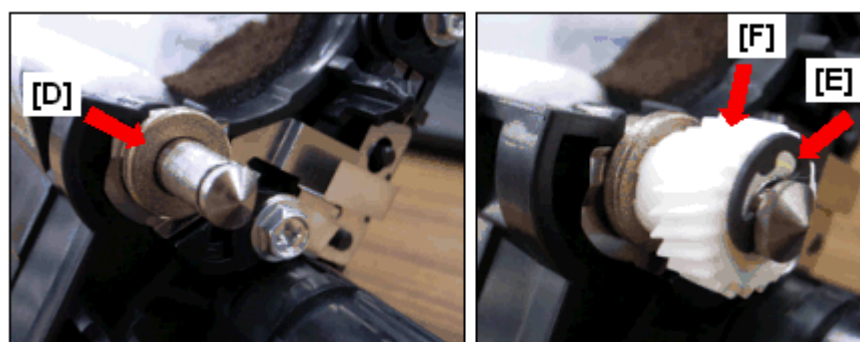
No.: RB222070a

**GND Plate Attachment Procedure**

1. Attach the screw x 2 [C].



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



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



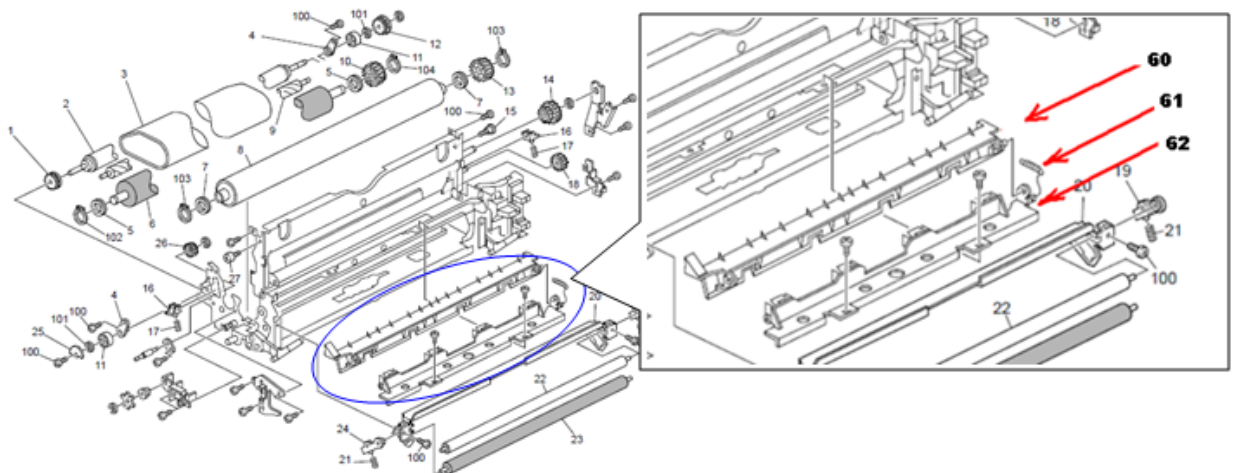
Model: AP-C1c/d		Date: 24-Jan-11	No.: RB222071
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following two parts were missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2234276	GUIDE PLATE:FUSING EXIT	1		71	60	
B0234309	STRIPPER PAWL SPRING	1		71	61	
B2234263	STAY:PICKOFF PAWL	1		71	62	

**\*New Index**

30.Fusing unit 2 (B222/B224)



Model: AP-C1		Date: 18-Apr-11	No.: RB222072
Subject: Service manual revision (SC681)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Service Manual Revision

The areas **in bold** were added.

