

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149007
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Subject: Firmware Release Note: Java VM v11 UpdateTool (METC1EXe)		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v11 Update Tool (METC1EXe)**.

Version	Program No.	Effective Date	Availability of RFU
11.02.04	D1495579C_upd	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
11.02.04	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149008
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Subject: Firmware Release Note: Java VM v11 for eDC (METC1EXe)		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v11 for eDC (METC1Exe)**.

Version	Program No.	Effective Date	Availability of RFU
11.02.04	D1495579C_edc	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
11.02.04	1st Mass production

Reissued: 06-Sep-16

Model: MET-C1cde	Date: 15-Aug-13	No.: RD149013d
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.04.5</i>	<i>D1495562H</i>	<i>October 2016 production</i>	<i>Available</i>
1.04.4	D1495562G	June 2015 production	Available
1.04.3	D1495562F	August 2014 production	Available
1.04.2	D1495562E	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.04.5</i>	<i>Symptom corrected: Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.</i>
1.04.4	Symptom corrected: - Minor bug correction
1.04.3	Symptom corrected: - Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.
1.04.2	1st Mass production

Reissued: 11-Mar-16

Model: MET-C1cde/MET-C1cde_SOP CH-C1/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/Be-C2/ Be-C2LT	Date: 01-Jul-13	No.: RD149014d
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 19-Dec-14

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149015c
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RTB Reissue

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

Subject: Firmware Release Note: PowerSaving Sys		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>F.20</i>	<i>D1495554E</i>	<i>December 2014 production</i>	<i>Available</i>
F.19	D1495554D	June 2014 production	Available
F.18	D1495554C	March 2014 production	Available
F.16	D1495554B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>F.20</i>	<i>Symptom corrected:</i> <i>1. SC672-11 may occur while the machine is transitioning to STR mode.</i>
F.19	Symptom corrected: The machine cannot recover from Energy Saver mode and SC816-90/SC670 occurs.
F.18	Symptom corrected: 1. Machine cannot recover from Energy Saver mode. 2. SC672-11 (Controller start up error) occurs when the machine is prompted (e.g. by a print job or other operation) to recover from Energy Saver mode.
F.16	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149017
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Subject: Firmware Release Note: aics		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D1665759A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Reissued: 12-Sep-16

Model: MET-C1cde/ MET-C1cde_SOP	Date: 18-Jun-13	No.: RD149018h
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
1.13.00	D1665754M	September 2016 production	Available
1.12.00	D1665754L	October 2015 production	Available
1.11.00	D1665754K	July 2015 production	Available
1.10.00	D1665754J	March 2015 production	Available
1.09.00	D1665754H	July 2014 production	Available
1.08.01	D1665754G	January 2014 production	Available
1.07.00	D1665754F	December 2013 production	Available
1.05.00	D1665754D	July 2013 production	Available
1.04.00	D1665754C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.13.00	Symptom corrected: SC899 may occur while loading the display screen. Other changes: Support of TLS1.0/1.1/1.2
1.12.00	Minor changes were applied to support the Japanese domestic model.
1.11.00	Symptom corrected: - Keyboard response is slow when using the Web Scanner application. - SC899 may occur when performing Java Script functions.
1.10.00	Version number changed for version management purposes (No program changes)

Reissued: 12-Sep-16

Model: MET-C1cde/ MET-C1cde_SOP	Date: 18-Jun-13	No.: RD149018h
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Version	Modified Points or Symptom Corrected
	made).
1.09.00	Symptom corrected: - SC899 may occur when performing continuous scanning.
1.08.01	Symptom corrected: - Minor bug correction
1.07.00	Specification Change: - Browser supporting Korean language.
1.05.00	Symptom corrected: 1. When using specific proxy servers, the error "400 – Bad Request" might occur in the web browser on the operation panel and access to the Internet might be restricted. 2. When connecting via HTTPS to the Ricoh Integrated Cloud Environment by using the browser on the operation panel, some of the icons might not be displayed. 3. After trying to view a webpage that is not supported by the browser on the operation panel, it might take approximately one minute before other, supported webpages can be viewed.
1.04.00	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149019
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Subject: Firmware Release Note: Option Netware		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
0.20.1	D1665760	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.20.1	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149020
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Subject: Firmware Release Note: Option PctBrdg		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.14.15	D1665713A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.14.15	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149022
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Subject: Firmware Release Note: PS3		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1665731A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 23-Mar-17

Model: MET-C1cde, MET-C1cde_SOP	Date: 18-Jun-13	No.: RD149024c
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
3.13.24	D1665703F	April 2017 production	Available
3.13.23	D1665703E	November 2015 production	Available
3.13.22	D1665703D	December 2013 production	Available
3.13.21	D1665703C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
3.13.24	Symptom corrected: When “Unauthorized Copy Prevention Printing: Printer” is enabled, an error might occur, causing the job to be cancelled. (GFPR#RA14120002)
3.13.23	Symptom corrected: SP1-103-002 fails, if paper type is set to plain paper 2 (default). Note that this firmware must be used in combination with Printer version of below: D148, D149, D150 : v1.14 or later D148, D149, D150 (SOP) : v2.15 or later
3.13.22	Symptom corrected: - When printing certain documents in Microsoft Word, an SC899 error might occur.
3.13.21	1st Mass production

Reissued: 11-Dec-14

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 11-Mar-16

Model: MET-C1cde/MET-C1cde_SOP CH-C1 Office/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/Be-C2/ Be-C2LT	Date: 01-Jul-13	No.: RD149026d
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.12	1st Mass production

Reissued: 27-Oct-15

Model: MET-C1cde/MET-C1cde_SOP	Date: 18-Jun-13	No.: RD149027f
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.12.00</i>	<i>D1665755G</i>	<i>October 2015 production</i>	<i>Not Available</i>
1.11.00	D1665755F	April 2015 production	Not Available
1.10.00	D1665755E	March 2015 production	Not Available
1.09.00	D1665755D	September 2014 production	Not Available
1.08.01	D1665755C	June 2014 production	Not Available
1.07.00	D1665755B	January 2014 production	Not Available
1.06.01	D1665755A	December 2013 Production	Not Available
1.02.08	D1665755	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.12.00</i>	<i>Specification Change: Support for the Portuguese orthography.</i>
1.11.00	Symptom corrected: The machine may initiate scanning without an original in the DF or placed on the exposure glass after a DF jam is cleared.
1.10.00	Version number changed for version management purposes (No program changes made).
1.09.00	Symptom corrected: Minor changes were applied for the Japan domestic model only.
1.08.01	Symptom corrected: Scanning that requires cookies and a proxy fails SC899 occurs when a character string containing "%s" is exported to the debug log.

Reissued: 27-Oct-15

Model: MET-C1cde/MET-C1cde_SOP	Date: 18-Jun-13	No.: RD149027f
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Version	Modified Points or Symptom Corrected
1.07.00	Symptom corrected: The browser usage is not reflected in the user counters when the MFP browser is specified for applications with limited usage expansion.
1.06.01	Symptom corrected: Cannot scan with the MFP browser if the original is scanned on the exposure glass with the platen cover open from start to finish.
1.02.08	1st Mass production

Model: MET-C1cde	Date: 18-Jun-13	No.: RD149028
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Subject: Firmware Release Note: GWFCU3.8-2 (WW)		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GWFCU3.8-2 (WW)**.

Version	Program No.	Effective Date	Availability of RFU
04.00.00	D1495559E	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
04.00.00	1st Mass production

Model: MET-C1	Date: 20-Jun-13	No.: RD149029
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Subject: Data Overwrite Security Unit Type H		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Please revise the following to the Service Manual.

Data Overwrite Security Unit Type H (D377)

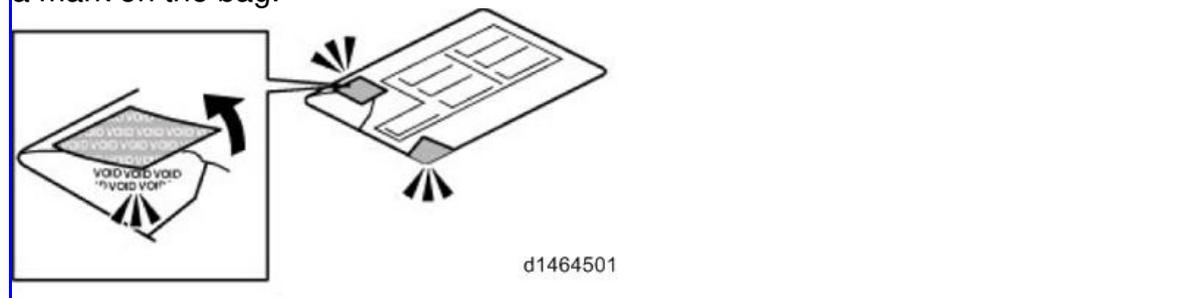
Note

The machine's hard disk stores all document data from the Copier, Printer, and Scanner functions. It also stores the data of users' Document Server and code counters, and the Address Book. To prevent data on the hard disk being leaked before disposing of the machine, you can overwrite all data stored on the hard disk (Erase All Memory). You can also automatically overwrite temporarily-stored data (Auto Erase Memory).

Component List

IMPORTANT:

Before opening the corrugated envelope, make sure that the seal has not been broken or peeled off. If the seal has been broken or peeled off (even partially), this is considered an arrival defect. Note that once the seal is peeled off, this will leave a mark on the bag.



Description	Part number	Qty
Data Overwrite Security SD Card	D3775022	1
Comments Sheet	D3777250	1
Operating Instructions CD-ROM	D3777900A	1

Model: MET-C1	Date: 20-Jun-13	No.: RD149029
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Installation Procedure

⚠ CAUTION:

Before you begin this procedure, make sure to turn off the main power switch, and then remove the power cord from the outlet. If you do not, this may result in electrical shock and/or a machine failure.

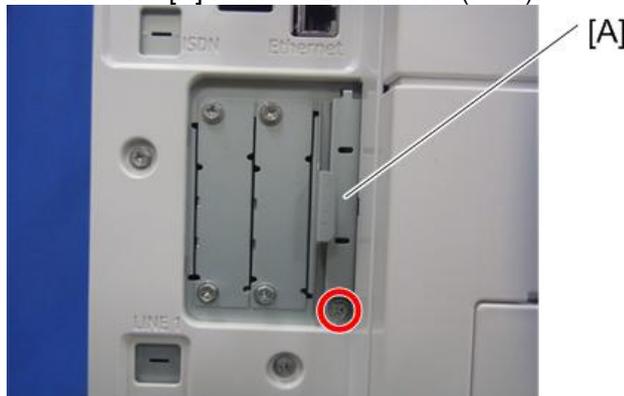
IMPORTANT:

Confirm the following settings and then change them if necessary, as described below. If you do need to change them, inform the customer that this is necessary in order to install the option.

1. Make sure that the following are **not** at their factory default values:
 - Supervisor login name and password
 - Administrator login name and password
2. Make sure that Admin. Authentication is **ON**.
[System Settings] – [Administrator Tools] – [Administrator Authentication Management] – [Admin. Authentication]
3. Make sure that Administrator Tools is **enabled (selected)**.
[System Settings] – [Administrator Tools] – [Administrator Authentication Management] – [Available Settings]

Note: See the Operating Instructions (Security Guide) for the factory default values.

1. Disconnect the network cable from the machine.
2. Remove the cover [A] for the SD card slot (⚙ x1).



3. Push the SD card for the **Data Overwrite Security Unit Type H (D377)** slowly into Slot 1 [A], until you hear a click.

Model: MET-C1	Date: 20-Jun-13	No.: RD149029
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d1463065b

IMPORTANT:

If you wish to merge multiple applications onto a single SD card, do the merge now before moving onto the next step.

4. Insert the power cord into the outlet, and then turn on the main power switch.
5. Access System/Copy SP mode.
6. Do this step **only if you are installing the option on a machine that is already in use** (not a new machine):
 - If the customer wishes to **continue using the same hard disk:**
Execute all three SP modes below.
SP5-801-014 (Clear DCS Setting)
SP5-832-001 (HDD Formatting (ALL))
SP5-832-002 (HDD Formatting (IMH))
 - If customer wishes to **replace the hard disk with a new one:**
Execute **SP5-801-014** only.

Note: If the customer continues using the same hard disk, the overwriting of the data stored on the disk before the option is installed cannot be guaranteed. It is highly recommended to replace the hard disk with a new one.

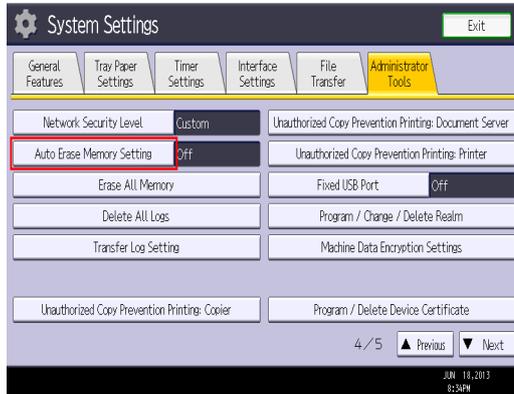
7. Set **SP5-836-001 (Capture Function (0: Off 1: On))** to a value of **0** (disable).
8. Execute **SP5-878-001 ([Option Setup : Data Overwrite Security])**.
Note: If the installation fails, "Installation failed" is displayed when this SP is executed.
9. Print out the System Settings List and make sure that the option was installed successfully.
10. Turn off the machine main power switch.
11. Reattach the cover for the SD card slot.
12. Reconnect the network cable.
13. Insert the power cord into the outlet and turn on the main power switch.
14. Execute **SP5-990-005** (SP print mode Diagnostic Report).
15. Make sure that ROM number "**D3775902B**" and firmware version "**1.02x**" appear in both of the following areas on the report (**they must match**):
 "ROM Number / Firmware Version" – "HDD Format Option"
 "Loading Program"

Configuring "Auto Erase Memory" (Performed by the Customer)

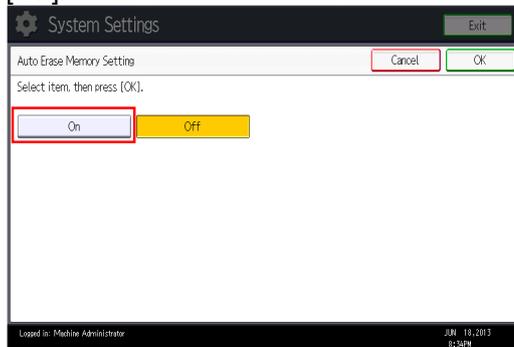
The following procedure is performed by the customer once the above Installation Procedure has been completed.

Model: MET-C1	Date: 20-Jun-13	No.: RD149029
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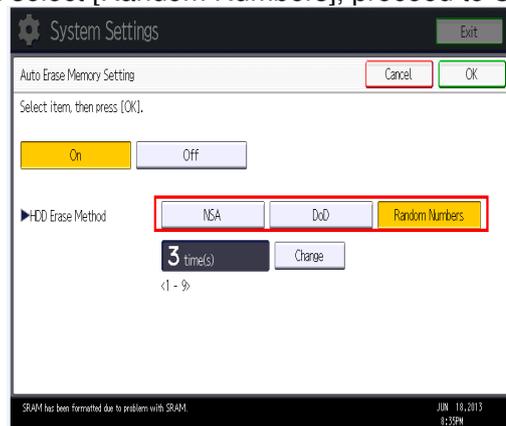
1. Press [System Settings].
2. Press [Administrator Tools].
3. Press [Next] three times.
4. Press [Auto Erase Memory Setting].



5. Press [On].

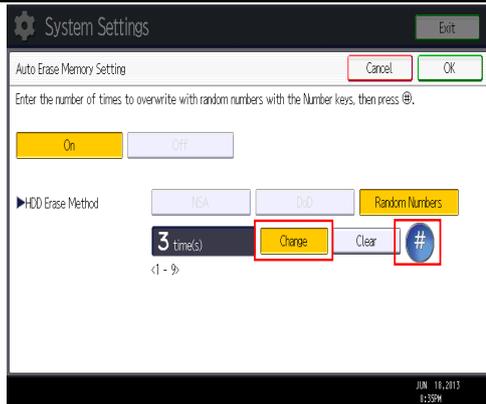


6. Select the method of overwriting.
 If you select [NSA] or [DoD], proceed to Step 9.
 If you select [Random Numbers], proceed to Step 7.



7. Press [Change].
8. Enter the number of times that you want to overwrite using the ten keys, and then press [#].
Note: The Random Numbers method overwrites the data using random numbers. You can set the overwrite to be performed anywhere from 1-9 times, with a default of 3 times.

Model: MET-C1	Date: 20-Jun-13	No.: RD149029
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9. Press [OK].
10. Make sure that the Data Overwrite icon is displayed in the bottom right hand corner of the screen.
11. Take a test copy, and then make sure that the Data Overwrite icon changes from “Dirty” (solid) to “Dirty” (blinking), and then to “Clear”.

Note:

- If the Data Overwrite icon does not change to Clear, check to see if there are any active Sample Print or Locked Print jobs. A Sample Print or Locked Print job can only be overwritten after it has been executed.
- The Dirty icon blinks while an overwrite is in progress.
- If you use your machine for a while with Auto Erase Memory disabled, and then suddenly enable it, the overwrite process may take 10 or more hours depending on HDD usage.

Data Overwrite icon:

- Clear (There is no temporary data to be overwritten)



- Dirty (There is temporary data to be overwritten)



Model: MET-C1d		Date: 4-Jul-13	No.: RD149030
Subject: Removing cardboard stabilizer at installation		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

At machine installation:

Make sure to **remove the cardboard stabilizer shown below**. If you do not, JAM 27 or JAM 64 may occur when printing out onto B4, DLT, or SRA3 sized paper in duplex mode.



Model: MET-C1d		Date: 4-Jul-13	No.: RD149031
Subject: Correct way to remove PCDU preset seal		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

CAUTION and Procedure for Removing the PCDU Preset Seal

< CAUTION >

Make sure to completely remove the orange tape. If you remove the preset seal without removing the orange tape, this may break the ribs inside the unit. As a result, broken ribs may fall into the development unit and cause white lines to appear on the printouts.

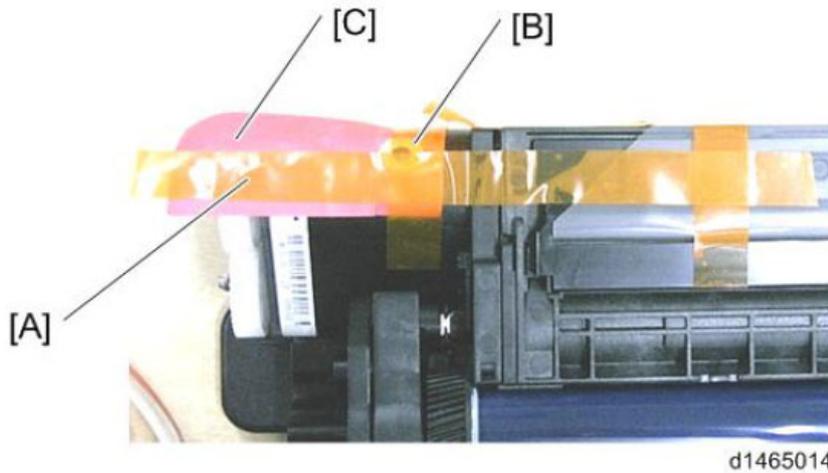
Photo showing broken ribs:



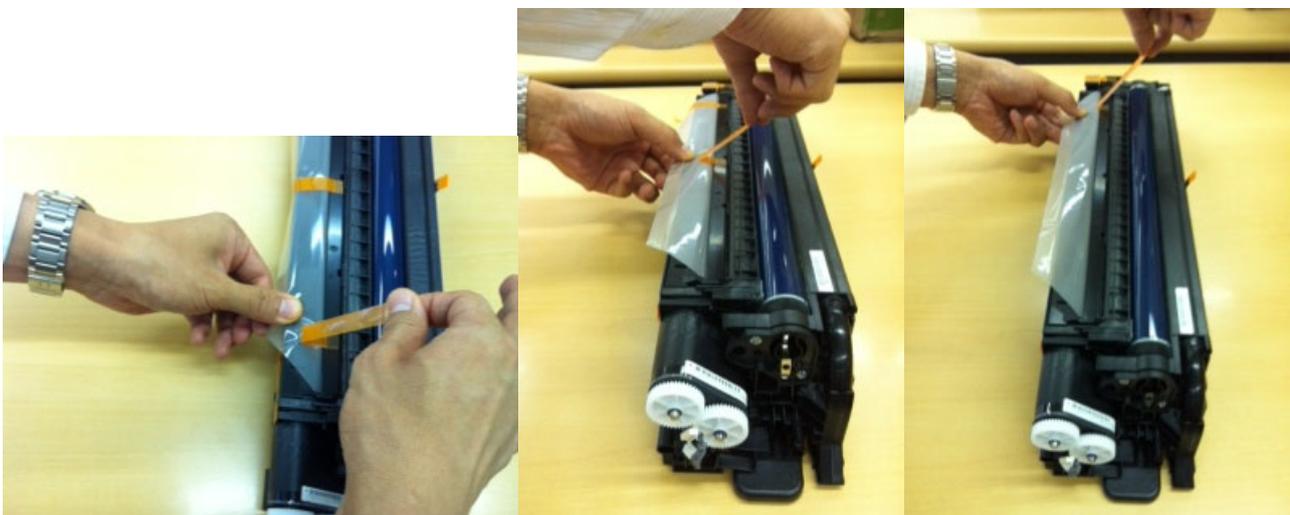
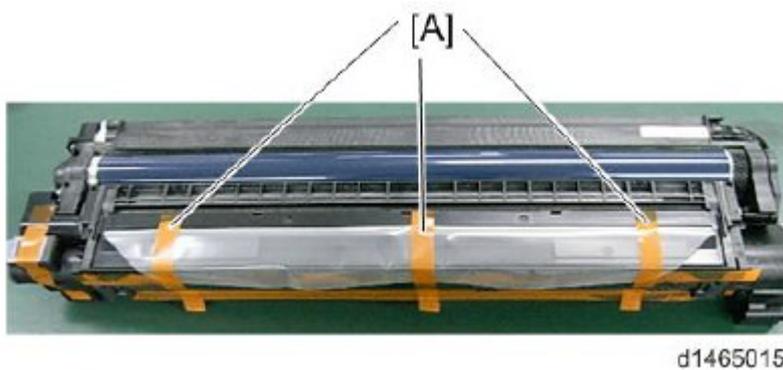
Broken part

PROCEDURE

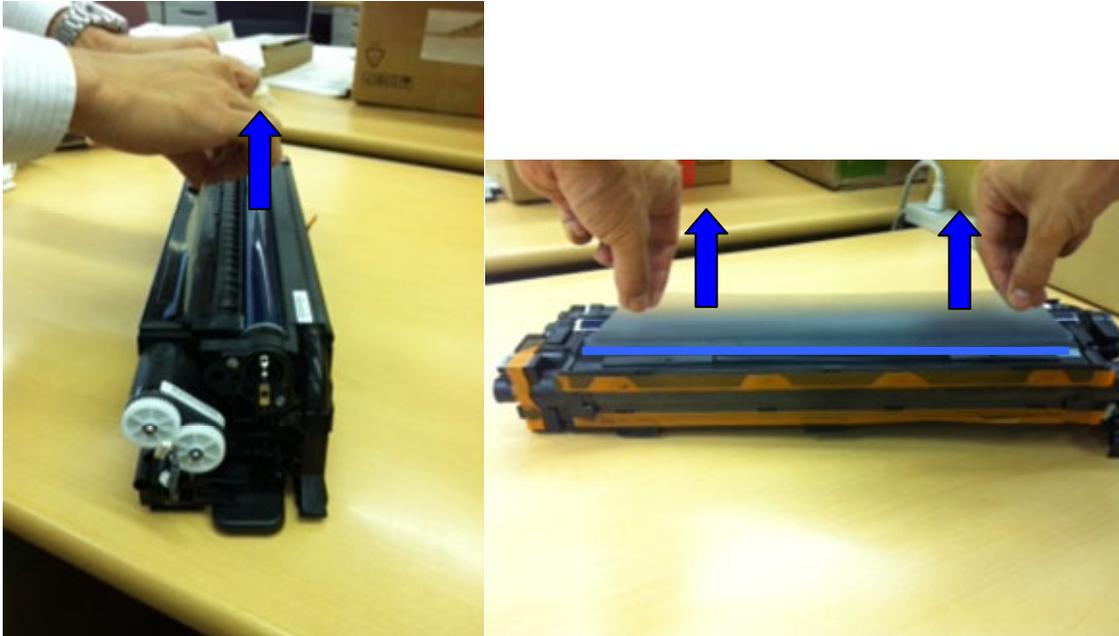
1. Remove the strips of orange tape (First [A], and then [B]).
2. Remove the red tag [C].



3. Hold down the preset seal and slowly peel off the three strips of tape [A], **one by one**.



4. Hold the preset seal with both hands (one at each end), and slowly pull the seal **straight up**, so that there is no slack in the seal.



IMPORTANT:

- 1) Make sure to remove the tape (Do Step 3) before you do this step. **DO NOT** pull the preset seal with the tape still attached.

INCORRECT:



Model: MET-C1d

Date: 4-Jul-13

No.: RD149031

- 2) **DO NOT** pull the seal **by force**, or hold the seal only at one end. This is because the seal will skew or develop slack.

INCORRECT:

Reissued: 19-Dec-14

Model: MET-C1cde_SOP	Date: 01-Aug-13	No.: RD149037c
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RTB Reissue

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

Subject: Firmware Release Note: PowerSaving Sys		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>F.20</i>	<i>D1485554C</i>	<i>December 2014 production</i>	<i>Available</i>
F.19	D1485554B	June 2014 production	Available
F.18	D1485554A	March 2014 production	Available
F.17	D1485554	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>F.20</i>	<i>Symptom corrected:</i> <i>1. SC672-11 may occur while the machine is transitioning to STR mode.</i>
F.19	Symptom corrected: The machine cannot recover from Energy Saver mode and SC816-90/SC670 occurs.
F.18	Symptom corrected: 1. Machine cannot recover from Energy Saver mode. 2. SC672-11 (Controller start up error) occurs when the machine is prompted (e.g. by a print job or other operation) to recover from Energy Saver mode.
F.17	1st Mass production

Reissued: 04-Aug-16

Model: MET-C1cde_SOP	Date: 01-Aug-13	No.: RD149041d
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>2.04</i>	<i>D1485562F</i>	<i>July 2016 production</i>	<i>Available</i>
2.03	D1485562E	June 2015 production	Available
2.02	D1485562D	June 2015 production	Available
2.01	D1485562C	October 2014 production	Available
2.00	D1485562B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>2.04</i>	<p><i>Symptom corrected:</i></p> <ul style="list-style-type: none"> - <i>Web Image Monitor might time out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off.</i> - <i>Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.</i>
2.03	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - When rebooting the device after the firmware has been updated, an application that is used for displaying, printing, deleting, or receiving a document on the Document Server might be unresponsive.
2.02	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Minor bug correction
2.01	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.
2.00	1st Mass production

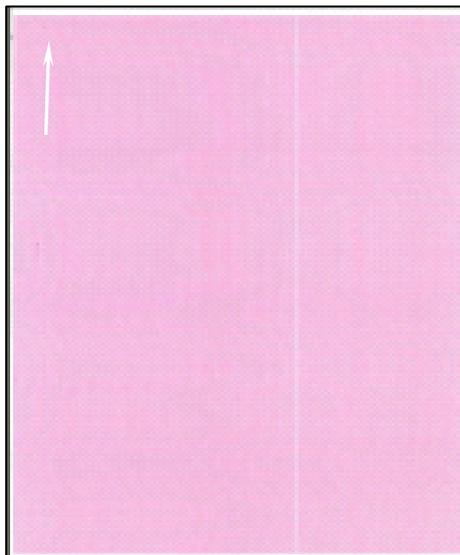
Reissued: 04-Aug-16

Model: MET-C1cde_SOP	Date: 01-Aug-13	No.: RD149041d
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Model: MET-C1d		Date: 1-Aug-13	No.: RD149044
Subject: White line		Prepared by: N. Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

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



CAUSE

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

SOLUTION

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

Important:

- Use shield glass cleaner
 - Make sure to remove all the toner from the glass.
3. Print out the 2-by-2 sample again, and check the image quality. If this does not solve the symptom, do the steps on the next page.

Model: MET-C1d

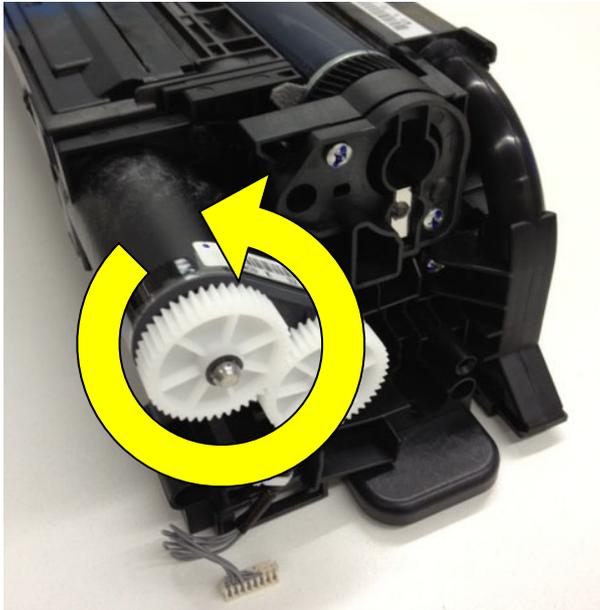
Date: 1-Aug-13

No.: RD149044

4. Rotate the development gear by hand **three cycles** CCW.

Note:

- One cycle is 5 x counterclockwise + 5 x clockwise.



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

Model: MET-C1abcde

Date: 15-Aug-13

No.: RD149045

Subject: Paper jam by deformation of fusing exit guide plate [Action at installation]

Prepared by: E.Hinata

From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.

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

Do the following at machine installation

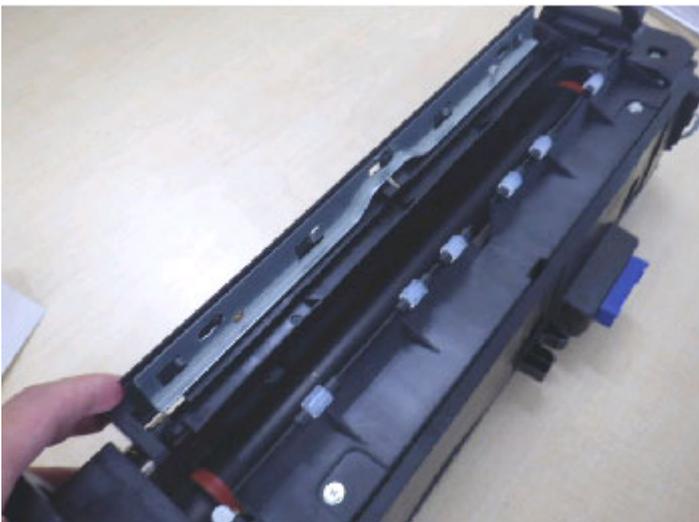
Overview

- Do the following action at machine installation to prevent JAM19, 24, or 60.
JAM19: Paper does not reach fusing exit sensor
JAM24: Paper does not reach the inverter sensor
JAM60: Paper does not clear the paper exit sensor
- If the symptom occurs, do the action mentioned in **RTB #RD149046**.
- The symptom is caused by heat deformation of the fusing exit guide plate. See RTB # RD149046 for these and other details.

Procedure at Machine Installation (JAMS 19, 24, 60)

1. Open the fusing exit guide plate.
2. Insert a piece of paper under the guide plate as shown.

Note: This is to prevent anything from falling out.



Important:
Fold the paper several centimeters and hook it on the fusing upper cover as shown

Model: MET-C1abcde

Date: 15-Aug-13

No.: RD149045

3. Remove the screw holding the fusing exit guide in place.

IMPORTANT: Do not lean on the guide plate shaft (area circled in red below).

Note: This screw is designed to trap heat, but this heat can sometimes cause the guide plate to temporarily expand and deform.



4. Return the fusing unit to the machine.

Reissued:27-Jan-14

Model: MET-C1d	Date: 15-Aug-13	No.: RD149046b
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RTB Reissue

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

Subject: Paper jam by deformation of fusing exit guide plate [Action at occurrence]		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

JAM19, 24, or 60 occurs.

JAM19: Paper does not reach fusing exit sensor

JAM24: Paper does not reach the inverter sensor

JAM60: Paper does not clear the paper exit sensor

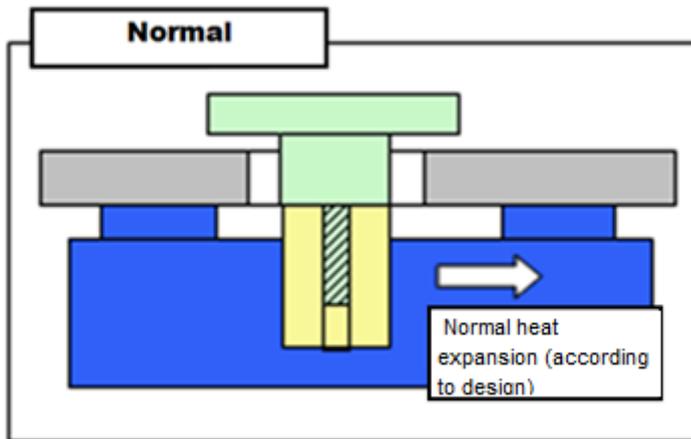
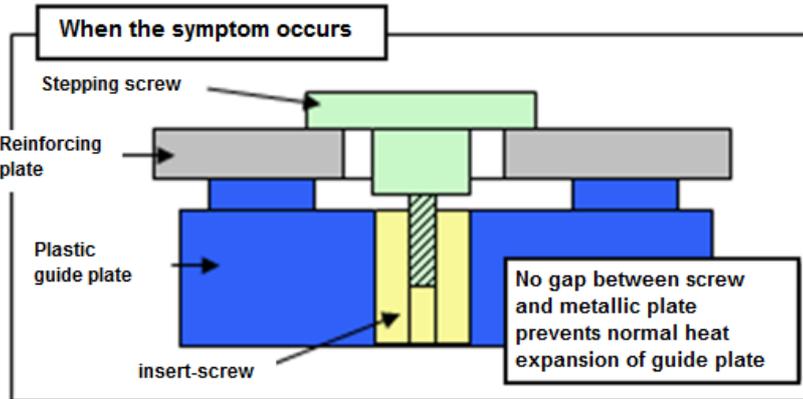
CAUSE

There is no gap between the stepping screw and metallic plate in the fusing exit area (see below). Heat is trapped and the fusing guide plate (plastic) is deformed. As a result, the guide plate contacts the paper.

Note: The metallic plate is fixed in place with two screws, one of which is a stepping screw.

Reissued:27-Jan-14

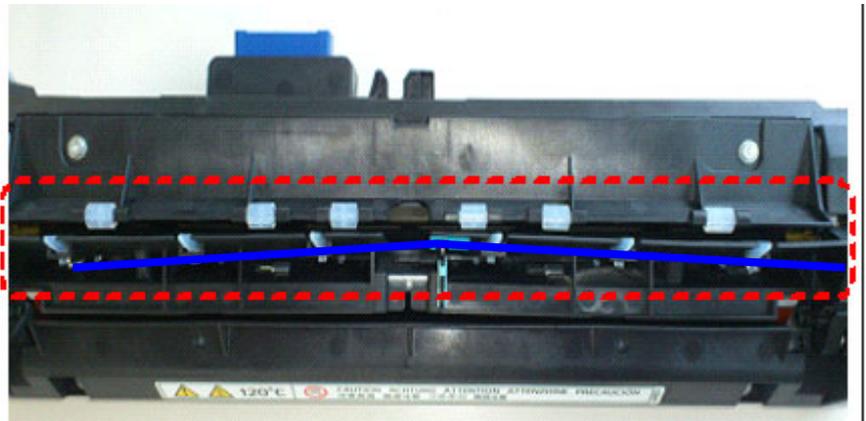
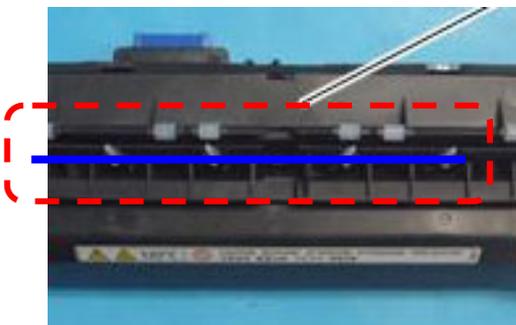
Model: MET-C1d	Date: 15-Aug-13	No.: RD149046b
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Note: The deformation occurs after feeding at least 100 sheets, and does not get worse once it happens. The guide plate returns to its original shape after cooling down.

Normal: The guide plate is straight.

After heat deformation: The guide plate is warped.



Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

SOLUTION**IMPORTANT:**

Removing the stepping screw is the countermeasure for both factory assembly and action in the field. Make sure to remove the stepping screw but not the normal screw. Otherwise, the plate deformation will still continue.

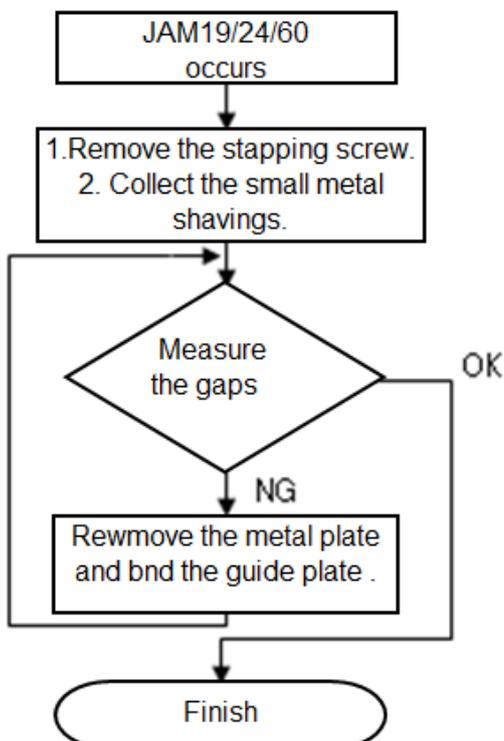
1) Production line

Applied from: July 11, 2013

Cut-in serial number: E173M720001

2) In the field**● At machine installation:**Do the action described in **RTB #RD147046**.**● If the symptom occurs:**Do the action in the following flow chart **OR** replace the guide plate (D1494214).

IMPORTANT: If you receive the plate with a stepping screw, make sure to remove it before attaching the plate to the machine.



Do the following procedure.

Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

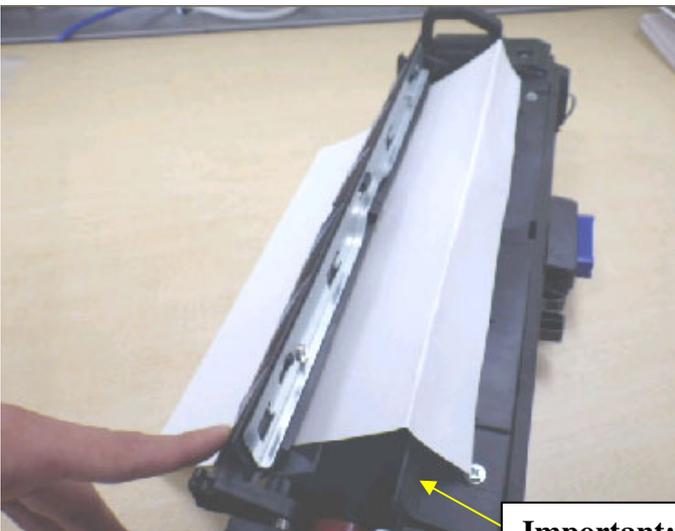
No.: RD149046b

Procedure**IMPORTANT:**

Do not try to bend the guide plate while it is still attached to the metallic plate. If you do, the guide plate will deform with the metallic plate and touch the pressure roller, damaging the roller.

1. Open the fusing exit guide plate.
2. Insert a piece of paper under the guide plate as shown.

Note: This is to prevent anything from falling out.

**Important:**

Fold the paper several centimeters and hook it on the fusing upper cover as shown

Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

3. Remove the **stepping** screw holding the fusing exit guide in place.

IMPORTANT: Do not lean on the guide plate shaft (area circled in red below).



4. Collect the small metal shavings (from when the screw was removed) onto the paper, as shown below. Repeat this 5-10 times.



Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

5. Pull the paper gently in the direction shown in the photo to remove it.

IMPORTANT: Make sure that the metal shavings do not drop onto the pressure roller.



Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

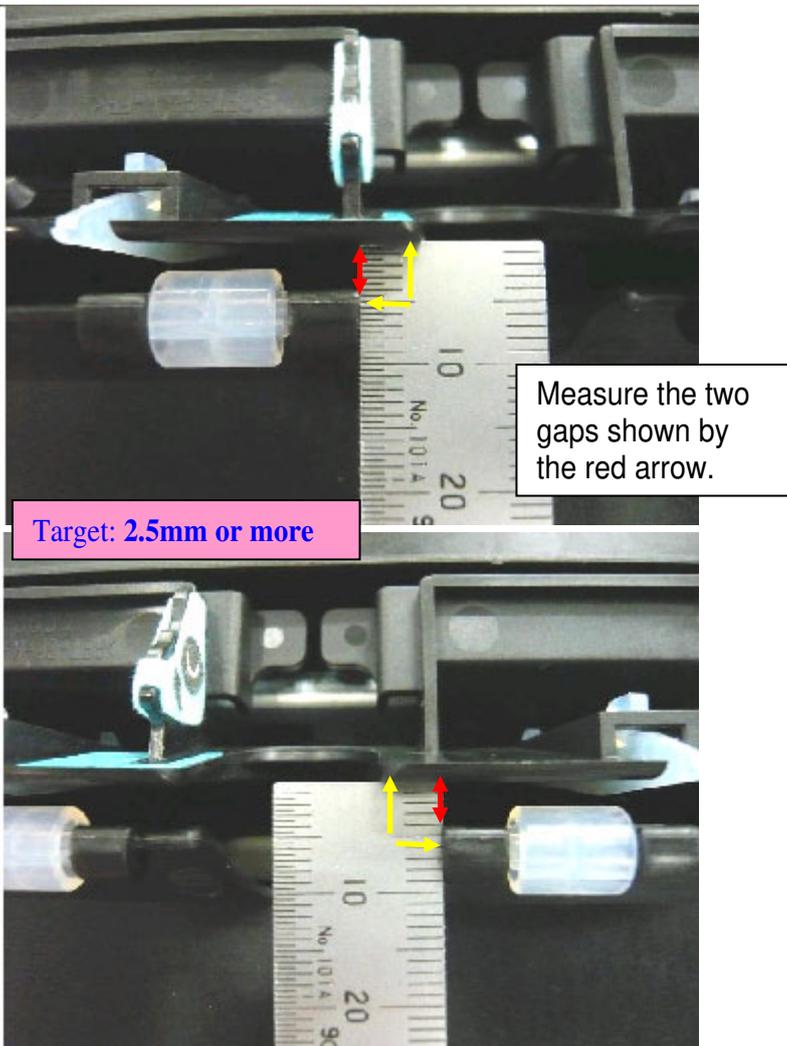
No.: RD149046b

6. Measure the gaps (see below) between the fusing exit guide plate and fusing upper cover.

- If it is **2.5mm or more**: This procedure is finished (no need to continue).

IMPORTANT: Make sure to reattach the unit without this stepping screw. This will help prevent paper jams.

- If it is **less than 2.5mm**: Continue to Step 7 below.



Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

7. Hold the guide plate down as shown and remove the normal screw.

IMPORTANT: Do not lean on the guide plate shaft (area circled in red below).



8. Slide the metal plate in the direction shown by the red arrow and remove the plate.



Reissued:27-Jan-14

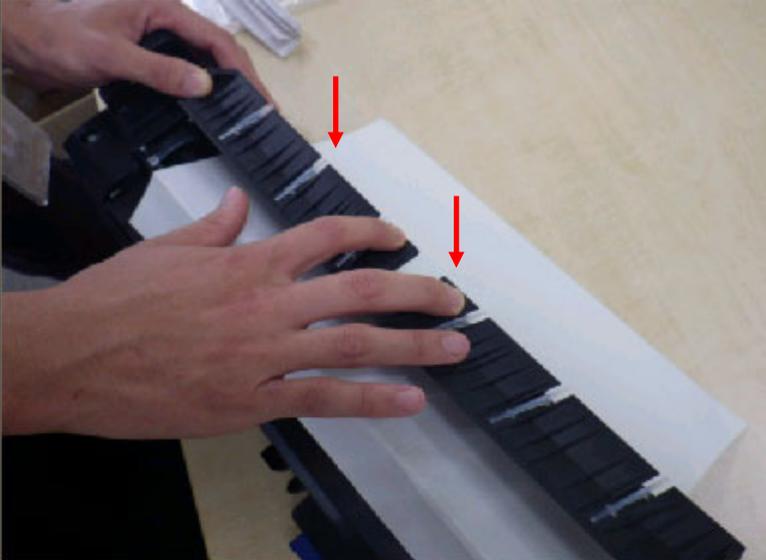
Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

9. Bend the guide plate in direction of the red arrow in order to straighten it out.

Important: Be careful not to damage or crease the guide plate.



10. Hold the guide plate down as shown and tighten the screw.

IMPORTANT: Do not lean on the guide plate shaft (area circled in red below).



Reissued:27-Jan-14

Model: MET-C1d

Date: 15-Aug-13

No.: RD149046b

11. Remove the paper in the direction of the red arrow.

IMPORTANT: Make sure that the metal shavings do not drop onto the pressure roller.



12. Repeat Steps 6 and 7 until the gap between the exit guide plate and fusing upper cover is 2.5mm or more.

Reissued: 15-Mar-17

Model: MET-C1abcdeyzk	Date: 23-Aug-13	No.: RD149047g
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RTB Reissue

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

Subject: Troubleshooting: SC670,665,664		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Affected Models: D146/D147/D148/D149/D150/D176/D177/D237

SYMPTOM

SC670-01: Engine start up error when the machine boots up

SC670-02: Engine start up error when the machine is in operation.

SC670-03: IPU start up error when the machine boots up.

SC670-04: Communication error between the engine and controller.

SC665-02: FFC connection error between BCU and imaging IOB.

SC665-03: FFC Connection Error between Paper Transport IOB and Imaging IOB)

SC664-04: ASIC on the imaging IOB and Transport IOB SRAM program expansion error

CAUSE

The BCU, Imaging IOB, Transport IOB, Controller board, IPU and PSU are defective or there is a connection error between the boards.

SOLUTION

D146/D147:

Do SOLUTION 1 if the System/Copy firmware is Ver. 1.24 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.35.08 or newer.

Do SOLUTION 3 if the Engine firmware is older than this (ver. 1.34.08 or older).

D148/D149/D150:

Do SOLUTION 1 if the System/Copy firmware is Ver. 1.28 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.35.08 or newer.

Do SOLUTION 3 if the Engine firmware is older than this (ver. 1.34.08 or older).

D176/D177/D237:

Do SOLUTION 1 if the System/Copy firmware is Ver. 1.17 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.28.08 or newer, and

Do SOLUTION 3 if the Engine firmware is older than this (ver. 1.27.08 or older).

Reissued: 15-Mar-17

Model: MET-C1abcdeyzk	Date: 23-Aug-13	No.: RD149047g
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SOLUTION 1

If the symptom occurs, use the following table to determine the best action.

SC670-02

- 1. Replace the BCU.*
- 2. Replace the IPU.*
- 3. Replace the PCU.*
- 4. Replace the controller board.*

SC670-03

- 1. Replace the IPU.*
- 2. Replace the PSU.*
- 3. Replace the controller board.*
- 4. Replace the harness between PSU and IPU.*

SC670-04

- 1. Replace the IPU.*
- 2. Replace the controller board.*

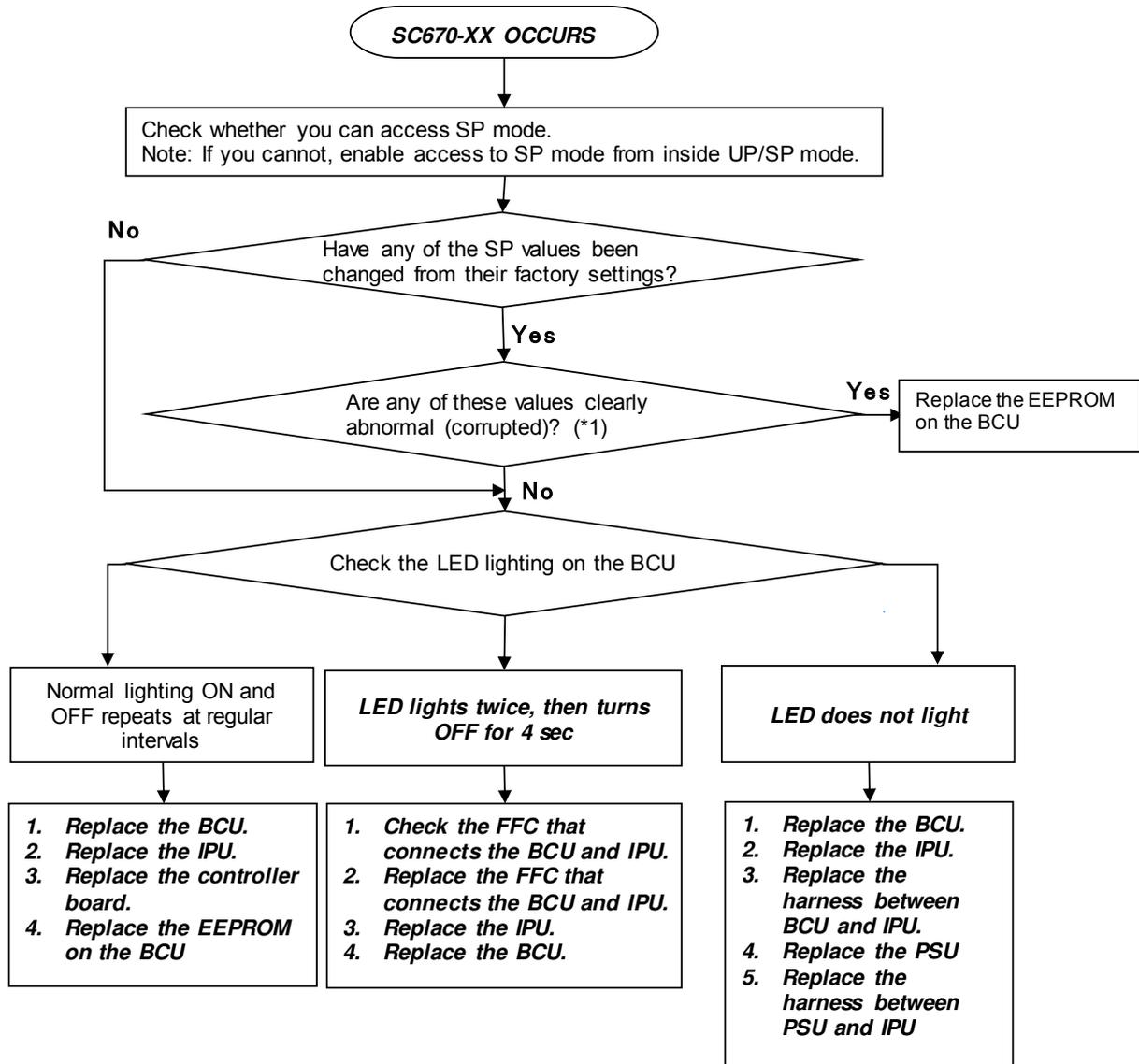
SOLUTION 2

If the symptom occurs, use the following flow chart to determine the cause and decide the best course of action.

Note: The action for when the LED on the BCU lights 3 times was deleted from the flow chart and transferred to SC664 and SC665.

Reissued: 15-Mar-17

Model: MET-C1abcdeyzk	Date: 23-Aug-13	No.: RD149047g
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(*1) Example of an SP value that is clearly abnormal/corrupted:

Correct:

No	Name		Default	Value
SPXXXX-YYY	Motor Speed	Vertical Feed Plain Std	0.9	0.9

Incorrect:

No	Name		Default	Value
SPXXXX-YYY	Motor Speed	Vertical Feed Plain Std	0.9	-2407.1

Reissued: 15-Mar-17

Model: MET-C1abcdeyzk	Date: 23-Aug-13	No.: RD149047g
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SC665-02

1. Replace the toner bottle if SC665-02 disappears when the toner bottle is removed.
2. Replace the development unit if SC665-02 disappears when the development unit is removed.
3. Replace the FFC that connects the BCU and the imaging IOB.
4. Replace the FFC that connects the imaging IOB and the transport IOB.
5. Replace the BCU.
6. Replace the imaging IOB.
7. Replace the transport IOB.
8. Replace the 4 ID chips board.

SC665-03

1. Replace the FFC that connects the imaging IOB and the transport IOB.
2. Replace the imaging IOB.
3. Replace the transport IOB.

SC665-04/SC664-01

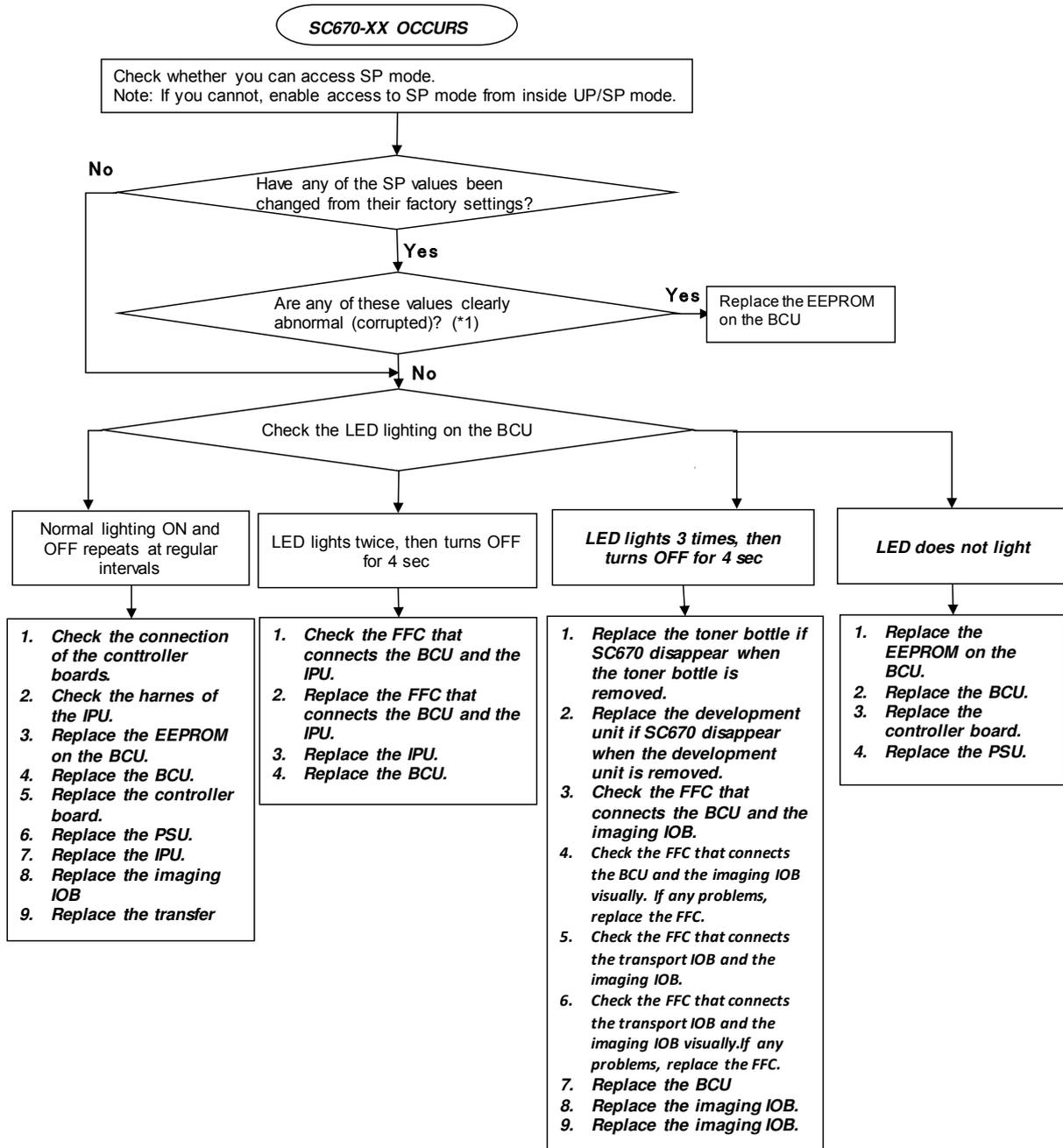
1. Replace the FFC that connects the BCU and the imaging IOB.
2. Replace the FFC that connects the imaging IOB and the transport IOB.
3. Replace the EEPROM on the BCU.
4. Replace the imaging IOB.
5. Replace the transport IOB.
6. Replace the BCU.

Reissued: 15-Mar-17

Model: MET-C1abcdeyzk	Date: 23-Aug-13	No.: RD149047g
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SOLUTION 3

If the symptom occurs, use the following chart to determine the cause and decide the best course of action.



Model: MET-C1d		Date: 26-Aug-13	No.: RD149048
Subject: Smart Card Reader Installation procedure		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

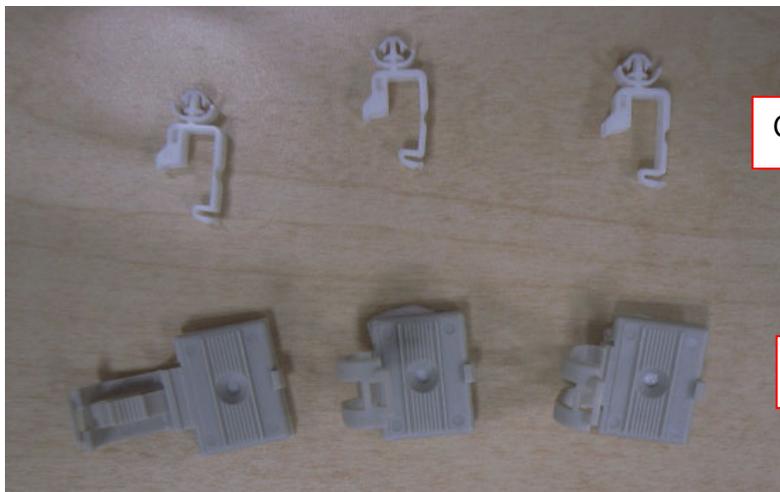
Service Manual Revision

The installation procedure for the Smart Card Reader was missing from the Service Manual.

Smart Card Reader Installation

Accessory Check

No.	Description	Q'ty
1	Upper cover	1
2	Sponge	2
3	Reader cover	1
4	Clamp: LWSM-0605	3
5	Clamp:KS-15 *This part is not used on the MET-C1. It is only used on the CH-C1.	3



Clamp: LWSM-0605

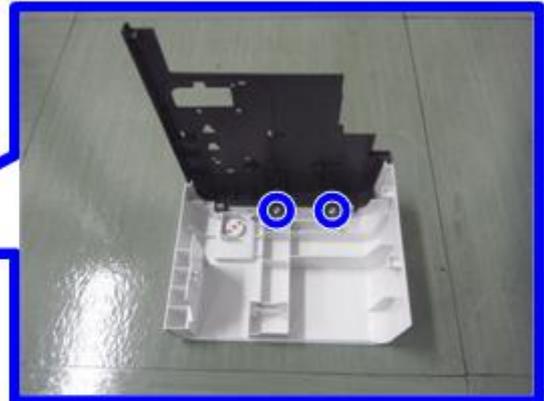
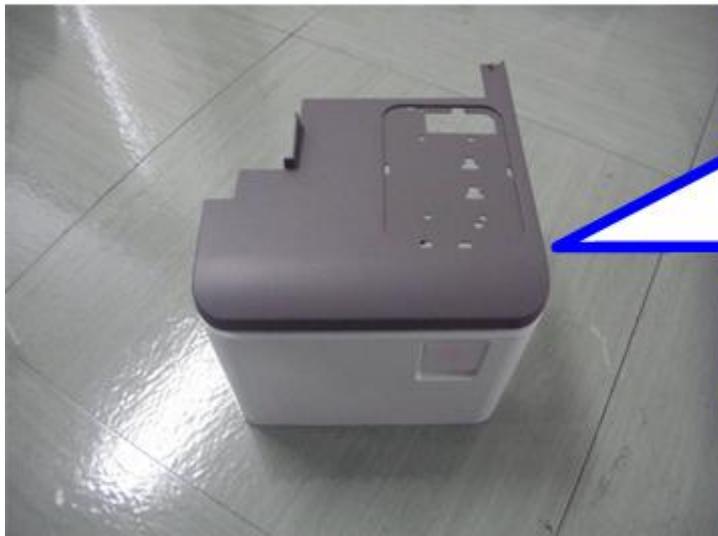
Clamp: KS-15

Model: MET-C1d	Date: 26-Aug-13	No.: RD149048
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Installation procedure

This option does not include an IC card reader and USB cable. The following procedure assumes the use of the customer's USB cable and IC card reader.

- 1 Main power switch cover
- 2 Scanner right cover
- 3 Replace the following original cover with the cover provided in the option (screws X 2).



d1463010

- 4 Attach the main switch cover.
- 5 Pass a standard USB cable through the hole [A].

NOTE: There is no USB cable included in this option.



d1463011

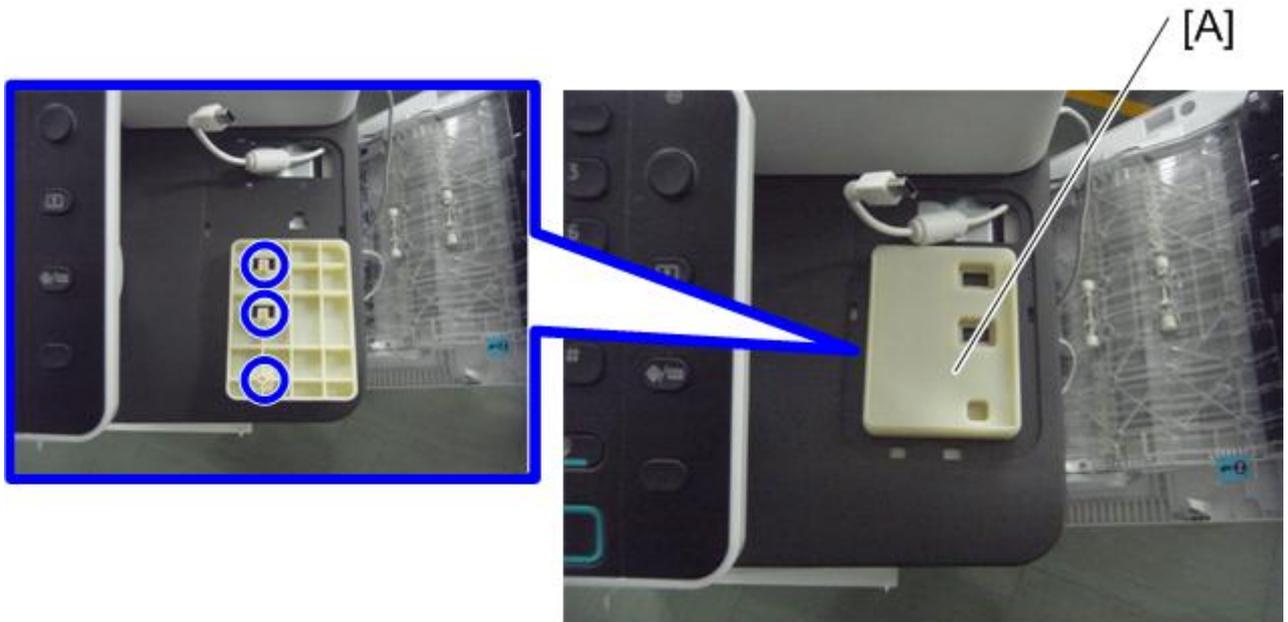
Model: MET-C1d

Date: 26-Aug-13

No.: RD149048

- 6 Put the table [A] on top of the machine as shown.

NOTE: There are three ribs on the rear side of the table.



d1463012

- 7 Attach the sponge [A] with double-sided tape.



d1463014

Model: MET-C1d

Date: 26-Aug-13

No.: RD149048

8 Connect the cable **[B]** to the IC card reader **[A]**, and then attach the reader to the machine as shown.



IMPORTANT: Twist the USB cable before attaching it as shown in the photo.



Model: MET-C1d

Date: 26-Aug-13

No.: RD149048

- 9 Attach the IC card reader cover.



d1463017

- 10 Attach the three clamps (Clamp: LWSM-0605;  X 3).



d1463018

Model: MET-C1d

Date: 26-Aug-13

No.: RD149048

- 11** Remove the cut-out in the cover and pass the USB cable through the hole.



d1463019

- 12** Insert the USB cable into the **LEFT** USB port on the controller.
IMPORTANT: Make sure to insert the cable into the **LEFT** USB port.



d1463020

Model: MET-C1d

Date: 26-Aug-13

No.: RD149048

- 13 Lead the cable as shown in the photo (🖨️ X 3).



d1463021

- 14 Attach the exterior cover.

Model: MET-C1d		Date: 28-Aug-13	No.: RD149049
Subject: Noise from Bridge Unit BU3070		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Noise occurs in the following area in the Bridge Unit 3070.

**CAUSE**

High friction resistance between the roller and plate spring

SOLUTION**Production line:**

Grease will be added to the shaft of the driven roller.

Cut-in serial number: E533Q618618

In the field:

Add a spot of **Silicon Grease G-501** the size of a grain of rice to the shaft of the driven roller (to the four points shown in the photo below).

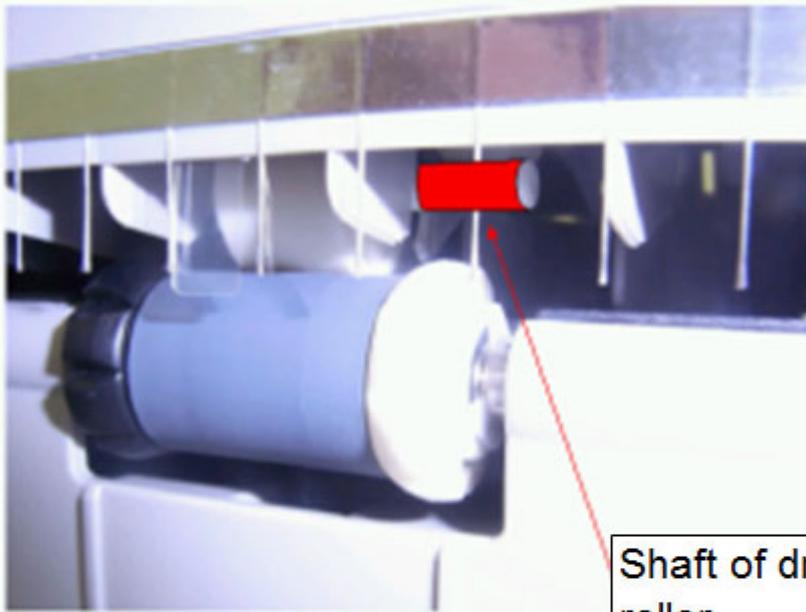
See photo below.

Silicon Grease G-501
P/N: 52039502
Destination: GEN (all)

Model: MET-C1d

Date: 28-Aug-13

No.: RD149049



Shaft of driven roller



Add grease to these four points (paper exit area)

Model: MET-C1d		Date: 18-Sep-13	No.: RD149050
Subject: "Toner End" alert message does not clear.		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

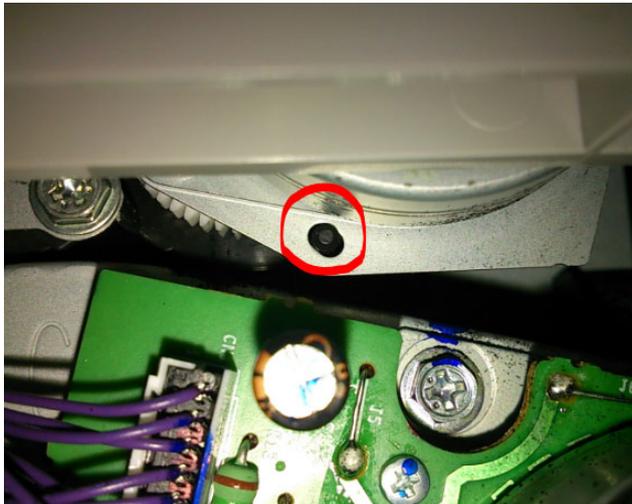
SYMPTOM

The "Toner End" alert message does not clear.

CAUSE

1. The pin for the toner transport motor was not fitted into the bracket hole correctly at the factory.

Correct:



Incorrect:

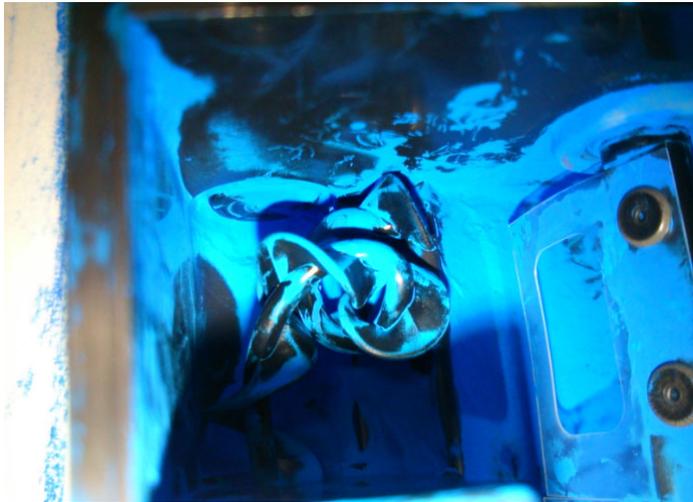


Model: MET-C1d

Date: 18-Sep-13

No.: RD149050

2. The toner transport screw was twisted or bent during factory assembly.



SOLUTION

Production line

- 1) A visual check of the transport screw was added.
- 2) A visual check of the toner supply motor was added.

