Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

Subject: HE Model Installation Procedure	Prepared by: E.Hinata
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (New model)	☐ Tier 2

For NA ONLY

There is the product called "HE model" only for NA market. This model will be available for the following product series:

CPM/PPM (A4/LT)	Product name	Product code	Serial number
30	**MP C3004exSP TE**	**D0AC-11**	**C71yfmxxxxx**
35	**MP C3504exSP TE**	**D0AD-11**	**C72yfmxxxxx**
45	**MP C4504exSP TE**	**D0AE-11**	**C73yfmxxxxx**
60	**MP C6004exSP TE**	**D0AG-11**	**C75yfmxxxxx**

Peripherals (Common to D238-D242 series: MP C3004/C3504/C4504/C6004):

- Paper Feed Unit PB3160 TE (D3DM-17)
- Keyboard Card Reader Bracket Type M3 (D3DN-17)

Differences between the HE model and standard models:

1) Paper Tray with key and lock
2) Decal purposed to disable the Bypass Tray
3) Card Reader and Keyboard

    - This is a peripheral only for HE model.

    - Swipe type or touch type can be selected for the Card Reader.

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Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

RTB Reissue
The item in **bold italics** was added or corrected.

Subject: New model release information: MP C3004ex/3504ex/4504ex/5504ex/6004ex, MP C2004ex/2504ex	Prepared by: A.Shigeta
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

With the release of the new model for successor of MP C3004/3504/4504/5504/6004 and MP C2004/2504, this RTB was released to announce differences between the predecessor models and the new models.

Contents:

1. Summary of Key Differences

To enhance the customer's value by standard emulation PS/PDF. The general spec is the same between predecessor models and the new models except the PS/PDF.

CPM/PPM (A4/LT)	Product name		Product code		Serial number	
	Predecessor model	**New model**	Predecessor model	**New model**	Predecessor model	**New model**
30	MP C3004	**MP C3004ex**	D238-**	**D0AC-**	G69yfmxxxxx	**C71yfmxxxxx**
35	MP C3504	**MP C3504ex**	D239-**	**D0AD-**	G70yfmxxxxx	**C72yfmxxxxx**
45	MP C4504	**MP C4504ex**	D240-**	**D0AE-**	G71yfmxxxxx	**C73yfmxxxxx**

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Technical Bulletin

Reissued: 29-Nov-18

Model: MET-C2.1ab			Date: 10-Feb-17		No.: RD0AD001f	
55	MP C5504	**MP C5504ex**	D241-**	**D0AF-****	G72yfmxxxxx	**C74yfmxxxxx**
60	MP C6004	**MP C6004ex**	D242-**	**D0AG-****	G73yfmxxxxx	**C75yfmxxxxx**
20	MP C2004	**MP C2004ex**	D243-**	**D0AH-****	G74yfmxxxxx	**C76yfmxxxxx**
25	MP C2504	**MP C2504ex**	D244-**	**D0AJ-****	G75yfmxxxxx	**C77yfmxxxxx**

All optional peripherals except for the feed tray are common with the predecessor model. The feed tray is common with SP C840DN/842DN.

MP C3004ex/C3504ex/4504ex/5504ex/6004ex:

	Product name		Product code		Serial number	
	Predecessor model	New model	Predecessor model	New model	Predecessor model	New model
1-Tray Paper Feed Unit	Paper Feed Unit PB3150	Paper Feed Unit PB3250	D694-**	M495-**	E62yfmxxxxx	W57yfmxxxxx
2-Tray Paper Feed Unit	Paper Feed Unit PB3160 PB3220/3210	Paper Feed Unit PB3240	D787-**	M494-**	E63yfmxxxxx	W56yfmxxxxx
LCT (2000-Sheet)	LCIT PB3170/3230	LCIT PB3260	D695-**	M496-**	E64yfmxxxxx	W58yfmxxxxx

MP C2004ex/C2504ex:

	Product name		Product code		Serial number	
	Predecessor model	New model	Predecessor model	New model	Predecessor model	New model
1-Tray Paper Feed Unit	Paper Feed Unit PB3150	Paper Feed Unit PB3250	D694-**	M495-**	E62yfmxxxxx	W57yfmxxxxx

2. Parts catalog

Common to the following latest parts catalogs other than the listed parts. The listed parts will be added to the parts catalog for the predecessor model.

Mainframe: MP C3004/3504/4504/5504/6004 and MP C2004/2504

Operation Panel: MP 2555/3055/3555/4055/5055/6055

See FSM of SP C84DN/842DN for the following peripherals:

   **1-Tray Paper Feed Unit, 2-Tray Paper Feed Unit for
   MP C3004ex/C3504ex/4504ex/5504ex/6004ex, LCT (2000-Sheet)**

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

Different parts:

Mainframe:

Controller board:

Controller board <u>is not common</u> between the predecessor models and the new models.

Predecessor model	New model	Int	Description
D2385680		X/X	(D238) PCB:CTL:SERVICE
	D0AD5680		**(D0AC) PCB:CTL:SERVICE**
D2385681		X/X	(D239) PCB:CTL:SERVICE
	D0AD5681		**(D0AD) PCB:CTL:SERVICE**
D2385682		X/X	(D240) PCB:CTL:SERVICE
	D0AD5682		**(D0AE) PCB:CTL:SERVICE**
D2385683		X/X	(D241) PCB:CTL:SERVICE
	D0AD5683		**(D0AF) PCB:CTL:SERVICE**
D2385684		X/X	(D242) PCB:CTL:SERVICE
	D0AD5684		**(D0AG) PCB:CTL:SERVICE**
D2385685		X/X	(D243) PCB:CTL:SERVICE
	D0AD5685		**(D0AH) PCB:CTL:SERVICE**
D2385686		X/X	(D244) PCB:CTL:SERVICE
	D0AD5686		**(D0AJ) PCB:CTL:SERVICE**

BCU:

BCU is <u>to be common</u> between the predecessor models and the new models.

Old part number	Model	New Part number	Model	Int	Description
D2395114	**D238/D239:** NA,EU,AA,KOR, CHN,TWN **D243/D244**: CHN	**D0AD5114**	**D238/D239:** NA,EU,AA,KOR, CHN,TWN **D243/D244**: CHN --------------------- **D0AC/D0AD**: NA,CHN **D0AH/D0AJ**: CHN	X/O	BCU:TYPE-H3:ASS'Y
D2445114	**D243/D244:** NA,EU,AA,KOR, TWN	**D0AJ5114**	**D243/D244:** NA,EU,AA,KOR, TWN ---------------------	X/O	BCU:TYPE-H3:ASS'Y

Reissued: 29-Nov-18

| Model: MET-C2.1ab | Date: 10-Feb-17 | No.: RD0AD001f |

			D0AC/D0AD:		
			EU,AA,KOR,TWN		
			D0AH/D0AJ:		
			NA,EU,AA, KOR,TWN		
D2425114	**D240/D241/D242:** NA,EU,AA,KOR, CHN,TWN	**D0AG5114**	**D240/D241/D242:** NA,EU,AA,KOR, CHN,TWN --------------------- **D0AE/D0AF/D0AG:** NA,EU,AA,KOR, CHN,TWN	X/O	BCU:TYPE-H3:ASS'Y

Name Plate:

Predecessor model	New model	Int	Description
D2436752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2Y:EXP:RIC*
	→ *D0AH6752*		*DECAL:MODEL NAME PLATE:MPC2004:EX*
D2446752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2Z:EXP:RIC*
	→ *D0AJ6752*		*DECAL:MODEL NAME PLATE:MPC2504:EX*
D2386752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2A:EXP:RIC*
	→ *D0AC6752*		*DECAL:MODEL NAME PLATE:MPC3004:EX*
D2396752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2B:EXP:RIC*
	→ *D0AD6752*		*DECAL:MODEL NAME PLATE:MPC3504:EX*
D2406752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2C:EXP:RIC*
	→ *D0AE6752*		*DECAL:MODEL NAME PLATE:MPC4504:EX*
D2416752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2D:EXP:RIC*
	→ *D0AF6752*		*DECAL:MODEL NAME PLATE:MPC5504:EX*
D2426752 ⌐		*X/X*	*DECAL:MODEL NAME PLATE:ME-C2E:EXP:RIC*
	→ *D0AG6752*		*DECAL:MODEL NAME PLATE:MPC6004:EX*

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

Operation Panel:

Different parts with MP2555/3055/3555/4055/5055/6055:

*Operation Panel **is to be common** between the predecessor models and the new models.

Predecessor model	New model	Int	Description
D2951560		X/X	OPERATION SUB-UNIT:CHEETAH-G2:COR1.5:ASS'Y (NA/TWN/EU/AA/KOR)
	►D0AC1410		OPERATION PANEL:ASS'Y (NA/TWN/EU/AA/KOR)
D2951570		X/X	OPERATION PANEL:CHN:ASS'Y (CHN)
	► D0AC1411		OPERATION PANEL:CHN:ASS'Y (CHN)
D2951518		X/X	PCB:CT2:NAIS:ASS'Y (NA/TWN/EU/AA/KOR)
	► M0AN1572		PCB:G2:NAIS:ASS'Y (NA/TWN/EU/AA/KOR)
D2951545		X/X	PCB:G2:NAIS:CO-C1.5CHN:ASS'Y (CHN)
	►D0AD1457		PCB:G2:NAIS:ME-C2.1CHN:ASS'Y (CHN)
D2891480		X/X	CABLE:USB3.0:AWG22:1600:ASS'Y
	►D0AC1410		CABLE:OPERATION SUB-UNIT:USB3.0:METIS-C2

3. P-to-P, Electrical Component Layout, Schematics

These documents are common to MP C3004/3504/4504/5504/6004 and MP C2004/2504 for the mainframe.

4. Firmware

The following firmware <u>is not common</u> between the predecessor models and the new models.

- animation
- Fax
- Network Support
- NetworkDocBox
- PDF
- PowerSaving Sys

- Printer
- PS3
- RemoteFax
- Scanner
- System/Copy
- Web Support
- Web Uapl

5. Service manual

Common to the following latest service manual other than the items #5-1 to #5-6.

Main chapters, Options, Appendices and Safety information:

MP C3004/3504/4504/5504/6004 and MP C2004/2504

Operation Panel: "Smart Operation Panel 2nd Generation Field Service Manual Ver1.0" revised at MP 2555/3055/3555/4055/5055/6055

5-1. Installtion

Descriptions ~~struck through~~ were deleted and descriptions in bold were added.

Top Page > Main Chapters > Instruction > Main Machine installation > Installation Procedure >

AUTO Removal of PCDU Seals: Overview

~~Seals must either be wound up with a special tool, or pulled out.~~

Seals are automatically wound up without a special tool. The procedure differs between models as follows.

On MP C4504/C5504/C6004, PCDU seals for all colors (CMYK) are wound automatically after the power is turned on. There are no seals to pull out on these models. ~~The PCDU seals for all colors (CMYK) must be wound up [A] with a special tool. There are no seals to pull out on these models.~~

On MP C3004/C3504, the PCDU seal for Bk is wound automatically after the power is turned on. The PCDU seals for CMY must be pulled out [B]. ~~The PCDU seal for Bk must be wound up [A] with the special tool.~~

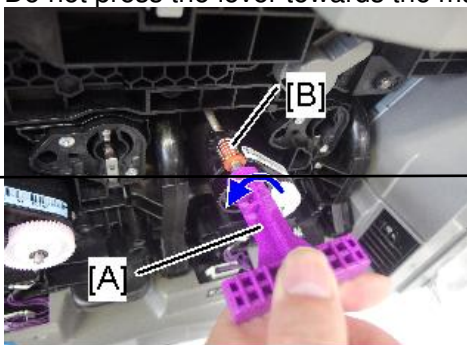| Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f
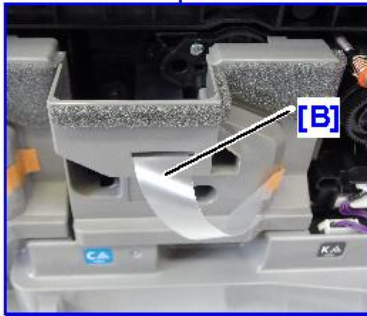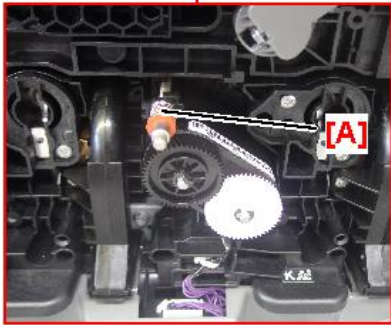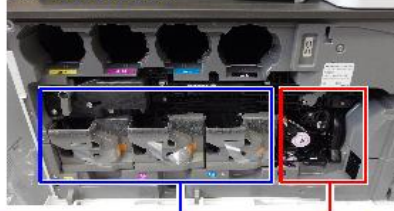
w_d238m534e

Removal of PCDU Seals: MP C4504/C5504/C6004

⚠️**CAUTION**

- When you wind the lever, do not press it against the machine. If you do, the lever will not turn the pin, and the pin will not come off.

1. Wind up the seal for the K PCDU by winding the pin [B] counterclockwise using the winding lever [A].
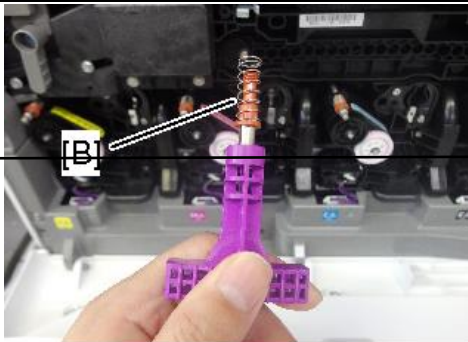   - Do not press the lever towards the machine when you wind it.

d238m0845

- Keep winding until the pin [B] is removed from the PCDU. Discard the pin.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

d238m0846

2. ~~Wind up the other seals (Y, M, and C) in the same way.~~
3. ~~Store the winding lever in the back of the image transfer front cover [A] as shown.~~
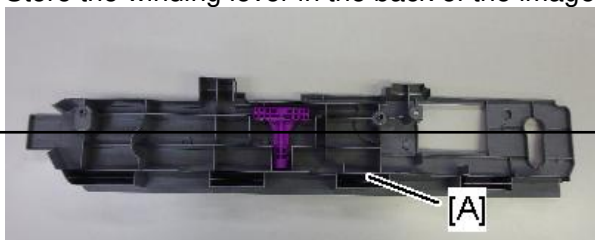
d238m0847

4. ~~Attach the PCDU cover [A] provided with the accessories (all PCDUs).~~
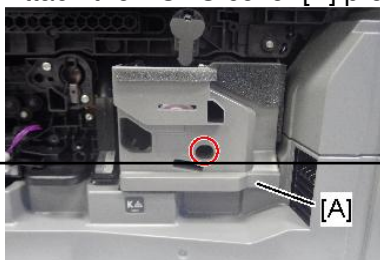
d238m0848

5. Rotate the ITB contact/separation lever [A] clockwise, and set it to the position in the following picture.
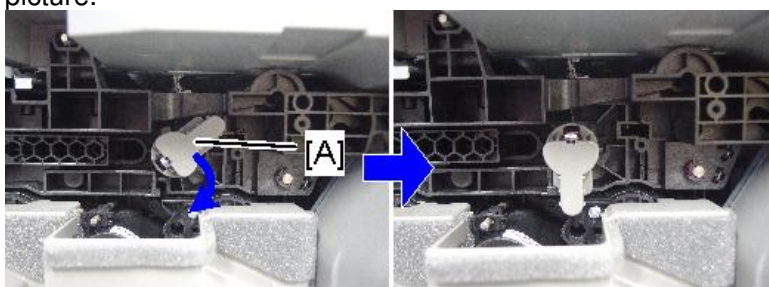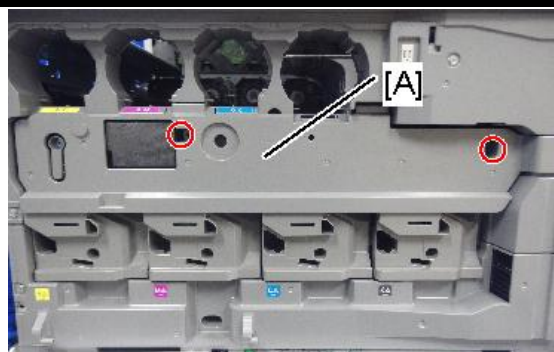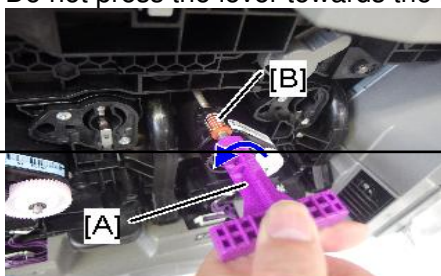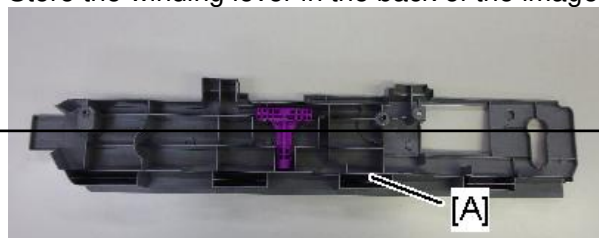

d238m537

6. Attach the image transfer front cover [A] with the two screws (M3×8; provided with the accessories).

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

x2 d238m538

7. Close the front cover.

Removal of PCDU Seals: MP C3004/C3504

⚠ **CAUTION**

* When you wind the lever, do not press it against the machine. If you do, the lever will not turn the pin, and the pin will not come off.

Wind up the PCDU seal for Bk. Pull out the seals for Y, C, and M.

1. Wind up the seal for K by winding the pin [B] counterclockwise using the winding lever [A].

* Do not press the lever towards the machine when you wind it.

d238m0845

* Keep winding until the pin [B] is removed from PCDU. Discard the pin.

d238m0846

2. Store the winding lever in the back of the image transfer front cover [A] as shown;
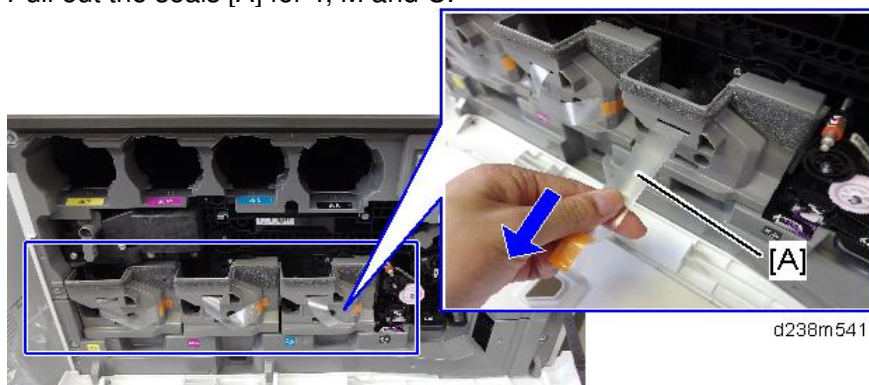

d238m0847

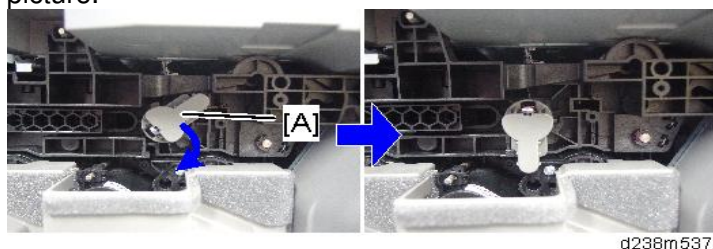**3.** Attach the PCDU cover [A] provided with the accessories (Bk only).

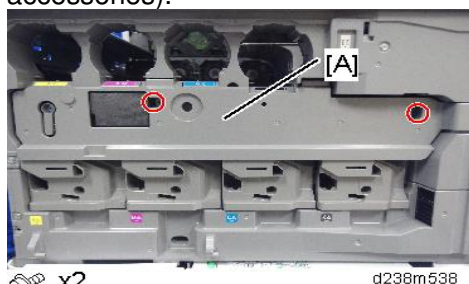| Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

d238m0848

4. Pull out the seals [A] for Y, M and C.

d238m541

5. Rotate the ITB contact/separation lever [A] clockwise, and set it to the position in the following picture.

d238m537

6. Attach the image transfer front cover [A] with the two screws (M3×8; provided with the accessories).

x2   d238m538

7. Close the front cover.

5-2. New features: RemoteConnect Support

The RemoteConnect Support application will be preinstalled on the Smart Operation Panel as of the MP C3004, MP C3504, MP C4504, MP C5504, and MP C6004.* The application will be reflected in other models with the Smart Operation Panel. However, to use it, some

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

configurations will need to be enabled in environments where customers allow us to use this feature. If the sales department reaches an agreement with a customer to use this function, please enable it by conducting the following procedure.

*For details about RemoteConnect Support, please refer to the RemoteConnect Support PPLI and SLI.

Smart Operation Panel firmware versions:

Firmware Type	Part Number	Version
CheetahSystem*	D2411420Z	1.22.2
CheetahSystem(China/~~Taiwan~~)*	D2411421Z	1.22.2
RemoteConnectSupport	D2411470A	1.0.5
RemoteSupportService	D1961459A	1.0.1

*CheetahSystem" needs to be updated to v1.22.2 or later.
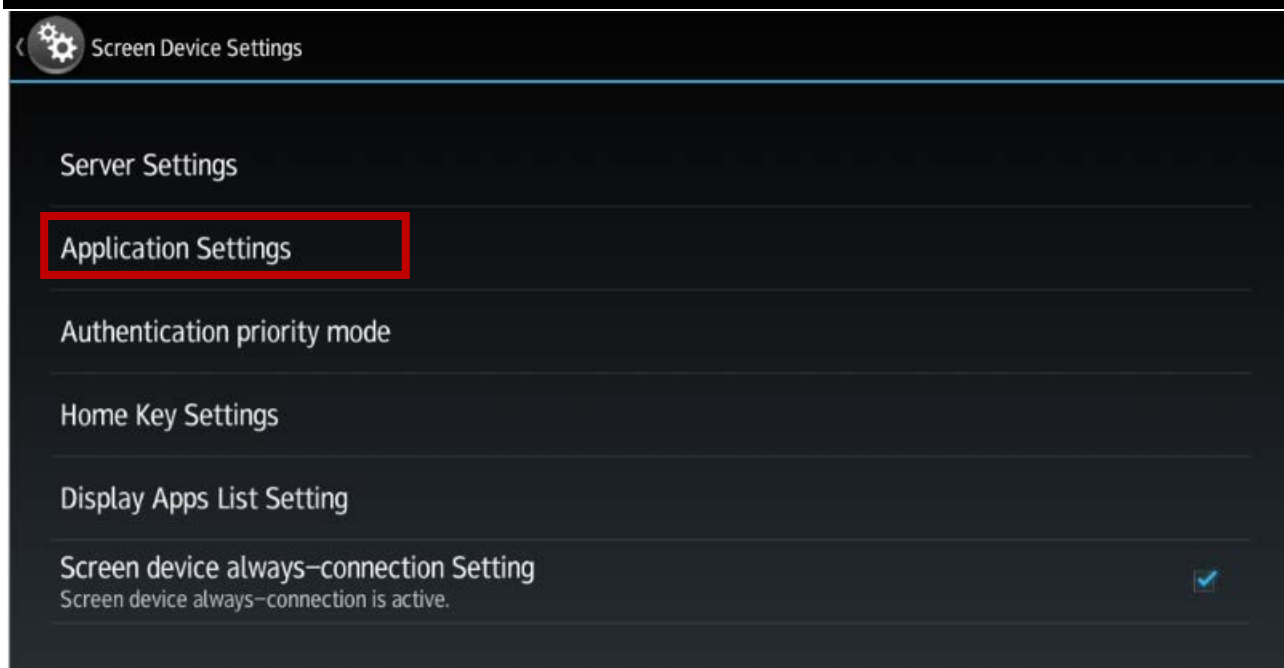
How to set up "RemoteConnect Support":

1. Log in to Screen SP mode.
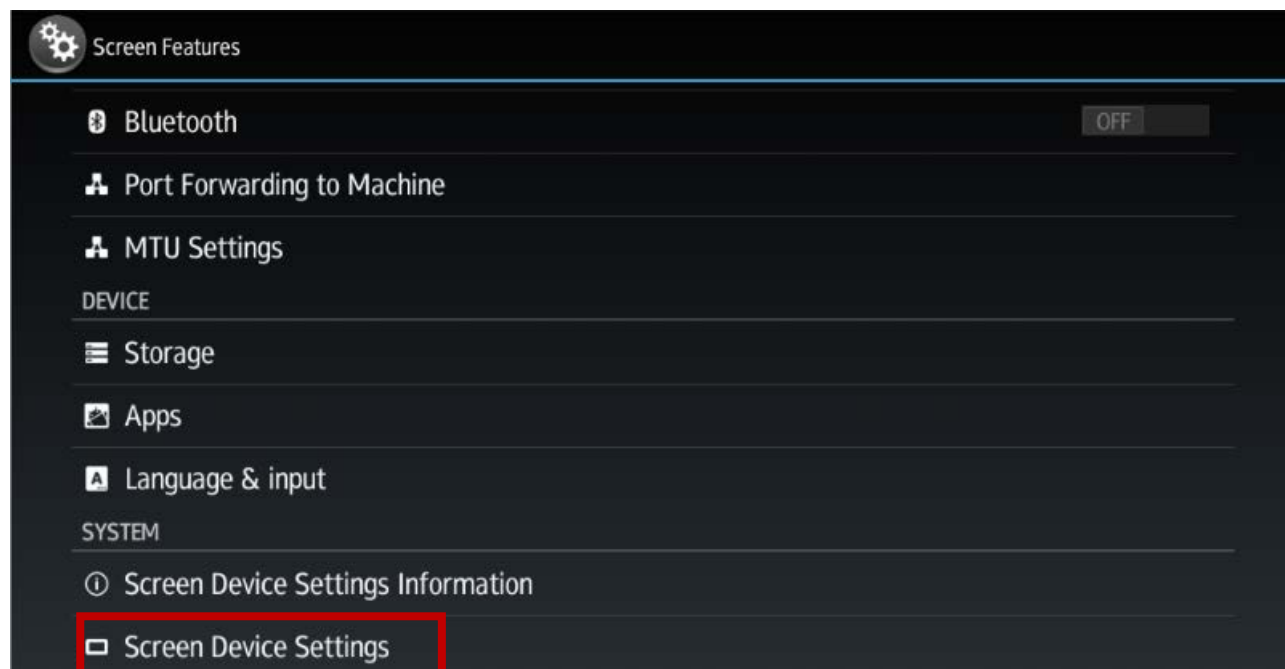
2. Select **Screen Device Settings**.

3. Select [Application Settings].

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

4. Select **Settings** in **RemoteSupportService** and check **Service availability**.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

RemoteConnect Support settings

Service availability ✔

Starting method
Login banner

Note:

The setting is located in RemoteSupportService. However, the name of settings menu is RemoteConnect Support settings,

You can find "RemoteConnectSupport" in the applications list, however it does not have any settings, so please be sure to open the settings of "RemoteSupportService".

ProgramInfoService	Settings
RemoteSupportService ⭕	Settings
Quick Scanner	Settings

TwinIME	Settings
RemoteConnect Support ❌	Settings
BluetoothService	Settings

**5.** Confirm if a connection can be established.

To confirm if RemoteConnect Support is working properly, open the application by pressing down on the status bar on the Smart Operation Panel for over five seconds. After pressing down for over five seconds, stop pressing on the panel and RemoteConnect Support will open.

| Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

If setup was done correctly, four digits will be displayed on the panel. If setup was not done correctly, the four digits will not be displayed.
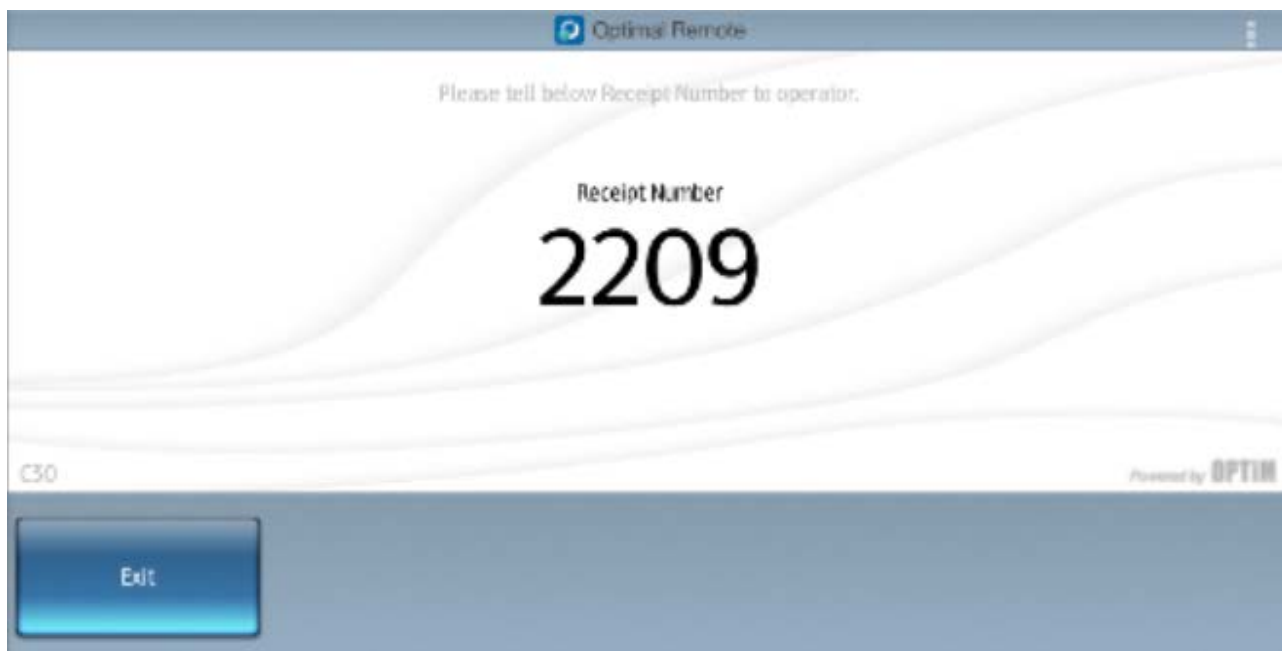
RemoteConnect Service needs an Internet connection, so the following error message might appear after long-pressing the status bar if an Internet connection is not detected. To check the connection, open the web browser in Smart Operation Panel and navigate to a webpage to confirm that the device is connected to the Internet.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f
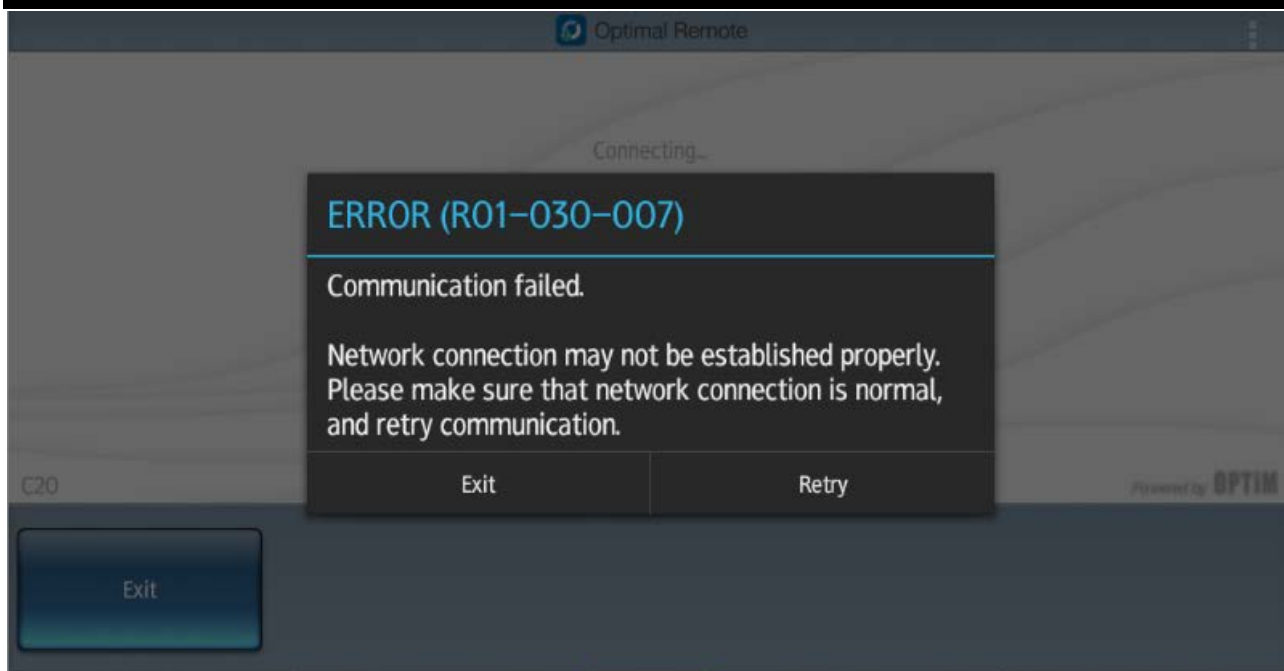
If a webpage cannot be connected to via the web browser, check the general network configuration settings, such as the IP address and proxy settings.