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

Model: AP-C1		Date: 18-Apr-11	No.: RB222072
No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> <li>▪ <b>Defective RFID reader and writer</b></li> <li>▪ <b>Electrical noise</b></li> <li>▪ <b>Replace the toner cartridge for the affected color (See table below).</b></li> <li>▪ <b>If the SC still occurs, see note below.</b></li> </ul>

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
<b>**1</b>	<b>BK</b>
<b>**2</b>	<b>M</b>
<b>**3</b>	<b>C</b>
<b>**4</b>	<b>Y</b>

- For sub codes 081–164:

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

In such cases:

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

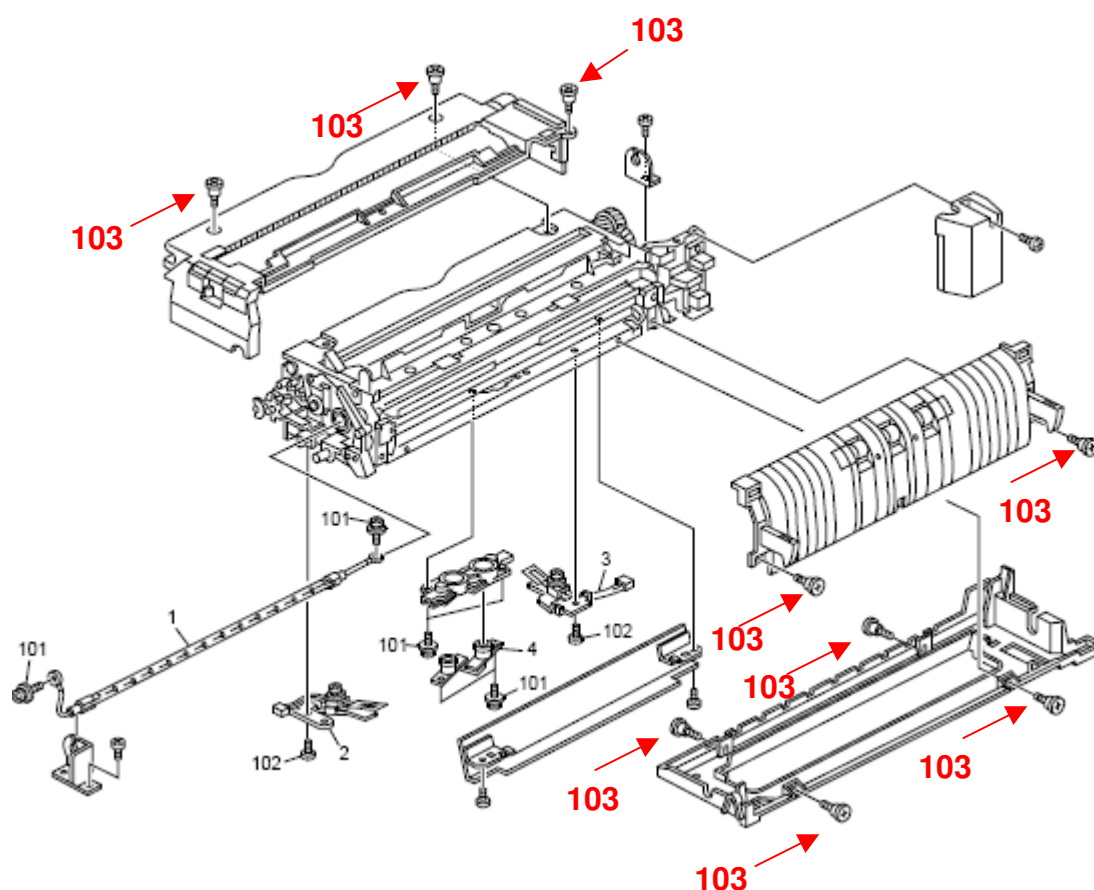


Model: AP-C1c/d		Date: 10-May-11	No.: RB222073
Subject: Parts catalog correction		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following part was missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
AA143867	SCREW:DIA4:M3:FUSING UNIT	9		68	103	