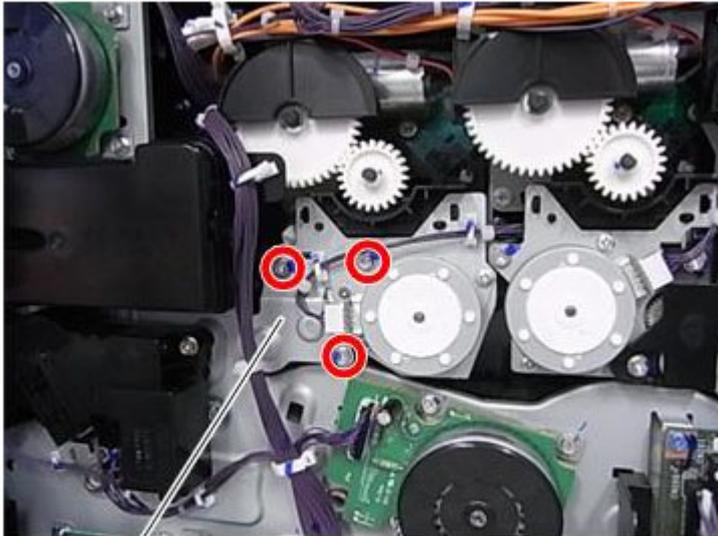
Applied from: July 5, 2013 (see cut-in serial numbers below)

In the field

Do the following procedure for the affected color(s):

Model: MET-C1d	Date: 18-Sep-13	No.: RD149050
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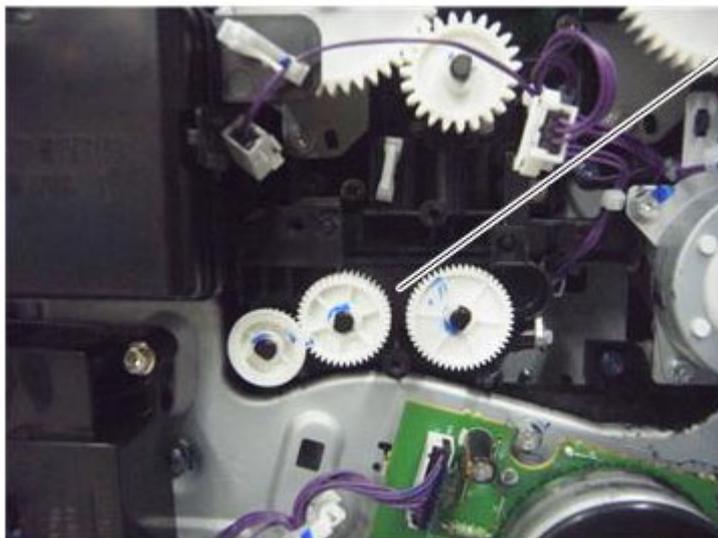
1. For each color, check the pin for the toner transport motor.
2. If the pin was not fitted into the bracket hole correctly, remove the transport motor unit assembly [A] and fit the pin through the hole. If necessary, replace the unit.
See the “Correct” and “Incorrect” photos above.



d1462124

[A]

3. Check the toner transport screw.
4. If the screw is bent as shown in the photos above, replace the sub hopper [A].



[A]

d1462125

Model: MET-C1d	Date: 18-Sep-13	No.: RD149050
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CUT-IN SERIAL NUMBERS

Product code:	Model name:	GER:	Action1:	Cut-in S/N	Action2:
D14629	MET-C1a			E153M750001	
D14729	MET-C1b			E163M750001	
D14829	MET-C1c	AA		E173M750001	
D14929	MET-C1d			E183M750001	
D15029	MET-C1e			E193M750001	
D14627	MET-C1a				
D14727	MET-C1b				
D14827	MET-C1c	EU			
D14927	MET-C1d				
D15027	MET-C1e				
D14617	MET-C1a				*TBA
D14717	MET-C1b				
D14817	MET-C1c	NA			
D14917	MET-C1d				
D15017	MET-C1e				

*The serial numbers are still being confirmed.
 We will update this RTB as soon as we can confirm the information.

Model: MET-C1cde / MET-C1cde_SOP	Date: 12-Oct-13	No.: RD149051
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Subject: Firmware Release Note: Option IPDS		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
8.589	D1665712	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
8.589	1st Mass production

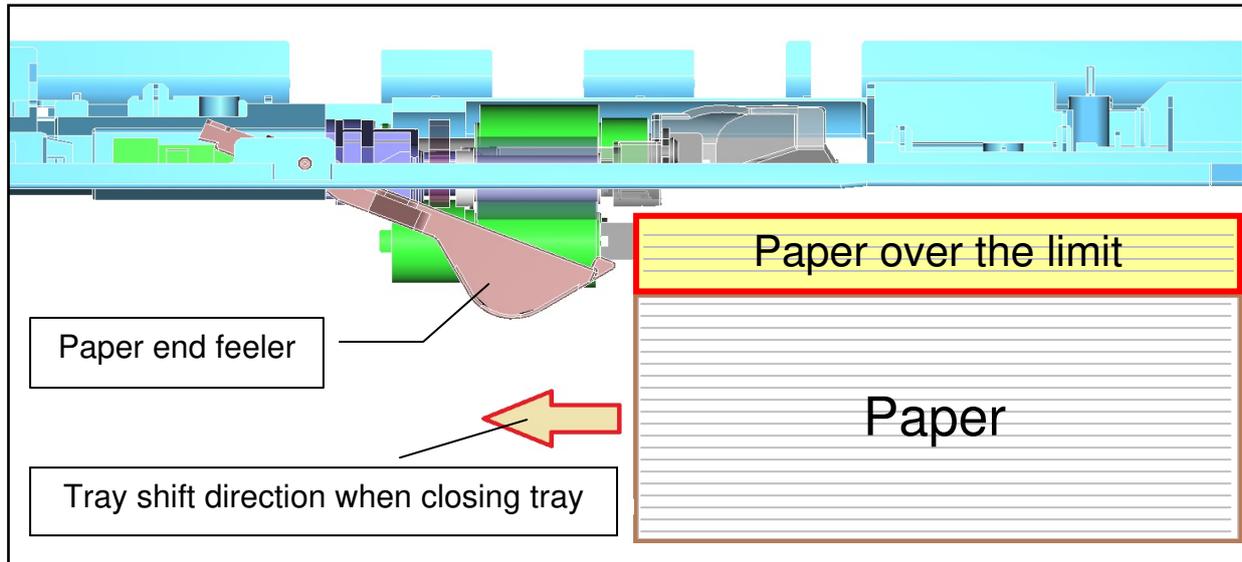
Model: MET-C1d		Date: 5-Nov-13	No.: RD149055
Subject: SC501-SC504 and Misdetection of paper end by paper end feeler coming off from paper feed unit		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

1. SC501 – SC504
2. Misdetection of Paper End

CAUSE

The paper tray is filled over the specification limit, causing the paper stack to hit the paper end feeler with force and knock the feeler off the paper feed unit.



Model: MET-C1d

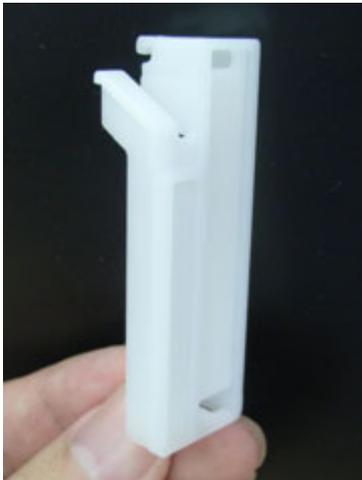
Date: 5-Nov-13

No.: RD149055

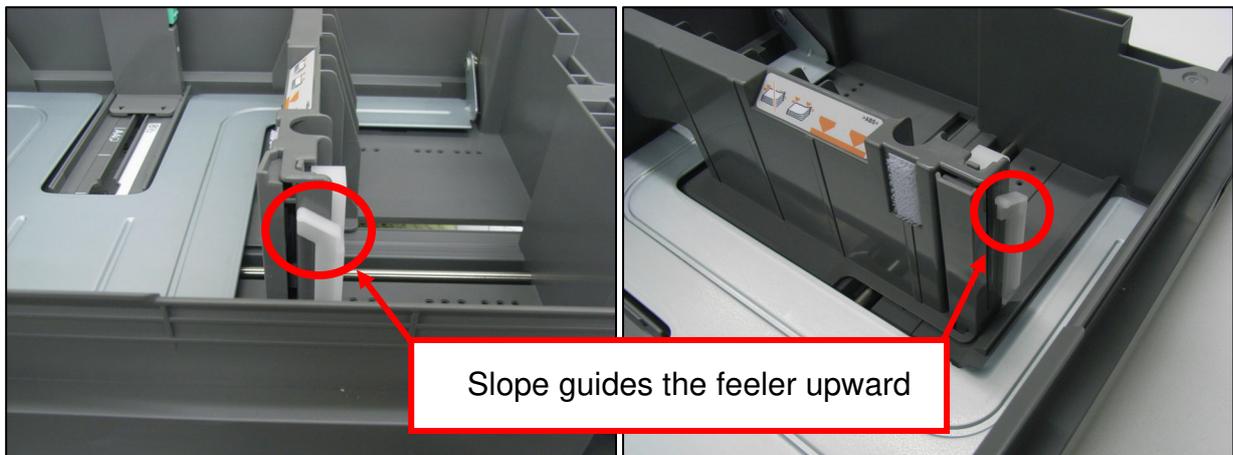
SOLUTION**Production line:**

A feeler guide was added to reduce the chances that the paper stack will contact the feeler.

Cut-in serial numbers: TBA



Note: When the tray is closed, the guide pushes the paper end feeler up before the paper stack has a chance to contact it.



Model: MET-C1d

Date: 5-Nov-13

No.: RD149055

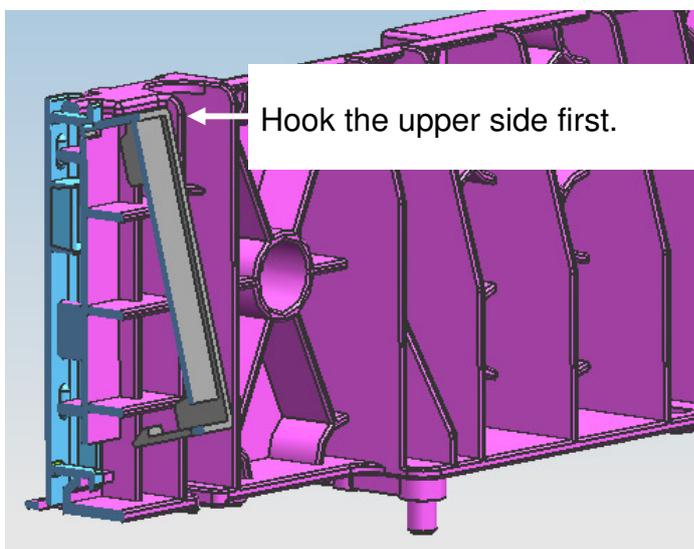
In the field:

Attach the following part to the side fence in each paper tray.

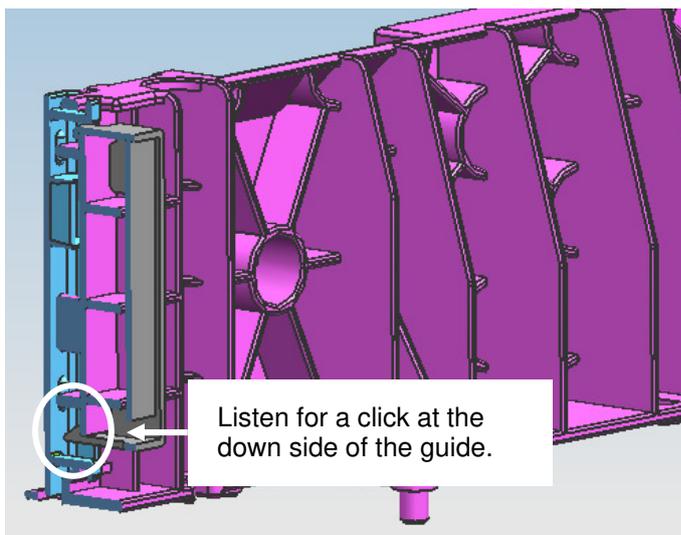
New part number	Description	Q'ty	Int	Note
D1492834	GUIDE:FEELER:PAPER END	1	X/O	One part is necessary for each tray.

Attachment procedure:

1. Hook the **upper** side of the guide to the side fence.



2. Hook the lower side of the guide onto the guide fence until you hear a click.

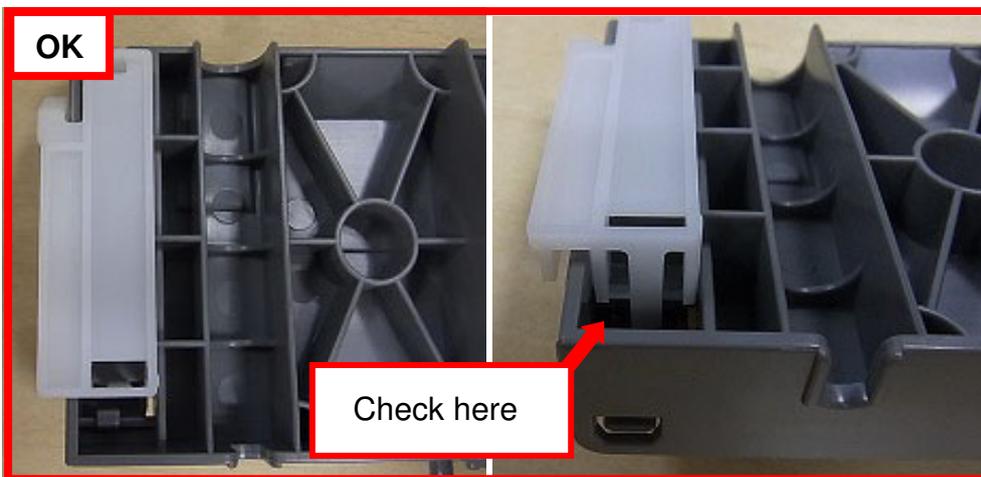
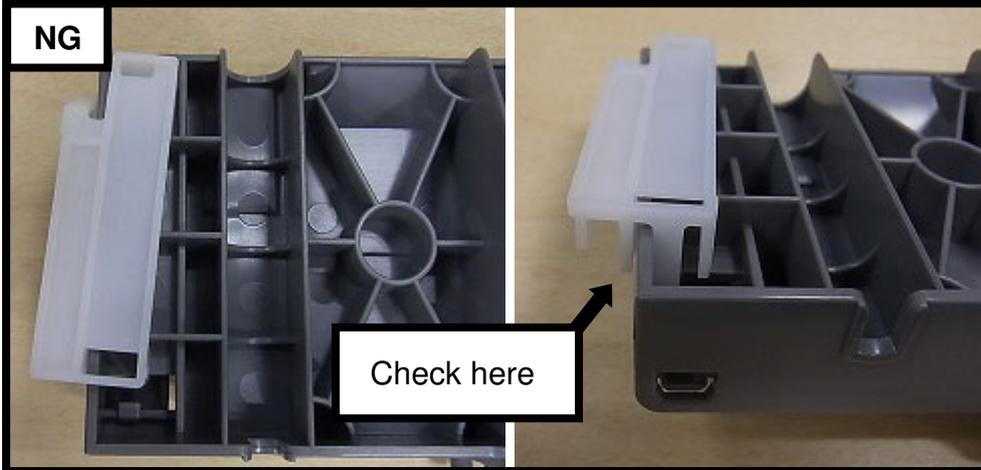


3. Check if the guide is attached to the guide fence correctly, by looking at the following pictures.

Model: MET-C1d

Date: 5-Nov-13

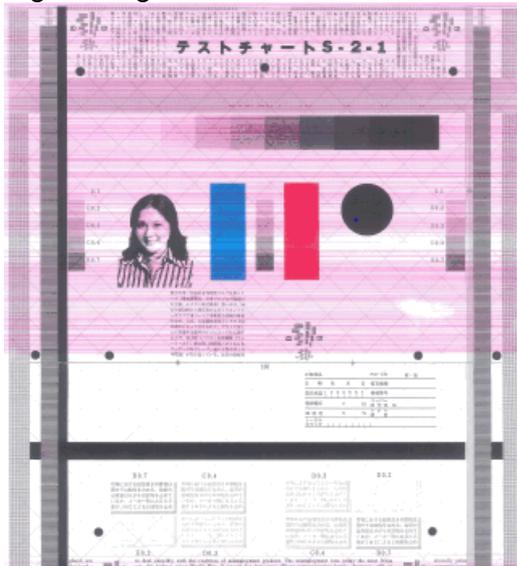
No.: RD149055



Model: MET-C1d		Date: 29-Nov-13	No.: RD149056
Subject: Light image		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

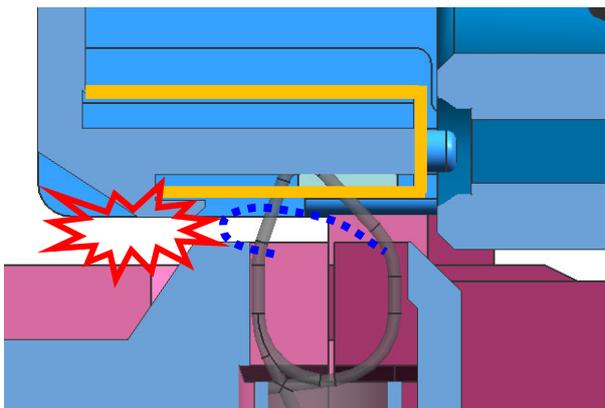
SYMPTOM

Light images



CAUSE

The bias terminal breaks when the PCDU is removed, causing the development bias to be too high or too low.



Machine side spring breaks, damaging connection with PCDU

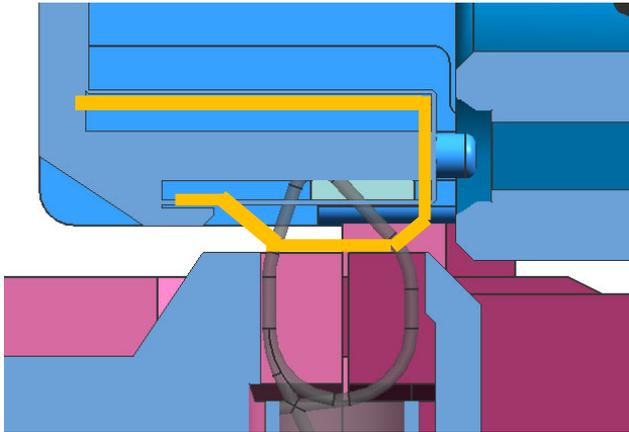
SOLUTION

Temporary solution

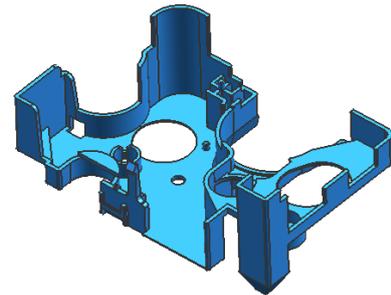
[Temporary solution - install this new part \(D1492329: PCDU Rear Cover\)](#)

- The shape of the gold plate in the rear of the PCDU which contacts the bias terminal was also changed (planned for application to the production line in Dec.)

.Note: This allows the correct development bias to be applied, even if the spring is bent.



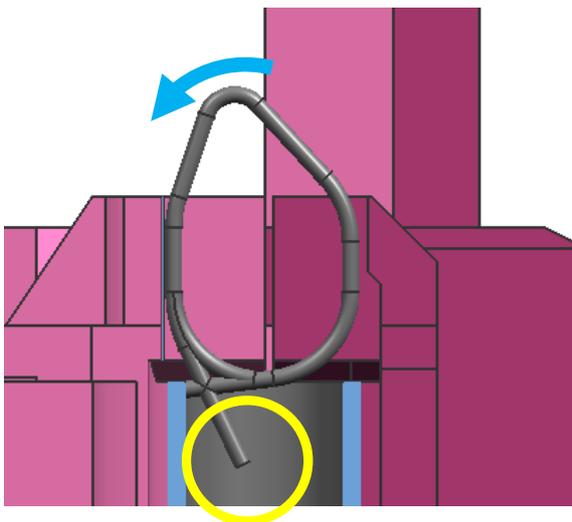
New part number: D1492329



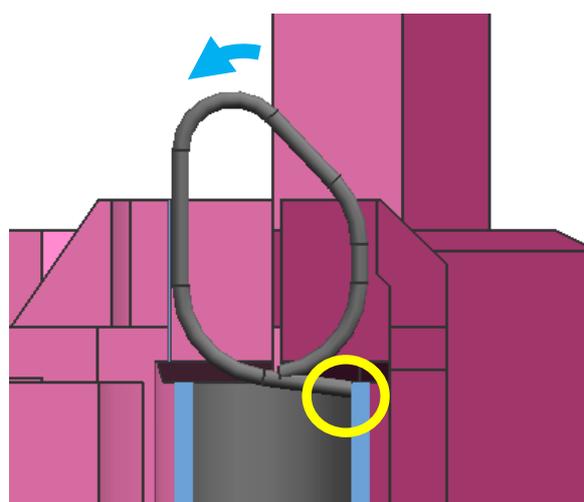
Permanent solution

- The shape of the spring in the rear of the PCDU which contacts the bias terminal was also changed (planned for application to the production line in Dec.)
- The shape of the bias terminal spring on the mainframe was changed (July 8).

After



Before

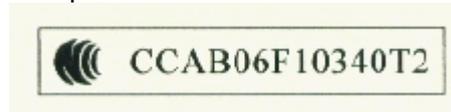


Model: MET-C1d		Date: 25-Dec-13	No.: RD149057
Subject: Important note: FAX for TWN		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Note about Installing the Fax Unit or G3 Option on the MET-C1 (Taiwan Model Only)

- Attach the following decal to machines with a fax option or G3 Option installed. This is required for all MFP models with this option installed, in order to comply with fax communication authorization regulations.

Sample:



- The list of fax and G3 options that require this decal are listed below.

MET-C1ab

Product	Product code	line	authorization number	Action at the installation
Fax Option Type M3	D163-04	G3-1	CCAB13F10 090T0	Needed to attach
G3 Interface Unit Type M3	D163-12	G3-2	CCAB13F10 100T3	No need (Attached at production line)
G3 Interface Unit Type M3	D163-12	G3-3	CCAB13F10 110T6	Needed to attach

MET-C1cde

Product	Product code	line	authorization number	Action at the installation
Fax Option Type M4	D167-04	G3-1	CCAB13F10 120T9	No need (Attached on the bracket at production line)
G3 Interface Unit Type M4	D167-12	G3-2	CCAB13F10 130T2	No need (Attached at production line)
G3 Interface Unit Type M4	D167-12	G3-3	CCAB13F10 140T5	Needed to attach

Model: MET-C1d

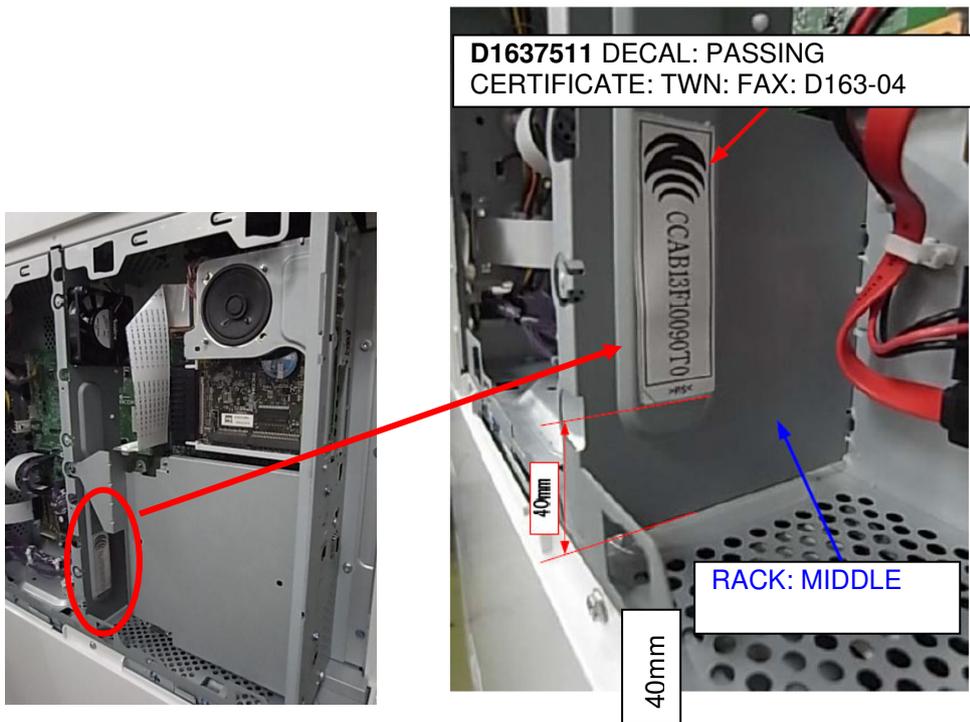
Date: 25-Dec-13

No.: RD149057

Attachment location:

When you install fax or fax G3 option, attach the decal in the area shown in the photos.

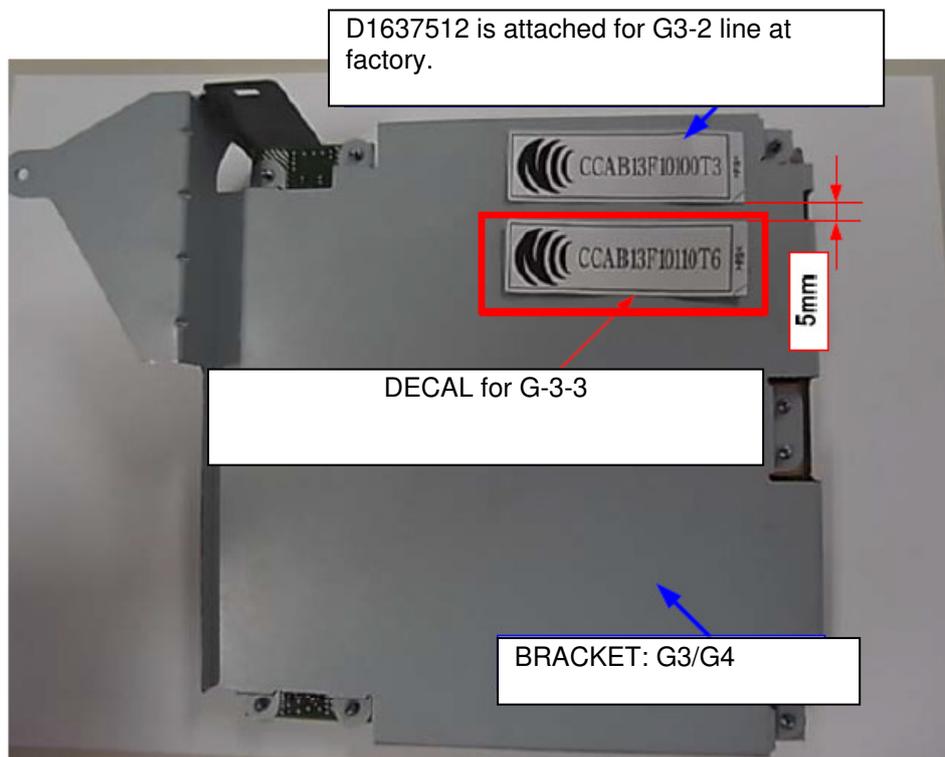
- **Fax option for MET-C1ab(D163-04):**



Model: MET-C1d	Date: 25-Dec-13	No.: RD149057
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- **G3 option for MET-C1ab (D163-12):**

IMPORTANT: You **need to attach** the decal for the **G3-3** line, but do not have to for the G3-2 line. This is because for the G3-2 line, the decal is already attached at the factory. **See the attachment location in the photo below.**

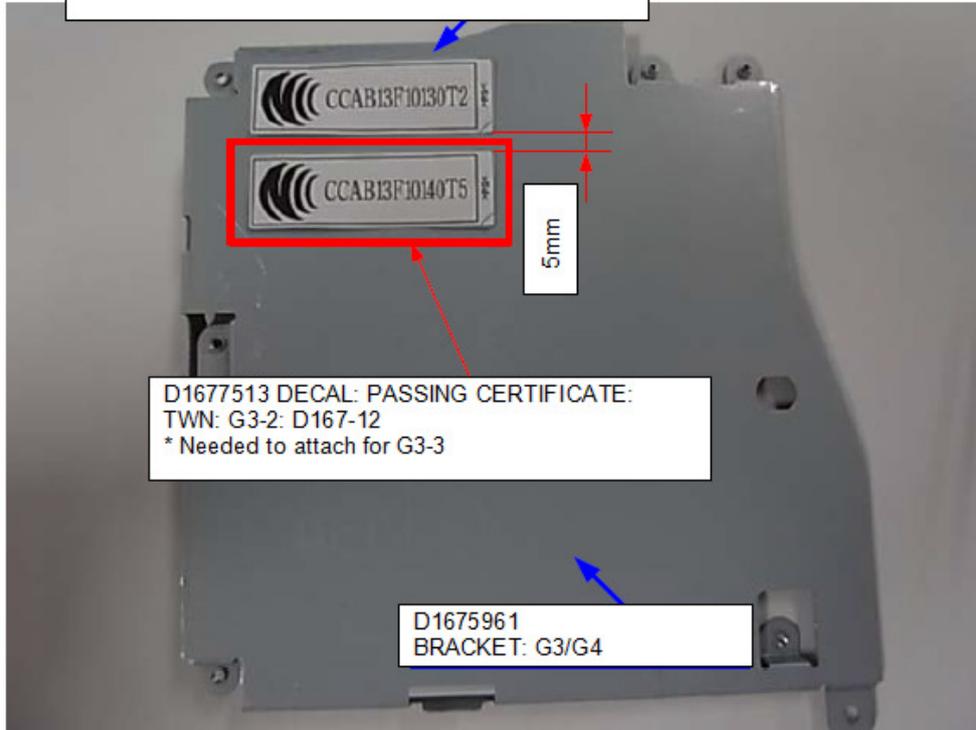


- **G3 option for MET-C1cde (D167-12)**

IMPORTANT: You **need to attach** the decal for the **G3-3** line, but do not have to for the G3-2 line. This is because for the G3-2 line, the decal is already attached at the factory. **See the attachment location in the photo below.**

Model: MET-C1d	Date: 25-Dec-13	No.: RD149057
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D1637512 is required to attach for G3-3 line at the machine installation.



Model: MET-C1b		Date: 06-Feb-14	No.: RD149060
Subject: Manual Correction: Caster Table Type M3 installation		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Add the area highlighted in blue below.

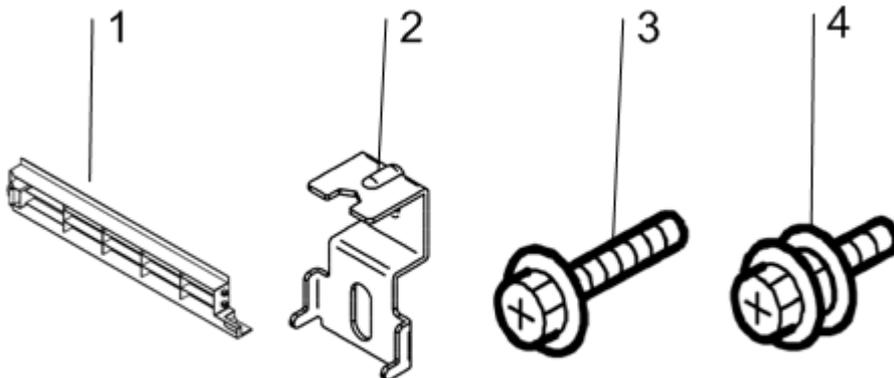
Cater Table Type M3 (D17802)

Accessory Check:

[Top Page](#) > [Main Chapters](#) > [Installation](#) > [Caster Table Type M3](#) > [Accessory Check](#)

Accessory Check

No.	Description	Q'ty
1	Right Lower Cover	1
2	Securing Bracket	2
3	Screws (M4 × 10)	2
4	Screw with Spring Washer (M4 × 10)	1
5	STUD:POSITIONING:TABLE:CASTER	3



d1465005

Model: MET-C1b

Date: 06-Feb-14

No.: RD149060

5



Note: The location of this accessory is shown below.

**Installation procedure:**

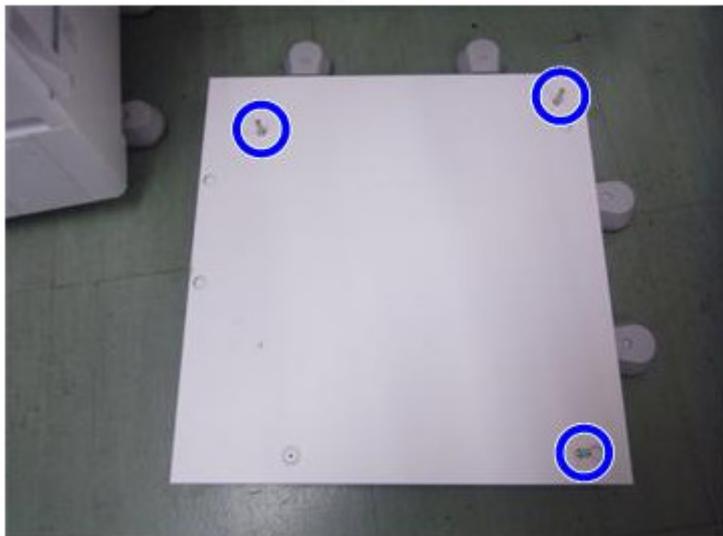
Please refer to the service manual.

[Top Page](#) > [Main Chapters](#) > [Installation](#) > [Caster Table Type M3](#) > [Installation procedure](#)

Model: MET-C1b

Date: 06-Feb-14

No.: RD149060

1 Attach the 3 locating pins.

d1463030

Reissued:24-Apr-14

Model: MET-C1d	Date: 06-Feb-14	No.: RD149061a
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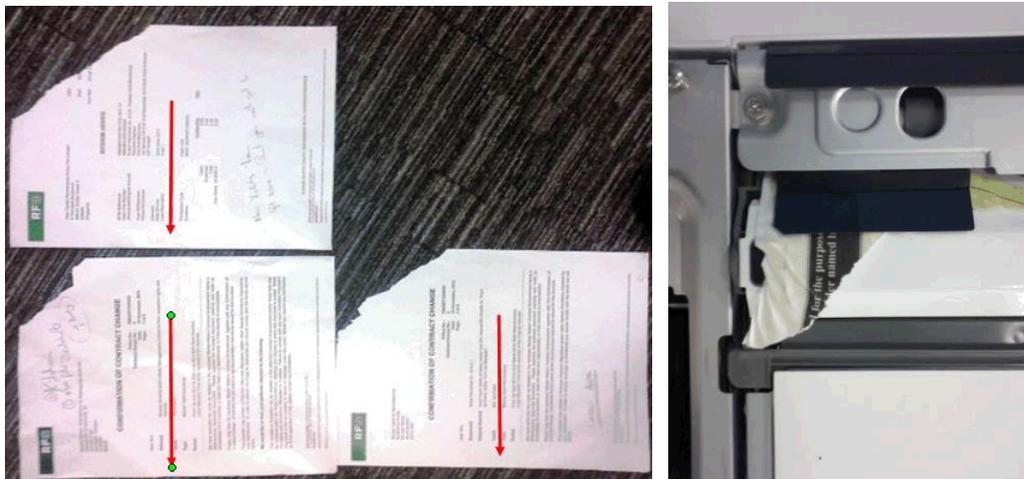
RTB Reissue

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

Subject: Troubleshooting: SPDF DF3080 Jam 66 or Original damage		Prepared by: M.Kumagai	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

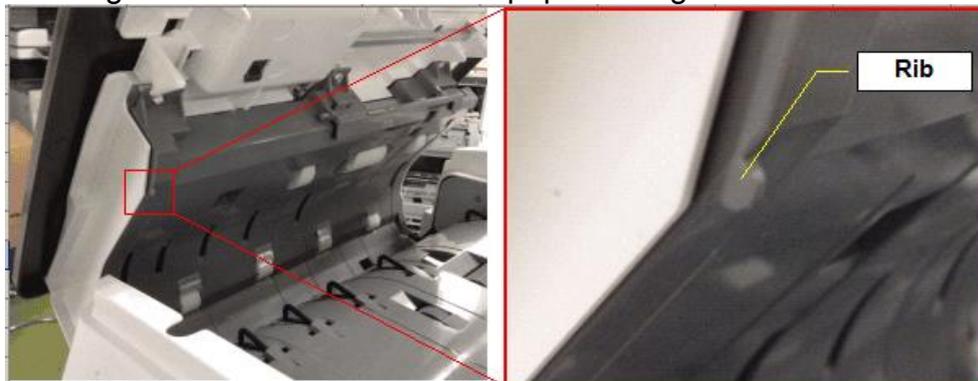
SYMPTOM

Jam code 66 occurs, the original is torn, or dog ears form in the original when using the SPDF DF3080.



CAUSE

The original contacts the rib on the paper feed guide when it is fed.



SOLUTION

Production line:

Two countermeasures were applied to machines in production, in order to prevent the original from contacting the rib.

Reissued:24-Apr-14

Model: MET-C1d		Date: 06-Feb-14	No.: RD149061a
Production level	Change		
Level 1	The rib on the SPDF guide plate was deleted (see Photo 1).		
Level 2: Permanent countermeasure	The rib was moved as shown in Photo 2 to provide a wider space through which the original can pass.		

Note: Although this rib functions to maintain a certain amount of width/space in the paper path, there is no side effect to removing the rib (unless a load is applied intentionally on the top of the guide plate).

Photo 1 (Level 1):

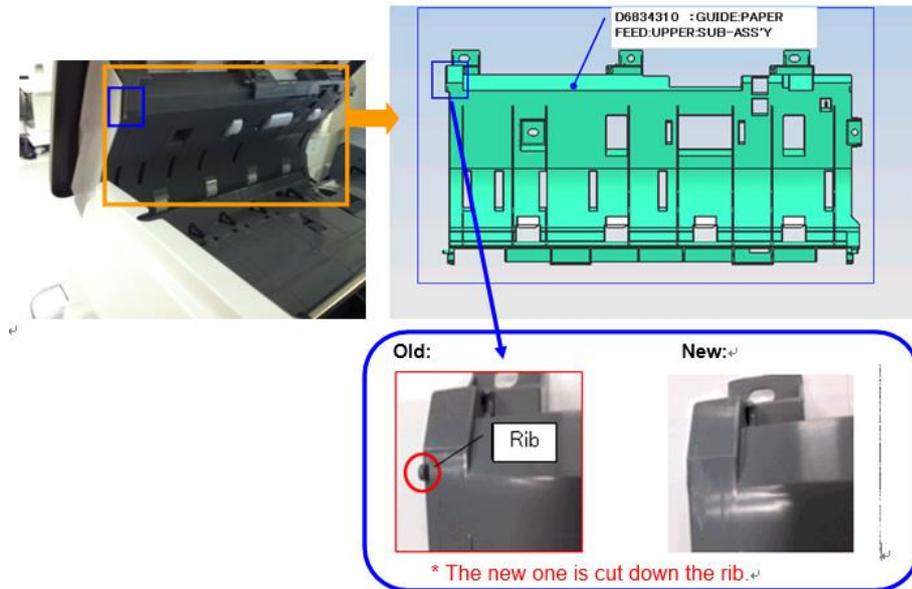
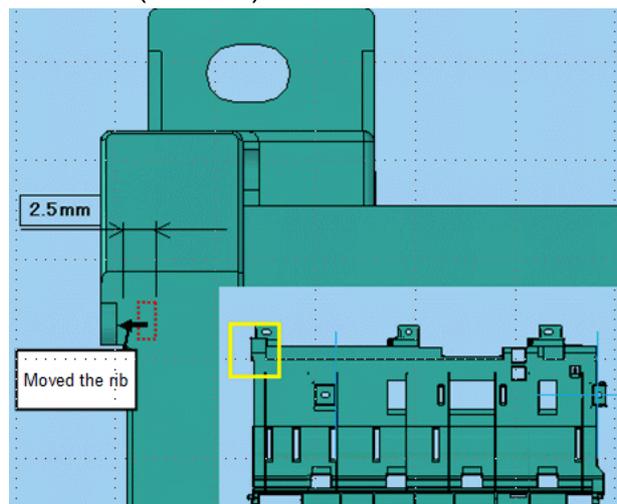


Photo 2 (Level 2):



Reissued:24-Apr-14

Model: MET-C1d	Date: 06-Feb-14	No.: RD149061a
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New part number	Description	Q'ty
D6834310	GUIDE:PAPER FEED:UPPER:SUB-ASS'Y	1

Change: The rib was moved.

Reason: To secure the proper amount of space in the paper path through which the original can pass (see Photo 2).

Cut-in serial numbers:

Level 1:

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3080	All RICOH subsidiaries, NRG, SAVIN, LANIER	D68317	E393QC10001~
DF3080	For configuration at RPL, REI	D68321	E393QC80001~

Level 2:

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3080	All RICOH subsidiaries, NRG, SAVIN, LANIER	D68317	E394Q110001~
DF3080	For configuration at RPL, REI	D68321	E394Q280001~

In the field:

Temporary solution

Cut away the rib on the SPDF guide. (**See Procedure 1 below**)

Important: To make sure the original does not catch on this part, remove the burr using sandpaper after you remove the rib.

Permanent solution

Replace the SPDF guide with the modified part. (**See Procedure 2 below**)

Reissued:24-Apr-14

Model: MET-C1d

Date: 06-Feb-14

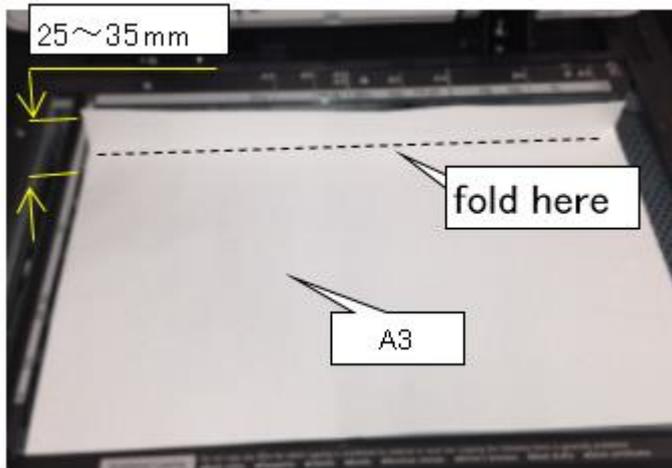
No.: RD149061a

PROCEDURE 1: Cutting Off the Rib from the SPDF Guide

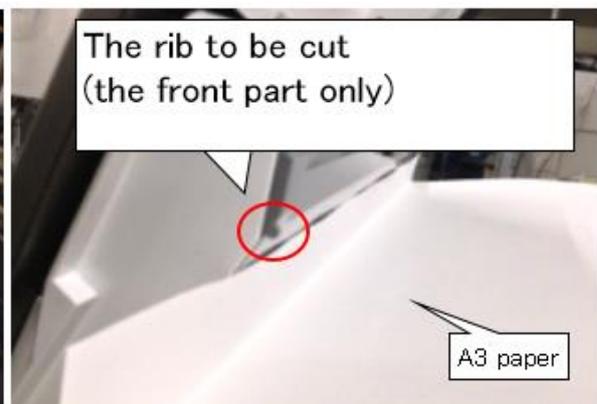
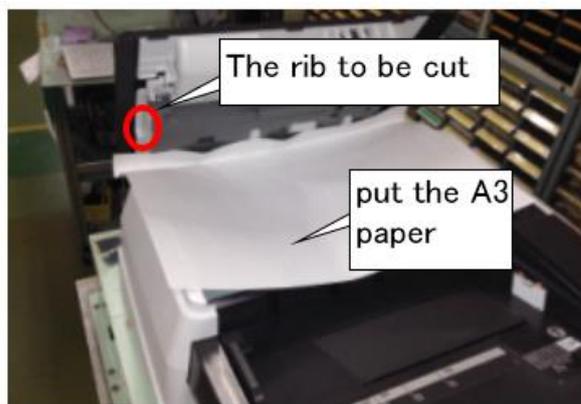
1. Open the SPDF feed cover.



2. Fold the long edge of an A3 sheet so that the height of the folded edge is between 25-35mm.



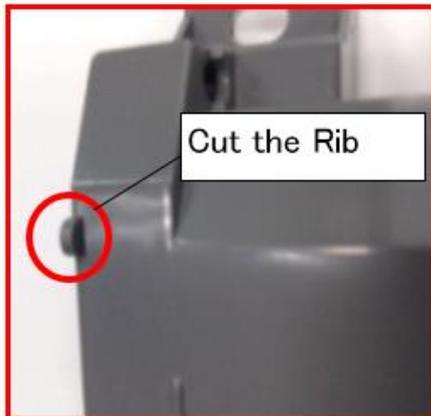
3. Place the A3 sheet down as shown in the photo, so that cut fragments and dust cannot fall inside the machine.



Reissued:24-Apr-14

Model: MET-C1d	Date: 06-Feb-14	No.: RD149061a
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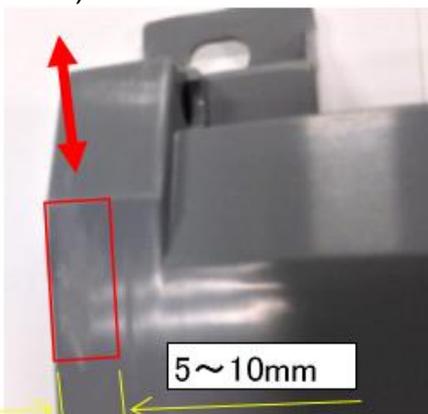
4. Cut off the rib from the SPDF guide using a pair of pliers.
Important: Only cut on the **front side** (operator's side).



5. Remove the burrs from the edges using sandpaper.

Important:

- 1) Move the sandpaper only in the direction of the red arrow shown.
- 2) Use the sandpaper only around the position to be cut (so that the marks do not stand out).



6. Move your fingernail across the area that you treated in Step 5, in the direction of the arrow. Make sure that your nail does not catch on any burrs.



Reissued:24-Apr-14

Model: MET-C1d	Date: 06-Feb-14	No.: RD149061a
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7. Remove the A3 sheet and make sure that there are no cut fragments or dust remaining.
8. Close the SPDF feed cover.

Reissued:24-Apr-14

Model: MET-C1d

Date: 06-Feb-14

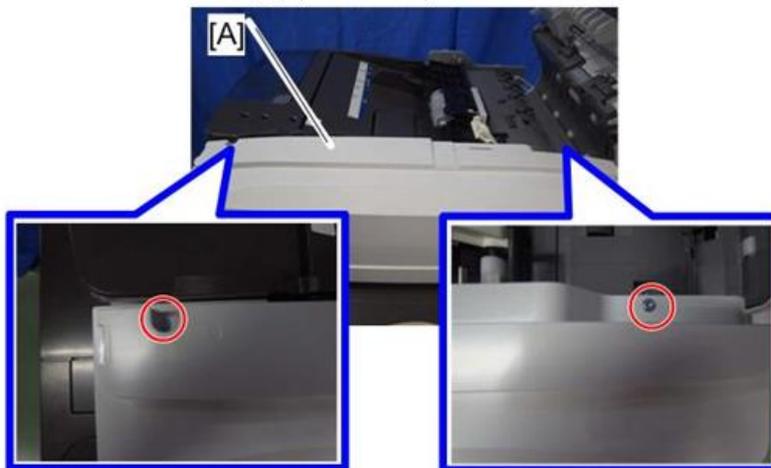
No.: RD149061a

3. Remove the cover [A] (screws x1).



d1352050

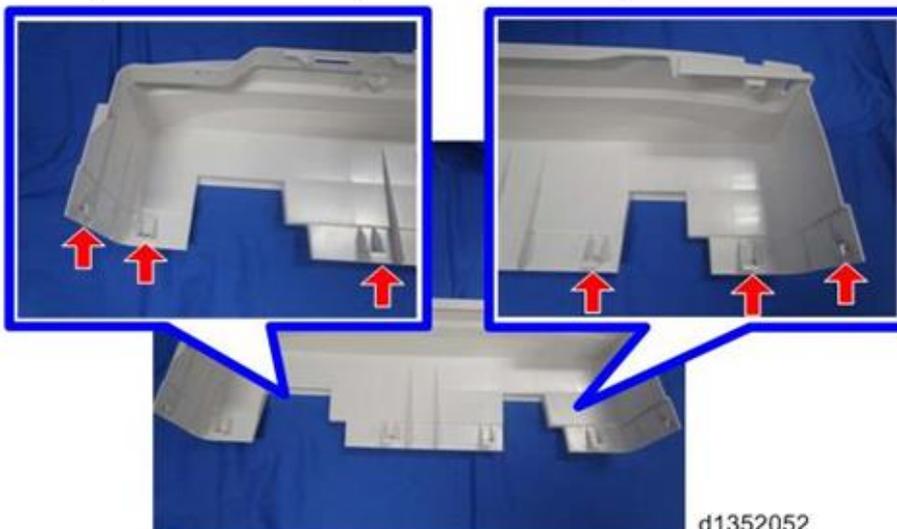
4. Remove the rear cover [A] (screws x2, hooks x 6).



d1352051

Note

- Check the position of the hooks in the photo below before removing.



d1352052

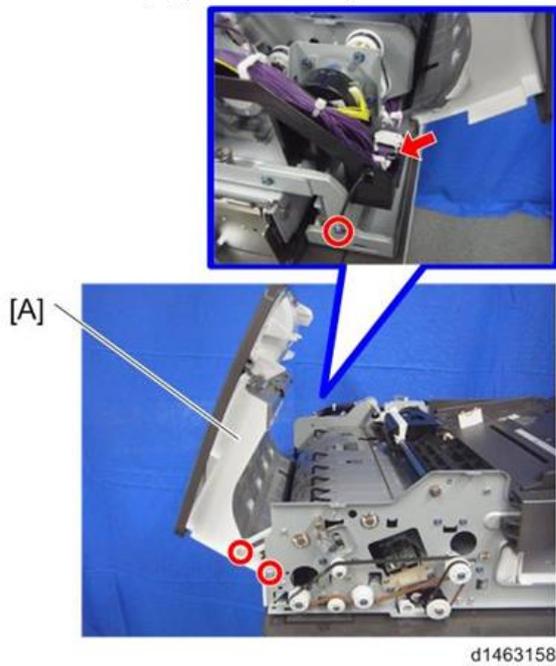
Reissued:24-Apr-14

Model: MET-C1d

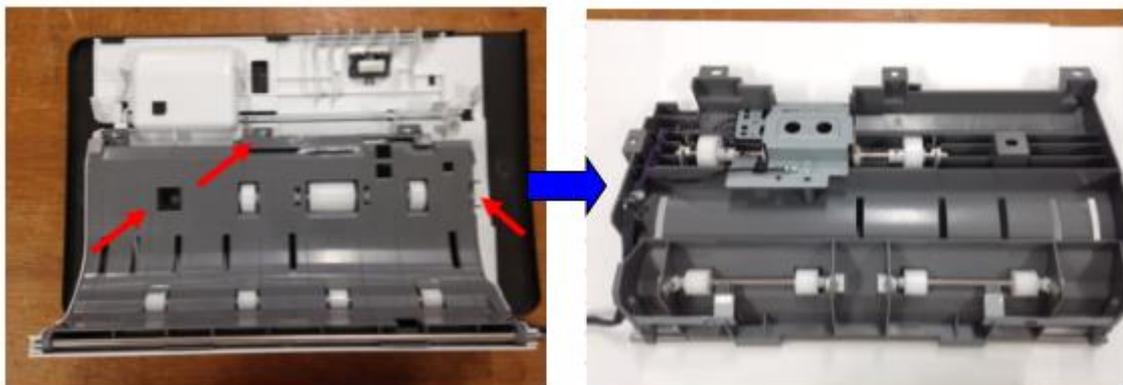
Date: 06-Feb-14

No.: RD149061a

5. Remove the feed cover [A] (screws x3, harnesses x1, clamps x2).



6. Remove the upper paper feed guide unit from the paper feed cover unit (screws x 3).



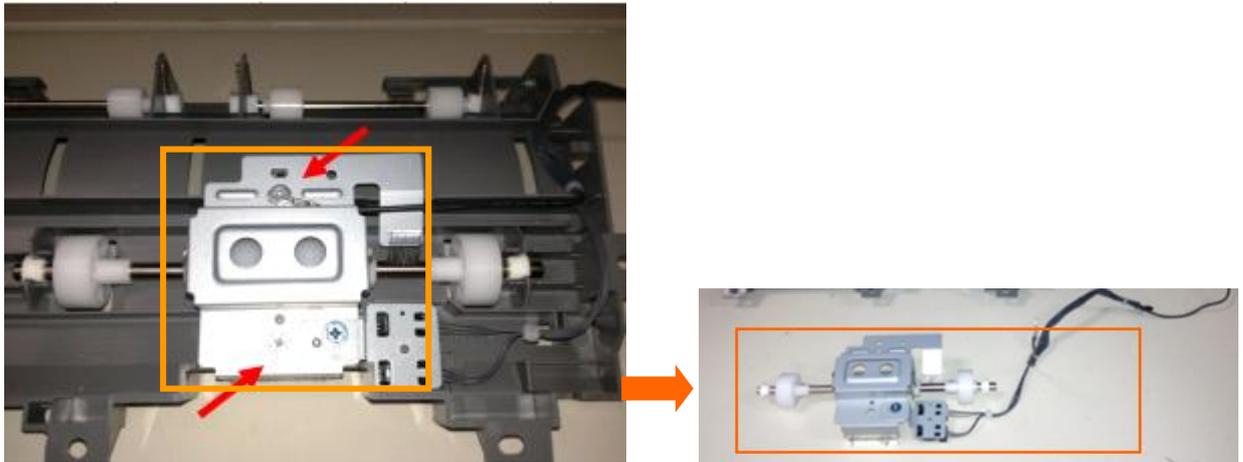
Reissued:24-Apr-14

Model: MET-C1d

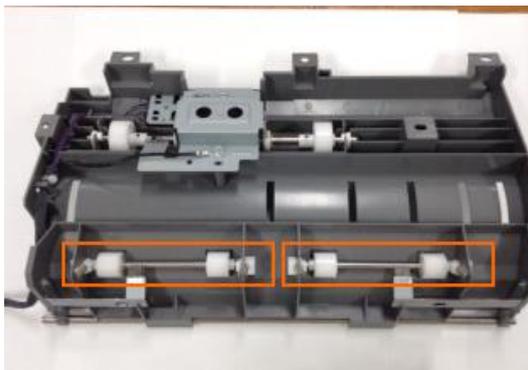
Date: 06-Feb-14

No.: RD149061a

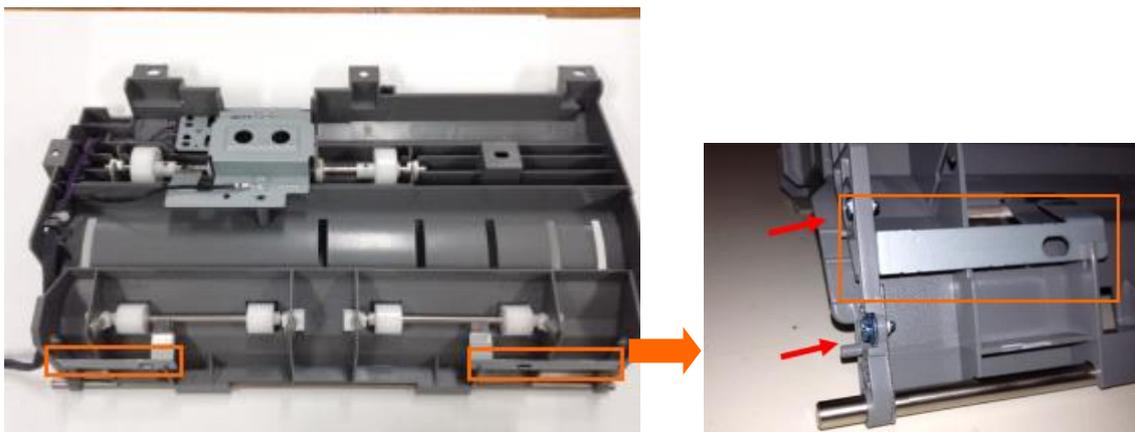
7. Remove the pull-out drive unit from the guide (screws x2).



8. Remove the image transfer drive unit (2 sets).



9. Remove the front and rear pivot brackets (screws x4).



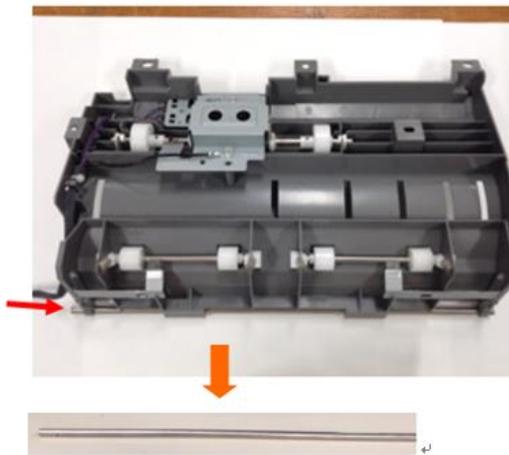
Reissued:24-Apr-14

Model: MET-C1d

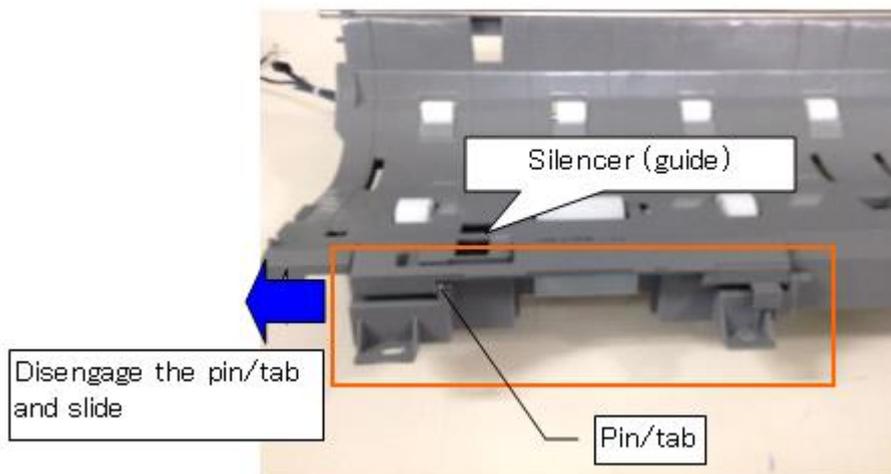
Date: 06-Feb-14

No.: RD149061a

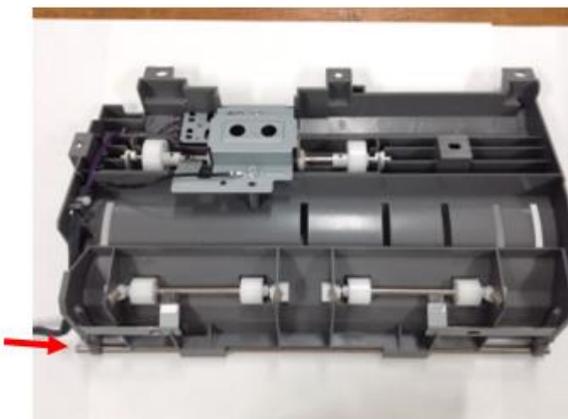
10. Remove the pivot shaft.



11. Remove the silencer (guide).



12. Attach the pivot shaft to the new guide.



Reissued:24-Apr-14

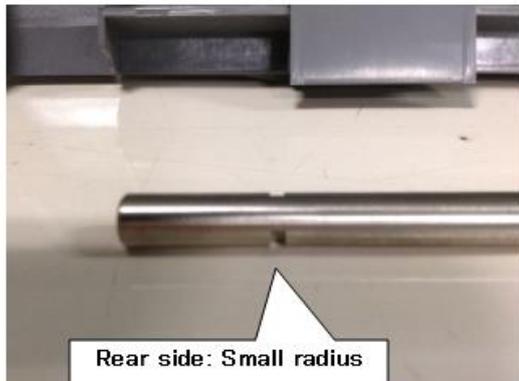
Model: MET-C1d

Date: 06-Feb-14

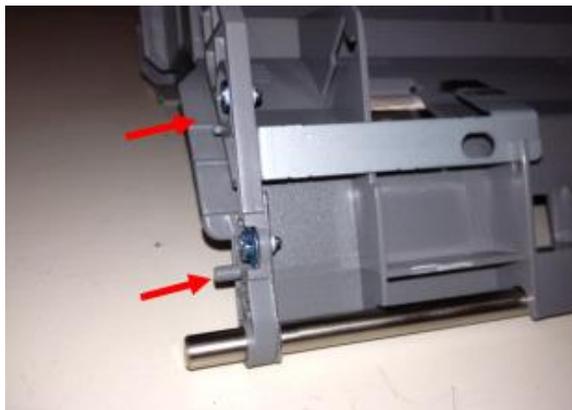
No.: RD149061a

IMPORTANT:

Make sure the shaft is in the correct orientation/direction.



13. Attach the front and rear pivot brackets to the new guide (screws x4).



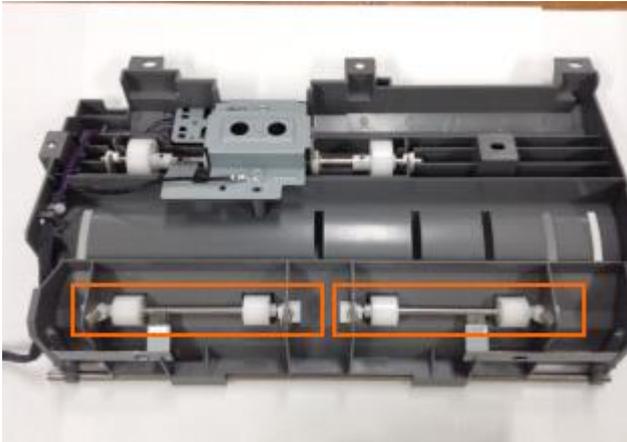
Reissued:24-Apr-14

Model: MET-C1d

Date: 06-Feb-14

No.: RD149061a

14. Attach the image transfer drive unit (2 sets).



IMPORTANT: Make sure that the bearings for the ITR drive roller are in the correct orientation (tilted at the correct angle).



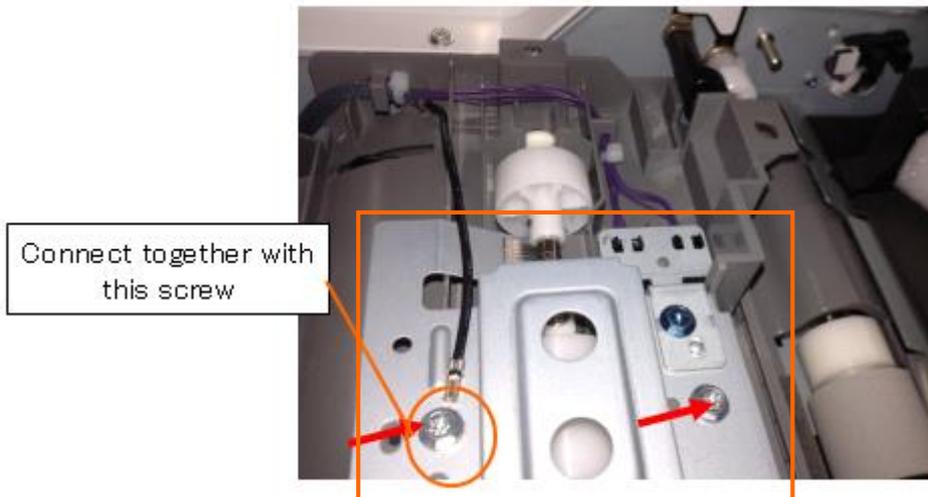
Reissued:24-Apr-14

Model: MET-C1d

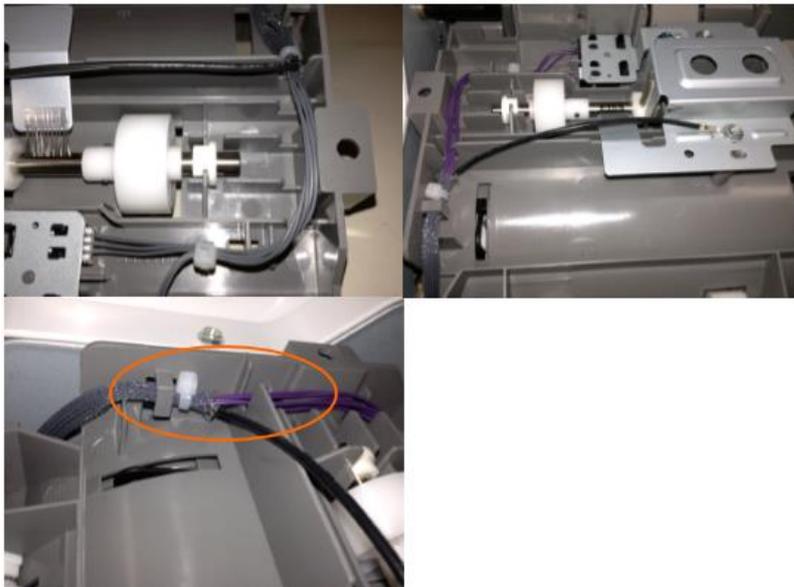
Date: 06-Feb-14

No.: RD149061a

15. Attach the pull-out roller drive unit to the new guide (screws x2).



Note: The photos show the position of the harnesses for the pull-out roller drive unit.



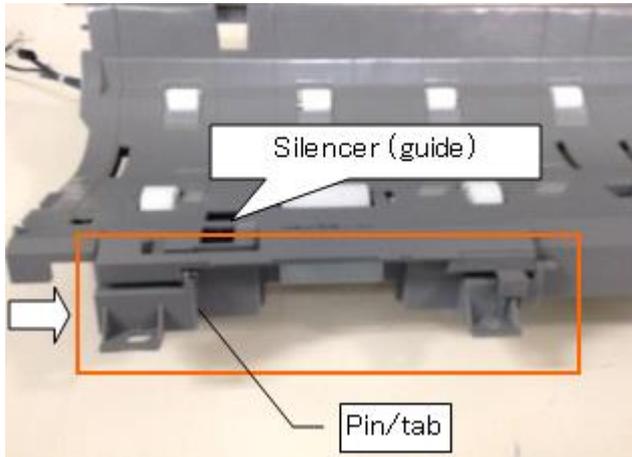
Reissued:24-Apr-14

Model: MET-C1d

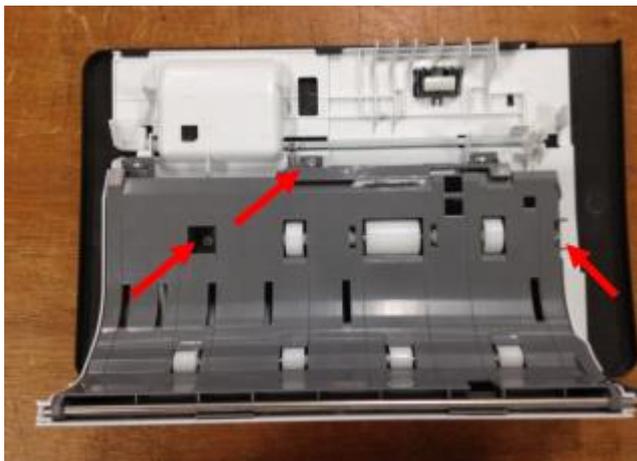
Date: 06-Feb-14

No.: RD149061a

16. Attach the silencer (guide).



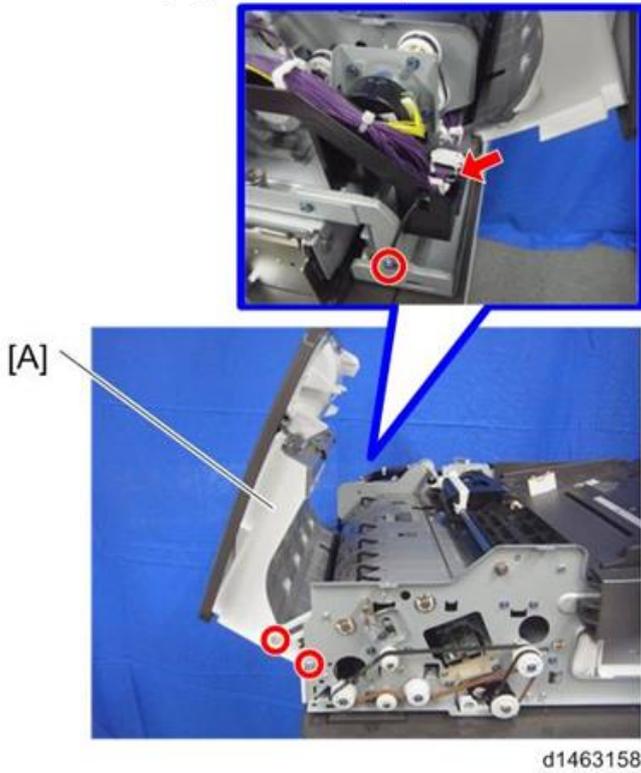
17. Join the upper paper feed guide unit to the paper feed cover (screws x3).



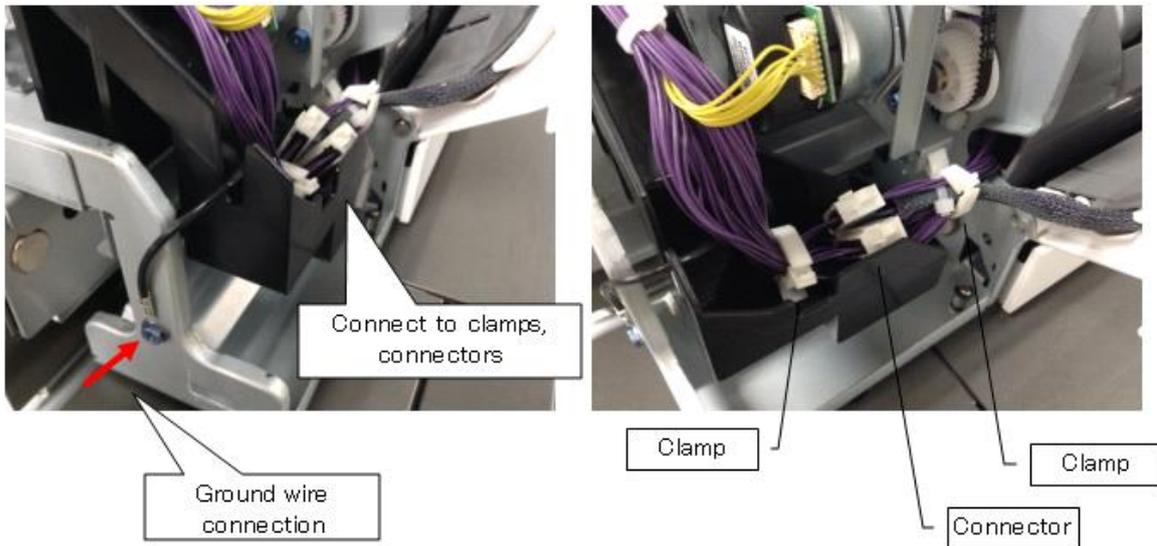
Reissued:24-Apr-14

Model: MET-C1d	Date: 06-Feb-14	No.: RD149061a
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18. Attach the paper feed cover unit to the DF (screws x3, harness x1, clamp x2).