Uninstall RemoteConnect Support

Some customers might ask for this feature to be disabled because of security precautions. In many cases, disabling RemoteConnect Support should be sufficient. However, if a customer asks for RemoteConnect Support to be completely uninstalled, please remove it by conducting the following procedure:

1. Log in to Screen SP mode.
2. Select **Apps** > **Install**.
3. Select **Uninstall** for the following two applications:

| Firmware Type	Part Number	Version
RemoteConnectSupport	D2411470A	1.0.5
RemoteSupportService	D1961459A	1.0.1

5-3. Remote Access Support

Remote Access Support will be pre-installed in models that have Smart Operation Panel G2 from May 2017. This is a built-in function. We will update the CheetahSystem firmware, Smart Operation Panel application, and Web Support for Controllers to implement this function. We will make a detailed announcement via RTB as soon as we get more information.

- Remote Access Support enables a IT manager / device administrator to remotely view and operate the SOP-G2 screen through a Web UI.
- It can be used to facilitate customer training and to provide real-time customer support.
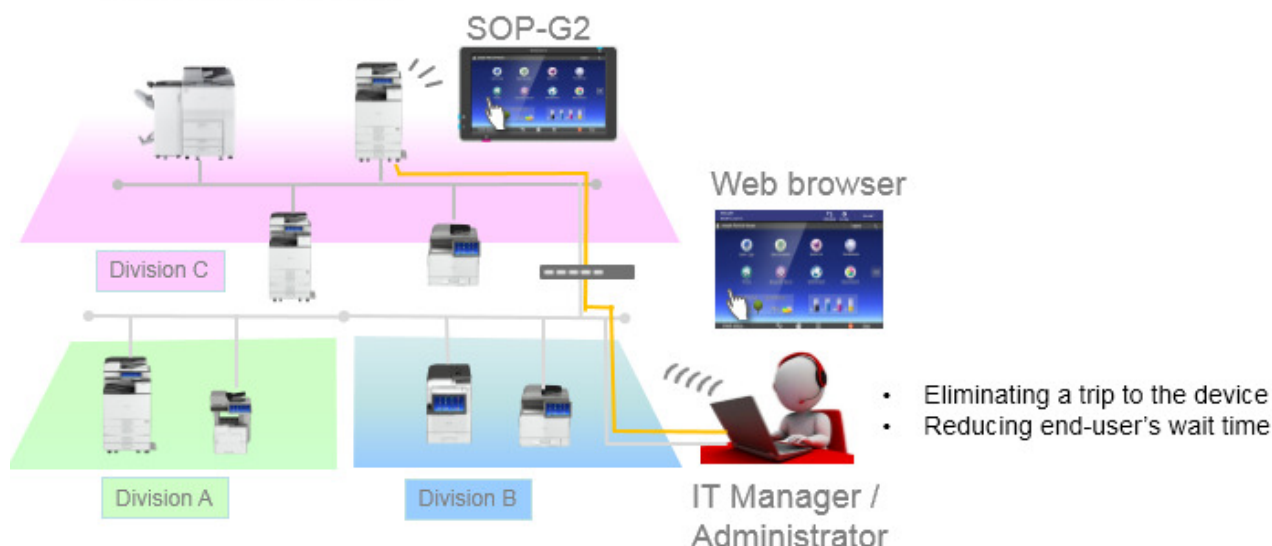
Web-enabled Remote Access Support feature is available on all Ricoh devices built in SOP-G2

5-4. New features: Web Help Support

The Web Help Support function is a new feature that assists users on the operation panel. When a user encounters troubles when operating a device, the solution is displayed on the operation panel and a user can attempt to resolve the problem on his or her own. By offering this solution, we aim to reduce the number of calls, thereby improving the rate of self-resolutions. This function is available when the device is connected to the Internet.

Tap "?" to display help contents
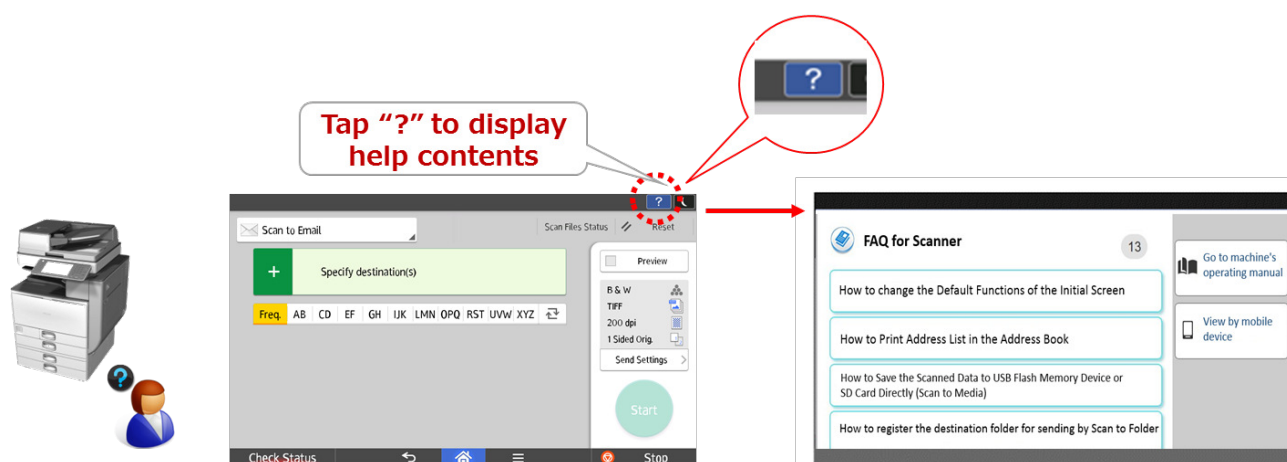
Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

This function is not available in initial mass production devices. To implement this function, please update the firmware during installation. We will inform you of the cut-in serial numbers when the function is applied to devices in the factory.

The Web Help function will also be available on the MP C3004/3504/4504/5504/6004 and MP C2004/2504 via a firmware update. However, please note that the function will become available as of May 1. Even if the firmware is updated before then, this function will not be available. Technically speaking, the device communicates with the content server to check the availability of the function when booting up. On May 1, the content server will respond that the function is available.

Models that support this function will include current Smart Operation Panel models, but the schedule for each model will be announced separately.

Smart Operation Panel firmware versions that supports the Web Help function:

Firmware Type	Part Number	Version
CheetahSystem	D2411425	1.23
CheetahSystem(China/~~Taiwan~~)*	D2411429	1.23
LegacyUI	D2411427S	1.16
SimpleCopy	D2411443Q	1.18
SimpleScan	D2411444Q	1.14
SimpleFAX	D2411445N	1.13
PrinterSJob	D2411446N	1.72
SmartCopy	**D2411454T**	**1.22.1**
SmartScan	**D2411456Q**	**1.14.1**
SmartFAX	**D2411457Q**	**1.19.1**
PrinterInfo	D2411458N	1.12
HelpService *	D2411471	1.00

*"HelpService" is new firmware that is necessary for the Web Help function to work.

Package firmware ver.11.00 includes all of the above firmware and it will be released via ARFU by the end of May.

This function is enabled by default. If a customer is not willing to use this function, the function can be disabled via UP and SP as follows:
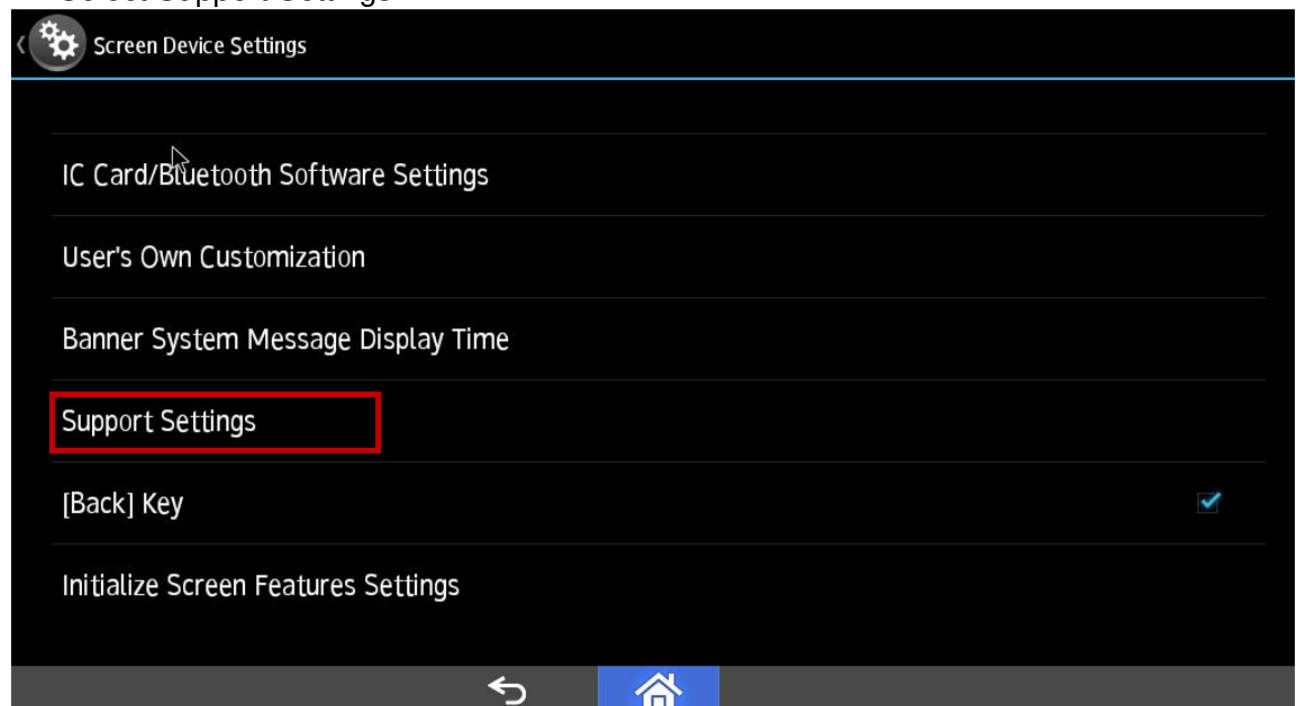
UP setting

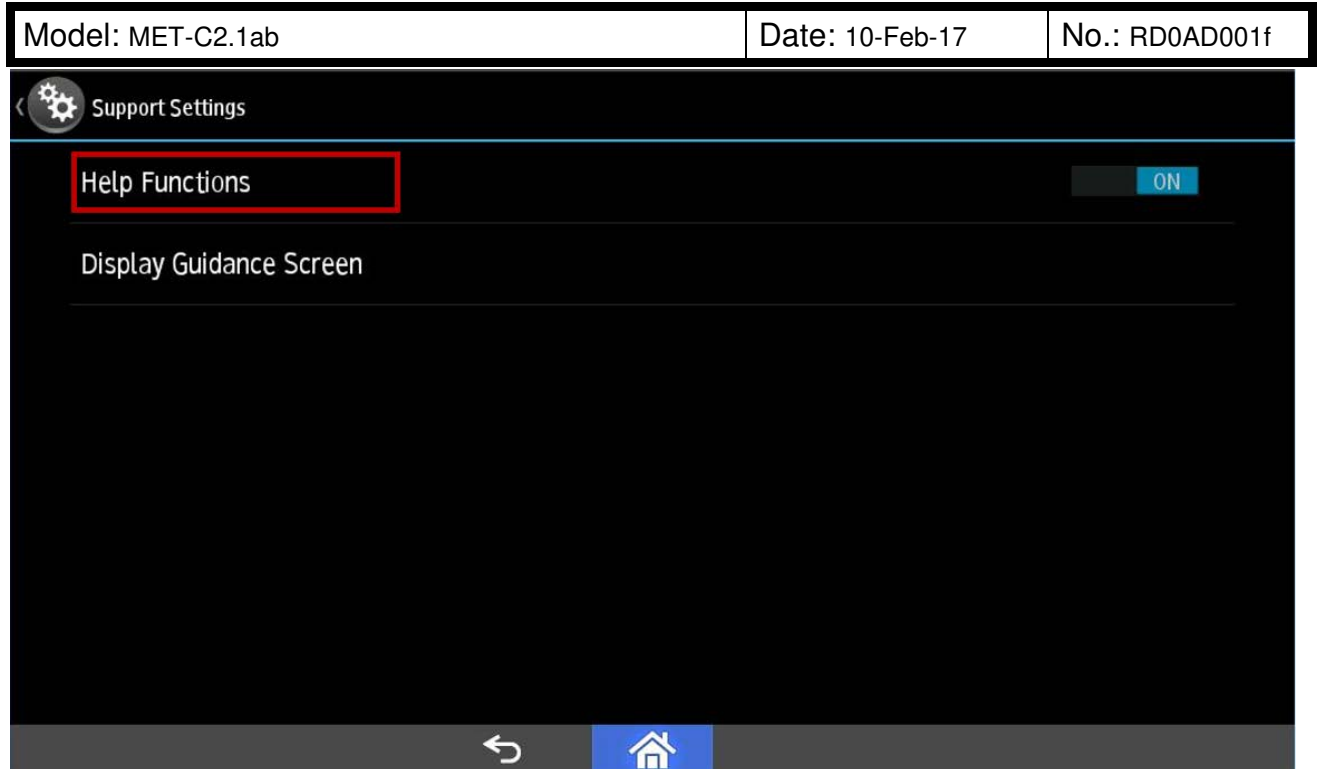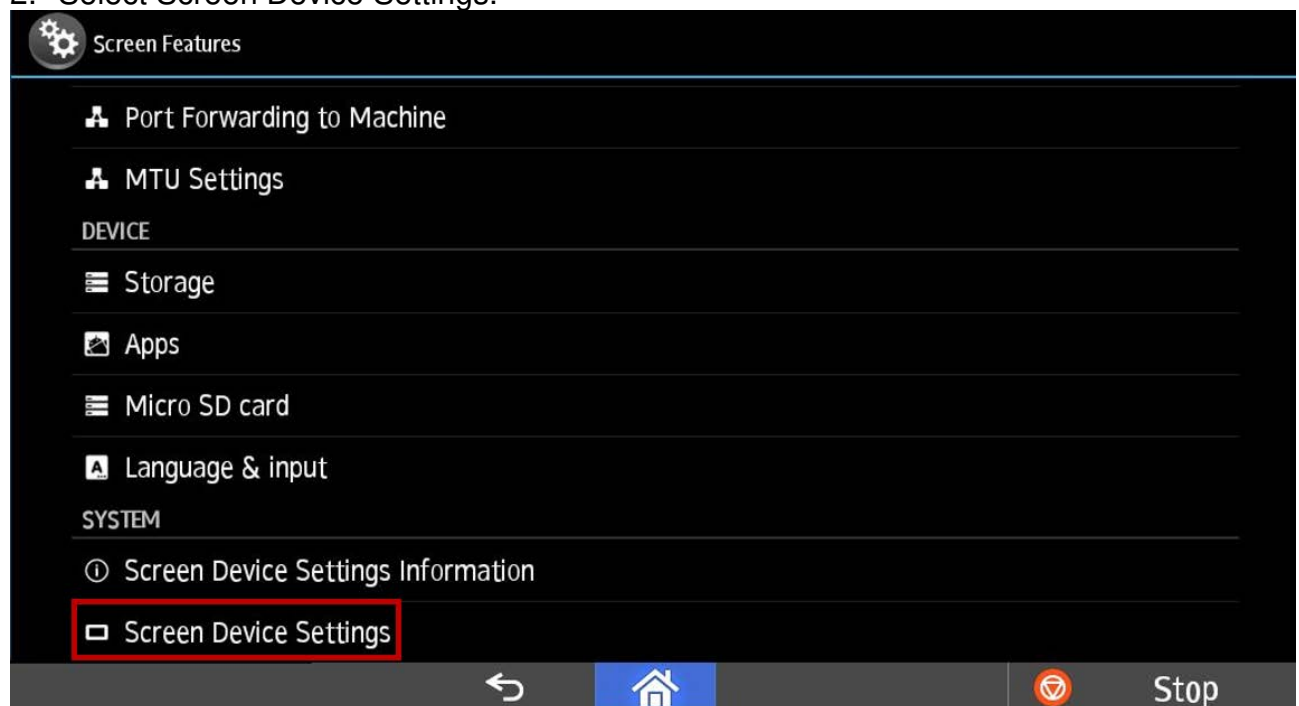1. Select Screen Device Settings.

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f
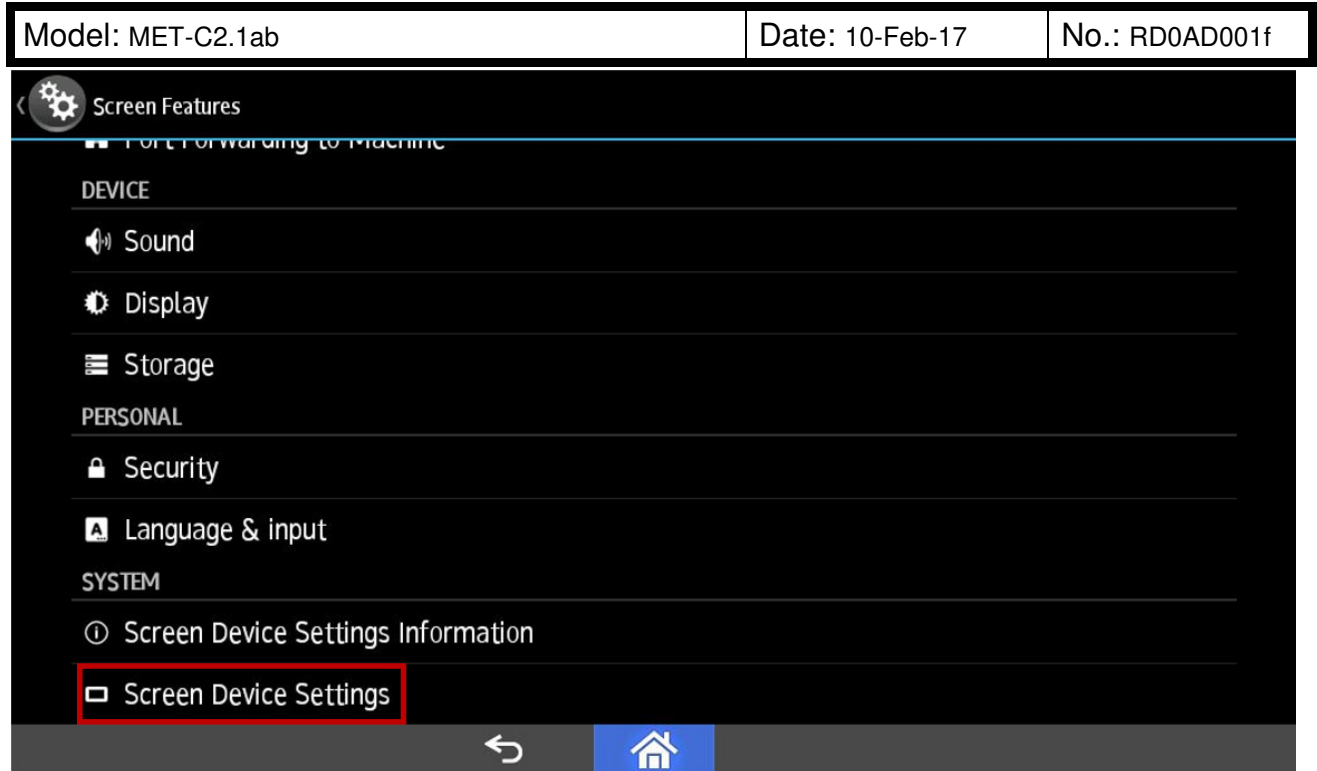
2. Select Support Settings.

3. Enable or disable Help Functions.

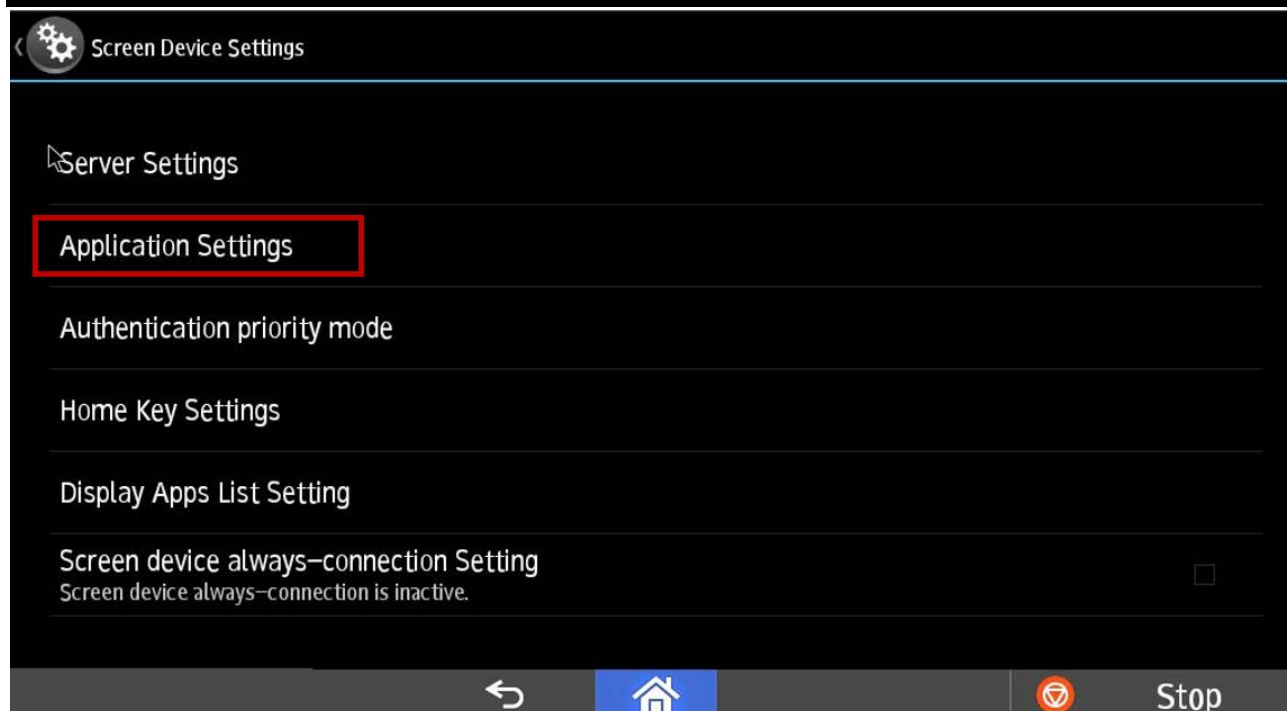| Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

SP setting

1. Log in to Screen SP mode.
2. Select Screen Device Settings.

3. Select Application Settings.

Reissued: 29-Nov-18

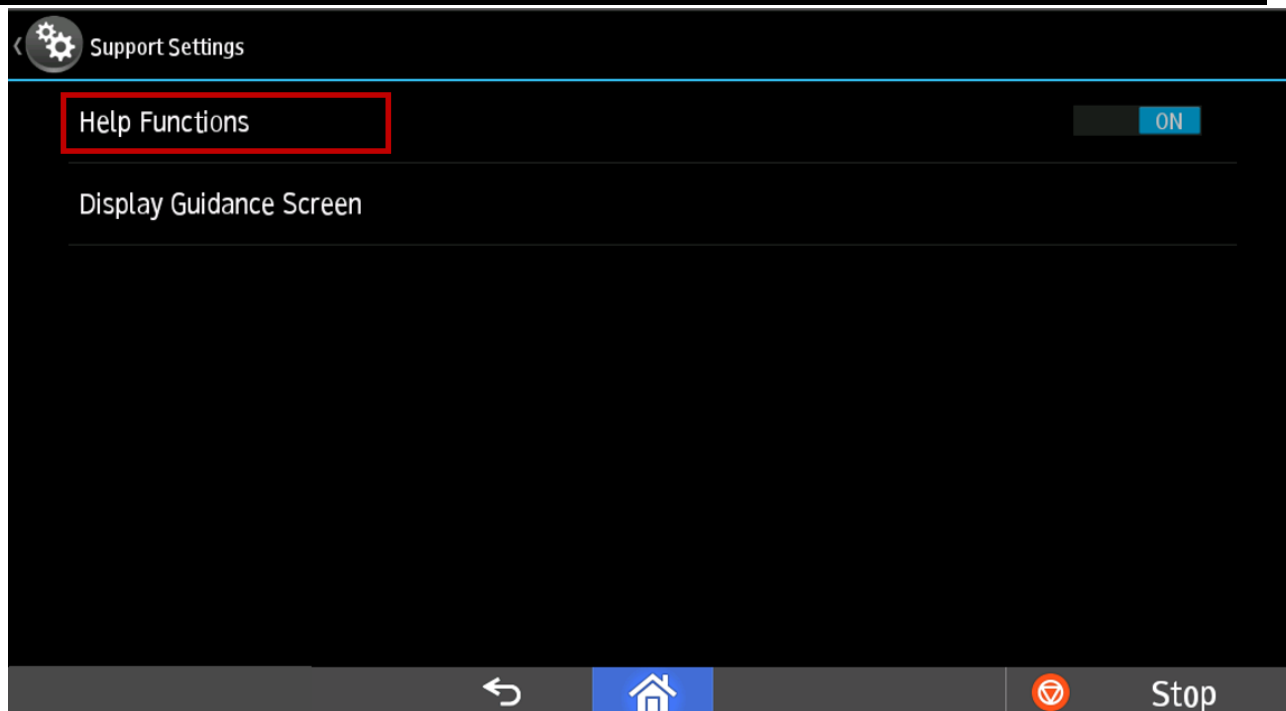| Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

4. Select Settings for "Support Settings".

5. Enable or disable Help Functions.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

If this function is disabled in SP mode, the function in the UP setting menu will not be displayed.
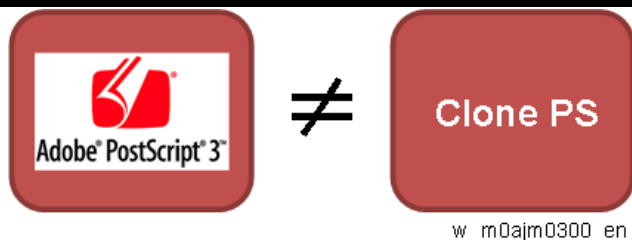
5-5. Adobe PS vs. Clone PS

Overview

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

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

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

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

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🔽Note

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

How to Distinguish Adobe PS from Clone PS

In the operation panel screen, it is difficult to tell whether Adobe PS or Clone PS is in use.

Both "PS3" and "PDF" are shown on the screen, regardless of whether Adobe PS or Clone PS is used.

Identification can be done as follows:

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

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

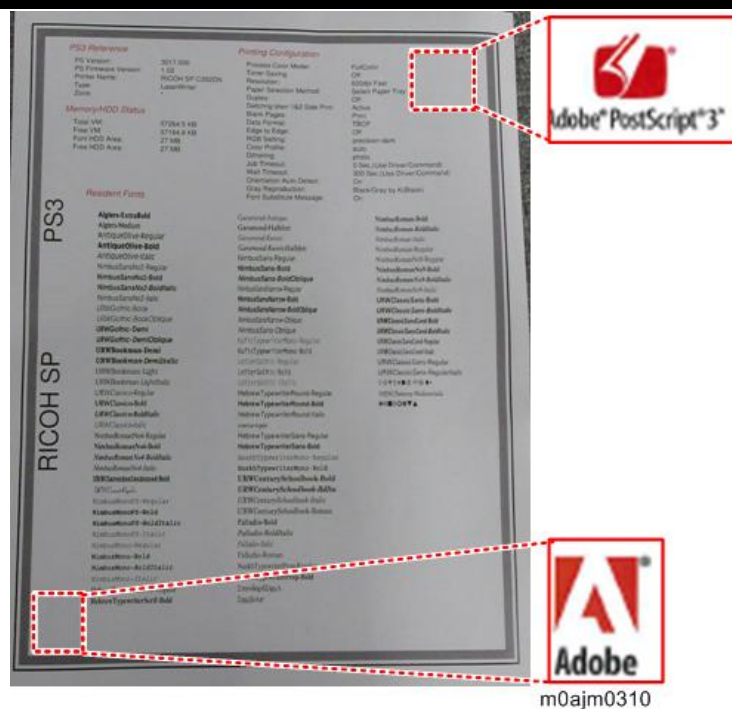The manufacturers name "Adobe" is shown in the list if Adobe PS is used.

- PS Configuration / Font Page
  The "Adobe" logo is printed on the page if Adobe PS is used.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

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- **Web Image Monitor**
  Go to Status/Information > Device Info, and open the Printer Language menu.

  If Adobe PS is used, the screen shows the program name "Adobe PostScript 3" and "Adobe PDF".

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- **Operation Panel: Firmware Version**
  User Tools > Machine Features > System Settings > Administrator Tools > Firmware Version

  When PostScript3 Unit Type M33 (Adobe PS) is installed:

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

Clone PS only:

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

No.	Module Name	Description
1	PS3 / IRIPS PS3	The Clone PS firmware number appears.
		The clone PS firmware number starts with "D0AF". If PostScript3 Unit Type M33 is installed, the firmware number stats with "M500".
2	PS3	The Adobe PS firmware number starts with "D3BD" appears. This module name appears in the firmware list only if PostScript3 Unit Type M33 is installed.
3	PDF / IRIPS PDF	The Clone PS firmware number appears.
		The clone PS firmware number starts with "D0AF". If PostScript3 Unit Type M33 is installed, the firmware number stats with "M500".
4	PDF	The Adobe PS firmware number starts with "D3BD". This module name appears in the firmware list only if PostScript3 Unit Type M33 is installed.

- Font Change Confirmation screen

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

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

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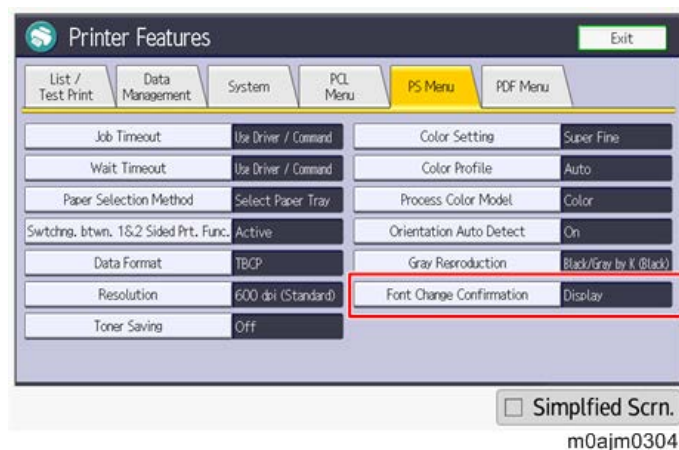
Difference in Device Fonts

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

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

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Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

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

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

Example 1

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

Example 2

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

Example 3

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

Font Change Confirmation Screen

Clone PS itself incorporates no Adobe fonts in it, and therefore replaces them with similar fonts when Adobe PS fonts are specified in the print data output to the printer.

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

However, there is a possibility that a substitute font not desired by the customer may be used; to cope with this issue, the operation panel shows a confirmation screen whenever an Adobe font is to be replaced by a similar font.