**\*New Index**



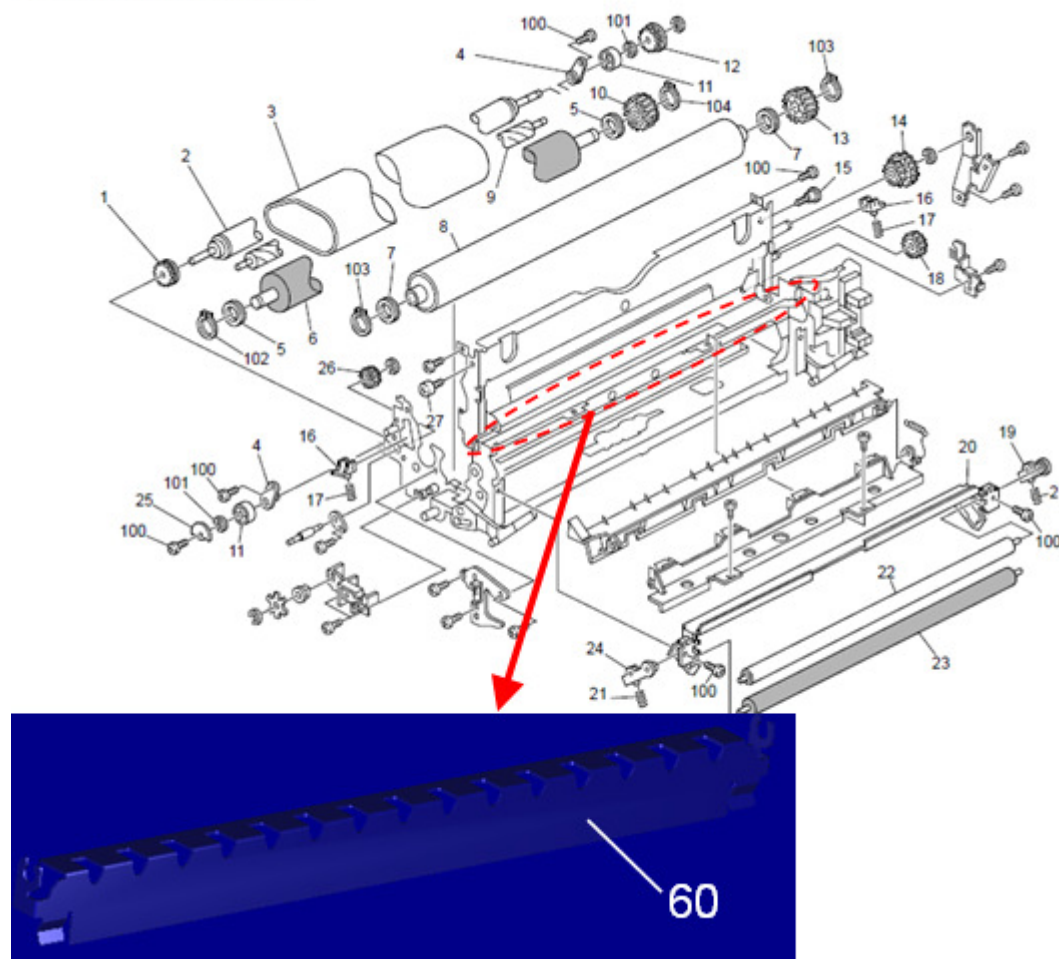
Model: AP-C1c/d		Date: 17-May-11	No.: RB222074
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following part was missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2384291	STRIPPER PLATE:COAT	1		71	60*	

**\*New Index**

30.Fusing unit 2 (B222/B224)