Connect the ground wires and connectors.



19. Attach the ADF front cover and rear cover.

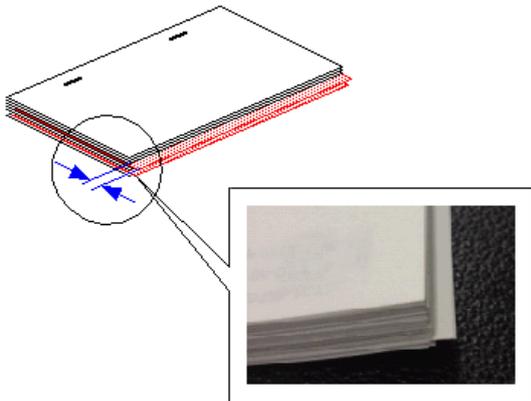
20. Close the feed cover.

Model: MET-C1d		Date: 07-Feb-14	No.: RD149062
Subject: Trouble shooting: Finisher SR3140/SR3150 staple misalignment		Prepared by: M.Kumagai	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

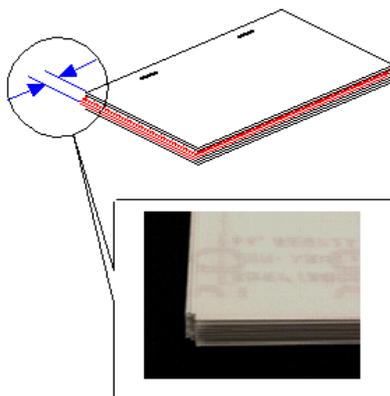
SYMPTOM

Some sheets of paper may skew (become misaligned) when sent to the staple tray of the SR3140/SR3150 finisher.

Example 1: Misalignment along the paper exit direction



Example 2: Misalignment perpendicular to the paper exit direction



CAUSE

The jogger cannot align the sheets correctly under the following conditions.

1. Both of the paper's side edges (i.e. 90 degrees to the feed direction) are curled.
2. The paper's side edges are relatively rough

Model: MET-C1d	Date: 07-Feb-14	No.: RD149062
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SOLUTION

Production line:

The Finisher firmware was modified to **Ver. 01.160:04** (the timing control for the jogger fence was changed to improve alignment accuracy).

Cut-in serial numbers:

MODEL NAME	DESTINATION	CODE	SERIAL NO.
SR3140	North America/ Latin America/ Europe/Asia/ Taiwan/Australia	D68617	E543QC10001 ~
SR3150		D68717	E553QC10419 ~

In the field:

Do the following:

1. Update the Finisher firmware to **Ver. 01.160:04** or newer.
2. If symptom still occurs, adjust the following SP modes:

For “Example 1” above:

Increase the jogger fence distance using **SP6143-001 thru -015** (Jogger Pos Adj:1K FINJ).

Note: Misalignment occurs if the paper width is narrower than the jogger width.

For “Example 2” above:

Decrease the jogger fence distance using **SP6143-001 thru -015** (Jogger Pos Adj:1K FINJ).

Note: Misalignment occurs if the paper width is wider than the jogger width.

3. Print out 2 stapled sets of 50 sheets each and check the alignment.

Model: MET-C1d		Date: 17-Feb-14	No.: RD149063
Subject: Procedure of package firmware Update		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

Update Procedure for Package Firmware

OVERVIEW

- The release of firmware packages has begun. These packages are comprised of multiple individual firmware modules (Example: System/Copy, Engine, other). In parallel with this, the individual modules will continue to be released separately.
- This RTB explains the update procedure for firmware packages.

1. SFU (Smart Firmware Update): Updating package firmware over the network

- This feature is accessible from the machine operation panel, via the new [Firmware Update] menu in SP mode. From this menu, it is possible to download firmware as well as install the new firmware on the machine.
- There are two methods to perform an SFU: Update immediately or update at the next visit. With the second method, a technician can schedule a future firmware download (to be performed automatically), and then manually install this firmware at the next service visit.
- The firmware download may take several tens of minutes depending on the network environment. For this reason, the second method (update at the next visit) is recommended.

NOTE:

- To use this feature, the machine in question must have an embedded @Remote appliance installed. It cannot be used on machines that connect to @Remote via non-embedded intermediary appliance.

2. Updating package firmware via an SD card

- For models that have package firmware available, package firmware update can also be performed using the conventional SD card method. This is done by writing the package firmware directly to the SD card and then installing the firmware in the conventional way.

Types of firmware update files, supported update methods:

	SFU	SD	RFU
Individual firmware	X	○	○
Package firmware	○	○	X

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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3. Supported firmware

The firmware has been modified to support SFU. The following table shows the supported System/Copy versions for the Met-C1a/b/c/d/e.

Model	Part number	Version
RICOH MP C3003/C3503	D1475550K	1.08
RICOH MP C3003Z/C3503Z	D1465550H	2.24
RICOH MP C4503/C5503/C6003	D1495550L	1.12
RICOH MP C4503Z/C5503Z/C6003Z	D1485550H	2.24

Package file: xxxxxxxx.pkg
 Package firmware required for SFU

4. Methods

The following three methods are available for updating package firmware.

1. SFU (Firmware update from operation panel)
2. Update at the next visit (Reserve)
 - 2-1 below for how to program the update to be performed later
 - 2-2 below for how to view information for programmed updates
 - 2-3 below for how to install the downloaded firmware on the machine
3. Update via SD card

1. SFU (Firmware update from operation panel)

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



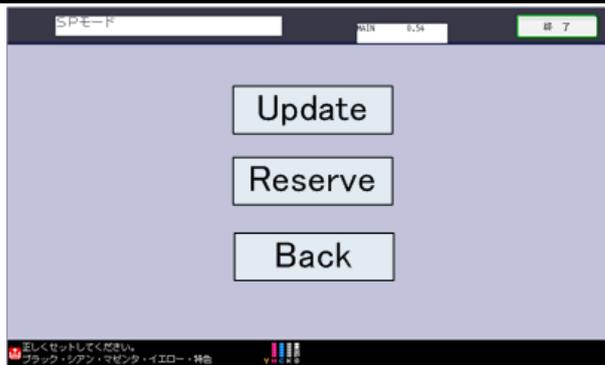
d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- E68 SFU is not ready (Package firmware does not exist)

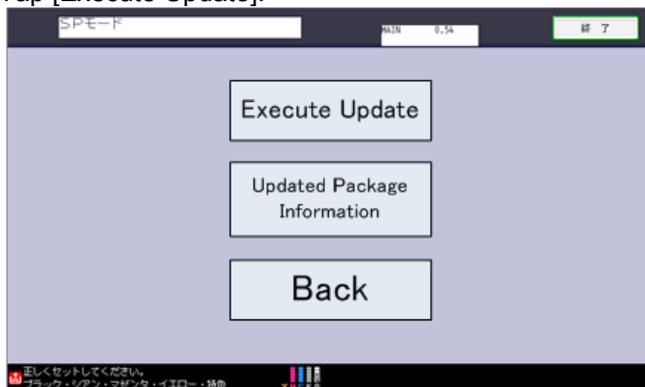
2. Tap [Update].

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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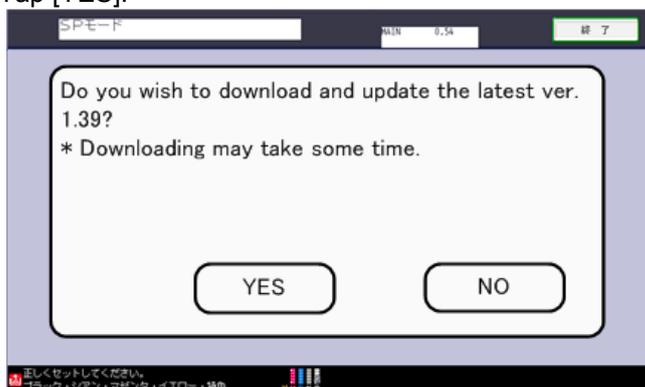
d176f2110

3. Tap [Execute Update].



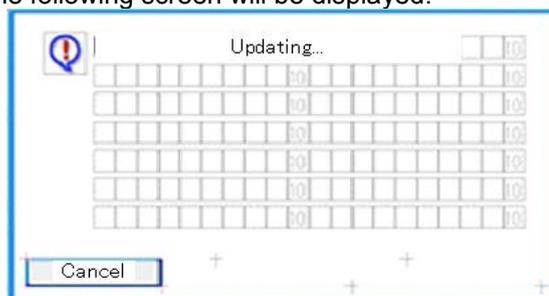
d176f2116

4. Tap [YES].



d176f2117

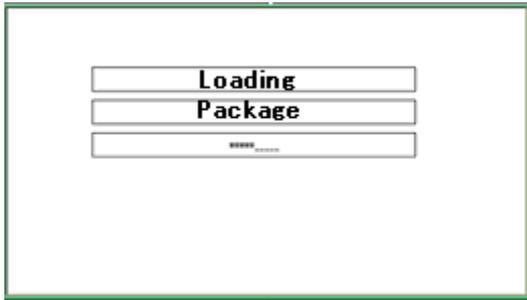
The following screen will be displayed.



Once all of the firmware data has been downloaded, the following screen will be displayed.

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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The machine will then automatically reboot itself.



2. Update at the next visit (Reserve)

As mentioned above, it is possible to set the machine to download the package firmware necessary for SFU in advance, and then perform the actual installation at the next service visit. This eliminates the need to wait for the firmware to download at the service visit.

2-1 How to set the machine to download firmware later (RESERVE)

PROCEDURE:

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



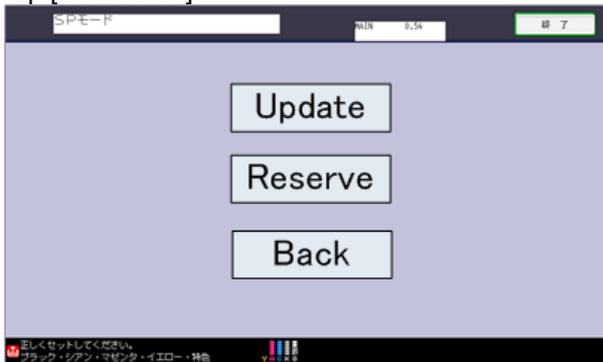
d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.

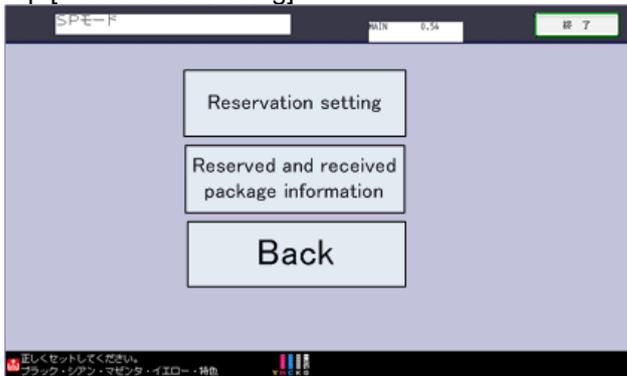
Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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2. Tap [RESERVE].



d176f2110

3. Tap [Reservation setting].



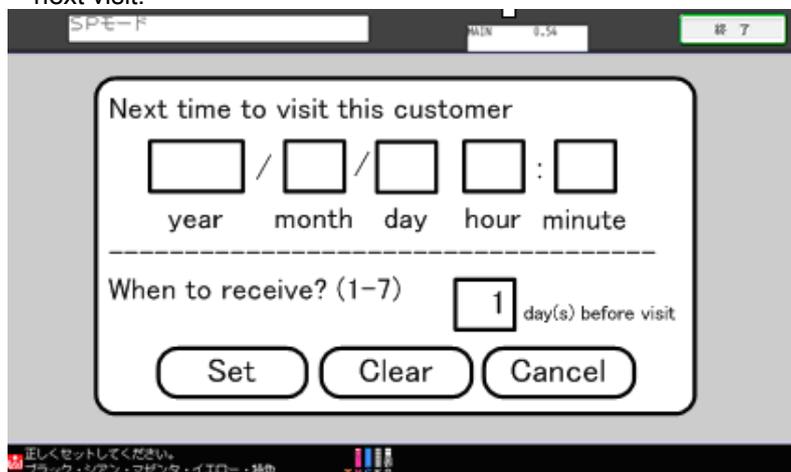
d176f2122

4. Confirm whether or not the package firmware has been downloaded to the machine.

If the package firmware has not been downloaded to the machine yet:

- The reservation settings screen will be displayed. Enter the following information.

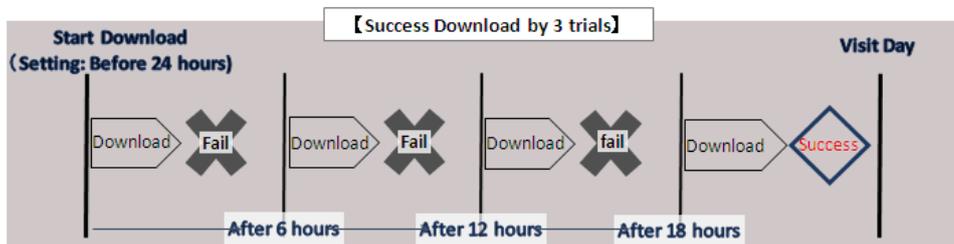
- **"Next time to visit this customer":**
The package firmware will be automatically downloaded by this time/date.
- **"When to receive? (1-7)":**
The download of the package firmware will begin the specified amount of time in advance of the next visit.



d176f2124

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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Note: In the two diagrams below, the firmware was set to be downloaded by the day preceding the next scheduled visit. In the first diagram, the download was successful on the first try. In the second diagram, the download failed three times and was successful on the fourth try.



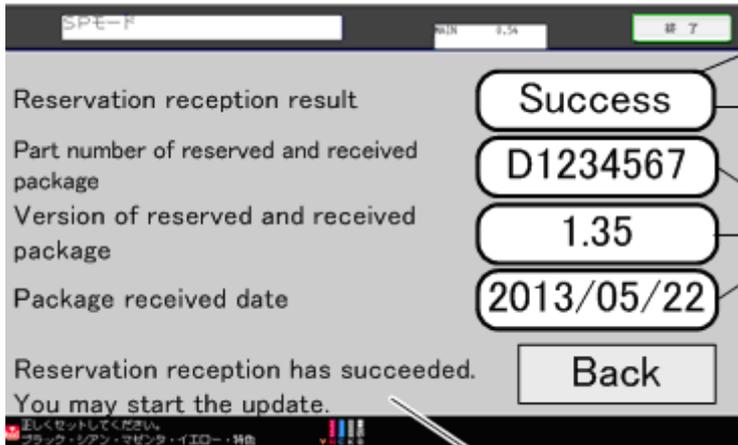
Note:

- ✧ If the firmware download fails or cannot be completed due to network settings/condition, no power to the machine, or other reason, the machine will continue retrying every six hours until the scheduled deadline (up to a maximum of four tries). For example, if the download is set for the day before the next visit, the machine will attempt the download at 24 hours before the visit, and then continue trying every six hours (max. four tries total).
- ✧ Therefore, if the download cannot be completed successfully by the time of the next scheduled visit, the machine will stop trying to download the firmware.
- ✧ The retry is only performed in cases where the firmware download has failed.
- ✧ If the machine is in Energy Saver mode when the download is scheduled to begin, the download will be performed in the background and the machine/panel will stay in Energy Saver mode.
- ✧ The download will continue uninterrupted even if the user initiates a print job, copy job, or other operation while the download is in progress.
- ✧ The download will be terminated if the user turns the power off while the download is in progress.

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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If the package firmware has already been downloaded to the machine:

- The following screen will be displayed.
- After the flow of operations for update at next service visit has been completed, it is possible to program (Reserve) a future download.



Note: If package firmware has already been downloaded to the machine's hard drive, it is not possible to program another scheduled download (reservation). A new reservation can be made by executing an upload of the firmware in the hard drive, as this will delete the downloaded firmware file.

2-2. How to check the firmware downloaded with RESERVE

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



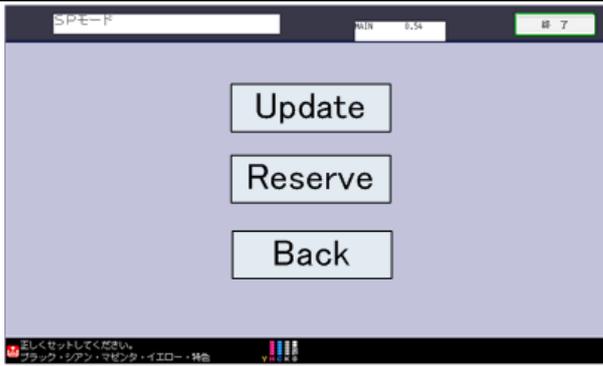
d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.

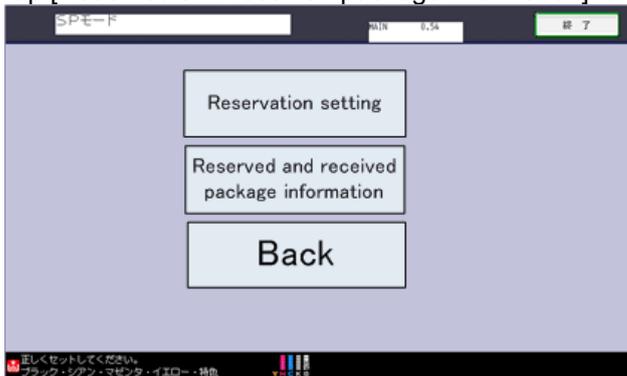
2. Tap [Reserve].

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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d176f2110

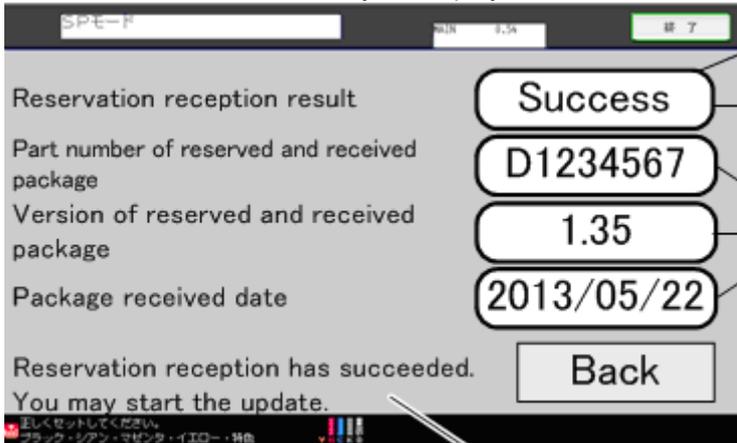
3. Tap [Reserved and received package information].



d176f2122

4. Check the information displayed.

Note: This information will only be displayed if the reserved firmware has already been downloaded.



IMPORTANT: If the data items appear as shown below ("-"), return to PROCEDURE 2-1 and redo the firmware reserve settings.



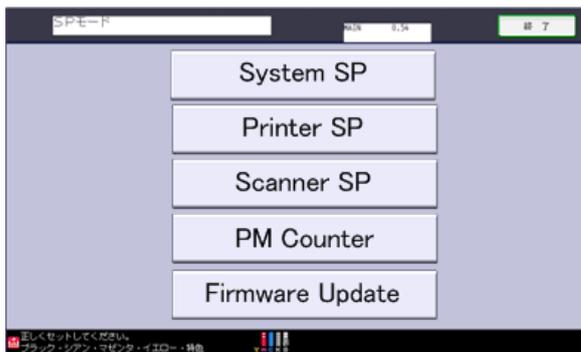
Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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2-3. How to install firmware downloaded with RESERVE

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.

2. Tap [Update].



d176f2110

3. Tap [Reservation setting].

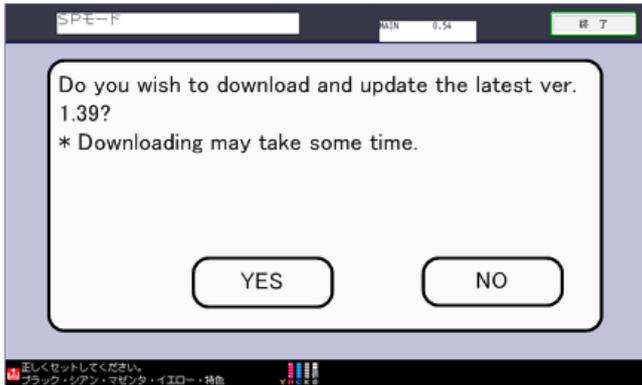


d176f2122

Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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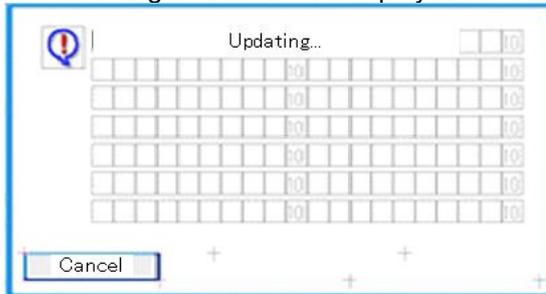
4. Tap [YES].

Note: This screen is only displayed if the reserved firmware has already been downloaded to the machine. This dialog ensures that the most recent version can be installed in the machine, even if the version already downloaded is not the latest version.

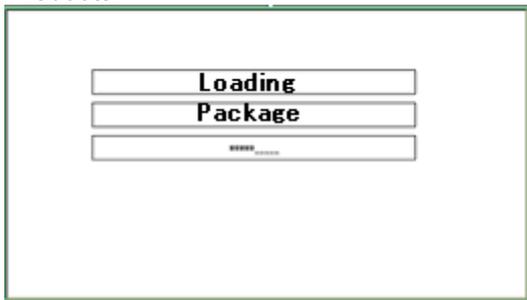


d176f2117

The following screen is then displayed:



Once the update has been completed, the following screen is displayed and the machine automatically reboots.



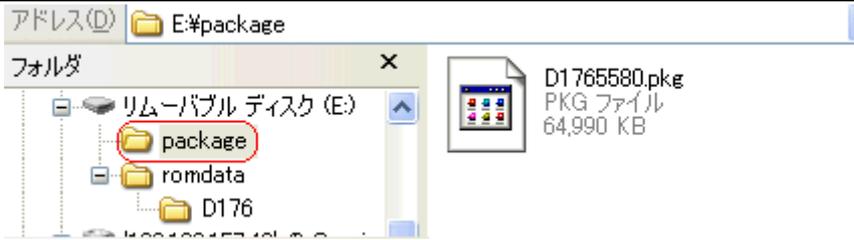
3. How to update package firmware using an SD card

PROCEDURE

Writing the package firmware to the SD card:

1. Create a new folder inside the SD card and name it "package". Then, copy the package firmware (xxxxxxx.pkg) to this folder.

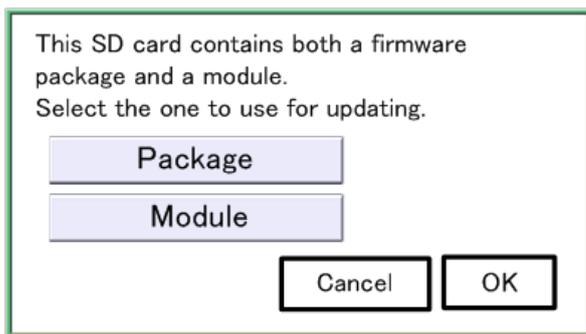
Model: MET-C1d	Date: 17-Feb-14	No.: RD149063
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- IMPORTANT:**
1. This folder must be named “package” in order for the update to work. If you copy the package firmware into the “romdata” folder, the update will not work.
 2. Only one version of the package firmware should be copied in the folder. If you copy multiple version of package firmware in SD card, machine select only one version of firmware randomly.

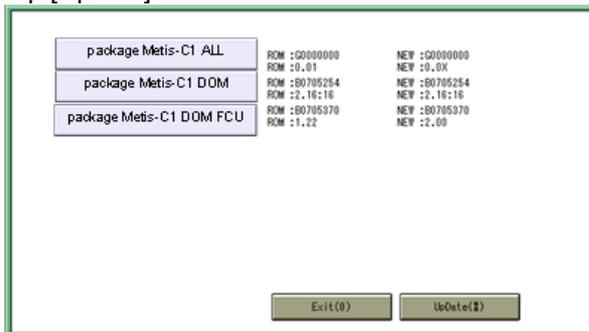
Installing the package firmware written to the SD card:

2. Turn the machine main power OFF.
3. Insert the SD card containing the package firmware into the SD card slot.
4. Turn the machine main power ON.
5. Tap [Package] and then [OK] when the following screen appears.



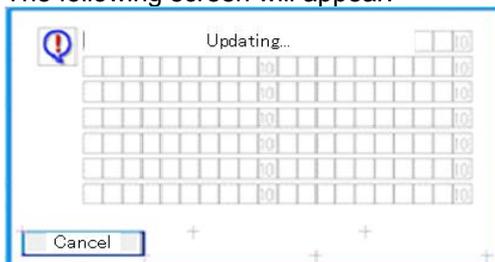
d176f2128

6. Tap [Update].



d176f2127

The following screen will appear:



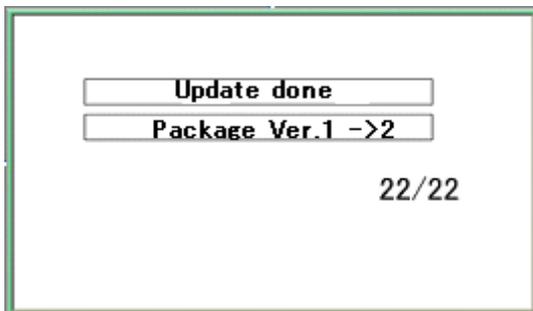
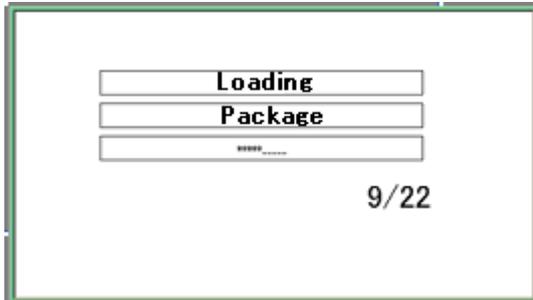
Model: MET-C1d

Date: 17-Feb-14

No.: RD149063

The progress of the update will be displayed as follows.

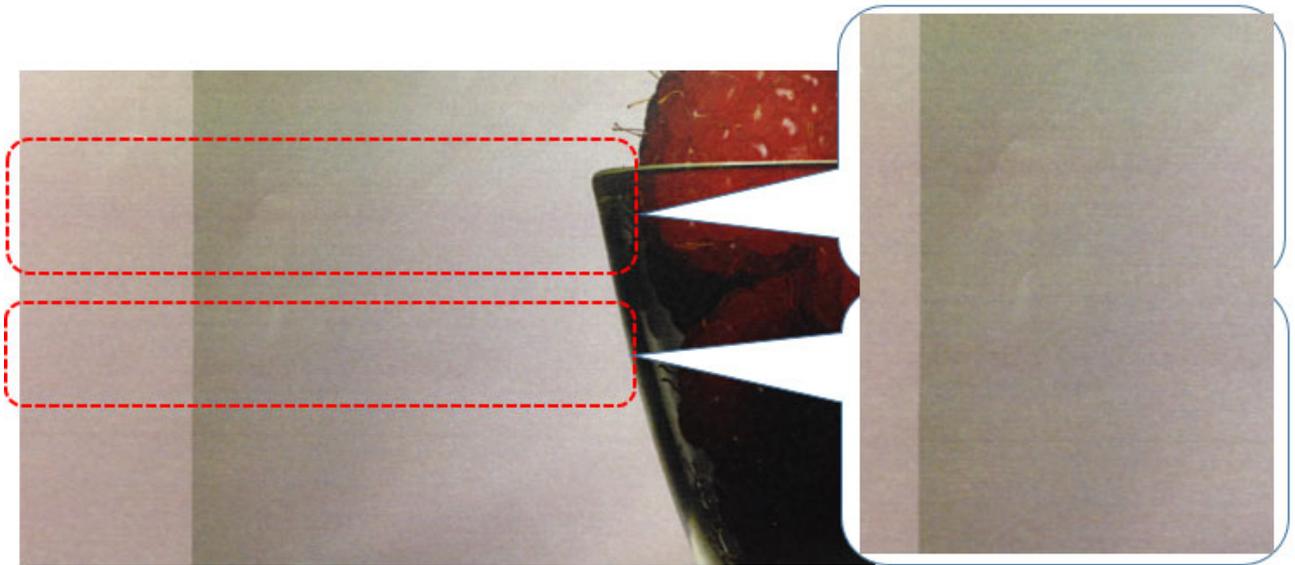
- In this example, 9 of 22 items have been updated.
- When the update is complete, "Update done" is displayed.



Model: MET-C1d		Date: 17-Feb-14	No.: RD149064
Subject: Trouble shooting: Horizontal banding (rainbow image)		Prepared by: M.Kumagai	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Horizontal banding (rainbow image) may occur at random intervals when printing out at 600dpi or 1200dpi with 4C gradation.

**CAUSE**

Slight vibrations are transmitted to the image transfer area, which are then visible as banding.

SOLUTION

This can be improved by changing the rotational speed of the OPC from -0.2% to -2.8%, as described below.

1. SP1-801-133: Change from -20 to -280.
2. SP2-111-004: Execute

Reissued: 6-Jan-15

Model: MET-C1b	Date: 10-Mar-14	No.: RD149065b
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RTB Reissue

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

Subject: Manual Correction: Installation procedure for Paper Tray Heater		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

RTB Reissue

- The following steps were deleted, as they only apply to the Japan domestic model.
Page 6 Step 12 (PROCEDURE), Page 8 Step 9, (PROCEDURE), Page 12 Step 12 (PROCEDURE)
- A **Note** was added to replace each of these steps in ***bold italics***.

Service Manual Revision

Add the installation procedure for the Paper Tray Heater for the main machine and optional trays.

Applicable Models: MET-C1abcde, MET-C1yz

Parts information:

- Main machine

Part number	Description	Destination
D1860403	HEATER:DEHUMIDIFIER:EU	EU,AA,CHN
D1860402	HEATER:DEHUMIDIFIER:NA	NA,TWN

- PB3170 LCT

Part number	Description	Destination
D6951127	HEATER:EU:ASS'Y	EU,AA,CHN
D6951117	HEATER:NA:ASS'Y	NA,TWN

- PB3150 Paper Feed Unit / PB3160 Paper Feed Unit

Part number	Description	Destination
D6931127	HEATER:EU:ASS'Y	EU,AA,CHN
D6931117	HEATER:NA:ASS'Y	NA,TWN

Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

No.: RD149065b

Tray Heater Installation procedure

⚠ CAUTION:

Unplug the machine power cord before starting the following procedure.
Be careful not to damage any of the harnesses.
After doing this procedure, make sure that harnesses are not damaged or pinched.

Tray Heater for Main Machine

Accessory Check

No.	Description	Q'ty
1	Tray heater	1
2	Tapping screw: M3 X 8	1
3	PCB: DHB	1
4	Harness for tray	1
5	Harness for DC	1
6	Harness for AC	1
7	Tapping screw: M3 X 6	3

Installation Procedure

Attaching the heater

1. Remove trays 1 and 2 from the machine.
2. Connect the connector of the heater to the connector of the main machine.



d146f103

Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

No.: RD149065b

3. Attach the heater (🔩 x 1).

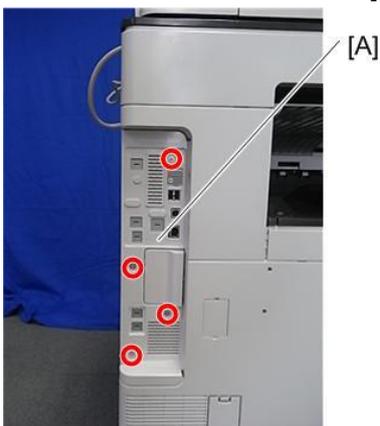


d146f105

4. Reattach trays 1 and 2.

Attaching the PCB and harnesses

1. Remove the controller cover [A]. (🔩 x 4)



d1462007

Reissued: 6-Jan-15

Model: MET-C1b

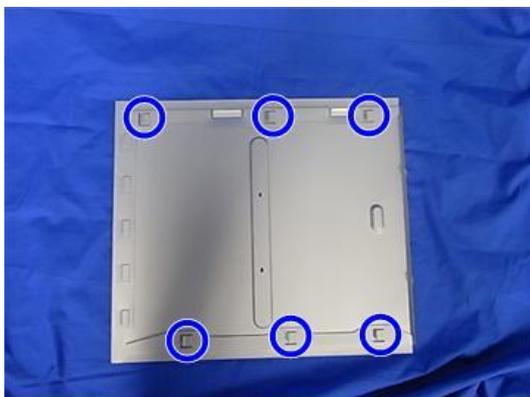
Date: 10-Mar-14

No.: RD149065b

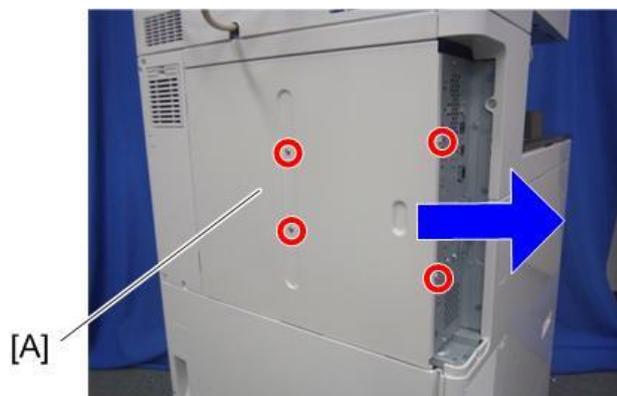
2. Remove the rear cover [A]. (⚙️×4)

⚠️ CAUTION

- There is a claw (left-facing) on the back face of the rear cover. When fitting or removing the cover, take care not to damage it.

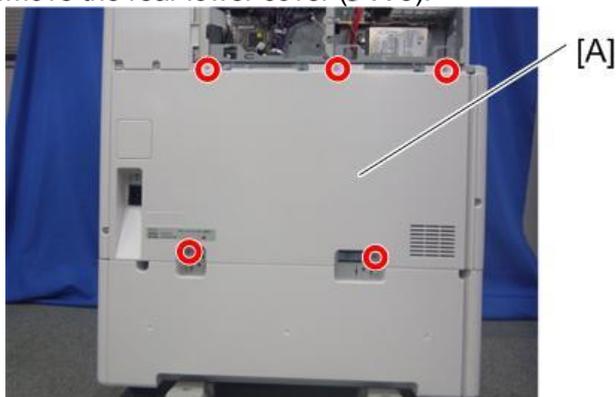


d1462012



d1462013

3. Remove the rear lower cover (⚙️ X 5).



d1462015

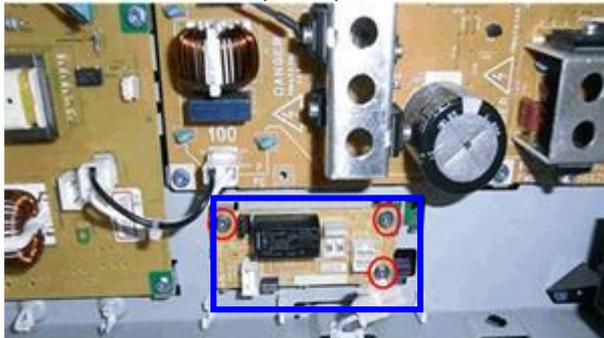
Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

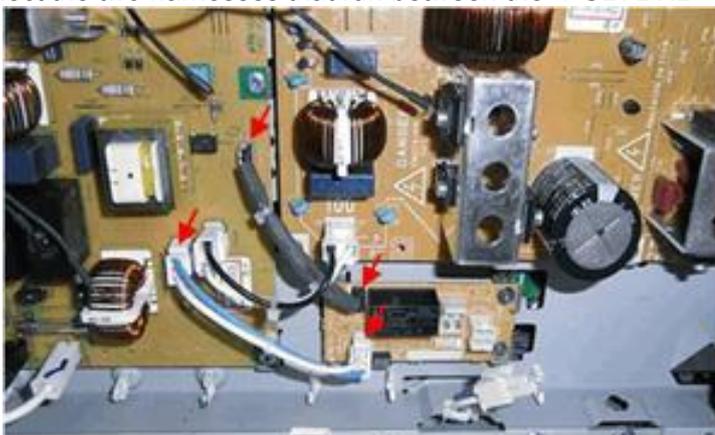
No.: RD149065b

4. Attach the PCB: DHB (X 3).



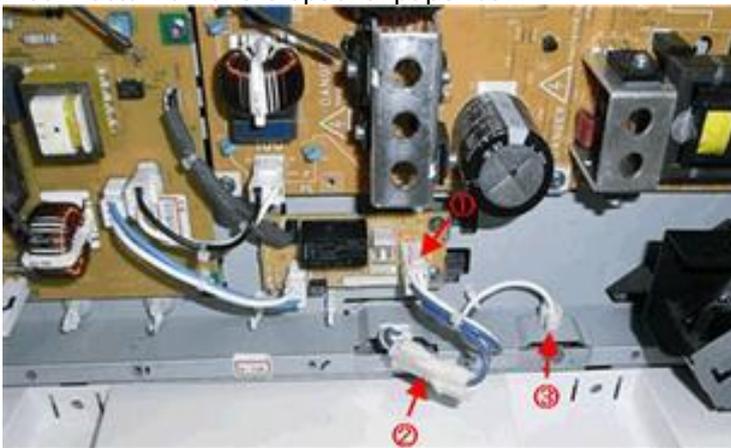
d1469001

5. Connect the two harnesses that run between the "PCB: DHB " and "PSU".



d1469002

6. Connect connector "1" shown in the photo below.
7. Connect connector "2" to the harness already attached.
8. Attach connector "3" for the optional paper bank.



d1469003

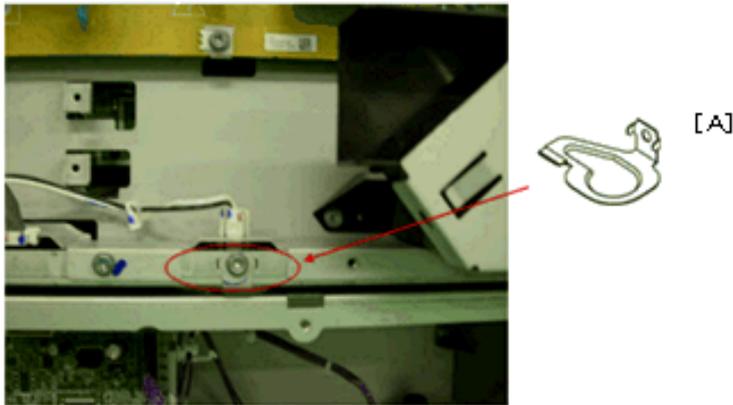
Reissued: 6-Jan-15

Model: MET-C1b	Date: 10-Mar-14	No.: RD149065b
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9. Remove the bracket (🔧 X 1) if the additional heater is attached to the optional paper bank.

★ Important

Do not use the removed bracket.



- 10. Reattach all parts removed.
- 11. Turn the machine main power switch ON.

↓ Note

After the tray heater is installed, it remains ON whenever the AC power plug is plugged into the power outlet. This is true even when the machine is in Energy Saver mode.

The value of 1 for SP5-805-01 (Anti-Condensation Heater) allows the heater to stay on longer.

The table below (Fig.1) shows machine behavior when SP5-805-01 is set to 0 or 1. 'Plug-in' means 'Just after being plugged in'.

Energy consumption will increase slightly when the SP is set to 1.

Fig.1

Heater option	SP5-805-01	Plug-in	Energy saving mode	Ready mode	Operation
Main machine paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Optional paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation scanner heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation PCDU heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF

Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

No.: RD149065b

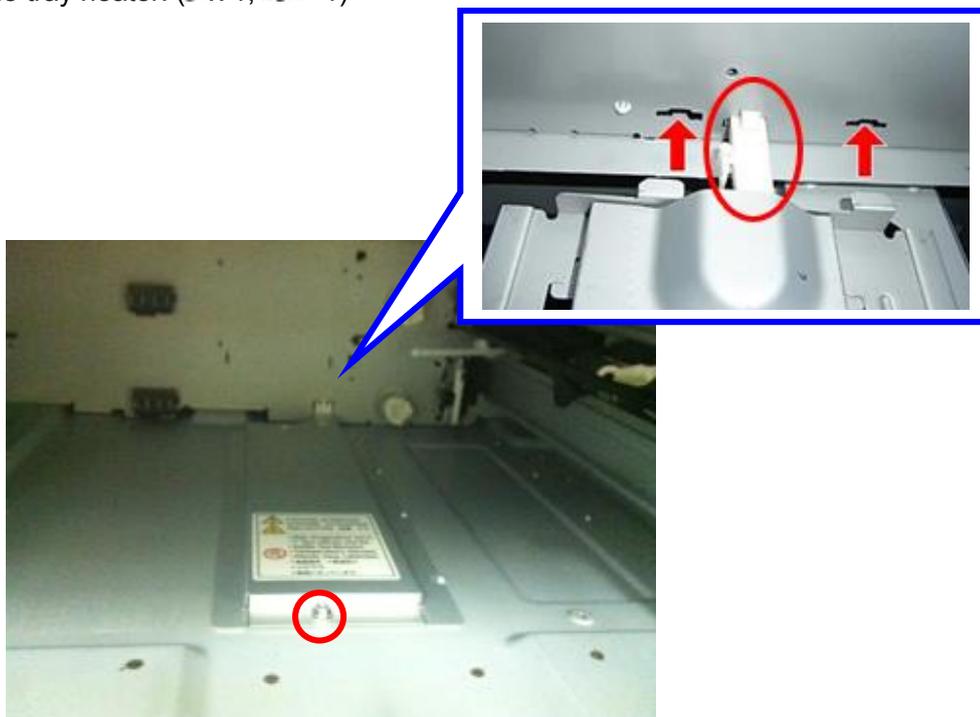
Tray Heater for Paper Feed Unit PB3160 / LCIT PB3170**Accessory Check**

No.	Description	Q'ty
1	Tray heater	1
2	Harness	1
3	Spring screw:M4 X 10	1

Note: The part numbers of the tray heater are different between PB3160 and PB3170.

Installation Procedure**Attaching the heater**

1. Remove trays from the Paper Feed Unit PB3160 or LCT PB3170.
2. Attach the tray heater. (🔩 x 1, 📌 x 1)



3. Reattach the trays.

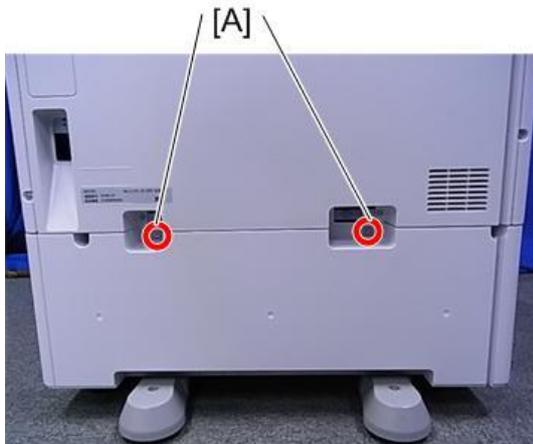
Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

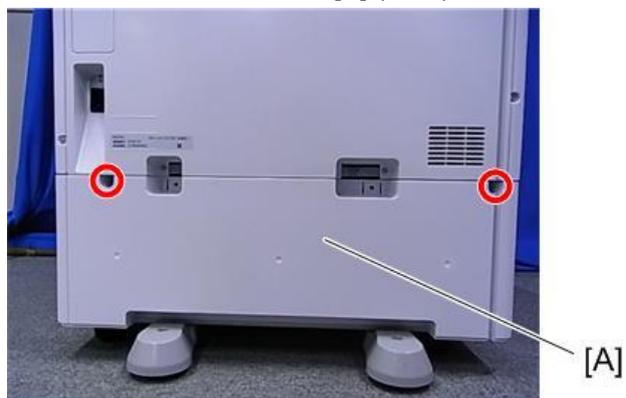
No.: RD149065b

4. Remove the Consolidated 2 brackets [A] (🔩×2)



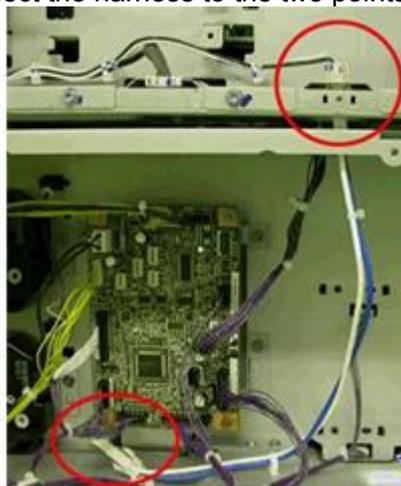
d1462700

5. Remove the rear cover [A] (🔩×2)



d1462701

6. Connect the harness to the two points shown in the photo. (🔌× 1)



7. Reattach all parts removed.

Reissued: 6-Jan-15

Model: MET-C1b	Date: 10-Mar-14	No.: RD149065b
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8. Turn the machine main power switch ON.

Note

After the tray heater is installed, it remains ON whenever the AC power plug is plugged into the power outlet. This is true even when the machine is in Energy Saver mode.

The value of 1 on SP5-805-01 (Anti-Condensation Heater) allows the heater to stay on longer.

The table below (Fig.1) shows machine behavior when SP5-805-01 is set to 0 or 1. 'Plug-in' means 'Just after being plugged in'.

Energy consumption will increase slightly when the SP is set to 1.

Fig.1

Heater option	SP5-805-01	Plug-in	Energy saving mode	Ready mode	Operation
Main machine paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Optional paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation scanner heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation PCPU heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF

Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

No.: RD149065b

Tray Heater for Paper Feed Unit PB3150

Accessory Check

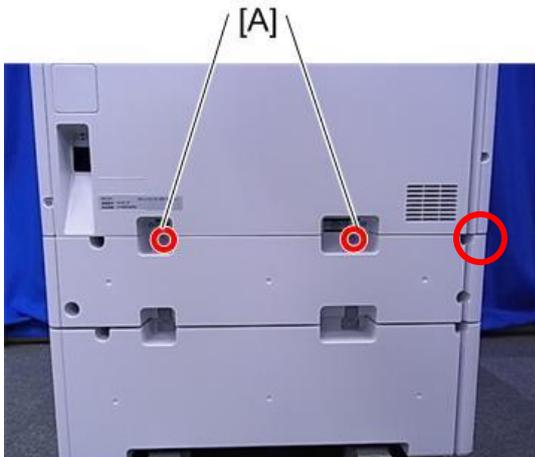
No.	Description	Q'ty
1	Tray heater	1
2	Harness	1
3	Spring screw:M4 X 10	1

Installation Procedure

1. Remove the trays from main machine and Paper Feed unit PB3150.
2. Attach the tray heater. (🔩 x 1, 📌 x 1)



3. Reattach the trays.
4. Remove the consolidated bracket [A] (2, 🔩 x 2)



d1462725

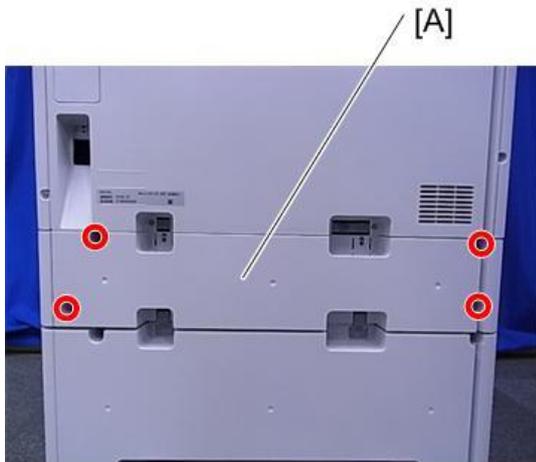
Reissued: 6-Jan-15

Model: MET-C1b

Date: 10-Mar-14

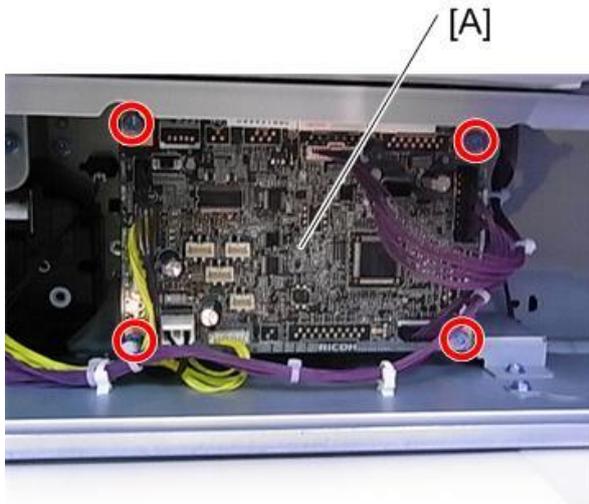
No.: RD149065b

5. Remove the rear cover. [A] (🔧×4)



d1462726

6. Remove the controller board of the paper feed unit PB3150 [A] (🔧×4, 📏×7)



d1462730

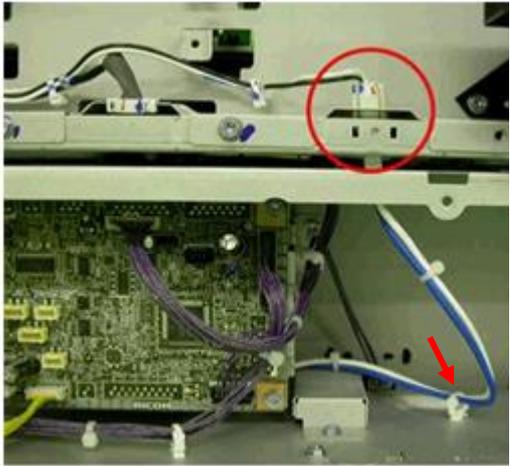
7. Connect the harness to the machine side connector which is on the back side of the controller board.



Reissued: 6-Jan-15

Model: MET-C1b	Date: 10-Mar-14	No.: RD149065b
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- 8. Reattach the controller board. (⚙️×4, 📄×7)
- 9. Connect the harness. (🔌× 1)



- 10. Reattach all parts removed.
- 11. Turn the machine main power switch ON.

Note

After the tray heater is installed, it remains ON whenever the AC power plug is plugged into the power outlet. This is true even when the machine is in Energy Saver mode.

The value of 1 on SP5-805-01 (Anti-Condensation Heater) allows the heater to stay on longer.

The table below (Fig.1) shows machine behavior when SP5-805-01 is set to 0 or 1. 'Plug-in' means 'Just after being plugged in'.

Energy consumption will increase slightly when the SP is set to 1.

Fig.1

Heater option	SP5-805-01	Plug-in	Energy saving mode	Ready mode	Operation
Main machine paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Optional paper tray heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation scanner heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF
Anti-condensation PCDU heater	0: OFF	ON	ON	OFF	OFF
	1: ON	ON	ON	ON	OFF

Reissued:15-Oct-14

Model: MET-C1d

Date: 2-Jun-14

No.: RD149066b

RTB ReissueThe items in ***bold italics*** were corrected or added.

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

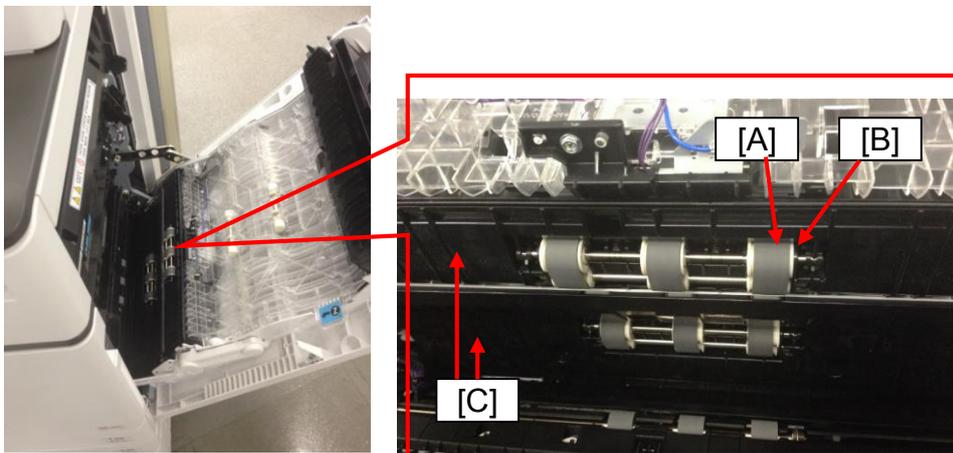
Target model: Met-C1e (ONLY D150)**SYMPTOM**

Squeaking noise from paper transport path

CAUSE

The edge of a transport belt [A] contacts the holder which is located behind the belt because it goes to one side during machine operation.

[A]: transport belt, [B]: pulley, [C]: guide plate



NOTE: The center of transport belts and rollers are not properly aligned when the belts go to one side, causing the belt to run over onto the pulley. Then that causes it to contact the holder.

Reissued:15-Oct-14

Model: MET-C1d	Date: 2-Jun-14	No.: RD149066b
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SOLUTION

Production

There are three types of countermeasure applied on the production line.

Production level	Change	Reason
Level 1	Initial mass production	-
Level 2	Changed the shape of the holder [3].	To reduce contact between the belt and the holder.
Level 3	Inserted a spacer (*1) on the shaft of transport belt and an e ring [4] on the shaft of the roller.	To align the center of the transport belt and the roller.
Level 4: Permanent countermeasure	Changed the shape of guide plate [1] and [2].	To align the center of the transport belt and the roller instead of the spacers.

Related parts:

	Old	New	int	Q'ty	Description
[1]	D1492671	D1482671	X/O	1	GUIDE PLATE:VERTICAL TRANSPORT:NO.2:DRIVEN:ASS'Y
[2]	D1502670	D1504716	X/O	1	GUIDE PLATE:VERTICAL TRANSPORT:DRIVEN:PAPER THICK:ASS'Y *2
[3]	-	08050104	-	2	E ring; silencer: ϕ 4 *1 Used on step 8.
[4]	-	08050106	-	2	E ring silencer: ϕ 6 Used on step 12.
[5]	-	D1499001	-	2	Spacer Used on step 13.

NOTE:

*1: The holder [3] and a spacer are included in guide plate assembly, D1504704 and D1482671. Since it is easier to replace the guide plate as a whole unit, we recommend that you replace the unit during this procedure.

*2: Guide plate assembly [1] for the abcd models (D146/147/148/149) is different from the one for the e model (D150: D1504716).

Reissued:15-Oct-14

Model: MET-C1d	Date: 2-Jun-14	No.: RD149066b
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Affected machine level:

EU model:

Products	Machine code	level 1			level 2		
C6003	D150-25/27	E193M420001	~	E193M940008	E193MA20001	~	E193MB10034

NA model:

Products	Machine code	level 1			level 2		
C6003	D15017	E193M410001	~	E193M910023	E193MA910001	~	E193MB10034

AA model:

Products	Machine code	level 1			level 2		
C6003	D150-16	E193M000001	~	E193M000016	-		
	D150-29	E193M450001	~	E193M950033	E193MA50001	~	E193MC50001
	D150-19	-			E193MA00001	~	E193MC00001
	D150-21	E193M870001	~	E193M970007	E193MA70001	~	E194M200000
	D150-22	E193M880001	~	E193M880002	E193MA80001	~	

Action at the field

• **Action flow**

- Step. 1. Replace the guide plate: No.2.
- Step. 2. Replace the guide plate: No.1.
- Step. 3. Insert the e ring silencer on the main frame side.

• **Necessary step for each machine level**

Production level	Action step	Steps of the Procedure
Level 1	<ul style="list-style-type: none"> • Either or both of step. 1 or step. 2 whichever makes the noise. • Step. 3 	1 to 12
Level 2	<ul style="list-style-type: none"> • Step. 3 	1, 2 and 10 to 13

Reissued:15-Oct-14

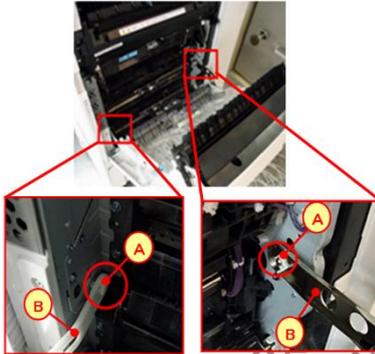
Model: MET-C1d

Date: 2-Jun-14

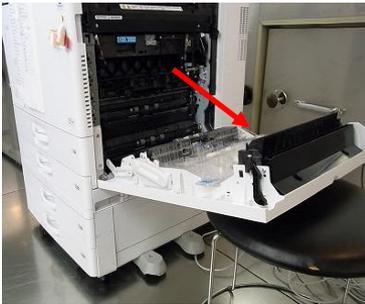
No.: RD149066b

Procedure**Replace the guide plate: NO.2 (D1482671) and NO.1 (D1482670).**

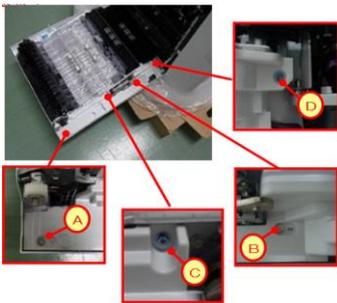
1. Remove two retaining rings [A] and release the link [B].



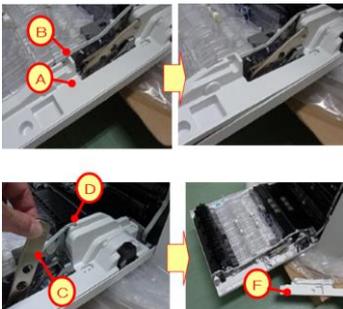
2. Open the right cover.



3. Remove the screws [A],[B],[C],[D].



4. Push the part [A] and release the part [B]. Lift the lever [C] up to remove the part [D].
Remove the inner cover [F].



Reissued:15-Oct-14

Model: MET-C1d

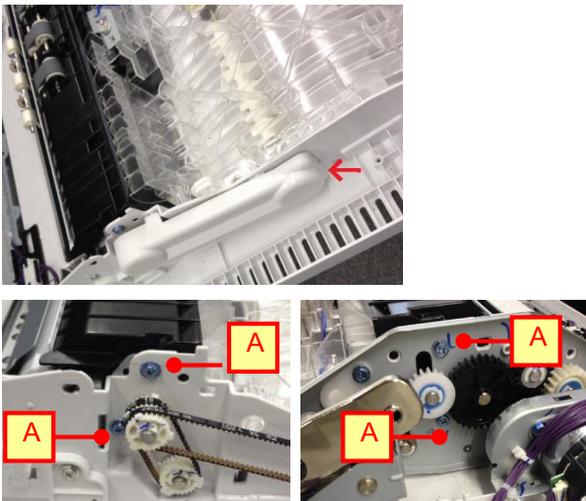
Date: 2-Jun-14

No.: RD149066b

5. Remove the screws [A] and release the positioning pin [B]. Then replace the guide plate: No.2.



6. Remove the cover by releasing the hook shown by the red arrow and remove the screws [A].



7. Replace the guide plate: No.1.

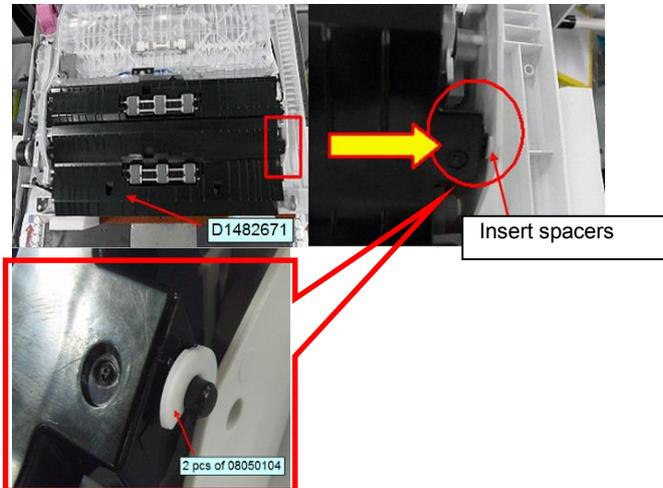
Reissued:15-Oct-14

Model: MET-C1d

Date: 2-Jun-14

No.: RD149066b

8. Insert two x E ring: silencer: ϕ 4(08050104) onto the small projections ONLY on guide plate No. 2.

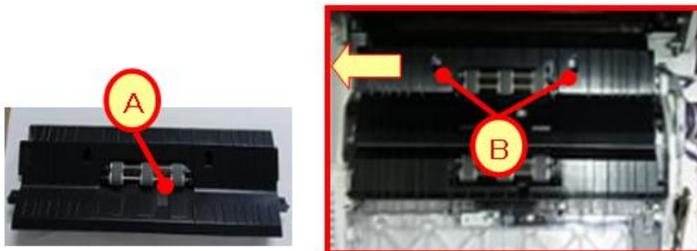


9. Insert the two small projections on the edge of guide plate No. 2 [A] into the two holes in the frame.

10. Gently push the guide plate No. 2 toward this side (in the direction of the arrow in the photo) as far as it will go.

IMPORTANT: If you do not do this step, the guide plate will be out of alignment and the noise will occur again.

11. Tighten the two screws [B] to fix the guide plate in place.



Reissued:15-Oct-14

Model: MET-C1d

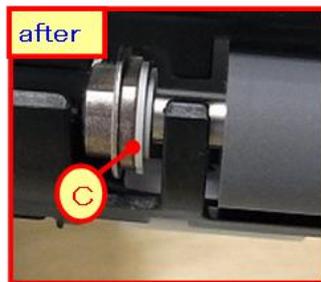
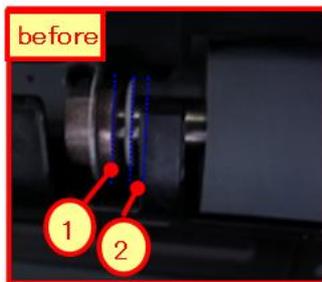
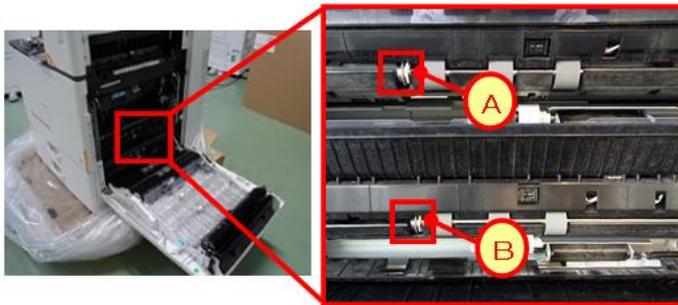
Date: 2-Jun-14

No.: RD149066b

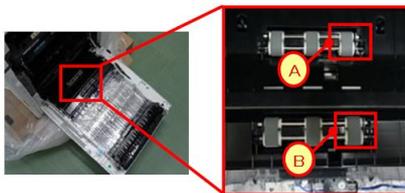
Insert the e ring silencer.

12. Insert the e ring silencer: ϕ 6(08050106) [C] at the positions shown by [A] and [B].

Important: Make sure to insert the e ring silencer in **the gap marked [1]**, and not in the gap marked [2] in the photo.



13. Insert the spacers (D1499001) [C] at the positions shown by [A] and [B].
IMPORTANT: Make sure to insert the spacers in the correct position and orientation, as shown in the "After" photo below.



Reissued:24-Jun-14

Model: MET-C1d	Date: 18-Jun-14	No.: RD149067a
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RTB Reissue

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

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

SYMPTOM

Cold fusing offset

CAUSE

1. Excessive amount of toner on the image
2. Insufficient fusing temperature
3. External environmental conditions such as cool temperatures or a rough paper surface

SOLUTION

Do the following procedure.

Note: After you do this procedure, the density of colored areas (especially halftone areas) can appear lighter. If you set the following SPs to values lower than those shown in the table, this change in image density will be more noticeable.

PROCEDURE

For the Copier function:

1. Set the following SPs (Coverage Ctrl: Photo) to the values shown.

SP No.	SP title	Default	SET TO:
SP4-931-001	Copy: Full Color 1	240	200
SP4-931-002	Copy: Full Color 2	260	200

For the Printer function:

2. Set **SP1-102-001** to a value of "0".

1102	[Resolution Setting]		
	Selects the printing mode (resolution) for the printer gamma adjustment.		
001	Resolution Setting	CTL	[0 to 9 / 0 / 1/step]

Reissued:24-Jun-14

Model: MET-C1d	Date: 18-Jun-14	No.: RD149067a
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			0: 1200x1200 Photo (2bit/4col)
			1: 1200x1200 Photo (1bit/4col)
			2: 600x600 Photo (4bit/4col)
			3: 600x600 Photo (2bit/4col)
			4: 600x600 Photo (1bit/4col)
			5: 1200x1200 Text (2bit/4col)
			6: 1200x1200 Text (1bit/4col)
			7: 600x600 Text (4bit/4col)
			8: 600x600 Text (2bit/4col)
			9: 600x600 Text (1bit/4col)

3. Set Printer **SP1-106-01** to the value shown.

SP No.	SP title	Default	SET TO:
Printer SP1-106-001	Toner Limit	220	200

4. Repeat Steps **2 and 3** as follows:

2nd time: Set SP1-102-01 to "1".

3rd time: Set SP1-102-01 to "2".

4th time: Set SP1-102-01 to "3".

5th time: Set SP1-102-01 to "4".

Note: You do not need to set SP1-102-001 #5~9 (Text mode), as the symptom does not occur with text mode.

5. Turn the main power switch OFF/ON.

Reissued:24-Jun-14

Model: MET-C1d

Date: 18-Jun-14

No.: RD149067a

Important: Do the following if the color change is not acceptable to the customer.

- Make sure the paper thickness setting is correct.
[User settings > Tray paper settings > Paper type > Paper thickness]
- Make sure the plain paper setting is set to "Plain Paper 2".
[User setting > Maintenance > Plain paper setting]
- Set the B&W fusing print target temperature to the same as the color fusing temperature in SP mode.

SP No.	SP title	Model	Default	SET TO:
SP1-105-003	Plain1:BW:Center	MP C3003	115	118
		MP C3503	115	118
		MP C4503	126	131
		MP C5503	142	147
		MP C6003	142	147
SP1-105-007	Plain2:BW:Center	MP C3003	120	123
		MP C3503	120	123
		MP C4503	136	141
		MP C5503	148	157
		MP C6003	148	157

Note: Paper curl occurs more easily if the fusing temperature is increased when the humidity of the external environment changes.

Reissued: 06-Sep-16

Model: MET-C1ab/ MET-C1cde/MET-C1yz/ MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP	Date: 18-Jun-13	No.: RD147027g
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RTB Reissue

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

Subject: Firmware Release Note: GWFCU3.8-2(WW)		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **GWFCU3.8-2 (WW)**.

Version	Program No.	Effective Date	Availability of RFU
11.00.00	D1495559M	October 2016 production	Available
10.00.00	D1495559L	March 2016 production	Available
09.00.00	D1495559K	November 2015 production	Available
08.00.00	D1495559J	May 2015 production	Available
07.00.00	D1495559H	December 2014 production	Available
06.00.00	D1495559G	April 2014 production	Available
05.00.01	D1495559F	September 2013 production	Available
04.00.00	D1495559E	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
11.00.00	Support for ErP Lot 6 compliance.
10.00.00	Symptom corrected: Message "FAX jobs will be full soon" may appear after continuously using the Remote FAX. If continuously used in this condition, message "FAX jobs are full" appears and Remote FAX function becomes disabled.
09.00.00	Symptom corrected : - File reception (printout) error when receiving from specific senders. - Fax reception error when using installed G3 interface unit. - SC899/990/991 occurs after the machine recovers from Energy Saver Mode.

Reissued: 06-Sep-16

Model: MET-C1ab/ MET-C1cde/MET-C1yz/ MET-C1ab_SOP/MET-C1cde_SOP/MET-C1yz_SOP	Date: 18-Jun-13	No.: RD147027g
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Version	Modified Points or Symptom Corrected
08.00.00	Other changes: - Changes were applied for the domestic (Japan) model only.
07.00.00	Symptom corrected : - Only Japanese domestic market
06.00.00	Symptom corrected: - The FAX function does not boot up under certain conditions. - A FAX job sent using Direct Transmission while an error is occurring is not automatically deleted.
05.00.01	Symptom corrected: SC899 (Detail Code: FCS) may occur when the machine recovers from Energy Saver mode. IMPORTANT: To apply the above change, in addition to this firmware, make sure to update the FAX firmware to following version number. MET-C1ab: 01.03.00 MET-C1ab_SOP: 04.00.00
04.00.00	1st Mass production

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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RTB Reissue

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

For USA/Europe/Asia model

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

Reissued: 14-Mar-17

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

For China/Taiwan model

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

Note: Definition of Availability of RFU via @Remote

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

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

For USA/Europe/Asia model

Version	Modified Points or Symptom Corrected
1.51	Symptom corrected:

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<p>17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button).</p> <p>18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.</p>
1.33	<p>Symptom corrected: "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.</p>
1.32	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> Cannot return to Ready/stand-by mode from Sleep mode due to leakage current. An error occurs when processing the SSID and password of a Wi-Fi direct network. Cannot access NAT connection in quick recovery. Icons do not show up after reconnection. Incorrect user account access rights are sent to the SSDK application. <p>Other changes:</p> <ol style="list-style-type: none"> Supports Web application API V1.02. Supports QR code applications The WiFi channel was changed. G1.5 system remote F/W update
1.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Printing from the browser (Smart Operation Panel) fails if the user has signed in with a multi-byte user ID and password. A user account without access rights to the browser may be displayed inside the authentication UI customized app as having these access rights ("Authorized for browsing"). An error dialog is displayed and login is not possible if the user tries the login without a user name. <p>Other changes:</p> <ol style="list-style-type: none"> Web application API V1.01 Supports business signage apps for the Smart Operation Panel.
1.29	<p>Specification Change</p> <p>1. Supports Wi-Fi Direct Printing</p> <p>Error Corrected:</p> <ol style="list-style-type: none"> Garbled Chinese characters Data-in LED turns is ON when the machine enters Energy Saver mode following a machine reboot. Data-in LED turns ON when the engine reaches off status if the machine is rebooted (turned OFF/ON) during a job. The machine does not recover from Energy Saver mode. Translation errors in Russian. Job Stop screen is not displayed when the Stop key is pressed while the user is logged out of Simple Copy mode. The previous screen appears if the user logs out from the 'linkage failed' screen. Display does not return to Home screen if the Home button is pressed right after the Job History tab is pressed. Wording errors in several languages were corrected (Cloud FAX).