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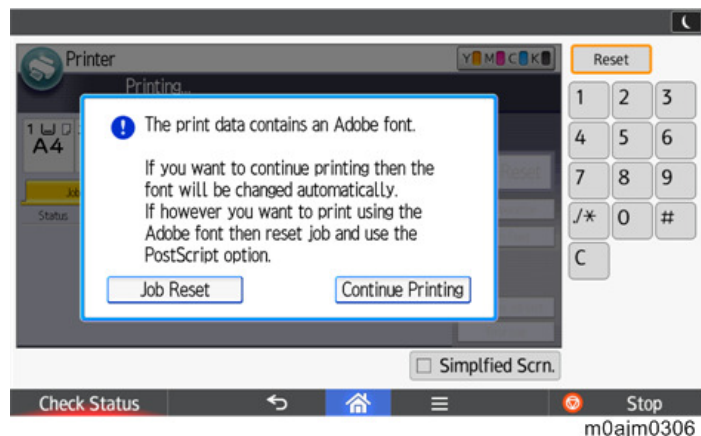
If the customer often prints data containing Adobe fonts that are almost the same in terms of spacing and shape as their substitutes, the confirmation screen appears every time printing is performed, making the printing operation cumbersome. In such a case, the font change confirmation screen can be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

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

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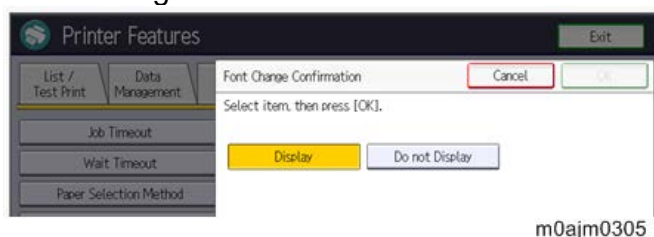
List of fonts and their replacements (Adobe PS -> Clone PS)

No.	Adobe PS	Clone PS
1	Courier	NimbusMonoPS-Regular
2	Courier-Bold	NimbusMonoPS-Bold
3	Courier-BoldOblique	NimbusMonoPS-BoldItalic
4	Courier-Oblique	NimbusMonoPS-Italic
5	Helvetica	NimbusSans-Regular
6	Helvetica-Bold	NimbusSans-Bold
7	Helvetica-BoldOblique	NimbusSans-BoldOblique
8	Helvetica-Oblique	NimbusSans-Oblique
9	Symbol	StandardSymL
10	Times-Bold	NimbusRoman-Bold

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

No.	Adobe PS	Clone PS
11	Times-BoldItalic	NimbusRoman-BoldItalic
12	Times-Italic	NimbusRoman-Italic
13	Times-Roman	NimbusRoman-Regular
14	AlbertusMT	NimbusMonoPS-Regular
15	AlbertusMT-Italic	NimbusMonoPS-Regular
16	AlbertusMT-Light	NimbusMonoPS-Regular
17	AntiqueOlive-Roman	NimbusMonoPS-Regular
18	AntiqueOlive-Italic	AntiqueOlive-Italic
19	AntiqueOlive-Bold	AntiqueOlive-Bold
20	AntiqueOlive-Compact	NimbusMonoPS-Regular
22	Apple-Chancery	NimbusMonoPS-Regular
22	ArialMT	NimbusSansNo2-Regular
23	Arial-ItalicMT	NimbusSansNo2-Italic
24	Arial-BoldMT	NimbusSansNo2-Bold
25	Arial-BoldItalicMT	NimbusSansNo2-BoldItalic
26	AvantGarde-Book	URWGothic-Book
27	AvantGarde-BookOblique	URWGothic-BookOblique
28	AvantGarde-Demi	URWGothic-Demi
29	AvantGarde-DemiOblique	URWGothic-DemiOblique
30	Bodoni	NimbusMonoPS-Regular
31	Bodoni-Italic	NimbusMonoPS-Regular
32	Bodoni-Bold	NimbusMonoPS-Regular
33	Bodoni-BoldItalic	NimbusMonoPS-Regular
34	Bodoni-Poster	NimbusMonoPS-Regular
35	Bodoni-PosterCompressed	NimbusMonoPS-Regular
36	Bookman-Light	URWBookman-Light
37	Bookman-LightItalic	URWBookman-LightItalic
38	Bookman-Demi	URWBookman-Demi
39	Bookman-DemiItalic	URWBookman-DemiItalic
40	Carta	NimbusMonoPS-Regular
41	Chicago	NimbusMonoPS-Regular

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

No.	Adobe PS	Clone PS
42	Clarendon	NimbusMonoPS-Regular
43	Clarendon-Light	NimbusMonoPS-Regular
44	Clarendon-Bold	NimbusMonoPS-Regular
45	CooperBlack	NimbusMonoPS-Regular
46	CooperBlack-Italic	NimbusMonoPS-Regular
47	Copperplate-ThirtyTwoBC	NimbusMonoPS-Regular
48	Copperplate-ThirtyThreeBC	NimbusMonoPS-Regular
49	Coronet-Regular	NimbusMonoPS-Regular
50	Eurostile	NimbusMonoPS-Regular
51	Eurostile-Bold	NimbusMonoPS-Regular
52	Eurostile-ExtendedTwo	NimbusMonoPS-Regular
53	Eurostile-BoldExtendedTwo	NimbusMonoPS-Regular
54	Geneva	NimbusMonoPS-Regular
55	GillSans	NimbusMonoPS-Regular
56	GillSans-Italic	NimbusMonoPS-Regular
57	GillSans-Bold	NimbusMonoPS-Regular
58	GillSans-BoldItalic	NimbusMonoPS-Regular
59	GillSans-Condensed	NimbusMonoPS-Regular
60	GillSans-BoldCondensed	NimbusMonoPS-Regular
61	GillSans-Light	NimbusMonoPS-Regular
62	GillSans-LightItalic	NimbusMonoPS-Regular
63	GillSans-ExtraBold	NimbusMonoPS-Regular
64	Goudy	NimbusMonoPS-Regular
65	Goudy-Italic	NimbusMonoPS-Regular
66	Goudy-Bold	NimbusMonoPS-Regular
67	Goudy-BoldItalic	NimbusMonoPS-Regular
68	Goudy-ExtraBold	NimbusMonoPS-Regular
69	Helvetica-Condensed	NimbusMonoPS-Regular
70	Helvetica-Condensed-Oblique	NimbusMonoPS-Regular
71	Helvetica-Condensed-Bold	NimbusMonoPS-Regular
72	Helvetica-Condensed-BoldObl	NimbusMonoPS-Regular

Model: MET-C2.1ab		Date: 10-Feb-17	No.: RD0AD001f

No.	Adobe PS	Clone PS
73	Helvetica-Narrow	NimbusSansNarrow-Regular
74	Helvetica-Narrow-Oblique	NimbusSansNarrow-Oblique
75	Helvetica-Narrow-Bold	NimbusSansNarrow-Bold
76	Helvetica-Narrow-BoldOblique	NimbusSansNarrow-BoldOblique
77	HoeflerText-Regular	NimbusMonoPS-Regular
78	HoeflerText-Italic	NimbusMonoPS-Regular
79	HoeflerText-Black	NimbusMonoPS-Regular
80	HoeflerText-BlackItalic	NimbusMonoPS-Regular
81	HoeflerText-Ornaments	NimbusMonoPS-Regular
82	JoannaMT	NimbusMonoPS-Regular
83	JoannaMT-Italic	NimbusMonoPS-Regular
84	JoannaMT-Bold	NimbusMonoPS-Regular
85	JoannaMT-BoldItalic	NimbusMonoPS-Regular
86	LetterGothic	LetterGothic-Regular
87	LetterGothic-Slanted	NimbusMonoPS-Regular
88	LetterGothic-Bold	LetterGothic-Bold
89	LetterGothic-BoldSlanted	NimbusMonoPS-Regular
90	LubalinGraph-Book	NimbusMonoPS-Regular
91	LubalinGraph-BookOblique	NimbusMonoPS-Regular
92	LubalinGraph-Demi	NimbusMonoPS-Regular
93	LubalinGraph-DemiOblique	NimbusMonoPS-Regular
94	Marigold	Mauritius-Regular
95	Monaco	NimbusMonoPS-Regular
96	MonaLisa-Recut	NimbusMonoPS-Regular
97	NewCenturySchlbk-Roman	URWCenturySchoolbook-Roman
98	NewCenturySchlbk-Italic	URWCenturySchoolbook-Italic
99	NewCenturySchlbk-Bold	URWCenturySchoolbook-Bold
100	NewCenturySchlbk-BoldItalic	URWCenturySchoolbook-BdIta
101	NewYork	NimbusMonoPS-Regular
102	Optima	NimbusMonoPS-Regular
103	Optima-Italic	NimbusMonoPS-Regular

Model: MET-C2.1ab		Date: 10-Feb-17	No.: RD0AD001f

No.	Adobe PS	Clone PS
104	Optima-Bold	NimbusMonoPS-Regular
105	Optima-BoldItalic	NimbusMonoPS-Regular
106	Oxford	NimbusMonoPS-Regular
107	Palatino-Roman	Palladio-Roman
108	Palatino-Italic	Palladio-Italic
109	Palatino-Bold	Palladio-Bold
110	Palatino-BoldItalic	Palladio-BoldItalic
111	StempelGaramond-Roman	NimbusMonoPS-Regular
112	StempelGaramond-Italic	NimbusMonoPS-Regular
113	StempelGaramond-Bold	NimbusMonoPS-Regular
114	StempelGaramond-BoldItalic	NimbusMonoPS-Regular
115	Tekton	NimbusMonoPS-Regular
116	TimesNewRomanPSMT	NimbusRomanNo9-Regular
117	TimesNewRomanPS-ItalicMT	NimbusRomanNo9-Italic
118	TimesNewRomanPS-BoldMT	NimbusRomanNo9-Bold
119	TimesNewRomanPS-BoldItalicMT	NimbusRomanNo9-BoldItalic
120	Univers	NimbusMonoPS-Regular
121	Univers-Oblique	NimbusMonoPS-Regular
122	Univers-Bold	URWClassicSans-Bold
123	Univers-BoldOblique	NimbusMonoPS-Regular
124	Univers-Light	NimbusMonoPS-Regular
125	Univers-LightOblique	NimbusMonoPS-Regular
126	Univers-Condensed	NimbusMonoPS-Regular
127	Univers-CondensedOblique	NimbusMonoPS-Regular
128	Univers-CondensedBold	NimbusMonoPS-Regular
129	Univers-CondensedBoldOblique	NimbusMonoPS-Regular
130	Univers-Extended	NimbusMonoPS-Regular
131	Univers-ExtendedObl	NimbusMonoPS-Regular
132	Univers-BoldExt	NimbusMonoPS-Regular
133	Univers-BoldExtObl	NimbusMonoPS-Regular
134	Wingdings-Regular	URWDingbats

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

| No.	Adobe PS	Clone PS
135	ZapfChancery-MediumItalic	URWChancery-MediumItalic
136	ZapfDingbats	Dingbats

Differences in Driver Functions

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

1. Font Substitution Table (Applicable only to driver for Windows OS)
Start > Device and Printer > Printer Properties > Device Settings

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

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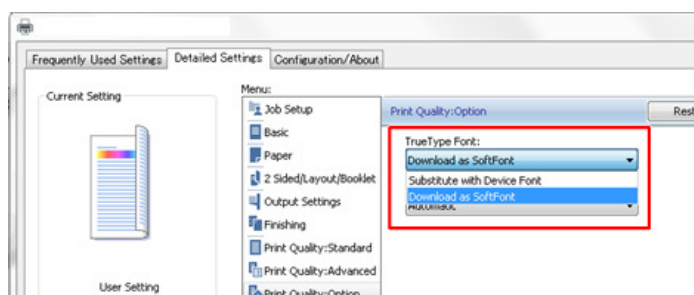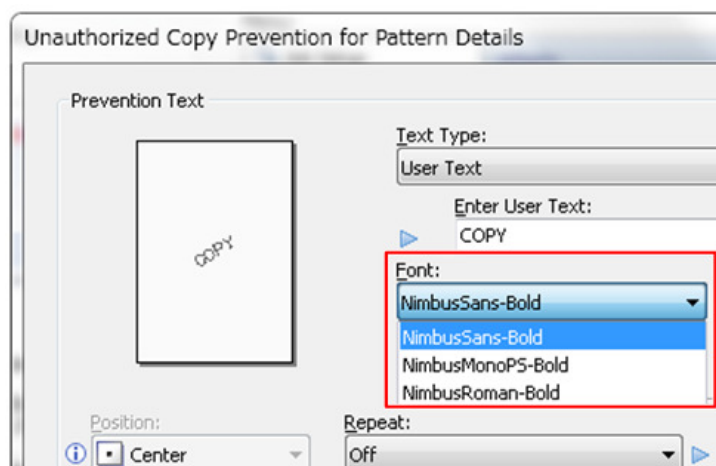

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2. Fonts used for unauthorized copy prevention (Common to drivers for Windows OS and Mac OS X)
The watermark text used for unauthorized copy prevention consists of a device font. The range of available fonts varies between Adobe PS and Clone PS because of the difference in available device fonts.

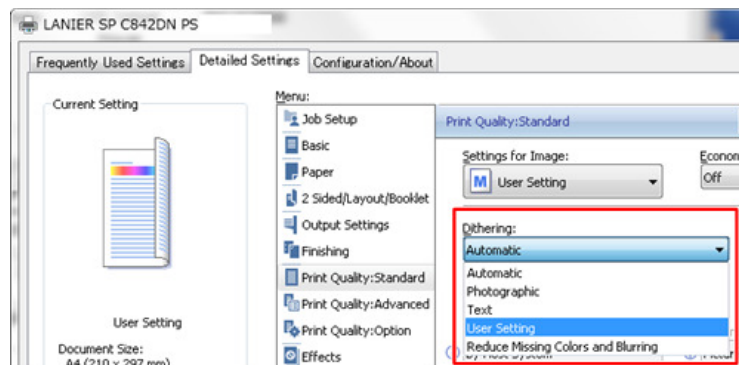Adobe PS provides a choice from 136 fonts while 3 fonts are selectable for Clone PS.

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Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

3. "User Setting" for dithering (Common to drivers for Windows OS and Mac OS X)
Clone PS ignores the "User Setting" option for dithering and performs dithering in the same manner as when the "Automatic" setting (*) is selected.

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* "Text Priority" is selected for text, and "Photo" for graphic objects and image objects.

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

5-6. Installation procedure for PostScript3 Unit Type M33

Accessory Check

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

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Overview of PostScript3 Unit Type M33 (Adobe PS)

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

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

To address the possible customer needs listed below, the PostScript3 Unit Type M33 is made available as an option.

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

Installation procedure (Adobe PS)

⚠️**CAUTION**

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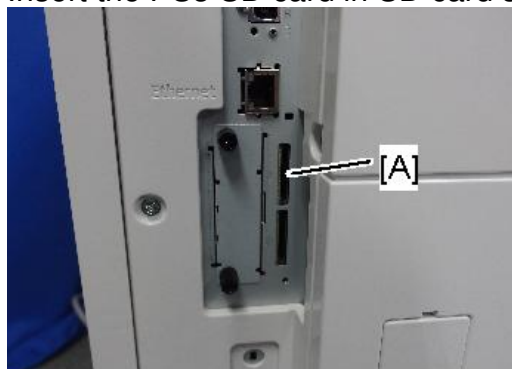
⬇️Note

- Clone PS and Adobe PS cannot be run simultaneously. If PostScript3 Unit Type M33 (Adobe PS) is installed, Clone PS will be disabled.
- When installing more than one SD card, perform the merge operation.

4. Remove the SD card slot cover [A] (coin screw x 1).
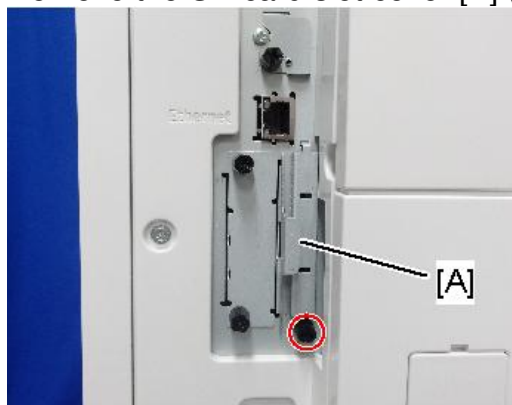
m0ajm0023

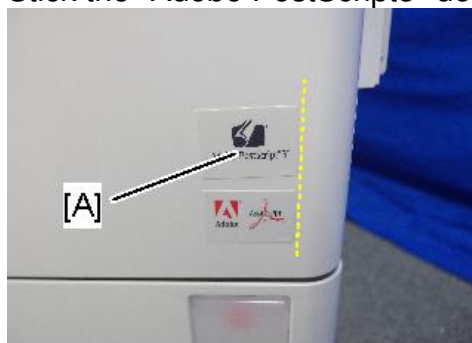**5.** Insert the PS3 SD card in SD card slot 1 [A: Upper Slot].

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6. Reattach the SD card slot cover (coin screw x 1).

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

7. Stick the "Adobe PostScript3" decal [A] on the front face of the machine.

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8. Turn ON the main power.
Adobe PostScript3 installation starts.

9. Press [Restart] when the following message appears.

Processing has completed.
Press [Restart].
If there is no action taken, restart will
start automatically in 15 seconds.

Restart

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

PS type	Description of Firmware Version
When PostScript3 Unit Type P33 (Adobe PS) is installed	RPCS [x.xx.xx] Adobe PostScript 3 [x.xx], Adobe PDF [x.xx]
Clone PS	RPCS [x.xx.xx] PS3 [x.xx], PDF [x.xx]

Initial Settings for the Printer Driver

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

🔽Note

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

- Setting items (Windows):

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Technical Bulletin

PAGE: 36/37

Reissued: 29-Nov-18

Model: MET-C2.1ab	Date: 10-Feb-17	No.: RD0AD001f

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

When manual configuration is to be performed, select "Adobe PostScript" if Adobe PS is used, and choose "Emulated PostScript" if Clone PS is used.

1. On the [Start] menu, click [Devices and Printers].
2. Right-click the icon of the printer you want to use.
3. Click [Printer properties].
4. Click the "Accessories" tab and configure settings for Adobe PS/Clone PS using the PostScript pull-down menu.
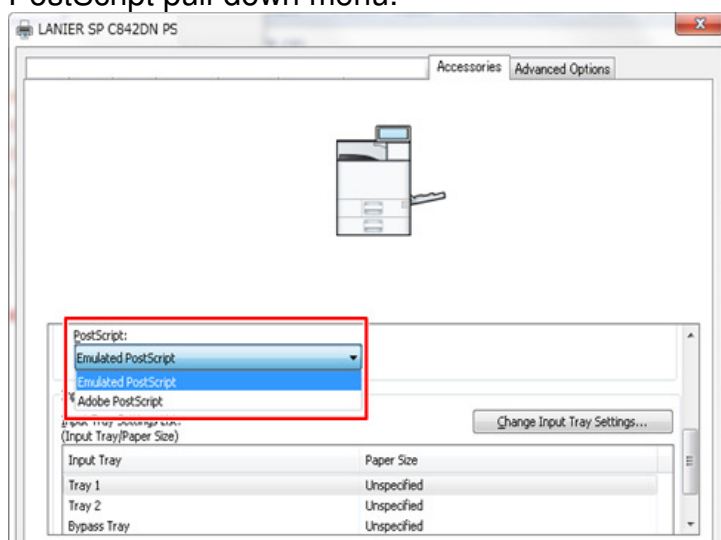
m0ajm0301

- Setting items (Mac OS X):
  If the driver is installed by means of the Bonjour function or "HP Jetdirect - Socket", the settings will be automatically configured.

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

  When manual configuration is to be performed, select "Adobe PostScript" if Adobe PS is used, and "Emulated PostScript" if Clone PS is used.

Switching back to Clone PS from Adobe PS

Clone PS can be resumed by removing the Adobe PS card from the SD card slot and applying the firmware for Clone PS/PDF (".fwu" or ".rfu").

Note: The work should be carried out by customer engineers.

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

Reissued: 29-Nov-18

| Model: MET-C2.1ab | Date: 10-Feb-17 | No.: RD0AD001f |

use of Adobe PS. Then, Clone PS can be resumed by applying both the PS3 and PDF firmware modules once again.)

Classification	Firmware name	Software part number
Clone PS component firmware	Clone PS3	D0AF5573
	Clone PDF	D0AF5575
	IRIPS Font	D0AF5577
Adobe PS component firmware	Adobe PS3	D3BD5731
	Adobe PDF	D3BD5733
	PS3 Font	D2415681

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

2)

3)

1) is attached at the factory, but 2) and 3) are not.
　This bulletin provides the installation procedure of 2) and 3).

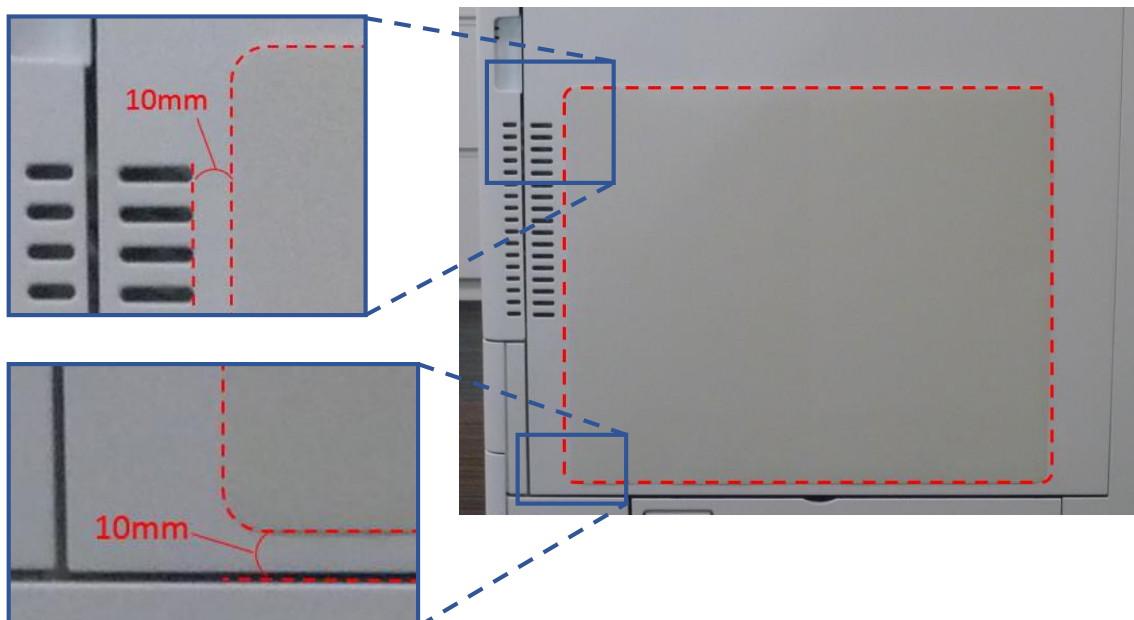# Decal purposed to disable the Bypass Tray

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

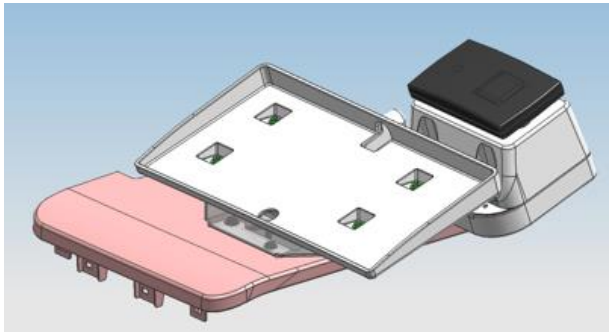| No.	Description	Q'ty
1	Decal:Bypass Tray	1

Installation Procedure

1. Peel off the liner.
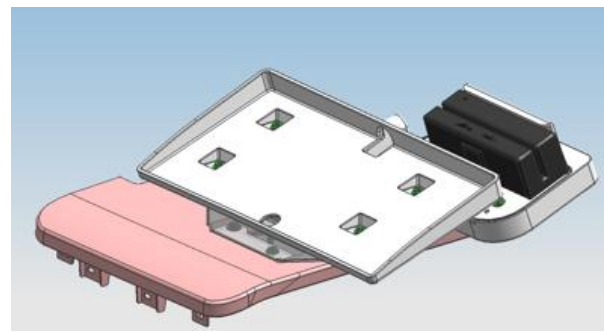2. Attach the Decal to the Bypass Tray as shown below.

Card Reader and Keyboard

[Overview]

Touch:　　　　　　　　　　　　　　　　Swipe:

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	COVER:FRONT:UPPER	1
A	SCREW:M3X10	2
B	SCREW:M3X6	13

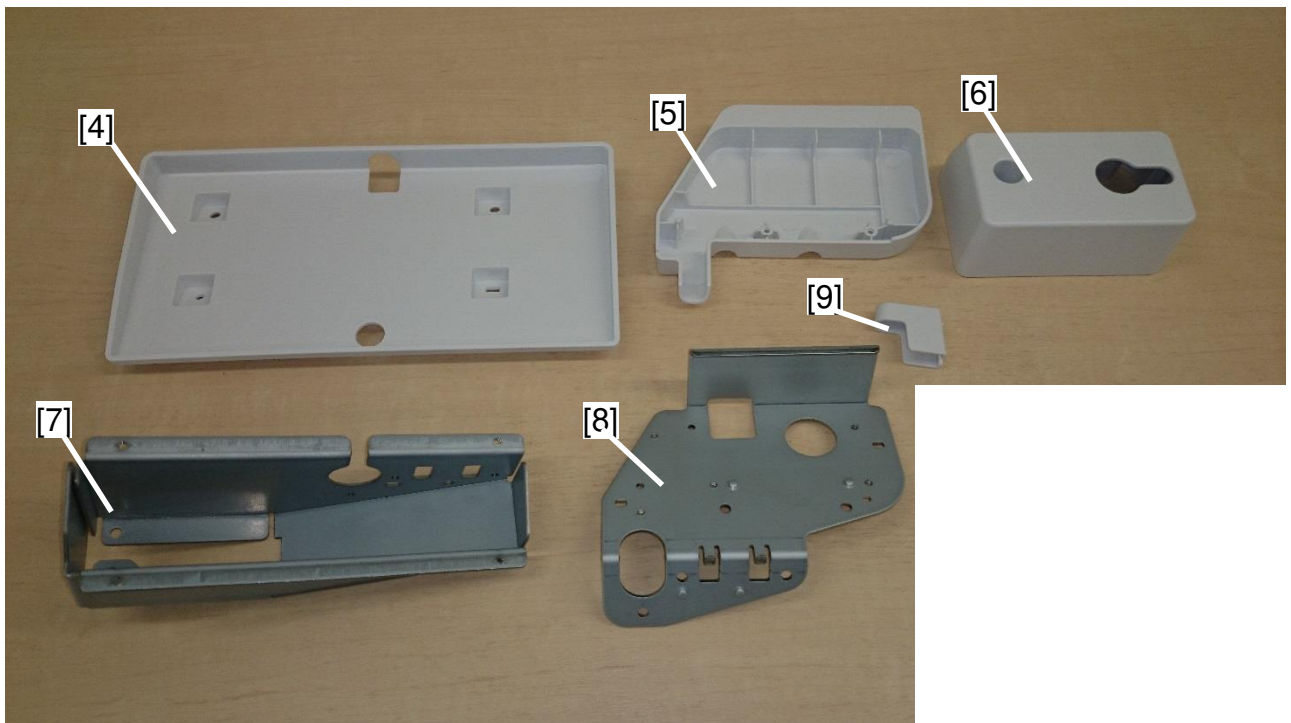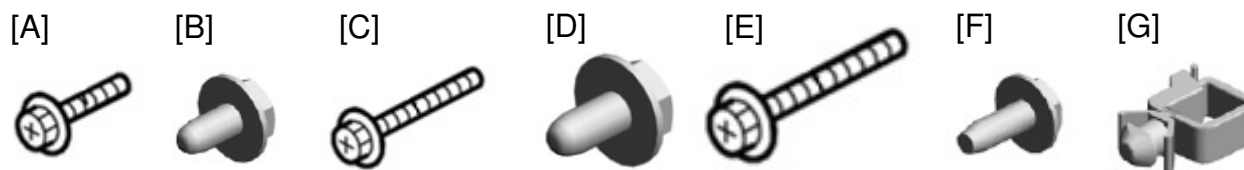| C	SCREW:M4X10	1
D	SCREW:M4X6	2
E	SCREW:M4X12	2
F	SCREW:M3X8	2
G	Clamp	3

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

Note; [1] to [3] are not included with the card reader bracket. These should be provided separately.

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

[A]   [B]   [C]   [D]   [E]   [F]   [G]
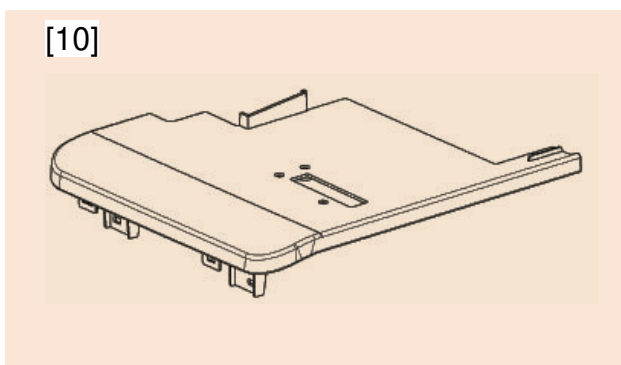
Installation Procedure
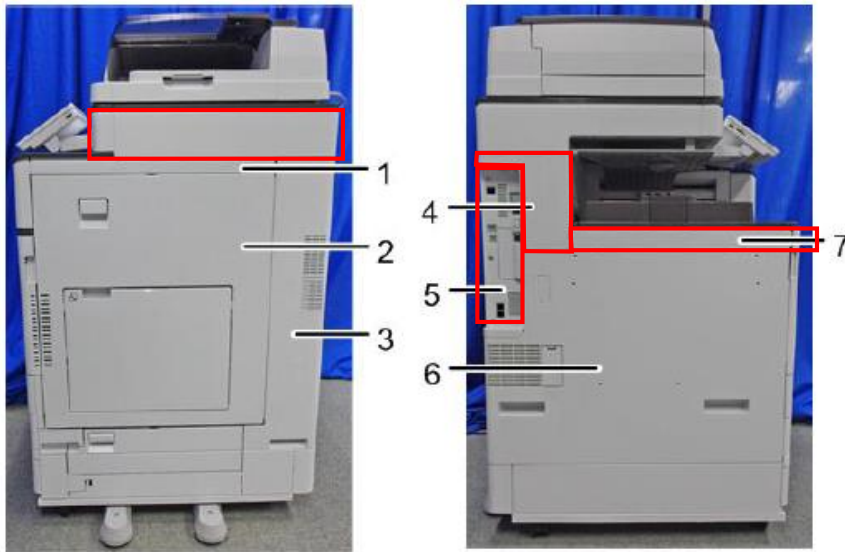
1. Spread a mat or a sheet of paper on the contact glass for protection.

2. Remove the following covers:

    -Proximity sensor Cover

    -Rear Cover

    -Scanner Right Cover

    -Controller Cover

    -Upper Left Cover

    -Left Rear Cover
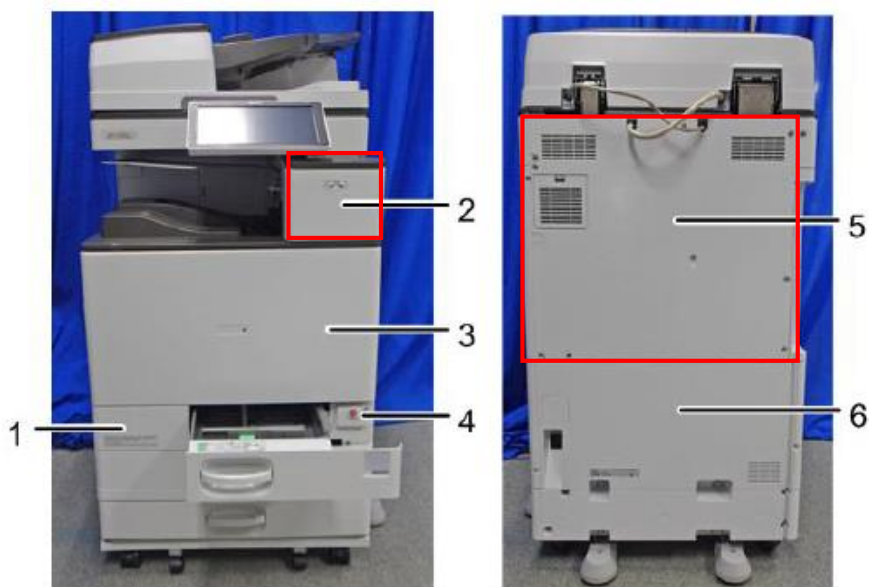
Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

3. Replace the upper piece of the Main Power Switch Cover / Proximity sensor Cover
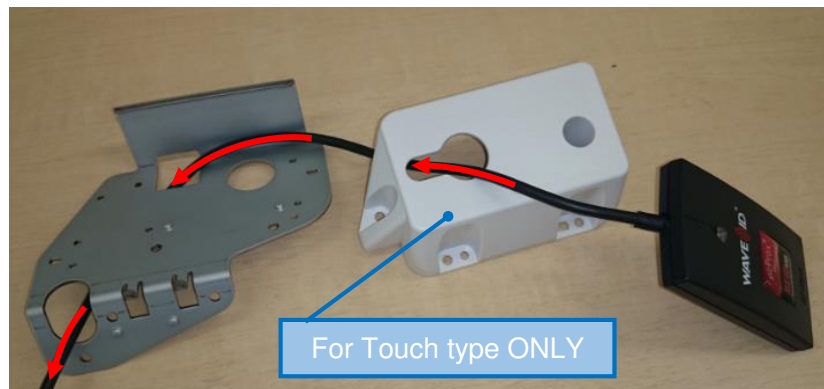   (🔩 x2)

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

4. Remove the screw below.

5. Attach the clamps (x3) to the right hand side of the scanner unit.

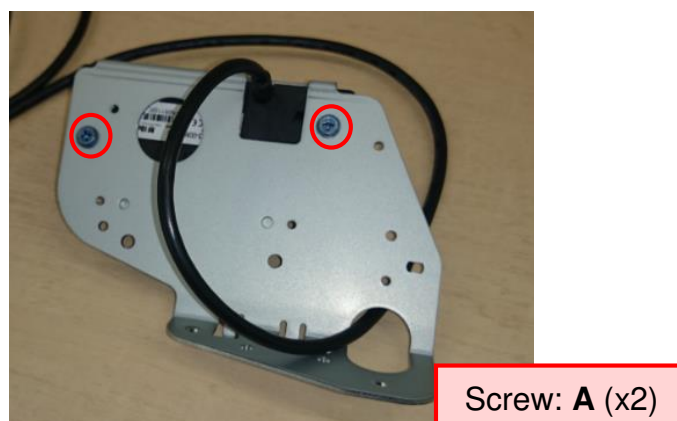| Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

6. Insert the cable of the Card Reader through the cover and bracket as shown below.

For Touch type ONLY

7. Touch type: Attach the Card Reader to the Bracket.

Screw: **B** (x4)
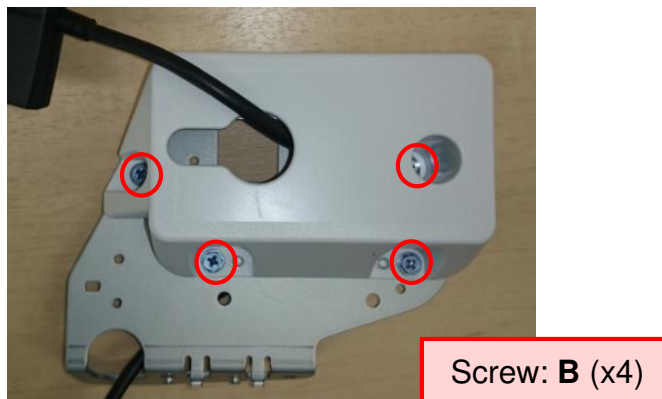
8. Swipe type: Attach the Card Reader to the Bracket.