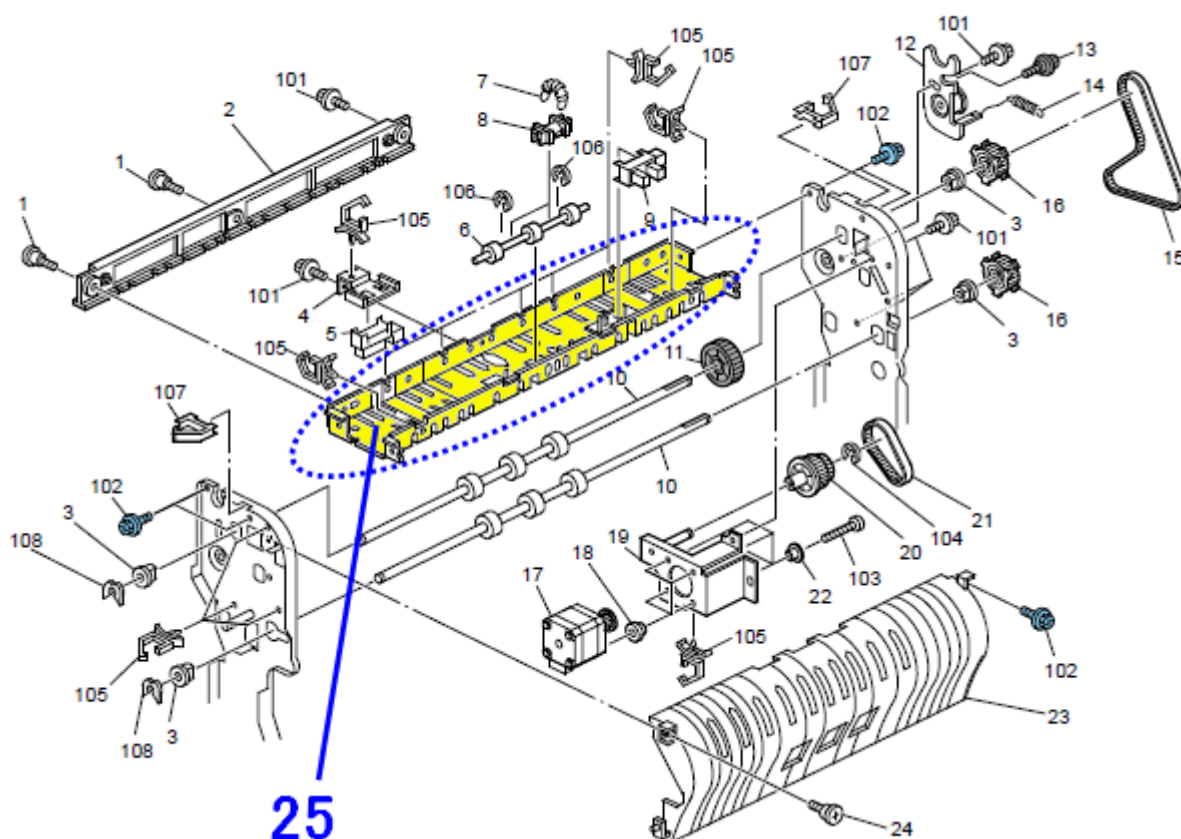
Model: AP-C1		Date: 18-May-11	No.: RB222075
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** The following part was missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2234567	STAY:TRANSPORT:UPPER:PEEN	1		81	25*	

\*New Index

## 35.Duplex Unit 2 (B222/B224)

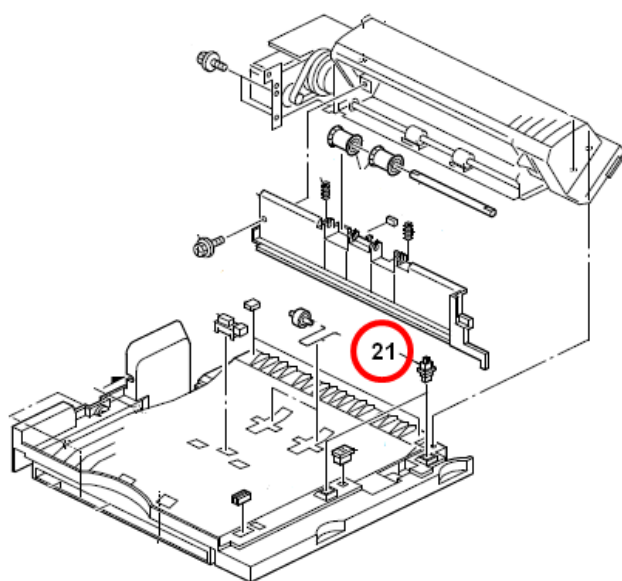


Model: AP-C1		Date: 22-Jun-11	No.: RB222076
Subject: Jam 1 (Cover open) occurs frequently in the bridge unit.		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Symptom

Jam 1 (Cover open) occurs frequently in the BU3000 Bridge unit.

If you replace the push switch in the red circle below, this symptom still occurs.