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> 10. Stop key does not respond while the user is logged out. 11. LUI is displayed when a system reset is performed after completing import/export. 12. Display does not return to the Home screen if the Home key is pressed after the machine recovers from Sleep mode.
1.28	<p>Specification change: Added support for using external tools to install applications on the Smart Operation Panel.</p>
1.25	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Duplicates of the Printer, Scanner, and FAX icons appear when the main power is turned OFF/ON after the display language is changed. <p>Other changes:</p> <ul style="list-style-type: none"> 2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. <p>IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.</p>
1.24	<p>Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.</p> <p>Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.</p>
1.22	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. The application icon does not respond after the machine reboots automatically after an SC. 2. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF.
1.20	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Some touch panel coordinates are shifted. 2. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.
1.19	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. 2. Minor bug correction
1.17	1st Mass production

For China/Taiwan model

Version	Modified Points or Symptom Corrected
1.51	<p>Symptom corrected:</p> <ul style="list-style-type: none"> 1. <i>Configured settings in Quick Scanner might unexpectedly return to their factory defaults.</i> 2. <i>The "Start" button in Quick Scanner might unexpectedly be disabled.</i> <p>Other changes: Affected models: MP C2003/2503 Smart Operation panel models only</p>

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	Please note that the Wi-Fi Direct setting is set to "Enable" when using the RICOH Smart Device Connector.
1.45	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1(OFF)." <p>Important: To apply this change, in addition to this firmware, you also need to update System/Copy firmware to the following version or later.</p> <p>MP C2003/C2503 : 2.15(D1765550T) MP C3003/C3503 : 3.15(D1465575B) MP C4503/C5503/C6003 : 3.16(D1485553C)</p> <ul style="list-style-type: none"> - Some touch panel coordinates are shifted.
1.44	<p>Symptom corrected:</p> <p>Operation panel may stall, if it is kept ON for an extended period.</p>
1.43	<p>Specification Change:</p> <p>Alert message appears when attempted to download files that are not supported of the format, for example, PDF.</p> <p>Symptom corrected:</p> <p>Coordination of the touchscreen may shift.</p> <p>Note that this firmware must be used in combination with Legacy UI version 1.29 or later.</p>
1.42	<p>Specification Change:</p> <p>More detailed logs can be collected.</p> <p>Symptom corrected:</p> <p>HDD may not be accessible with Smart Operation Panel immediately after rebooting the machine.</p>
1.41	<p>Symptom corrected:</p> <p>Security issues was resolved.</p>
1.40	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Screen may flicker, if System Auto Reset is performed while displaying the preferred application. - The operation panel remains blank and there is no response from the hard keys or touch panel following an RFU.
1.39	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. "Wi-Fi Direct" in the Wireless & Networks settings has been renamed to "Wireless Direct". 2. The SOP cannot recover from Energy Saver mode or cannot be used during the first two minutes after device start-up under the following conditions: <ul style="list-style-type: none"> - The Proxy settings are enabled on the SOP and, - The domain name (specified as a proxy server) cannot be resolved.
1.38	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Users may access the app menu screen without Administrator privileges. 2. Apps may take a long time to be installed when the operation panel is connected via direct connection. 3. Files cannot be forwarded from SOP apps to external Web servers.
1.37	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Network connection error may occur (e.g. Browser displays 'Web page not available') when an application attempts to connect to the network, if the screen start up mode is

Reissued: 14-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	specified to 'quick' and the wireless & networks interface setting is specified to 'machine'.
1.35	Symptom corrected: <ol style="list-style-type: none"> 1. The Copy Interrupt screen is not displayed when the Interrupt key is pressed. 2. [Android App]: An error occurs when trying to download the log data. 3. [Streamline NX] (SDK app): The priority app does not start up when the machine recovers from Energy Saver mode (the LUI and Launcher black screens appear in alternation). 4. [Streamline NX] (SDK app): The following occurs after logging out of Streamline NX: <ul style="list-style-type: none"> - A different SDK app is displayed and the user cannot switch over to another app, or - A different SDK app is displayed, followed by Streamline NX
1.34	Symptom corrected: <ol style="list-style-type: none"> 1. [Operation Panel Browser]: Cannot print except when the language is set to English or Japanese. 2. [Operation Panel Browser]: Cannot print if the user logs in with a blank password. 3. Machine does not enter Energy Saver mode for a while after the user repeatedly logs in and logs out quickly. 4. The Home screen is displayed instead of the priority app when "Ubiquitech" has been set as the priority app, and the machine is awoken from Energy Saver with a card login. 5. "Browser" appears on the settings screen if an app that uses the MFP browser's Favorites (RAC ICE, OSK or eValue) has been set as the priority app. 6. Operation panel freezes/stalls if the machine enters or recovers from Energy Saver mode during displaying the copy interrupt screen. 7. The login screen is not displayed after logging out of Stren. 8. No machine operations are possible following a cancelled login. 9. Cannot login if the timer sounds while the password login screen for password-embedded IC cards is being displayed. 10. Logout is possible when the logout lock is enabled. 11. The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. 12. Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. 13. SC998 occurs when card authentication package is installed. 14. The Home screen for the Smart Operation panel is displayed if the machine is brought out of Energy Save mode just after it enters the mode via Streamline NX. 15. Cannot logout (only login button is displayed) if the Home key is pressed while the user signs in via a customized UI authentication app. 16. The operation panel stalls (screen turns black) if the machine is repeatedly put into and taken out of Energy Saver mode following a controller reboot in a customized authentication environment. 17. The machine stalls if the [Home] button is pressed just as the screen turns dark to transition to Energy Saver mode (following the pressing of the Streamline NX Energy Saver button). 18. Machine cannot enter Energy Saver mode while Streamline NX continues to operate.
1.33	Symptom corrected "Commencing forced shut-down" is displayed on the Smart Operation Panel when the machine is turned ON.
1.32	Symptoms corrected:

Reissued: 14-Mar-17

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

Reissued: 14-Mar-17

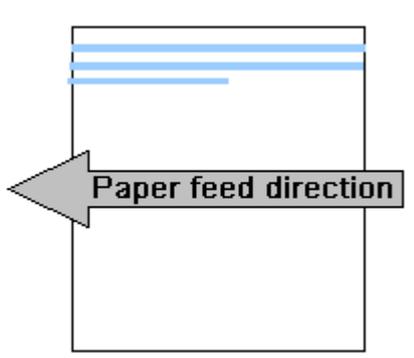
Model: MET-C1ab_SOP/ MET-C1cde_SOP/ MET-C1yz_SOP/ Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP	Date: 15-Aug-13	No.: RD147150g
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Version	Modified Points or Symptom Corrected
	<p>2. The machine hard disk can now be used by applications displayed on the Smart Operation Panel. IMPORTANT: To apply this change, update the System/Copy firmware to v3.00 (D1485550K/D1465550L) or later.</p>
1.24	<p>Symptom corrected: The Smart Operation Panel unit does not reach the Ready condition.</p> <p>Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.</p>
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The application icon does not respond after the machine reboots automatically after an SC. The beep sound can still be heard even when the Warm-up Beeper setting (User Tools) is turned OFF. <p>Important: These firmware changes only apply to the China (CHN) model (only this model is supported).</p>
1.21	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The browser displays the page that was last viewed in the previous session if the user opens the default browser after another has logged out, or after the machine has auto-reset itself. The display language is changed but the name of the ESA application remains displayed in the first language. <p>Important: The above changes apply only to the CHN model.</p>
1.20	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Some touch panel coordinates are shifted. The SC screen is not displayed and the Home key does not respond if an SC error occurs while the status confirmation screen is displayed.
1.19	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Usernames registered using simplified Chinese characters will appear garbled in the upper and lower banners after login. Minor bug correction
1.17	1st Mass production

Model: Metis-C1 abcdeyzk		Date: 26-Nov-18	No.: RD147177
Subject: Black Line, Color Line and Dirty Background		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Horizontal black or full-color lines
 Dirty background



CAUSE:

Dirty charge roller

Increased electrical resistance on the charge roller surface from toner/powdered lubricant and paper dust builds up on the surface. Also, electrical resistance builds up on the roller surface precipitated by low-temperature conditions (around 15C).

Solution

1. Replace the Charge Roller Unit.

New P/N	Description	Q'ty	Int
D2422061	CHARGE UNIT:P2:ASS'Y	1-1	O/O

See **PROCEDURE** below,

Model: Metis-C1 abcdeyzk

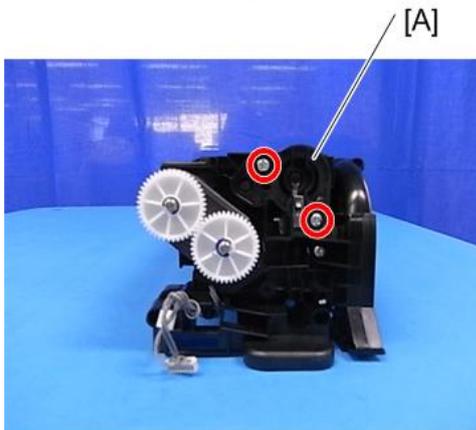
Date: 26-Nov-18

No.: RD147177

PROCEDURE for cleaning the charge roller.**IMPORTANT:**

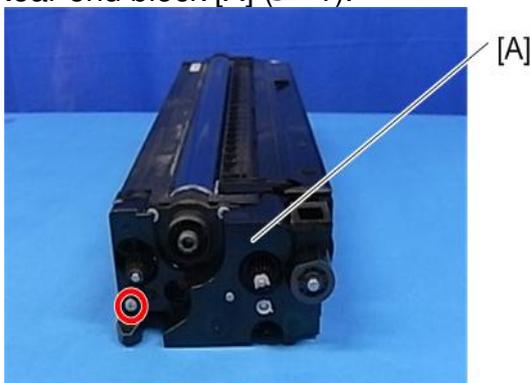
- 1) As mentioned above, if you need to replace the PCU but do not have one available, clean the charge roller now and replace PCU at a later date.
- 2) Do the following cleaning procedure **very carefully**. This is because this type of charge roller was not designed to be cleaned individually.

1. Remove the PCDU from the machine.
2. Front end block [A] (🔩×2).



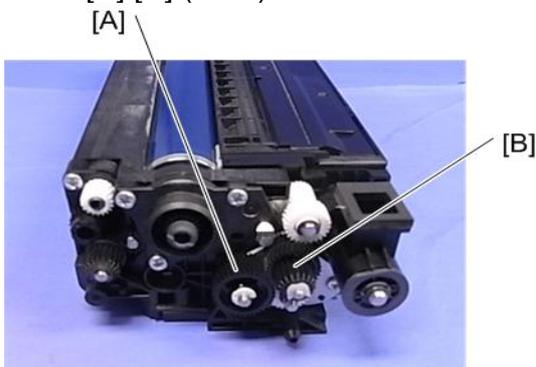
d1462162

3. Rear end block [A] (🔩×1).



d1462163

4. Gears [A] [B] (⚙️×2).



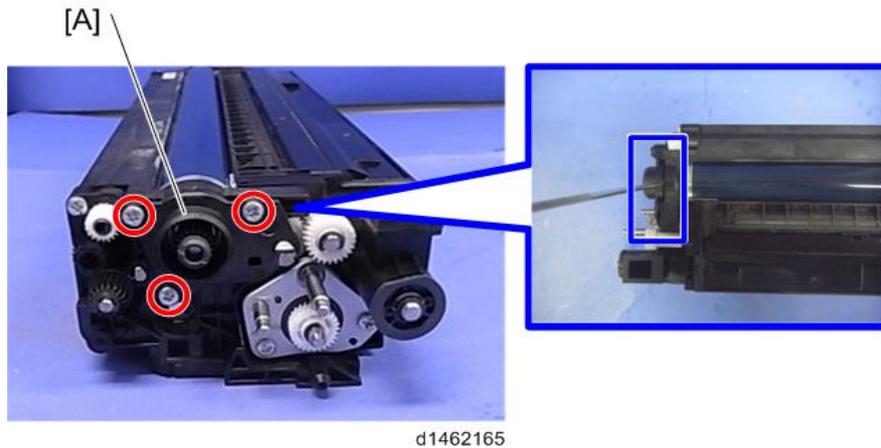
d1462164

Model: Metis-C1 abcdeyzk

Date: 26-Nov-18

No.: RD147177

5. Joint (rear side) [A] (⚙️ x3).



6. Separate the PCU [A] and Development Unit [B].



7. Rotate the PCU unit and remove the charge roller unit (⚙️ x2).



8. Replace the charge roller



Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147050
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Subject: Firmware Release Note: Announce		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

This RTB has been issued to announce the release of an update for **Announce**.

Version	Program No.	Effective Date	Availability of RFU
1.07.1	D1501449B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.07.1	1st Mass production

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147052
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Subject: Firmware Release Note: Banner		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.07.2	D1501448B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.07.2	1st Mass production

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147053
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Subject: Firmware Release Note: ClockWidget		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	D1501453B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 15-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147056
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Subject: Firmware Release Note: LanguageWidget		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.10	D1501454B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.10	1st Mass production

Reissued: 05-Jan-17

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

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

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

Application Update Release:
Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147058
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Subject: Firmware Release Note: LegacyUI		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.16	D1501443C	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.16	1st Mass production

Reissued: 30-Jul-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147061
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Subject: Firmware Release Note: QUICK COPY		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.10	D1501445B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.10	1st Mass production

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147062
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Subject: Firmware Release Note: QUICK FAX		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.11	D1501447B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.11	1st Mass production

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147063
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Subject: Firmware Release Note: QUICK SCAN		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.10	D1501446B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.10	1st Mass production

Reissued: 05-Jan-17

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

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

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

Application Update Release:
Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147065
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Subject: Firmware Release Note: ScanToME		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.08	D1501444B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.08	1st Mass production

Reissued: 11-Nov-16

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 15-Nov-13

No.: RD147067e

Version	Modified Points or Symptom Corrected
	are selected. 3. An error occurs 90 seconds after the machine is put into Silent mode directly from the destination input screen, and the machine displays the Simple FAX screen (instead of the Home screen) when recovering from Silent mode.
1.23	Symptom corrected: 1. "Unreadable Direction" cannot be selected after the Original Orientation is changed from this setting to "Readable Direction". Other changes: 2. Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Initial release

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147068
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Subject: Firmware Release Note: StateInfo		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Application Update Release:
Smart Operation Panel

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

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

Version	Program No.	Effective Date	Availability of RFU
1.10	D1501450B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.10	1st Mass production

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 15-Nov-13

No.: RD147069g

Version	Modified Points or Symptom Corrected
1.16	Error Correction 1. The display returns to the Home screen (when it should not). 2. Translation errors in Russian were corrected. 3. Two-byte text characters appear in tabs.
1.13	Symptom corrected: - Minor bug correction
1.12	Other changes: Some words in Portuguese have been revised in accordance with new spelling changes made to the Portuguese language.
1.11	Symptom corrected: The status display window does not close after the machine reboots automatically due to an SC.
1.10	Initial release

Model: MET-C1ab_SOP/ MET-C1cde_SOP	Date: 6-Sep-13	No.: RD147070
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Subject: Firmware Release Note: TonnerWidget		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

**Application Update Release:
Smart Operation Panel**

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

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

Version	Program No.	Effective Date	Availability of RFU
1.07.1	D1501455B	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.07.1	1st Mass production

Reissued: 05-Jan-17

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

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

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

Application Update Release:
Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Mar-17

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

Reissued: 20-Feb-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 20-Feb-17

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

Model: MET-C1ab/ MET-C1cde	Date: 03-Dec-13	No.: RD147085
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Subject: Firmware Release Note: animation		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
7.00	D1495564D	December 2013 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 be updated via SD card or eDC.

Version	Modified Points or Symptom Corrected
7.00	Initial release

Reissued: 14-Nov-16

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

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

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

Application Update Release:
Smart Operation Panel

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 15-Mar-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: MET-C1ab_SOP, MET-C1cde_SOP	Date: 07-Feb-14	No.: RD147093
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Subject: Firmware Release Note: animation		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

Version	Program No.	Effective Date	Availability of RFU
8.00	D1485564A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
8.00	1st Mass production

Reissued: 05-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 05-Jan-17

Model: MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP/
Cor-C1_SOP/OR-C2_SOP/Z-C2_SOP

Date: 14-Feb-14

No.: RD147096i

Version	Modified Points or Symptom Corrected
	not be set.
1.401.0	Other changes: - Supported RICOH SmartSDK v1.04.
1.301.0	Other changes: - Supported RICOH SmartSDK v1.03.
1.201.0	Other changes: - Supported RICOH SmartSDK v1.02.
1.101.0	Other changes: - Supported APIs for web applications v1.01.
1.02.0	Specification change The wording "What Is Web Browser NX?" is displayed after the browser NX application boots up.
1.01.0	1st Mass production

Reissued: 17-Jan-17

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

This RTB has been issued to announce the firmware release information for the **CH1a_QRCodeforSDC for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: General RTB		Date: 25-Sep-13	No.: RGene065
Subject: Procedure to disappear the changing password screen		Prepared by: K. Moriizumi	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

IMPORTANT NOTICE about Machine Security

Overview

- When you install MFPs containing the firmware versions mentioned below (or later), **the user must change the passwords for the Supervisor and Administrator 1** before using the machine. The “Program/Change Administrator” screen is displayed at first power ON. This is to enhance machine security.
- Before the user changes these passwords, however, customer engineers must configure some installation settings.
- To do both of these operations, **follow the Procedure below.**

Reason

MFP Operator’s Instructions advise the customer to change the passwords for the Supervisor and Administrators before using the machine, but some customers do not do this. If the MFP is used with blank passwords, there is a risk of unauthorized access via the Internet. The customer’s valuable information/data may be leaked.

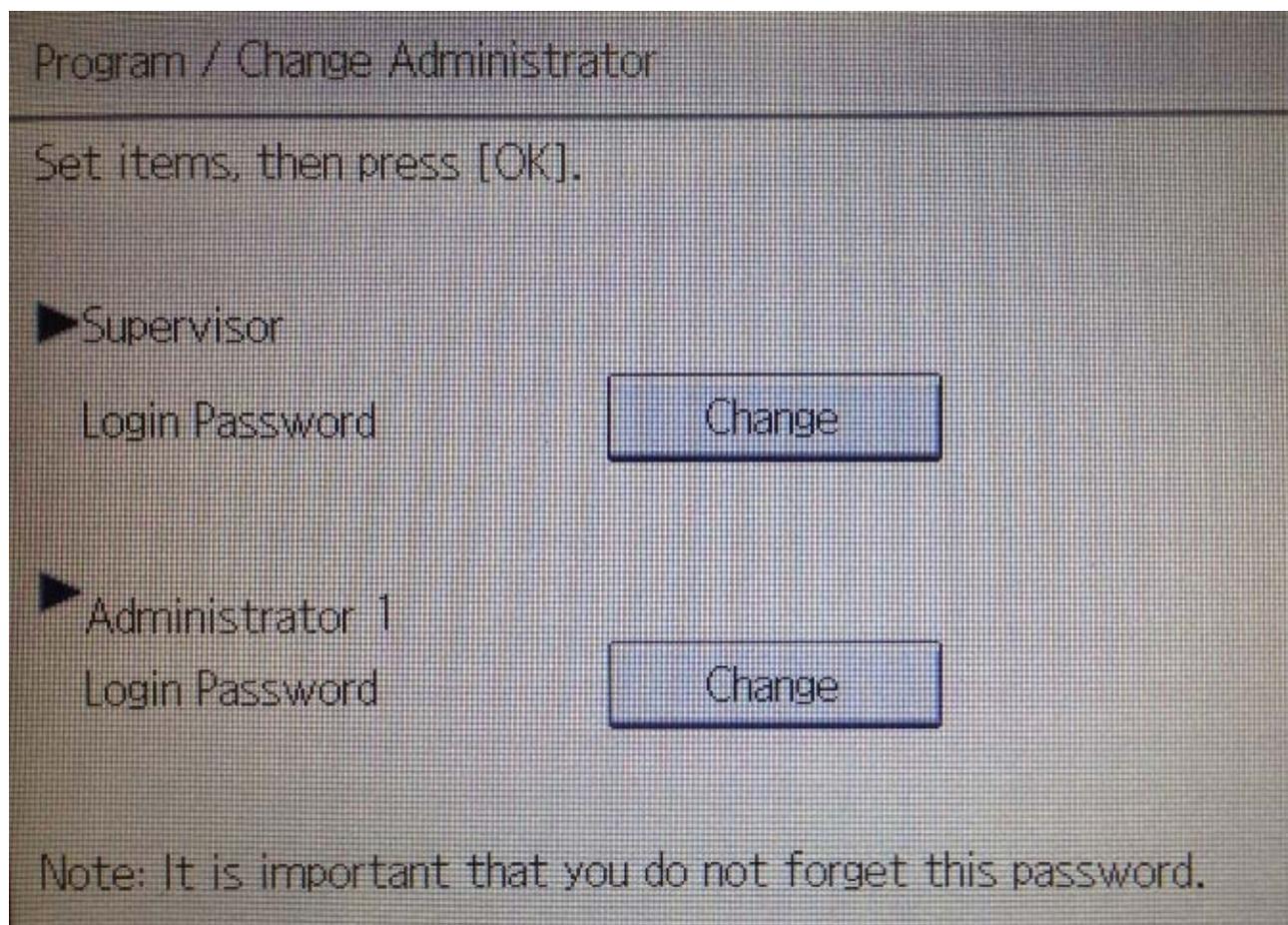
Model: General RTB

Date: 25-Sep-13

No.: RGene065

Procedure

1. Turn the machine main power ON.
2. After the "Program/Change Administrator" screen is displayed, access SP mode.



3. Execute **SP5-755-002** (Hide Administrator Password Change Scrn).
Note: After you execute this SP and exit SP mode, the Home screen is displayed.
4. Configure the installation settings (normal installation procedure), and then turn the main power OFF/ON.
Note: When the machine boots up, the "Program/Change Administrator" screen appears again.

Model: General RTB	Date: 25-Sep-13	No.: RGene065
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5. Give the customer the instructions shown below (from the Operator’s Instructions), and advise them to change the passwords for the **Supervisor** and **Administrator 1**.

Notes on Using Multi-Function Printers Safely

To use the supplied multi-function printers, it is recommended you take following measures:

- You can prevent unauthorized Internet access to the MFP by installing it in a firewall-protected network.
- You can improve MFP’s data protection functionality by changing the password specified for the machine administrator and the machine supervisor.
- It is recommended you protect the data stored in the MFP by configuring user authentication and the password used to access stored files.
User authentication allows only authorized users to use the MFP through smart card and password authentication.
You can prevent unauthorized access to stored files by configuring the password used to access each file.

You can use each function according to the following procedures:

Changing the Administrator/Supervisor Password

*Be sure not to forget the supervisor login user name and login password. If you do forget them, a service representative will have to return the machine to its default state. This will

Note:

- If the customer does not want to set these passwords, advise them to leave the password field blank and press “OK” on the password input screen.
- This modification was applied from the Met-C1 series, from the following firmware versions. For other models, see the release notes for each model.

System/Copy

Model name	Version	Part number
Model Met-C1ab	Ver.1.06	D1475550J
Model Met-C1cde	Ver.1.10	D1495550K
Model Met-C1ab (Smart Panel model)	Ver.2.22	D1465550G
Model Met-C1cde (Smart Panel model)	Ver.2.22	D1485550G

- The “Program/Change Administrator” screen is not displayed if any of the Administrator-level passwords (Supervisor, Administrators 1-4) are changed using WIM or other remote tool.
- The “Program/Change Administrator” screen is not displayed if you update the firmware on a machine already installed (unless you perform an NVRAM clear).
- If you execute **SP5-755-001** (Disp Administrator Password Change Scrn) while the passwords for the Supervisor and Administrators 1-4 all still blank, the “Program/Change Administrator” screen will be displayed the next time the main power is turned OFF/ON.

Reissued: 17-Feb-15

Model: MET-C1d	Date: 07-Feb-14	No.: RD149068a
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RTB Reissue

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

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

Important Information about Firmware for Machines with the Smart Operation Panel vs. Normal Operation Panel

- For the same MET model, there are **two types of controller boards available as Service parts**: One for machines with the Smart Operation Panel, and one for machines with the Normal Operation Panel. **See P/N below.**
- Details about updating both types of firmware were announced in RTB #RD147075 ("Important Information about Smart Panel Firmware Updates").

Controller boards for **Normal Operation Panel** machines:

Model Name	Part Number	Description
MP C3003	D1465675	PCB:CTL:METIS-C1A:EXP
MP C3503	D1475675	PCB:CTL:METIS-C1B:EXP
MP C4503	D1485665	PCB:CTL:METIS-C1C:EXP
MP C5503	D1495665	PCB:CTL:METIS-C1D:EXP
MP C6003	D1505665	PCB:CTL:METIS-C1E:EXP

Controller boards for **Smart Operation Panel** machines:

Model Name	Part Number		Description
	Old (*1)	New (*2)	
MP C3003	D1465674	D1469074	PCB:CTL:METIS-C1A_CH:EXP
MP C3503	D1475674	D1479074	PCB:CTL:METIS-C1B_CH:EXP
MP C4503	D1485664	D1489064	PCB:CTL:METIS-C1C_CH:EXP
MP C5503	D1495664	D1499064	PCB:CTL:METIS-C1D_CH:EXP
MP C6003	D1505664	D1509064	PCB:CTL:METIS-C1E_CH:EXP



IMPORTANT:

- 1) For the initial service parts, only the controller for Smart Operation Panels was available as a Service part. Therefore, if you **replace** the controller board for Smart Operation Panels with the board for Normal Operation Panels, make sure to **install** the System/Copy firmware for Normal Operation Panels.

Reissued: 17-Feb-15

Model: MET-C1d	Date: 07-Feb-14	No.: RD149068a
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- 2) The P/N for the controller boards for Smart Operation Panels was changed due to administrative purposes. The old and new boards are **completely interchangeable**.
- 3) If you install the firmware for the Smart Operation Panel on a machine with the Normal Operation Panel (or vice-versa), update the firmware to the correct version.

Part numbers for Smart and Normal Operation Panel firmware:

D146/D147

MFP firmware	Normal OP	Smart OP
System/Copy	D1475550	D1465550
PowerSaving Sys	D1475554	D1465554
Fax	D1475557	D1465557
RFax	D1475558	D1465558
Scanner	D1475560	D1465560
Websys	D1475561	D1465561
WebUapl	D1475562	D1465562
Animation	D1495564	D1485564
Network Support	D1475567	D1465567
Network Doc Box	D1475568	D1465568
Printer	D1655701	D1465570
Java VM	D1475579	D1465579

D148/D149/D150

MFP firmware	Normal OP	Smart OP
System/Copy	D1495550	D1485550
PowerSaving Sys	D1495554	D1485554
Fax	D1495557	D1485557
RFax	D1495558	D1485558
Scanner	D1495560	D1485560
Websys	D1495561	D1485561
WebUapl	D1495562	D1485562
Animation	D1495564	D1485564
Network Support	D1495567	D1485567
Network Doc Box	D1495568	D1485568
Printer	D1665701	D1485570
Java VM	D1495579	D1485579

Model: General RTB		Date: 23-Oct-14	No.: RGene074
Subject: Smart Operation Panel Major Update Procedure		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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

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

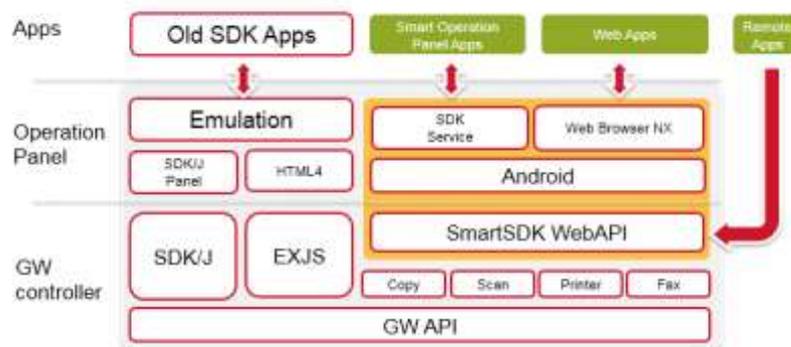
- Met-C1abcde (D146/D147/D148/D149/D150)
- Met-C1yz (D176/D177)
- Or-C2 (D182/D183/D184)
- Z-C2 (D191/D193)

(1) Upgraded points on Smart Operation Panel Phase 2

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

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

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



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

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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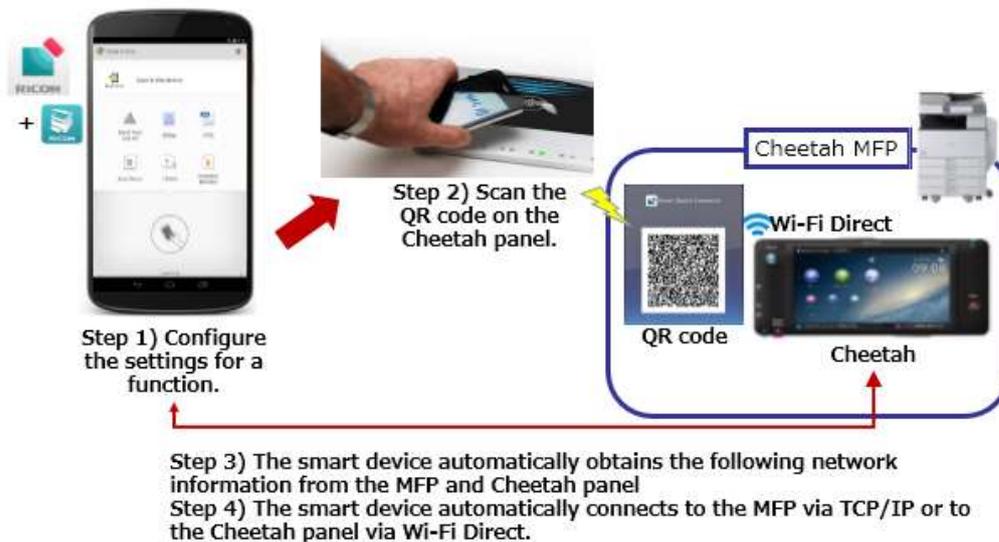
Note: The following SDK applications are supported on the Smart Operation Panel:

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

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

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

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



Model: General RTB

Date: 23-Oct-14

No.: RGene074

To update to the current version of the panel, please conduct the appropriate procedure below.

Procedure

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

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

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

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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Target firmware/application version

Smart Operation Panel firmware versions:

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

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

*It must not be installed on Met-C1yz.

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

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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1) Prepare SD cards for application, firmware, and Java VM updates and installations

Two separate SD cards are required to conduct these procedures.

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

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

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



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

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

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

SD card for updating Java VM

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

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

2) Update the Smart Operation Panel firmware

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

2-2) Log on to Recovery mode.

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

2-4) Select “update_sig.zip” and push the “Home” key.

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

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

3) Update the applications on Smart Operation Panel

3-1) Go into screen service mode.

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

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

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

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

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

Model: General RTB	Date: 23-Oct-14	No.: RGene074
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*Uninstallation can be done by navigating from “Applications” to “Install” and then pressing “Uninstall” in screen service mode.

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

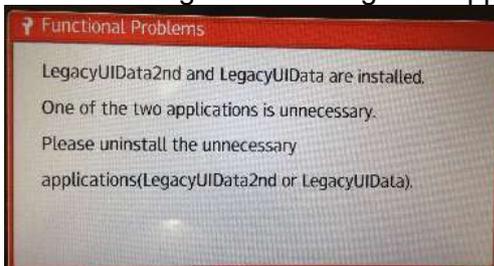
Met-C1abcde:

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

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

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

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



4) Update the MFP firmware, including Java VM

Update MFP firmware update

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

Update Java VM

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

Model: General RTB

Date: 23-Oct-14

No.: RGene074

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

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

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

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

5-1) Go into screen service mode.

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

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

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

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

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

6-1) Go into screen service mode.

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

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

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

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

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

7-1) Go into screen service mode.

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

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

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

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

Model: MET-C1		Date: 5-Nov-14	No.: RD149070
Subject: Notification for updating engine firmware		Prepared by: Y.Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Notification)	<input checked="" type="checkbox"/> Tier 2

This RTB explains a very important step for the engine firmware update.

At installation (new machine)

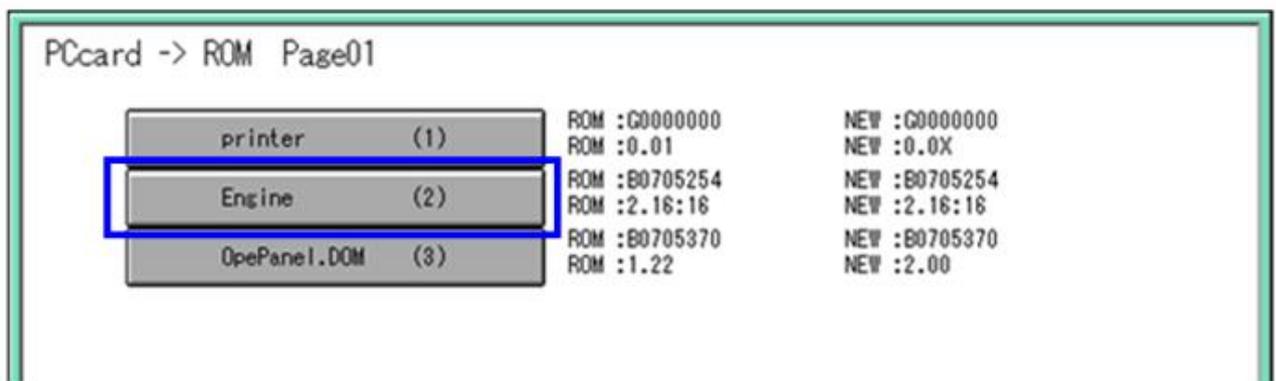
After you power on the machine, perform ACC adjustment first before updating the Engine firmware if needed.

At PCDU and /or Development Unit replacement (for any color)

After you power on the machine, perform ACC adjustment first before updating the Engine firmware if needed.

Please keep the following in mind in both above cases:

- 1) During the firmware update; do NOT open or close the front cover.
- 2) Do NOT press the engine firmware update start button within 3 seconds after it appears on the panel (See below)



Model: MET-C1d		Date: 27-Nov-14	No.: RD149071
Subject: Parts change information for BU3070 and Side tray		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

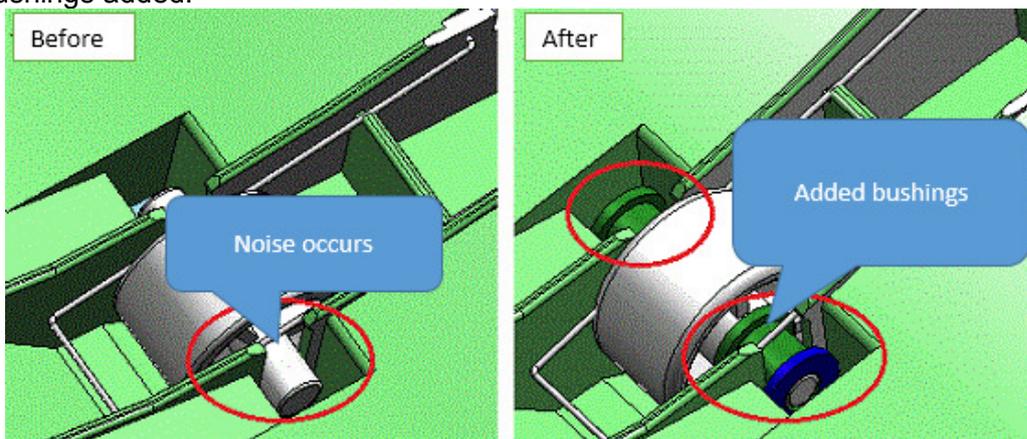
Change:

- 1) Bushings were added to the driven roller.
- 2) The position of the gear was changed and grease was added.
- 3) Some parts were deleted from service parts (but still included in assemblies).

See tables below.

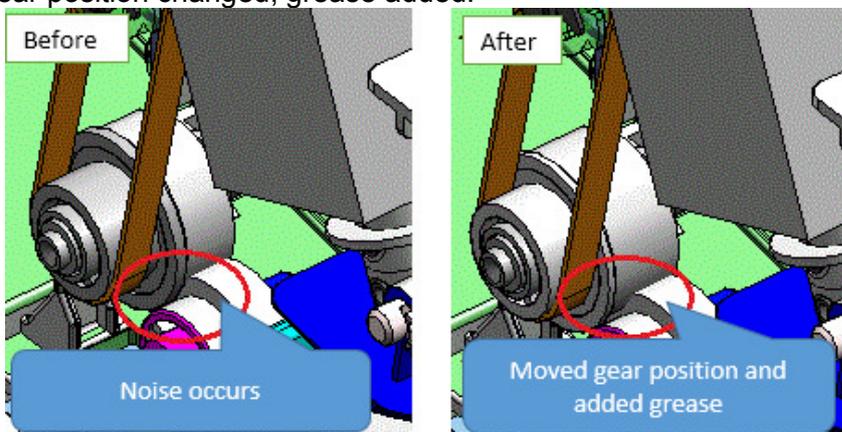
Reason: To minimize noise that may occur when the gear contacts the roller.

Bushings added:



IMPORTANT: Due to the above changes, make sure to replace the cover, side guide plate, and roller shaft **together as a set**.

Gear position changed, grease added:



Model: MET-C1d	Date: 27-Nov-14	No.: RD149071
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BU3070 Bridge Unit

Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
1	-	D6850250	COVER:LEFT:ASS'Y	-	1	-
2	D6852055	-	COVER:LEFT:OPEN AND CLOSE:UPPER	1	-	-
3	D6852056	-	GUIDE PLATE:LEFT:LOWER	1	-	-
4	AF040621	D6852061	ROLLER:DRIVEN:DIA14	4	4	X/X
5		D6852063	BUSHING:TRANSPORT:DIA4	-	8	-

Important: Install parts #4 (D6852061) and #5 **together as a set.**

Note: Parts #2 and #3 were deleted from service parts. Part #1 is the assembly which contains these two parts.

Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
6	-	D6850100	FRAME SECTION	-	1	-
7	D6851017	D6851023	ROLLER:DRIVEN:DIA18	2	2	X/X
8	D6851053	D6851058	GEAR:Z21	1	1	X/O
5		D6852063	BUSHING:TRANSPORT:DIA4	-	4	-

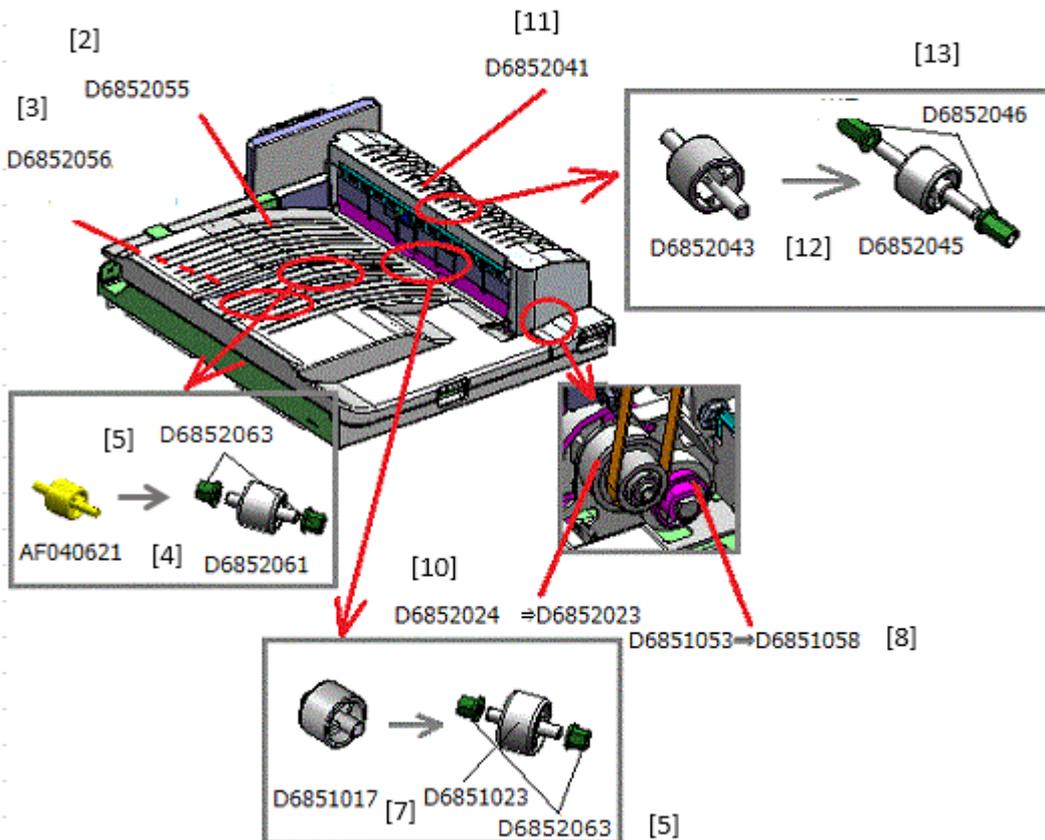
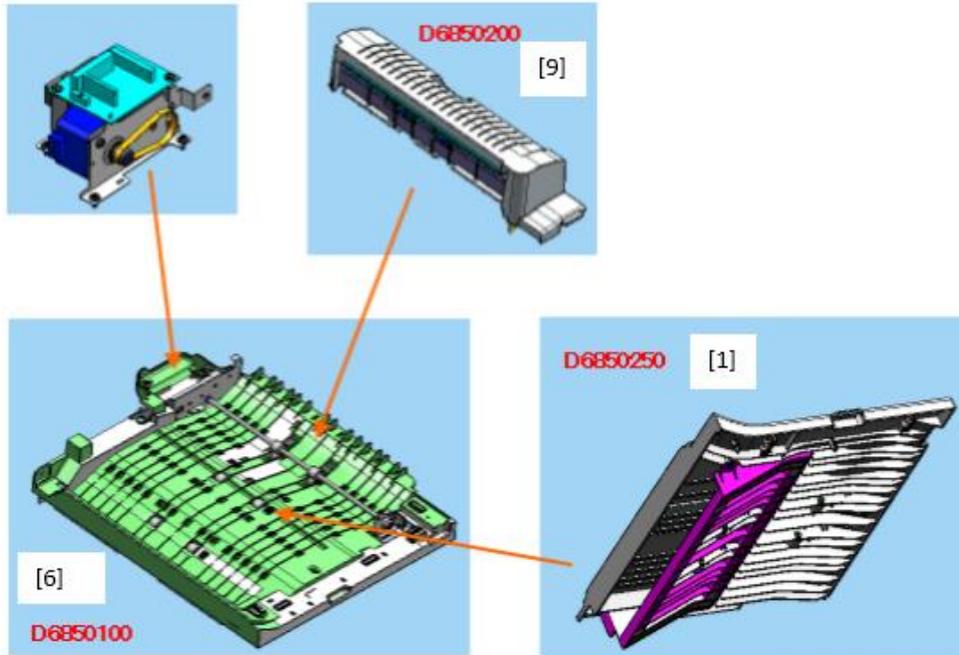
Important: Install parts #7 (D6851023) and #5 **together as a set.**

Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
9	-	D6850200	COVER:RIGHT:ASS'Y	1	1	X/O
10	D6852024	D6852023	GEAR:Z21:PULLEY:T21	1	1	X/O
11	D6852041	-	COVER:RIGHT:OPEN AND CLOSE	1	-	-
12	D6852043	D6852045	ROLLER:DRIVEN:EXIT	2	2	X/X
13	-	D6852046	BUSHING:EXIT:DIA4	-	4	-

Important: Install parts #12 (D6852045) and #13 **together as a set.**

Note: Part #11 was deleted from service parts. Part #9 is the assembly which contains this part.

Model: MET-C1d	Date: 27-Nov-14	No.: RD149071
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Model: MET-C1d	Date: 27-Nov-14	No.: RD149071
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Side Tray Type M3

Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
14	-	D7250100	FRAME SECTION	-	1	-
7	D6851017	D6851023	ROLLER:DRIVEN:DIA18	2	2	X/X
8	D6851053	D6851058	GEAR:Z21	1	1	X/O
5		D6852063	BUSHING:TRANSPORT:DIA4	-	4	-

Important: Install parts #7 (D6851023) and #5 together as a set.

Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
15	-	D7250250	COVER:LEFT:ASS'Y	-	1	X/O
4	AF040621	D6852061	ROLLER:DRIVEN:DIA14	2	2	X/X
5	-	D6852063	BUSHING:TRANSPORT:DIA4	-	8	-
16	D7252051	-	COVER:LEFT:OPEN AND CLOSE	1	-	-
17	D7252057	D7252058	ROLLER:DRIVEN:EXIT:LEFT	2	2	X/X

Important: Install parts #4 (D6852061) and #5, #5 and #17 (D7252058) together as a set.

Note: Part #16 was deleted from service parts. Part #15 is the assembly which contains this part.

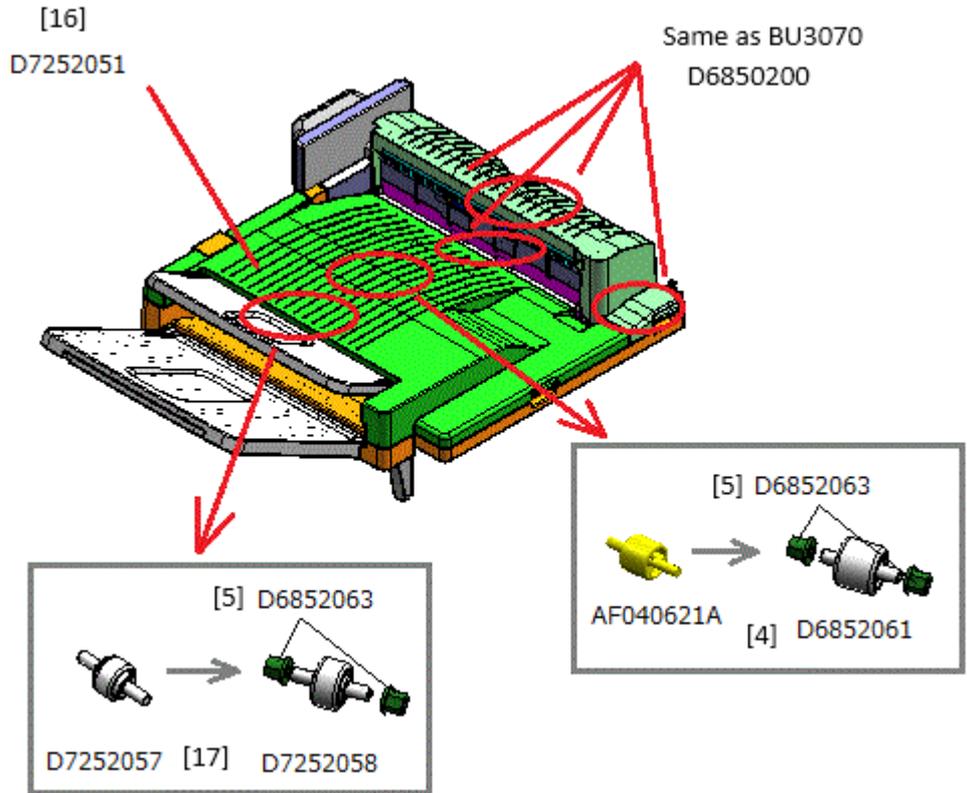
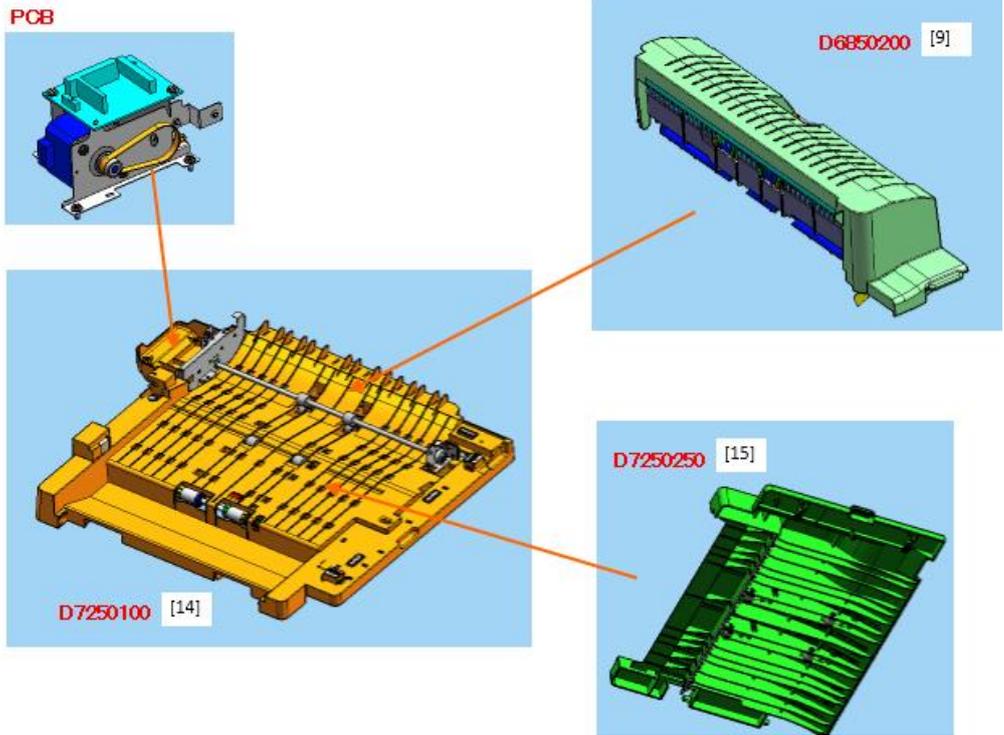
Ref .No	Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
9	-	D6850200	COVER:RIGHT:ASS'Y	-	1	-
10	D6852024	D6852023	GEAR:Z21:PULLEY:T21	1	1	X/O
11	D6852041	-	COVER:RIGHT:OPEN AND CLOSE	1	-	-
12	D6852043	D6852045	ROLLER:DRIVEN:EXIT	2	2	X/X
13	-	D6852046	BUSHING:EXIT:DIA4	-	4	-

*Same as BU3070.

Important: Install parts #12 (D6852045) and #13 together as a set.

Note: Part #11 was deleted from service parts. Part #9 is the assembly which contains this part

Model: MET-C1d	Date: 27-Nov-14	No.: RD149071
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Model: MET-C1d

Date: 27-Nov-14

No.: RD149071

CUT-IN SERIAL NUMBERS:

Model code	Cut-in S/N
D68517	E534Q316382~
D68521	E534Q480001~
D72517	E774Q410001~
D72521	- Not being produced after design change

Model: Model MET-C1		Date: 15-Dec-14	No.: RD149053
Subject: CC-CERTIFIED IN 2013 Machine		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Installing the MET-C1 SPDF models as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following six steps if you want to install the MET-C1 SPDF models as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009.

Note: Machines in production are CC-certified beginning in September 2013.

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

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 7 - 9

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Tell the customer to download the online documents (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009".

See the following pages for Step 3 to Step 6.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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3 Install Fax Option Type M4.

Installation Procedure for Fax Option Type M4

Install Fax Option Type M4.

For the detailed installation procedure, see "Fax Option Type M4 (D167)" in "1.Installation", Fax Option Type M3/M4 Machine Code: D163/D167 Field Service Manual.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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4. Enable the HDD Encryption Unit.

 Enabling the Encryption Settings

This must be specified by the machine administrator.

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

Important

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

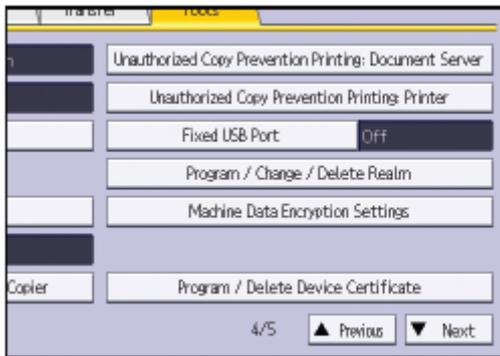
4.1 The machine administrator logs in from the control panel.

4.2 Press [System settings].

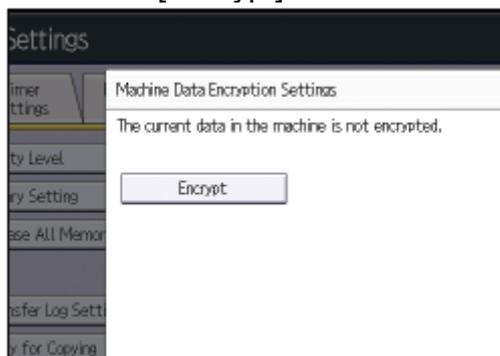
4.3 Press [Administrator Tools].

4.4 Press [Machine Data Encryption Settings].

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



4.5 Press [Encrypt].



Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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4.6 Select the [Format All Data] to reset all of the data.

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

4.7 Press the [Print on Paper].

4.8 Hand the customer the printout of the encryption key.

4.9 Press [OK].

4.10 Press [Exit].

4.11 Press [Exit].

4.12 Log out.

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

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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5.5. -Prohibit a use of Java™ Platform.

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

6.6. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the September 2013 machines), install the exact versions shown in the table below.
 - If the customer wants to install the machine as an equivalent of the September 2013 machines, install the versions shown in the table below or later.
- If you are not sure which one the customer is requesting, contact your sales department.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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Firmware versions with which the MET-C1 SPDF models first achieved CC-CERTIFICATION:
(September 2013)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.06	D1495550F
Network Support	12.63.2	D1495567B
Fax	01.01.00	D1495557C
RemoteFax	01.01.00	D1495558C
NetworkDocBox	1.00	D1495568B
Web Support	1.04.1	D1495561D
Web Uapl	1.04.1	D1495562D
animation	6.00	D1495564C
Scanner	01.01	D1495560C
Printer	1.03	D1665701D
PCL	1.06	D1665706B
PCL Font	1.06	D1315586A
Data Erase Onb	1.01x	D3775934
GWFCU3.8-2(WW)	02.00.00	D1495559C
Engine	1.11:08	D1505503F
OpePanel	1.02	D1491490C

Ic Key and Ic Ctlr versions with which the MET-C1 SPDF models first achieved CC-CERTIFICATION:
(September 2013)

Hardware:	Version:
Ic Key	0102081c
Ic Ctlr	02

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D146-7502 MP C3003/C3503/C4503/C5503/C6003 series
User Guide
- D146-7512 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D143-7348 Notes for Security Guide
- D146-7581 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7880 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
- D146-7853 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
LANIER MP C4503/C5503/C6003 series
SAVIN MP C4503/C5503/C6003 series

Online Documents

- D146-7587 Notes on Security Functions
- D146-7590 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

<For GSA>

Paper Documents

- D146-7502 MP C3003/C3503/C4503/C5503/C6003 series
User Guide
- D146-7512 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D143-7348 Notes for Security Guide
- D146-7581 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7880 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
- D146-7853 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
LANIER MP C4503/C5503/C6003 series
SAVIN MP C4503/C5503/C6003 series

Online Documents

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149053
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- D146-7587 Notes on Security Functions
- D146-7590 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

<For EU>

Paper Documents

- D146-7511 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D143-7347 Notes for Security Guide
- D146-7582 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7883 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
A
- D146-7855 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
MP C4503/C5503/C6003 series
infotec MP C4503/C5503/C6003 series

Online Documents

- D146-7587 Notes on Security Functions
- D146-7590 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

<For Asia>

Paper Documents

- D146-7502 MP C3003/C3503/C4503/C5503/C6003 series
User Guide
- D146-7515 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D146-7581 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7880 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
- D146-7857 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
Gestetner MP C4503/C5503/C6003 series

Model: Model MET-C1

Date: 15-Dec-14

No.: RD149053

LANIER MP C4503/C5503/C6003 series

Online Documents

- D146-7587 Notes on Security Functions
- D146-7590 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

Model: Model MET-C1		Date: 15-Dec-14	No.: RD149054
Subject: CC-CERTIFIED IN 2013 Machine		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Installing the MET-C1 ARDF models as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following six steps if you want to install the MET-C1 ARDF models as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009.

Note: Machines in production are CC-certified beginning in September 2013.

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

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 7 - 8

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Tell the customer to download the online documents (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009".

See the following pages for Step 3 to Step 6.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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3 Install Fax Option Type M4.

Installation Procedure for Fax Option Type M4

Install Fax Option Type M4.

For the detailed installation procedure, see "Fax Option Type M4 (D167)" in "1.Installation", Fax Option Type M3/M4 Machine Code: D163/D167 Field Service Manual.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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4. Enable the HDD Encryption Unit.

 Enabling the Encryption Settings

This must be specified by the machine administrator.

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

Important

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

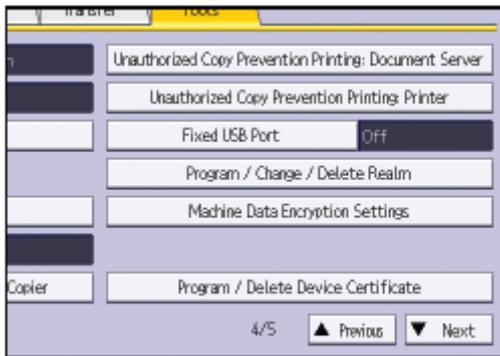
4.1 The machine administrator logs in from the control panel.

4.2 Press [System settings].

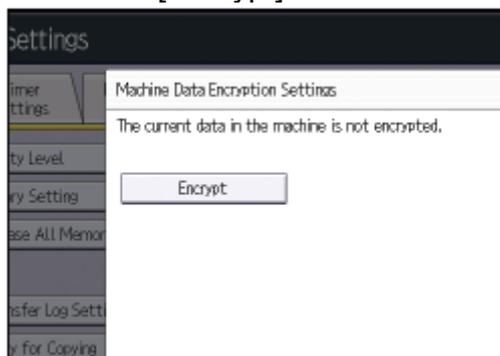
4.3 Press [Administrator Tools].

4.4 Press [Machine Data Encryption Settings].

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



4.5 Press [Encrypt].



Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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4.6 Select the [Format All Data] to reset all of the data.

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

4.7 Press the [Print on Paper].

4.8 Hand the customer the printout of the encryption key.

4.9 Press [OK].

4.10 Press [Exit].

4.11 Press [Exit].

4.12 Log out.

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

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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5.5.—Prohibit a use of Java™ Platform.

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

6.6. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the September 2013 machines), install the exact versions shown in the table below.
 - If the customer wants to install the machine as an equivalent of the September 2013 machines, install the versions shown in the table below or later.
- If you are not sure which one the customer is requesting, contact your sales department.

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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Firmware versions with which the MET-C1 ARDF models first achieved CC-CERTIFICATION:
(September 2013)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.06	D1495550F
Network Support	12.63.2	D1495567B
Fax	01.01.00	D1495557C
RemoteFax	01.01.00	D1495558C
NetworkDocBox	1.00	D1495568B
Web Support	1.04.1	D1495561D
Web Uapl	1.04.1	D1495562D
animation	6.00	D1495564C
Scanner	01.01	D1495560C
Printer	1.03	D1665701D
PCL	1.06	D1665706B
PCL Font	1.06	D1315586A
Data Erase Onb	1.01x	D3775934
GWFCU3.8-2(WW)	02.00.00	D1495559C
Engine	1.11:08	D1495503F
OpePanel	1.02	D1491490C

Ic Key and Ic Ctlr versions with which the MET-C1 ARDF models first achieved CC-CERTIFICATION:
(September 2013)

Hardware:	Version:
Ic Key	0102081c
Ic Ctlr	02

Model: Model MET-C1

Date: 15-Dec-14

No.: RD149054

The list of Operating Instructions (O/I)

<For EU>

Paper Documents

- D146-7511 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D143-7347 Notes for Security Guide
- D146-7582 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7883 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
A
- D146-7855 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
MP C4503/C5503/C6003 series
infotec MP C4503/C5503/C6003 series

Online Documents

- D146-7587 Notes on Security Functions
- D146-7590 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

<For Asia>

Paper Documents

- D146-7502 MP C3003/C3503/C4503/C5503/C6003 series
User Guide
- D146-7515 MP C3003/C3503/C4503/C5503/C6003 series
Read This First
- D146-7581 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT

CD-ROMs

- D146-7880 Manuals
MP C3003/C3503/C4503/C5503/C6003 series
- D146-7857 Printer/Scanner Drivers and Utilities
RICOH MP C4503/C5503/C6003 series
Gestetner MP C4503/C5503/C6003 series
LANIER MP C4503/C5503/C6003 series

Online Documents

- D146-7587 Notes on Security Functions

Model: Model MET-C1	Date: 15-Dec-14	No.: RD149054
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- D146-7590

Notes for Administrators:

Using this Machine in a Network Environment

Compliant with IEEE Std. 2600.1™-2009

Model: MET-C1d		Date: 16-Jan-15	No.: RD149072
Subject: Poor stacking on ARDF DF3090 original exit tray		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Originals fed from ARDF DF3090 are stacked poorly on the original exit tray.

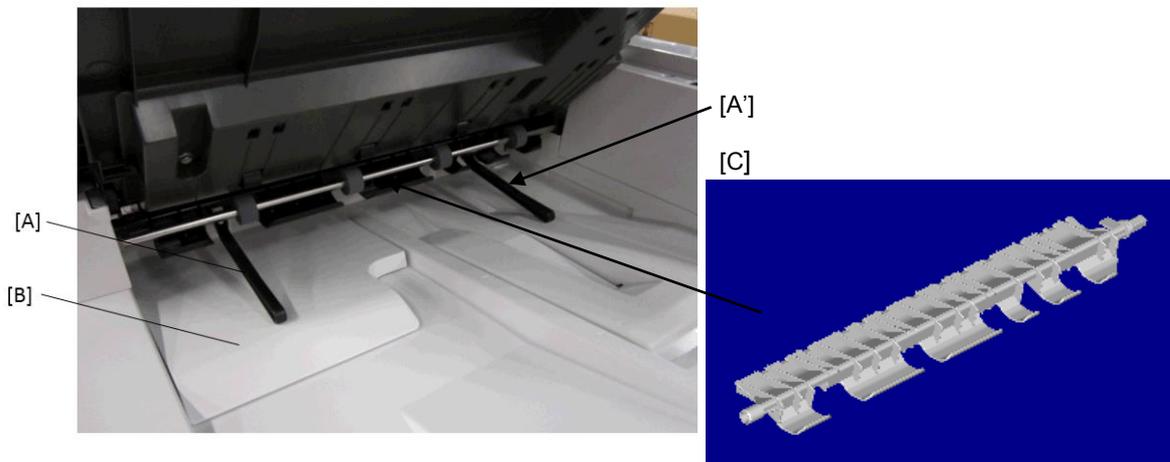


CAUSE

- Originals are designed to exit slightly faster as soon as scanning completes.
- Original exit tray is not level between the operator and non-operator sides.

SOLUTION

1. Added one more paper exit lever.
Note: The photo below shows the existing exit lever [A] and additional exit lever [A].
2. Added an auxiliary tray [B].
3. Modified the gate pawl [C] (to enable addition of a lever).



Model: MET-C1d	Date: 16-Jan-15	No.: RD149072
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#	Old part number	New part number	Description	Q'ty	Int
A, A'	-	D6843731	LEVER:EXIT	-	1
B	-	D6841550	TRAY:EXIT:AUXILIARY:ASS'Y	-	1
C	D6843713	D6843717	GATE PAWL:REVERSE	X/O	1

Production line:

Cut-in Serial Numbers:

- Option DF

Product code:	Product name:	GER:	Cut-in S/N
D77921	ARDF DF3090	CHN	E934Q480001~
D77917	ARDF DF3090	Other regions	E934Q211320~

- Main machine ARDF Model

Product code:	Product name:	GER:	Cut-in S/N
D14627	MP C3003	EU	E154M220001~
D14727	MP C3503		E164M330001~
D14827	MP C4503		E174M330001~
D14927	MP C5503		E184M330001~
D17627	MP C2003		E204R561006~
D17727	MP C2503		E214R660001~
D14617	MP C3003	NA	E154M360001~
D14717	MP C3503		E164M360001~
D14817	MP C4503		E174M360001~
D14917	MP C5503		E184M360001~
D17617	MP C2003		E204R500254~
D17717	MP C2503		E214R500104~

In the field:

1. Update the firmware

Update the **ADF_DF3090** firmware to the following version or newer.

Version	Program No.
1.090:02	D7795300E

2. Add the lever [A] and tray [B], and replace with the gate pawl [C].

Procedure:

Estimated time: 30 min~40min.

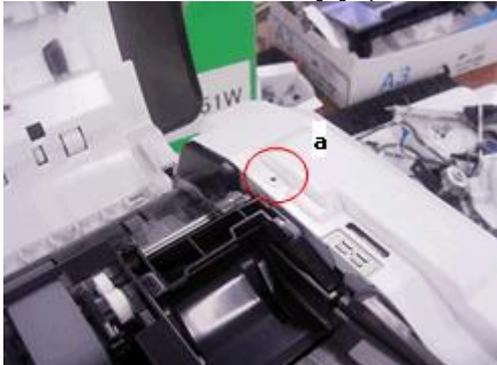
Model: MET-C1d

Date: 16-Jan-15

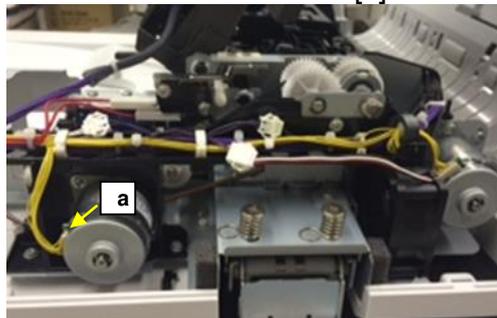
No.: RD149072

● Replacing the gate pawl and adding the lever

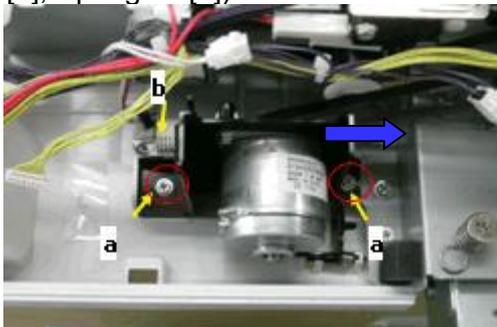
1. Remove the rear cover [a]. (Screw x1, Hook x5)



2. Disconnect the harnesses [a].



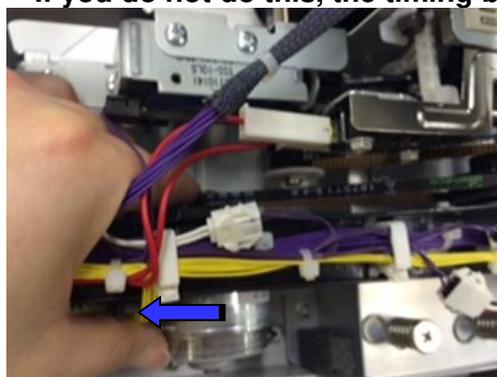
3. Slide the paper feed motor unit in the direction of the blue arrow and remove it. (Screw x2 [a], Spring x1 [b])



IMPORTANT: When you re-attach the motor, make sure to do the following:

- Slide the motor in the direction of the blue arrow as far as it will go.
- Hold the motor in this position and tighten the fixing screws.

*** If you do not do this, the timing belt will loosen and originals cannot be fed.**

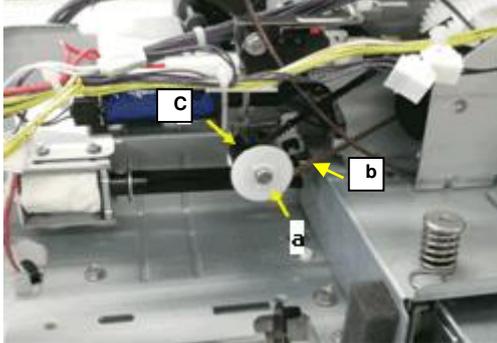


Model: MET-C1d

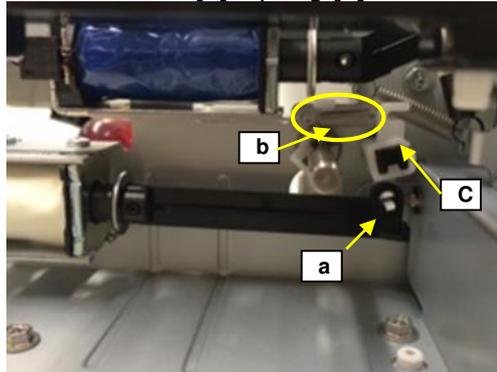
Date: 16-Jan-15

No.: RD149072

4. Remove the retaining ring [a], timing belt [b], and the torque limiter [c].



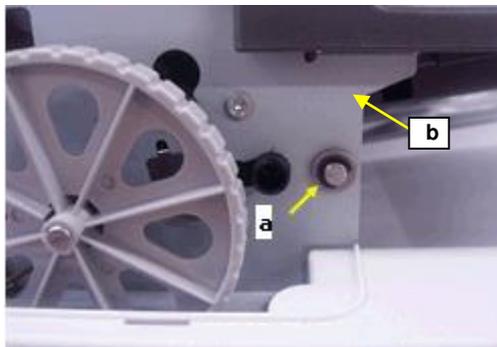
5. Remove the link [a], spring [b], and the hook [c].