Screw: **A** (x2)

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

9. Attach the Card Reader Tray to the Bracket.

Card Reader Tray

Screw: **F** (x2)
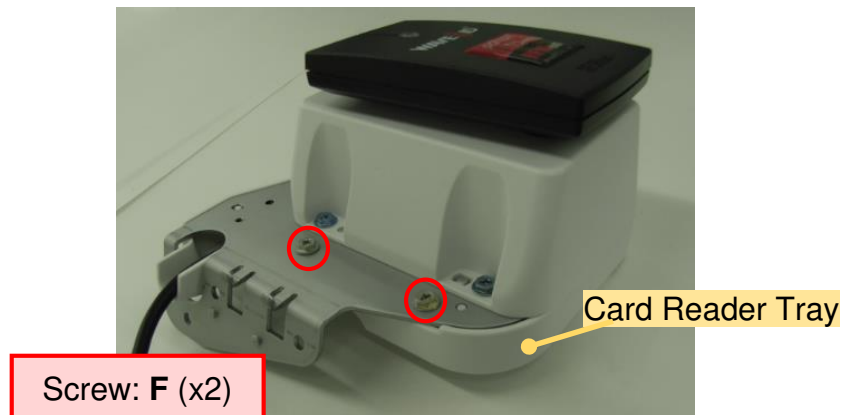
10. Attach COVER:CABLE to the Bracket.

Screw: **B** (x1)
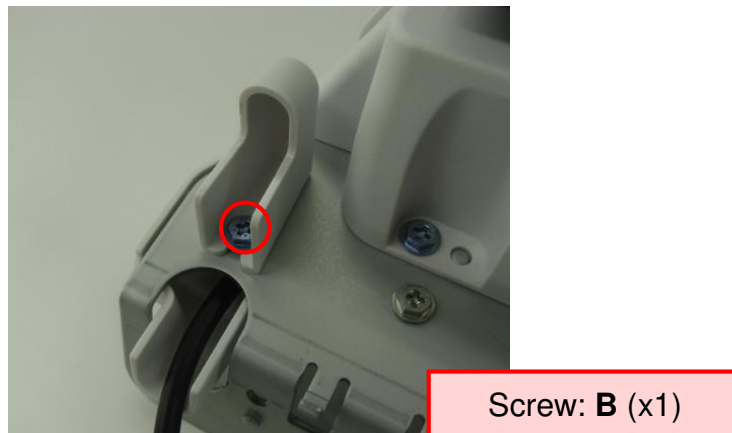
11. Insert the cable of the Keyboard through the Keyboard Tray.

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

12. Insert the cables of the Card Reader and Keyboard through the Bracket.
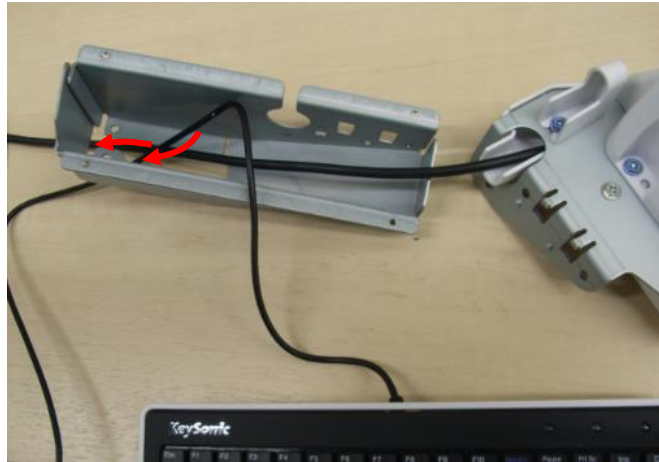
13. Insert the cables through the Main Power Switch Cover.
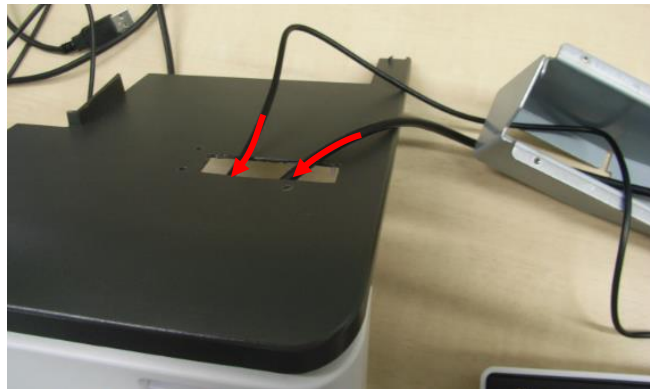
14. Route the cables through the top of the controller box as shown.
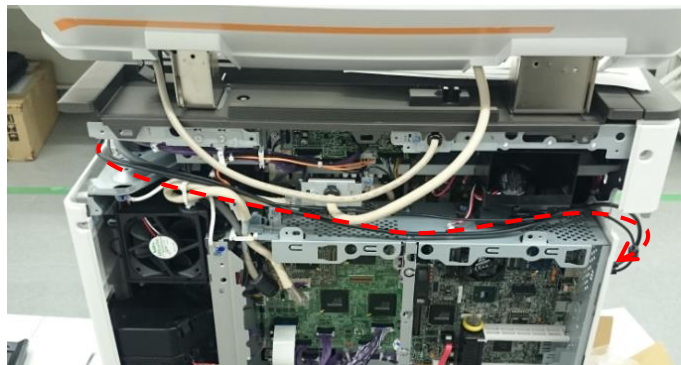
15.   Connect the USB connecters to the I/O port.
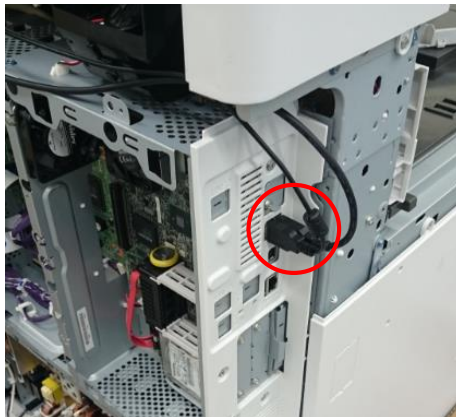
16.   Route the cables under the Scanner front cover and lock with the clamps.
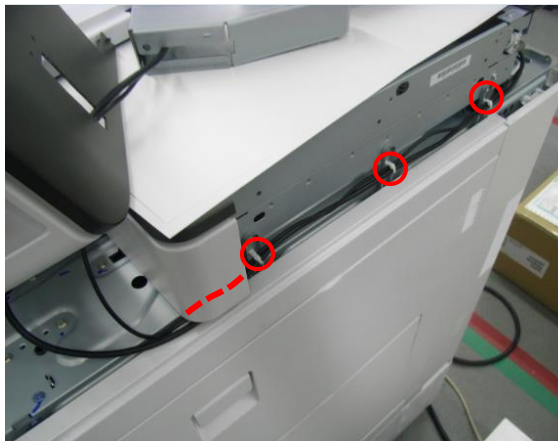
17.   Reattach the Main Power Switch Cover

18.　　Attach the Keyboard Bracket.

Screw: **E** (x2)

Screw: **C** (x1)
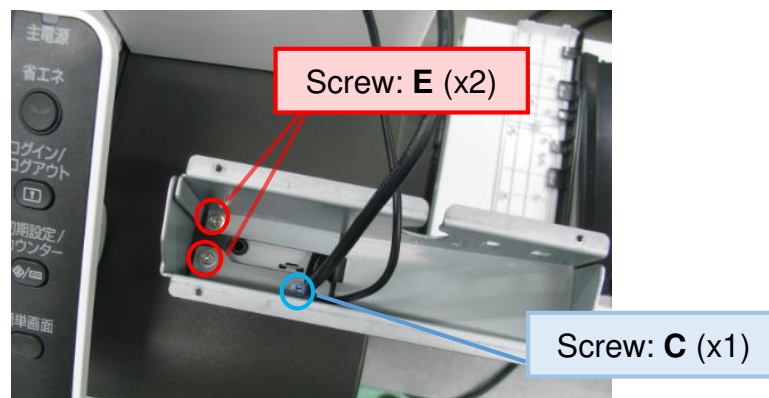
19.　　Attach the Card Reader Bracket.

[Front Side]

[Rear Side]

Screw: **B** (x3)
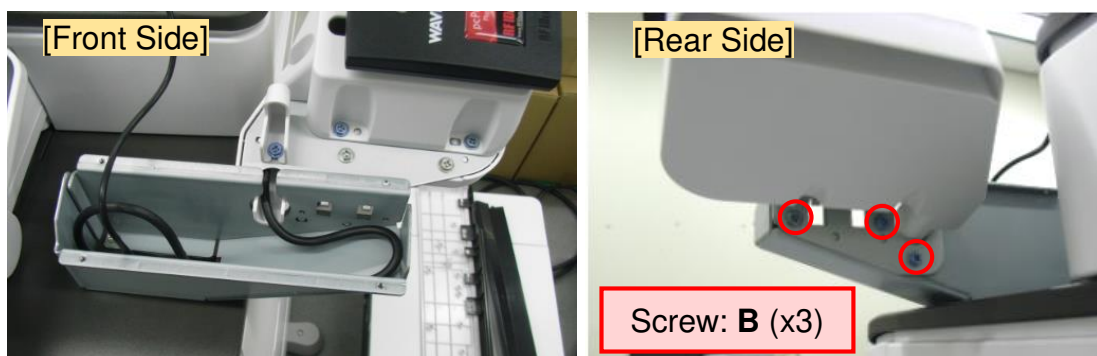
20.　　Attach the Keyboard Tray.

Screw: **B** (x4)
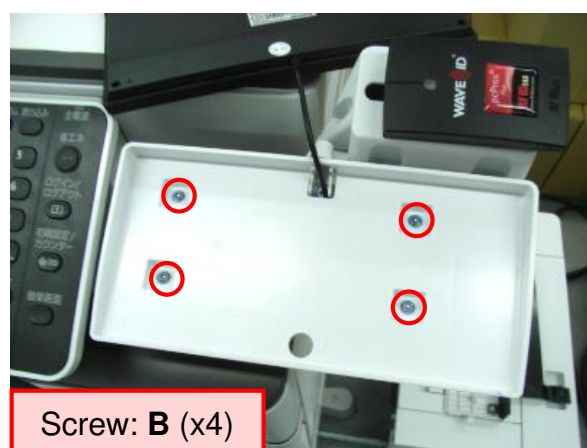
Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

21. Set the Keyboard.

22. Remove the cutout from the left rear cover to make a hole for the cable.

23.   Reattach the left rear cover as shown below.

24.   Reattach all the covers removed.

Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

Parts Catalog for HE models

1. Card reader and Keyboard Section

Part number	Description	Q'ty	Index
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
D3DN1712	COVER:FRONT:UPPER	1	7
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
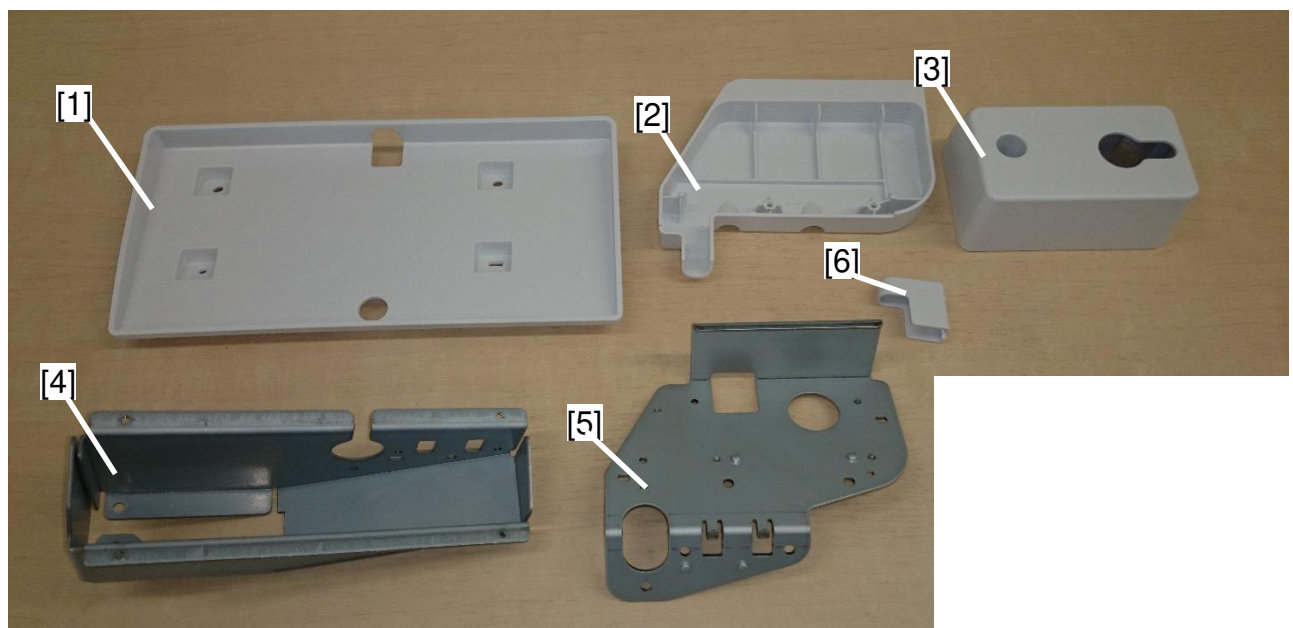
[7]
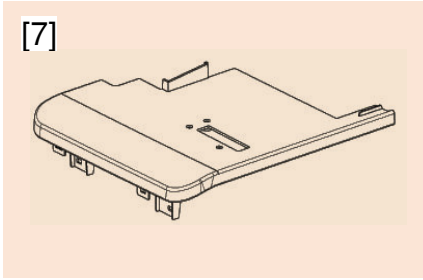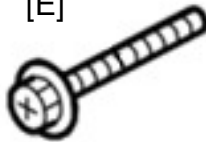
[A]   [B]   [C]   [D]   [E]   [F]   [G]

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	Index
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

[1]
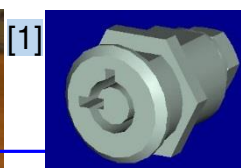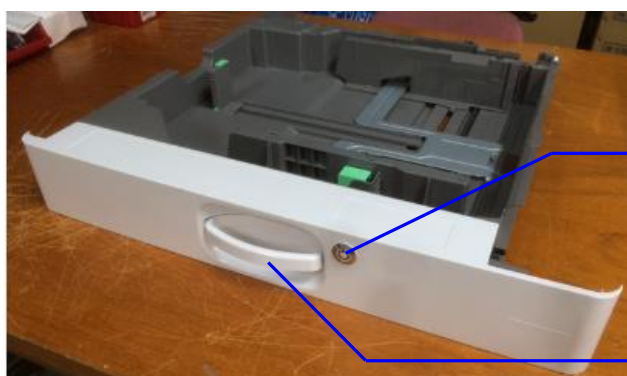
Note:

Two spare keys come with the part.

[2]

[Bottom View]

[3]

[4]
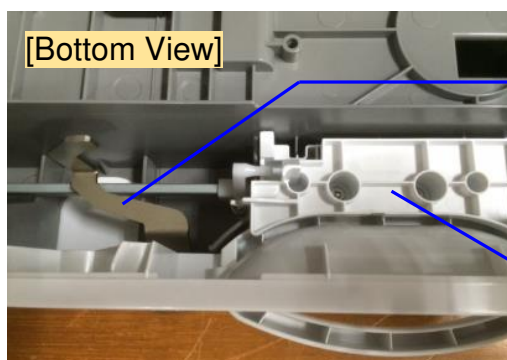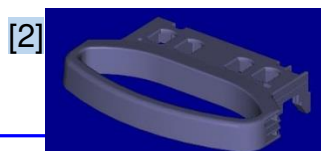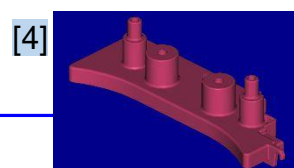
1st Tray

Part number	Description	Q'ty	Index
D1462863	PAPER TRAY:NO.1:LOCK	1	1
D2382865	COVER:PAPER TRAY:NO.1:LOCK	1	2
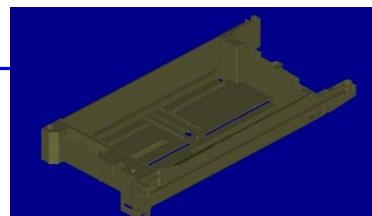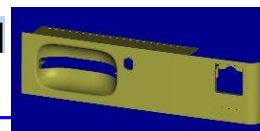
2nd Tray

Part number	Description	Q'ty	Index
D1462864	PAPER TRAY:NO.2:LOCK	1	1
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	2
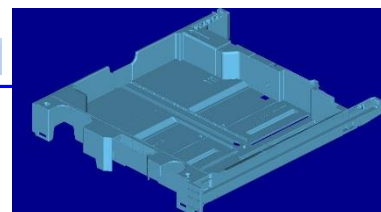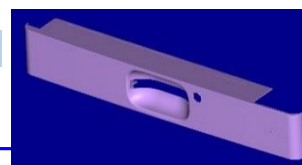
Model: MET-C2ab	Date: 17-Apr-17	No.: RD0AD002

3rd and 4th Trays for PB3160

Part number	Description	Q'ty	Index
D3DM2864	PAPER TRAY:NO.3:LOCK	1	1
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	2

[1]

[2]

Model: MET-C2.1ab	Date: 22-May-17	No.: RD0AD004

Subject: Important note on installing the Fax Unit / G3 Option	Prepared by: E.Hinata
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Important note on installing/replacing the Fax Unit and G3 Option (Taiwan Model Only)

Affected Models:
MP C2004ex/2504ex, MP C3004ex/3504ex/4504ex/5504ex/6004ex

Affected Options:
- FAX Option Type M19 (D3BV-04)
- FAX Option Type M20 (D3BT-04)
- G3 Interface Unit Type M19 (D3BV-12)
- G3 Interface Unit Type M20 (D3BT-12)

Accessory of the Fax Unit and G3 Option

The fax communication authorization decal was added as an accessary to the fax unit and G3 option.

No.	Description
1	DECAL:APPROVAL:TWN

Example:

Installation

- If the machine is installed with the fax option or the G3 option, attach the decal **to the outer cover of the machine**. This is necessary to comply with the fax communication authorization regulations.

Note:
- The decal used to be attached to the bracket inside the machine at the factory until March 2017, but the revised regulation obliges us to attach it to the outer cover.

Model: MET-C2.1ab	Date: 22-May-17	No.: RD0AD004

- Before the modification, the G3 option contained a decal for the double G3 boards as an accessory and another decal attached to the bracket. After the modification, two decals will be included as accessories.

- If the cover has to be replaced, reattach the decal(s) to the same position as shown below.

Where to attach the decal

Machine with a fax unit:
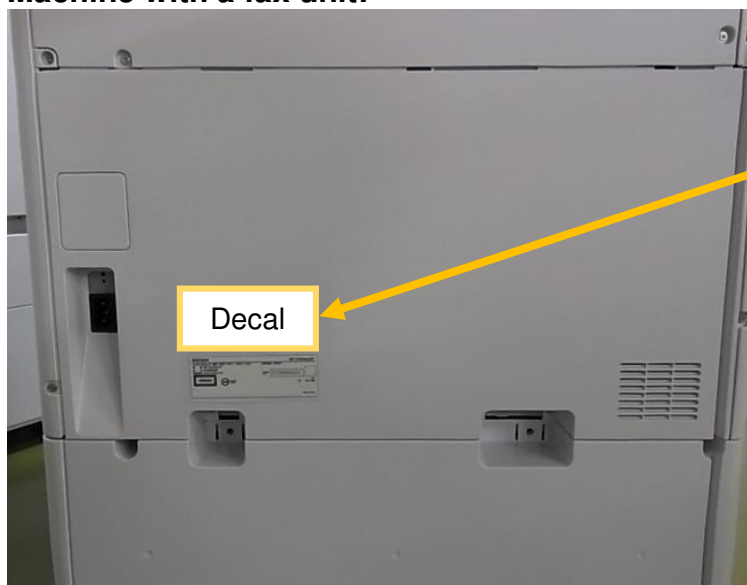
Decal for G3--1

Machine with a fax unit and a G3 option:
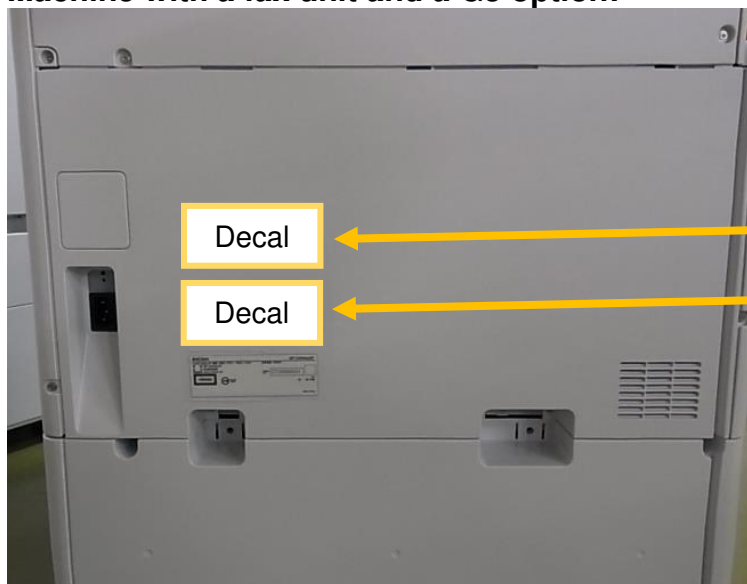
Decal for G3--2

Decal for G3--1

Model: MET-C2.1ab	Date: 22-May-17	No.: RD0AD004

Machine with a fax unit and two G3 options:

Decal

Decal

Decal

Decal for G3--2

Decal for G3--3

Decal for G3--1
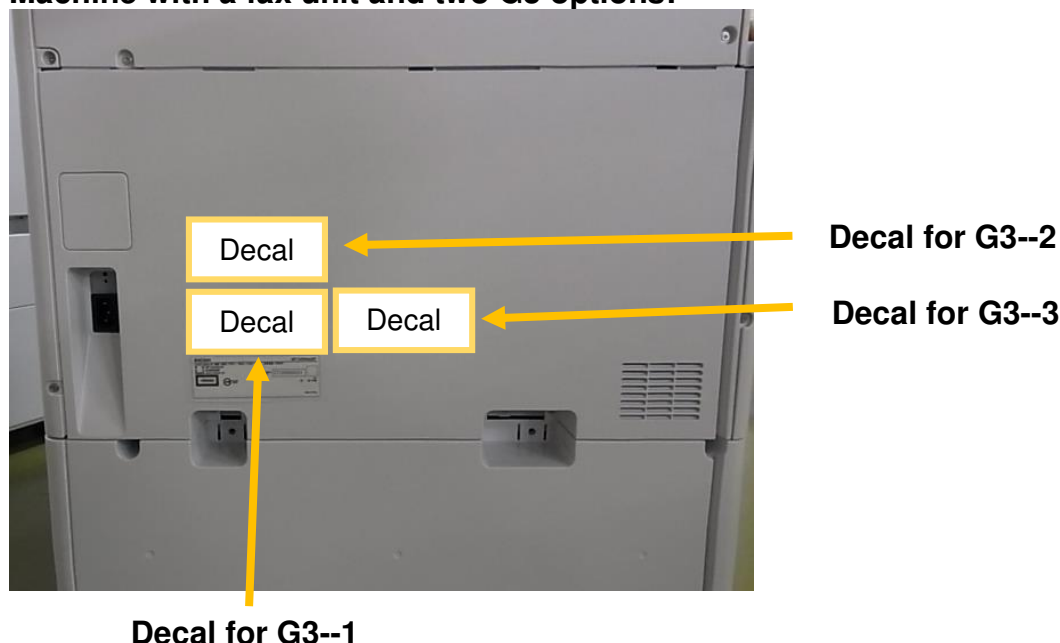
Authorization number:

Product	Product code	Line	Authorization number
Fax Option Type M19	D3BV-04	G3-1	CCAB16F10100T1
Fax Option Type M20	D3BT-04	G3-1	CCAB16F10130T0
G3 Interface Unit Type M19	D3BV-12	G3-2	CCAB16F10110T4
		G3-3	CCAB16F10120T7
G3 Interface Unit Type M20	D3BT-12	G3-2	CCAB16F10140T0
		G3-3	CCAB16F10150T3

How to distinguish if the option was manufactured before or after the modification:
Check the production year/month printed on the label attached to the packing box. The modification has been implemented since <u>April 2017.</u> Units with a number <u>704~</u> are modified.

Example: 609 indicates that the unit was manufactured in September 2016.

RICOH

Technical **B**ulletin

Model: MET-C2.1ab	Date: 22-May-17	No.: RD0AD005

Subject: Applying a color profile to change the color balance	Prepared by: Y. Taniguchi
From: 1ˢᵗ FQM Sect, 1ˢᵗ FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Notification

This bulletin instructs how to apply a color profile to change the printing color balance for the Printer function.

Background

MET-C2 has been designed to produce a slight difference in color compared to previous models, such as the AP-C3. The gray color tone of the MET-C2 tends to have a red tint:

Example:

AP-C3   MET-C2

By installing the color profile, the color balance can be slightly adjusted to the gray tone that the AP-C3 produces.

The profile data is downloadable on GKM (**Global answer ID: 250307**).

RICOH

Technical Bulletin

How to install the color profile

To install a color profile on the device:
1) Enter Printer SP in super SP mode.
2) Choose SP-1-001-13
3) Set the second bit to "1" (00000000 →00000100).
4) Turn off the device.
5) On a computer, extract "profiles.zip" and copy the "profiles" folder to the root folder of an SD card.
6) Insert the SD card into Slot 1 on the device.
7) Turn on the device.

Note: To confirm that the color profile was installed correctly, print the service summary in Printer SP (SP1-004-002) in super SP mode and check that the date and time of the .rcm file are different than before installing.

To revert to the previous color profile:
1) Enter Printer SP in super SP mode.
2) ChooseSP-1-001-13.
3) Set the second bit to "0" (00000100 →00000000)
4) Turn off the device.
5) Remove the SD card.
6) Turn on the device.

Technical **B**ulletin

Reissued: 7-Sep-17

Model: Met-C2.1ab	Date: 31-Aug-17	No.: RD0AD006a

RTB Reissue
The item in **bold italic** were added

Subject: DO NOT install Package firmware for Met-C2 (v14.00) and Met-C2.1 (v4.00)	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware)	☒ Tier 2

Important Notice about Package Firmware for the Met-C2 (v14.00) and Met-C2.1 (v4.00)

● **DO NOT install** the following firmware via **SD card*:***

> Package ALL: v14.00: **D2395506X** for the Met-C2abyz
> Package ALL: v14.00: **D2425506X** for the Met-C2cde
> Package ALL: v4.00: **D0AD5533D** for the Met-C2.1abyz
> Package ALL: v4.00: **D0AF5533D** for the Met-C2.1cde

> **Affected models:**
> Met-C2 abcdeyz (D238/D239/D240/D241/D242/D243/D245),
> Met-C2.1 abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

> **Note:** The Met-C1 is **NOT affected.**

● This is because these versions have a firmware bug included in the package firmware. Specifically, E228 will occur when the package firmware is installed via SD card.

> **Note:**
> *The error does not occur when updating via ARFU, due to the auto reboot.*
> *The error does not occur when updating via RFU, due to the retry of RFU.*

● If the E228 error occurs, do either of the following:

1. Turn OFF the machine main power.

2. Insert the same SD card.

3. Turn ON the machine main power and do the update again.

RICOH

Technical Bulletin

PAGE: 1/1

Model: Met-C2.1ab	Date: 11-Sep-17	No.: RD0AD008

Subject: DO NOT install Legacy UI firmware v1.18 and package all containing legacy UI	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

IMPORTANT Notice about Legacy UI Firmware

v1.18 and "Package_ALL"

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

  Note: These versions are no longer released/available.

  v1.18, Package_ALL (which contains Legacy UI v1.18)

- This is because with this version, SC899 occurs when the EFI controller is installed.

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

- To avoid this, install Legacy UI **v1.17**.

Model: Met-C2.1ab	Date: 11-Sep-17	No.: RD0AD009

Subject: DO NOT install Network Support v15.65, v15.64 and v15.63 and package all containing network support	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

IMPORTANT Notice about Network Support Firmware

v15.65, v15.64, v15.63, and "Package_ALL"

- **DO NOT install** the following Network Support firmware on machines in the field:

    Note: These versions are no longer released/available.

    v15.65, v15.64, v15.63, Package_ALL (which contains these three versions)

- This is because these versions have a firmware bug, whereby the document disappears when folder forwarding is used with the Fax or Scanner.

    Affected models: Met-C2abcdeyz, Met-C2.1 abcdeyz

- To avoid this:

    - Install Network Support **v15.66 or newer** (released)

Technical **B**ulletin

RICOH

Model: Met-C2.1ab	Date: 12-Sep-17	No.: RD0AD010

Subject: DO NOT install package all v13.00 and v14.00 for Met-C2 and package_all v3.0 and v4.0 for Met-C2.1	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

IMPORTANT Notice about "Package_ALL" Firmware

v13.00/v14.00 (Met-C2), v3.0/v4.0 (Met-C2.1)

● **DO NOT install** the following "Package_ALL" firmware on machines in the field:

  Note: These versions are no longer released/available.

  Met-C2: **v13.00, v14.00**

  Met-C2.1: **v3.0, v4.0**

● This is because some firmware included in these Package firmware versions (Network Support v15.65, 15.64, 15.63) have a firmware bug that is triggered when folder forwarding is used with the Fax or Scanner, including LAN-FAX and IP-FAX.

● To avoid this:

  - Update to Network Support **v15.66 or newer** (release: TBD) only, or
  - Install an older version of Package firmware.

Model: Met-C2.1ab	Date: 13-Sep-17	No.: RD0AD010

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ 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
					1.12 for EUR_CHN_TWN	D1471490L
Met-C1 Cde		1.32	D1495569H		1.09 for USA_ASI_KOR	D1501438H
					1.13 for EUR_CHN_TWN	D1491490P
Met-C1ab_ch		3.20	D1465575G	LegacyUIData2nd	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).

- ➤ 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.