## Cause

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

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

## Solution

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

Model	Version	Program No.
AP-C1	1.65:01	B2235117S

Model: Apollon-C1 EFI (E-5000)		Date: 12-Mar-12	No.: RB222077
Subject: Patch Release for E-5000 V.1.01 (2011_Jul)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-5000 System version 1.01.

Folder Name	Patch File Name	File Size	Installation
1st	1-12EYJH.ps	56,957 bytes	<b>Not Exclusive</b>  <b>These 5 patches can be downloaded together and controller reboot is required only once.</b>
	1-13NPZR.ps	674,096 bytes	
	1-146CDE.ps	261,024 bytes	
	1-16QNC7.ps	678,130 bytes	
	1-17KQ5H.ps	2,124,500 bytes	

### **Important Note:**

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

### **Issue(s) addressed with this release:**

1. PS files with a slightly different PS header print incorrectly.
2. The job shift function does not work properly when printing with banner pages.
3. The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.
4. The Alignment Page cannot be printed out on any paper except "Plain".
5. A PS error occurs when printing certain PDF files using the PS driver.

### **Prerequisite(s):**

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

- 1-UWFVR.ps

### **Preparation before installation:**

1. Extract **G8787573.exe**.
2. Check that 1st folder which consists of 5 patches is created.  
 (Refer to the table on the top of this page.)

**Patch Update Procedure:**

1. Download/Import the patch file "**1-12EYJH.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-13NPZR.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest patch files "**1-146CDE.ps**," "**1-16QNC7.ps**," "**1-17KQ5H.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch number [1-12EYJH],[ 1-13NPZR],[ 1-146CDE],[ 1-16QNC7], and [1-17KQ5H]

Model: AP-C1		Date: 21-Nov-12	No.: RB222078
Subject: Drum Unit Modification		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

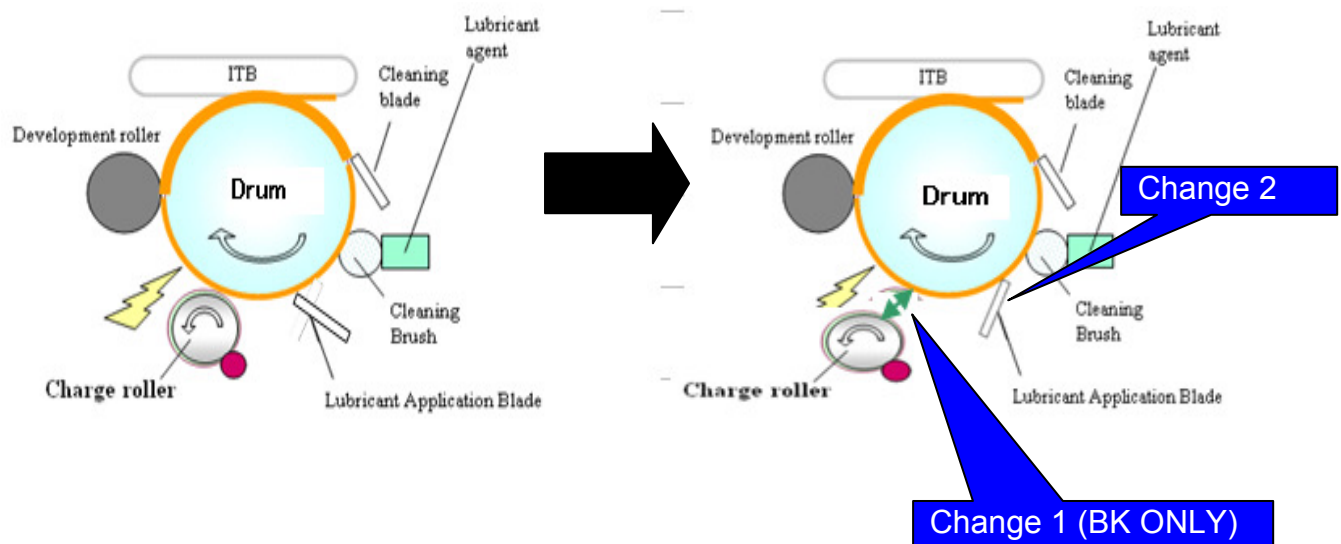
## Change:

1. **BK PCU only:** The gap between the drum and charge roller was increased by 15 $\mu$ m.
2. **All PCUs:** The contact angle of the lubricant application blade was changed, increasing the contact pressure between the blade and the drum surface.
3. As a result of these changes, the shape of the PCU has changed (see the photo below).