6. Remove the front cover. (Screw x1 [a])
Note: Keep the original tray open when you remove the front cover.



7. Remove the retaining ring [a] and bushing [b].
Machine front side:

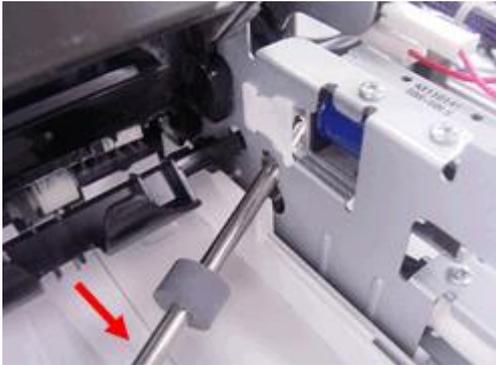


Model: MET-C1d

Date: 16-Jan-15

No.: RD149072

8. Shift the reverse roller as shown below.

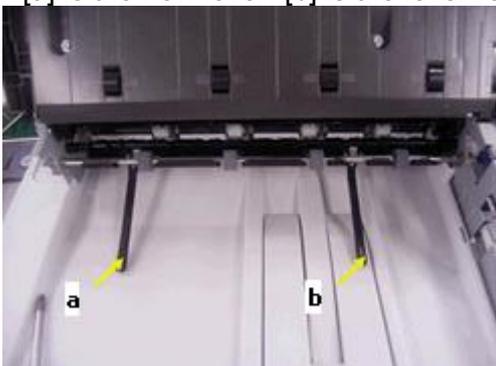


9. Slide the gate pawl [a] in the direction indicated with the red arrows as shown in the photos below and remove it.

Machine front side:



10. Attach two levers to the new gate pawl.
 11. Attach the new gate pawl. (D6843717)
- * [a] is the new lever. [b] is the lever removed in Step 8.



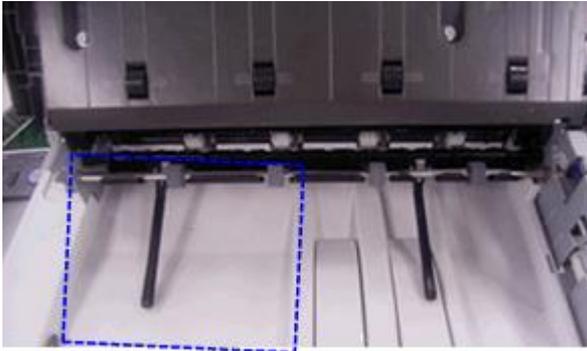
Model: MET-C1d

Date: 16-Jan-15

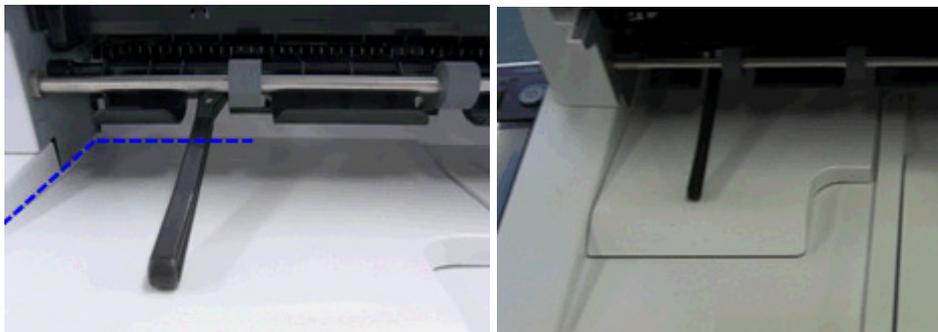
No.: RD149072

- Attaching the auxiliary tray

12. Clean the area outlined in blue with alcohol.



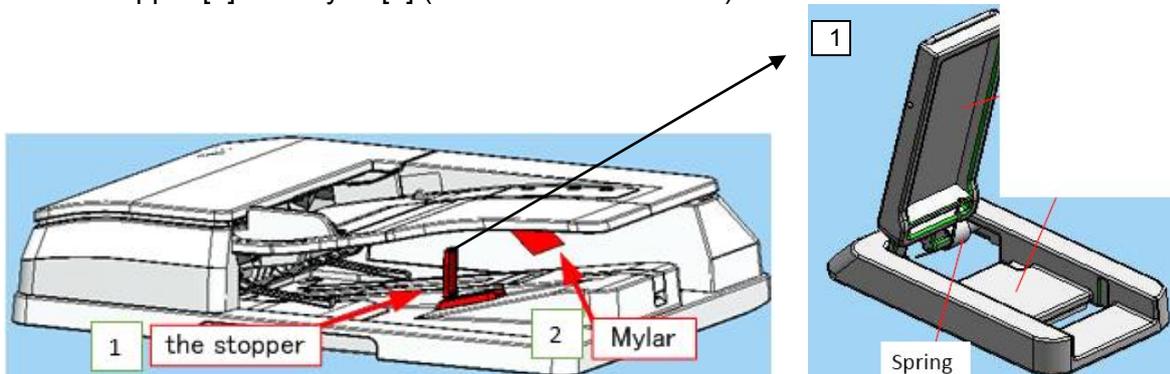
13. Wait until the alcohol dries.
14. Remove the release paper from the double stick tape attached to the auxiliary tray.
15. Attach the auxiliary tray by aligning the corner indicated with the blue dotted lines.



Model: MET-C1d	Date: 16-Jan-15	No.: RD149072
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If poor stacking still occurs with A4/LT LEF, attach the following parts.

Attach stopper [1] and Mylar [2] (See **Procedure** below).



#	Part number	Description	Function
1	D6849502	UNIFORM UNIT:PAPER EXIT SUB-UNIT:ASS'Y	Stops the leading edge of <u>A4/LT LEF</u> for higher stacking performance. The stopper will automatically collapse by its spring when feeding A3/DLT originals.
2	D6849501	SHEET:EXIT:UNIFORM :AUXILIARY	Prevents A3/DLT originals from catching with the bottom side of the feed tray, which may happen if the scanned originals are lifted up by the stopper.

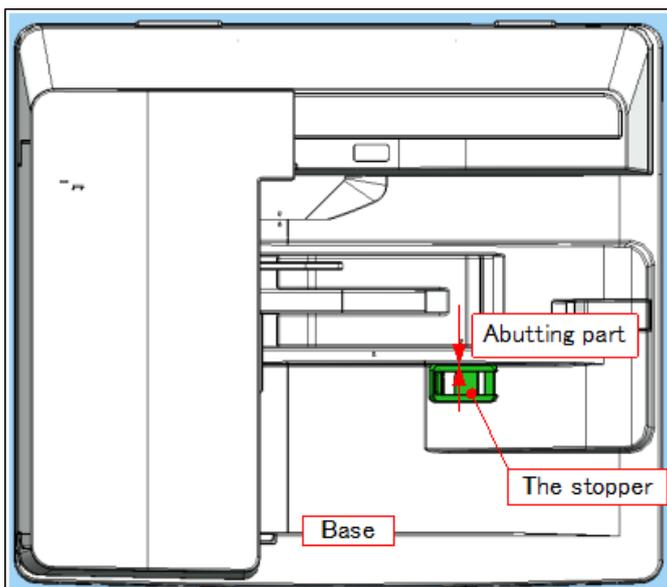
Note:

- The above parts are not applied to mass production.

Procedure:

1. Peel off the adhesive covering (paper) from the stopper.
2. Attach the stopper to the ramp as shown in the diagram.

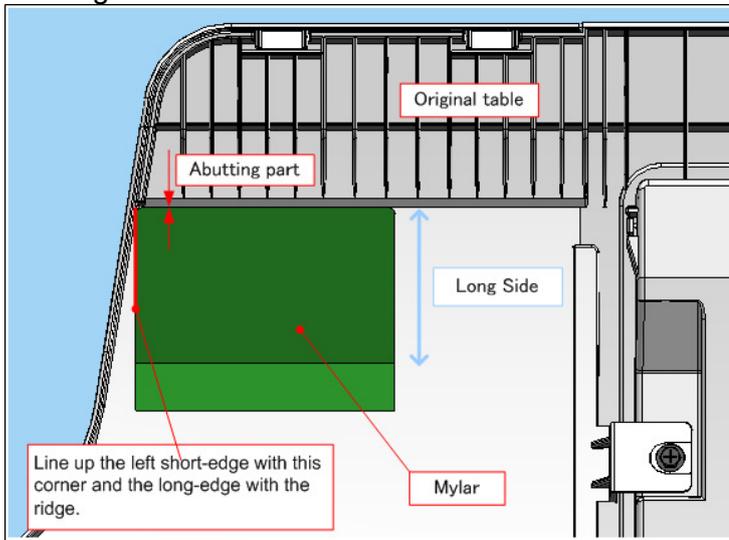
Important: Make sure the long end of the stopper is flush against (touching) the side of the paper exit sub-unit, as shown.



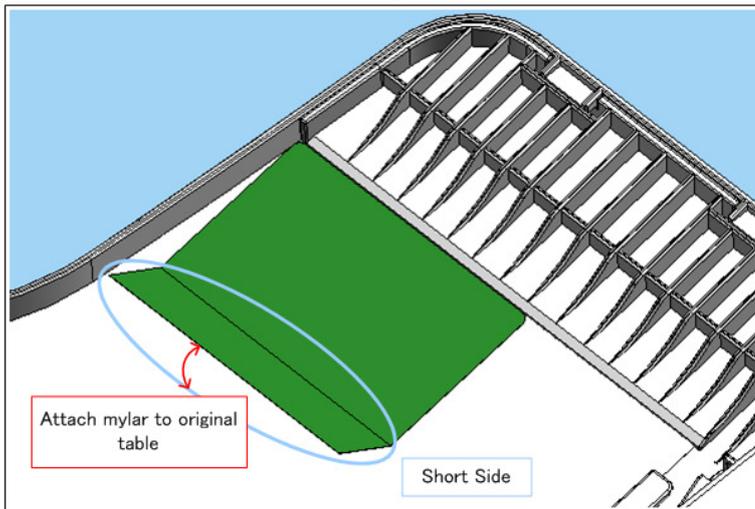
Model: MET-C1d	Date: 16-Jan-15	No.: RD149072
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3. Attach the Mylar as follows:

- Line up the left long-edge with the corner, and the short-edge with the ridge, as shown in the diagram below.



- Peel off the adhesive covering (paper) from the **short side** of the Mylar.
- Attach the short side to the original table, as shown.



Reissued: 13-Apr-15

Model: MET-C1d	Date: 28-Jan-15	No.: RD149073a
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RTB Reissue

Subject: Manual Revision: Installation procedure for Smart Operation Panel Type M3		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Replace the Installation Procedure for the Smart Operation Panel with the following.

Applicable Models: D146/D147/D148/D149/D150, D176/D177

Service Manual:

[Top Page](#) > [Smart Operation Panel Type M3](#) > [Installation](#) > [Installation Procedure](#)

PROCEDURE

IMPORTANT:

- Do the following when changing from the standard screen to the Android screen.
- The Smart Operation Panel Type M3 is not available as an option in the EU region. It is available as an option in other markets.

Before installing the Smart Operation Panel

Before you install the Smart Operation Panel Type M3, **it is necessary to do the following procedures in order:**

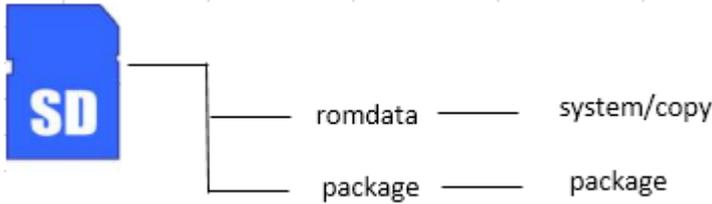
- **Writing the System/Copy firmware and Package Firmware for Smart Operation Panel to an SD card**
- **System/Copy Firmware and Package Firmware Update**
- **SP Settings**

Writing the System/Copy firmware and Package firmware for Smart Operation Panel to an SD card

1. **Create two folders inside an SD card and name them "romdata" and "package".**
2. **Copy the system/copy firmware for Smart Operation Panel (xxxxxxx.fwu) to the "romdata" folder.**
3. **Copy the Package firmware for Smart Operation Panel (xxxxxxx.pkg) to the "package" folder.**

Reissued: 13-Apr-15

Model: MET-C1d	Date: 28-Jan-15	No.: RD149073a
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IMPORTANT:

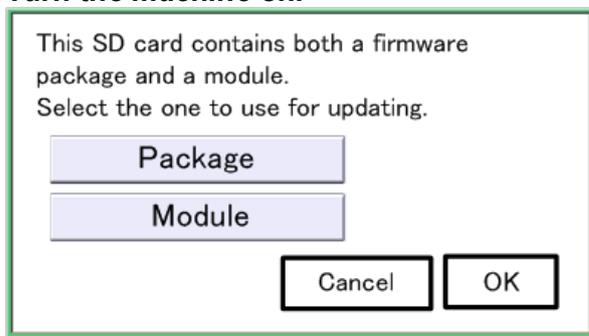
1. **The folder for the package firmware** must be named “package” in order for the update to work. If you copy the package firmware into the “romdata” folder, the update will not work.
2. Make sure to **copy only one version** of the package firmware to the folder. If you copy multiple versions to the card, the machine will select one of the versions randomly.

System/Copy Firmware and Package Firmware Update

IMPORTANT:

Make sure to update the System/Copy firmware first. If you try to update the package firmware first, the update will not work.

1. **Insert the Smart Operation Panel SD card in SD Card Slot 2.**
2. **Turn the machine on.**

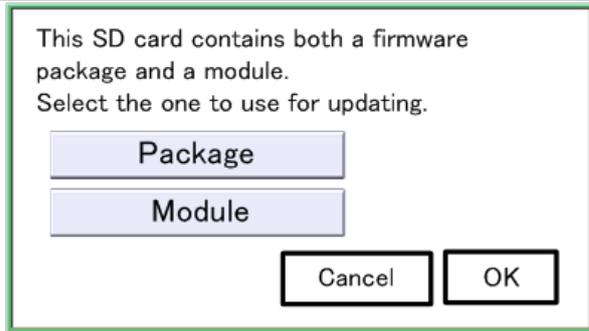


d176f2128

3. **The selection screen shown above is displayed.**
4. **Press “Module” button, and then press “OK” button.**
5. **Select the system copy firmware of the smart operation panel first.**
6. **Follow the instructions on the screen to complete the firmware update.**
7. **“Update is Done” or a similar message appears on the operation panel after completing the firmware update.**
8. **Switch machine off and on.**

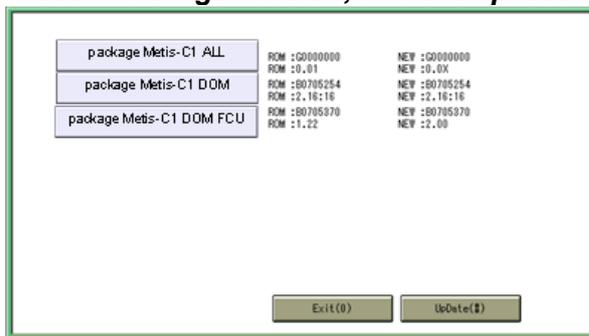
Reissued: 13-Apr-15

Model: MET-C1d	Date: 28-Jan-15	No.: RD149073a
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d176f2128

9. *The selection screen shown above is displayed again.*
10. *Press "Package" button, and then press "OK" button.*



d176f2127

11. *Select the target package firmware of the smart operation panel.*
12. *Follow the instructions on the screen to complete the firmware update.*
13. *Switch machine off when you see the "Update is Done" message or follow the procedure that is displayed on the operation panel.*
14. *Press in the SD card to release it, and then remove it from the slot 2.*
15. *Switch the machine on.*

SP settings

1. Set the following SP modes as shown:
 - Set **SP5-748-101** [Op Type Action Setting] bit 0 to a value of **1**.
 - Set **SP5-748-201** [Smart Operation Panel Connect Setting] to a value of **1**.
2. Turn the machine main power off.

Installation

1. Remove the normal operation panel.
2. Attach the Smart Operation Panel Type M3.
3. Turn the machine main power ON.
4. Set the following SP modes as shown:
 - Set **SP5-752-001** [Copy FlairAPI Function Setting] bit 0 to a value of **1**.
 - Set **Scanner SP1-041-001** [Scanner FlairAPI Function Setting] bit 0 to a value of **1**.
5. If the FAX option is installed:

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Model: MET-C1d

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No.: RD149073a

Set Fax **SP3-301-001** [FAX FlairAPI Function Setting] bit 0 to a value of 1.

6. Turn the machine main power off/on.

Note: If the panel has been connected normally, the default setting icons will appear.

Model: MET-C1d		Date: 12-Feb-15	No.: RD149074
Subject: Manual correction: Replacement procedure for NVRAMs on the controller board		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Corrected or added the replacement procedure for the NVRAMs on the controller board with the following.

D146/D147/D148/D149/D150: Replace the entire procedure.

D176/D177, D237: Areas in bold were corrected.

Service Manual

[Top Page](#) > [Main Chapters](#) > [Replacement and Adjustment](#) > [Electrical Components](#) > Replacing the NVRAMs on the controller board

REPLACEMENT PROCEDURE

CAUTION:

- Referring to the following procedure, be sure that there are no mistakes in the mounting position and orientation of the NVRAMs.
- SC195 (Machine serial number error) will be displayed if you forget to attach the NVRAM.
- If you mounted the NVRAM in the wrong direction, each component needs to be replaced because a short circuit was caused in the controller board and the NVRAM.
- **Passwords for the Supervisor and Administrator 1 will be discarded later in this procedure.**

1. Make sure you have the SMC report (factory settings). This report comes with the machine.
2. Output all the SMC data using SP5-990-001 (SP Print Mode: All (Data List)) **or download the SMC data to an SD card using SP5-992-001 (SP Text mode: ALL (Data List))**.
3. **Turn the main power switch OFF.**
4. **Insert an SD card into Slot 2 and turn the main power switch ON.**
5. **Upload the NV-RAM data on the controller board to the SD card using SP5-824-001 (NV-RAM Data Upload).**
6. **Make sure that the customer has backed up their Address Book data. If they have not, save the Address Book data to an SD card using SP5-846-051 (Backup All Addr Book).**

IMPORTANT:

- The address data stored in the machine will be discarded later during this procedure. So be sure to obtain a backup of the customer’s address book data.
- Note that the counters for the user will be reset when doing the backup/restore of the address book data.
- If they have a backup of the address book data, use their own backup data for

Model: MET-C1d	Date: 12-Feb-15	No.: RD149074
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restoring. This is because there is a risk that the data cannot be backed up properly depending on the NV-RAM condition.

STEPS 7-10: Additional steps ONLY for machines that have the FAX installed.

7. Print the Box List by pressing these buttons in the following order: [Facsimile Features] - [General Setting] - [Box Setting: Print List]
8. Print the Special Sender List by pressing these buttons in the following order: [Facsimile Features] - [Reception] - [Program Special Sender: Print List]
9. Write down the following fax settings.
 - [Receiver] in [Facsimile Features] - [Reception] - [Reception File Settings] - [Forwarding].
 - [Notify Destination] in [Facsimile Features] - [Reception] - [Reception File Settings] - [Store].
 - [Specify User] in [Facsimile Features] - [Reception] - [Stored Reception File User Setting].
 - [Notify Destination] in [Facsimile Features] - [Reception] - [Folder Transfer Result Report].
 - Specified folder in [Facsimile Features] - [Send] - [Backup File TX Setting].
 - [Receiver] in [Facsimile Features] - [Reception] - [Reception File Settings] - [Output Mode Switch Timer].
 - [Store: Notify Destination] in [Facsimile Features] - [Reception] - [Output Mode Switch Timer].
 - All the destination information shown on the display.

Note:

- In the fax settings, address book data is stored with entry IDs, which the system internally assigns to each data. The entry IDs may be changed due to re-assigning in backup/restore operations.
10. Make sure that there is no transmission standby file. If any standby file exists, ask the customer to delete it or complete the transmission.
 11. Turn the power OFF and unplug the power supply cord.
 12. Push the power switch ON again to discharge the residual charge.
 13. Replace the NV-RAM with a brand-new one.
 14. Turn the power ON **with the SD card to which the NV-RAM data has been uploaded in Slot 2.**

IMPORTANT:

- After turning the power ON, SC995 will be displayed **in Japanese** except for machines that have a smart operation panel.
- For machines that have a smart operation panel, SC673 will occur and SC995 might be internally issued **in Japanese** after turning the power ON.
- After turning the power ON, SC870 **in Japanese** will occur and the address book data will be cleared.

STEP15~17: Additional procedure only for machines that have the Smart Operation Panel installed.

Note:

- SC673 will be displayed **in Japanese** at start-up, but this is normal behavior. This is because the controller and the smart operation panel cannot communicate with each other due to changing the SP settings for the operation panel.
15. Change the SP settings for the operation panel.
 - SP5-748-101: (OpePanel Setting: Op Type Action Setting): Change bit 0 from 0 to 1.
 - SP5-748-201: (OpePanel Setting: Cheetah Panel Connect Setting): Change the value from 0 to 1.
 16. Change the Flair API SP values.
 - SP5-752-001 (Copy FlairAPIFunction Setting): Change **bit 0** from 0 to 1.

Model: MET-C1d	Date: 12-Feb-15	No.: RD149074
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- SP1-041-001 (Scan:FlairAPI Setting): Change **bit 0** from 0 to 1.
- SP3-301-001 (FAX:FlairAPI Setting) Change **bit 0** from 0 to 1.

17. Cycle the power OFF/ON.

Note:

- **Program/Change Administrator will be displayed in Japanese, but this is normal.**

18. Download the NV-RAM data stored in the SD card to the brand-new NV-RAM using SP5-825-001 (NV-RAM Data Download).

Note:

- The download will take a couple of minutes.

19. Turn the power OFF and remove the SD card from slot 2.

20. Turn the power ON.

Note:

- **Program/Change Administrator will be displayed in the language backed up in the SD card.**

21. Execute SP5-755-002 (Hide Administrator Password Change Scrn).

Note:

- **After you execute this SP and exit SP mode, the Home screen is displayed and user functions can be used.**

22. Restore the original settings of the following SPs, referring to the SMC data obtained in step 2.

Note:

- SP5-825-001 does not download the following SP data to the new NV-RAM. So you must set them manually.
 - a. SP5-985-001 (Device Setting: On Board NIC)
 - b. SP5-985-002 (Device Setting: On Board USB)
 - c. SP5-193-001 (External Controller Info. Settings)
 - d. SP5-895-001 (Application invalidation: Printer)
 - e. SP5-895-002 (Application invalidation: Scanner)
 - f. SP5-730-001 (Extended Function Setting: Java™ Platform setting)

23. If the security functions (HDD Encryption and HDD Data Overwrite Security) were applied, set the functions again.

24. Ask the customer to restore their address book. Or restore the address book data using SP5-846-052 (UCS Setting: Restore All Addr Book), and ask the customer to ensure the address book data has been restored properly.

IMPORTANT:

If you obtained the backup of the customer's address book data in step 6, delete the backup immediately after the NV-RAM replacement to avoid accidentally taking out the customer's data.

25. Output all the SMC data with SP5-990-001 and make sure all the SP/UP settings except for counter information are properly restored, by checking the SMC data obtained in step 2.

Note:

- The counters will be reset.

26. Make sure that the list output in steps **4 to 6** matches the destination information. If not, set it to the setting before replacement.

27. Execute the process control (SP3-011-001).

28. Do the "Automatic Color Calibration (ACC)" for the copier mode & printer mode as follows:

- Print the ACC test pattern (User Tools Maintenance ACC Start).
- Put the printout on the exposure glass.
- Put 10 sheets of white paper on the test chart. This ensures the precise ACC adjustment.
- Close the ARDF or the platen cover.
- Press "Start Scanning" on the LCD. Then, the machine starts the ACC.

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IMPORTANT:

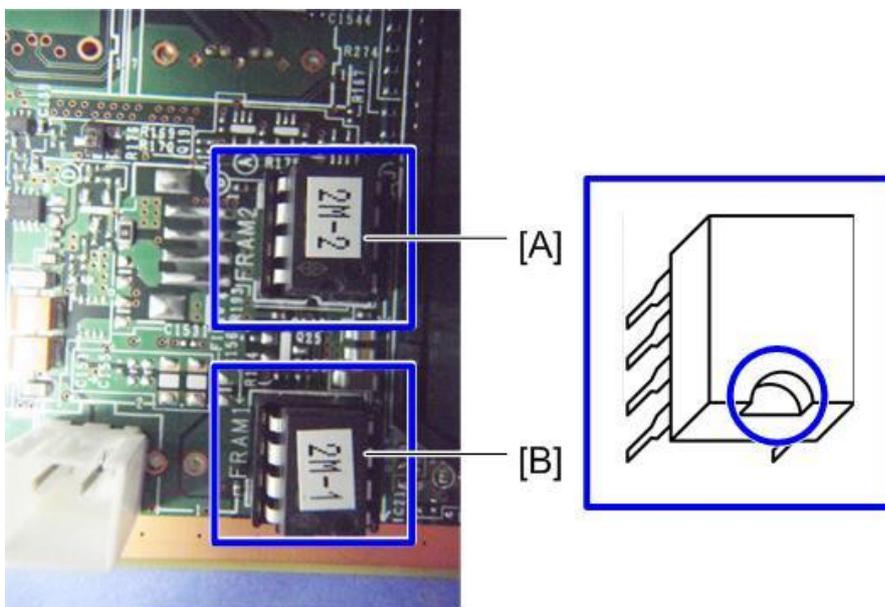
- If you cannot execute SP5-824-001 or SP5-825-001 for some reason, try all the following things.
- Check the changed SP value on the SMC which was output in step 2 and set it manually. Especially, ensure that the values of the following SPs are same as the setting before the replacement. a. SP5-045-001 (Accounting counter: Counter Method)b. SP5-302-002 (Set Time: Time Difference)
- Because the PM counters have been reset during NV-RAM replacement, it is necessary to replace all the PM parts for proper PM management.

Note:

- If a message tells you need a SD card to restore displays after the NV-RAM replacement, create a “SD card for restoration” and restore with the SD card.
29. Turn the power OFF/ON.
30. Change the supervisor log-in password.
- [Top Page](#) > [Main Chapters](#) > [Installation](#) > [Main Machine Installation](#) > [Important notice on security issues](#) > Password setting procedure

Correspondence table			
	Position	Label on the board	Label on the NVRAM
[A]	Upper	FRAM2	2M-2
[B]	Lower	FRAM1	2M-1

Mounting position and orientation of the NVRAMs



d1462079

- When replacing the controller board, first, check which SDK applications have been installed. After replacing the controller board, re-install the SDK applications by following the installation instructions for each application.

Model: MET-C1d

Date: 12-Feb-15

No.: RD149074

- After reinstalling the SDK applications, print the SMC (SP-5-990-024/025 (SMC: SDK/Application Info)). Then open the Main power switch cover. Store the SMC sheet and the SD card(s) that was used to install the SDK application(s).

Reissued : 4-Sep-15

Model: MET-C1d	Date: 16-Feb-15	No.: RD149075a
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RTB Reissue

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

Subject: Manual correction: SC tables		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

The areas in **bold** were changed or added.

Applicable models: D146/D147/D148/D149/D150, D176/D177, D237

Service Manual: [Top Page](#) > [Main Chapters](#) > [Troubleshooting](#) > [Service Call](#)

- **Added** or changed the solution pertaining to the IOB.

Note: In some cases, “replace the IOB” was missing from the solution. In other cases, the IOB was not specified clearly enough (which IOB needs to be replaced).

SC code	Description	Solution: Which IOB should be replaced (Imagine IOB or Transport IOB)
SC324-01	Development motor: Bk: Lock	Imaging IOB
SC324-05	Development motor: CMY: Lock	Imaging IOB
SC396-05	Drum motor (CMY) Lock	Imaging IOB
SC441-00	Drum transfer motor: Lock	Imaging IOB
SC491-00	High voltage power source: charge/development: output error	Imaging IOB
SC492-00	High voltage power source: image transfer/paper transfer: output error	Imaging IOB
SC520-01	Registration Motor: Lock	Paper Transport IOB
SC520-02	Paper feed Motor: Lock	Paper Transport IOB
SC520-03	Transport Motor: Lock	Paper Transport IOB
SC521-01	Duplex Entrance Motor: Lock	Paper Transport IOB
SC521-02	Duplex By-pass Motor: Lock	Paper Transport IOB
SC522-00	Paper Exit Motor: Lock	Paper Transport IOB
SC530-00	Fusing Exhaust Heat Fan Lock	Paper Transport IOB
SC531-01	Development Intake Fan/Right Lock	Imaging IOB

Reissued : 4-Sep-15

Model: MET-C1d		Date: 16-Feb-15	No.: RD149075a
SC531-02	Development Intake Fan/Left Lock	Imaging IOB	
SC531-03	Drive Cooling Fan Lock	Imaging IOB	
SC533-01	PSU Exhaust Heat Fan Lock	Paper Transport IOB	
SC533-03	PSU Cooling Fan Lock	Paper Transport IOB	
SC533-04	Controller Box Cooling Fan Lock	Imaging IOB	
SC534-01	Main Exhaust Fan Lock	Imaging IOB	
SC534-02	Toner Supply Cooling Fan Lock	Imaging IOB	
SC534-03	Ozone Exhaust Fan Lock	Paper Transport IOB	
SC535-00	Paper Exit Cooling Fan Lock	Imaging IOB	
SC540-00	Fusing Motor: Lock	Paper Transport IOB	
SC543-00	Fusing central thermopile high temperature detection (software)	Paper Transport IOB	
SC553-00	Fusing End Thermopile High Temperature Detection (software)	Paper Transport IOB	
SC563-00	Pressurized Central Thermistor High Temperature Detection (software)	Paper Transport IOB	
SC564-00	Pressurized Central Thermistor High Temperature Detection (hardware)	Paper Transport IOB	
SC573-00	Pressurized Edge Thermistor High Temperature Detection (software)	Paper Transport IOB	
SC574-00	Pressurized Edge Thermistor High Temperature Detection (hardware)	Paper Transport IOB	
SC583-00	Pressurized Expanded Edge Thermistor High Temperature Detection (software)	Paper Transport IOB	
SC584-00	Pressurized Expanded Edge Thermistor High Temperature Detection (hardware)	Paper Transport IOB	
SC621-00	Finisher communication error	Imaging IOB	
SC622-00	Paper bank communication error	Paper Transport IOB	
SC664-00	ASIC on the IOB SRAM program expansion error	Paper Transport IOB	
SC664-01	Access permission error to ASIC on the IOB SRAM (write permission fails)	Paper Transport IOB	
SC664-02	Write error to ASIC on the IOB SRAM (write result error)	Paper Transport IOB	
SC664-03	ASIC on the IOB program startup error	Paper Transport IOB	

- **Added** solutions to the description for SC285-00.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC285-00	C	MUSIC error
		The results of MUSIC pattern reading failed 4 times. (even if mode e (real time MUSIC) fails, the error count is not incremented (+1))
		• MUSIC pattern density is lighter than as designed

Reissued : 4-Sep-15

Model: MET-C1d	Date: 16-Feb-15	No.: RD149075a
		<ul style="list-style-type: none"> • TM sensor defective • ITB defective • PCU defective • LD unit defective • BCU defective • Imaging IOB defective • Harness defective <hr/> <ul style="list-style-type: none"> • Power OFF/ON • ITB reset • PCU reset • Toner replenishment • Replace the TM (ID) sensor • Replace the ITB • Replace the PCU • Replace the LD unit • Replace BCU • Replace the imaging IOB • Replace the Harness (between BCU and TM sensor) • Replace the Harness (between imaging IOB and LD unit)

- **Added** the entire description for SC724-71.

<p>SC724-71</p>	<p>B</p>	<p>Shift Motor Error</p> <hr/> <p>The level of shift sensor output does not change when the shift motor is driven for 186 msec. after the motor in turned ON.</p> <hr/> <ul style="list-style-type: none"> ● Connector disconnected ● Shift motor defective ● Shift sensor on the PCB defective ● harness defective <hr/> <ul style="list-style-type: none"> ● Remove and then reattach the connector ● Replace the shift motor (P/N: AX040185) ● Replace the PCB (P/N: D5835100) ● Replace the harness (P/N: D6915402)
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Reissued : 4-Sep-15

Model: MET-C1d	Date: 16-Feb-15	No.: RD149075a
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- **Added solutions to the description for SC665-XX and SC664-XX.**

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC665-02	D	FFC connection error - Connects the BCU and imaging IOB Connection - Connects the imaging IOB and transport IOB - Connects the imaging IOB and TSB - Connects the imaging IOB and the development unit
		Defect with the FFC that connects the BCU and imaging IOB Defect with the FFC that connects the imaging IOB and transport IOB Defective BCU Defective Imaging IOB Defective Transport IOB Defective TCB board Defective development unit
		- Replace the FFC that connects BCU and imaging IOB. - Replace the FFC that imaging IOB and the transport IOB. - Replace BCU - Replace the imaging IOB - Replace the transport IOB - Remove the connector from CN203 on the imaging IOB board. If the LED on the board lights (turns ON), replace the TCB board. - Remove the connector from CN204 on the imaging IOB board. If the LED on the board lights (turns ON), replace the development unit.
SC665-03	D	FFC connection error - Connects imaging IOB and transport IOB
		Defect with the FFC that connects imaging IOB and transport IOB. Defective Imaging IOB Defective Transport IOB
		- Replace the FFC that connects the imaging IOB and transport IOB. - Replace the imaging IOB. - Replace the transport IOB.
SC665-04	D	FFC connection error - Connects BCU and imaging IOB - Connects the imaging IOB and transport IOB
		Defect with FFC that connects the BCU and imaging IOB. Defect with FFC that connects imaging IOB and transport IOB Defective BCU Defective Imaging IOB Defective Transport IOB
		- Replace the FFC that connects BCU and imaging IOB. - Replace the FFC that connects the imaging IOB and the transport IOB. - Replace the BCU. - Replace the Imaging IOB. - Replace the Transport IOB.

Reissued : 4-Sep-15

Model: MET-C1d		Date: 16-Feb-15	No.: RD149075a
SC No.	Level	Error Name/Error Condition/Major Cause/Solution	
SC664-04	D	ASIC on the imaging IOB and Transport IOB SRAM program expansion error.	
		• Defective Transport IOB • Defective Imaging IOB	
		- Replace the Transport IOB. - Replace the defective IOB. - Replace the FFC that connects BCU and imaging IOB. - Replace the FFC that connects the imaging IOB and the transport IOB. - Replace BCU	

Model: MET-C1d		Date: 17-Feb-15	No.: RD149076
Subject: Manual correction: Interval tables		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Replace interval tables.

Service Manual:

[Top Page](#) > [Main Chapters](#) > [Troubleshooting](#) > [Image Quality](#) > When an abnormal image is generated

● D146/D147/D148/D149/D150

Interval	Target part	Replacement part
31.4mm	Charge roller cleaner	PCU
36.1mm	lubricant roller	PCU
39.8mm	Development roller	Development unit
40.2mm	Charge roller	PCU
44.0mm	Paper transfer roller	Paper transfer roller unit
54.8mm	Image transfer drive roller	Image transfer roller unit
94.2mm	Drum	PCU
94.2mm	Fusing sleeve roller	Fusing sleeve unit/ Fusing unit
100.5mm	pressure roller	Pressure roller/ Fusing unit
963.8mm	Image transfer belt	Image transfer belt/ Image transfer belt unit

Reissued: 17-Mar-15

Model: MET-C1d	Date: 3-Mar-15	No.:RD149077a
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RTB Reissue

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

Subject: LED lamp on the operation panel does not tuen on.		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The LED lamp on the operation panel does not turn on.

CAUSE

The right PCB (D1491488) applies a reverse voltage higher than specification to the LED chips (for example, when the Start button is pressed, a fax is received, or the data-in lamp lights). This causes a chemical reaction (Ag migration) under high-temperature/high-humidity conditions. The reaction then produces unexpected current, which causes a buildup of heat on the LED chips. As a result, the wire bonding comes off.

SOLUTION

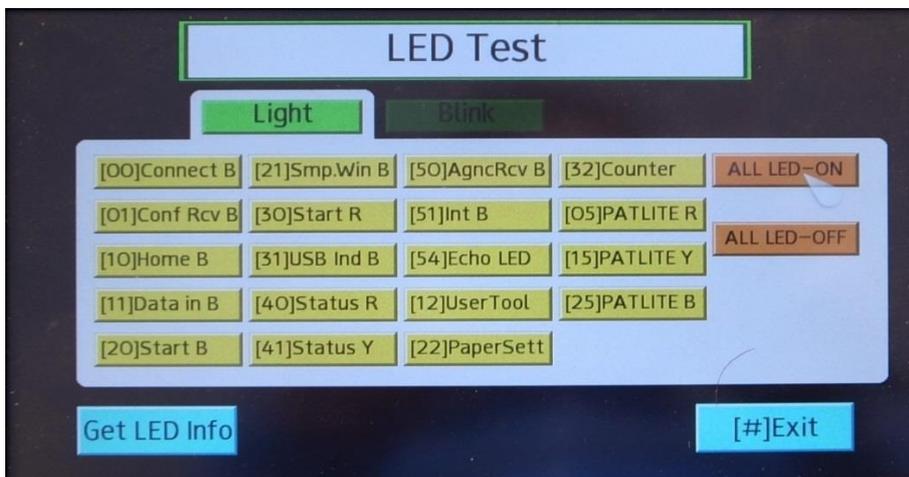
Production line:

Resistors on the operation panel's right PCB (D1491488) were changed to decrease the internal reverse voltage, so as to prevent the chemical reaction.

In the field:

Do the following procedure.

1. Access the self-diagnostics menu (Press [Reset] -> [1] [9] [9] [3] -> [Clear] 5 times).
2. Press [2]: LED test.
3. ***Press [ALL LED-ON] and check the LED lamps on the display.***



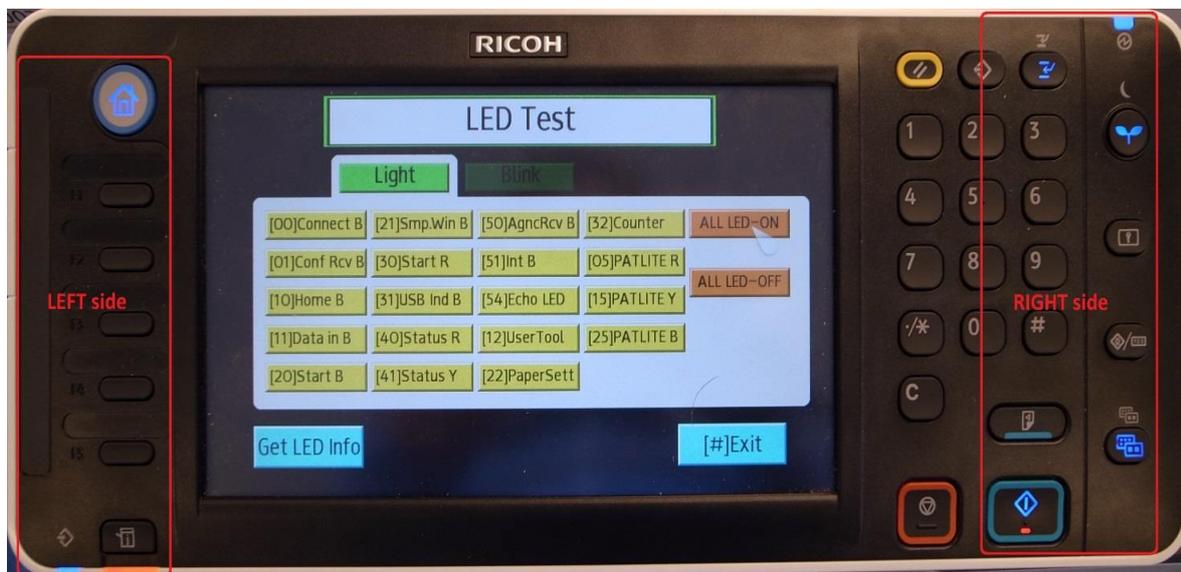
Reissued: 17-Mar-15

Model: MET-C1d	Date: 3-Mar-15	No.:RD149077a
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4. Replace the following parts:
- **If the fax reception or Data-in LEDs on the left side of the operation panel do not light:**
 - Replace the left and right PCBs (PCB:OP-L:USB:ASS'Y and PCB:OP-R:ASS'Y), or
 - Replace the entire operation panel

Note: When the LED lamp on the left PCB burns out, both the left and right PCBs have to be replaced as a set, as the root cause is the right PCB. .

- **If the START button LED on the right side of the operation panel does not light:**
 - Replace the right PCB (PCB:OP-R:ASS'Y), or
 - Replace the entire operation panel



Reissued: 17-Mar-15

Model: MET-C1d	Date: 3-Mar-15	No.:RD149077a
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1. The left PCB (Board B in the service manual)

Old Part Number	New Part Number	Description	Q'ty	Int	Note
-	D1491468	PCB:OP-L:USB:ASS'Y	1	O/O	

2. The right PCB. (Board A in the service manual)

Old Part Number	New Part Number	Description	Q'ty	Int	Note
D1491488	D1461488	PCB:OP-R:ASS'Y	1	O/O	

3. The whole operation panel

Old Part Number	New Part Number	Description	Region	Q'ty	Int	Note
D1491446	D1491406	OPERATION PANEL:D148/D149/D150:ASS'Y	NA/ASIA	1	O/O	
D1491447	D1491407	OPERATION PANEL:D148/D149/D150:ASS'Y	EU			
D1491448	D1491408	OPERATION PANEL:D148/D149/D150:ASS'Y	CHN			
D1491449	D1491409	OPERATION PANEL:D148/D149/D150:ASS'Y	TWN			

Model: MET-C1d		Date: 9-Mar-15	No.: RD149078
Subject: Manual correction: Installation procedure of Anti condensation heater for scanner and PCDU		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Areas **in bold** (highlighted in blue) were corrected or added to the installation procedure for the anti-condensation heater (Scanner) and PCDU.

Applicable Models: D146/D147/D148/D149/D150, D176/D177/D237

Service Manual

Main Chapters > Installation > Anti-Condensation Heater

Anti-Condensation Heater



- Unplug the machine power cord before starting the following procedure.
- Do the following procedure not to damage any harnesses.
- Check that harnesses are not damaged or pinched after installation.

Anti-Condensation Heater (Scanner)



- This option is provided as a service part.
- If you want to install Anti-Condensation Heater (Scanner), heater for scanner **(1)** and electrical part **(2)** should be ordered.

1) Heater (lamp) for Scanner

Old P/N	New P/N	Description	int	Q'ty
-	D7390071	HEATER:SCANNER:NA:ASS'Y	-	1
-	D7390072	HEATER:SCANNER:EU:ASS'Y	-	1

2) Electrical components

Old P/N	New P/N	Description	int	Q'ty
-	D7390501	ELECTRICAL COMPONENTS SECTION:NA:ASS'Y	-	1
-	D7390502	ELECTRICAL COMPONENTS SECTION:EU:ASS'Y	-	1

Model: MET-C1d	Date: 9-Mar-15	No.: RD149078
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Accessory Check

1) Heater (lamp) for Scanner

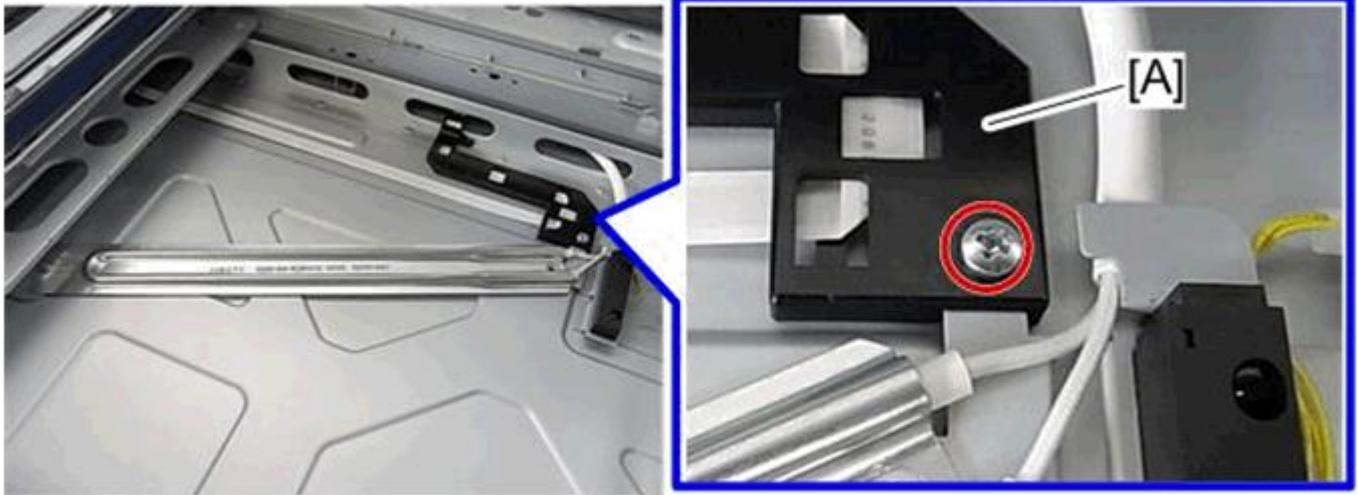
Description	P/N	Q'ty	Note
SCREW:M3X3	03530030N	2	-
SCREW:M3X5	03530050N	1	-
HEATER:120V:9W for NA/ HEATER:230V:9W for EU	B2291687/ B2291688	1	-
BRACKET:DEHUMIDIFIER:HEATER	D1491835	1	-
COVER:HEATER:SCANNER	D2021836	1	Added from Apr. 2014 mass production

(2) Electrical part

Description	P/N	Q'ty
TAPPING SCREW:3X6	04543006Q	3
CLAMP:LWSM-0605A	11050759	4
PCB:DHB	D1475190	1
HARNESS:SCANNER:PCU:HEATER:EXP	D1495393	1
HARNESS:DC:HEATER:DHB	D1495395	1
HARNESS:AC:HEATER:DHB for NA/ HARNESS:AC:HEATER:DHB for EU	D1495394/ D1495396	1

Installation Procedure

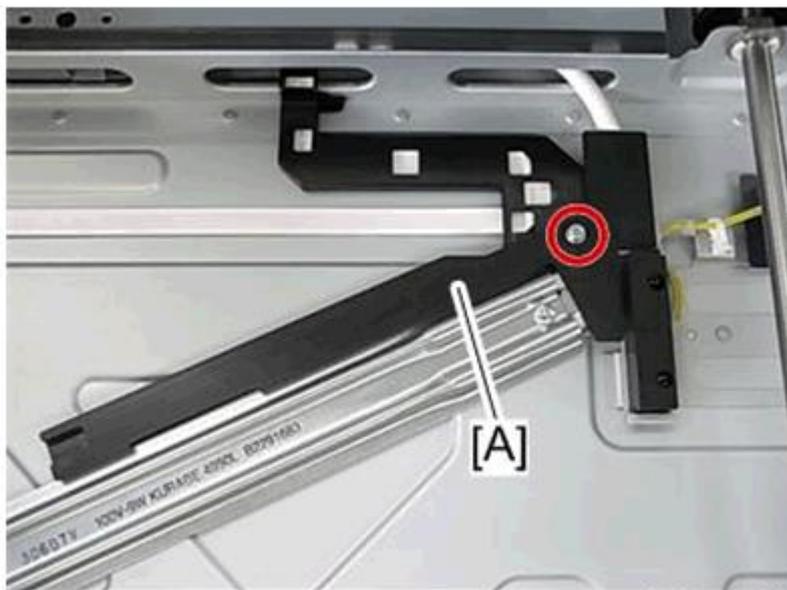
18. Remove the screw of the cable guide [A].



d197z1088

19. Attach the heater cover [A] (screw x1).

Important: Secure the screw in the same position as in Step 18.



d197z1089

Model: MET-C1d	Date: 9-Mar-15	No.: RD149078
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20. Connect the harness with the other harness shown in step 9.



d1463043

21. Reattach all the removed covers.

Anti-Condensation Heater (PCDU)

Note

- This option is provided as a service part.
- If you want to install Anti-Condensation Heater (PCDU), electrical part (2) and heater for PCDU (3) should be ordered.

(2) Electrical components

Old P/N	New P/N	Description	int	Q'ty
-	D7390501	ELECTRICAL COMPONENTS SECTION:NA:ASS'Y	-	1
-	D7390502	ELECTRICAL COMPONENTS SECTION:EU:ASS'Y		

3) Heater (lamp) for PCDU

Old P/N	New P/N	Description	int	Q'ty
-	D7390116	HEATER:PHOTOCONDUCTOR:NA:ASS'Y	-	1
-	D7390117	HEATER:PHOTOCONDUCTOR:EU:ASS'Y		

Model: MET-C1d	Date: 9-Mar-15	No.: RD149078
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Accessory Check

2) Electrical components

Description	P/N	Q'ty
TAPPING SCREW:3X6	04543006Q	3
CLAMP:LWSM-0605A	11050759	4
PCB:DHB	D1475190	1
HARNESS:SCANNER:PCU:HEATER:EXP	D1495393	1
HARNESS:DC:HEATER:DHB	D1495395	1
HARNESS:AC:HEATER:DHB for NA/ HARNESS:AC:HEATER:DHB for EU	D1495394/ D1495396	1

3) Heater (lamp) for PCDU

Description	P/N	Q'ty
TAPPING SCREW:WASHER:3X8	08025299	1
HEATER:PHOTOCONDUCTOR:NA:ADHESION/ HEATER:PHOTOCONDUCTOR:EU:ADHESION	-	1
DECAL:H-TEMP WARNING:HEATER:OPTION	D7396801	1

Note: There have been no changes made to the Installation Procedure for the heater (lamp) for the PCDU.

Model: MET-C1d		Date: 7-May-15	No.: RD149079
Subject: Parts change information (manual feed unit, duplex cover)		Prepared by: E.Hinata	
From: 1 st Tech Service Sect, MFP/P Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts change information

Change:

1. The shape of the duplex cover was changed.
2. The shape of the housing in the manual feed unit was changed.
3. A clamp was added to the manual feed unit.

Reason: To ensure that the manual feed harness is not pinched/damaged.

IMPORTANT:

Manual feed unit and duplex cover need to be replaced together.

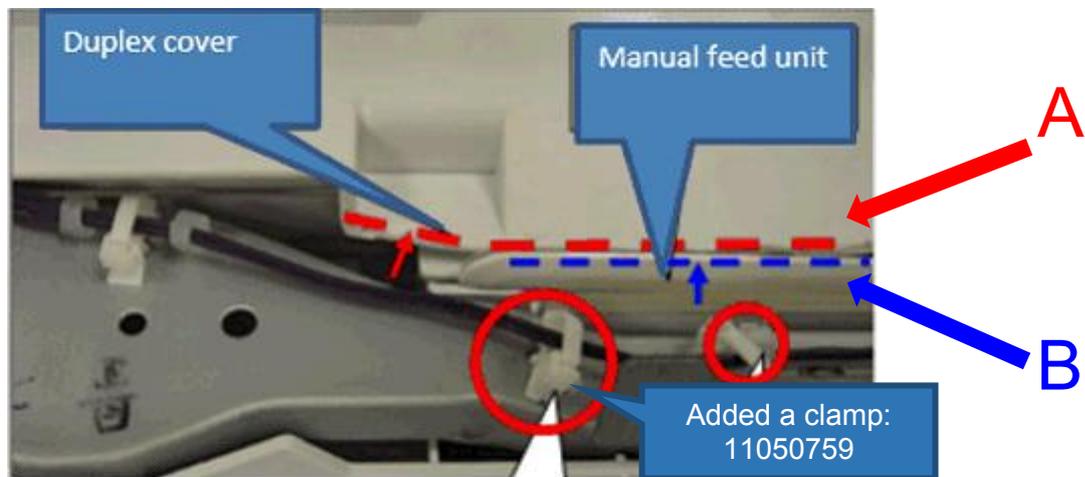
Before change

(Harness is pinched between manual feed unit and duplex cover and then damaged).

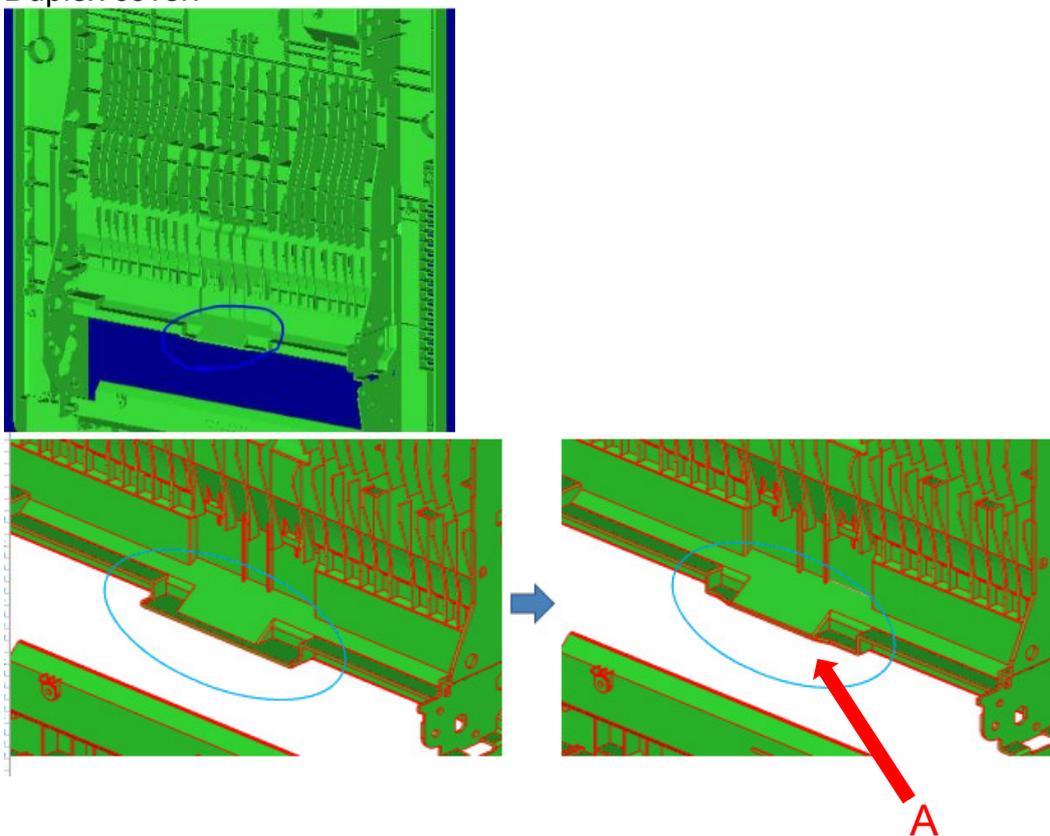


After change

(Edge of the duplex cover [A] was cut, wall of manual feed unit [B] was raised).

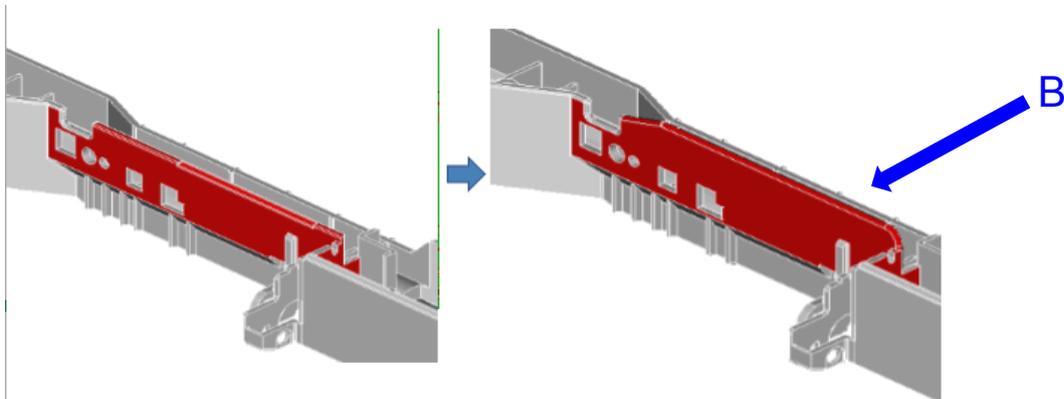
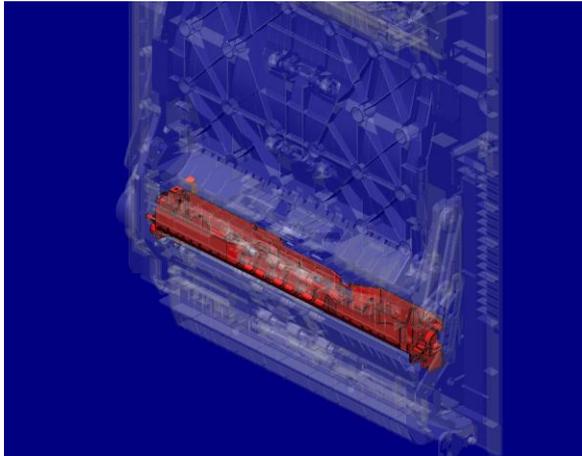


Duplex cover:



Model: MET-C1d	Date: 7-May-15	No.: RD149079
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Manual feed unit:



MP C3003/3503/4503/5503

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D1494826	D1494828	MANUAL FEED UNIT:ASS'Y	1	X/X	A
2	D1494627	D1494840	COVER:DUPLEX	1	X/X	A

*Set A Int = X/O

MP C6003

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D1494827	D1494829	MANUAL FEED UNIT:ASS'Y	1	X/X	A
2	D1494627	D1494840	COVER:DUPLEX	1	X/X	A

*Set A Int = X/O

MP C2003/2503

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	-	D1752601	MANUAL FEED UNIT:METIS-C1XYZ:ASS'Y	1	X/X	A
2	D1494627	D1494840	COVER:DUPLEX	1	X/X	A

*Set A Int = X/O

CUT-IN SERIAL NUMBERS:

Product code:	Model name:	GER:	Cut-in S/N	
D14629	MP C3003	AA	E154M750001	
D14729	MP C3503		E164M650130	
D14829	MP C4503		E174M650193	
D14929	MP C5503		E184M750001	
D15029	MP C6003		E194M750001	
D17629	MP C2003		E204R770001	
D17729	MP C2503		E214R780001	
D14627	MP C3003	EU	E154M730001	
D14727	MP C3503		E164M730001	
D14827	MP C4503		E174M730001	
D14927	MP C5503		E184M730001	
D15027	MP C6003		E194M620054	
D17627	MP C2003		E204R763735	
D17727	MP C2503		E214R760001	
D14617	MP C3003	NA	E154M760001	
D14717	MP C3503		E164M710001	
D14817	MP C4503		E174M710001	
D14917	MP C5503		E184M710001	
D15017	MP C6003		E194M710001	
D17615	MP C2003		E204M760001	
D17715	MP C2503		E214M760001	
D14618	MP C3003	GSA	E154G700101, E154G700103~	
D14718	MP C3503		E164G700001	
D14818	MP C4503		E174G900001	
D14918	MP C5503		E184G800001	
D15018	MP C6003		E194GB00002, E194GB00009, E194GB00014, E194GB00019, E194GB00020, E194GB00021, E194GB00022, E194GB00024, E194GB00025, E194GB00026, E194GB00028, E194GB00031, E194GB00032, E194GB00034~	
D17618	MP C2003		E204GC00001	
D17718	MP C2503		E214GC00007, E214GC00009, E214GC00010, E214GC00013, E214GC00014, E214GC00015, E214GC00016, E214GC00017, E214GC00019, E214GC00020, E214GC00022, E214GC00023, E214GC00024, E214GC00025, E214GC00026, E214GC00027, E214GC00028, E214GC00029, E214GC00030, E214GC00031, E214GC00033, E214GC00035, E214GC00036, E214GC00037, E214GC00038, E214GC00040~	
D14619	MP C3003		TWN	E154M700001
D14719	MP C3503			E164M700001
D14819	MP C4503			E174M700001
D14919	MP C5503	E184M700001		
D15019	MP C6003	E194M700001		
D17619	MP C2003	E204R720001		
D17719	MP C2503	E214R720001		

Model: MET-C1d

Date: 7-May-15

No.: RD149079

Product code:	Model name:	GER:	Cut-in S/N
D14621	MP C3003	CHN	E154M770001
D14622	MP C3003		E154M780001
D14721	MP C3503		E164M770001
D14821	MP C4503		E174M770001
D14921	MP C5503		E184M770001
D15022	MP C6003		E194M720001
D17621	MP C2003		E204M770001
D17721	MP C2503		E214M770001

Reissued: 05-Oct-15

Model: MET-C1cde	Date: 22-May-15	No.: RD149080c
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RTB Reissue

The items in ***bold and italics*** were added or changed.

Subject: Troubleshooting: SC672		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Information required for further investigation when the symptom cannot be resolved by the solution described in this bulletin was added on the last page.

SYMPTOM

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

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

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

Note:

- SC672 does not appear on the SMC report, since it is not logged.
- The operation panel (Normal Operation Panel / Smart Operation Panel) communicates with the controller via a USB cable and IPU. SC672 is triggered when the panel cannot communicate with the controller.
- Applicable models: MP C3003/3503/4503/5503/6003, MP C2003/2503, MP C2011

CAUSE

Possible causes include:

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

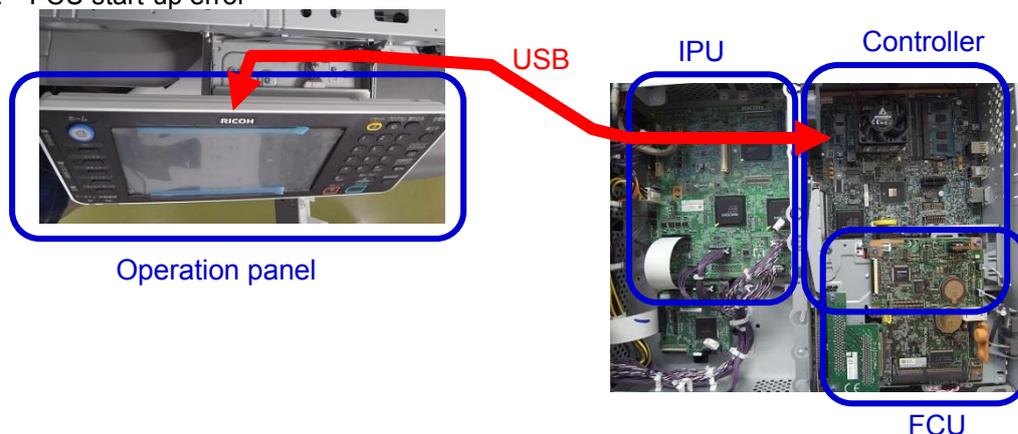


Figure 1: Operation panel, IPU and Controller / FCU

Reissued: 05-Oct-15

Model: MET-C1cde

Date: 22-May-15

No.: RD149080c

SOLUTION

In the field:

Do the following.

1. Turn the machine power OFF/ON.
2. Check the power saving System firmware version.
 - If this firmware is older than ver. F.17, update it to **ver. F.17 or newer**.
3. Re-connect the USB cable between IPU board and operation panel.



Figure 2: USB connector (IPU)



Figure 3: USB connector (Operation panel)

4. Do the action in the **flowchart on the next page** to determine the cause and best course of action. ***If the USB cable and/or the CTL board needs to be replaced, make sure to refer to page 15 of this bulletin for the latest parts number.***
 - USB cable
 - Memory (DIMM) on the CTL
 - CTL board
 - IPU board
 - FCU board
 - ***PCBs in the*** operation panel

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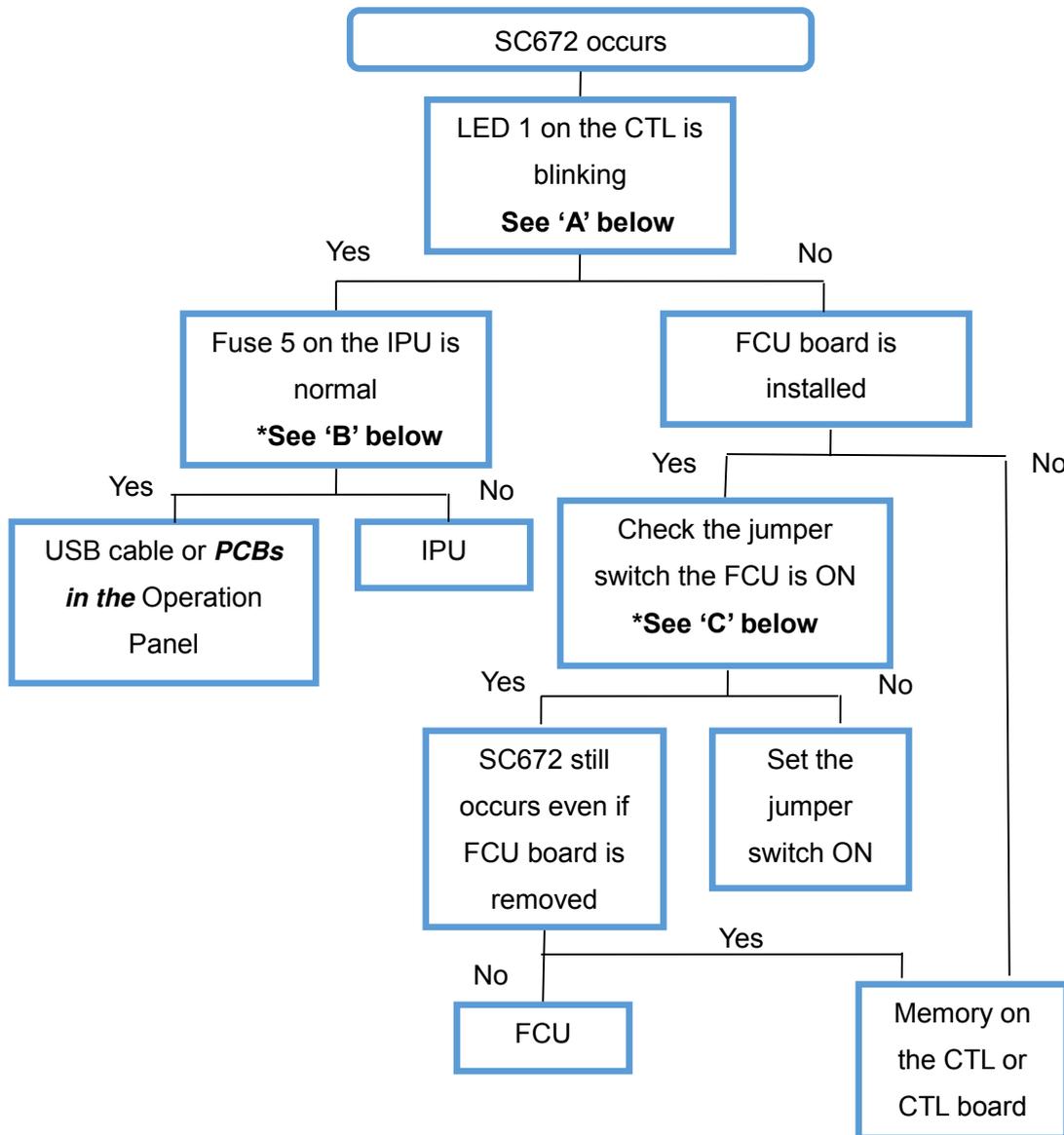
Model: MET-C1cde	Date: 22-May-15	No.: RD149080c
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Important: If the SC recurs after you do the action in this flowchart, do the following.

- If SC819 (cache error) in SC history, please replace controller board.
- If SC991 (SCS: scs time count level c') appears in the SC history, replace the controller board and USB cable.

Flowchart to determine the replacement parts

MP C3003/3503, MP C2003/2503, MP C2011



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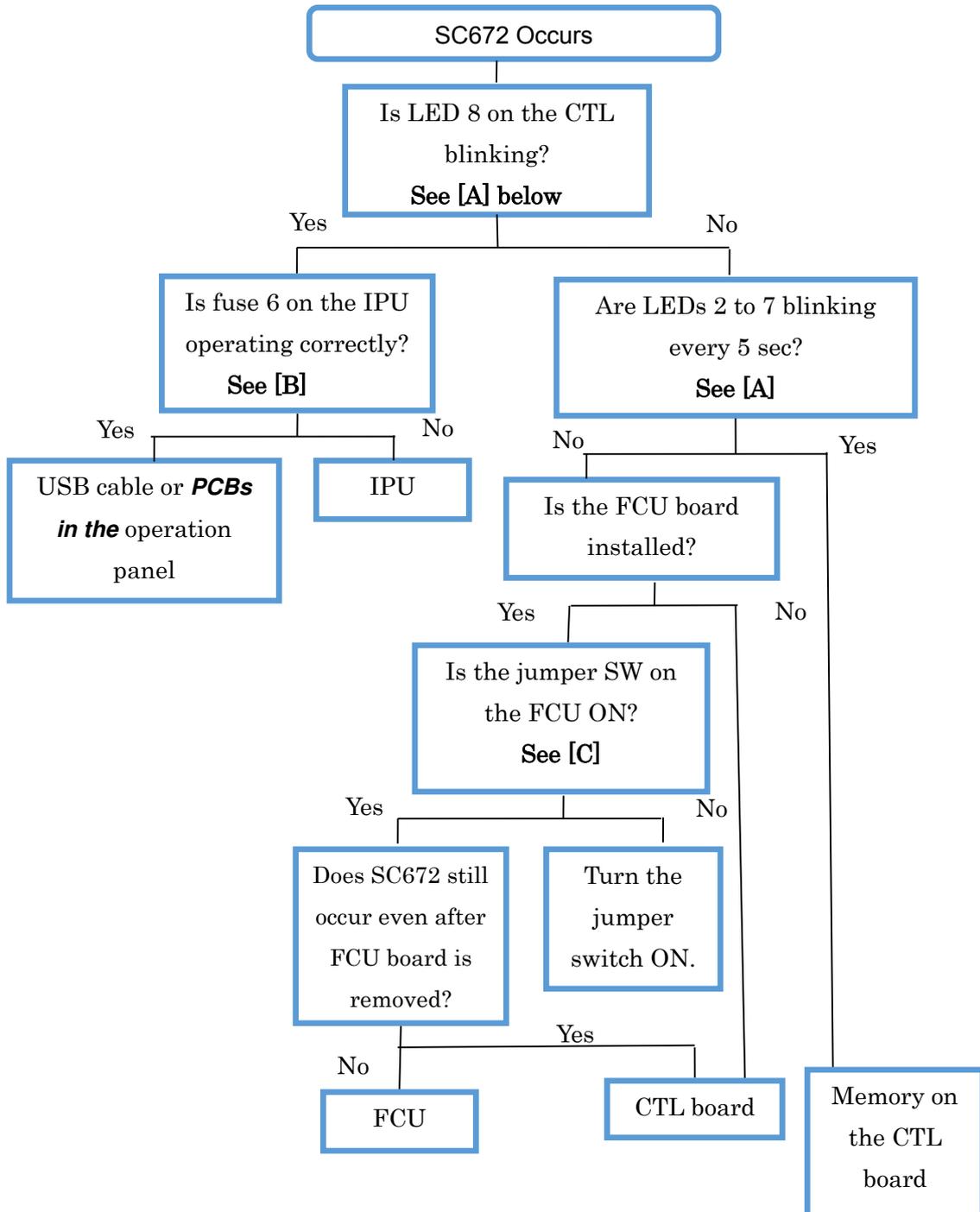
Parts	How to determine the cause
USB cable	Fuse 5 on the IPU
Operation Panel	Fuse 5 on the IPU
IPU	Fuse 5 on the IPU
CTL	LED1 on the CTL
FCU	Jumper switch on FCU

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MP C4503/5503/6003

Important: If SC 672 occurs when we turn the power on and do not touch the machine for 30 minutes or more, replace the controller board (refer to page 17 of the bulletin for the latest part numbers).