Model: Met-C2.1abyz	Date: 4-Sep-17	No.: RD0AD007

Subject: CC-CERTIFIED IN 2017 Machine	Prepared by: T.Suzuki
From: Technical Support Sect, Product Marketing Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB describes the requirements for installing models in the MP C2004/C2094/C2504/C2594/C3004/C3504 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C2004/C2094/C2504/C2594/C3004/C3504 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.
　　Note: Machines in production are CC-certified beginning in August 2017.
　　Important: If you perform with accessing SP mode, the machine become the different
　　　　　　　condition as when CC certification was attained.
1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-13.
　　Important:
　　・For installations in the EU market, make sure this is the Ricoh-genuine O/I.
　　・To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
　　・Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
　　・Tell the customer to see the Online Document Set 1 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/booklist/int/index_book.htm
　　・Tell the customer to see the Online Document Set 2 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/User.html
　　・Tell the customer to see the Online Document Set 3 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/DriverInstall.html
　　・Tell the customer to see the Online Document Set 4 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/Oss.html
　　・Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the following URL:
　　　※MP C3004/C3504 series
　　　https://support.ricoh.com/services/device/ccmanual/mp_c3004_c3504/en/download_admin.html
　　　https://support.ricoh.com/services/device/ccmanual/mp_c3004_c3504/en/download_user.html

　　　※MP C2004/C2504 series

Model: Met-C2.1abyz	Date: 4-Sep-17	No.: RD0AD007

https://support.ricoh.com/services/device/ccmanual/mp_c2004_c2504/en/download_admin.html
https://support.ricoh.com/services/device/ccmanual/mp_c2004_c2504/en/download_user.html

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

See the following pages for Step 3 to Step 11.

3. Confirm that no suspicious parts or devices are attached to the peripheral.
※MP C3004/C3504 series
　By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP C3004 / C3504 / C4504 / C5504 / C6004 / C3004ex / C3504 ex / C4504 ex / C5504 ex / C6004 ex Machine Code:D238 / D239 / D240 / D241 / D242 / D0AC / D0AD / D0AE / D0AF / D0AG Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C3004 / C3504 / C4504 / C5504 / C6004 / C3004ex / C3504 ex / C4504 ex / C5504 ex / C6004 ex Machine Code:D238 / D239 / D240 / D241 / D242 / D0AC / D0AD / D0AE / D0AF / D0AG Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

※MP C2004/C2504 series
　By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP C2004 / C2504 / C2004ex / C2504ex Machine Code: D243 / D244 / D0AH / D0AJ Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

　By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C2004 / C2504 / C2004ex / C2504ex Machine Code: D243 / D244 / D0AH / D0AJ Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M19.
※MP C3004/C3504/C4504/C5504/C6004
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M19(D3BV-01, -02, -03)", and "Accessory Check" in "Fax Option Type M19/M20 Machine Code: D3BV/D3BT Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M19.
For the detailed installation procedure, see "Fax Option Type M19(D3BV-01, -02, -03)" in "1. Installation", Fax Option Type M19/M20 Machine Code: D3BV/D3BT Field Service Manual.

※MP C2004/C2504
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M19(D3BV-01, -02, -03)", and "Accessory Check" in "Fax Option Type M19 Machine Code: D3BV Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M19.
For the detailed installation procedure, see "Fax Option Type M19(D3BV-01, -02, -03)" in "1. Installation", Fax Option Type M19 Machine Code: D3BV Field Service Manual.

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

6. Setting "Smart Operation Panel mode" to "Secure boot"
  In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode"
  to "1".

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"
  In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)),
  set bit0 to "1".

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

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

10. Enabling the Encryption Settings
  Enable the encryption settings described in service manual, and execute
  [Format All Data].
  Hand the customer the printout of the encryption key that is printed when enabling the
  encryption settings.

11. Check firmware versions.
  If the customer requests exactly the same condition as when CC certification was
  attained, install the versions shown in the table below. If not, make sure that firmware
  versions of the machine are the same as or later than the ones in the table.
  ● If the customer wants to install the machine in the same condition as when CC
    Certification was first attained, install the exact versions shown in the table below.
  ● If the customer wants to install the machine as an equivalent of the condition as when
    CC certification was first attained, install the versions shown in the table below or later.
  If you are not sure which of these the customer prefers, confirm this with your Sales
  department.

Model: Met-C2.1abyz	Date: 4-Sep-17	No.: RD0AD007

Firmware versions with which the MP C2004/C2094/C2504/C2594/C3004/C3504 models first achieved CC-CERTIFICATION:

Model: Met-C2.1abyz		Date: 4-Sep-17	No.: RD0AD007

Firmware Name:	Version:	Firmware Number:
System/Copy	1.02	D0AD5550A
Network Support	15.61	D0AD5567A
Fax	01.00.00	D0AD5557
RemoteFax	02.00.00	D0AD5558A
Scanner	01.00	D0AD5560
Web Support	1.00	D0AD5561
Web Uapl	1.00	D0AD5562
NetworkDocBox	1.01	D0AD5568A
animation	1.01	D0AD5564A
Printer	1.01	D0AD5570A
RPCS	3.18.30	D2425572B
Font EXP	1.00	D2415581
PCL	1.12	D2425573G
PCL Font	1.09	D2415586
IRIPS PS3	1.01	D0AF5573
IRIPS PDF	1.03	D0AF5575A
IRIPS Font	1.15	D0AF5577A
Java VM v12 std	12.49.00	D2415579N
Data Erase Onb *	1.05	D2625244
GWFCU3.8-11(WW)	08.00.00	D2425559J
PowerSaving Sys	F.L3.06.1	D0AD5554
M2a_System	1.23	D2411425
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.02	D2411465C
M2a_cspf	2.02.00	D1961430B
M2a_HelpService	1.00	D2411471
M2a_ICCdDisptch	2.12.05	D2411450B
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.16	D2411427S
M2a_MeidaPrtScn	1.17	D2411447Q
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.12	D2411458N
M2a_PrinterSJob	1.72	D2411446N
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.18	D2411443Q
M2a_SimpleFAX	1.13	D2411445N

Firmware Name:	Version:	Firmware Number:
M2a_SimpleScan	1.14	D2411444Q
M2a_SmartCopy	1.22	D2411454S
M2a_SmartFAX	1.19	D2411457P
M2a_SmartScan	1.14	D2411456P
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.02	D2411435D
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WTonner	1.05	D2411434G
M2a_zoo	1.04.05	D2411467H
Engine	1.09:02	D0AD5503
ADF		
ARDF	01.320:03	D7795300K
SPDF	01.040:06	D3B05550F
Platen Cover	Undisplayed	Undisplayed

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

Ic Key and Ic Ctlr versions with which the MP C2004/C2094/C2504/C2594/C3004/C3504 models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

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

MultiLink-Panel

Model: Met-C2.1abyz		Date: 4-Sep-17	No.: RD0AD007

Firmware Name:	Version:	Firmware Number:
Firmware	1.23	D2411425
Keymicon	6.12	D2411423A
Application Site	1.04.05	D2411467H
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.02	D2411465C
Change Langs. Widget	1.06	D2411431H
Copy	1.22	D2411454S
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.19	D2411457P
Fax RX File Widget	1.02	D2411435D
ICCardDispatcher	2.12.05	D2411450B
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.16	D2411427S
LegacyUIData	1.01	D0AD5564A
Print/Scan(Memory Storage Device)	1.17	D2411447Q
Printer	1.12	D2411458N
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config.	2.12.04	D2411468A
Quick Copy	1.18	D2411443Q
Quick Fax	1.13	D2411445N
Quick Print Release	1.72	D2411446N
Quick Scanner	1.14	D2411444Q
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Scanner	1.14	D2411456P
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G
Support Settings	1.00	D2411471

The list of Operating Instructions (O/I)
<For North America>
※C3004/C3504
Paper Documents
・D0AF-7008   Read This First
・D0AF-7014A   Notes for Users
・D219-7074   Notes for Using This Machine Safely
・D219-7454   For Users of This Product
・D219-7458A   Notes to Users in the United States of America
・D219-7461A   Note to users in Canada
・D241-7085   Notes for Users
・D241-7178   NOTICE TO USERS
・D241-7238   SOFTWARE LICENSE AGREEMENT
・D256-8996A   Note to users
・D259-7522   Start Guide
・D259-7532   Notes for Application Site Users

Online Document Set 1
・D0AF-7468   About This Machine
・D0AF-7469   Copy/ Document Server
・D0AF-7470   Fax
・D0AF-7471   Print
・D0AF-7472   Scan
・D0AF-7473   Troubleshooting
・D0AF-7474   Connecting the Machine/ System Settings
・D0AF-7475   PostScript 3
・D0AF-7476   Security Guide
・D0AF-7477   Extended Feature Settings

Online Document Set 2
・D0AF-7465   User Guide

Online Document Set 3
・D0AF-7466   Operating Instructions
                     Driver Installation Guide

Online Document Set 4
・D0AF-7452   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D0AF-7481   Notes for Administrators:
                     Using This Machine in a Network Environment

Compliant with IEEE Std 2600.2™-2009

※C2004/C2504
Paper Documents
・D0AF-7308A   Notes for Users
・D0AJ-7008   Read This First
・D219-7456   For Users of This Product
・D219-7459   Notes to Users in the United States of America
・D219-7462   Note to users in Canada
・D241-7065   Notes for Application Site Users
・D241-7086   Notes for Users
・D241-7178   NOTICE TO USERS
・D241-7239   SOFTWARE LICENSE AGREEMENT
・D244-7010   Start Guide
・D244-7051   Notes for Using This Machine Safely
・D256-8997   Note to users

Online Document Set 1
・D0AF-7468   About This Machine
・D0AF-7469   Copy/ Document Server
・D0AF-7470   Fax
・D0AF-7471   Print
・D0AF-7472   Scan
・D0AF-7473   Troubleshooting
・D0AF-7474   Connecting the Machine/ System Settings
・D0AF-7475   PostScript 3
・D0AF-7476   Security Guide
・D0AF-7477   Extended Feature Settings

Online Document Set 2
・D0AF-7465   User Guide

Online Document Set 3
・D0AF-7466   Operating Instructions
                 Driver Installation Guide

Online Document Set 4
・D0AF-7452   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D0AF-7481   Notes for Administrators:
                 Using This Machine in a Network Environment
                 Compliant with IEEE Std 2600.2™-2009

<For Europe>
Paper Documents
・D0AF-7007　　　Read This First
・D0AF-7013　　　Notes for Users
・D219-7463A　　　Note to users EU Countries
・D241-7065　　　Notes for Application Site Users
・D241-7178　　　NOTICE TO USERS
・D241-7239　　　SOFTWARE LICENSE AGREEMENT
・D241-7335　　　Notes for Users
・D244-7051　　　Notes for Using This Machine Safely
・D256-8997　　　Note to users
・D298-7036　　　Start Guide
・D3BR-4506　　　For Users of This Product

Online Document Set 1
・D0AF-7468　　　About This Machine
・D0AF-7469　　　Copy/ Document Server
・D0AF-7470　　　Fax
・D0AF-7471　　　Print
・D0AF-7472　　　Scan
・D0AF-7473　　　Troubleshooting
・D0AF-7474　　　Connecting the Machine/ System Settings
・D0AF-7475　　　PostScript 3
・D0AF-7476　　　Security Guide
・D0AF-7477　　　Extended Feature Settings

Online Document Set 2
・D0AF-7465　　　User Guide

Online Document Set 3
・D0AF-7466　　　Operating Instructions
　　　　　　　　　　Driver Installation Guide

Online Document Set 4
・D0AF-7452　　　About Open Source Software License

Online Document Set 5
・D146-7587　　　Notes on Security Functions
・D0AF-7481　　　Notes for Administrators:
　　　　　　　　　　Using This Machine in a Network Environment
　　　　　　　　　　Compliant with IEEE Std 2600.2^{TM}-2009

<For Asia>

Paper Documents
・D0AF-7069   Notes for Users
・D0AJ-7009   Read This First
・D219-7456   For Users of This Product
・D241-7065   Notes for Application Site Users
・D241-7089   Notes for Users
・D241-7178   NOTICE TO USERS
・D241-7239   SOFTWARE LICENSE AGREEMENT
・D244-7010   Start Guide
・D244-7052   Notes for Using This Machine Safely
・D256-8997   Note to users

Online Document Set 1
・D0AF-7468   About This Machine
・D0AF-7469   Copy/ Document Server
・D0AF-7470   Fax
・D0AF-7471   Print
・D0AF-7472   Scan
・D0AF-7473   Troubleshooting
・D0AF-7474   Connecting the Machine/ System Settings
・D0AF-7475   PostScript 3
・D0AF-7476   Security Guide
・D0AF-7477   Extended Feature Settings

Online Document Set 2
・D0AF-7465   User Guide

Online Document Set 3
・D0AF-7466   Operating Instructions
                  Driver Installation Guide

Online Document Set 4
・D0AF-7452   About Open Source Software License

Online Document Set 5
・D146-7587   Notes on Security Functions
・D0AF-7481   Notes for Administrators:
                  Using This Machine in a Network Environment
                  Compliant with IEEE Std 2600.2^{TM}-2009

<For Korea>
Paper Documents
・D241-7065   Notes for Application Site Users
・D241-7089   Notes for Users

・D241-7178   NOTICE TO USERS
・D241-7237   SOFTWARE LICENSE AGREEMENT
・D244-7052   Notes for Using This Machine Safely
・D256-8997   Note to users

Online Document Set 1
 ・D0AF-7468   About This Machine
 ・D0AF-7469   Copy/ Document Server
 ・D0AF-7470   Fax
 ・D0AF-7471   Print
 ・D0AF-7472   Scan
 ・D0AF-7473   Troubleshooting
 ・D0AF-7474   Connecting the Machine/ System Settings
 ・D0AF-7475   PostScript 3
 ・D0AF-7476   Security Guide
 ・D0AF-7477   Extended Feature Settings

Online Document Set 2
 ・D0AF-7465   User Guide

Online Document Set 3
 ・D0AF-7466   Operating Instructions
         Driver Installation Guide

Online Document Set 4
 ・D0AF-7452   About Open Source Software License

Online Document Set 5
 ・D146-7587   Notes on Security Functions
 ・D0AF-7481   Notes for Administrators:
         Using This Machine in a Network Environment
         Compliant with IEEE Std 2600.2^{TM}-2009

Reissued: 10-Jan-18

Model: MET-C2.1ab	Date: 4-Oct-17	No.: RD0AD012b

RTB Reissue

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

Subject: Firmware update via Application Site, Streamline NX v3, Device Manager NX Pro/Enterprise and service menu cannot be conducted.	Prepared by: E. Hinata
From: Office Printing Business Group., Product Planning & Strategy Center., Sales Planning Sec., Sales Planning 4G	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware update)	☒ Tier 2

SYMPTOM

1. When users try to update the firmware from the Application Site, the following message is displayed and the firmware cannot be updated:
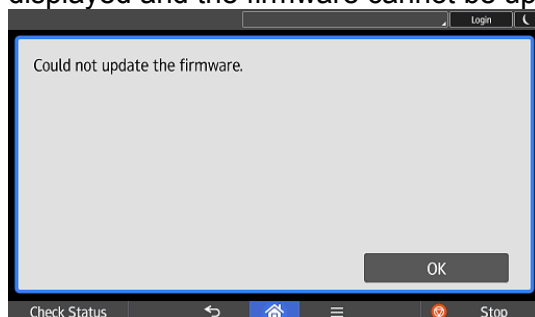
2. When users try to update the firmware from the Streamline NX v3 and Device Manager NX Pro/Enterprise, the firmware cannot be updated and Error Code 4 which means unsupported device is recorded:

3. When CEs try to update the firmware from the service menu *(SFU: Smart Firmware Update)*, the following message is displayed and the firmware cannot be updated:

- *E71: Network communication error occurs at the reserved date/time of the package firmware update from the network.*

4. *When the machine tries to update through ARFU, Error code 5: Version information obtaining error is logged in SP7-520-051 to 060.*

CAUSE

The "package_ALL" firmware package that contains Network Support v15.65.1 (MP C2004 / C2504 / C3004 / C3504 / C4504 / C5504 / C6004) and v15.65 (MP C2004ex / C2504ex / C3004ex / C3504ex / C4504ex / C5504ex / C6004ex) for Automatic Remote Firmware Update (ARFU) has been unpublished.

In that Network Support firmware, we found that the device encounter fax document disappears. So, we decided to unpublish the package firmware. However, the firmware update structure on the Application Site, Streamline NX v3, Device Manager NX Pro/Enterprise and CE menu uses the same method of ARFU, so we were forced to unpublish the package firmware worldwide, which caused the problem to surface.

OCCURRENCE CONDITION

When the all Smart Operational Panel G2 models execute the firmware update via:

- Application Site

- Streamline NX v3, Device Manager NX Pro/Enterprise

- Service menu *(SFU)*

- ARFU

SOLUTION

None. However, this problem is expected to be resolved in the "package_ALL" firmware package that will be published according to the following schedule:

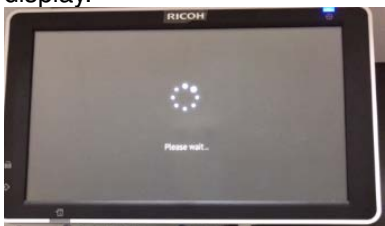| Model	Expected release date
MP C2004/C2504/C3004/C3504	*31 January 2018*
MP C4504/C5504/C6004	*31 January 2018*
MP C2004ex/C2504ex/C3004ex/C3504ex	*31 January 2018*
MP C4504ex/C5504ex/C6004ex	*31 January 2018*

Note: This schedule is subject to change.

Model: MET-C2.1abcdeyz	Date: 06-Oct-17	No.: RD0AD013b

RTB Reissue

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

Subject: Trouble shooting: Smart Operation Panel Issues	Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☒ Mechanical	☒ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Troubleshooting for the Smart Operation Panel

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on.	HW	The Smart Operation Panel cannot be supplied with electrical power.	1. Reconnect the USB cable between the IPU and the Smart Operation Panel 2. Replace the USB cable. 3. Replace the board for SOP. 4. Replace the IPU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on.	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the board for SOP. 4. Replace the LCD I/F cable.
3	A splash (blue) screen appears.	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the board is defective.	1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset *3.* Replace the board for SOP. *when eMMC data is defective.*
4	"Please wait" stays on the display.	SW HW	A software issue occurs during the boot-up sequence, when executing the step after #3 described above. (The difference between #3 and #4 cannot be identified in the field.)	1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the board for SOP. *when eMMC data is defective.*

HW: Hardware issue, SW: Software issue

Model: MET-C2.1abcdeyz	Date: 06-Oct-17	No.: RD0AD013b

Components to Check during Troubleshooting
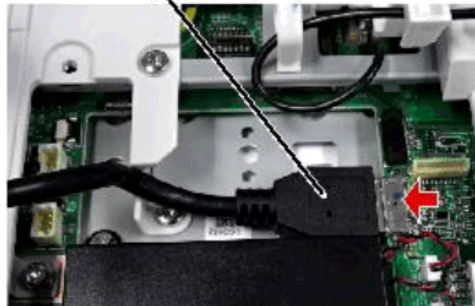
1. Board

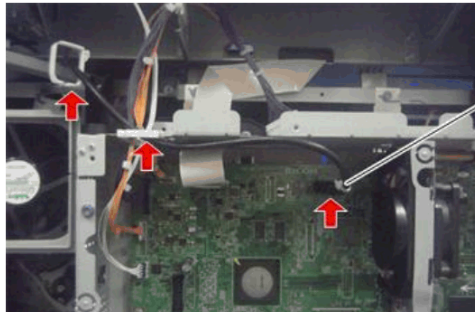
2. USB cable

3. Connection between USB cable and main board

4. Connection between USB and IPU
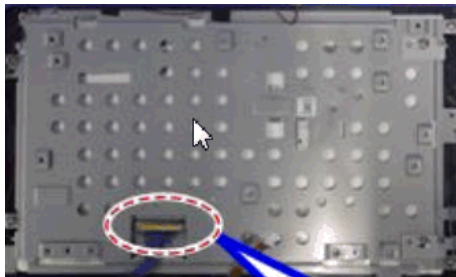
Model: MET-C2.1abcdeyz	Date: 06-Oct-17	No.: RD0AD013b

5. LCD unit

6. LCD I/F cable

The default setting for bit switch on SOP

This is the explanation for the bid switch on the SOP.

The DIP switch No.1 turns ON/OFF the SC reduction function. Change the setting when needed.
1 (ON): If the error is caused by the software defect when SC672/SC673 occur, automatically (only Cor-C1.5)
0 (OFF): The SC is displayed on the operation panel when SC672/SC673 occur. (Other model)

The DIP switch No.2 turns OFF. Do not change the setting.
The DIP switch No.3 turns ON. Do not change the setting.
The DIP switch No.4 turns OFF. Do not change the setting.
The DIP switch No.5 turns OFF. Do not change the setting.
The DIP switch No.6 turns ON. Change the setting when needed.
(ON : Met-C2.1 / OFF: Met-C2)

The DIP switch No.7 turns OFF. Do not change the setting.
The DIP switch No.8 turns OFF. Do not change the setting.

RICOH   Technical Bulletin

Model: MET-C2.1yz	Date: 18-Oct-17	No.: RD0AD014

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:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ 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, PB3210,PB3220,PB3160, PB3230,PB3170)
- PCU
- Scanner

See 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 heaters (Main + Op) + Scanner + PCU heater
Tray Heater (main unit)	HEATER:PAPER TRAY:220/240V: ASS'Y	D2386640	1				1	1	1		1
Tray Heater for PB3220/PB3210/PB3160/PB3150	HEATER:ASS'Y	D6931127		*1			*1		*1		*1
Tray Heater for LCT PB3230/PB3170	HEATER:ASS'Y	D6951127		*1			*1		*1		*1
PCU Heater	HEATER:PHOTOCONDUCTOR:ASS'Y	D3BR2202			1			1	1	1	1
Scanner Heater	HEATER:SCANNER:220/240V:ASS'Y	D2380072				1				1	1
ELECTRICAL COMPONENTS	HEATER:PAPER TRAY:ELECTRICAL COMPONENTS SECTION:ASS'Y	D2386662	1	1	1	1	1	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 (Ex., If a 100V heater is installed on a 200V rated machine), or the heater will not be able to reduce enough moisture (Ex., If a 200V heater is installed on a 100V rated machine).

Technical **B**ulletin

Model: MET-C2.1ab	Date: 18-Oct-17	No.: RD0AD015

Subject: Supplementary information on the anti-condensation heater (for NA/TW)	Prepared by: T Kiyohara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ 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, PB3220, PB3160, PB3230, PB3170)
- PCU
- Scanner

See table below for the parts required when installing the heater.

Part description		P/N for NA/TW (120V)	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 heaters (Main + Op) + Scanner + PCU heater
Tray Heater (main unit)	HEATER:PAPER TRAY:120V: ASS'Y	D2386630	1				1	1	1		1
Tray Heater for PB3220/PB3210/PB3160/PB3150	HEATER:ASS'Y	D6931117		*1			*1		*1		*1
Tray Heater for LCT PB3230/PB3170	HEATER:ASS'Y	D6951117		*1			*1		*1		*1
PCU Heater	HEATER:PHOTOCONDUCTOR:ASS'Y	D3BR2201			1			1	1	1	1
Scanner Heater	HEATER:SCANNER:120V:ASS'Y	D2380071				1				1	1
ELECTRICAL COMPONENTS	HEATER:PAPER TRAY:ELECTRICAL COMPONENTS SECTION:ASS'Y	D2386661	1	1	1	1	1	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 (Ex., If a 100V heater is installed on a 200V rated machine), or the heater will not be able to reduce enough moisture (Ex., If a 200V heater is installed on a 100V rated machine).

Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

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

Subject: Information about PaaS	Prepared by: Y.Shigenaga
From: Tech Support Sect.,Product Marketing Dept.	
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☐ Other ( ) ☐ Tier 2

Remarks: This document only applies to China

Summary:

PaaS (Printer as a service) is a system that ensures device uptime is maximized through real time monitoring of machine status and proactively taking care of maintenance requirements.
This document provides information about PaaS.

Table of contents:

1. PaaS Setup Procedure
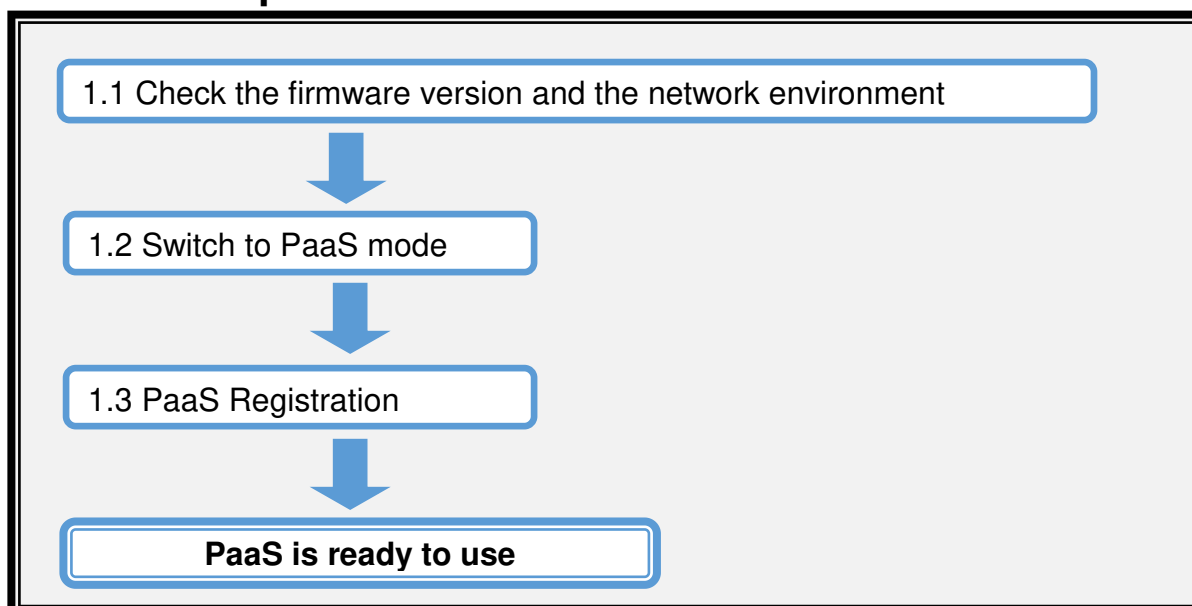
[Preparation]
➢ The customer Contract ID and the customer authentication key are required for authentication**.**
➢ Check that the SP5-816-201 value is "0" to make sure that @Remote is NOT enabled.

1.1 Check the Firmware Version and the Network Environment

1) Update the firmware

Model	System/Copy Firmware
Met-C2.1abyz	D0AD5550E ver.1.06 or later
Met-C2.1cde	D0AF5550E ver.1.06 or later

2) Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:
Open **User Tools** > **Machine Features** > **System Settings** > **Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer's network environment.
Note: Make sure the machine's main power is always turned on and connected to the internet during registration.

1.2 Switch to PaaS mode

1) Enter SP Mode.
2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) [*1]
3) Close the dialog and reboot the device.
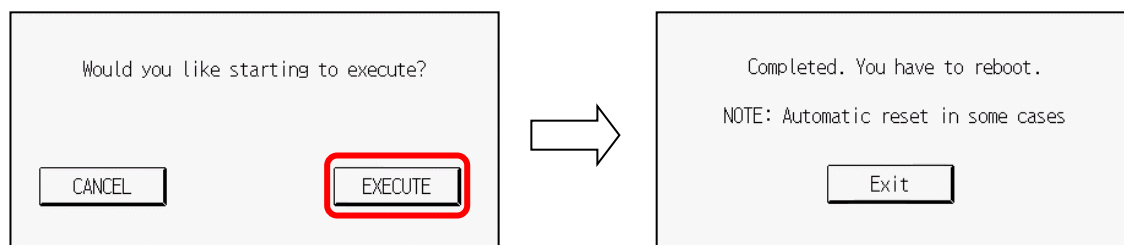
4) After rebooting, check the SP5-760-001(PaaS Mode) value is "1" to confirm PaaS mode.
*1: When machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

1.3   PaaS Registration

After PaaS Registration, you cannot switch back to normal mode.
1) Enter SP Mode.
2) Specify the following SP proxy server settings:
  ➢ *SP5-760-015 (Use Proxy) 1: Use / 0: Don't use*
  ➢ *SP5-760-016 (Proxy Server)*
  ➢ *SP5-760-017 (Proxy Port Number)*
  ➢ *SP5-760-018 (Proxy User Name)*
  ➢ *SP5-760-019 (Proxy User Password)*

Reissued: 7-Jun-18

Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

3) Input the Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Registration configuration:

| SP No.	Item	
SP5-760-003	Contract ID	Enter the customer Contract ID.
SP5-760-004	Authentication Key	Enter the customer Authentication Key.
SP5-760-005	Server Name	*'rpaasdev.online.tj.cn'* *Don't change the value above.*
SP5-760-006	Server URL Path	*'/npb-base-web/API/npb/v1.0/deviceNotification'* *Don't change the value above.*
SP5-760-007	Server Port Number	443 *Don't change the value above.*

4) Press **[Execute]** in SP5-760-009(Registration)
5) Please wait a moment for communication with the server.
6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.
   If the value is not "0", please check the result with the SP5-760-013 values in **PaaS Error Code List**.
7) Make sure the SP5-760-008(Registration Status) value is "1" to confirm that PaaS registration is complete.

2. Unregistering PaaS

[Preparation]
➢ In order to unregister, it is necessary to follow the cancellation procedure on the PaaS server side in advance.

1) Enter SP Mode.
2) Press **[Execute]** in SP5-760-010(Unregistration).
3) Close the dialog and reboot the device.
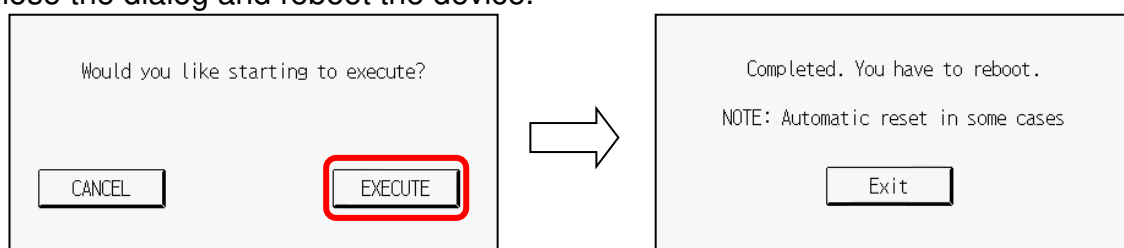
4) Please wait a moment for communication with the server.
5) After auto rebooting, make sure the SP5-760-012(Execution Return Code) value is "0" to confirm the success of the PaaS unregistration.
   If the value is not "0", please check the result with the SP5-760-013 values in the **PaaS Error Code List**.
6) Make sure the SP5-760-008(Registration Status) value is "0" to confirm that the PaaS unregistration is complete.

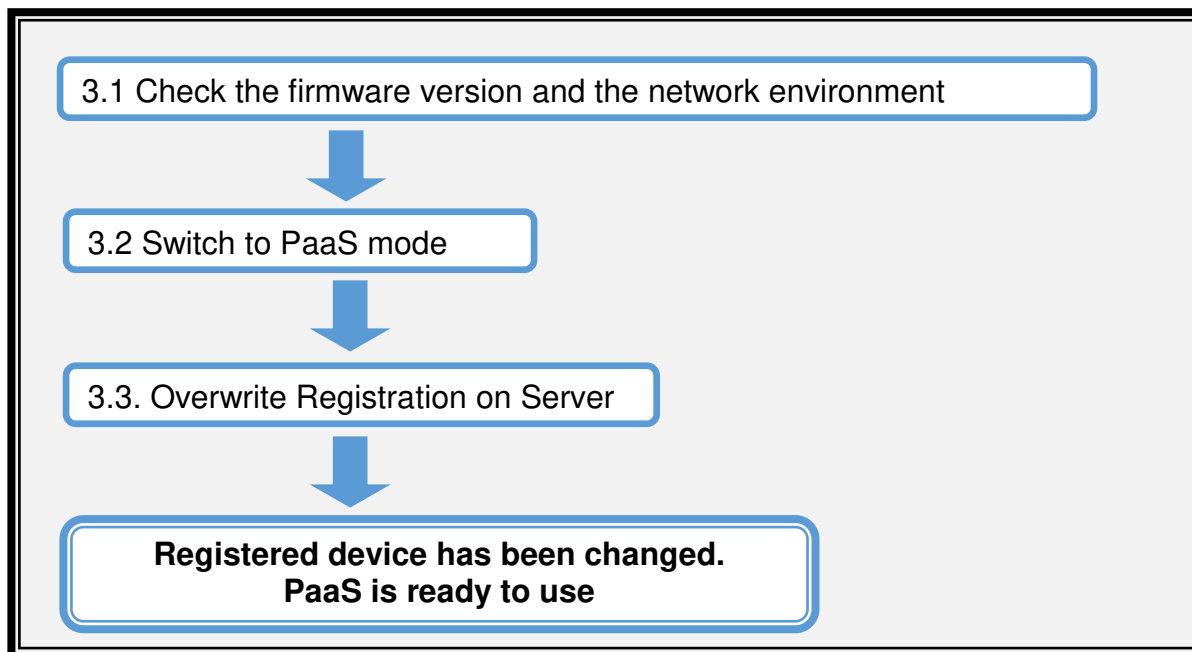| Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

3. Changing Registered Device / Controller Board

To change the PaaS registered device or if the controller board is replaced, please follow the procedure below on the new device.

```
3.1 Check the firmware version and the network environment
                            ↓
3.2 Switch to PaaS mode
                            ↓
3.3. Overwrite Registration on Server
                            ↓
        Registered device has been changed.
             PaaS is ready to use
```

[Preparation]
➢ The customer Contract ID and the customer authentication key are required for authentication**.**
➢ Check that the SP5-816-201 value is "0" to make sure that @Remote is NOT enabled.