## Reason:

1. To further minimize the amount of toner particles that can stick to the charge roller surface (which makes it harder for dirty background and black lines to occur).
2. To increase the amount of toner that can be caught by the blade, improving cleaning performance.

Old part number	New part number	Description	Q'ty	Int	Page	Index
B2232042	B2242042	DRUM UNIT BK	1	O/O	157	4
B2232027	B2242027	DRUM UNIT CL	1	O/O	157	4





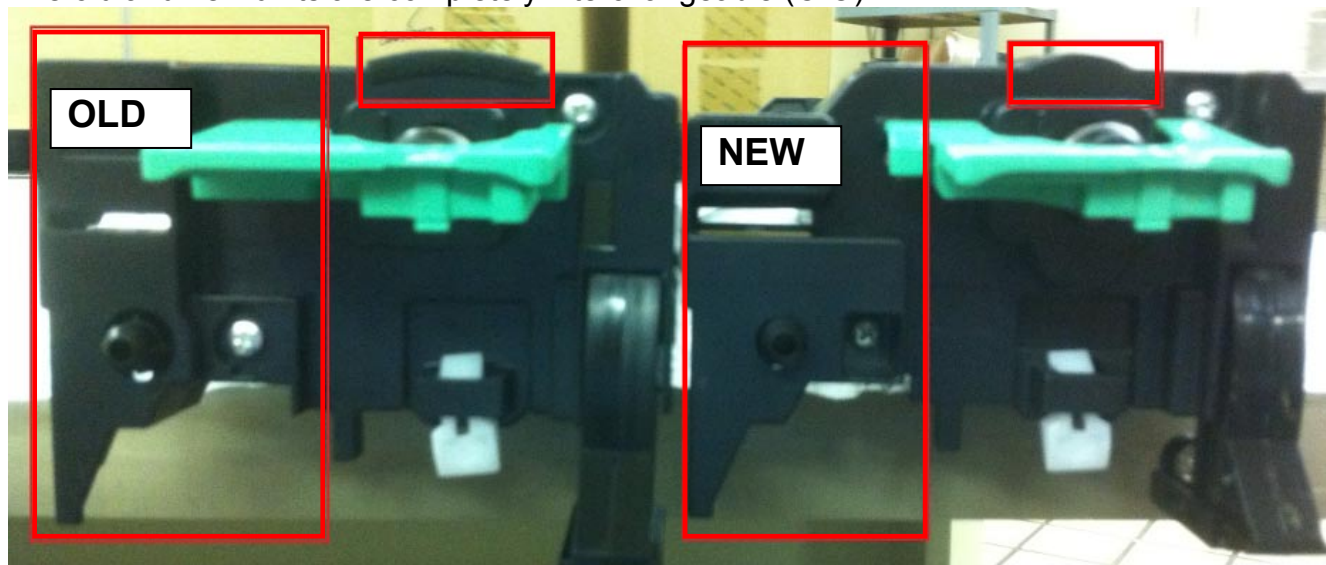
Model: AP-C1

Date: 21-Nov-12

No.: RB222078

Areas of the PCU that have changed in shape:

The old and new units are completely interchangeable (O/O).





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

## SYMPTOM

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

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

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

## CAUSE

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

### Note:

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

## SOLUTION

### Service parts:

The usable storage capacity has been capped.

### In the field:

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

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

Model: AP-C1c/d		Date: 28-Jul-17	No.: RB222079
Subject: Parts Catalog Correction		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing 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

**Change/Reason:** The following part number and index number were missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
11029430	CONNECTOR: DRAWER: 1612257-7	1		64	106*	

**\*New Index**

## 27.Toner Supply Unit 2 (B222/B224)