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Parts	How to determine the cause
USB cable	Fuse 6 on the IPU
Operation panel	Fuse 6 on the IPU
IPU	Fuse 6 on the IPU
CTL	LED 8 or 9 on the CTL
DIMM	LED 2 thru 7
FCU	Jumper switch on FCU

[A]: LED on the controller board

Check the condition (lit, off, blinking) of the LED on the CTL.

MP C3003/3503, MP C2003/2503, MP C2011

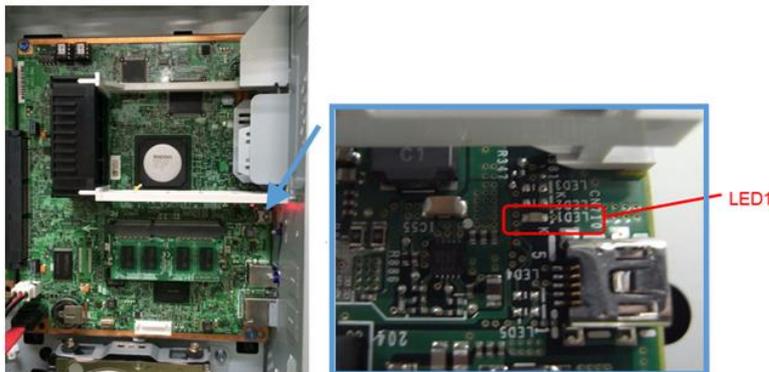


Figure 4: LED 1 on the CTL

No.	Note
LED 1	For CPU - LED blinks when the CPU is operating normally. - LED is lit or off when there is a problem with the CPU.

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MP C4503/5503/6003

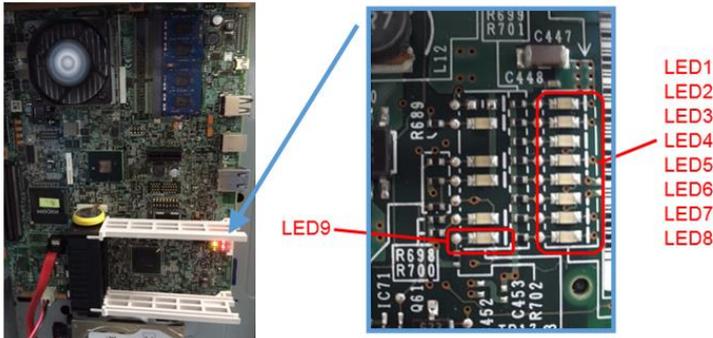


Figure 5: LEDs 1 to 9 on the CTL

(Repeats every 5 seconds)

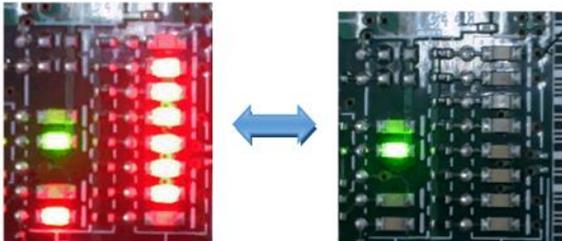


Figure 6: LEDs 2 to 7 blinking every 5 seconds

No.	Note
LEDs 1-8	1. For self-diagnosis code (BIOS). 2. After the BIOS starts up, LEDs 1 to 7 turn off and LED 8 blinks . LED 8 is lit or off when there is a problem with the CPU.
LED 9	- LED is lit when the BIOS is running. - LED blinks when the OS is running.

[B]: Fuse on the IPU



Figure 7: Fuse on the IPU

Reissued: 05-Oct-15

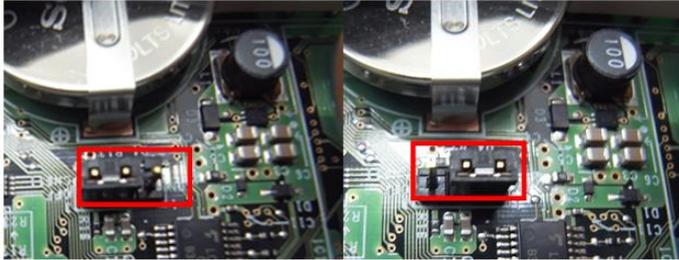
Model: MET-C1cde

Date: 22-May-15

No.: RD149080c

[C]: Jumper switch on the FCU

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



Jumper switch OFF

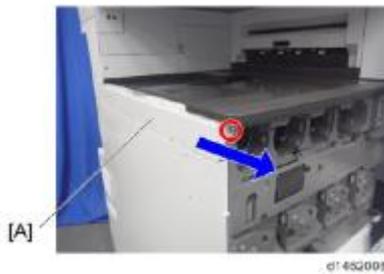
Jumper switch ON

Figure 8: Jumper switch on the FCU**[D]: Replacing the USB cable**

1. Remove the paper exit tray [A].



2. Remove the left upper cover [A] (screws x 1)



3. Remove the left rear cover [A] (screws x 2)



Reissued: 05-Oct-15

Model: MET-C1cde

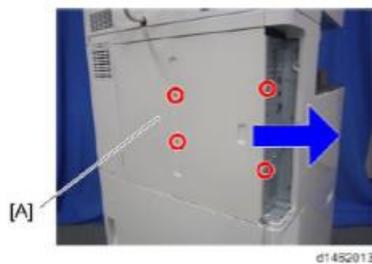
Date: 22-May-15

No.: RD149080c

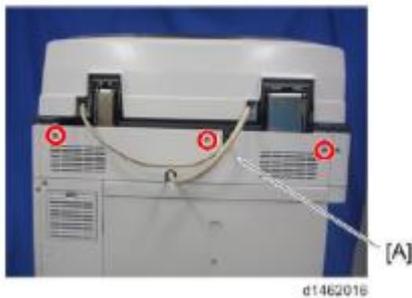
4. Remove the controller cover [A] (screws x 4)



5. Remove the rear cover [A] (screws x4)



6. Remove the scanner rear cover [A] (screws x 3)



7. Remove the scanner rear cover (small) [A] (screws x 2)



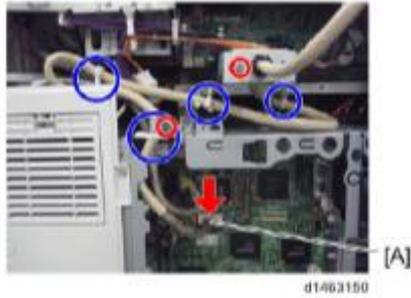
Reissued: 05-Oct-15

Model: MET-C1cde

Date: 22-May-15

No.: RD149080c

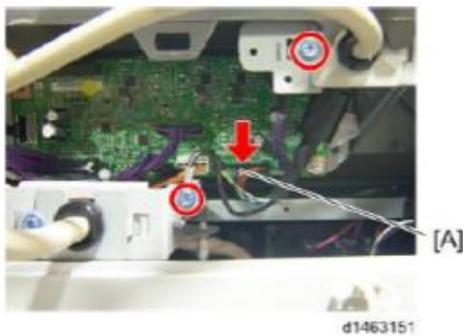
8. Remove the I/F cable [A] (screws x 2, harnesses x 1, clamps x 1)



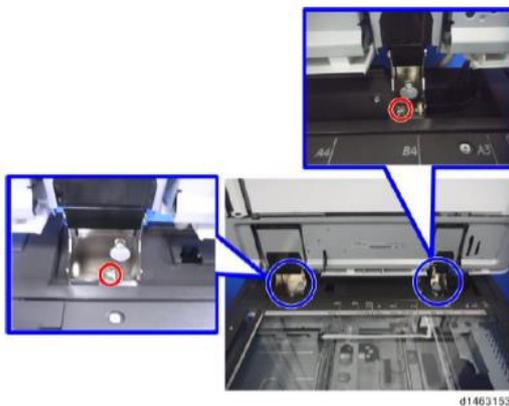
9. Remove the CIS cable [A].

SPDF (screws x 2, harnesses x1)

ARDF (screws x 2, harnesses x1)



10. Remove the ADF (screws x 2)



Important: When you re-attach the ARDF later, make sure to attach the right hinge screw on the left side.

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Model: MET-C1cde

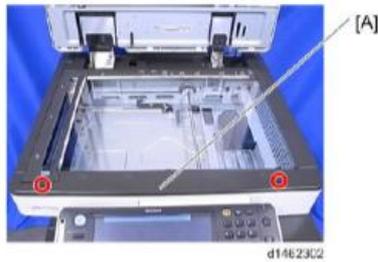
Date: 22-May-15

No.: RD149080c

11. Remove the scanner right cover [A] (screws x 1)



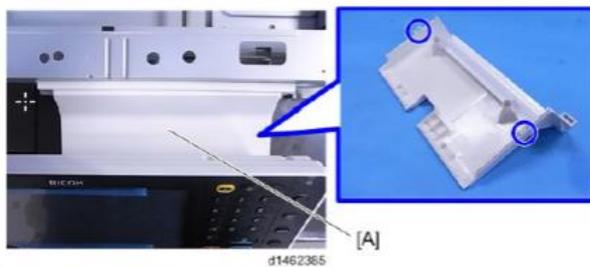
12. Remove the scanner front cover [A] (screws x 2)



13. Remove the scanner left cover [A] (screws x 2)



14. Remove the operation panel upper cover [A].



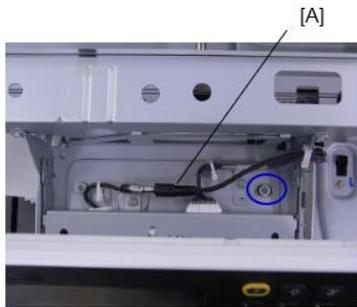
Reissued: 05-Oct-15

Model: MET-C1cde

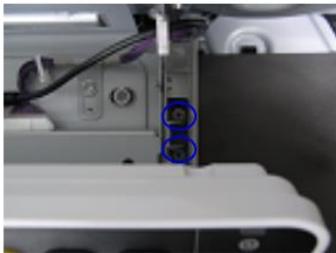
Date: 22-May-15

No.: RD149080c

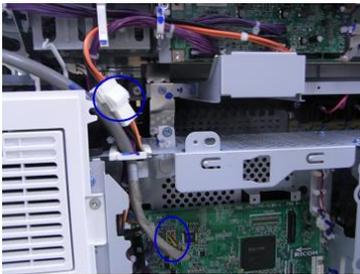
15. Remove the USB cable connector [A] (screws x1, clamps x2)



16. Remove the two screws.



17. Remove the two connectors.



18. Remove the scanner unit [A] (screws x 11)



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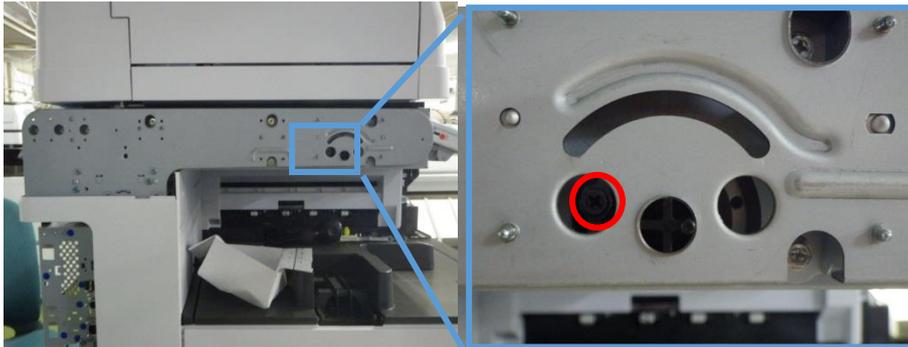
Model: MET-C1cde

Date: 22-May-15

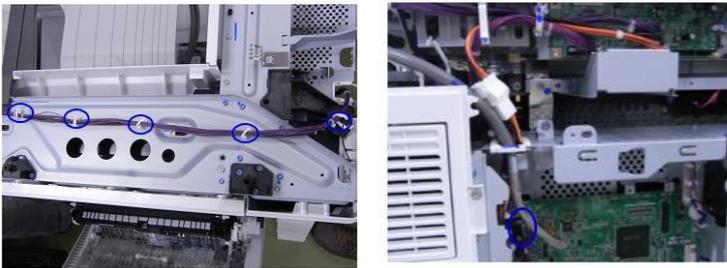
No.: RD149080c

Important:

Never loosen or remove the following screw when you remove or re-attach the unit. This is because this screw fixes the scanner cam in place. If the position of the scanner cam changes, the scanner will be misaligned. This will result in image skew and other image alignment issues.



19. Remove the USB cable (clamp x5)



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No.: RD149080c

Important

Make sure that there is no space between the machine frame and the following three areas of the scanner unit when you re-attach the scanner unit.



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Model: MET-C1cde

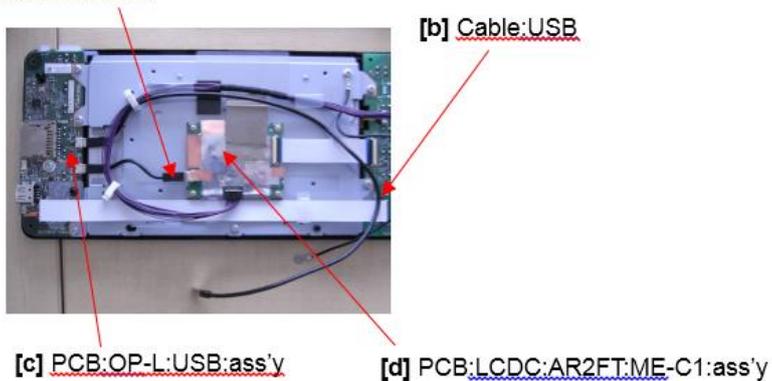
Date: 22-May-15

No.: RD149080c

[E]: Operation panel

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

1. Reconnect **[a]** (Cable:LCDC:USB) and **[b]** (Cable:USB).
2. Replace **[a]** (Cable:LCDC:USB) and **[b]** (Cable:USB).
3. Replace **[c]** (PCB:OP-L:USB:ass'y).
4. Replace **[d]** (PCB:LCDC:AR2FT:ME-C1:ass'y).

[a] Cable:LCDC:USB**[c]** PCB:OP-L:USB:ass'y**[d]** PCB:LCDC:AR2FT:ME-C1:ass'y

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Model: MET-C1cde	Date: 22-May-15	No.: RD149080c
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Parts number change information

#	Part	Old P/N	New P/N	Description	Model	Q'ty
1	USB cable	D1495220	D1495225	HARNESS:METIS- C1:OPERATION SUB-UNIT:ASS'Y	MP C3003/3503/ 4503/5503/6003, MP C2003/2503	1

#	Part	Old P/N	New P/N	Description	Model	Panel	Q'ty
1	CTL	D1465675	D1885210	<i>PCB:MET-C1:A:JL1_CTL(AR):EXP</i>	<i>MP C3003</i>	Normal Operation Panel	1
2		D1475675	D1885211	<i>PCB:MET-C1:B:JL1_CTL(AR):EXP</i>	<i>MP C3503</i>		
3		D1485665	D1885212	<i>PCB:MET-C1:C:EX3_CTL(AR):EXP</i>	<i>MP C4503</i>		
4		D1495665	D1885213	<i>PCB:MET-C1:D:EX3_CTL(AR):EXP</i>	<i>MP C5503</i>		
5		D1505665	D1885214	<i>PCB:MET-C1:E:EX3_CTL(AR):EXP</i>	<i>MP C6003</i>		
6		D1765675	D1885215	<i>PCB:MET-C1:Y:JL1_CTL(AR):EXP</i>	<i>MP C2003</i>		
7		D1775675	D1885217	<i>PCB:MET-C1:Z:JL1_CTL(AR):EXP</i>	<i>MP C2503</i>		
8		D1469074	D1885230	<i>PCB:MET-C1:A:JL1_CTL(CH):EXP</i>	<i>MP C3003</i>	SOP	
9		D1479074	D1885231	<i>PCB:MET-C1:B:JL1_CTL(CH):EXP</i>	<i>MP C3503</i>		
10		D1489064	D1885232	<i>PCB:MET-C1:C:EX3_CTL(CH):EXP</i>	<i>MP C4503</i>		
11		D1499064	D1885233	<i>PCB:MET-C1:D:EX3_CTL(CH):EXP</i>	<i>MP C5503</i>		
12		D1509064	D188****	<i>PCB:MET-C1:E:EX3_CTL(CH):EXP</i>	<i>MP C6003</i>		
13		D1765695	D1885236	<i>PCB:MET-C1:Y:JL1_CTL(CH):EXP</i>	<i>MP C2003</i>		
14		D1775695	D1885237	<i>PCB:MET-C1:Z:JL1_CTL(CH):EXP</i>	<i>MP C2503</i>		

Mass-production:

The following modifications were applied for each possible cause.

Note: A modification has not yet been applied for possible cause #7 (CTL start-up error from FCU start-up error).

#	Possible cause	SC code	Model	Modification
1	Failure of the USB communication path (USB cable, IPU)	SC672 -11 -12	ALL	Screening process added to USB cable assembly line from Sept. 2014.

Reissued: 05-Oct-15

Model: MET-C1cde	Date: 22-May-15	No.: RD149080c
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2	Data corruption of Flash memory (DIMM) on CTL	-11 -12	MPC4503/ 5503/6003	Manufacturing company changed from Jul 2014.
3	Poor supply voltage for ASIC (CTL)	-11 -12	MPC4503/ 5503/6003	Capacity of capacitor changed from Nov 2013.
4	Firmware bug with energy saving system	-11	ALL	Firmware modified in Feb 2014 (Power Saving Sys version F.17 or newer)
5	Defective converter on CTL	-11	MPC3003/ 3503/4503/ 5503/6003	Test process added to assembly line from Apr 2014.
6	Defective resistors on CTL	-11	MPC3003/ 3503/4503/ 5503/6003	Assembly line process changed to prevent resistor damage from May 2013.
7	<i>Corruption of the CTL BIOS ROM data</i>	<i>-11 -12</i>	<i>MPC4503/ 5503/6003</i>	<i>Manufacturing company changed from July 2015.</i>

Cut-in Serial Numbers

1. Screening process added to USB cable assembly line from Sept. 2014

Product code:	Model name:	GER:	Cut-in S/N
D146	MP C3003	ALL	E154*A*****
D147	MP C3503		E164*A*****
D148	MP C4503		E174*A*****
D149	MP C5503		E184*A*****
D150	MP C6003		E194*A*****
D176	MP C2003		E204*A*****
D177	MP C2503		E214*A*****

Reissued: 05-Oct-15

Model: MET-C1cde

Date: 22-May-15

No.: RD149080c

2. Manufacturing company changed from Jul 2014

Product code:	Model name:	GER:	Cut-in S/N
D148	MP C4503	ALL	E174*B*****
D149	MP C5503		E184*B*****
D150	MP C6003		E194*B*****

3. Capacity of capacitor changed from Nov 2013

Product code:	Model name:	GER:	Cut-in S/N
D148	MP C4503	ALL	E174*1*****
D149	MP C5503		E184*1*****
D150	MP C6003		E194*1*****

Reissued: 05-Oct-15

Model: MET-C1cde	Date: 22-May-15	No.: RD149080c
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4. Firmware modified in Feb 2014 (Power Saving Sys version F.17 or newer)

Product code:	Model name:	GER:	Cut-in S/N
D146	MP C3003	ALL	E155*4*****
D147	MP C3503		E165*4*****
D148	MP C4503		E175*4*****
D149	MP C5503		E185*4*****
D150	MP C6003		E195*4*****
D176	MP C2003		E205*4*****
D177	MP C2503		E215*4*****
D237	MP C2011		G475*4*****

5. Test process added to assembly line from Apr 2014

Product code:	Model name:	GER:	Cut-in S/N
D146	MP C3003	ALL	E154*5*****
D147	MP C3503		E164*5*****
D148	MP C4503		E174*5*****
D149	MP C5503		E184*5*****
D150	MP C6003		E194*5*****

6. Assembly line process changed to prevent resistor damage from May 2013

Product code:	Model name:	GER:	Cut-in S/N
D146	MP C3003	ALL	E153*6*****
D147	MP C3503		E163*6*****
D148	MP C4503		E173*6*****
D149	MP C5503		E183*6*****
D150	MP C6003		E193*6*****

Reissued: 05-Oct-15

Model: MET-C1cde

Date: 22-May-15

No.: RD149080c

Note:

If the problem does not resolve, please report in the standard escalation process with the following information attached for further investigation.

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

Reissued: 07-Jul-15

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

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

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

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 07-Jul-15

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

Reissued: 07-Jul-15

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

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

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

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

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.2	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When ID Card Copy is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening ID Card Copy, it takes approximately 30 seconds to display the first screen of the application. 2. When the "Stop" key is pressed after scanning only one side of a document and then "Continue Printing" is selected, the following problems occur: <ul style="list-style-type: none"> - An error message for Quick Copy will be displayed above the screen.

Reissued: 07-Jul-15

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 27-Mar-15	No.: RD193047b
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Version	Modified Points or Symptom Corrected
	<p>- <i>The second screen will remain even while the job is being printed.</i></p> <p>3. <i>When the "Stop" key is pressed while scanning one side of a document, the message "You do not have the privileges to use the following function. Auto Color Sel." will be displayed.</i></p> <p><i>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</i></p> <ul style="list-style-type: none"> - <i>System/copy firmware:</i> <i>Model Met-C1ab: v3.11 or later (D1465550X)</i> <i>Model Met-C1cde: v3.12 or later (D1485550Y)</i> <i>Model Met-C1xyz: v2.11 or later (D1765550N)</i> <i>Model Cor-C1: v1.11 or later (D2025550M)</i> <i>Model Z-C2: v1.07 or later (D1935771G)</i> <i>Model OR-C2: v1.14 or later (D1835530K)</i> <ul style="list-style-type: none"> - <i>CheetahSystem:</i> <i>v1.39 or later (D1501440Y)</i> <ul style="list-style-type: none"> - <i>SDKService:</i> <i>v1.06.01 or later (D1501437F)</i>
1.1	Initial release

Reissued: 6-Nov-15

Model: MET-C1d	Date: 1-Jul-15	No.: RD149081a
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RTB Reissue

This RTB is retracted because it should be issued for only the ab models.

Subject: Important procedure after replacing M/P sensor shutter solenoid		Prepared by: M. Kumagai	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

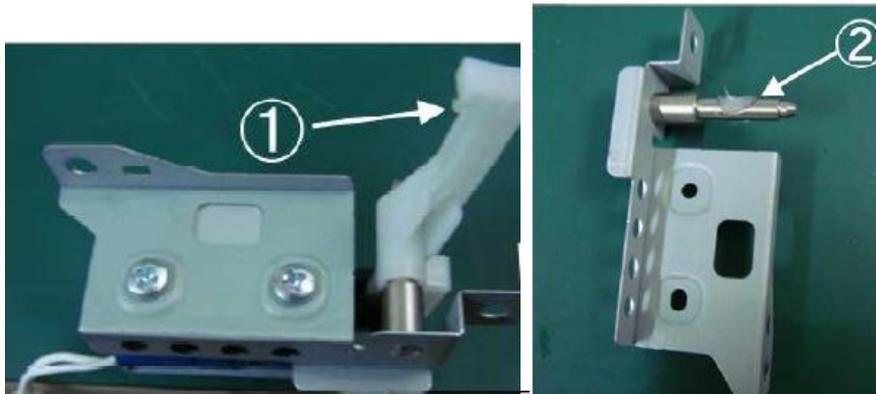
~~**Important Information about G501 Grease**~~

- ~~● Apply G501 grease (PN: 52039502) after you replace the M/P sensor shutter solenoid.
Amount: A small dot, about the size of a grain of rice~~
- ~~● This is to prevent noise and reduced part reliability that will occur if the grease is not applied.~~

~~Location of M/P sensor shutter solenoid:~~



~~Point of application:~~



Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/ MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP	Date: 07-Jul-15	No.: RD193049
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Subject: Firmware Release Note: CONFERENCECONCIERGE		Prepared by: Y. Fukuzaki	
From: Connectivity Support Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Important Information about Normal/Smart Panel Firmware Updates

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

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

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

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

Version	Modified Points or Symptom Corrected
1.1	Symptom corrected: 1. When Conference Concierge is opened, after entering and then recovering from energy-saving mode, restarting ID Card Copy, navigating to the home screen, and then reopening Conference Concierge, it takes approximately 30 seconds to display the first screen of the application. 2. If the document is set as landscape even though there is no tray that is set to A4 landscape, Conference Concierge might not be able to staple the upper-left side. 3. If Letter-size paper is set as landscape and the staple is to be positioned on the upper-left side, scanning might stop after one side of the document has been scanned.

Model: Z-C2_SOP/ OR-C2_SOP/ Cor-C1_SOP/
MET-C1ab_SOP/ MET-C1cde_SOP/MET-C1yz_SOP

Date: 07-Jul-15

No.: RD193049

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

Reissued: 20-Oct-15

Model: <i>MET-C1d</i>	Date: 7-Oct-15	No.: RD149082a
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RTB Reissue

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

Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y Ino	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Please add the following caution in the field service manual in this section:
 Replacement and Adjustment > Electrical Components > Printed Circuit/Parts Inside the Power Box

Parts number	Parts description	Product code
AZ240218	DC POWER SUPPLY:D146/D147:325.7W:NA	D146, D147
AZ240220	DC POWER SUPPLY:325.7W:D146/D147:EU/AP/CHN	D146, D147
AZ240222	DC POWER SUPPLY:D148/D149/D150:450.3W:NA	D148, D149, D150
AZ240224	DC POWER SUPPLY:EU/AP/CHN:450.3W:D148/D149/D150	D148, D149, D150
AZ230272	DC POWER SUPPLY:DOM/NA:247W	D176, D177, D237
AZ230274	DC POWER SUPPLY:EU/AA/CHN:247W	D176, D177, D237

Reissued: 20-Oct-15

Model: <i>MET-C1d</i>	Date: 7-Oct-15	No.: RD149082a
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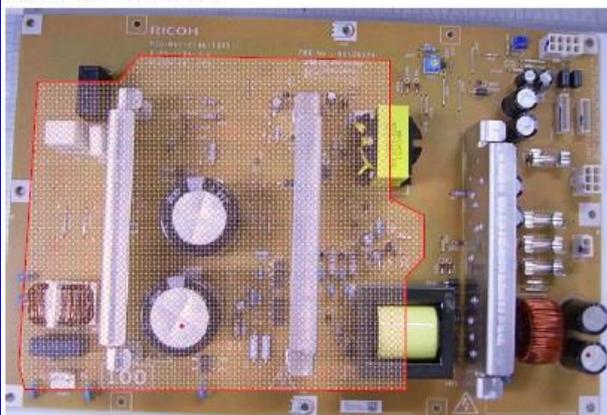
⚠ CAUTION:

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

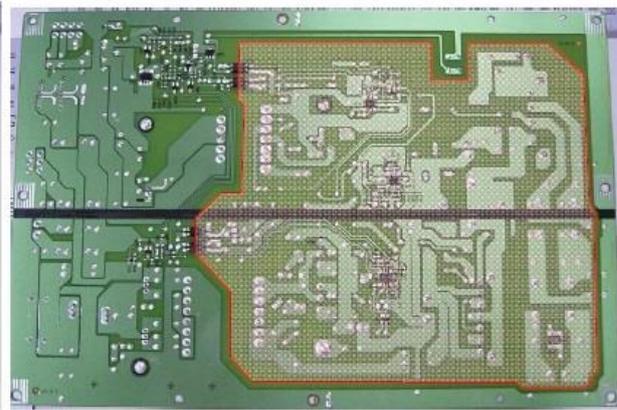
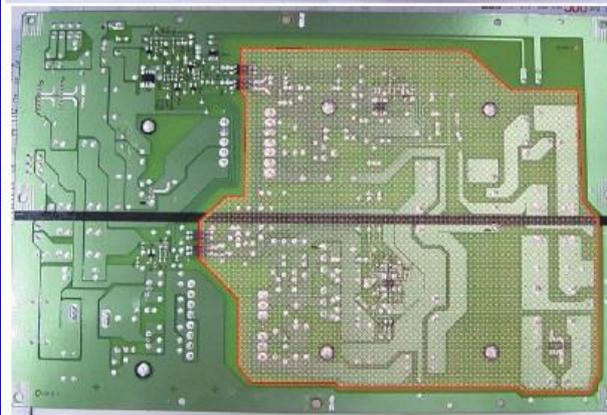
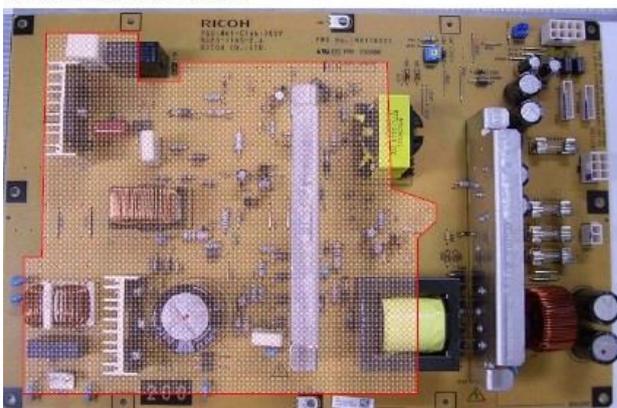
Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

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

D146, D147: DOM/NA



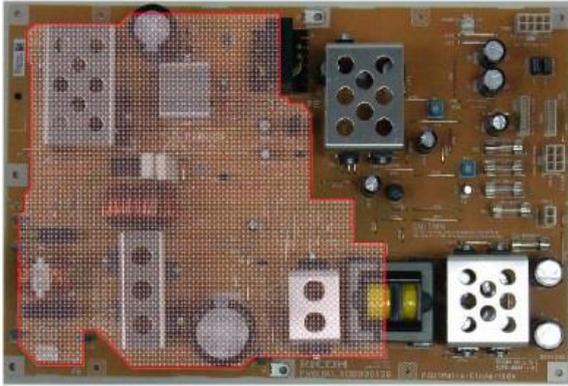
D146, D147 EU/AA/CHN



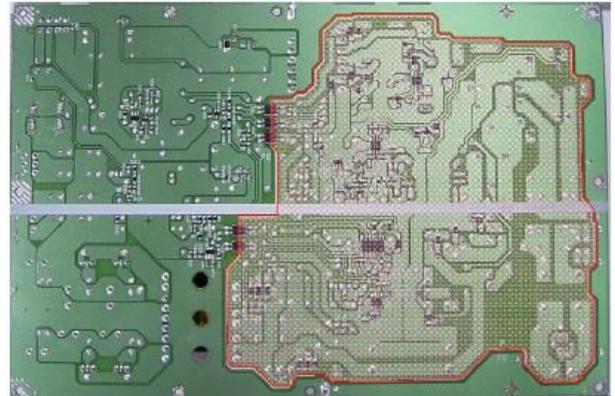
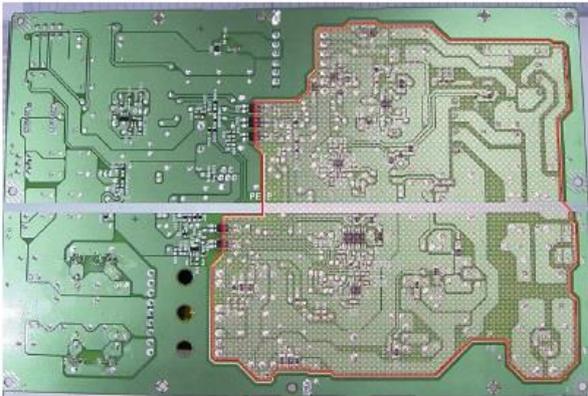
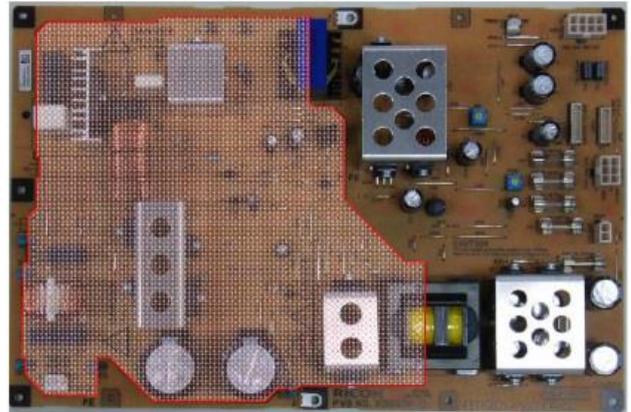
Reissued: 20-Oct-15

Model: <i>MET-C1d</i>	Date: 7-Oct-15	No.: RD149082a
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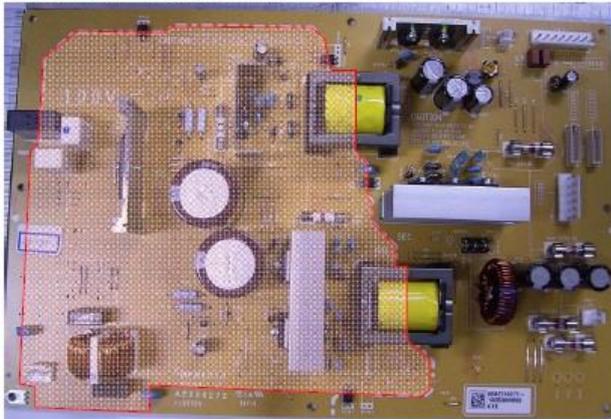
D148, D149, D150 DOM/NA



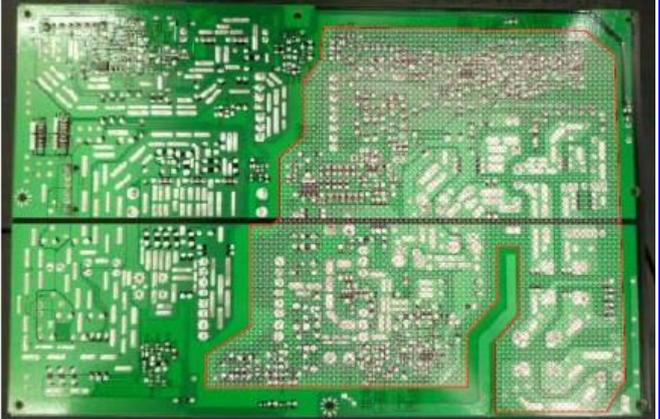
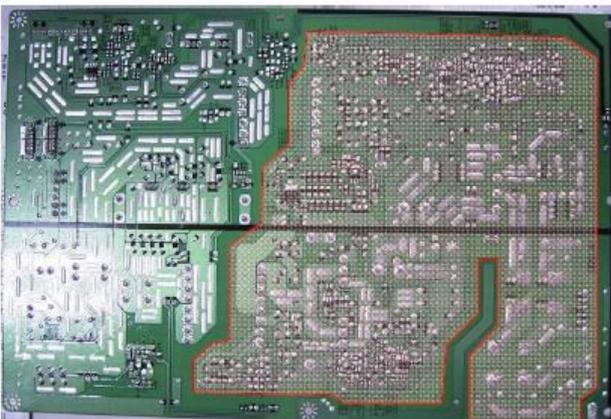
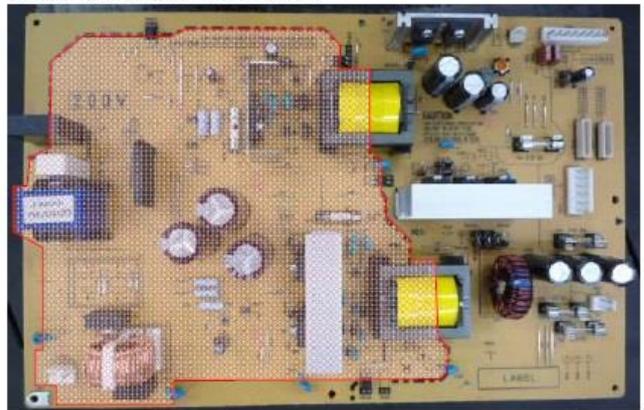
D148, D149, D150 EU/AA/CHN



D176, D177, D237 DOM/NA



D176, D177, D237 EU/AA/CHN



Reissued: 20-Oct-15

Model: <i>MET-C1d</i>	Date: 7-Oct-15	No.: RD149082a
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Reissued: 26-Nov-15

Model: MET-C1b	Date: 15-Oct-15	No.: RD149083a
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RTB Reissue

The items in ***bold/italics*** were added or changed.

Subject: Notification for Output check (SP5804-159 to162)		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information about the Toner Bottle Rotation Check

- When you want to check the rotation of the toner bottle, DO NOT use SP5804-***142, -146, -151, -155, or -159 to -162***. ***These SP modes are now [DFU]***.
- Instead, to check the bottle's rotation, use ***SP3050-003 to -006 (Forced Toner Supply)*** or ***SP3011-002 (Toner Density Adjustment)***. This is because toner may scatter inside and/or outside the machine and ***the toner hopper may be broken*** if SP5804-XXX is executed. (The development unit and the toner hopper are not rotated).

<i>5804</i>	<i>Output check [DFU]</i>	
	<i>Moves the toner supply motor.</i>	
<i>142</i>	<i>Toner Supply Motor Y: Standard Speed</i>	<i>[0 or 1 / 0 / 1/step]</i>
<i>146</i>	<i>Toner Supply Motor M:CCW: Standard Speed</i>	
<i>151</i>	<i>Toner Supply Motor C: Standard Speed</i>	
<i>155</i>	<i>Toner Supply Motor K: Standard Speed</i>	

<i>5804</i>	<i>Output check [DFU]</i>	
	<i>Moves the toner bottle drive motor.</i>	
159	Toner Bottle Drive Motor Y	<i>[0 or 1 / 0 / 1/step]</i>
160	Toner Bottle Drive Motor M	
161	Toner Bottle Drive Motor C	
162	Toner Bottle Drive Motor K	

Reissued: 14-Dec-15

Model: MET-C1abcdeyzk	Date: 30-Nov-15	No.: RD149084a
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RTB Reissue

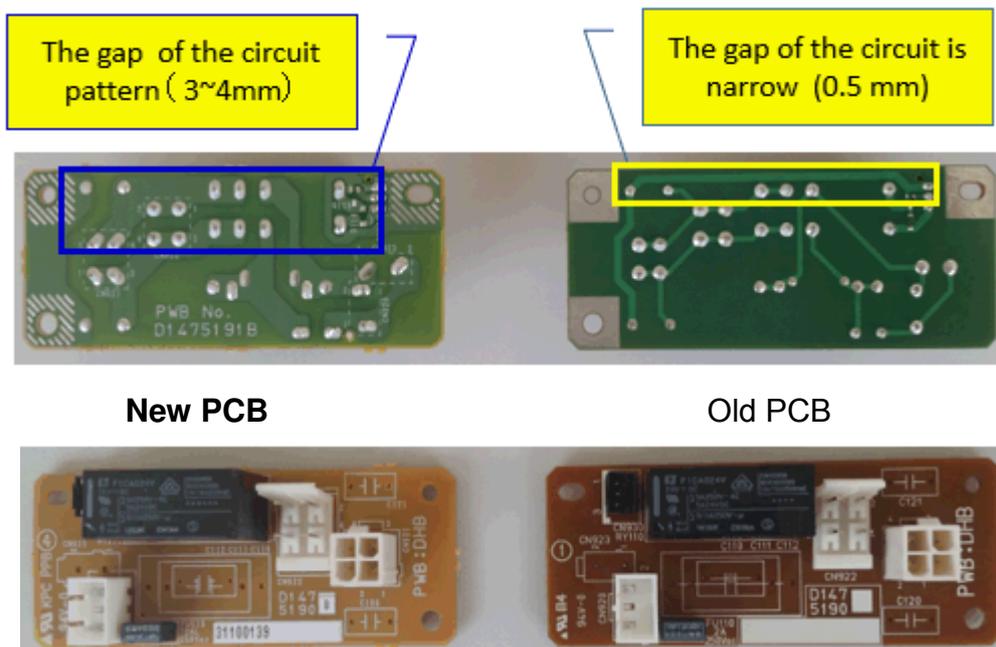
The item in ***bold italics*** was corrected.

Subject: Parts information (PCB for Paper tray heater)		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1860402	<i>D1860404</i>	HEATER:DEHUMIDIFIER:NA	1	XO	P237	3	-
D1860403	D1860405	HEATER:DEHUMIDIFIER:EU	1	XO		4	-
D7390501	D7390506	ELECTRICAL COMPONENTS SECTION:NA:ASS'Y	1	XO		5	-
D7390502	D7390507	ELECTRICAL COMPONENTS SECTION:EU:ASS'Y	1	XO		6	-
-	D1475170	PCB: DHB	1	-		-	-

Changed: The design of the PCB: DHB (relay board) was changed.

Reason: To further protect against shorts triggered by high voltage, which can happen if the lines on the PCB are too close to one another.



Model: MET-C1d	Date: 29-Jan-16	No.: RD149085
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Subject: Parts information -parts standardization with BN3110(D3CQ)		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D3CQ1022	COVER LEFT LOWER	1	O/O	-	-	-

Change: The part in the table was added as a service part and also enclosed with the 1 Bin Tray BN3100 (D3CQ).

Reason: Parts standardization in accordance with the release of the Model MET-C2.

IMPORTANT:

- See the revised **Accessory Check and Installation Procedure** on the next page.
- Attach this cover as shown below when installing the 1 Bin Tray on the model MET-C1. When you install the tray on the model MET-C2, this cover is not necessary.

MET-C1:



Cut-in Serial Numbers:

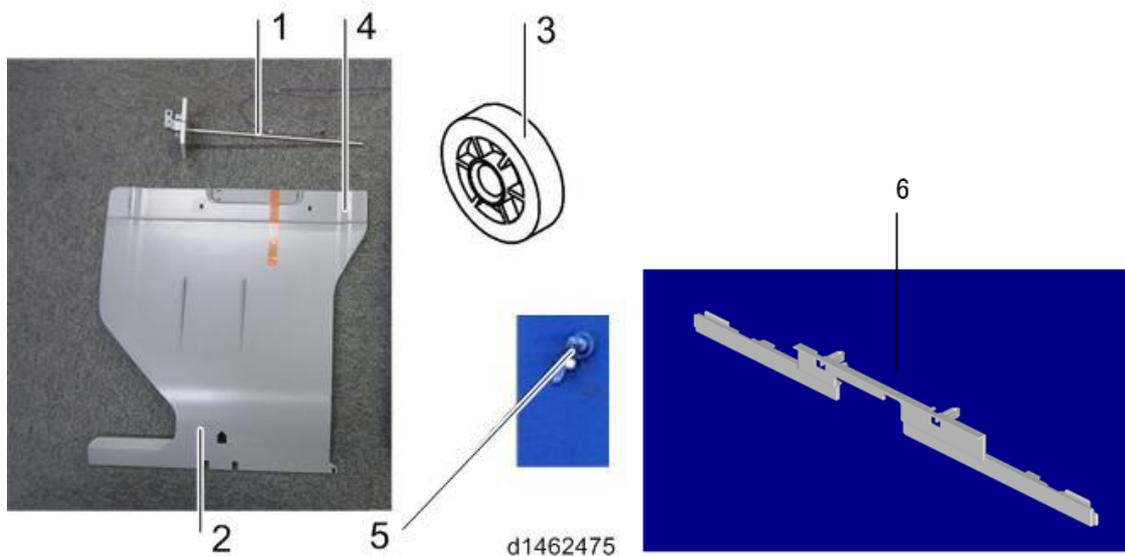
Product code:	Product name:	GER:	Cut-in S/N
D3CQ17	BN3110	Other regions	G79YQAMXXXX~
D3CQ21	BN3110	CHN	G79YQAMXXXX~

Applied to the production line: February 2016

Model: MET-C1d	Date: 29-Jan-16	No.: RD149085
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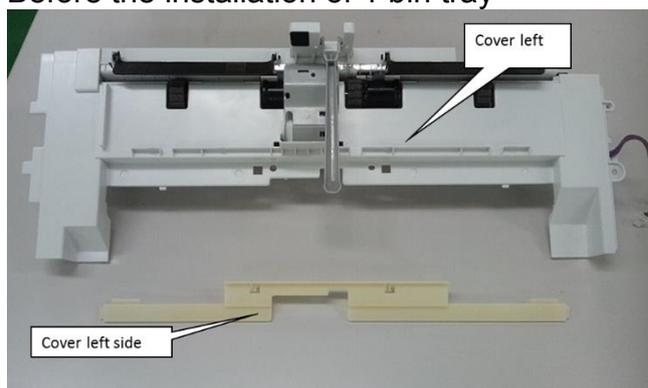
Accessory Check

No.	Description	Q'ty
1	Tray support bar	1
2	Tray	1
3	Gear	1
4	Harness cover	1
5	Screw: M3 x 8	2
6	Cover left lower	1



Installation Procedure

Before the installation of 1 bin tray

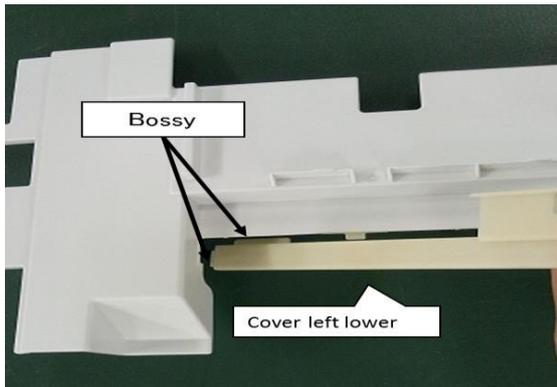


Model: MET-C1d

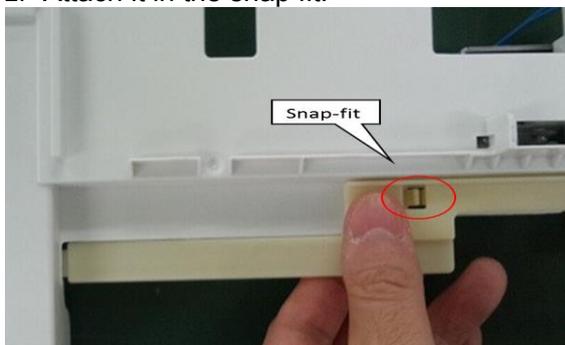
Date: 29-Jan-16

No.: RD149085

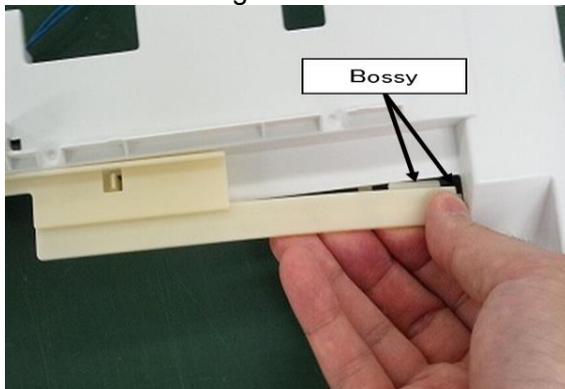
1. Attach cover from the left side.



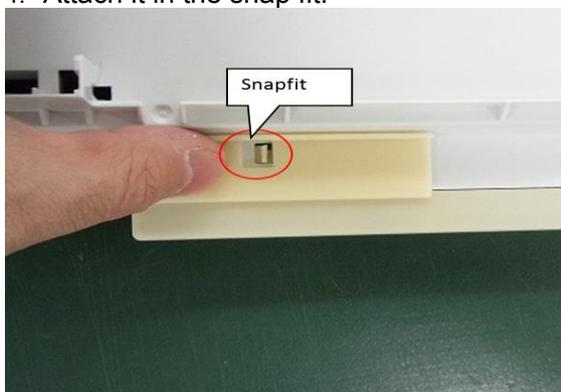
2. Attach it in the snap fit.



3. Attach it from right side.

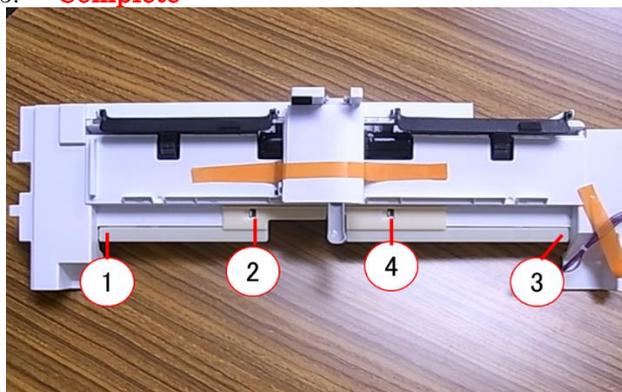


4. Attach it in the snap fit.



Model: MET-C1d	Date: 29-Jan-16	No.: RD149085
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5. **Complete**



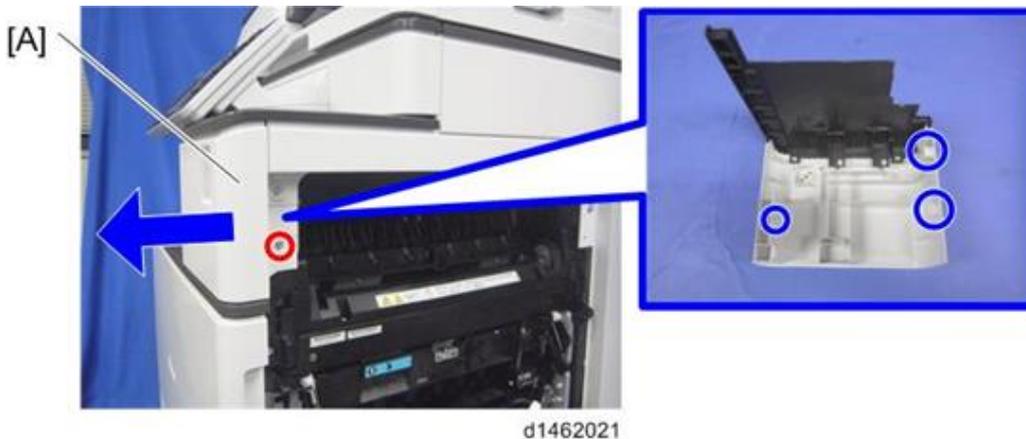
Model: MET-C1d	Date: 29-Jan-16	No.: RD149085
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Install procedure

1. Remove the orange tape and shipping retainers.
2. Remove the enclosed items (fixing screws, etc.).
3. Open the right cover.
4. Main power switch cover [A] (□x1).

Caution:

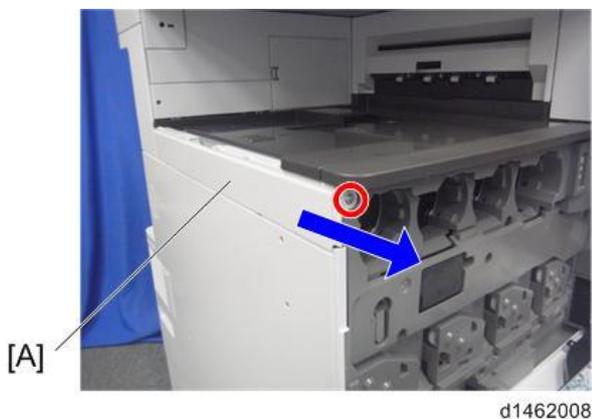
- Remember that there is a tab at the positions in the blue circles.



5. Paper output tray [A].



6. Open the front cover.
7. Upper left cover [A] (□x1).



Model: MET-C1d

Date: 29-Jan-16

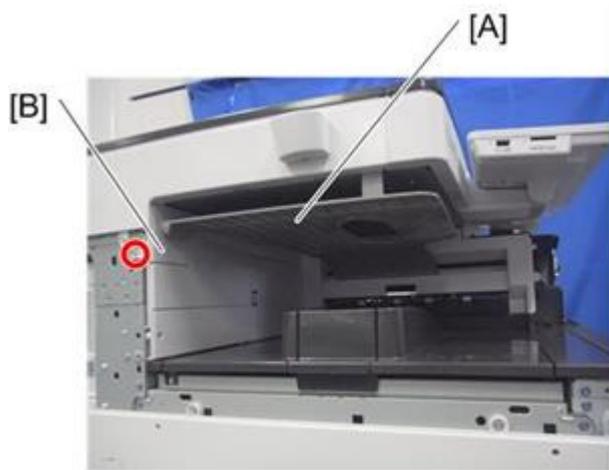
No.: RD149085

8. Left rear cover [A] (□x2).



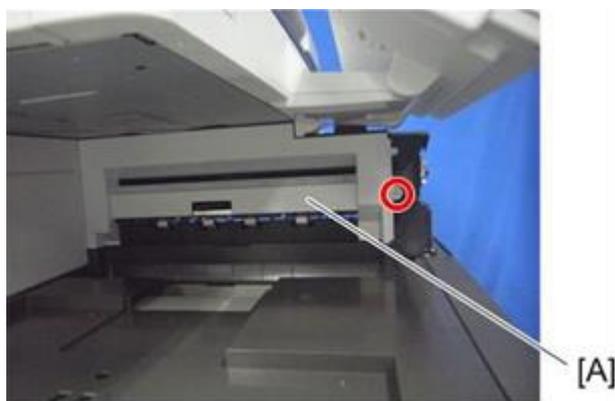
d1462010

9. Inverter tray [A], tray support rod cover [B] (□x1).



d1462478

10. Paper output cover [A] (□x1).



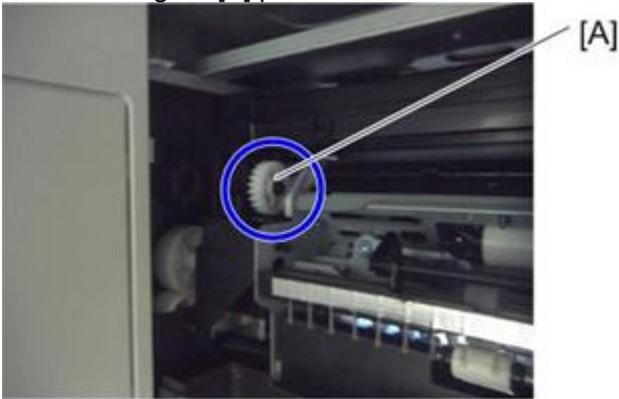
d1462024

Model: MET-C1d

Date: 29-Jan-16

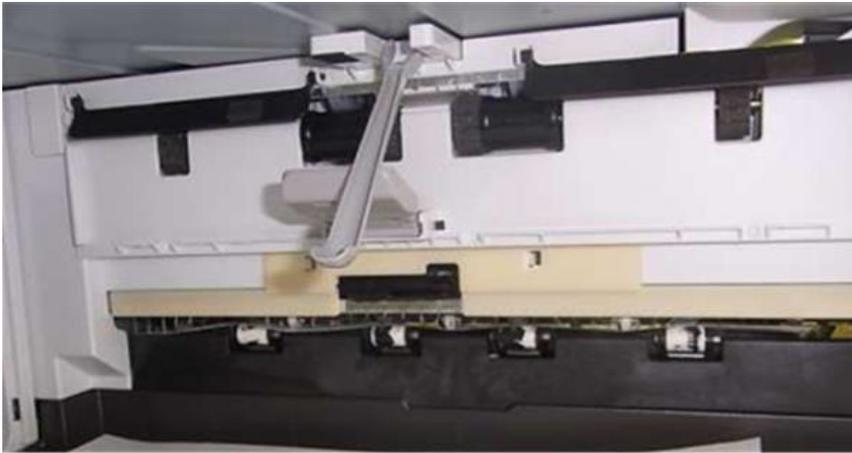
No.: RD149085

11. Attach the gear [A] provided.

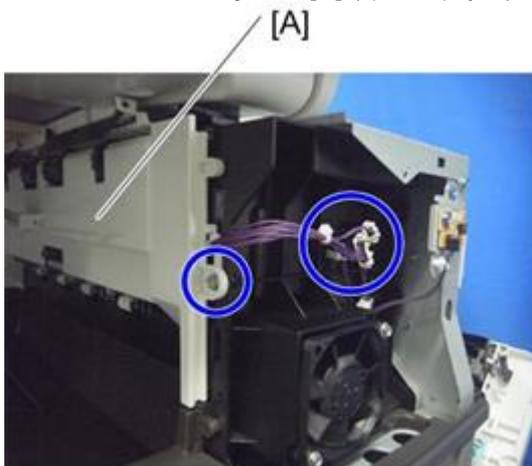


d1462476

12. Attach the left lower cover.



13. Attach the 1 bin tray unit [A] (□×1, □×2).



d1462477

Model: MET-C1d

Date: 29-Jan-16

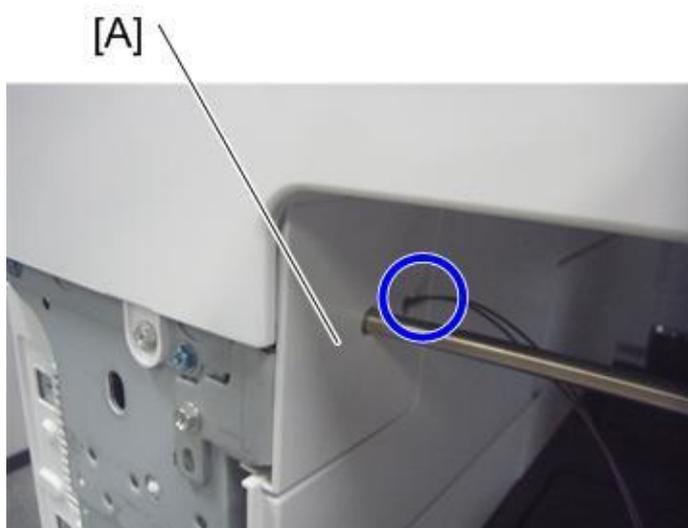
No.: RD149085

14. Attach the harness provided.



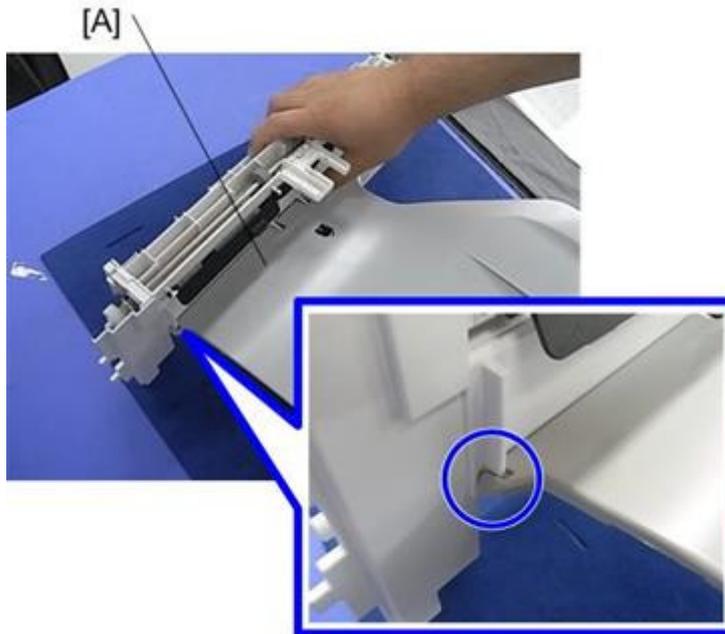
d1462479

15. Attach the tray support bar [A] (□ x 1).



Model: MET-C1d	Date: 29-Jan-16	No.: RD149085
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16. Hook the 1 bin tray [A] onto the 1 bin tray unit, aligning the positions in the blue circles.



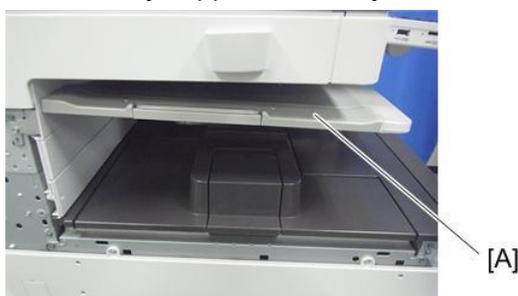
d1465027

17. Connect the harness to the 1 bin tray, and bring it around.



d1462482

18. Insert the tray support bar firmly in the 1 bin tray, and attach the harness cover [A].



d1462483

- 19. Attach the left rear cover, upper left cover and main power switch cover, and close the duplex unit.
- 20. Turn the power switch ON.
- 21. Check that output to this tray can be selected on the operation panel, and check operation.

Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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RTB Reissue

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

Subject: HE Model Installation Procedure		Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 (New model)	<input type="checkbox"/> Tier 2

For NA ONLY

The new HE model, targeting only the NA market, will launch in Feb 2016. This model will be available for the following product series:

- D146-D150 series: MP C3003/C3503/C4503/C5503/C6003
- D197-D202 series: MP 2554/3054/3554/4054/5054/6054
- Peripherals: Paper Feed Unit PB3160 (for D146-D150)
Paper Feed Unit PB3220 (for D197-D202)

Differences between the HE model and standard models:

- 1) Card Reader and Keyboard
 - Swipe type or Touch type can be selected for the Card Reader.
- 2) Paper Tray with key and lock
- 3) Decal for disabling the Bypass Tray



2) is attached at the factory, but 1) and 3) are not.
This bulletin provides the installation procedure ***of 1) and 3)***.

Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

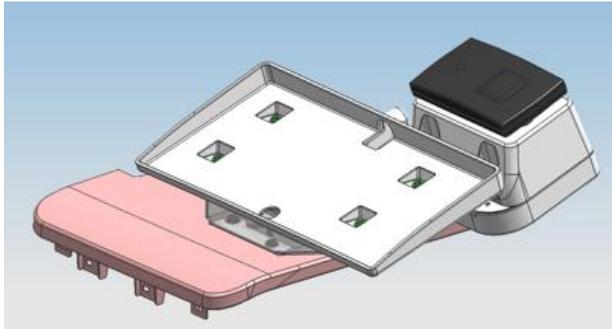
Date: 10-Feb-15

No.: RD149087a

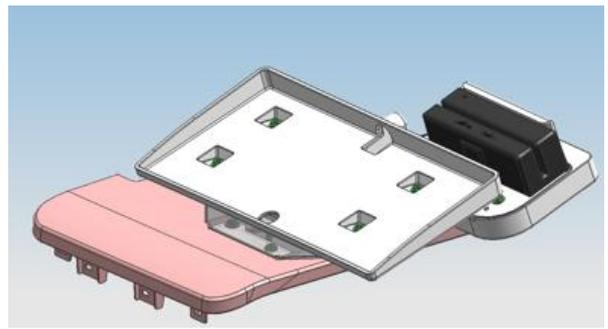
Card Reader and Keyboard

Overview

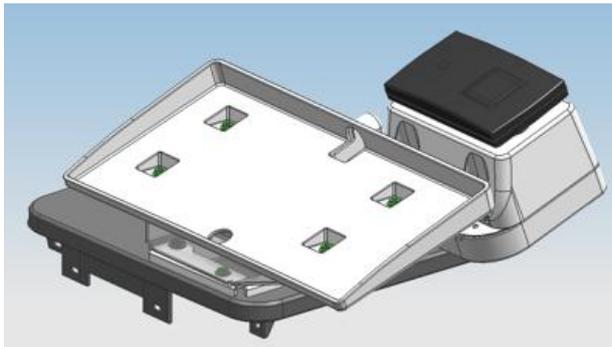
D146-D150 / Touch



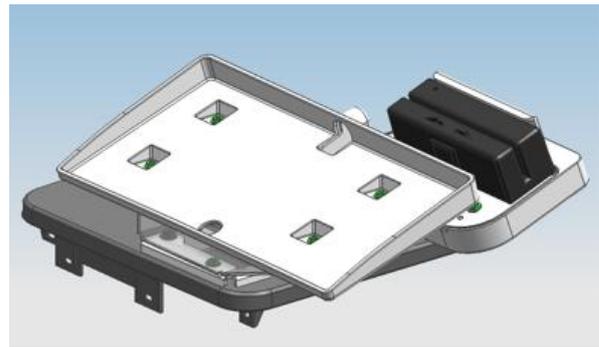
D146-D150 / Swipe



D197-D202 / Touch



D197-D202 / Swipe



Reissued : 19-Feb-16

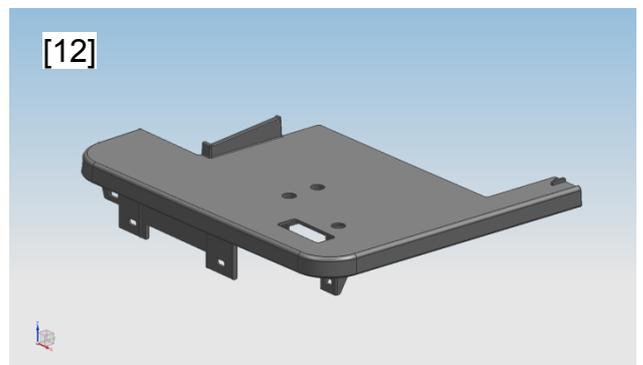
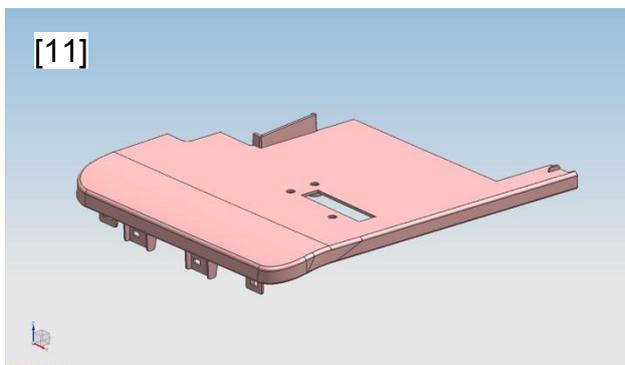
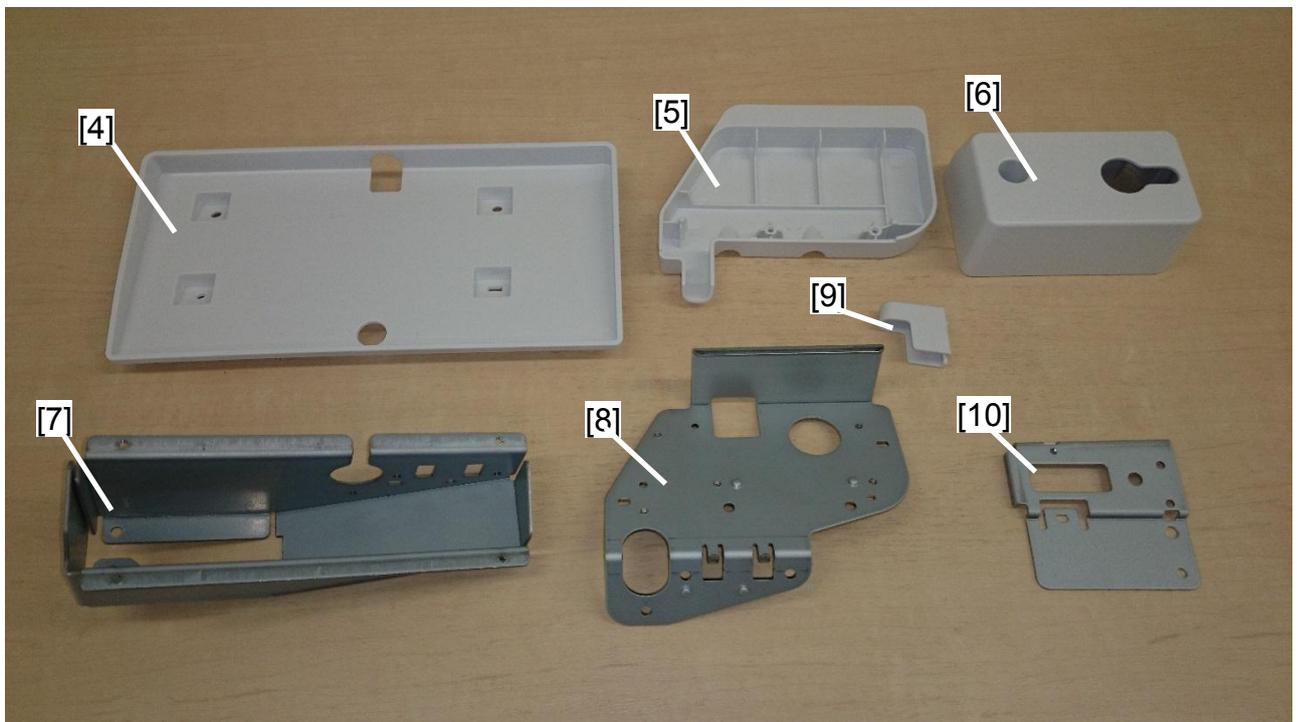
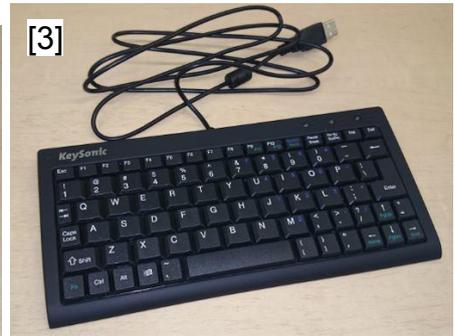
Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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Accessories Check

No.	Description	Q'ty
1	Card Reader (Touch)	1
2	Card Reader (Swipe)	1
3	Keyboard	1
4	Keyboard Tray	1
5	Card Reader Tray	1
6	Cover:Card Reader (Touch)	1
7	Keyboard Bracket	1
8	Card Reader Bracket	1
9	Cover:Cables	1
10	BRACKET:SHIFT:D197-D202	1
11	COVER:FRONT:UPPER:(for D146-D150)	1
12	COVER:FRONT:UPPER:(for D197-D202)	1
A	SCREW:M3X10	2
B	SCREW:M3X6	13
C	SCREW:M4X10	1
D	SCREW:M4X6	2
E	SCREW:M4X12	2
F	SCREW:M3X8	2
G	Clamp	3

Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

Installation Procedure

1. Spread a mat or a sheet of paper on the contact glass for protection.

2. Remove the following covers:

D146-D150

- Main Power Switch Cover
- Right Upper Cover
- Controller Cover
- Rear Cover
- Scanner Rear Cover
- Scanner Rear Cover (Small)
- Scanner Right Cover
- Upper Left Cover
- Left Rear Cover

D197-D202

- Main Power Switch Cover
- Controller Cover
- Controller Rear Cover
- Scanner Rear Cover
- Rear Left Cover
- Scanner Right Cover
- Upper Left Cover
- Left Rear Cover

3. Replace the upper piece of the Main Power Switch Cover. (🔩 x2)



Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

4. Remove the screw below.

D146-D150D197-D202

5. Attach the clamps (x3) to the right hand side of the scanner unit.



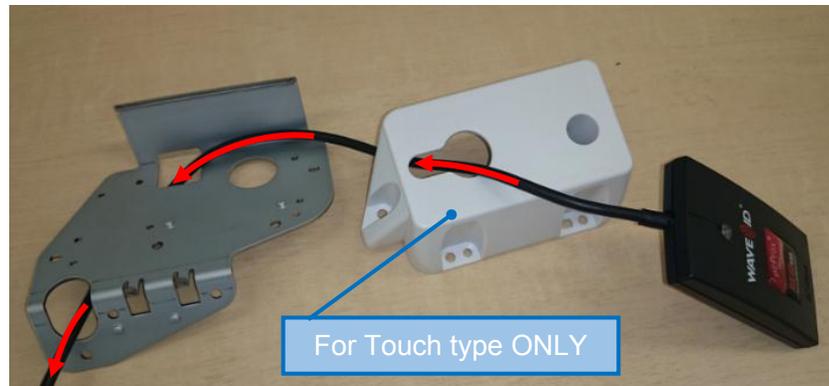
Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

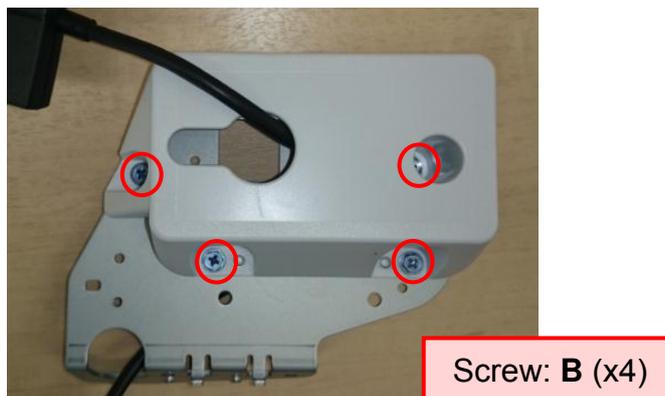
Date: 10-Feb-15

No.: RD149087a

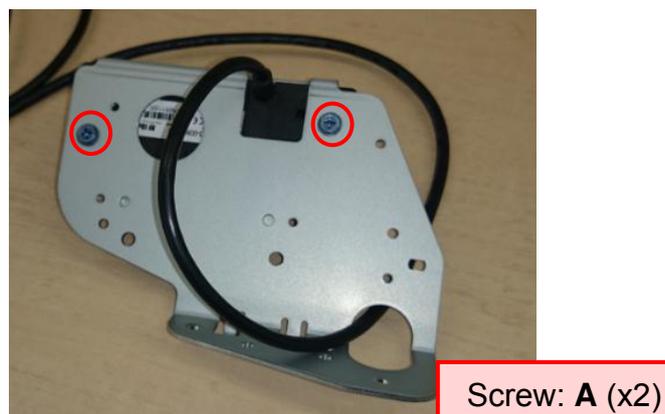
6. Insert the cable of the Card Reader through the cover and bracket as shown below.