3.1 Check the Firmware Version and the Network Environment

1) Update the firmware

Model	System/Copy Firmware
Met-C2.1abyz	D0AD5550E ver.1.06 or later
Met-C2.1cde	D0AF5550E ver.1.06 or later

2) Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:
Open **User Tools** > **Machine Features** > **System Settings** > **Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer's network environment.

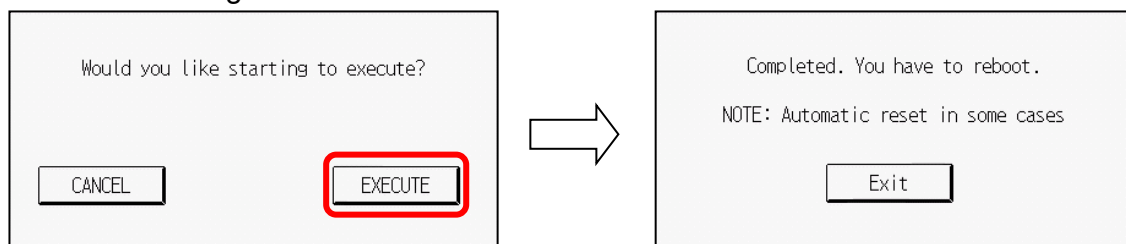Note: Make sure the machine's main power is always turned on and connected to the internet during registration.

3.2 Switch to PaaS mode

1) Enter SP Mode.
2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) [*1]

Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

3) Close the dialog and reboot the device.

Would you like starting to execute?	Completed. You have to reboot.
CANCEL EXECUTE	NOTE: Automatic reset in some cases
	Exit

4) After rebooting, check the SP5-760-001(PaaS Mode) value is "1" to confirm PaaS mode.

*1: When the machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

3.3 Overwrite Registration on Server

After PaaS Registration, you cannot switch back to normal mode.

1) Enter SP Mode.

2) Specify the following SP proxy server settings:
  - ➢ *SP5-760-015 (Use Proxy) 1: Use / 0: Don't use*
  - ➢ *SP5-760-016 (Proxy Server)*
  - ➢ *SP5-760-017 (Proxy Port Number)*
  - ➢ *SP5-760-018 (Proxy User Name)*
  - ➢ *SP5-760-019 (Proxy User Password)*

3) Input the details, such as Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Registration configuration:

SP No.	Item	
SP5-760-003	Contract ID	Enter the customer's Contract ID.
SP5-760-004	Authentication Key	Enter the customer's Authentication Key.
SP5-760-005	Server Name	*'rpaasdev.online.tj.cn'* *Don't change the value above.*
SP5-760-006	Server URL Path	*'/npb-base-web/API/npb/v1.0/deviceNotification'* *Don't change the value above.*
SP5-760-007	Server Port Number	443 *Don't change the value above.*

4) Press **[Execute]** in SP5-760-011(Overwrite Registration on Server).

5) Please wait a moment for communication with the server.

6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.
   If the value is not "0", please check the result with the SP5-760-013 values in **PaaS Error Code List**.

7) Make sure the SP5-760-008(Registration Status) value is "1" to confirm that PaaS registration is complete.
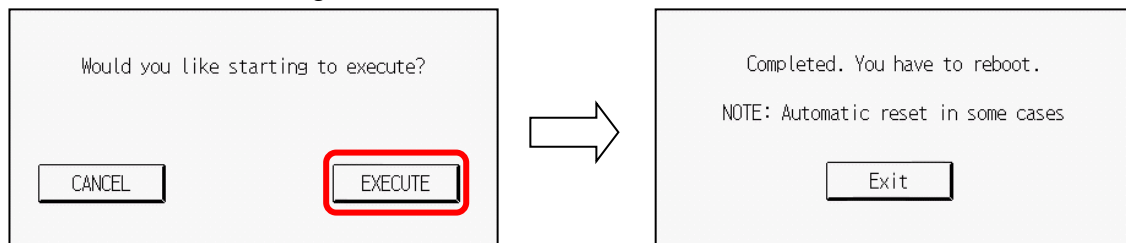
Reissued: 7-Jun-18

Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

4. Switching Back to Normal Mode

1) Enter SP Mode.

2) Press **[Execute]** in SP5-760-024(Entering Normal Mode).

3) Close the reboot dialog and reboot the device.

4) After rebooting, check the SP5-760-001(PaaS Mode) value is "0" to confirm that switching to Normal mode is complete.

Note: This function targets the device before registering with PaaS and after unregistering with PaaS. After registering the PaaS device, it cannot be unregistered in SP5-760-024(Enter Normal Mode). It is necessary to unregister through SP5-760-010 (Unregistration).

5. SP Number

SP No.	Name
SP5-760-001	PaaS Mode
SP5-760-002	Enter PaaS Mode
SP5-760-003	Contract ID
SP5-760-004	Authentication Key
SP5-760-005	Server Name
SP5-760-006	Server URL Path
SP5-760-007	Server Port Number
SP5-760-008	Registration Status
SP5-760-009	Registration
SP5-760-010	Unregistration
SP5-760-011	Overwrite Registration on Server
SP5-760-012	Execution Return Code
SP5-760-013	Error Code
SP5-760-015	Use Proxy 0:Don't use 1:Use
SP5-760-016	Proxy Server
SP5-760-017	Proxy Port Number
SP5-760-018	Proxy User Name
SP5-760-019	Proxy User Password

Reissued: 7-Jun-18

Model: Met-C2.1ab	Date: 17-Nov-17	No.: RD0AD016b

SP5-760-020	Retry Interval
SP5-760-021	Retry Count
SP5-760-023	Next Update Time
SP5-760-024	Enter Normal Mode
SP5-711-100	Session Status Detail

6. PaaS Execution Return Code

SP No.	Value	Description	Solution / Workaround
SP5-760-012	0	Initial / Succeeded	-
	1	Invalid	Follow **Switch to PaaS mode**
	2	Already registered	-
	3	Already unregistered	-
	4	Communication error	For details, refer to SP5-760-013 in **PaaS Error Code List.**
	9	Running	Please wait a moment and check the status again.

7. PaaS Error Code List

SP No.	Value	Description	Solution / Workaround
SP5-760-013			
	0	No error	-
	1	***Network information has not been set, or an invalid contract ID and authentication key were entered.***	Confirm information such as the Contract ID, Authentication Key, PaaS Server Name, PaaS Server Port Number, etc…
	2	DNS server does not resolve the host name.	Confirm the PaaS Server Name and Proxy Server. Check the firmware version and the network environment. If this does not work, contact the network administrator.
	3	PaaS Server is not connected.	Confirm the PaaS Server Name/Port Number and Proxy Server/Port Number. If this does not work, contact the network administrator.
	4	Proxy is not authenticated	Confirm the Proxy User Name and Password. If this does not work, contact the network administrator.
	5	PaaS Server registration error	Confirm the cause with the PaaS Server Escalate to the PaaS Server Supplier
	6	PaaS Server internal error	Retry the procedure.

			If this does not work, confirm the cause with PaaS Server
	7	PaaS Server internal error	Confirm the cause with the PaaS Server
	8	PaaS Server parameter error	Confirm the cause with the PaaS Server
	9	PaaS Server under maintenance	Retry the procedure after maintenance has finished.
	10	HTTP communication error (404)	Review the PaaS Server URL Path. Check PaaS Configuration.
	11	HTTP communication error (500)	Check the firmware version, the network environment, and the PaaS Configuration. If this does not work, escalate to the PaaS Server Supplier.
	~~12~~	~~3G Error~~	
	51	Connection timeout	Confirm the network settings such as the IP address. Check the firmware version and the network environment
	~~52~~	~~3G Error~~	
	101	Unit number error	Escalate to the Device Supplier
	102	Device data collection error	Escalate to the Device Supplier
	103	PaaS Server response data conversion error	Escalate to the Device Supplier
	104	*PaaS Server response error*	*Escalate to the Device Supplier*
	110	Invalid HTTP header	Escalate to the Device Supplier
	111	Incorrect JSON structure	Escalate to the Device Supplier
	112	HTTP communication error (405)	Escalate to the Device Supplier
	113	HTTP communication error (411)	Escalate to the Device Supplier
	114	HTTP communication error *(413)*	Escalate to the Device Supplier
	115	HTTP communication error *(414)*	Escalate to the Device Supplier
	116	*HTTP communication error (other)*	*Escalate to the Device Supplier*
	255 :	System error	Escalate to the Device Supplier

8. Technical Tips

- If communication fails, the PaaS update process will retry three more times at five second intervals.
- If the PaaS update process fails on three consecutive days, the device will display the banner message.
- If a PaaS communication update error occurs, the device will try to connect to the server to update after being rebooted.
- If the device is rebooted, the banner message will not be displayed. The banner message not being displayed doesn't necessarily mean the communication update was successful.

Reissued: 19-Mar-18

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

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:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5
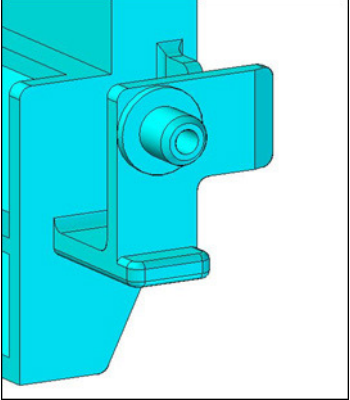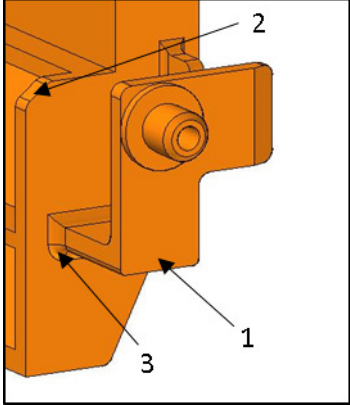
Parts catalog correction1

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		 1. Deleted stopper 2. Changed angle regulation 3. Strengthened part

Reissued: 19-Mar-18

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

Angle	
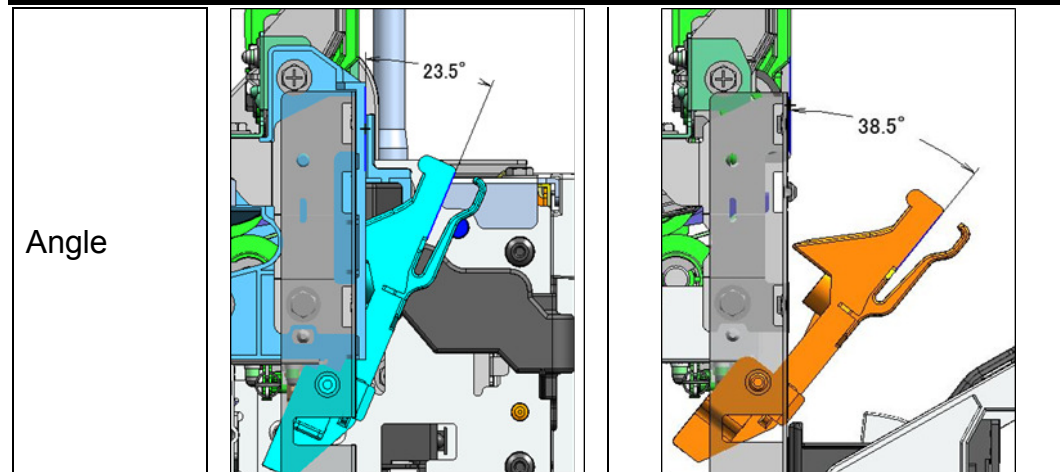
Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

Procedure:

1. Release the hook and remove the guide plate.
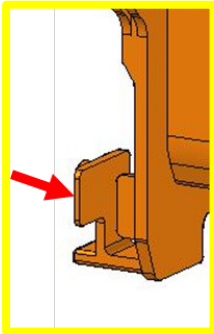
2. Attach the guide plate by sliding it toward the right hole.

3. Hook the guide plate.

Reissued: 19-Mar-18

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

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:UPPER	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.
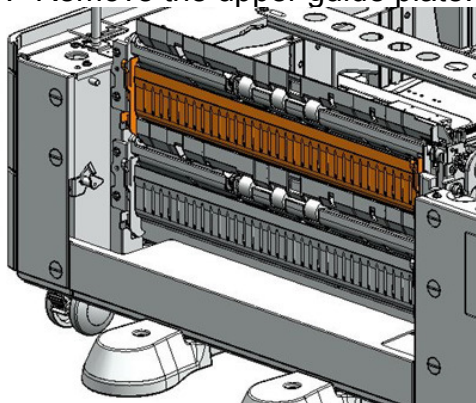
2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).
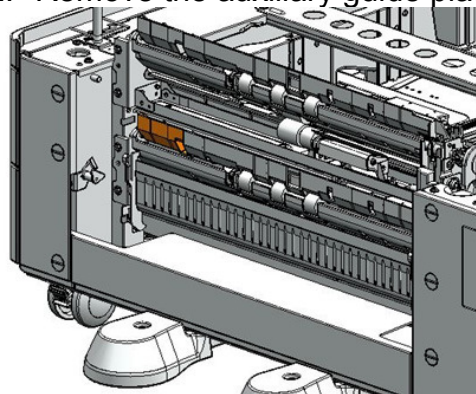
Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

3. Attach the cushion.

0〜2mm

0〜2mm
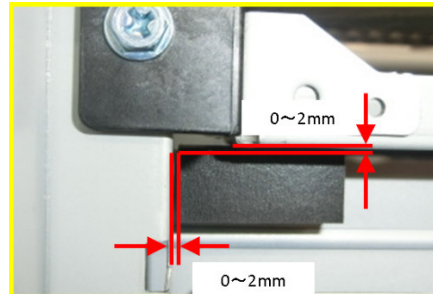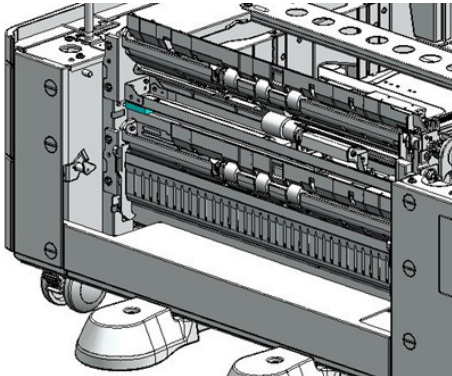
4. Attach the auxiliary guide plate for the lower guide plate (screw x1).
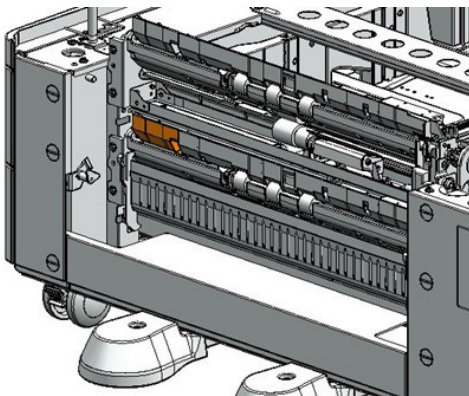
5. Attach the upper guide plate.
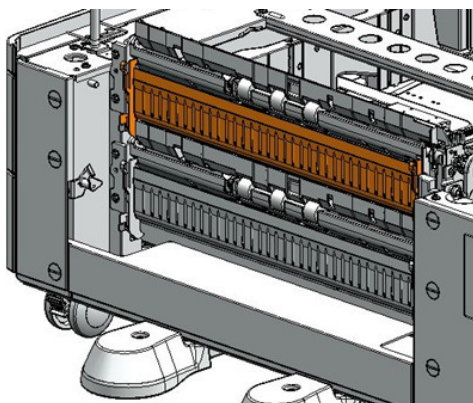
Reissued: 19-Mar-18

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

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.
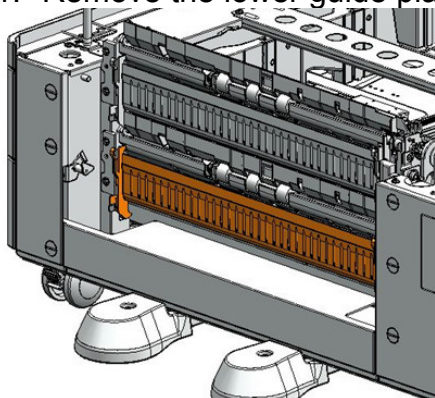
2. Attach the cushion.
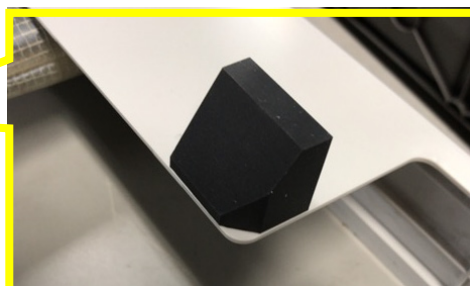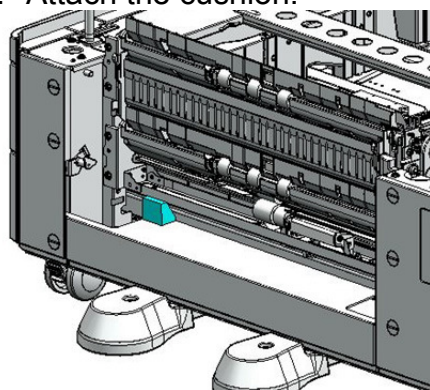
3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a
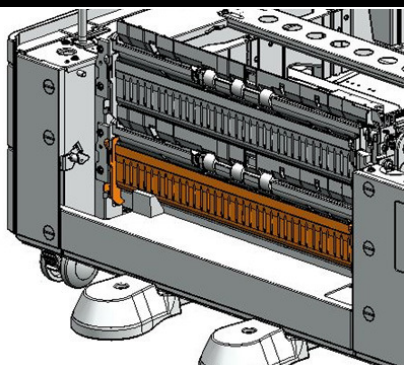
Parts catalog correction 3
Affected model: D695 (LCIT: PB3230/PB3170)

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.
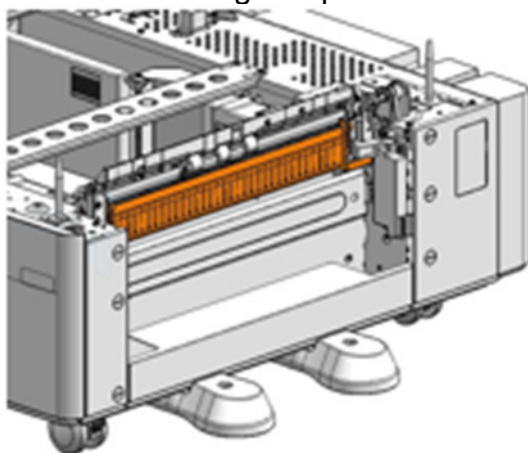
2. Remove the double tape from the guide stopper.
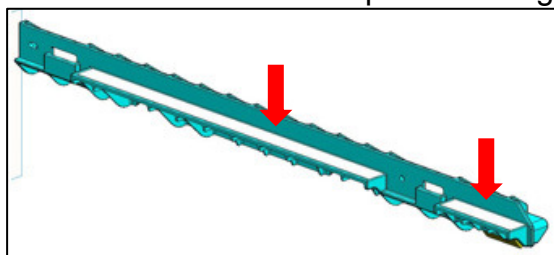
Reissued: 19-Mar-18

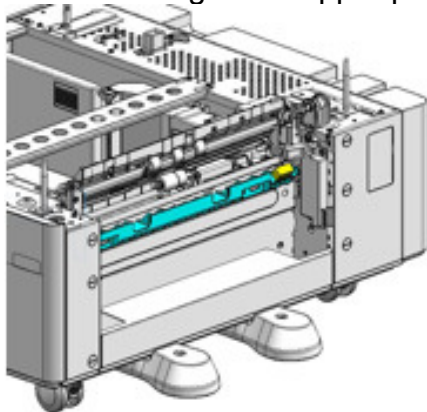| Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

3. Attach the guide stopper.

4. Attach the guide stopper.
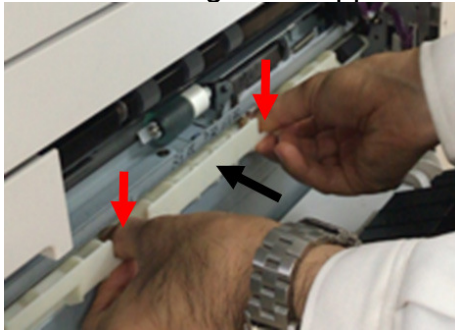
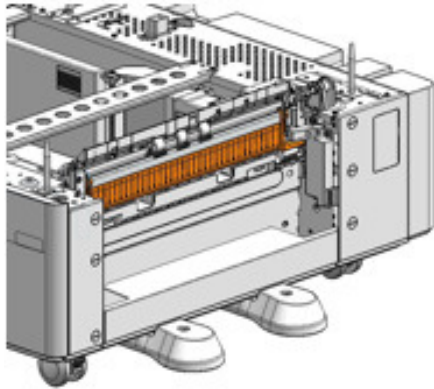5. Attach the guide plate stopper.

6. Attach the guide stopper plate.

Model: Met-C2.1ab	Date: 28 -Nov-17	No.: RD0AD017a

7. Attach the guide plate.

Model: MET-C2.1ab	Date: 12-Dec-17	No.: RD0AD018

Subject: Troubleshooting SC204-00,Polygon Motor Error	Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

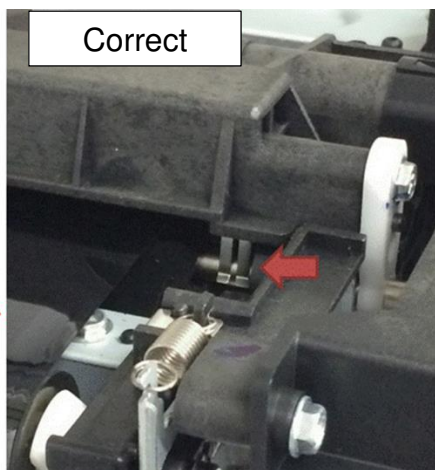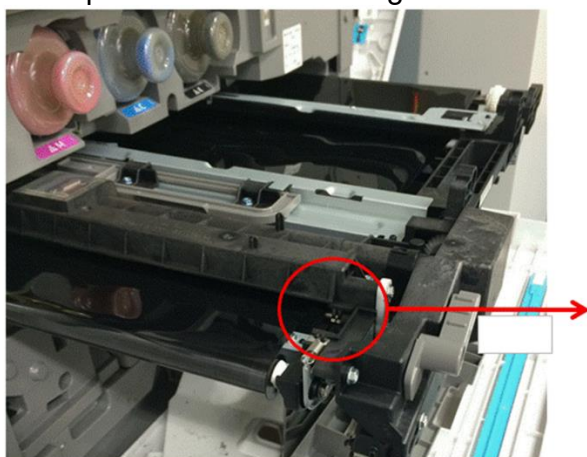| Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

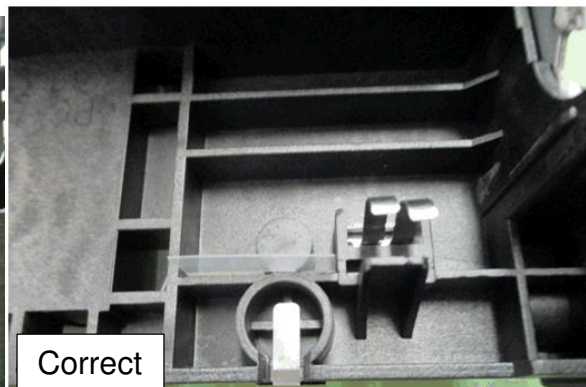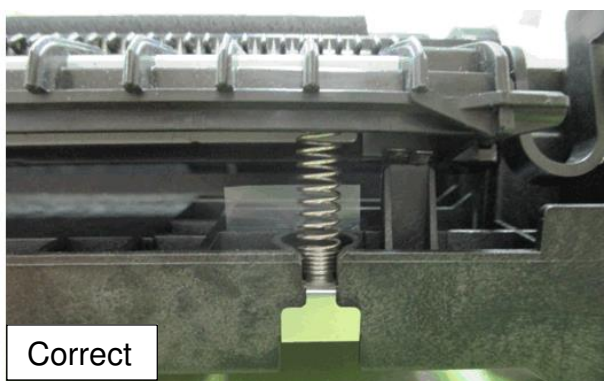SC204-00 (Polygon Motor: XSCRDY Signal Error) occurs.

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.

Correct

3. Check the grounding of the paper transfer roller.
4. Replace the paper transfer roller.

Correct

Correct

Model: MET-C2.1abyz(GSA)	Date: 23-Jan-18	No.: RD0AD019

Subject: CC-CERTIFIED IN 2017 Machine		Prepared by: T.Suzuki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB describes the requirements for installing models in the MP C2004/C2504/C3004/C3504 series (for NA and GSA) as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C2004/C2504/C3004/C3504 series models (for NA and GSA) as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

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

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

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

Important:

・For installations in the EU market, make sure this is the Ricoh-genuine O/I.

・To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).

・Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).

・Tell the customer to see the Online Document Set 1 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/booklist/int/index_book.htm

・Tell the customer to see the Online Document Set 2 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/ReadThisFirst.html

・Tell the customer to see the Online Document Set 3 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/User.html

・Tell the customer to see the Online Document Set 4 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/DriverInstall.html

・Tell the customer to see the Online Document Set 5 from the following URL: https://support.ricoh.com/services/device/ccmanual/MPC2004/en/pdf/Oss.html

・Tell the customer to download the Online Document Set 6 (the information about the authentication based on the CC certification system) from the following URL: ※MP C3004/C3504 series https://support.ricoh.com/services/device/ccmanual/mp_c3004_c3504/en/download_admin.html

https://support.ricoh.com/services/device/ccmanual/mp_c3004_c3504/en/download_user.html

※MP C2004/C2504 series
https://support.ricoh.com/services/device/ccmanual/mp_c2004_c2504/en/download_admin.html
https://support.ricoh.com/services/device/ccmanual/mp_c2004_c2504/en/download_user.html

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

See the following pages for Step 3 to Step 11.

3. Confirm that no suspicious parts or devices are attached to the peripheral.
※MP C3004/C3504 series

By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP C3004 / C3504 / C4504 / C5504 / C6004 / C3004ex / C3504 ex / C4504 ex / C5504 ex / C6004 ex Machine Code:D238 / D239 / D240 / D241 / D242 / D0AC / D0AD / D0AE / D0AF / D0AG Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C3004 / C3504 / C4504 / C5504 / C6004 / C3004ex / C3504 ex / C4504 ex / C5504 ex / C6004 ex Machine Code:D238 / D239 / D240 / D241 / D242 / D0AC / D0AD / D0AE / D0AF / D0AG Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

※MP C2004/C2504 series

By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP C2004 / C2504 / C2004ex / C2504ex Machine Code: D243 / D244 / D0AH / D0AJ Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C2004 / C2504 / C2004ex / C2504ex Machine Code: D243 / D244 / D0AH / D0AJ Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M19.
※MP C3004/C3504/C4504/C5504/C6004
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M19(D3BV-01, -02, -03)", and "Accessory Check" in "Fax Option Type M19/M20 Machine Code: D3BV/D3BT Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M19.
For the detailed installation procedure, see "Fax Option Type M19(D3BV-01, -02, -03)" in "1. Installation", Fax Option Type M19/M20 Machine Code: D3BV/D3BT Field Service Manual.

※MP C2004/C2504
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M19(D3BV-01, -02, -03)", and "Accessory Check" in "Fax Option Type M19 Machine Code: D3BV Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M19.
For the detailed installation procedure, see "Fax Option Type M19(D3BV-01, -02, -03)" in "1. Installation", Fax Option Type M19 Machine Code: D3BV Field Service Manual.

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

6. Setting "Smart Operation Panel mode" to "Secure boot"
   In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode"
   to "1".

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"
   In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)),
   set bit0 to "1".

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

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

10. Enabling the Encryption Settings
    Enable the encryption settings described in service manual, and execute
    [Format All Data].
    Hand the customer the printout of the encryption key that is printed when enabling the
    encryption settings.

11. Check firmware versions.
    If the customer requests exactly the same condition as when CC certification was
    attained, install the versions shown in the table below. If not, make sure that firmware
    versions of the machine are the same as or later than the ones in the table.
    ● If the customer wants to install the machine in the same condition as when CC
      Certification was first attained, install the exact versions shown in the table below.
    ● If the customer wants to install the machine as an equivalent of the condition as when
      CC certification was first attained, install the versions shown in the table below or later.
    If you are not sure which of these the customer prefers, confirm this with your Sales
    department.

RICOH

Technical Bulletin

Firmware versions with which the MP C2004/C2504/C3004/C3504 series models (for NA and GSA) first achieved CC-CERTIFICATION:

Firmware Name:	Version:	Firmware Number:
System/Copy	1.05	D0AD5550D
Network Support	15.65	D0AD5567E
Fax	02.00.00	D0AD5557A
RemoteFax	03.00.00	D0AD5558B
Scanner	01.03	D0AD5560C
Web Support	1.03	D0AD5561C
Web Uapl	1.00	D0AD5562
NetworkDocBox	1.03	D0AD5568C
animation	1.02	D0AD5564B
Printer	1.03	D0AD5570C
RPCS	3.18.30	D2425572B
Font EXP	1.00	D2415581
PCL	1.14	D2425573J
PCL Font	1.09	D2415586
IRIPS PS3	1.01	D0AF5573
IRIPS PDF	1.04	D0AF5575B
IRIPS Font	1.15	D0AF5577A
Java VM v12 std	12.55.02	D2415579R
Data Erase Onb *	1.05	D2625244
GWFCU3.8-11(WW)	09.00.00	D2425559K
PowerSaving Sys	F.L3.06.2	D0AD5554A
M2a_System	1.25	D2411425B
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.02	D2411465C
M2a_cspf	2.02.00	D1961430B
M2a_HelpService	1.00	D2411471
M2a_ICCdDisptch	2.12.06	D2411450C
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.17	D2411427T
M2a_MeidaPrtScn	1.19	D2411447S
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.13	D2411458P
M2a_PrinterSJob	1.74	D2411446Q
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.20	D2411443S
M2a_SimpleFAX	1.15	D2411445Q

Model: MET-C2.1abyz(GSA)	Date: 23-Jan-18	No.: RD0AD019

Firmware Name:	Version:	Firmware Number:
M2a_SimpleScan	1.15	D2411444R
M2a_SmartCopy	1.24	D2411454W
M2a_SmartFAX	1.21	D2411457S
M2a_SmartScan	1.16	D2411456S
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.03	D2411435E
M2a_WLanguage	1.09	D2411431J
M2a_WStopKey	1.01	D2411436B
M2a_WTonner	1.05	D2411434G
M2a_zoo	1.05.01	D2411467J
Engine	1.10:02	D0AD5503A
ADF		
ARDF	01.320:03	D7795300K
SPDF	01.040:06	D3B05550F

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

Ic Key and Ic Ctlr versions with which the MP C2004/C2504/C3004/C3504 series models (for NA and GSA) first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

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

MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.25	D2411425B
Keymicon	6.12	D2411423A
Application Site	1.05.01	D2411467J
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.02	D2411465C
Change Langs. Widget	1.09	D2411431J
Copy	1.24	D2411454W
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.21	D2411457S
Fax RX File Widget	1.03	D2411435E
ICCardDispatcher	2.12.06	D2411450C
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.17	D2411427T
LegacyUIData	1.02	D0AD5564B
Print/Scan(Memory Storage Device)	1.19	D2411447S
Printer	1.13	D2411458P
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config.	2.12.04	D2411468A
Quick Copy	1.20	D2411443S
Quick Fax	1.15	D2411445Q
Quick Print Release	1.74	D2411446Q
Quick Scanner	1.15	D2411444R
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Scanner	1.16	D2411456S
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G
Support Settings	1.00	D2411471

The list of Operating Instructions (O/I)
<For NA and GSA*>
*GSA: General Services Administration.
※C3004/C3504
Paper Documents
・D0AF-7014A   Notes for Users
・D219-7074   Notes for Using This Machine Safely
・D219-7454   For Users of This Product
・D219-7458A   Notes to Users in the United States of America
・D219-7461A   Note to users in Canada
・D241-7085   Notes for Users
・D241-7238   SOFTWARE LICENSE AGREEMENT
・D256-8996A   Note to users
・D259-7522   Start Guide
・D259-7532   Notes for Application Site Users

Online Document Set 1
・D0AF-7468   About This Machine
・D0AF-7469   Copy/ Document Server
・D0AF-7470   Fax
・D0AF-7471   Print
・D0AF-7472   Scan
・D0AF-7473   Troubleshooting
・D0AF-7474   Connecting the Machine/ System Settings
・D0AF-7475   PostScript 3
・D0AF-7476   Security Guide
・D0AF-7477   Extended Feature Settings

Online Document Set 2
・D0AF-7478   Read This First

Online Document Set 3
・D0AF-7465   User Guide

Online Document Set 4
・D0AF-7466   Operating Instructions
                      Driver Installation Guide

Online Document Set 5
・D0AF-7452   About Open Source Software License

Online Document Set 6
・D146-7587   Notes on Security Functions

・D0AF-7485   Notes for Administrators:
                  Using This Machine in a Network Environment
                  Compliant with IEEE Std 2600.2^{TM}-2009

※C2004/C2504
Paper Documents
・D0AF-7308A   Notes for Users
・D219-7456   For Users of This Product
・D219-7459   Notes to Users in the United States of America
・D219-7462   Note to users in Canada
・D241-7065   Notes for Application Site Users
・D241-7086   Notes for Users
・D241-7239   SOFTWARE LICENSE AGREEMENT
・D244-7010   Start Guide
・D244-7051   Notes for Using This Machine Safely
・D256-8997   Note to users

Online Document Set 1
・D0AF-7468   About This Machine
・D0AF-7469   Copy/ Document Server
・D0AF-7470   Fax
・D0AF-7471   Print
・D0AF-7472   Scan
・D0AF-7473   Troubleshooting
・D0AF-7474   Connecting the Machine/ System Settings
・D0AF-7475   PostScript 3
・D0AF-7476   Security Guide
・D0AF-7477   Extended Feature Settings

Online Document Set 2
・D0AF-7478   Read This First

Online Document Set 3
・D0AF-7465   User Guide

Online Document Set 4
・D0AF-7466   Operating Instructions
                  Driver Installation Guide

Online Document Set 5
・D0AF-7452   About Open Source Software License

Online Document Set 6
・D146-7587   Notes on Security Functions

Model: MET-C2.1abyz(GSA)	Date: 23-Jan-18	No.: RD0AD019

・D0AF-7485   Notes for Administrators:
                 Using This Machine in a Network Environment
                 Compliant with IEEE Std 2600.2™-2009

Model: MET-C2abcdeyz/C2.1abcdeyz		Date: 4-Jun-18	No.: RD239081

Subject: Installation Procedure of Enhanced Security HDD		Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2 ☐ Tier 0.5

Service Manual Correction:

The descriptions *in bold italic* have been added:

Installation Procedure

⚠ CAUTION

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

⬇ Note)

- ***Before replacing the HDD, copy the address book data to an SD card with SP5846-051 if possible.***
- ***If the customer is using the Data Overwrite Security, the Data Encryption feature or OCR Scanned PDF, these applications must be installed again.***

1. **Remove the rear cover [A].**

[A]

🔩 x7   d238m1007
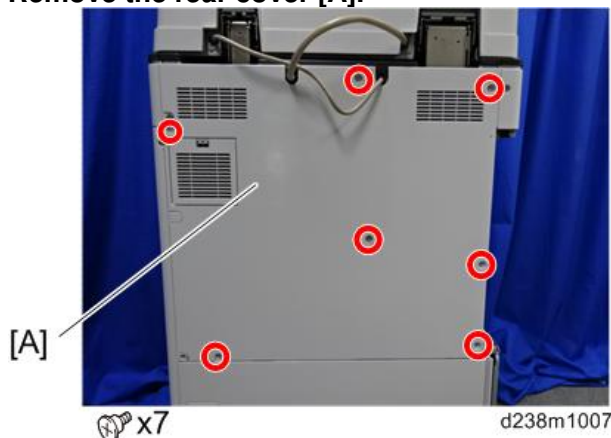
2. **Remove the controller box cover [A].**
   Red Circle: Remove / Blue Circle: Loosen

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 4-Jun-18	No.: RD239081
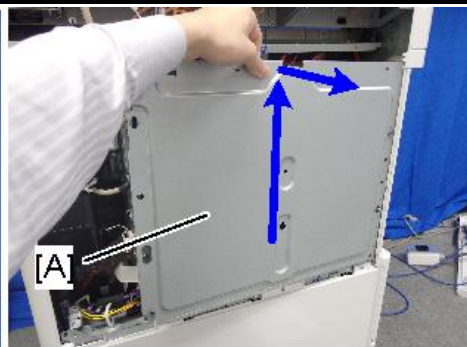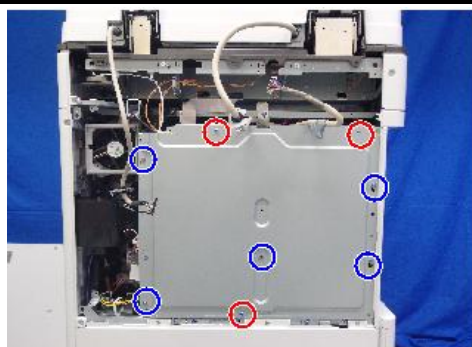
d238m0614

3. **Remove the standard HDD [A] installed on the machine.**
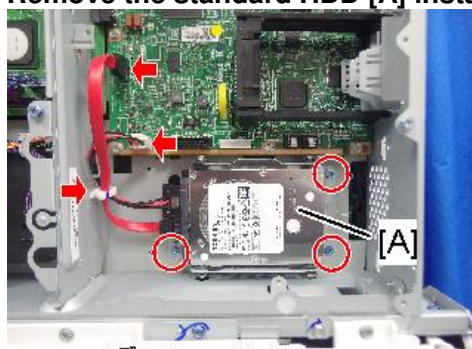
☐x3, ☐x1, ☐x2   d238m0669

4. **Separate the standard HDD from the bracket.**

☐x4   d238m0670

5. **Disconnect the cables from the standard HDD. (☐ × 2)**

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 4-Jun-18	No.: RD239081

d191b0077

6. **Remove the enhanced security HDD from its protective pack.**

d191b0078

7. **Connect the two cables to the enhanced security HDD. (🔌 × 2)**

d191b0079

8. **Fasten the HDD to the bracket. (🔩 × 4)**
9. **Install the HDD bracket in the controller box.**
10. **Reassemble the machine.**

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 4-Jun-18	No.: RD239081

After Installing the HDD

1. **Connect the power cord and turn the machine on. A message prompts you to format the hard disk.**
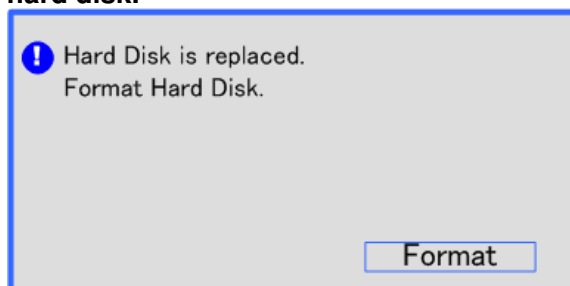
> Hard Disk is replaced.
> Format Hard Disk.
>
> Format
>
> d191b0081

2. **Touch [Format].**
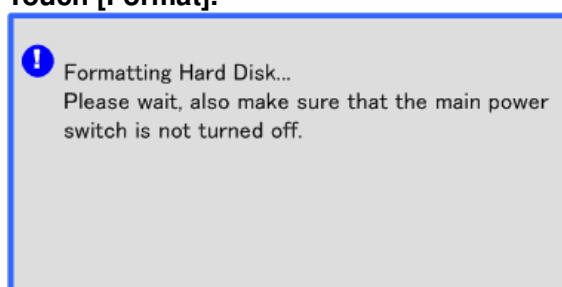
> Formatting Hard Disk...
> Please wait, also make sure that the main power switch is not turned off.
>
> d191b0082

3. **Wait for the machine to finish formatting the hard disk.**

   ⭐ Important

   - Do not touch the power switch while the hard disk format is in progress. Wait for the machine to tell you that the formatting is finished.
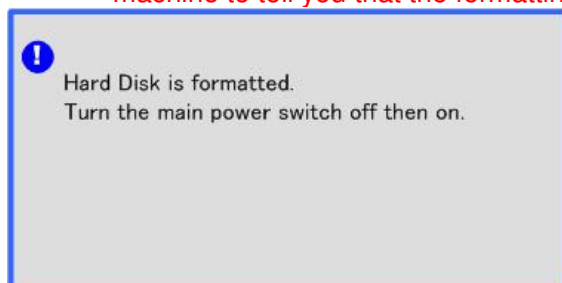
> Hard Disk is formatted.
> Turn the main power switch off then on.
>
> d191b0083

4. **Turn the main power OFF and back ON again after the message tells you formatting is finished.**
5. **Enter the SP mode.**
6. ~~Do SP5-846-040 to copy the address book to the hard disk from the controller board.~~
7. ~~Do SP5-846-041 to let the user get access to the address book.~~
6. *Do SP5-846-052, to copy the address book from the SD card to the HDD.*
7. **Turn the main power OFF and back ON again.**
8. **Ask an administrator to register an HDD authentication code in the machine.**

   ⭐ Important

   - If the HDD Authentication Code is not registered, the function of the enhanced security HDD is not activated.

SP descriptions

~~SP5-846-~~	~~UCS Setting: Addr Book Migration(USB->HDD)~~

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 4-Jun-18	No.: RD239081

~~040~~	~~Copies the address book to the hard disk from the controller board.~~ ~~[Execute]~~
~~SP5-846-041~~	~~UCS Setting: Fill Addr Acl Info~~
	~~This SP must be executed immediately after installation of an HDD unit in a basic machine that previously had no HDD. The first time the machine is powered on with the new HDD installed, the system automatically takes the address book from the NVRAM and writes it onto the new HDD. However, the new address book on the HDD can be accessed only by the system administrator at this stage. Executing this SP by the service technician immediately after power on grants full address book access to all users.~~ ~~[Execute]~~

SP5-846-052	*UCS Setting: Restore All Addr Book*
	Downloads all directory information from the SD card.

Model:MET-C2abcdeyz/C2.1abcdeyz	Date: 1-Jun-18	No.: RD239082

Subject: FSM correction - SC312	Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Service Manual Revision.

The descriptions in **bold and italic** were added.

Service Call 312-396
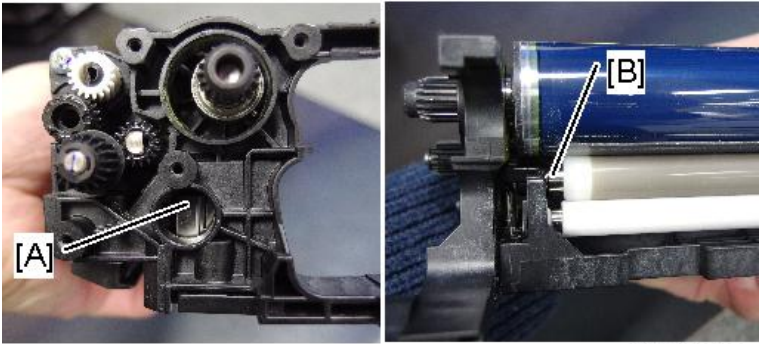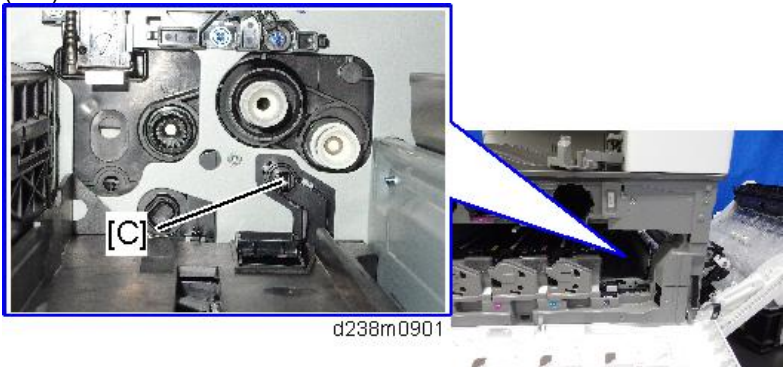
SC300 (Engine: Charge, Development)

SC No.	Type	Error Name/Error Condition/Major Cause/Solution
SC312-01	D	Charge Roller HVP_CB Output Error (K)
SC312-02	D	Charge Roller HVP_CB Output Error (C)
SC312-03	D	Charge Roller HVP_CB Output Error (M)
SC312-04	D	Charge Roller HVP_CB Output Error (Y)
		Charging AC is set to ON at the standard speed, and the FB voltage of the charging AC of each color is monitored for 200 ms at 20ms intervals (10 times) after 80ms of charge AC_ON, and below 0.3V is detected continuously for 200ms (10 times), the SC of the corresponding color lights up, and machine operation is suspended.
		▪ High voltage harness defective or shorted. ▪ PCU setting fault or damage ▪ HVP_CB fault ▪ Connector disconnected ▪ Harness broken ▪ ***IOB defective***

SC No.	Type	Error Name/Error Condition/Major Cause/Solution

Check if the SC occurs by turning the power OFF then ON. If the SC occurs again, do the following steps. Check if the SC reoccurs by cycling the power after each step.

1. Check the PCU for the following points and recover or replace the PCU if there are any defects.
    - Checking contaminants on the Charge Roller terminal [A]
    - Checking damage or deformation of the Charge Roller terminal [A]
    - Checking continuity to the Charge Roller terminal core bar [B]

d238m0900

2. Check if all connectors related to PCDU are connected securely. Replace the connectors if they are disconnected, or loose.
3. Recover or replace the parts of the main machine if there are any defects after checking the following points.
    - Checking contaminants on the charged power supplying plate [C]
    - Checking damage or deformation of the charged power supplying plate [C]
    - Checking continuity between the Charge Roller terminal core bar and the HVP (CB)

d238m0901

4. Replace the HVP (CB).
5. ~~If SC occurs again, replace the BCU.~~
5. ***If SC occurs again, replace the IOB***

Technical **B**ulletin

RICOH

PAGE: 1/1

Model: Met-C2abcdeyz	Date: 30-Aug-18	No.: RD239083

Subject: DO NOT install FAX v11.00.00	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware)	☒ Tier 2

IMPORTANT Notice about FAX Firmware v11.00.00

- **DO NOT install** the following "FAX" firmware on machines in the field.

    Note: These versions are no longer released/available.

Firmware	version	P/N	Model
FAX	**11.00.00**	D2395557P	Met-C2 abyz
FAX	**11.00.00**	D2425557P	Met-C2cde

- This is because with this version, the following functions cannot be used after update.
    - User tool > Machines Feature > System Settings
    - User tool > Machines Feature > FAX setting or other application settings
    - SP mode
    - FAX application
    - FAX (Legacy) application
  - This symptom occurs under the following conditions:

    [EU]

    After update, the above symptom occurs at power on.

    [NA, AP, CN]

    After only an update, the above symptom does not occur at power on. When a Fax is sent via Air Print after update, this symptom occurs.

- This occurs because the correct items under the previous version were not included in ver. 11.00.00.

- To avoid this, install FAX firmware **v10.00.00 or older.** The countermeasure firmware will be released at a later date (ETA: TBD)

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 25-Sep-18	No.: RD239084

Subject: The message "Fusing Belt unit must be replaced now." before the target yield	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

The message "Fusing Belt unit must be replaced now." is displayed before the target yield.
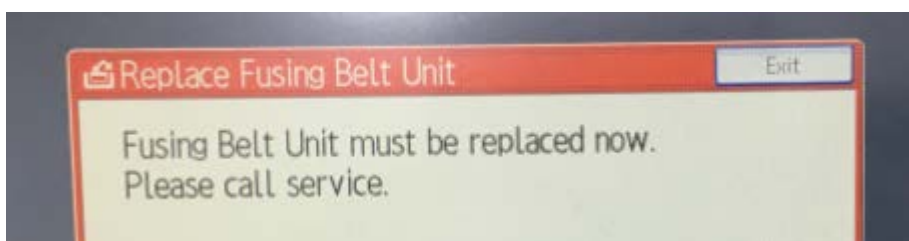
Affected models: Met-C2abcdeyz/Met-C2.1abcdeyz

(D238/D239/D240/D241/D242/D243/D244/D0AD/D0AH/D0AL)

Occurrence situation:

1. The application displayed when the home key is pressed is set.
2. Individual Authentication (User Authentication) is enabled.
3. Copy is selected as the priority application.
4. The fusing unit off mode (energy saving) has been set.

CAUSE

Cheetah System firmware bug.

SOLUTION

Update to the following version or later of Cheetah System.

Firmware	version	P/N
Cheetah System	1.29	D2411425H

RICOH

Technical **B**ulletin

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 3-Oct-18	No.: RD239085

Subject: Unable to disable Service Mode Lock when PM or JAM state	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

It is not possible to disable the Service Mode Lock when the device is displaying a JAM alert or PM message.

CAUSE

This is specification.

SOLUTION

Set **User Administrator Authentication** and **Machine Administrator Authentication** to "OFF".

   Note: This will disable the prohibition to SP mode access.

RICOH **T**echnical **B**ulletin

PAGE: 1/1

Model: Met-C2abcdeyz/ C2.1abcdeyz	Date: 29-Oct-18	No.: RD239086

Subject: DO NOT install Package_ALL v18.01 for Met-C2 and package_ALL v8.01 for Met-C2.1. Error E228 at installing Package ALL.	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware)	☒ Tier 2

IMPORTANT Notice about "Package_ALL" Firmware
v18.01 (Met-C2), v8.01 (Met-C2.1)

● **When installing below firmware via SFU , SD Card, DMNX or SLNX:**

Model	Firmware	version	P/N
Met-C2 abyz	Package All	**18.01**	D2395509C
Met-C2 cde	Package All	**18.01**	D2425509C
Met-c2.1 abyz	Package All	**8.01**	D0AD5533K
Met-C2.1cde	Package All	**8.01**	D0AF5533K

Affected models:

MET-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

Met-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

● The following symptom occurs during the firmware update, if the Cheetah system is v1.26 or older.

Symptom: E228 occurs, when a machine is upgraded the package firmware by SD card, SFU, DMNX or SMNX.

Cause: The version information of Cheetah System is unintentionally deleted, when updating the application "ICCardDispatcher" included in the cheetah system.
Note: When a machine is upgraded through @Remote RFU/ARFU, the E228 error will be recovered by retrying automatically and then be successfully updated.

● **Solution: When E228 occurs, turn the main power switch off and on.**
      Note: leave the SD card insert the slot during the power cycle.
● **Important: When SLNX or DMNX is used for Remote Firmware Update, it is not possible to recover the device automatically. It is necessary to apply the Package_ALL again via command FTP or SD Card."**

Next Package firmware this problem will be solved.

Technical Bulletin

Model: Metis-C2ab	Date: 7-Jan-19	No.: RD239090

Subject: Document Jam appear after FAX and Scan.	Prepared by: T.Kiyohara
From: MFP section, OPOS Product Quality managemt Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

A document jam (original misfeed) error is displayed after the DF is used to scan a FAX or Scanner document, although the document itself has not jammed.

Affected models: Met-C2.1a/b/y/z, Cor-C1.5c/d/f/g with ARDF3090 installed.

Note: This does not occur when using the DF for copies, because the scanning speed is different.
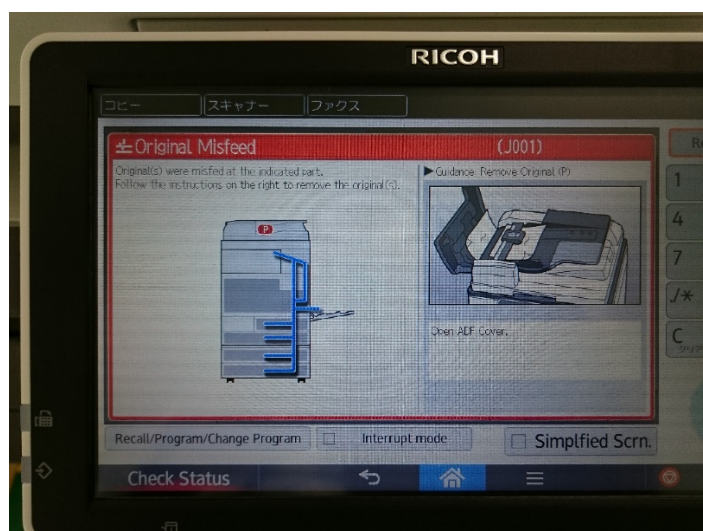
CAUSE:

The original feeler rebounds and chattering of the original detection sensor occurs due to parts variation.

SOLUTION

Production line
The shape of the feeler was changed.

Old P/N	New P/N	Description	Q'ty	Int
D6842142	D7792142	FEELER:ORIGINAL SENSOR	1-1	O/O

D6842142B

D7792142

In the field
Replace the feeler with the modified part.

PROCEDURE

1. Remove the upper cover from the ARDF (screws x4).

2. Remove the feeler.

Model: MET-C2abcdeyz	Date: 21/Jan/19	No.: RD239091

Subject: Added explanation on SP2907	Prepared by: H.Kameda
From: Technical Support Sect., Service Strategy Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Please add the following explanation on SP2907 to your field service manual.

2907	[ACS Setting (FC to Bk)]
	Adjusts the threshold for moving away the image transfer belt from the color PCUs. This SP moves the image transfer belt away from the color PCUs when the number of B/W image printouts reaches the number of sheets specified with this SP after consecutive full color image printouts in the full color mode.
	If this SP is set to "0", the image transfer belt does not move away.

001	Continuous Bk Pages	*ENG	[0 to 10 / 0 / 1 sheet/step]

Model: Met-C2abcdeyz/ C2.1abcdeyz	Date: 29-Jan-19	No.: RD239092

Subject: Error 235 at installing Package firmware V20.05 (Met-C2), v10.05 (Met-C2.1)	Prepared by: T. Kiyohara
From: Field Quality Management Group1, FQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware)	☒ Tier 2

SYMPTOM

E235 occurs when the following "**Package_ALL**" package firmware is installed.

Affected model:	Affected F/W:
Met-**C2** abcdeyz (D238/D239/D240/D241/D242/D243/D244)	**V20.05**
Met-**C2.1** abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)	**V10.05**

CAUSE

The Remote Connect (0.1 customized) has installed.
  Note: These versions were provided in 2015 for trials only on the Camel-R.

SOLUTION

Do the following if E235 occurs.

1. Update the "Package ALL" firmware to **v18.00** (Met-C2) or **v8.00** (Met-C2.1).
    Note: These versions do not include Remote Connect Support.

2. Delete the following firmware (which contain Remote connect support (0.1 customized)):
    M2a_RemSptSvc   (0.1 customized: trial version)
    M2a_RemAssist   (v1.00.10 or v1.00.12: trial version)

3.   Install the latest version of Remote Connect Support or install "**Package_ALL v20.05**" for Met-C2 and "**Package_ALL v10.05**" for Met-C2.1.
    Note: These include the latest version of Remote Connect Support.

   NOTE: If you are sure that the trial version (0.1 customized) was **not** install on the affected machine, you can install "Package_ALL v20.05" (Met-C2 abyz/cde) and "Package_ALL v10.05" (Met-C2.1 abyz/cde).

How to confirm the version for Remote Connect Support:
Operation Panel SP mode > Screen Device Setting information >Software Version List

Version List Record		Save to SD Card	
Software Name	Module ID	Part Number	Version
jp.co.ricoh.advop.remotesuppor			0.1CUSTOMIZED
LegacyUI type-1	M2a_LegacyUI	D2411439	1.23
LegacyUIData		M0AJ5557B	1.00
ProgramInfoService	M2a_ProgramInfo	D2411438D	1.18
ader Support Plugin	M2a_USBCdPlugin	D2411459	2.12.00
Quick Card Authenticatio	M2a_QuickCdAuth	D2411468	2.12.01
Quick Print Release	M2a_PrinterSJob	D2411446R	1.75
Remote Support			1.0.0.12(1.8.0.79)
Standard IC Card Plugin	M2a_NFCPlugin	D2411452	2.12.00

0.1customised

Technical Bulletin

Model: Metis-C2abyz/C2.1 abyz	Date: 29-Jan-19	No.: RD239093

1 Subject: The toner Hopper are broken. (Early toner end, White line, Noise occur)	Prepared by: T.Kiyohara
From: MFP section, OPOS Product Quality managemt Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

The toner hoppers break, triggering early Toner End, white lines, and/or noise.

Affected models:
Bk,C,M,Y for Metis-C2.1yz,
C,M,Y for Metis-C2.1ab

Note: This problem only occurs on development units from the above models produced from Oct. to Dec. 2017.

How to read the lot number of the development unit:

First 3 digits: Factory line number

4th digit: Color

5th digit: Production year

6th digit: Production month

7th to 11th: Production number

Ex: June 2016 production.

Technical Bulletin

Model: Metis-C2abyz/C2.1 abyz	Date: 29-Jan-19	No.: RD239093
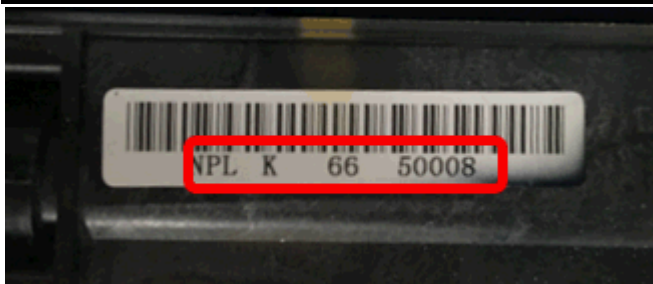
CAUSE:

There are burs on the bearing on the rear side of the developing unit, causing frictional heat between the bearings and transport screw in the development unit when high-duty print jobs are performed. As a result, the toner of the developing unit hardens and the toner cannot be transferred, causing a development lock.

SOLUTION

Replace the hopper and development unit at the same time.

P/N	Description	Q'ty
D2443020	DEVELOPMENT UNIT K	1-1
D2443021	DEVELOPMENT UNIT C	1-1
D2443022	DEVELOPMENT UNIT M	1-1
D2443023	DEVELOPMENT UNIT Y	1-1

Reissued : 25-Jun-19

Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b

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

Subject: Jam 63 (SPDF DF3120/ DF3100/3080)	Prepared by: T.Kiyohara
From: Oversea Field Sect., OPOS Product Quality Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

A paper non-feed (multi-feed and/or Jam 63) occurs.

Affected models:

MET-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

MET-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

COR-C1.5cdefgh (D284/D285/D286/D287/D288/D289)

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

If the symptom occurs, do the following:

1. 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 DF3100	ADF_SINAI-E Ver.01.050:061.34	D3B05550G

2. If this does not solve the issue, replace the separation pad with the following one, which has been customized specifically for this symptom.

    See PROCEDURE below.

    IMPORTANT: Only install this part if the firmware upgrade does not work. This is because there are side effects with this part (explained below).

Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	**D6839102**	1
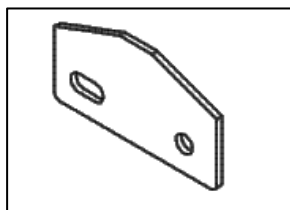
Note:
- The P/N will be announced once it is available.
- As a side effect with this separation pad, the leading edge of some paper types may crease when touching the pad, as shown in the photo below.
- Because of this, this pad is only used in cases in which the firmware upgrade is ineffective (It is not installed on machines in mass-production).

Reissued : 25-Jun-19

Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b

PROCEDURE

1. Remove the separate unit.

2. Remove the cover and reverse roller.

3. Remove the paper feed guide plate.
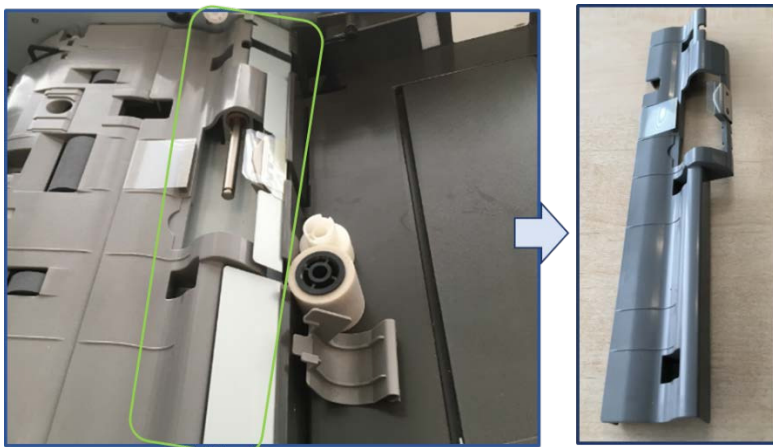
Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b

4. Remove the separation pad cover.

5. Replace the separation pad.

Technical **B**ulletin

Model: Metis-C2.1 abcde/P2ce		Date: 25-Jan-19	No.: RD0AD021
Subject: Duplex unit cannot be close due to the broken grip		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

SYMPTOM

The duplex unit cannot be closed.

Affected models: Met-C2.1 abcde (D0AC/D0AD/D0AE/D0AF/D0AG),
Met-P2ce(M0AJ/M0AL).

Affected production: May to Aug. 2018
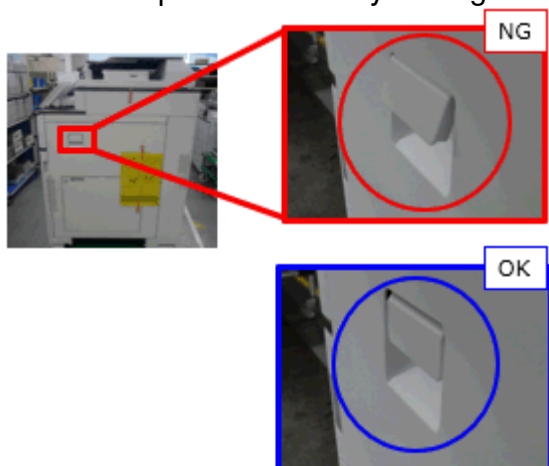
CAUSE:
Lubricant contacts the shaft for the grip of the duplex unit, causing a chemical crack. At a result, the hook for the grip breaks and the spring detaches.
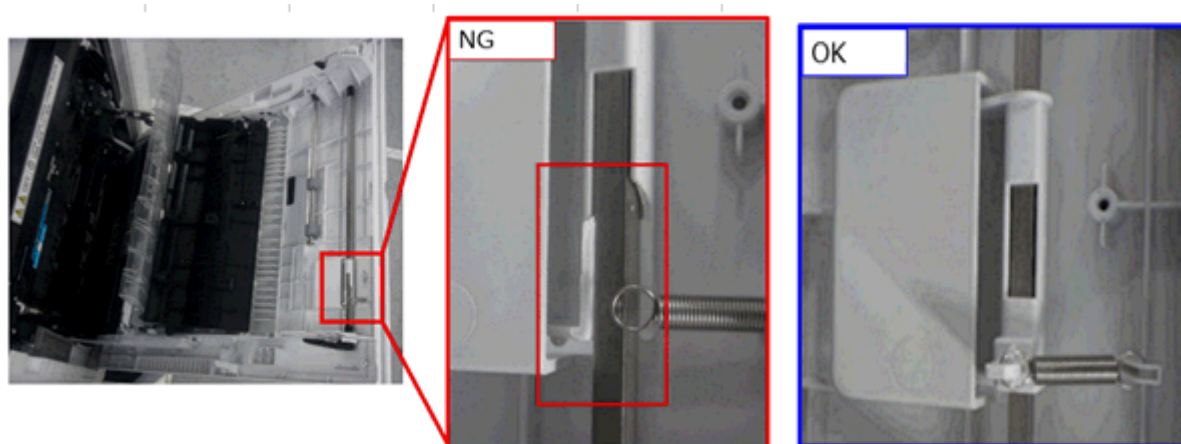
Solution
Replace the duplex unit grip.

Model: **Met-C2.1**	Date: 7-May-19	No.: RD0AD022a

RTB Reissue

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

Subject: Temp firmware that added immediate notification to PaaS	Prepared by: T. Ito
From: 3st Tech Support Sect., MFP/Printer Tech Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	
	☐ Product Safety	☒ Other (Firmware)	☐ Retrofit information
			☒ Tier 2

Remarks: This document only applies to China

This RTB has been issued to announce the handling of temp firmware that added immediate notification to PaaS.