7. Touch type: Attach the Card Reader to the Bracket.



8. Swipe type: Attach the Card Reader to the Bracket.

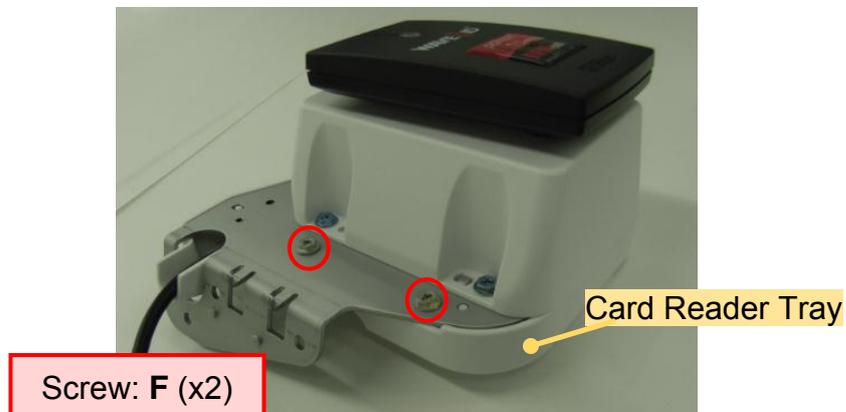
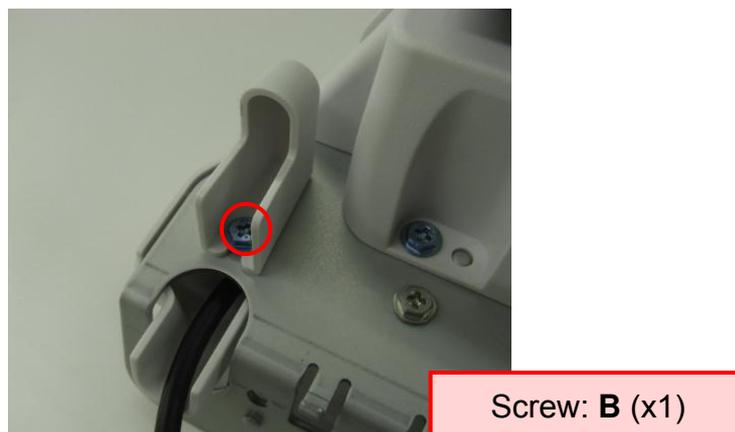


Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

9. Attach the Card Reader Tray to the Bracket.**10. Attach COVER:CABLE to the Bracket.****11. Insert the cable of the Keyboard through the Keyboard Tray.**

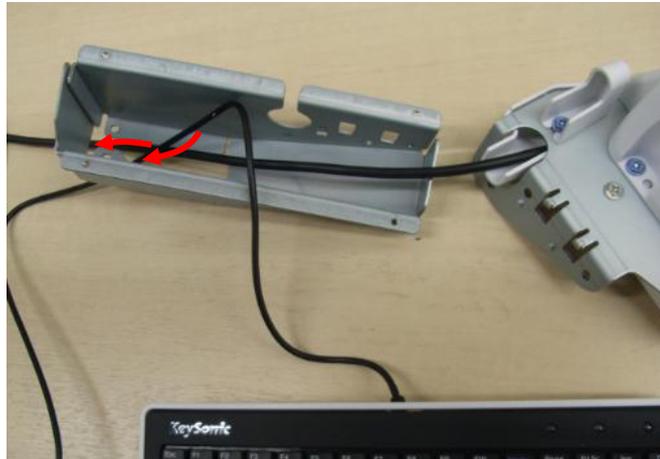
Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

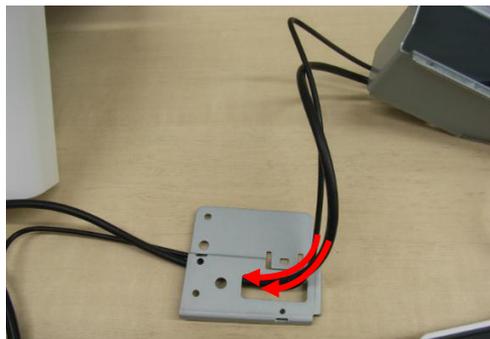
Date: 10-Feb-15

No.: RD149087a

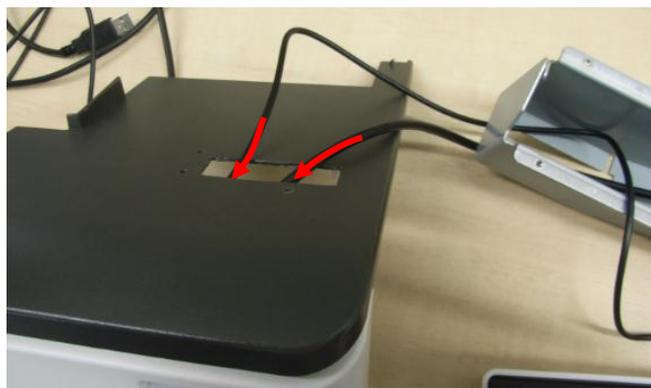
12. Insert the cables of the Card Reader and Keyboard through the Bracket.



13. For D197-D202 ONLY: Insert the cables through the hole in the Shift Bracket.



14. Insert the cables through the Main Power Switch Cover.



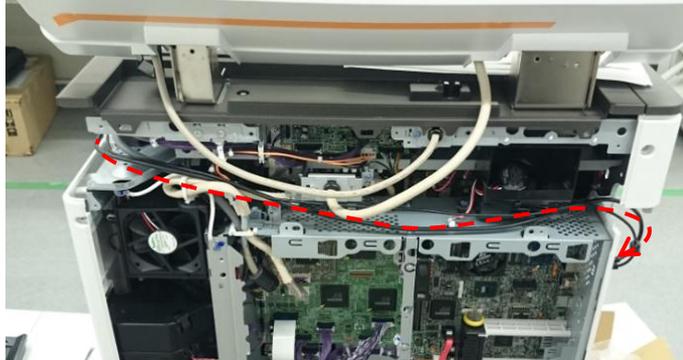
Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

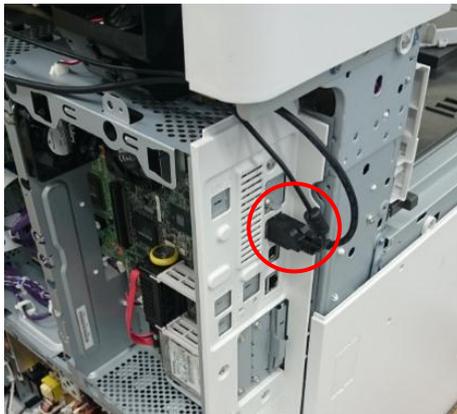
Date: 10-Feb-15

No.: RD149087a

15. Route the cables through the top of the controller box as shown.



16. Connect the USB connectors to the I/O port.



17. Route the cables under the Scanner front cover and lock with the clamps.



Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

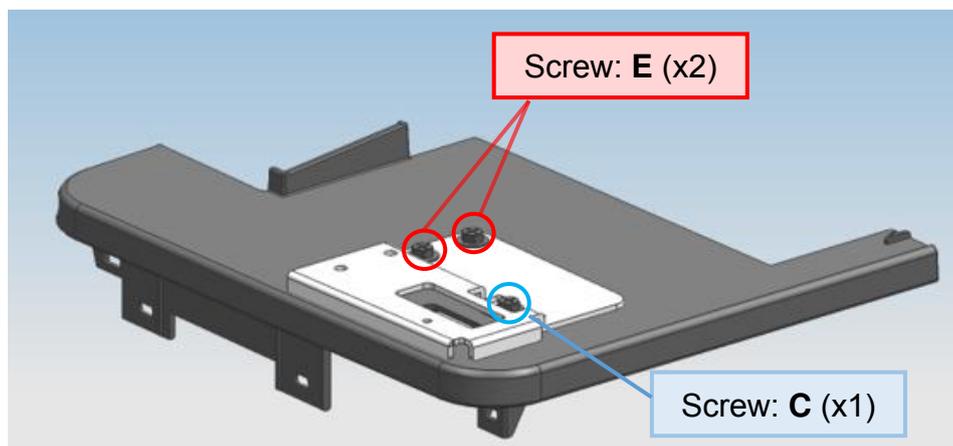
Date: 10-Feb-15

No.: RD149087a

18. Reattach the Main Power Switch Cover



19. For D197-D202 ONLY: Attach the Shift Bracket.



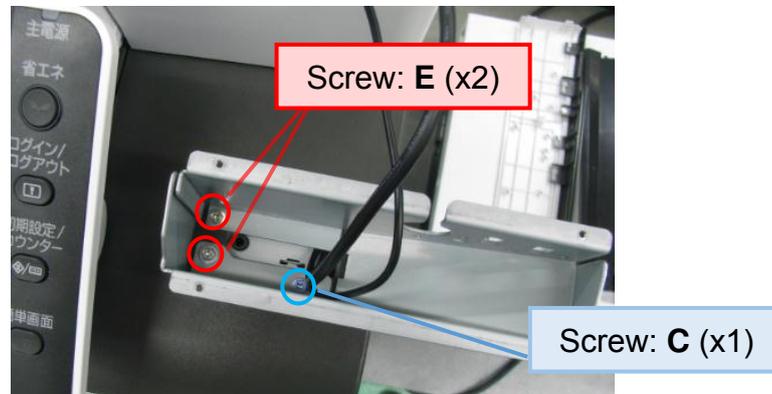
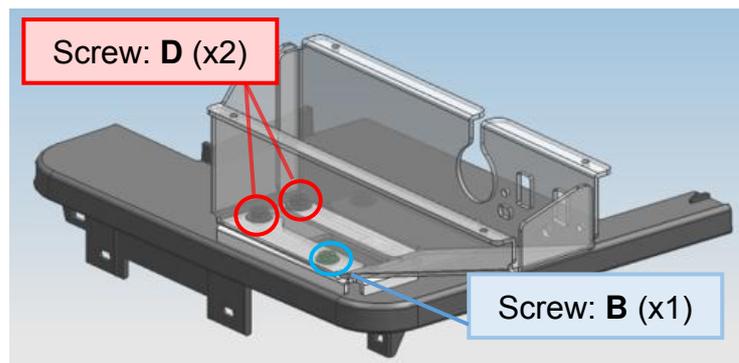
Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

20. Attach the Keyboard Bracket.

D146-D150D197-D202

21. Attach the Card Reader Bracket.

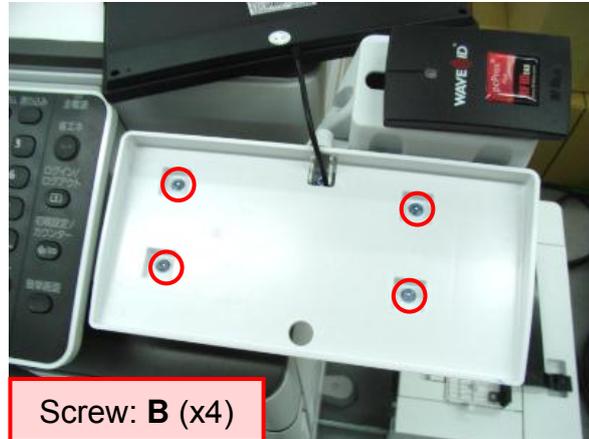


Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

22. Attach the Keyboard Tray.**23. Set the Keyboard.**

Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

24. Remove the cutout from the left rear cover to make a hole for the cable.



25. Reattach the left rear cover as shown below.



26. Reattach all the covers removed.

Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)

Date: 10-Feb-15

No.: RD149087a

Decal for disabling the Bypass Tray

Note:

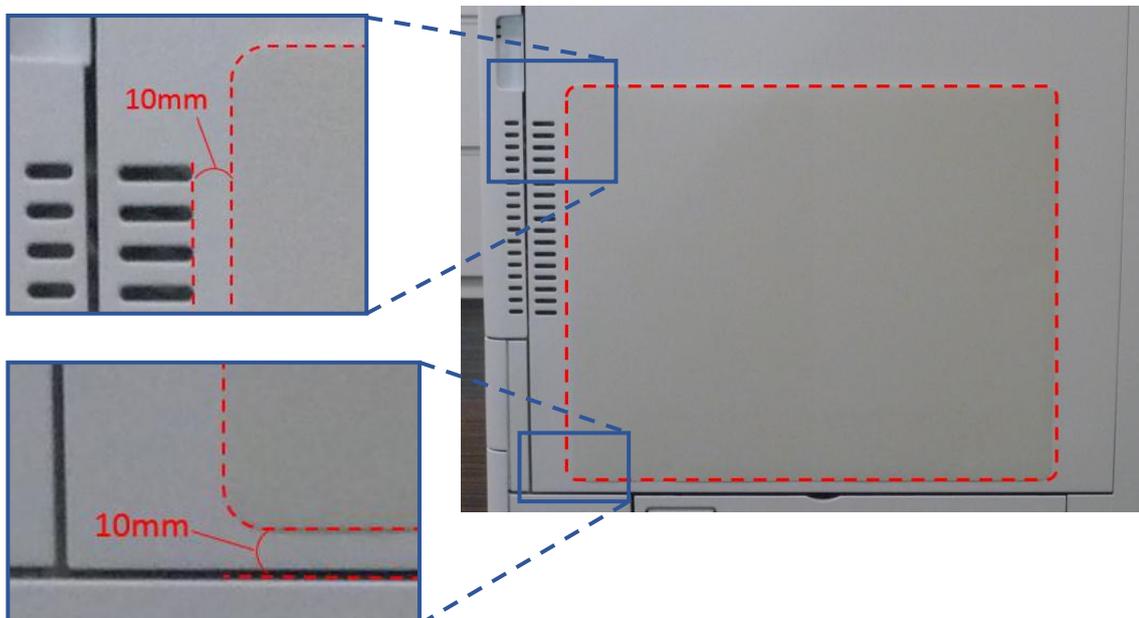
Check with the customer or the sales person before attaching the decal. If the customer wishes to use the Bypass Tray, do not attach it.

Accessories Check

No.	Description	Q'ty
1	Decal:Bypass Tray	1

Installation Procedure

- 1. Peel off the liner.**
- 2. Attach the Decal to the Bypass Tray as shown below.**



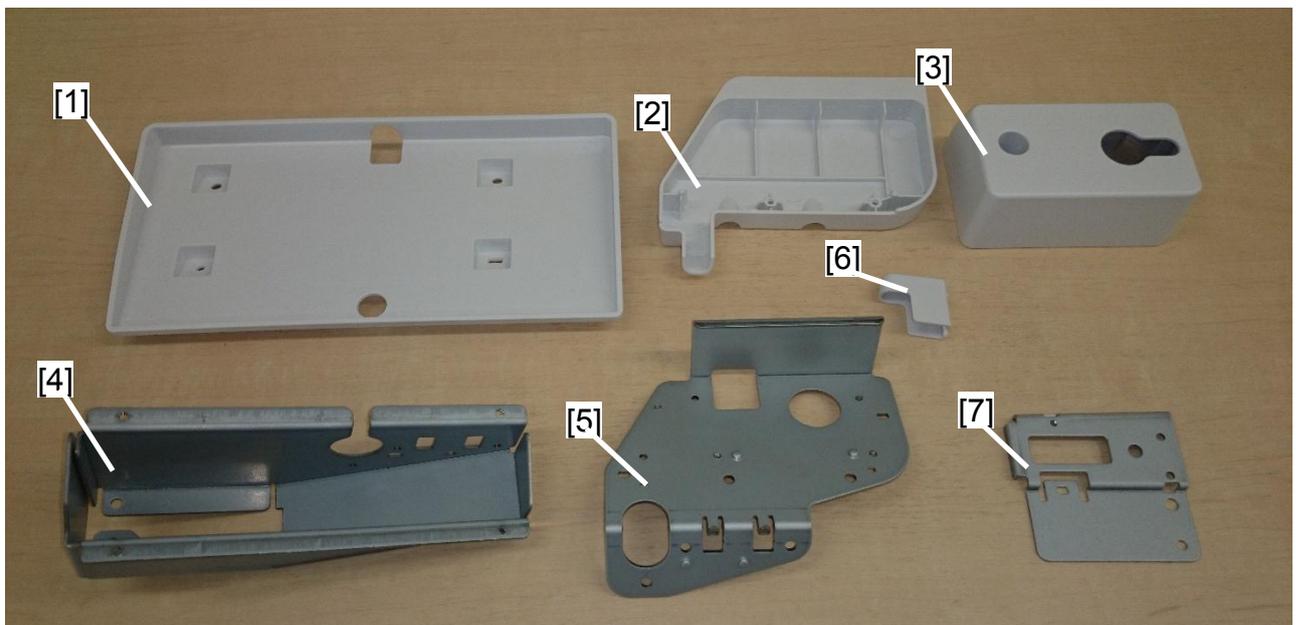
Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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Parts Catalog for HE models

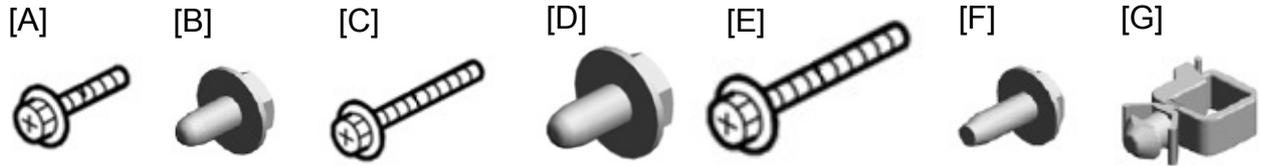
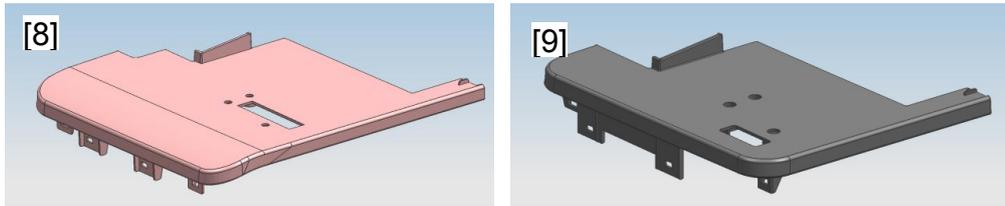
1. Card reader and Keyboard Section

Part number	Description	Q'ty	Int	Page	Index	Note
D7391451	CASE:KEYBOARD	1	-	-	1	-
D3DN1744	COVER:CARD READER:LOWER	1	-	-	2	-
D3DN1748	COVER:CARD READER:UPPER	1	-	-	3	-
D3DN1732	BRACKET:KEYBOARD	1	-	-	4	-
D3DN1749	BRACKET:CARD READER	1	-	-	5	-
D3DN1746	COVER:CABLE:KEYBOARD	1	-	-	6	-
D3DN1729	BRACKET:KEYBOARD:SHIFT:D197-D202	1	-	-	7	-
D3DN1711	COVER:FRONT:UPPER:D146-D150	1	-	-	8	-
D3DN1721	COVER:FRONT:UPPER:D197-D202	1	-	-	9	-
03603010P	SCREW:M3X10	2	-	-	A	-
04543006N	TAPPING SCREW:ROUND POINT:3X6	13	-	-	B	-
04543012N	TAPPING SCREW:ROUND POINT:3X12	1	-	-	C	-
04544006Q	TAPPING SCREW:4X6	2	-	-	D	-
04544012N	TAPPING SCREW:ROUND POINT:4X12	2	-	-	E	-
04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	-	-	F	-
11050759	CLAMP:LWSM-0605A	3	-	-	G	-



Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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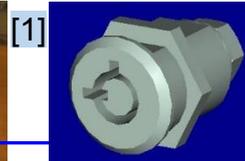
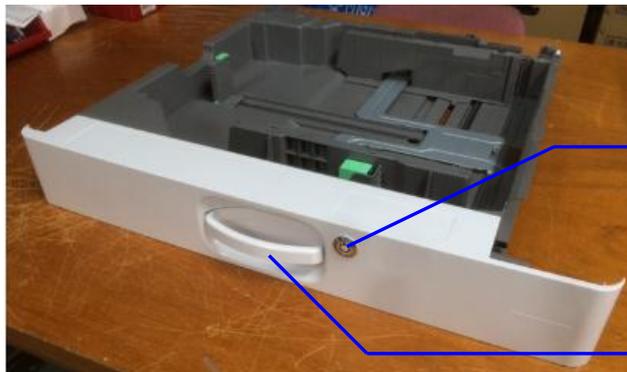


2. Paper Tray Section

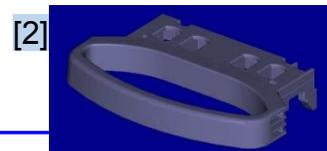
Note: Parts not shown here are common with the standard model.

Common Parts for All the Trays

Part number	Description	Q'ty	Int	Page	Index	Note
D1462868	CYLINDER:KEY	1	-	-	1	-
D1462860	GRIP:PAPER TRAY:LOCK	1	-	-	2	-
D1462867	LOCK:CYLINDER:PAPER TRAY	1	-	-	3	-
D1462861	HOLDER:GRIP:PAPER TRAY:LOCK	1	-	-	4	-

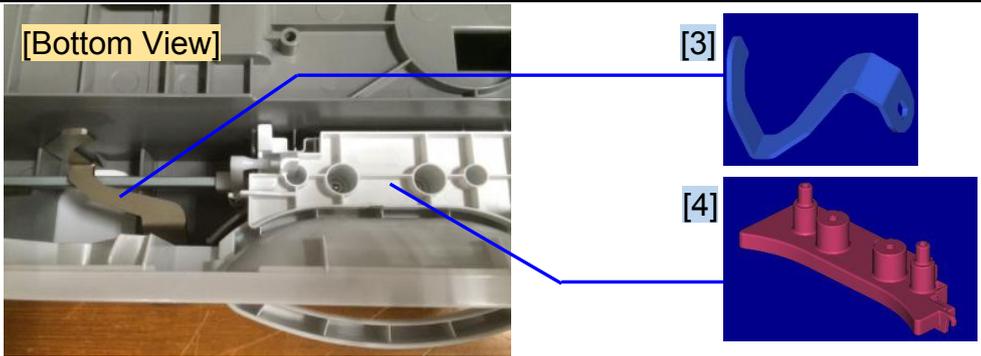


Note:
Two spare keys come with the part.



Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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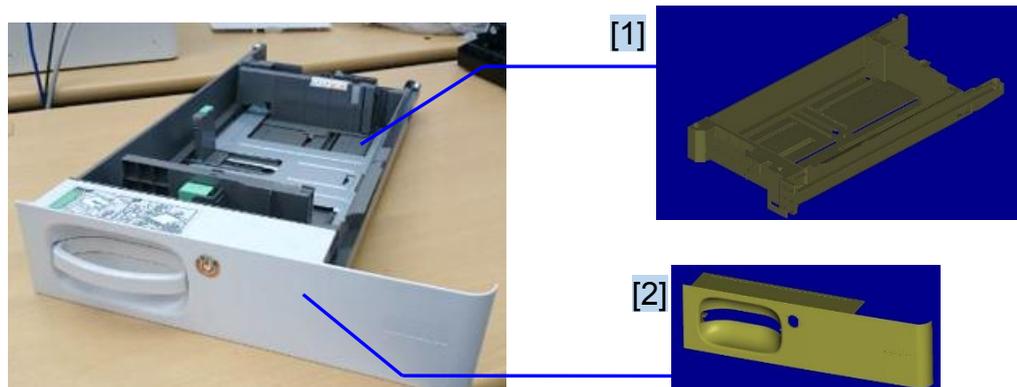


Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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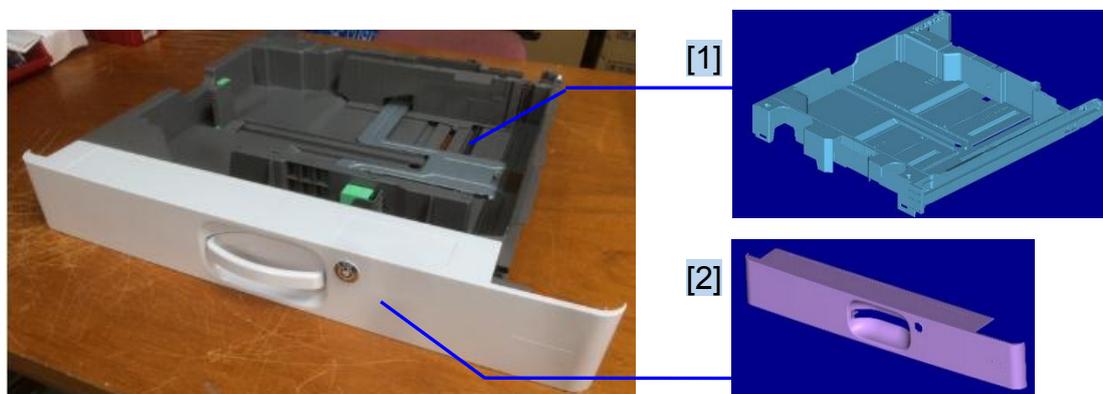
1st Tray for D146-D150

Part number	Description	Q'ty	Int	Page	Index	Note
D1462863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1462865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



2nd Tray for D146-D150

Part number	Description	Q'ty	Int	Page	Index	Note
D1462864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-

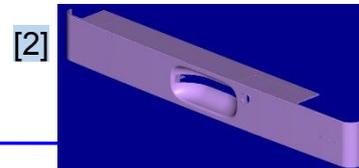
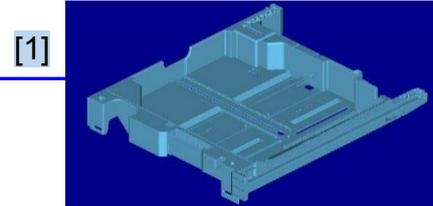


Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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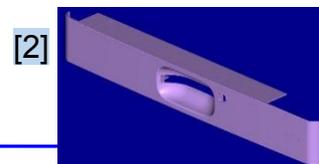
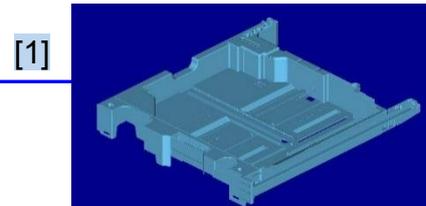
1st Tray for D197-D202

Part number	Description	Q'ty	Int	Page	Index	Note
D1972863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1972865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



2nd Tray for D197-D202

Part number	Description	Q'ty	Int	Page	Index	Note
D1972864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-

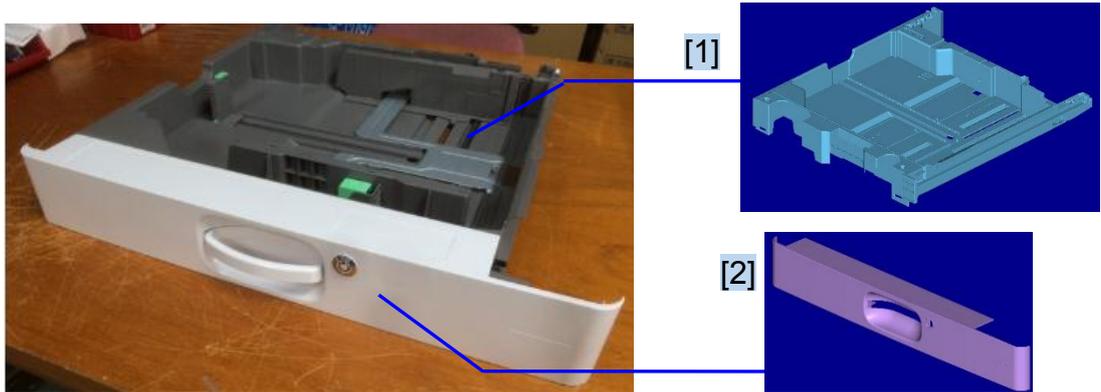


Reissued : 19-Feb-16

Model: MET-C1/COR-C1 HE Model (for NA Only)	Date: 10-Feb-15	No.: RD149087a
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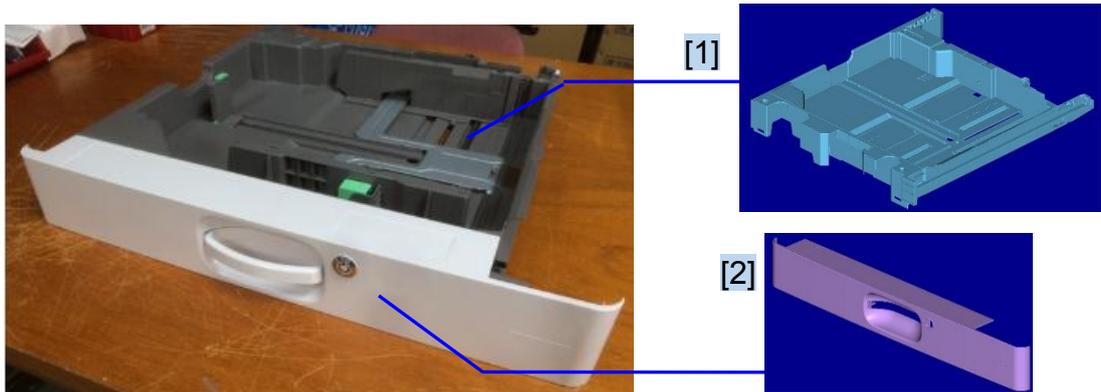
3rd and 4th Trays for PB3160

Part number	Description	Q'ty	Int	Page	Index	Note
D3DM2864	PAPER TRAY:NO.3:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



3rd and 4th Trays for PB3220

Part number	Description	Q'ty	Int	Page	Index	Note
D3DM2871	PAPER TRAY:NO.3:B:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



Model: MET-C1abcdeyzk		Date: 29-Mar-16	No.: RD149088
Subject: Supplementary information on the anti-condensation heater (for EU/AP/CH)		Prepared by: T Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

This bulletin is targeted to EU/AP/CH models.

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe tray
- Optional tray (PB3150, PB3220/PB3160, PB3230/PB3170)
- PCU
- Scanner

See the table below for the parts required when installing the heater.

	Part description	P/N for EU/AP/CH N (220V to 240V)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater
Tray Heater (main unit)	KIT:HEATER:DEHUMIDIFIER	D1860405	1				1	1	1	
Tray Heater for PB3230/PB3210/PB3160/PB3150	HEATER:ASS'Y	D6931127		*1			*1		*1	
Tray Heater for LCT PB3230/PB3170	HEATER:ASS'Y	D6951127		*1			*1		*1	
PCU Heater	HEATER:PHOTOCONDUCTOR:ADHESION	D7390117			1			1	1	1
Scanner Heater	HEATER:SCANNER:ASS'Y	D7390072				1				1
ELECTRICAL COMPONENTS	ELECTRICAL COMPONENTS	D7390507		1	1	1				1

* Choose one.

IMPORTANT:

Make sure to install the tray heater with the rated voltage that matches your country/region.

- If you do not, the heater will overheat and damage the tray and/or cause carbonization (Example: If a 100V heater is installed on a 200V rated machine), or the heater will not be able to reduce moisture enough (Example: If a 200V heater is installed on a 100V rated machine).

Model: MET-C1abcdeyzk	Date: 29-Mar-16	No.: RD149089
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Subject: Supplementary information on the anti-condensation heater (for NA/TW)		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 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

This bulletin is targeted to NA/TW models.

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe tray
- Optional tray (PB3150, PB3220/PB3160, PB3230/PB3170)
- PCU
- Scanner

See the table below for the parts required when installing the heater.

	Part description	P/N for NA/TWN (110V to 130V)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater
Tray Heater (main unit)	KIT:HEATER:DEHUMIDIFIER	D1860404	1				1	1	1	
Tray Heater for PB3230/PB3210/PB3160/PB3150	HEATER:ASSY	D6931117		*1			*1		*1	
Tray Heater for LCT PB3230/PB3170	HEATER:ASSY	D6951117		*1			*1		*1	
PCU Heater	HEATER:PHOTOCONDUCTOR:ADHESION	D7390116			1			1	1	1
Scanner Heater	HEATER:SCANNER:ASSY	D7390071				1				1
ELECTRICAL COMPONENTS	ELECTRICAL COMPONENTS	D7390506		1	1	1				1

* Choose one.

IMPORTANT:

Make sure to install the tray heater with the rated voltage that matches your country/region.

- If you do not, the heater will overheat and damage the tray and/or cause carbonization (Example: If a 100V heater is installed on a 200V rated machine), or the heater will not be able to reduce moisture enough (Example: If a 200V heater is installed on a 100V rated machine).

Reissued: 05-Jan-17

Model: AI-C2/AP-C3/AT-C3/MT-C5/Ch-C1/Cor-C1/MET-C1ab/MET-C1ab_ch/MET-C1cde/MET-C1cde_ch/MET-C1yz/MET-C1yz_ch/MET-C2ab/MET-C2cde/MET-C2yz/OR-C2/OR-C2_ch/ MT-C6/Ch-C2/Cor-C1.5	Date: 23-Feb-12	No.: RD129022c
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RTB Reissue

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

Subject: Firmware Release Note: SG3-ND		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
<i>09</i>	<i>D3BV5570</i>	<i>November 2016 production</i>	<i>Available</i>
08	D5455575B	June 2015 production	Available
07	D5455575A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>09</i>	<i>By changed the standard of FAX, the firmware is corrected.</i>
08	Symptom corrected: Only Japanese domestic market
07	1st Mass production

Model: MET-C1d		Date: 2-Feb-16	No.: RD149086
Subject: Jam100 on punch with SR3130		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Jam code 100 is triggered (detected) earlier to make it easier for the operator to clear the jam.

**CAUSE**

Paper feed amount (unit distance) and paper specifications

Model: MET-C1d	Date: 2-Feb-16	No.: RD149086
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SOLUTION

Production line:

- The internal finisher firmware was modified to reduce the feed amount when a jam OCCURS.

Firmware	Version	Program No.	Effective Date
<i>Internal finisher 3130</i>	<i>01.090:02</i>	<i>D6905300L</i>	<i>July 2015 production</i>

- The guide plate will be fixed to the punch unit using a tapping screw.

Old Part Number	New Parts Number	Description	Int	Qty
-	D7167570	GUIDE PLATE ENTRANCE EXIT	O/O	1
-	04543006	TAPPING SCREW	O/O	1
-	D7167506	GUIDE MYLER ENTRANCE UPPER	O/O	1
-	D7167818	CUSHION: SPACER	O/O	1

In the field:

- Install Internal Finisher firmware **ver. 01.090:02** or newer.
- In addition, install the modified parts mentioned above (See **PROCEDURES 1-5** below).

Note: These parts are designed to prevent paper from entering the gap between the punch unit and exit unit.

No	Parts Number	Description	Qty
1	D7167570	GUIDE PLATE ENTRANCE EXIT	1
2	D7169001	DOUBLE SIDED TAPE	1
3	D7167506	GUIDE MYLER ENTRANCE UPPER	1
4	D7167818	CUSHION: SPACER	1

Model: MET-C1d

Date: 2-Feb-16

No.: RD149086

PROCEDURE 1: Removing the punch unit

1. Open the front cover [A].



d1462960

2. Remove the left upper cover [A] (x1).



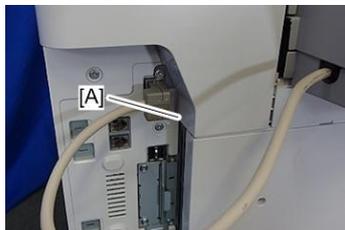
d1462961

3. Remove the left rear cover [A] (x2, hook x1).



d197f0043

4. Remove the interface cable [A].



d197f0111

Model: MET-C1d

Date: 2-Feb-16

No.: RD149086

5. Remove the internal finisher [A] (x1).



6. Remove the hopper [A].



7. Remove the A3 sheet and make sure that there are no cut fragments or dust remaining.

8. Remove the punch unit front cover [A] (x1).



9. Remove the punch unit [A] (x1).



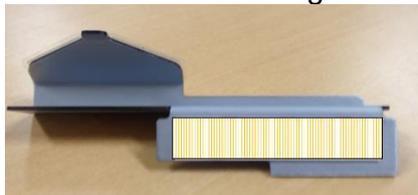
Model: MET-C1d

Date: 2-Feb-16

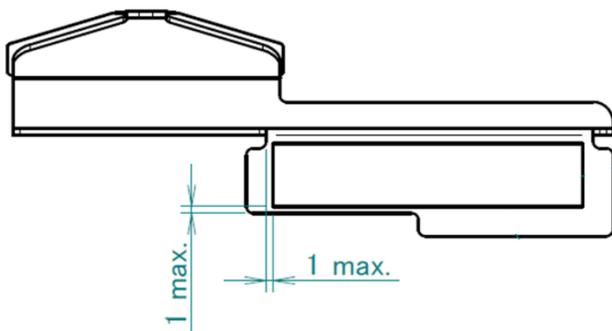
No.: RD149086

PROCEDURE 2: Attaching the double sided tape to the guide plate

1. Clean the following area with alcohol.



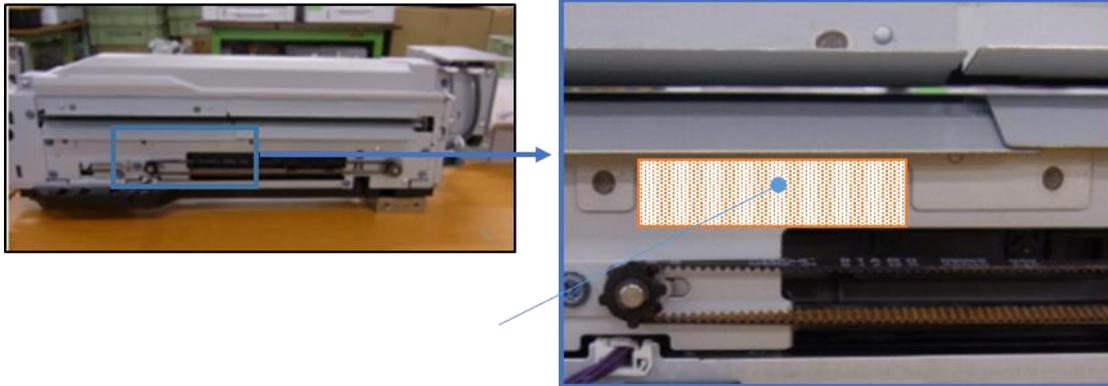
2. Attach the double-sided tape.



Model: MET-C1d	Date: 2-Feb-16	No.: RD149086
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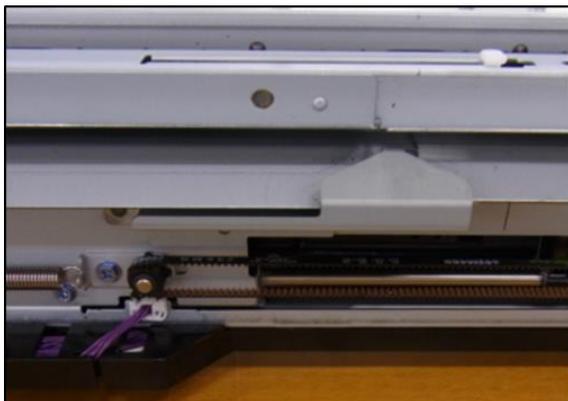
PROCEDURE 3: Attaching the guide plate to the punch unit

1. Clean the following area with alcohol.

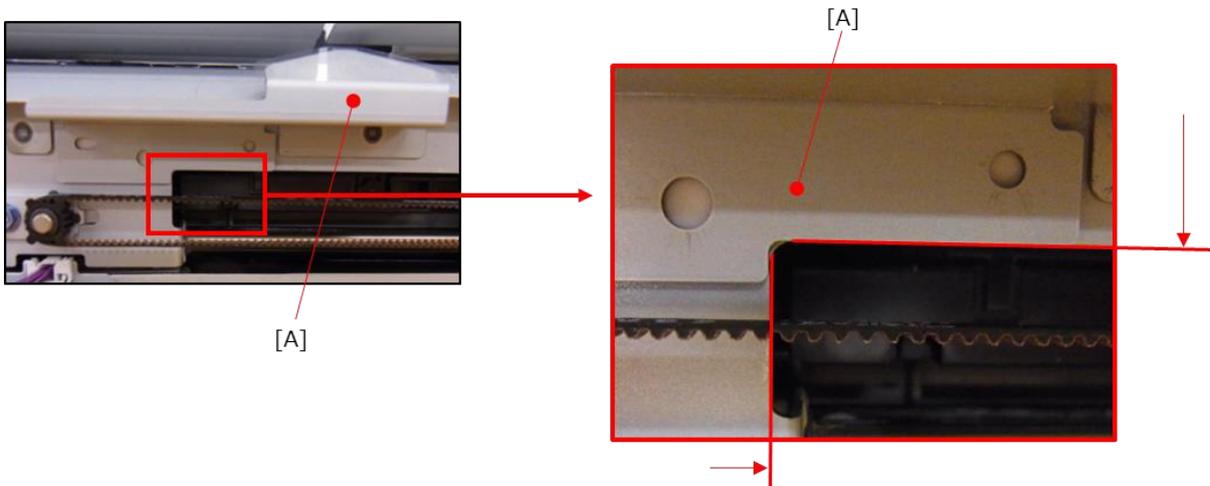


Note: The illustration shows the bent position of the plate hooks for the exit unit.

2. Attach the guide plate to the punch unit using double-sided tape.

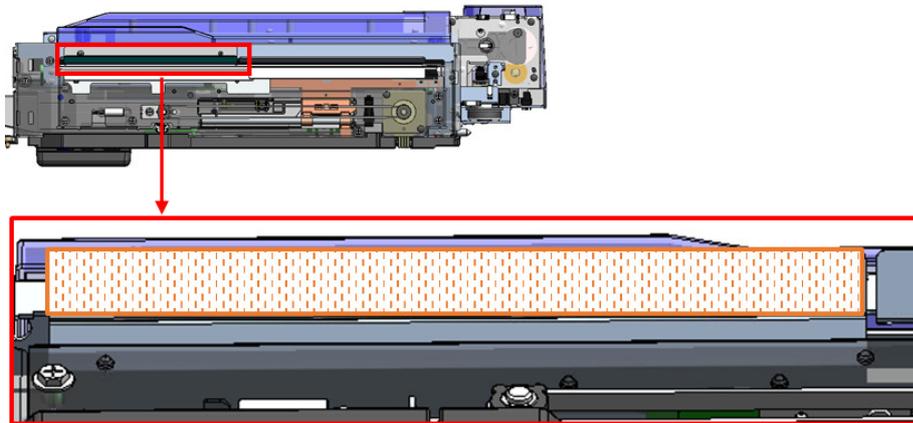


Important: Make sure the cushion does not protrude from the edge (shown by the red line).

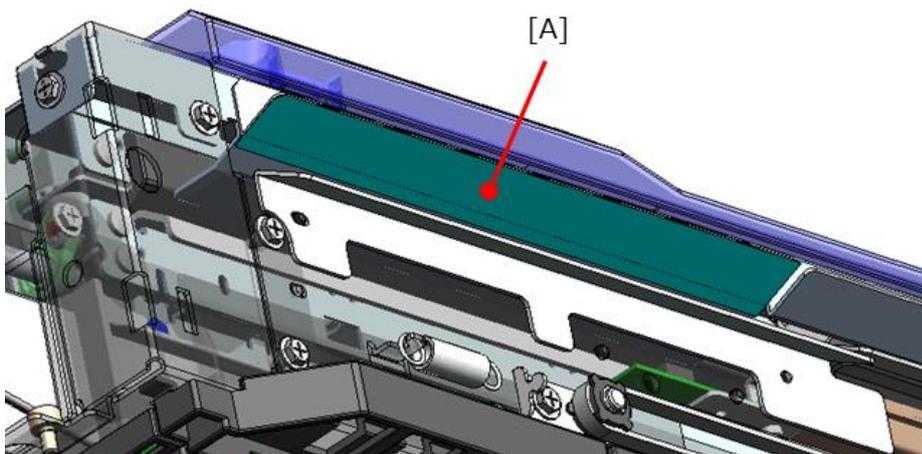


PROCEDURE 4: Attaching the Mylar to the PUNCH UNIT

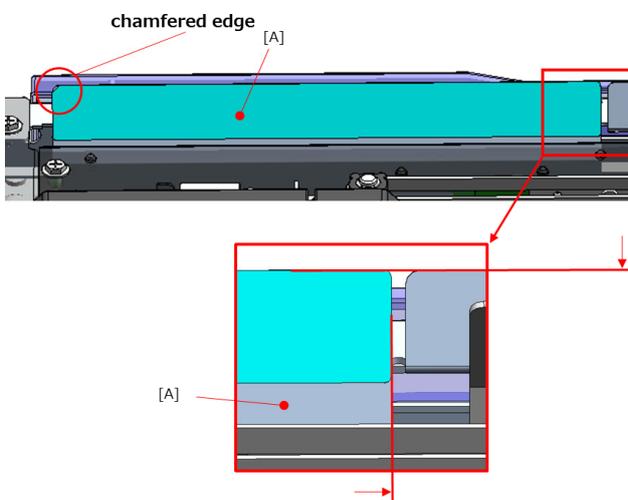
1. Clean the following area with alcohol.



2. Attach the Mylar.



Important: Make sure the cushion does not protrude from the edge (shown by the red line).

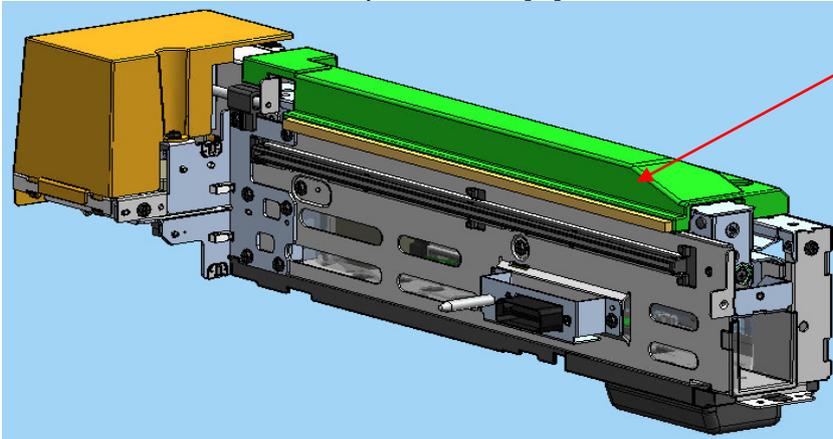


Model: MET-C1d	Date: 2-Feb-16	No.: RD149086
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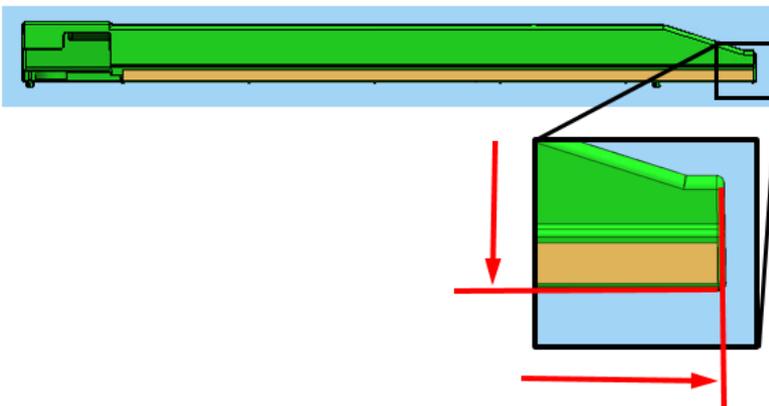
PROCEDURE 5: Attaching the Cushion to the PUNCH UNIT

Attach the cushion to the punch unit [A].

[A]



Important: Make sure the cushion does not protrude from the edge (shown by the red line).



Cut-in Serial Numbers

Product code:	Product name:	Cut-in S/N
D71617	PUNCH UNIT DU3040 EU	E675QB10001~
D71627	PUNCH UNIT DU3040 NA	E675QB30001~
D71628	PUNCH UNIT DU3040 SC	E67XXXXXXX~

Model: MET-C1d		Date: 18-Aug-16	No.: RD149091
Subject: Manual correction - When SC549 Is Displayed		Prepared by: Chihiro Shimaji	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

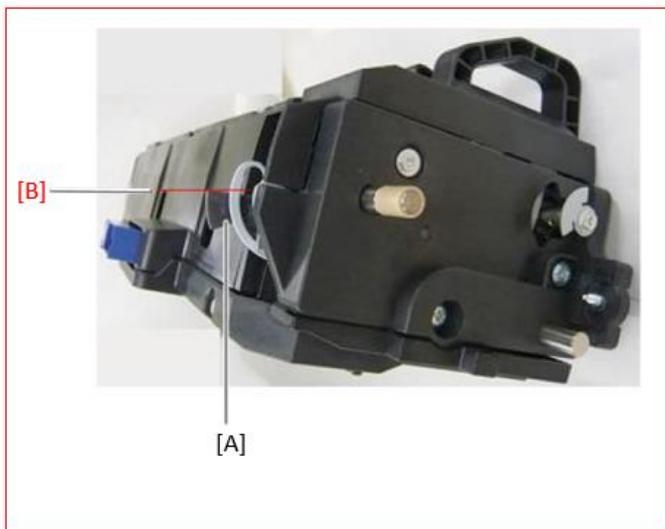
Service Manual Correction

The text in red and the left side image surrounded by a red square were added to make this procedure clearly understandable.

Service Manual

[Top Page](#) > [Main Chapters](#) > [Troubleshooting](#) > When SC549 Is Displayed > Fusing Shield Check > <Procedure 1: Operation check for the lower side of the shield detection feeler>

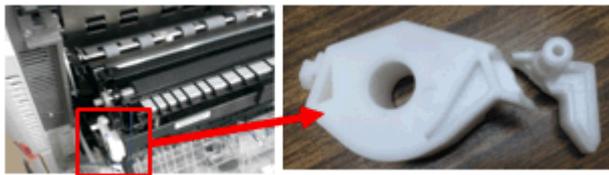
2. Move the shield drive gear with your hands to put the upper surface [B] of the feeler [A] in a horizontal position.



Model: MET-C1d		Date: 25-Aug-16	No.: RD149092
Subject: Transfer Lever Damage		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The front lever is broken when the duplex unit is opened and closed.



Affected models:

Met-C2abcde (D238/D239/D240/D241/D242),

Met-C1abcdeyz (D146/D147/D148/D149/D150/D176/D177),

Cor-C1 (D197, D198, D199, D200, D201, D202)

CAUSE

The strength of the front lever was decreased when a modification was applied to this part in March 2016.

SOLUTION

If the symptom occurs, replace the lever (P/N: D2399901).

Model: MET-C1d

Date: 25-Aug-16

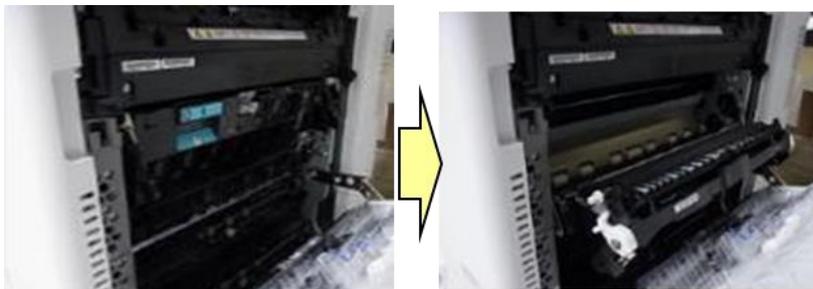
No.: RD149092

PROCEDURE

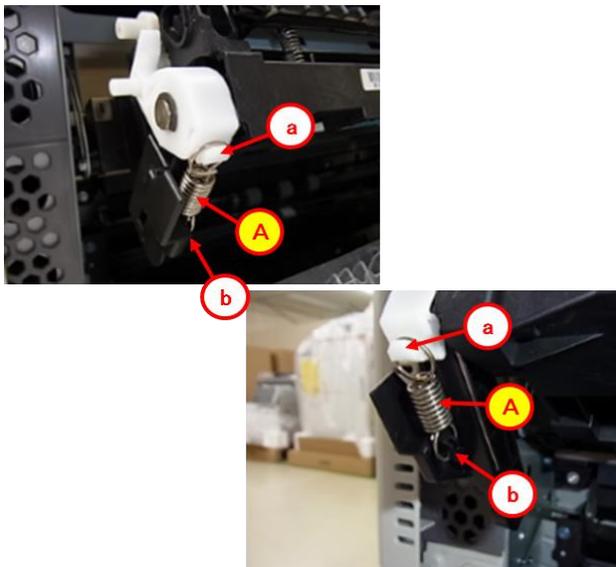
1. Open the duplex unit.



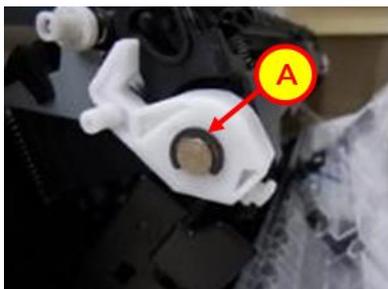
2. Open the transfer/separation unit.



3. Remove the spring.



4. Remove the lever (E-ring).

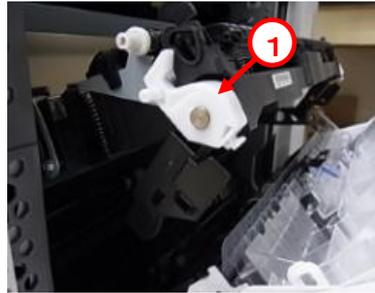
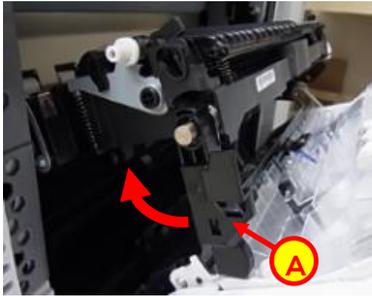


Model: MET-C1d

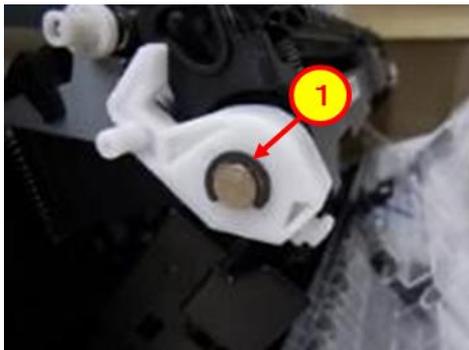
Date: 25-Aug-16

No.: RD149092

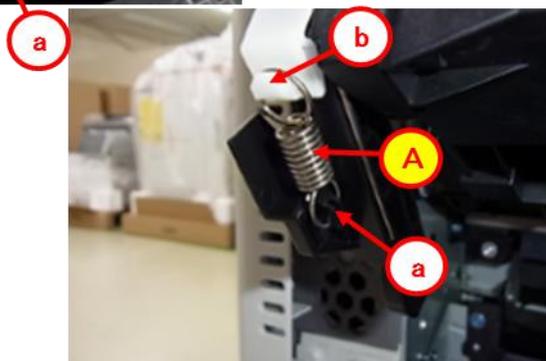
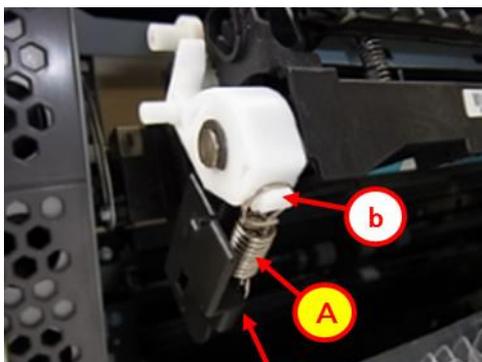
5. Move [A] in the direction of the red arrow and attach the new lever.



6. Attach the E-ring.



7. Attach the spring.



Model: MET-C1cd		Date: 3-Feb-17	No.: RD149096
Subject: New bottom right cover		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

PROBLEM

Small insects may get inside the machine from the open space at the bottom right.



Model: MET-C1cd

Date: 3-Feb-17

No.: RD149096

SOLUTION

Procure and install the cover [A] below.

No	Part Number	Description	Qty
1	D1491268	COVER:RIGHT:LOWER	1



Model: Met-C1cde		Date: 21-Feb-17	No.: RD149098
Subject: TroubleImportant note about machine installation		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" 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

IMPORTANT NOTE ABOUT MACHINE INSTALLATION

- Make sure to do the following when installing the machine:
Hold the grip of the right rear cover as shown in **Fig. 2 (CORRECT)**.
Insert your fingers **all the way up and inside the grip**.
- If you do not, the right cover will break, as shown in Fig. 4.

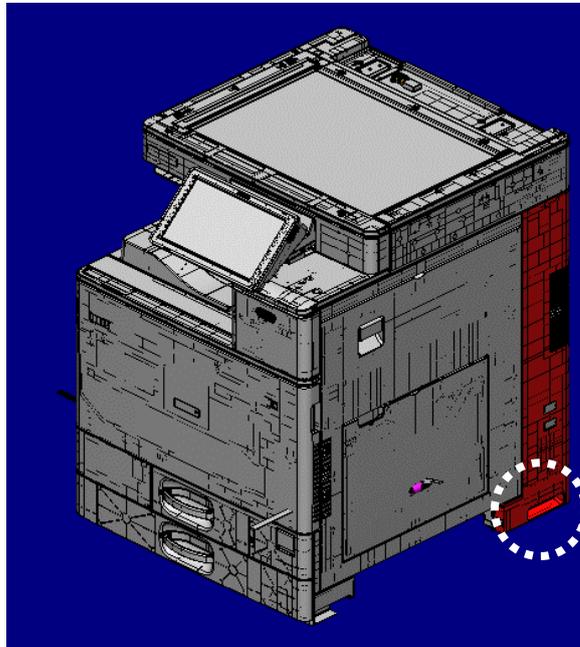


Figure1 right rear cover



Figure.2 Correct



Figure.3 Incorrect



Figure.4 Broken right rear cover

Model: MET-C1cd		Date: 3-Feb-17	No.: RD149097
Subject: Troubleshooting SC324-01/SC324-05, Tips for installing a new PCDU or a new development unit		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC324-01 (Development motor: Bk: Lock)

SC324-05 (Development motor: CMY: Lock)

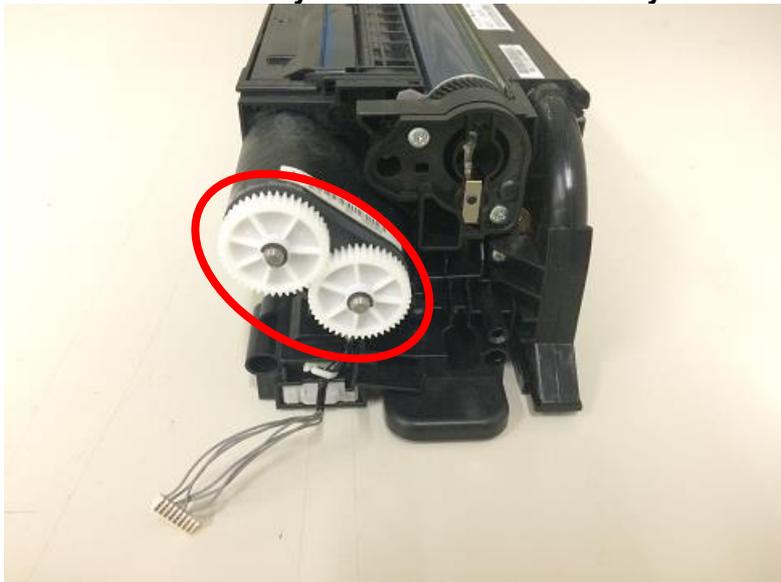
CAUSE

As one of the reasons that cause this symptom, the development unit was stored/transported in a certain position prior to its installation. This causes the developer to accumulate on the gears at either end of the unit, disabling proper rotation of the development roller.

SOLUTION

At the front side of the unit, rotate the white gears (circled in red), to agitate the developer.

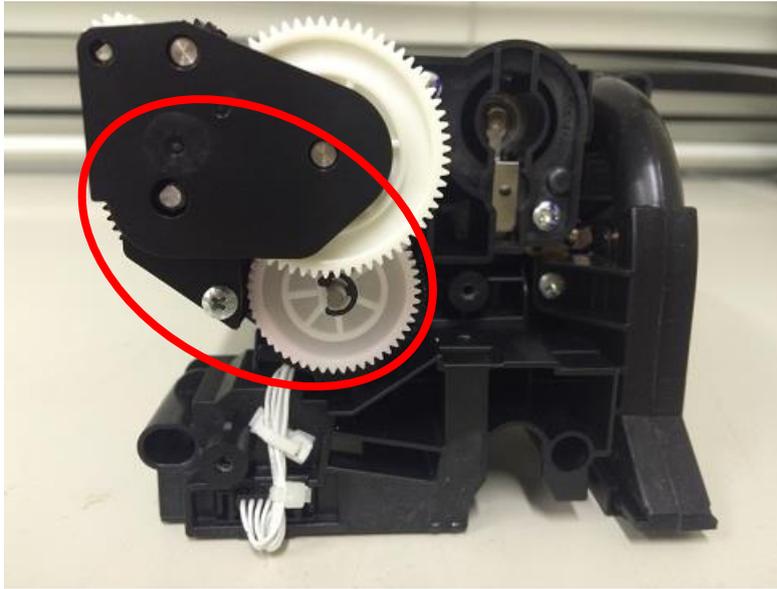
For Metis-C1abcdeyzk and Metis-C2abcdeyz



Model: MET-C1cd

Date: 3-Feb-17

No.: RD149097

For Metis-P2ce

Note: For Metis-P2ce, the PCDU front cover needs to be released before rotating the gears.



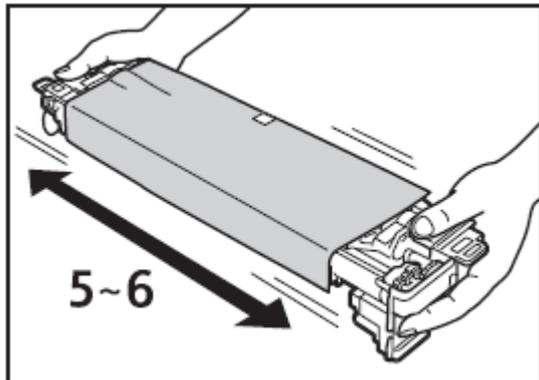
Model: MET-C1cd

Date: 3-Feb-17

No.: RD149097

Preventive measure**When installing a PCDU or a development unit**

When installing a new PCDU or a new development unit, take out the unit from the package and shake it 5 or 6 times horizontally. This will reduce the chances of SC324-01 and SC324-05.



Model: Met-C1yz		Date: 17-Mar-17	No.: RD149099
Subject: Important note about firmware update by SD card		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important note about firmware update by SD card

Make sure to do the following when updating the firmware by SD card.

Affected models: Met-C1abcdeyzk/OR-C2/Cor-C1/Ze-C2

- Put only **one version** of firmware **per module** in an SD card.
 Example: The card should not contain more than one version of System/Copy firmware for a given model.
- For models that have firmware for both the normal operation panel (Armada) and Smart Operation Panel (Cheetah), put only **one firmware per module** in a card.

Example: The card should **not** contain System/Copy firmware for the Armada version of the Met-C1 and the Cheetah version of this model (only **one** of these).

Reissued: 30-May-17

Model: Met-C1cde	Date: 11-Apr-17	No.: RD149100a
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RTB reissue

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

Subject: Parts Information – FUSING UNIT 3 GEARS		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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

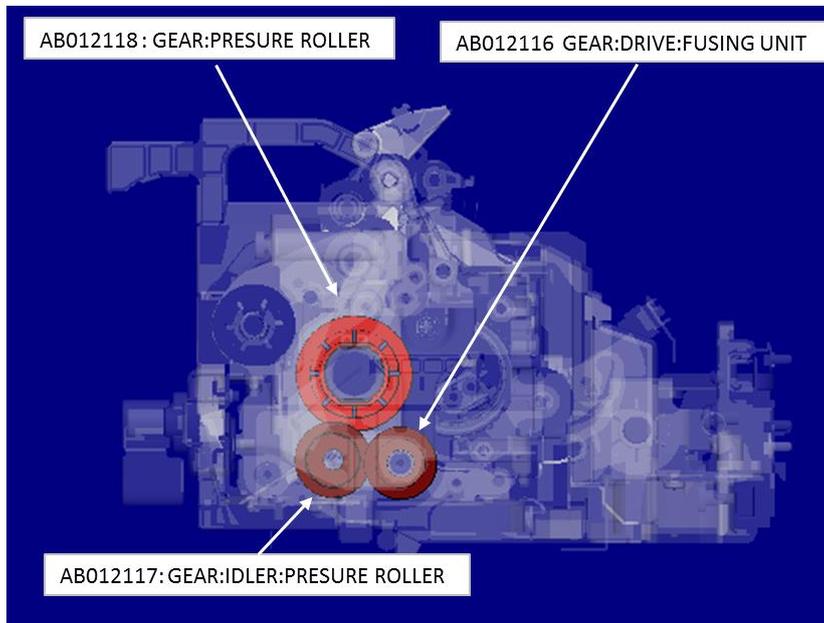
Old part number	New part number	Description	Q'ty	Int	Set
AB012096	AB012116	GEAR:DRIVE:FUSING UNIT	1	<i>X/X</i>	<i>X/O as a Set</i>
AB012097	AB012117	GEAR:IDLER:PRESURE ROLLER	1	<i>X/X</i>	
AB012098	AB012118	GEAR:PRESURE ROLLER	1	<i>X/X</i>	

Note: After installing as a set (new part numbers) no need to replace again as a set (individual replacement is sufficient).

Change: The materials of these parts have been changed ***from April 2016 on Met-C1.***

Reason: To further strengthen the parts' resistance to abrasion.

Affected models: Met-C1abcdeyzk ***and Met-C2abcdeyzP2***



Reissued: 30-May-17

Model: Met-C1cde	Date: 11-Apr-17	No.: RD149100a
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How to identify whether the new gears are installed

part number	Description	Old part color	New part color
AB012116	GEAR:DRIVE:FUSING UNIT	White	White
AB012117	GEAR:IDLER:PRESURE ROLLER	White	White
AB012118	GEAR:PRESURE ROLLER	Black	Light brown

Cut-in serial number:

Product code:	Model name:	GER:	Cut-in S/N
D14629	MP C3003	AA	E156M450001
D14729	MP C3503		No production
D14829	MP C4503		No production
D14929	MP C5503		E186M450001
D15029	MP C6003		No production
D17629	MP C2003		E206R470001
D17729	MP C2503		E216R480001
D14627	MP C3003	EU	E156M420001
D14727	MP C3503		No Production
D14827	MP C4503		E176M420001
D14927	MP C5503		No Production
D15027	MP C6003		No Production
D17627	MP C2003		E206R460001
D17727	MP C2503		E216R460001
D14617	MP C3003	NA	E156M410001
D14717	MP C3503		E166M410001
D14817	MP C4503		E176M410001
D14917	MP C5503		E186M410001
D15017	MP C6003		E196M410001
D17617	MP C2003		No production
D17717	MP C2503		No production
D14619	MP C3003	TWN	E156M400001
D14719	MP C3503		E166M400001
D14819	MP C4503		E176M500001
D14919	MP C5503		E186M500001
D15019	MP C6003		E196M400001
D17619	MP C2003		E206R420001
D17719	MP C2503		E216R420001
D14621	MP C3003	CHN	E156M470001
D14721	MP C3503		E166M570001
D14821	MP C4503		E176M470001
D14921	MP C5503		E186M570001
D15021	MP C6003		No Production
D17621	MP C2003		No Production
D17721	MP C2503		No production

Reissued: 30-May-17

Model: Met-C1cde	Date: 11-Apr-17	No.: RD149100a
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<i>D17626</i>	<i>MP C2003SPJ</i>	<i>KOR</i>	<i>E206R951001</i>
<i>D17726</i>	<i>MP C2503SPJ</i>		<i>E216RB51001</i>

Reissued: 30-Jun-17

Model: MET-C1cde	Date: 21-Apr-17	No.: RD149101a
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RTB Reissue

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

Subject: Please Wait/Missing Icons after turning power ON		Prepared by:	
From: 1 st FQM Sect, 1 st FQM Dept.		Yuusuke Taniguchi	
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

“Please wait” remains displayed (standard operation panel), or no icon appears (Smart Operation Panel) at main power ON when both of the **Conditions** below are met.

Standard operation panel



Smart Operation Panel



Reissued: 30-Jun-17

Model: MET-C1cde

Date: 21-Apr-17

No.: RD149101a

Conditions:

1. The following System/Copy firmware is installed:

	Standard Op. panel	Smart Operation Panel
MP C2003/C2503	1.19 or 1.20	2.18 or 2.19
MP C3004/C3503	1.26 or 1.27	3.18 or 3.19
MP C4503/C5503/C6003	1.30 or 1.31	3.20 or 3.21
MP C2011	1.03 or 1.04	

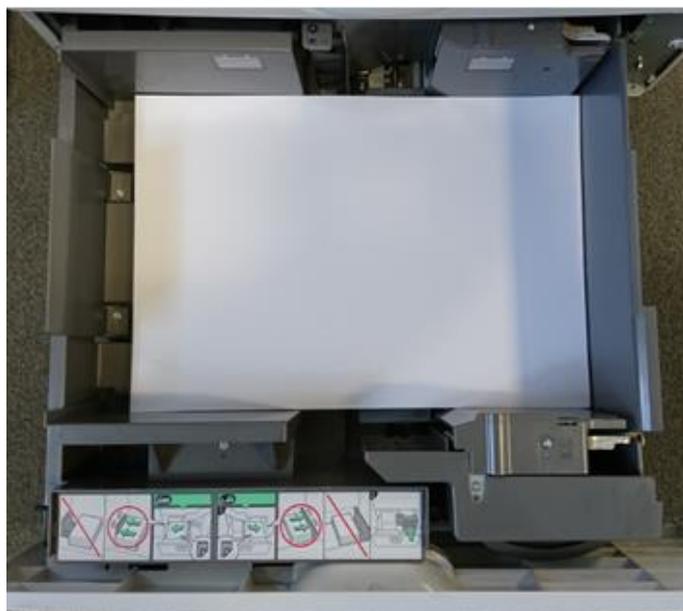
And,

2. One of the following errors is detected when main power is turned ON.

- Paper jam at the rear side of the paper tray



- A3/DLT paper mistakenly loaded in A4/LT tandem tray



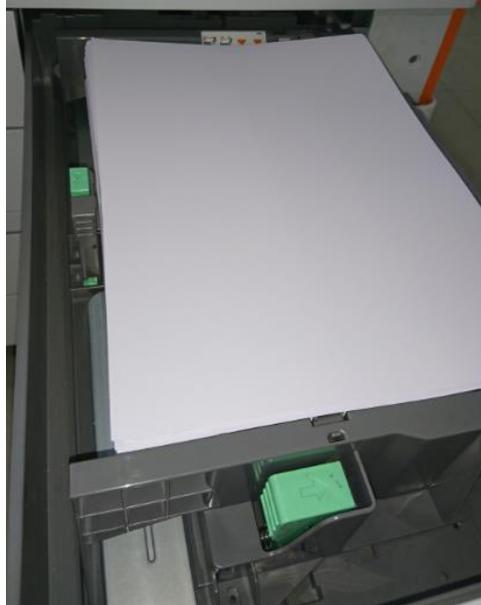
Reissued: 30-Jun-17

Model: MET-C1cde

Date: 21-Apr-17

No.: RD149101a

- Paper tray is over-loaded



- Misalignment of paper loading
- Paper End Detection Feeler breaks or falls off
- Paper End Detection Sensor error
- Paper Limit Sensor error
- Tray Lift Motor error

CAUSE

Firmware bug (side-effect of modification)

Reissued: 30-Jun-17

Model: MET-C1cde	Date: 21-Apr-17	No.: RD149101a
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SOLUTIONPermanent

Update the System/Copy firmware to the modified version or newer.

Model	Firmware Name	P/N	Version
MP C2003/C2503	<i>System/Copy</i>	<i>D1775550Z</i>	<i>1.21</i>
MP C2003/C2503 (SOP)	<i>System/Copy</i>	<i>D1765550Z</i>	<i>2.20</i>
MP C3004/C3503	<i>System/Copy</i>	<i>D1475575G</i>	<i>1.28</i>
MP C3004/C3503 (SOP)	<i>System/Copy</i>	<i>D1465575G</i>	<i>3.20</i>
MP C4503/C5503/C6003	<i>System/Copy</i>	<i>D1495569H</i>	<i>1.32</i>
MP C4503/C5503/C6003 (SOP)	<i>System/Copy</i>	<i>D1485553J</i>	<i>3.22</i>
MP C2011	<i>System/Copy</i>	<i>D2375550D</i>	<i>1.05</i>

Workaround

Until the modified version is installed, fix the error in the paper tray and reboot the machine.

Model: MET-c1cd		Date: 25-Apr-17	No.: RD149102
Subject: Request for mylar replacement when installing the Document Feeder DF3090		Prepared by: Y. Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 (Request at installation)	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Request

When installing the Document Feeder (DF3090), replace the mylar originally attached to its exposure glass with the new mylar included as an accessory to the Document Feeder. Scan quality, especially at the trailing edge of the original, is better with the new mylar.

Replace the mylar for the following combination of the mainframe and DF3090:

- DF3090 manufactured **from** October 2015 and main unit manufactured **before** October 2015 production.

S/N information

Main unit		Document Feeder (DF3090)
Before October 2015 production		From October 2015 production
e.g.		
MP C2003	~E20 <u>5</u> R <u>9</u> xxxxx	E93 <u>5</u> Q <u>A</u> xxxxx~
MP C2503	~E21 <u>5</u> R <u>9</u> xxxxx	
MP C3003	~E15 <u>5</u> M <u>9</u> xxxxx	
MP C3503	~E16 <u>5</u> M <u>9</u> xxxxx	
MP C4503	~E17 <u>5</u> M <u>9</u> xxxxx	
MP C5503	~E18 <u>5</u> M <u>9</u> xxxxx	
MP C6003	~E19 <u>5</u> M <u>9</u> xxxxx	
MP C2011	~G47 <u>5</u> R <u>9</u> xxxxx	

e.g. E15yMmxxxxx

y: Right most digit of the year of production

m: Production month

1(Jan) to 9 (Sep), A (Oct), B(Nov), C (Dec)

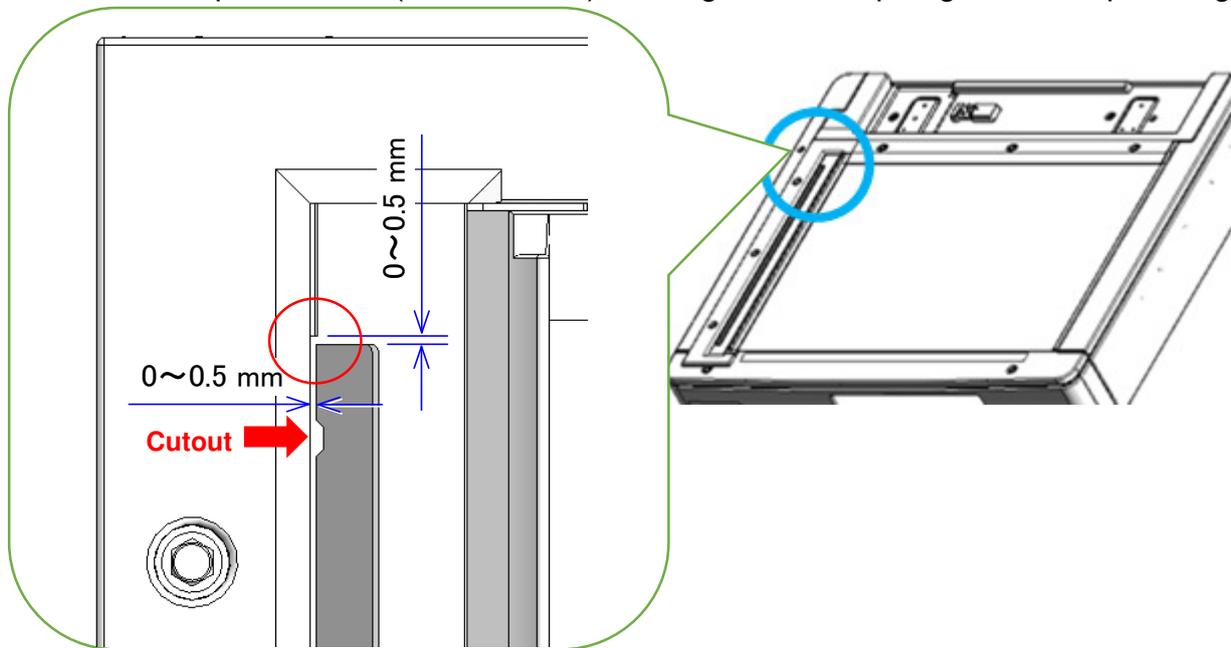
Model: MET-c1cd	Date: 25-Apr-17	No.: RD149102
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Mylar Replacement Procedure:

Note:

- If the mylar could not be attached properly, remove it and attach a new one at your next visit.
- Without the new mylar, feeding thick paper for more than 90K pages may cause jitter.

1. Remove the mylar originally attached to the document feeder exposure glass.
2. Wipe the document feeder exposure glass with cloth.
3. Attach the new mylar.
 - The cutout in the mylar faces the left.
 - Set the top left corner (circled in red) flush against the top edge of the exposure glass.



View from the side:



Part Information:

Part number	Description	Q'ty
D2411727	SHEET:GAP:ASS'Y	1

Model: MET-C2cde		Date: 28-Apr-17	No.: RD149103
Subject: Anti Condensation Heater for PCU will not turn on following an extended period		Prepared by: Y.Taniguchi	
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The anti-condensation heater for the PCU will not turn on following an extended period of use.

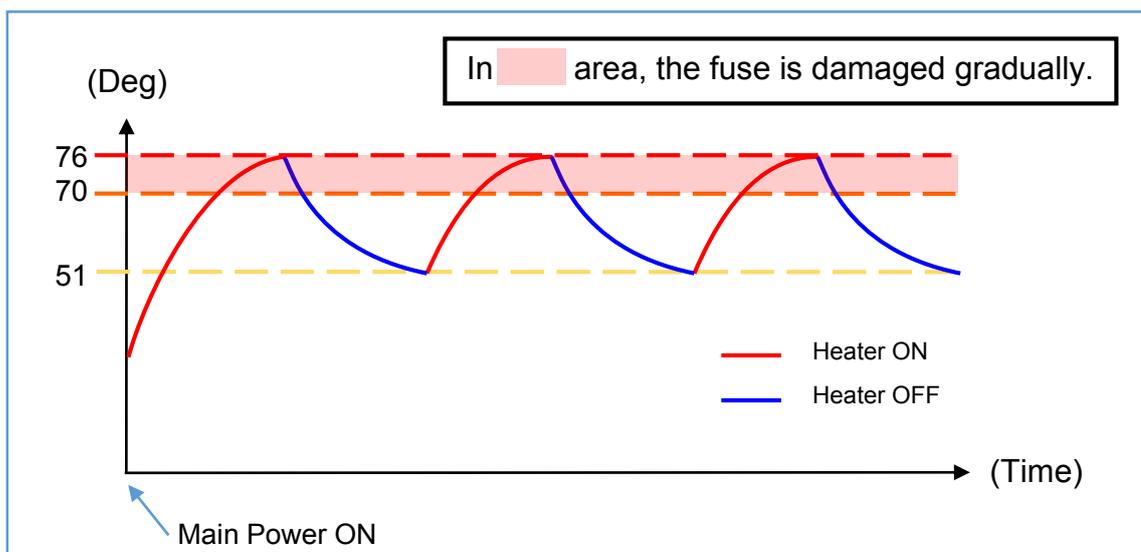
Note: The period is estimated to be 100-800 days of continuous usage.

CAUSE

An unsuitable component is used (temperature fuse).

The triggering temperature of the fuse is 98 degrees by specification, so the fuse will shut down immediately if it detects 98 degrees, in order to prevent accidental overheating. However, the fuse may shut down even if the temperature does not reach 98 degrees. This is because the fuse is damaged very gradually at temperatures of over 70 degrees. Normally, the temperature is controlled within 51-76 degrees when the anti-condensation heater for the PCU is on.

Therefore, the fuse will be damaged gradually within 70-76 degrees and then shut down following a long period of use.



Model: MET-C2cde	Date: 28-Apr-17	No.: RD149103
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SOLUTION

On the production line

The temperature fuse has been modified to a durable item.

In the field

Replace the PCU heater with the modified item below.

	P/N	Description	Q'ty
For 100-120v environment	D2389902	HEATER:PCU:120V:ASS'Y	1
For 200-240v environment	D2389903	HEATER:PCU:200V:ASS'Y	1

Important

We provide the above countermeasure parts (D2389902/D2389903) for this issue. These parts are only for **replacement**.

Please be sure to use the proper service parts below for **new installations**.

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D7390116	D3BR2201	HEATER:PHOTOCONDUCTOR:NA:ASS'Y	1	X/O	-
2	D7390117	D3BR2202	HEATER:PHOTOCONDUCTOR:EU:ASS'Y	1	X/O	-

Model: MET-C1e		Date: 7-Sep-17	No.: RD149104a
Subject: Met-C1 IOB can overheat		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

There is a very low potential risk that the driver IC (IOB PCB) can overheat.

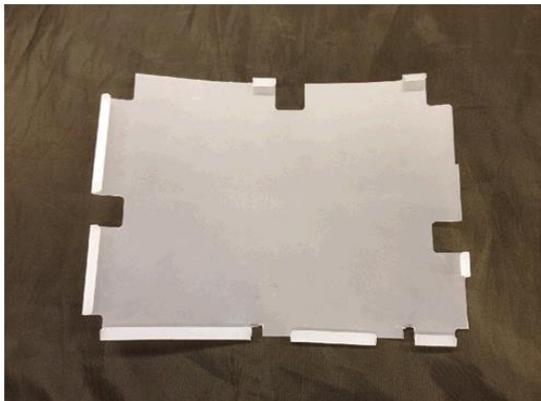
CAUSE

The root cause is under investigation.

SOLUTION

1. The rear side of the IOB bracket has protection sheets (Mylars) applied in order to further protect the component. (P/N: D1499905 Insulating Sheet :IOB : drive Unit)

- Rear side of the IOB:



- Guide plate behind the IOB:

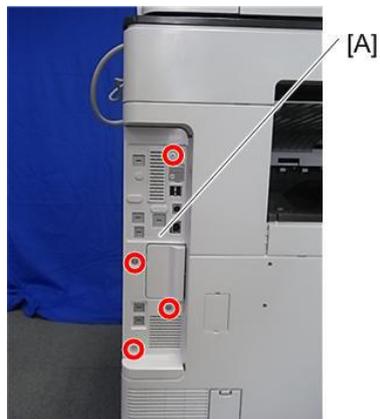


2. Install engine firmware below to change the On/Off timing of at-risk components to prevent overheating.

Model	Version	Program No
MP C3503/C3003	1:40:08	D1475504D
MP C6003/C5503/C4503	1:40:08	D1495504D
MP C6003/C5503/C4503 (Single Pass DF)	1:39:08	D1505504C
MP C2503/C2003	1.32:01	D1775503T

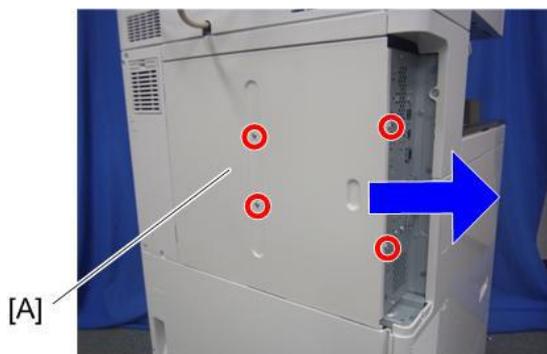
PROCEDURE

1. Remove the controller cover [A] (×4)(



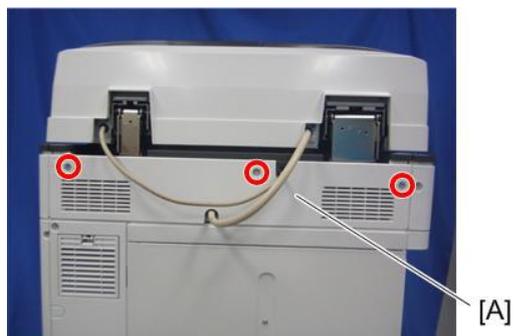
d1462007

2. Remove the rear cover [A] (×4)



d1462013

3. Remove the scanner rear cover [A] (×3).



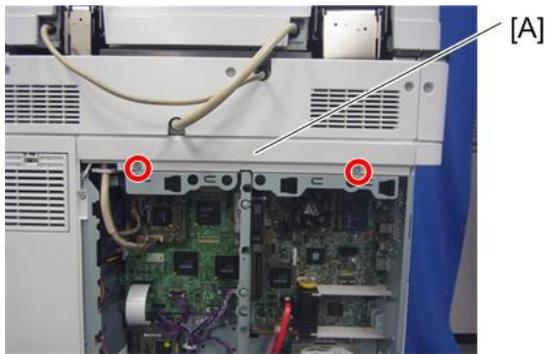
d1462016

Model: MET-C1e

Date: 7-Sep-17

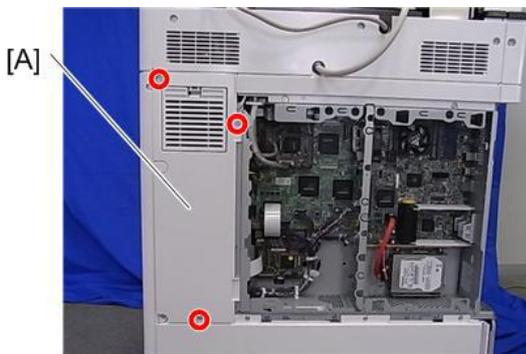
No.: RD149104a

4. Remove the scanner rear small cover. [A] (×2)



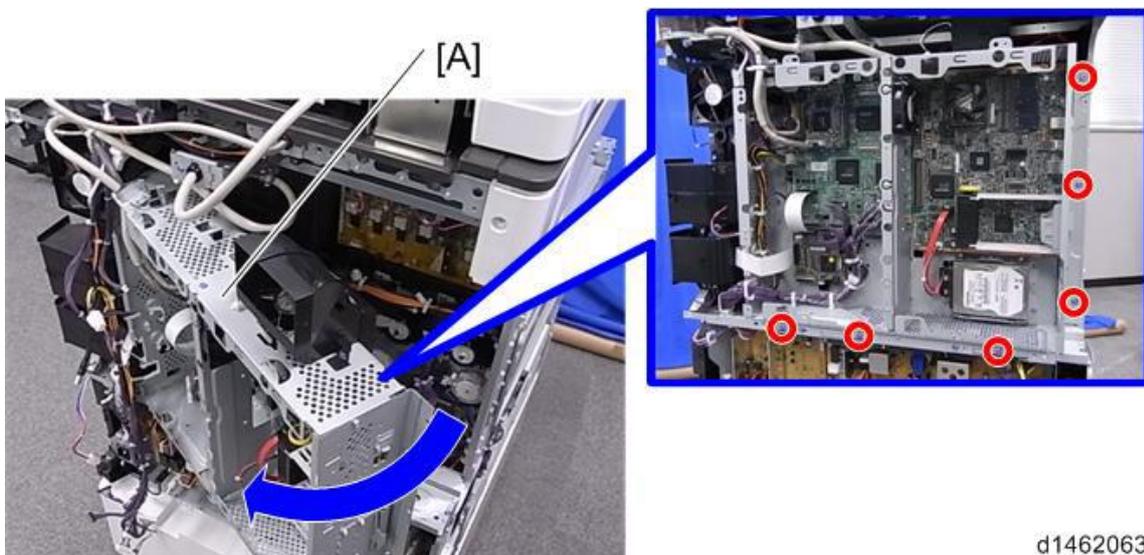
d1462017

5. Remove the rear right cover. [A] (×3)



d1462014

6. Open the controller box [A]. (×6)



d1462063

Model: MET-C1e

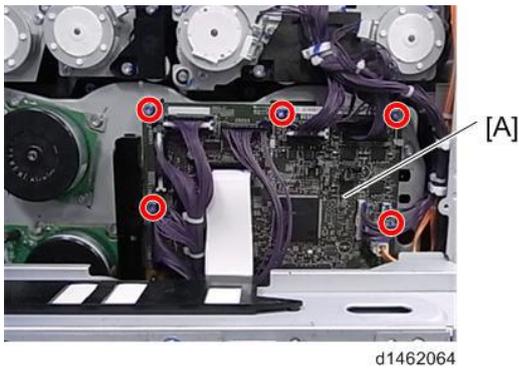
Date: 7-Sep-17

No.: RD149104a

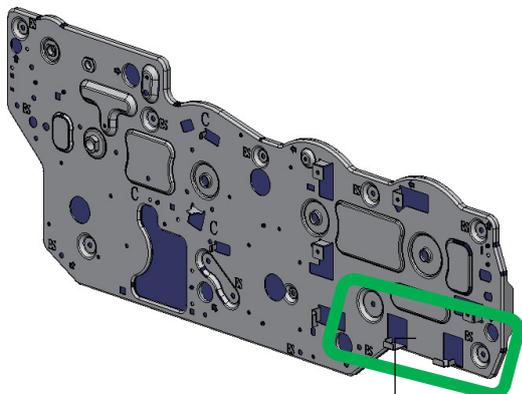
7. Attach the wipe



8. Remove the imaging IOB [A] (×5, ×14).



9. Wipe the following spots with alcohol.

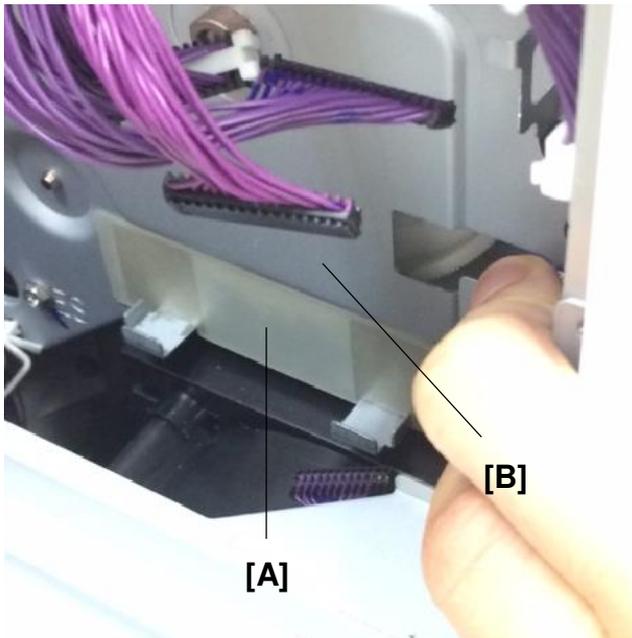


Spot to be cleaned

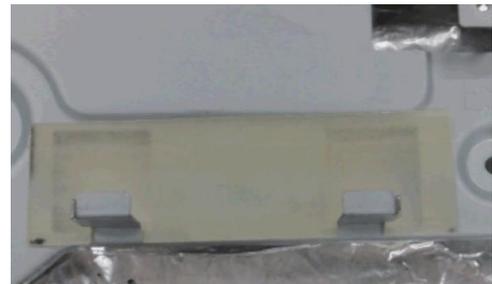


Spot to be cleaned

10. Take off the sticker release paper [A] and apply [A] to [B].

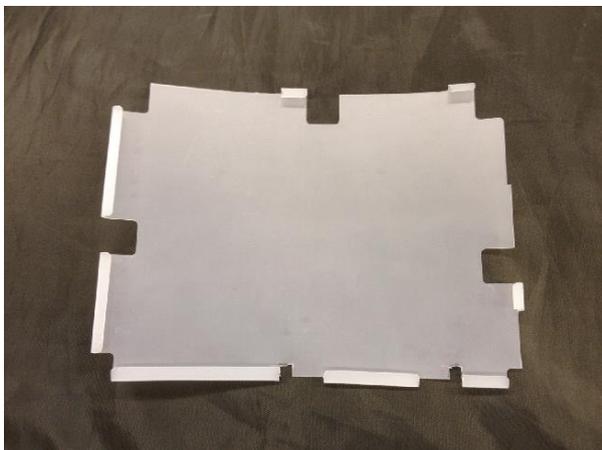


Side



Front

11. Install the Insulating Sheet on the Engine IOB



Model: MET-C1e

Date: 7-Sep-17

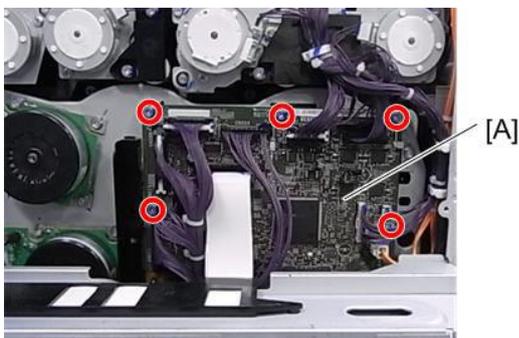
No.: RD149104a



12. Reinstall the imaging IOB.



13. Connect the harness.



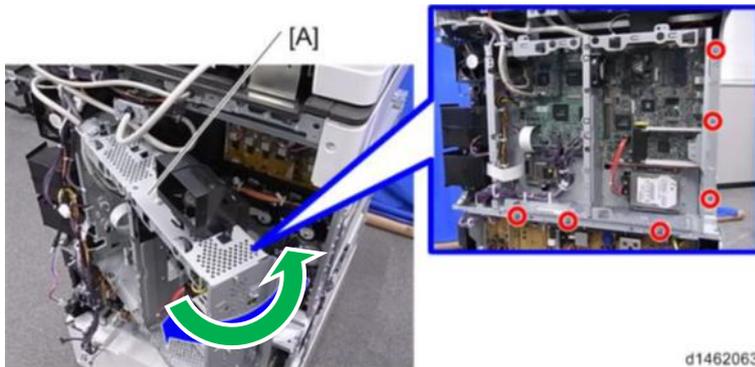
d1462064

Model: MET-C1e

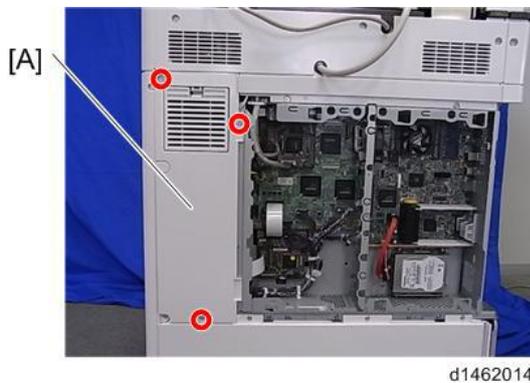
Date: 7-Sep-17

No.: RD149104a

14. Close the controller box [A]. (×6)



15. Reinstall the rear right cover. [A] (×3)



16. Reinstall the scanner rear small cover. [A] (×2)



17. Reinstall the scanner rear cover [A] (×3).

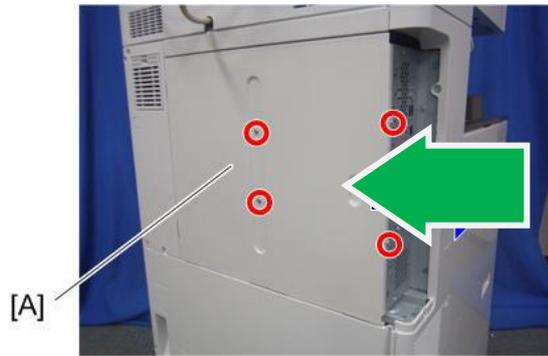


Model: MET-C1e

Date: 7-Sep-17

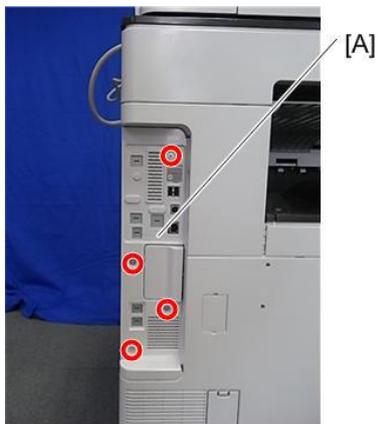
No.: RD149104a

18. Reinstall the rear cover [A] (×4)



d1462013

19. Reinstall the controller cover [A] (×4)(



d1462007

Model: Met-C1cde		Date: 13-Sep-17	No.: RD149105
Subject: FSM correction: SP5061-002 Toner Near End alert message		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

The descriptions *in bold italic* have been added:

4. Controller SP Mode Tables>Controller SP Tables - SP5000

SP5-XXX (Mode)

5061	[Toner Remaining Icon Display Change]		
5-061-002	Toner Near End Display Change	*CTL	[0 or 1 / 0 / 1] 0: Display 1: No-display

Note 1:

For this change to take effect, make sure to update to the following versions of System/Copy and the other firmware as a set.

Model	Firmware	version	P/N	Firmware	version	P/N
Met-C2.1 abyz	System/ Copy	1.04.1	D0AD5550C	Animation	1.02	D0AD5564B
Met-C2.1 cde		1.04.1	D0AF5550C		1.02	D0AF5564B
Met-C2 abyz		1.14	D2395550W		1.04	D2395564H
Met-C2 cde		1.14	D2425550W		1.04	D2425564H
Met-C1 abyz		1.28	D1475575G	OpePanel	1.09 for USA_ASI_KOR	D1471438H
Met-C1 Cde		1.32	D1495569H		1.12 for EUR_CHN_TWN	D1471490L
					1.09 for USA_ASI_KOR	D1501438H
Met-C1ab_ch		3.20	D1465575G	LegacyUID ata2nd	1.07	D1501428G
Met-C1cde_ch		3.22	D1485533J			
Met-C1yz_ch		2.20	D1765550Z	animation	16.0	D1765564F

- Change in the toner near end alert message
 - Before: Toner Cartridge is almost empty. Check toner cartridge replacement(s).

Model: Met-C1cde	Date: 13-Sep-17	No.: RD149105
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- After: Check you have a toner cartridge replacement(s). Current toner cartridge can be used until the replacement alert.

- Toner near end display ON/OFF SP (SP5061-002) was added.

Note 2:

With the new firmware, you are able to switch the Toner near end alert message on/off in the display.

Note 3:

SP5061-002 only controls the toner near end display on the operation panel. WIM, @Remote, and e-mail notification of toner near end are not controlled by SP5061-002.

Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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RTB Reissue

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

Subject: Part catalog correction: Guide plate for PB3150/PB3160/PB3170/PB3230		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing 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 <input type="checkbox"/> Tier 0.5

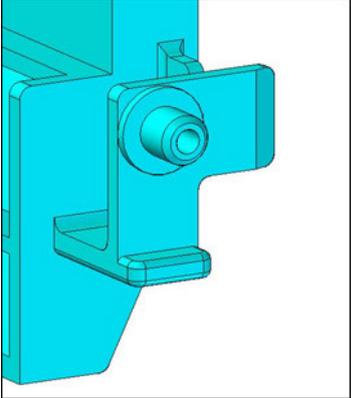
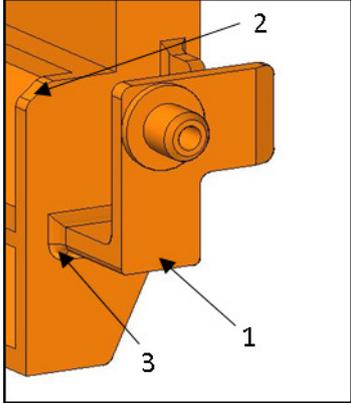
Parts catalog correction1

Affected model: D694 (Paper Feed Unit: PB3150)

Old P/N	New P/N	Description	Q'ty	Int
D1492721	D6942721	GUIDE PLATE: SWIVEL	1-1	X/O

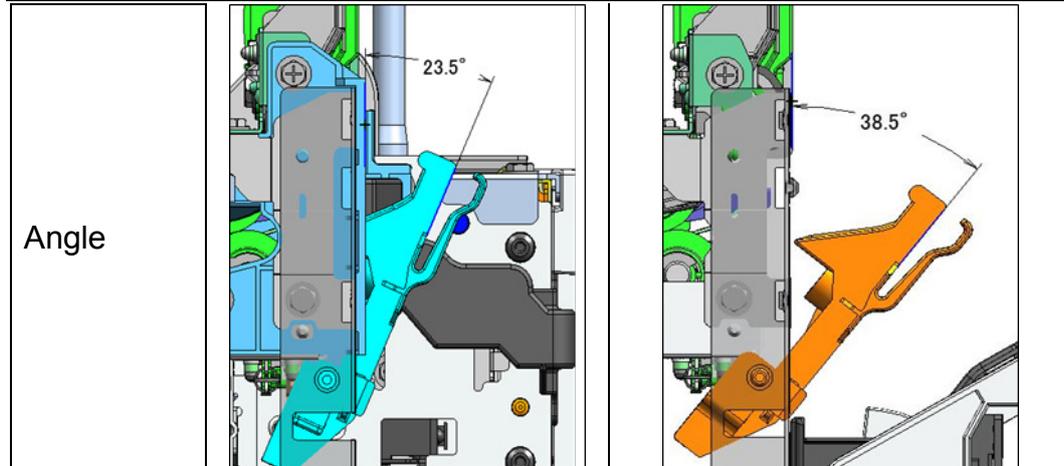
Change: The shape of the guide plate was changed.

Reason: To further strengthen and prevent breaking of the guide plate.

	Old D1492721	New D6942721
Shape		 <ul style="list-style-type: none"> 1. Deleted stopper 2. Changed angle regulation 3. Strengthened part

Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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Reissued: 19-Mar-18

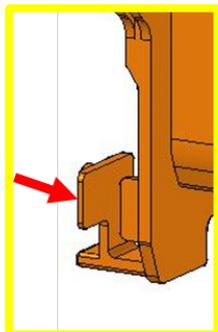
Model: Met-C1cde

Date: 28 -Nov-17

No.: RD149106a

Procedure:

1. Release the hook and remove the guide plate.



2. Attach the guide plate by sliding it toward the right hole.



3. Hook the guide plate.



Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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Parts catalog correction 2

Affected model: D693 (Paper Feed Unit: PB3160)

Old P/N	New P/N	Description	Q'ty	Int	Int
D6932526	D6932581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O	X/O
	D6931157	CUSHION:GUIDE:SWIVEL:UP PER	0-1	-	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-	-
D6932725	D6932726	GUIDE PLATE:AUXILIARY:PAPER FEED UNIT	1-1	-	O/O

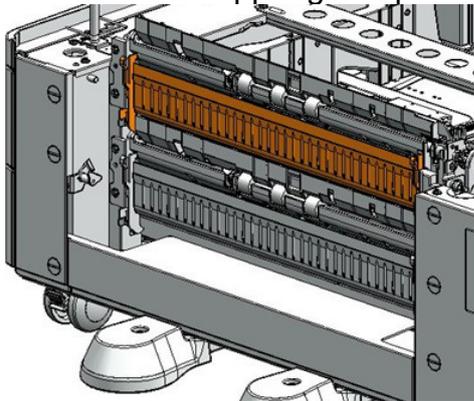
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

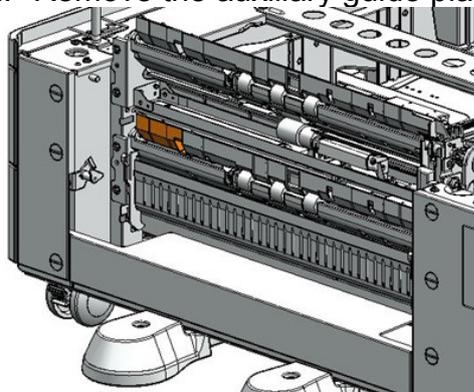
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for UPPER GUIDE PLATE ASSYS

1. Remove the upper guide plate.



2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).



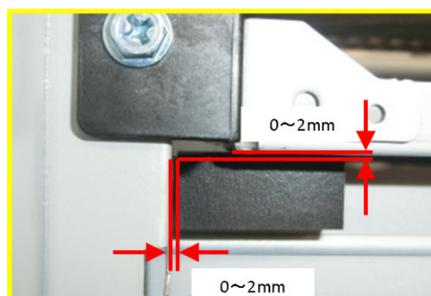
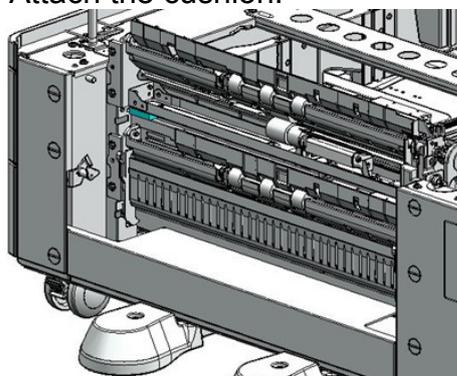
Reissued: 19-Mar-18

Model: Met-C1cde

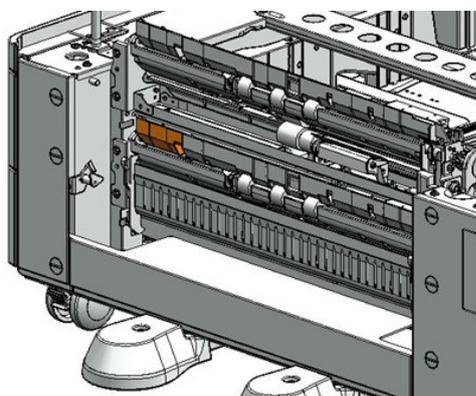
Date: 28 -Nov-17

No.: RD149106a

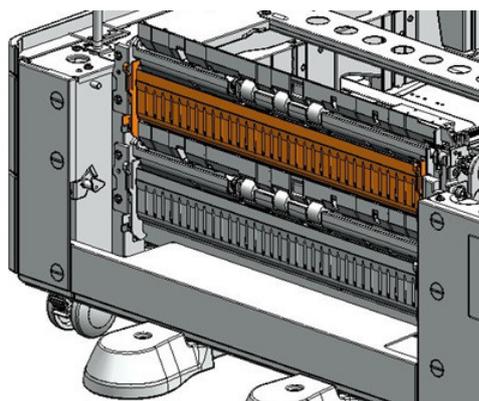
3. Attach the cushion.



4. Attach the auxiliary guide plate for the lower guide plate (screw x1).



5. Attach the upper guide plate.



Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6932582	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

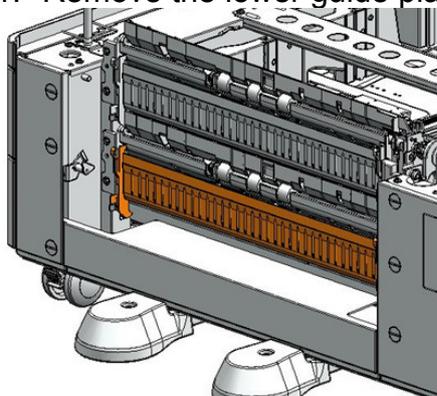
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

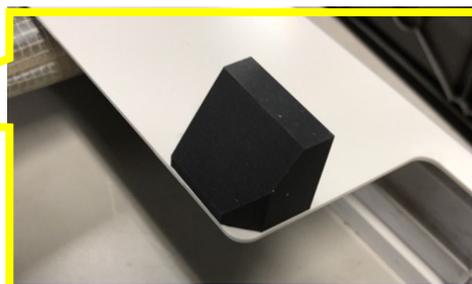
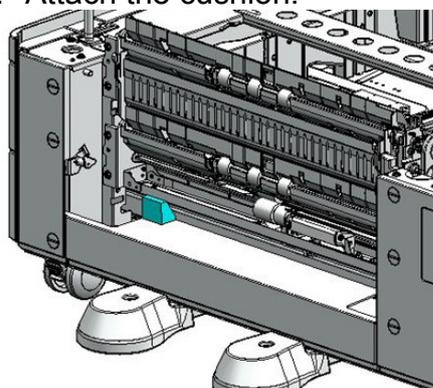
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for LOWER GUIDE PLATE ASSYS

1. Remove the lower guide plate.



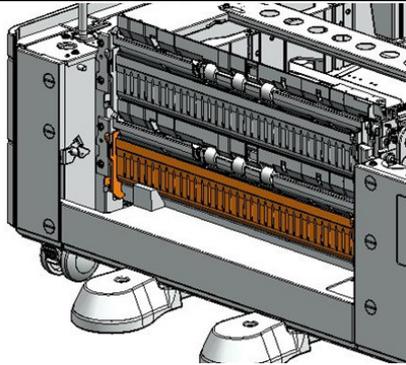
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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Parts catalog correction 3

Affected model: D695 (LCIT: PB3230/PB3170)

Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6952581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	-	STOPPER:GUIDE PLATE:SWIVEL:ASS'Y	0-1	-
	-	GUIDE PLATE:SWIVEL:ADHESION	0-1	-

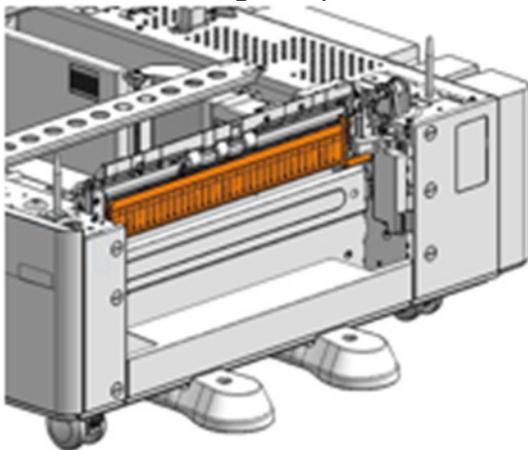
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

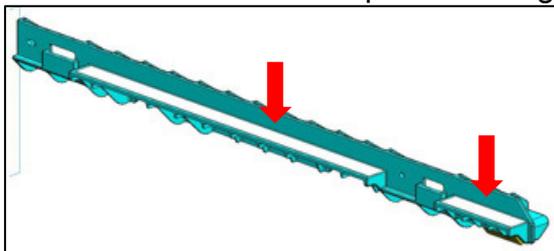
Important: Be sure to attach the above STOPPER, when installing the paper guide plates.

Procedure

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



Reissued: 19-Mar-18

Model: Met-C1cde

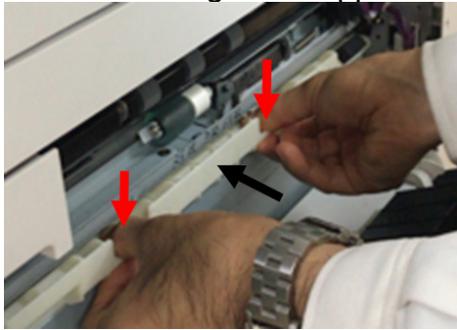
Date: 28 -Nov-17

No.: RD149106a

3. Attach the guide stopper.



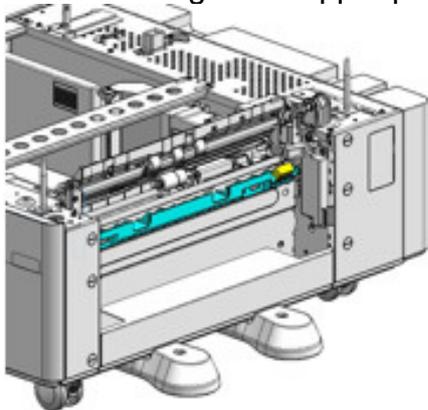
4. Attach the guide stopper.



5. Attach the guide plate stopper.



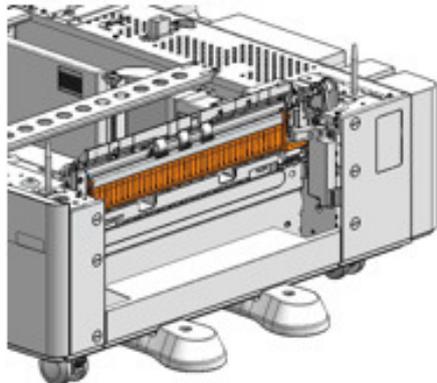
6. Attach the guide stopper plate.



Reissued: 19-Mar-18

Model: Met-C1cde	Date: 28 -Nov-17	No.: RD149106a
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7. Attach the guide plate.



Model: MET-C1cde		Date: 12-Dec-17	No.: RD149107
Subject: Troubleshooting SC204-00, Polygon Motor Error		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

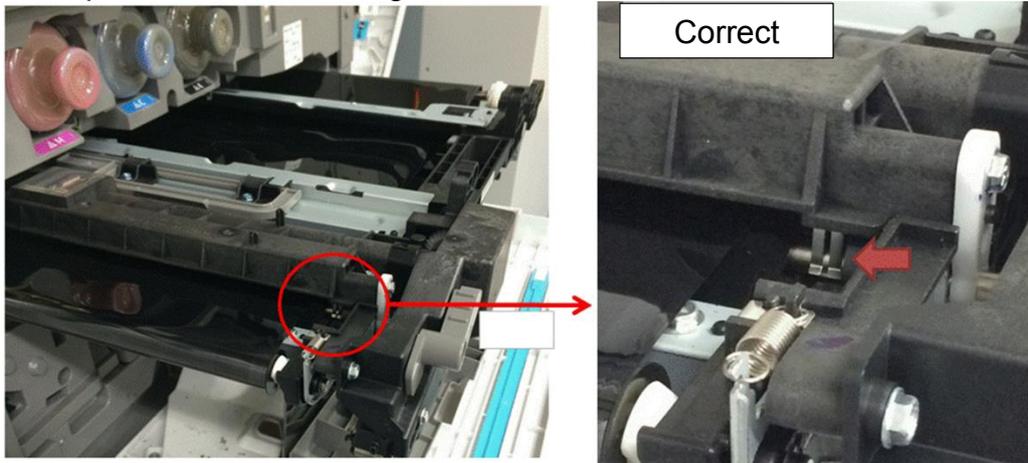
SC204-00 (Polygon Motor: XSCRDY Signal Error) occurs.

CAUSE

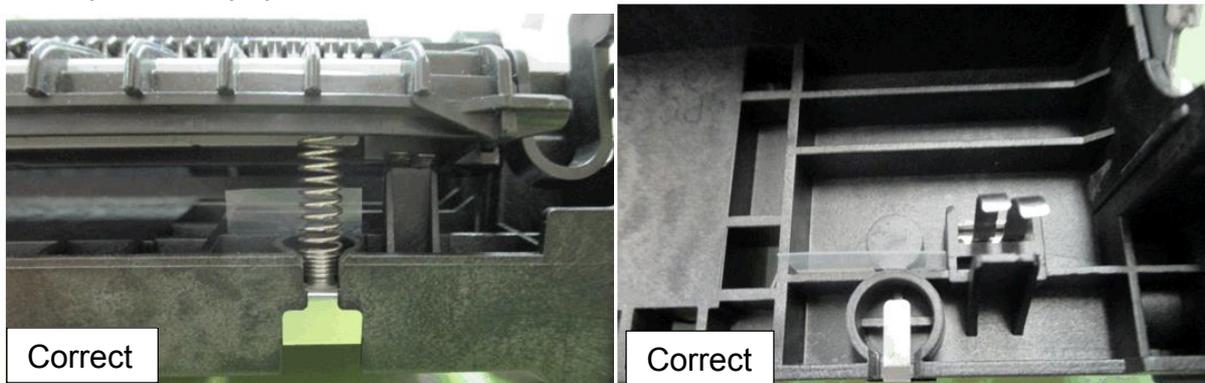
A grounding failure occurs with the belt cleaning unit in the ITB unit or paper transfer roller unit, either of which can generate electrical noise.

SOLUTION

1. Check the grounding of the belt cleaning unit on ITB unit.
2. Replace the belt cleaning unit.



3. Check the grounding of the paper transfer roller.
4. Replace the paper transfer roller.



Model: Metis-C1cde	Date: 11-Mar-19	No.: RD149108
Subject: Jam 63 (SPDF DF3120/3100/3080)		Prepared by: T.Kiyohara
From: MFP section, OPOS Product Quality managemnt Dept.		
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2	

SYMPTOM

A paper non-feed (multi-feed and/or Jam 63) occurs.

Affected models:

MET-C1cde (D148/D149/D150)

COR-C1cdefgh (D197/ D198/D199/D200/D201/D202)

CAUSE

Paper dust and toner attaches to the reverse roller. If the attraction strength between sheets of paper is too large, the ability of the paper to separate is decreased.

SOLUTION

- Update the SPDF firmware to the following version.

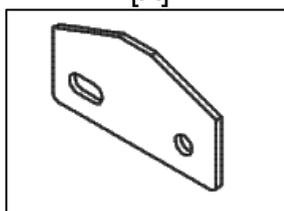
Note: This will suppress the slight rotation of the reverse roller that is generated when the paper feed motor is stopped.

No	Model	Firmware	P/N
1	SPDF DF3080	ADF_SINAI Ver.01.350:16	D6835550G

- Procure and install the separation pad [A]

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	D6839102	1

[A]



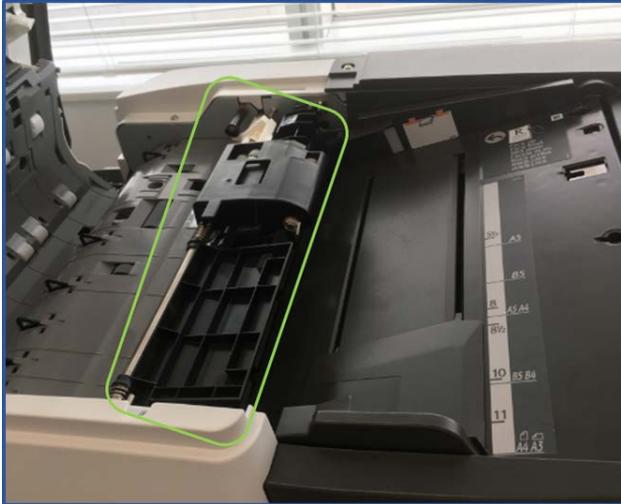
Model: Metis-C1cde

Date: 11-Mar-19

No.: RD149108

PROCEDURE

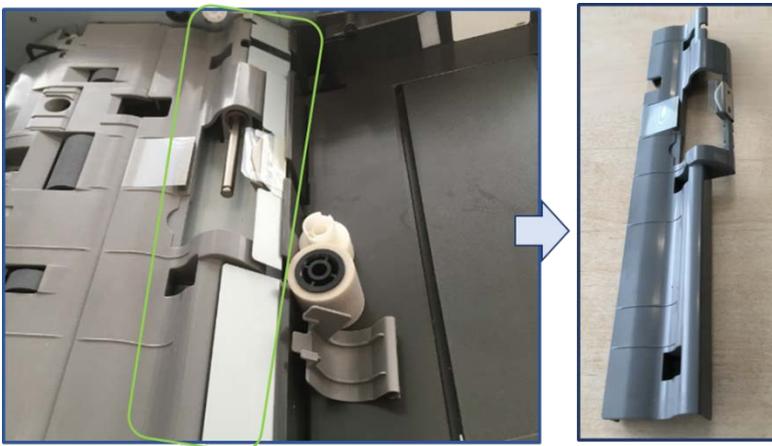
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



Model: Metis-C1cde

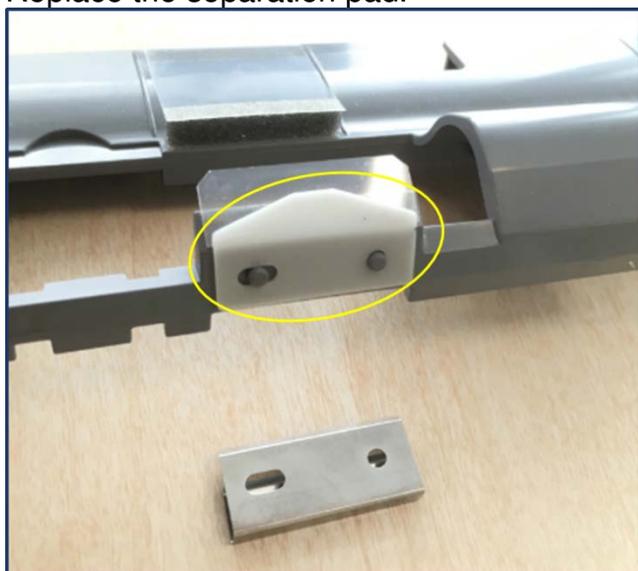
Date: 11-Mar-19

No.: RD149108

4. Remove the separation pad cover.



5. Replace the separation pad.



Reissued: 28-Jun-19

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Met-P2, Mimir-C2.1	Date: 27-Jun-19	No.: RD147178b
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Reissue

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

Subject: Parts Catalog Correction: Parts Integration of Manual Feed and Duplex unit		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

The part numbers for the models below have been changed due to utilizing the same Manual Feed and Duplex Unit.

Affected models are as follows:

<Group A>

Product Code	Model name						
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011

<Group B>

Product Code	Model name						
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842

<Group C>

Product Code	Model name						
D0BL	IM C3000	D0BM	IM C3500	D0BN	IM C4500	D0BP	IM C5500
D0BQ	IM C6000	D0BJ	IM C2000	D0BK	IM C2500		

<Group D>

Product Code	Model name
D0BH	C501

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 1: Manual Feed Unit part number has been changed to make the new parts compatible with the mentioned models.

<Group B>: Some of the parts in Manual Feed Unit have been changed (Please refer to **Change 2-5**).

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
M0BW2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	X/O	1	A
-	D2412661*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group B>**.

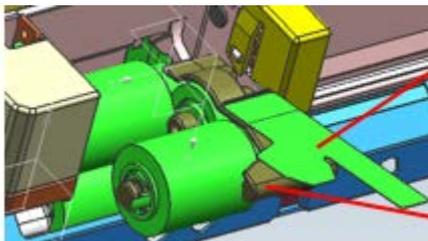
<Group C>: The harness has been removed from Manual Feed Unit (D0BQ2601).

Old P/N <Group C>	New P/N	Description	Int	Q'ty	Note
D0BQ2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	O/O	1	A
-	D0BQ2673*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group C>**.

Change 2: The material and the color of the pickup arm has been changed and the seat of the pickup arm also removed.

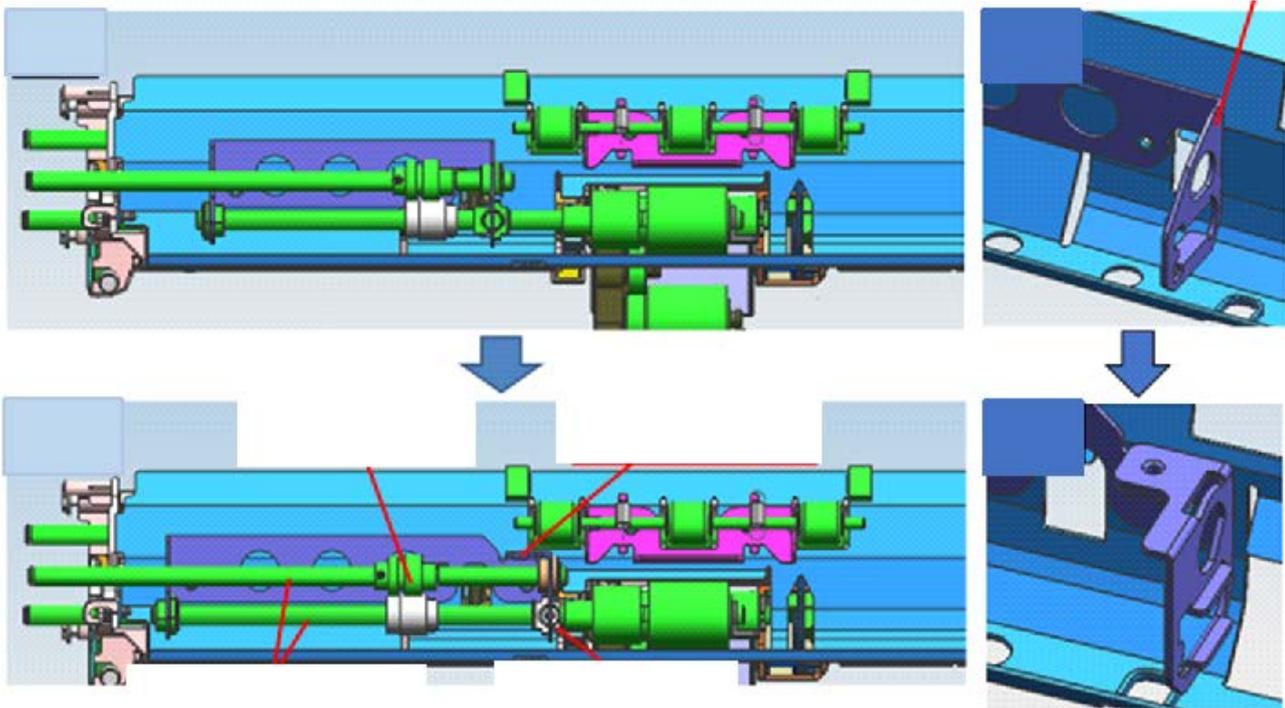
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
D2022617	D0BQ2623	ARM:PICKUP:MANUAL FEED	X/O	1	B
D2022618	-	SHEET:PICKUP	-	1->0	B



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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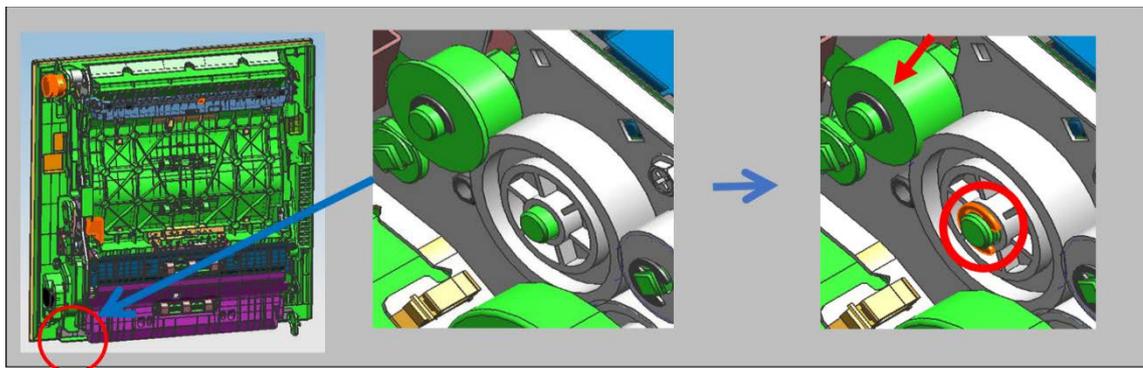
Change 3: The shape of the brackets and bearings, length of the roller shaft, and the gear position has changed. Also e-rings added.

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
08050104	08050104	RETAINING RINGS-E:SILENCER:DIA4	-	2->3	C
D1494770	D0BQ2608	SHAFT:SEPARATOR:DRIVEN:ASS'Y	X/X	1	C
M0BW2615	D0BQ2615	GUIDE PLATE:SEPARATOR:ASS'Y	X/X	1	C
D1492619	D0BQ2619	SHAFT:SEPARATOR:DRIVE:ASS'Y	X/X	1	C
D2412653	D0BQ2653	COIL SPRING:PRESSURE:SEPARATOR	X/X	1	C



Change 4: There are no protruding parts to hold the gear. An e-ring added to stop the gear in position, and a groove added to the shaft for the e-ring.

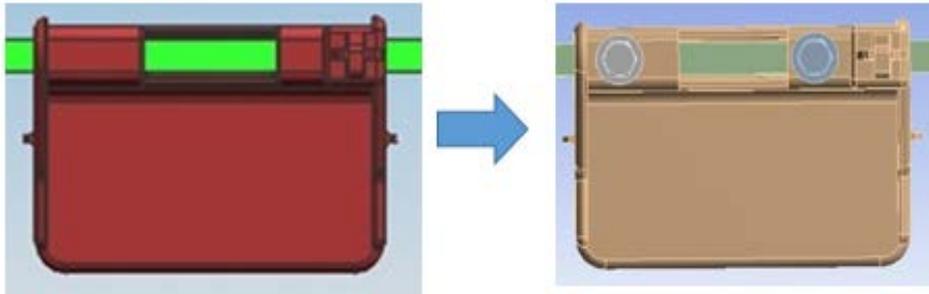
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
07200040E	07200040E	RETAINING RING - M4	-	3->4	D
D2414631	D0BQ4631	SIDE PLATE:REAR:DUPLX:PEEN	X/X	1	D
D2414644	D0BQ4644	GEAR:MECHANICAL ROLLER CLUTCH	X/X	1	D



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 5: The grip of duplex unit has been changed from press fit to screw type.

Old P/N <Group A/B/D>	New P/N	Description	Int	Q'ty	Note
-	03603006N	SCREW - M3X6	-	0->2	E
D1754654	D0BQ4654	SHAFT:LEVER:LOCK	X/X	1	E
D1494655	D2894655	GRIP:DUPLEX UNIT	X/X	1	E



Appendix

The following list is the new part numbers of the duplex unit.

The part numbers of <Group C> not changed.

Old P/N	New P/N	Description	Int	Q'ty	Model
D1754521	D1754523	DUPLEX UNIT: ASS'Y	O/O	1	<Group A>
D1474532	D1474534	DUPLEX UNIT: ASS'Y	O/O	1	
D1484515	D1484517	DUPLEX UNIT: ASS'Y	O/O	1	
D2414517	D2414519	DUPLEX UNIT: ASS'Y	O/O	1	<Group B>
D2444515	D2444517	DUPLEX UNIT: ASS'Y	O/O	1	
D0BH4517	D0BH4519	DUPLEX UNIT: ASS'Y	O/O	1	<Group D>

Model: Metis-C1 abcdeyz		Date: 8-Aug-19	No.: RD147179
Subject: SR3180 Jam301/303		Prepared by: K. Yamamoto	
From: Oversea Field Sect., OP Product Quality Dept.			
Classification:	<input checked="" 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 checked="" type="checkbox"/> Tier 2

SYMPTOM

Jam 301/303 occurs when using the SR3180.

CAUSE

Static electric charge causes the paper to stick to the guide plate (D7662095). As a result, the shaft gear (D7662435) is given extra force, which triggers a jam.

SOLUTION

If shaft gear (D7662435) has already been modified (shaved), replace the gear.

Then do the following:

Temporary:

1. Clean the roller shaft (D7662117) and apply silicon oil to the shaft.
2. Clean the shaft gear (D7662435) and apply grease.

Permanent:

1. Replace the guide (D7662095 => D3FT2090) to reduce the static electricity.
2. Replace the roller shaft (D7662117 => D3FT2117).

Note: Reliability has been improved with the newer part.

Old part number	New part number	Description	Q'ty	Int	Note
D7662095	D3FT2090	D GUIDE PLATE:ENTRANCE:UPPER:OPEN AND CLOSE:ASS'Y	1	X/O	
D7662117	D3FT2117	SHAFT:TRANSPORT ROLLER:SHIFT:ASS'Y	1	X/O	

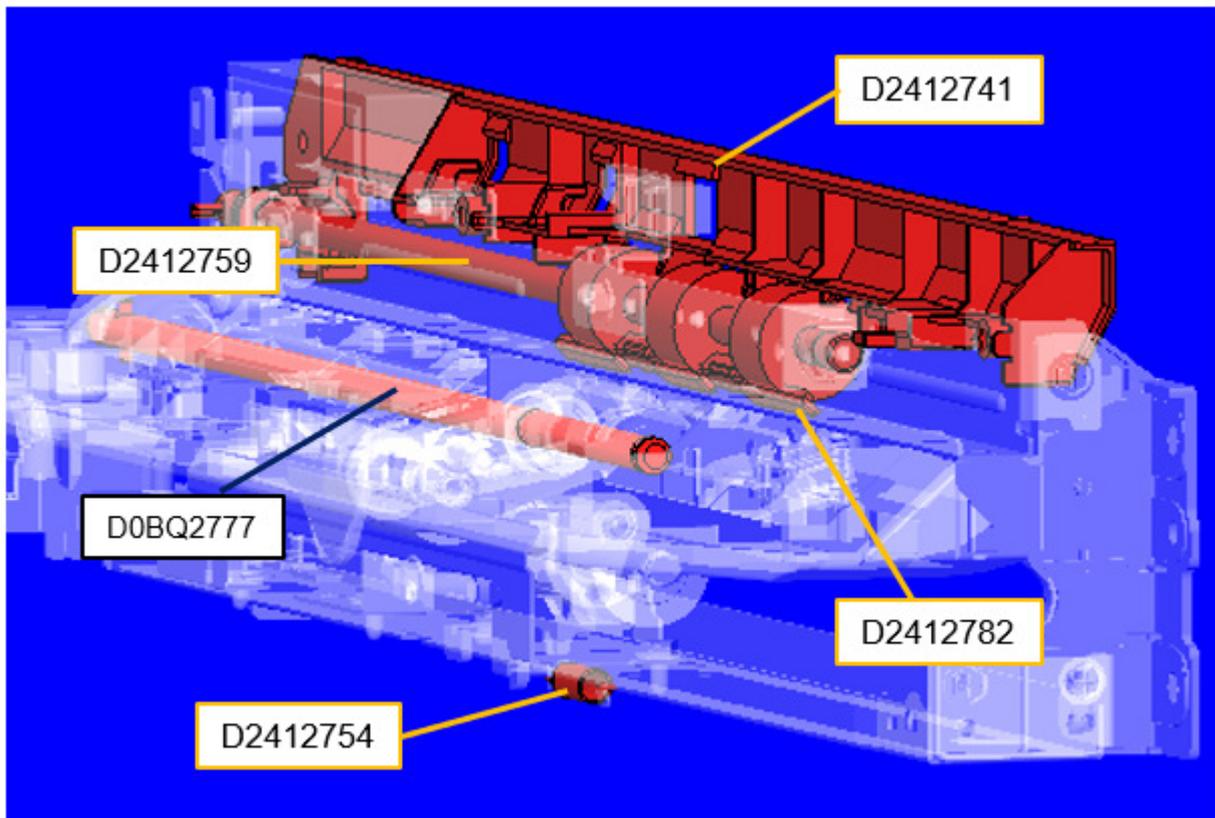
Model: MET-C1abcde		Date: 6-Nov-19	No.: RD147182
Subject: Part Change Information: Paper Feed Unit		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

Change 1: Paper Feed Unit **No.1** was changed to make the new parts compatible with other models so that the following parts number changed.

Old P/N	New P/N	Description	Q'ty	Int	Int as a set
D1492741	D2412741	GUIDE PLATE:VERTICAL TRANSPORT:PAPER FEED UNIT:NO.1	1	X/X	O/O
D1472754	D2412754	COIL SPRING:PRESSURE:SEPARATE	1	X/X	
D1482759	D2412759	TRANSPORT ROLLER:VERTICAL TRANSPORT:ASS'Y	1	X/X	
D1492782	D2412782	PLATE:HARNESS:PAPER FEED UNIT	1	X/X	
D1492775	D0BQ2777	SHAFT:FEED:ASS'Y	1	X/X	

NOTE: When replacing any parts of the above, replace them as a set.



Model: MET-C1abcde	Date: 6-Nov-19	No.: RD147182
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Change 2: Paper Feed Unit **No.2** was changed to make the new parts compatible with other models so that the following parts changed.

Old P/N	New P/N	Description	Q'ty	Int	Int as a set
D1492742	D2412742	GUIDE PLATE:VERTICAL TRANSPORT:PAPER FEED UNIT:NO.2	1	X/X	O/O
D1472754	D2412754	COIL SPRING:PRESSURE:SEPARATE	1	X/X	
D1482759	D2412759	TRANSPORT ROLLER:VERTICAL TRANSPORT:ASS'Y	1	X/X	
D1492782	D2412782	PLATE:HARNESS:PAPER FEED UNIT	1	X/X	
D1492775	D0BQ2777	SHAFT:FEED:ASS'Y	1	X/X	

NOTE: When replacing any parts of the above, replace them as a set.