Latest Firmware: System/Copy Ver.1.18

Please use the official firmware that added immediate notification to PaaS.

This FW includes an immediate notification function to PaaS.

Immediate notification is the following.

・ServiceCall

・Estimated toner end

・Toner end

Note:

Currently the official firmware has been released with this feature added.

So, please do NOT use the temp firmware (D0AD5550P_LRC1244, D0AF5550P_LRC1244).

The temp firmware is not compatible with machines equipped new CPUs.

Technical Bulletin

Model: MET-C2abcdeyz/C2.1abcd	Date: 31-Jul-18	No.: RD0AD020

Subject: FSM correction: Remote Fax	Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

Service Manual Correction:

The descriptions *in bold italic* have been added:

1. Installation > Fax Connection Unit > Installation Procedure

Installation Procedure

This unit allows a machine without the fax unit installed (client machine) to send and receive faxes via a machine with the fax unit installed (remote machine).

Requirements

- Up to six machines can be registered as the client machines.

- Machines that already have a fax unit installed cannot be used as client machines.

- Only one machine can be registered as the remote machine.

- Firmware for this unit: "aics" (software number: D1655759 for Type M3/ D1665759 for Type M4)

- Remote Fax transmission is possible using a G3 line.

- ~~The Remote Fax function does not support User Code Authentication. Disable the User Code Authentication on the remote machine.~~

- ***If using user authentication, select the same authentication method between the main-machine and the sub-machine.***

- Use this function to check the contents of a file that is stored in memory and not yet sent. Also, use this function to cancel a transmission from the client machine.

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

See **PROCEDURE** below.

P/N	Description	Q'ty	Int
D1494655	GRIP:DUPLEX UNIT	1-1	O/O

PROCEDURE

1. Open the duplex unit [A].
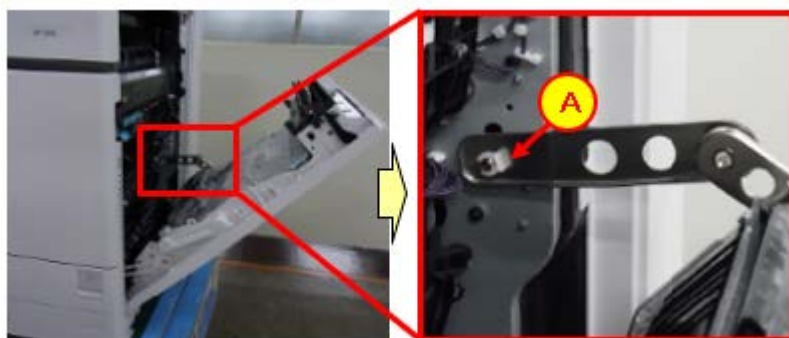

2. Remove the snap fit.
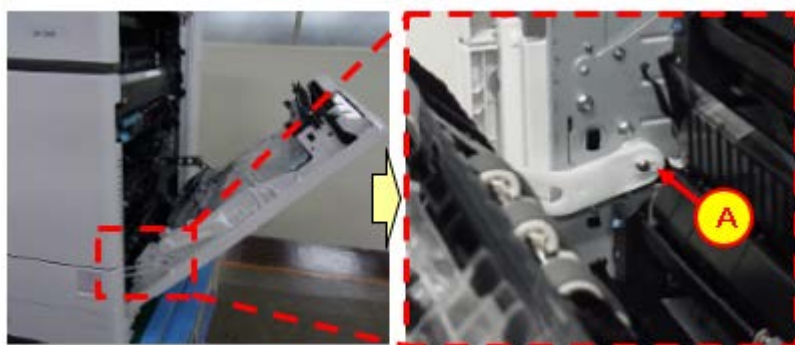
3. Remove [A].
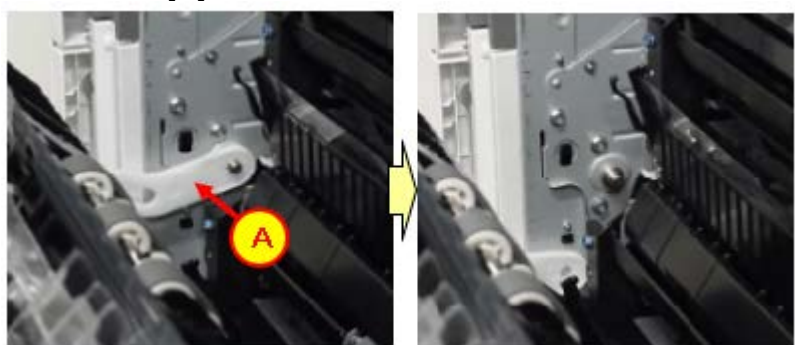
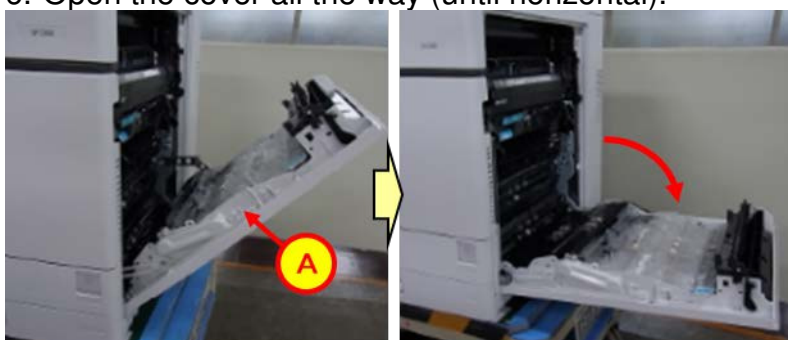4. Remove [A].

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

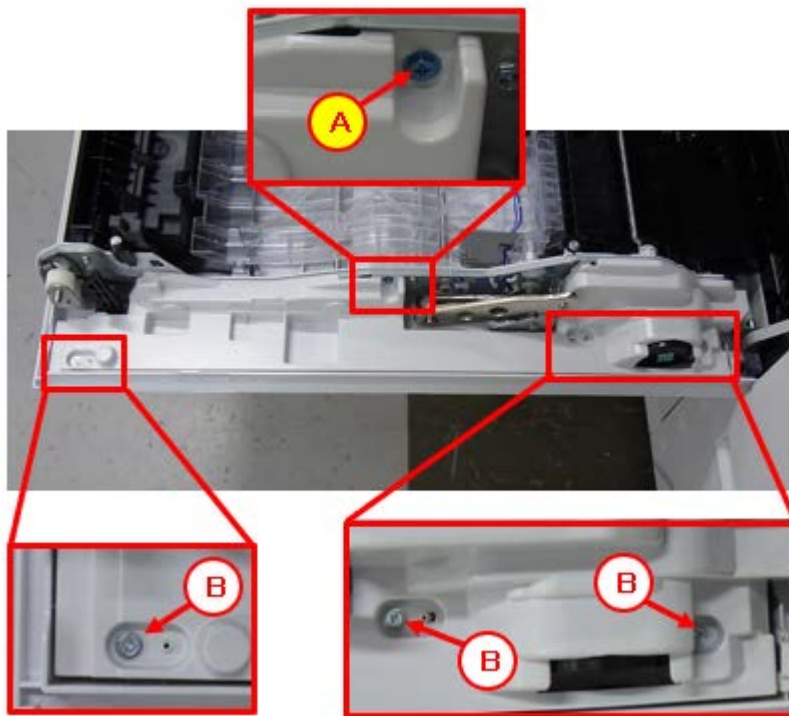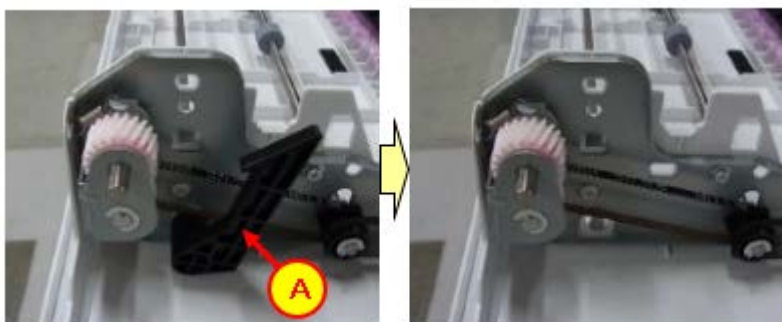5. Remove [A].

6. Open the cover all the way (until horizontal).

7. Remove [A] and [B].

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

8. Remove [A], [B], and [D].
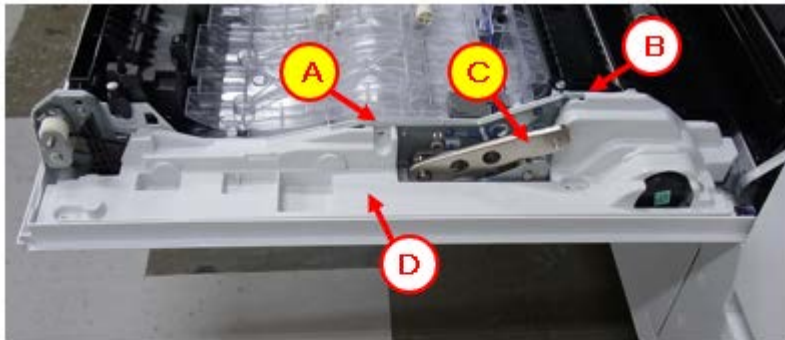
9. Lift [A].
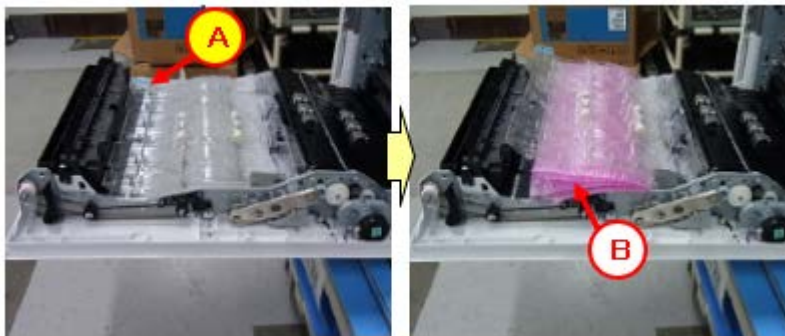
10.   Press [A] to remove the nail.

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

11.   Press [A] and tilt [B] to remove [A], [C], and [D], and then place [B] as shown.
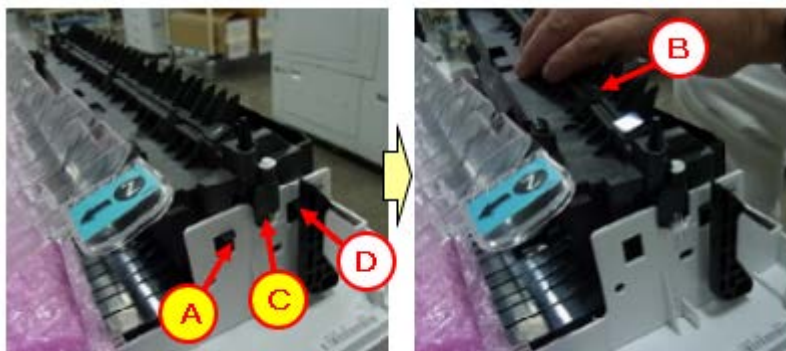
12.   Remove [A].

13.   Remove [A].
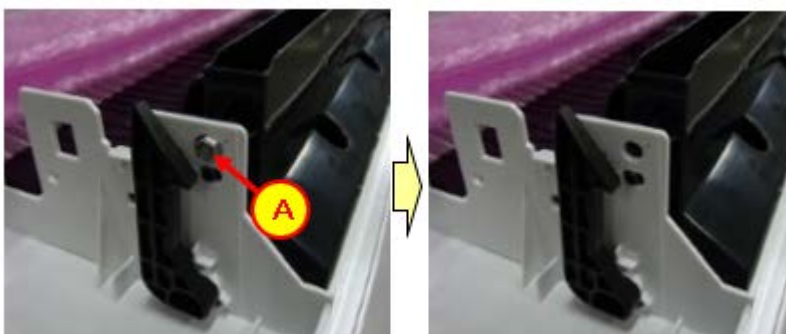
Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

14.   Remove [A].
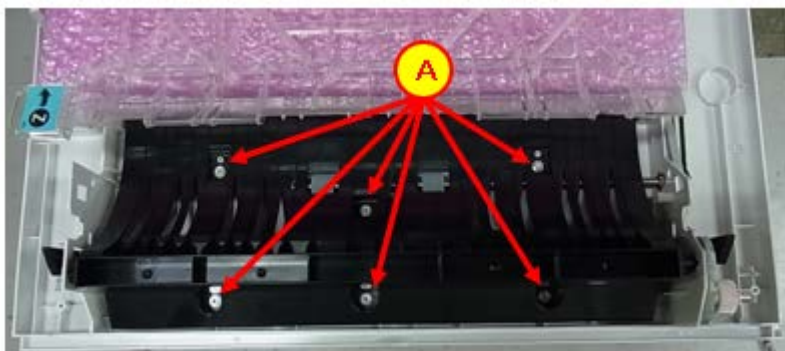
15.   Remove the left and right lug bosses for [A]
16.   Remove [A].
17.   Open [B].
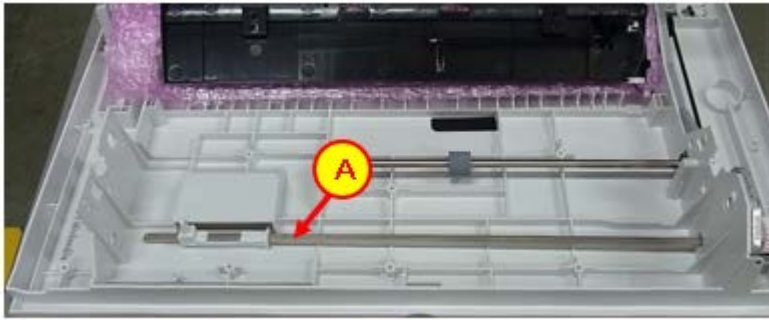18.   Place [A] on protective material.

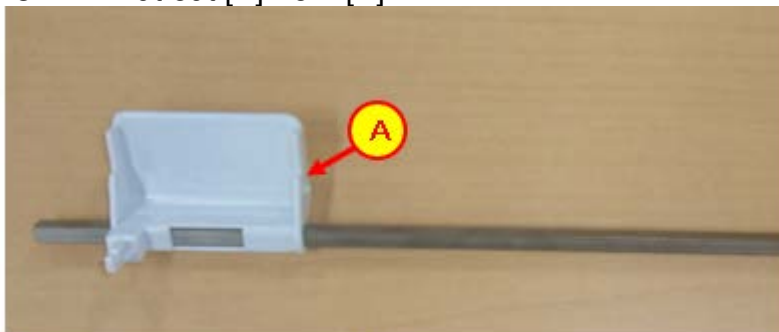| Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
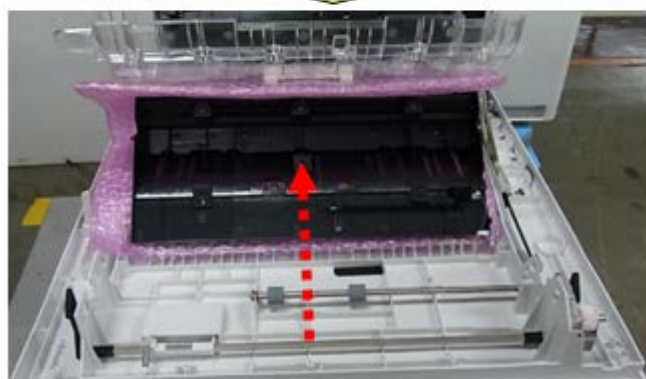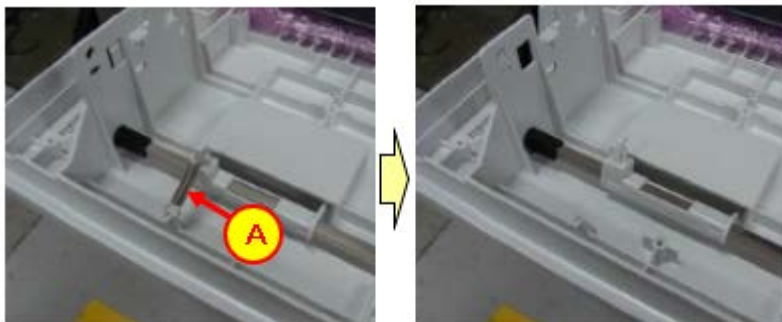
19.   Remove [A].

20.   Remove [A].

21.   Pull out [B] and remove from [A].

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

22.   Remove [A].
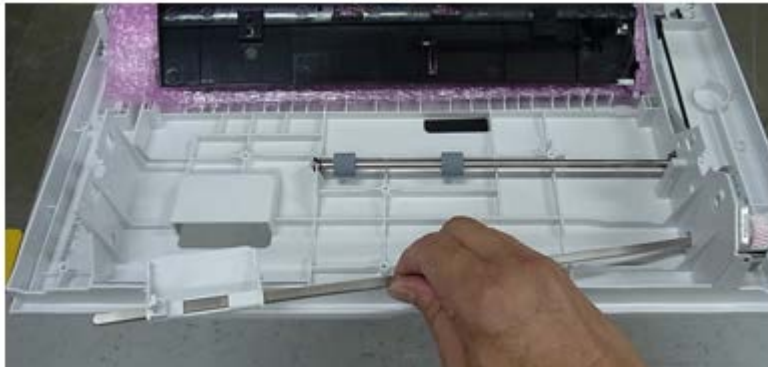
23.   Put out [B] from [A].

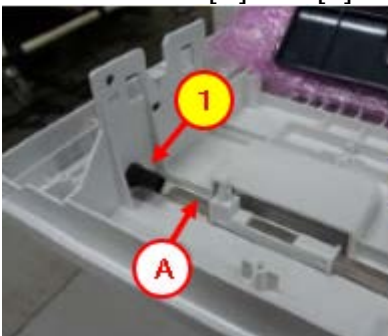| Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

24.　　Replace the grip.

25.　　Attach [A].
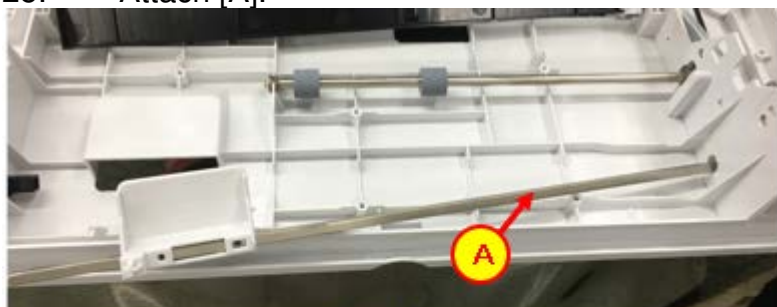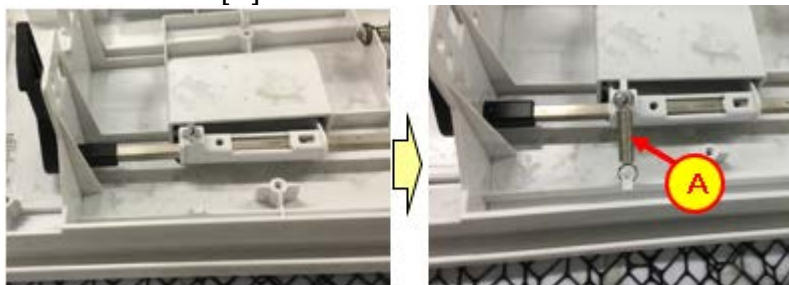

26.　　Insert [A] into [1].
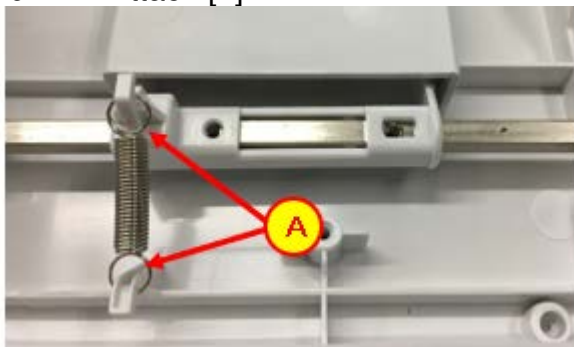

27.　　Attach [1].

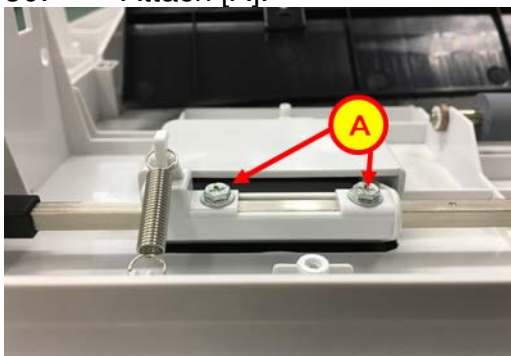| Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

28.   Attach [A].

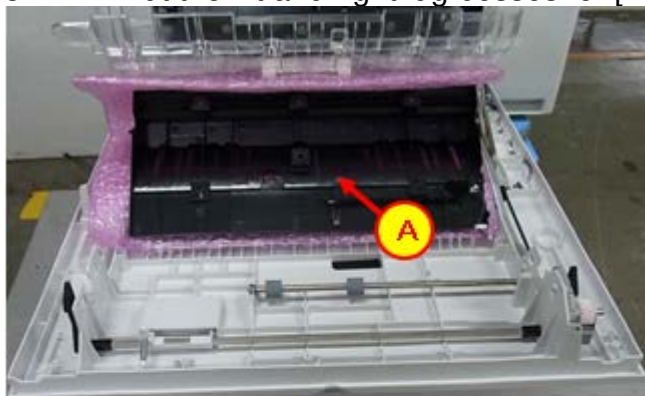29.   Attach [1].

30.   Attach [A].
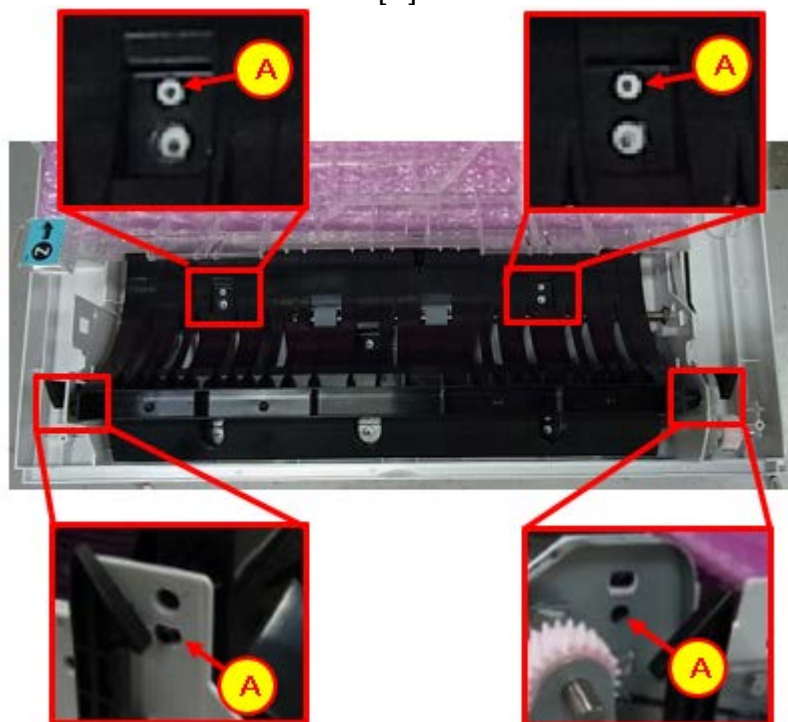
Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

31. Remove [A] from the protective material.
32. Put the lift and right lug bosses for [A] together and then attach [A].

33. Check the bosses [A].

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
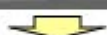
34.   Attach [A].

35.   Attach [A].

36.   Attach [A].

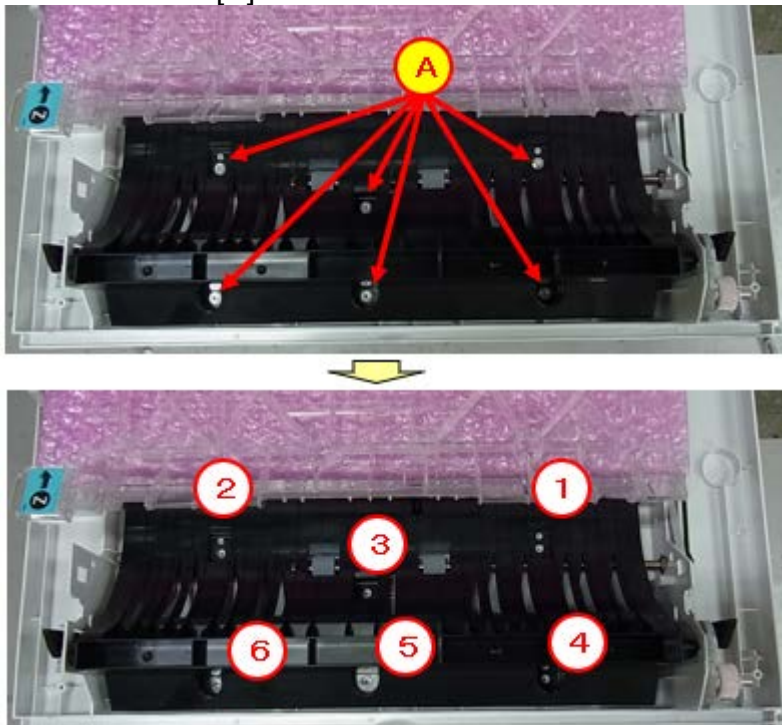| Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
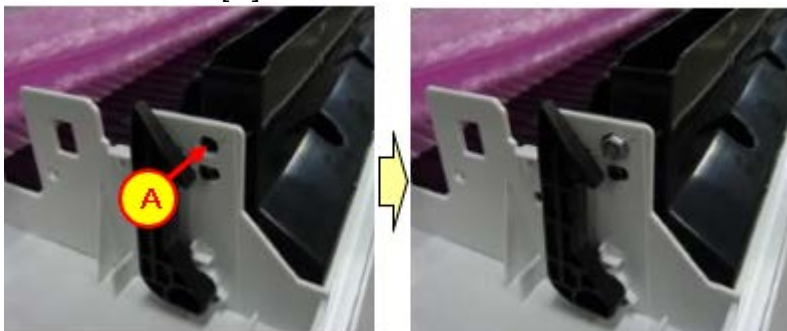
37.   Tilt [A] to attach [B],[C],[D] in order.
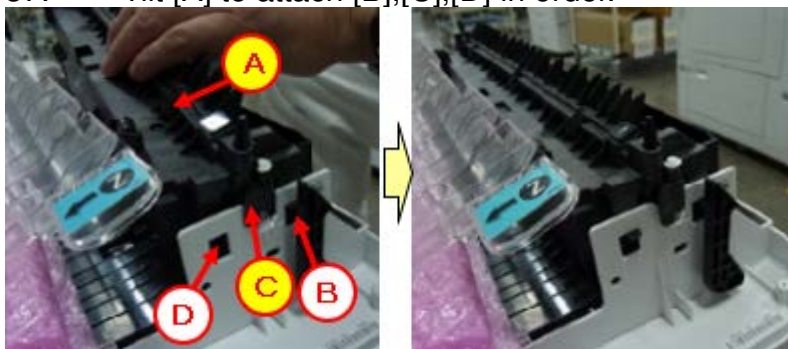
38.   Secure and attach [A].
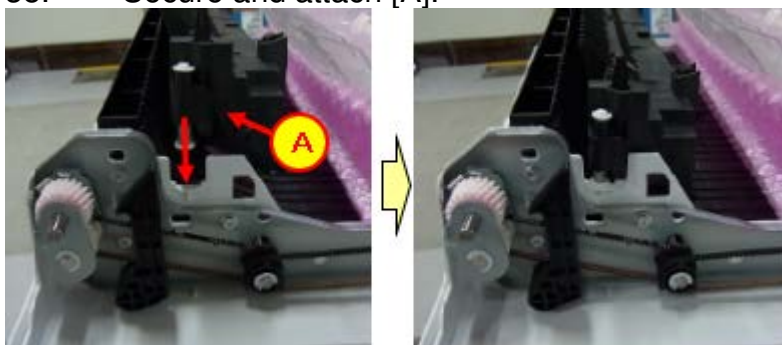
39.   Check the attachment condition of [A] (3 places) and [B] (2 places).

Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021

40. Lift [A] and attach [B].
41. Attach [C] and [D].
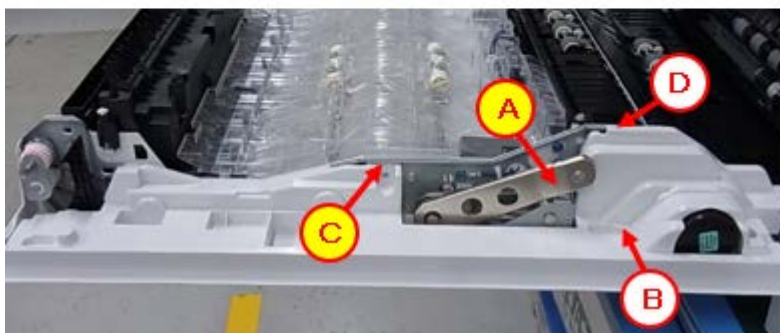
42. Tighten [A] (M3x8 hexagonal screw x 3).
   -Turn the screw groove counterclockwise.
   -Tighten screws from 1 to 3, in order.
43. Tighten [B] (M3x6 hexagonal screw).
44. Check the attachment condition of [C] (lug boss; 2 places).

45.   Raise [A].

46.   Attach [A].

47.   Attach [A].

48.   Attach [A].

49.   Attach [A].

50.   Close [A].

RICOH

Technical **B**ulletin

Model: Metis-C2abcde/C2.1 abcde/P2cde	Date: 4-Apr-19	No.: RD239095

Subject: The developer leakage at the center	Prepared by: T.Kiyohara
From: MFP section, OPOS Product Quality managemt Dept.	

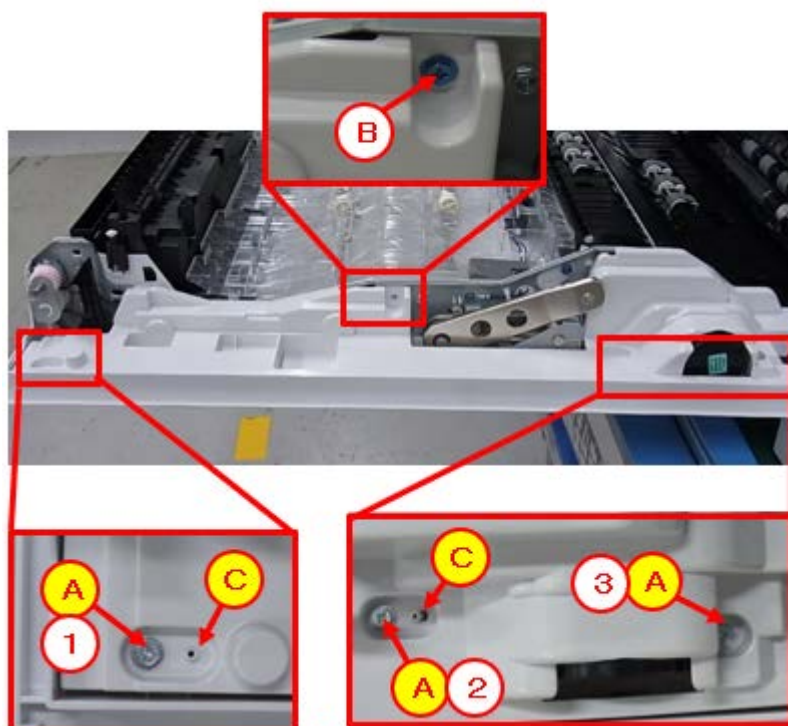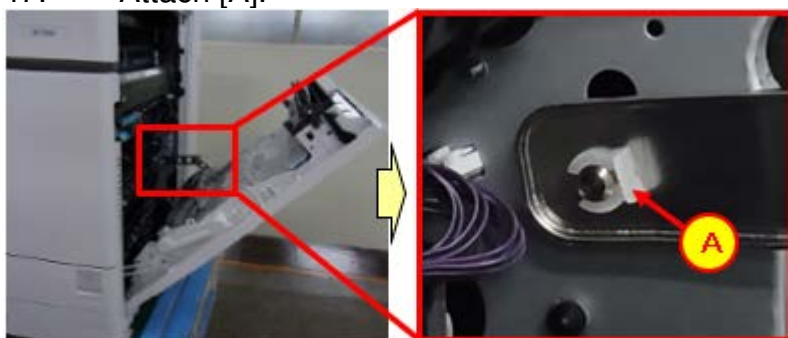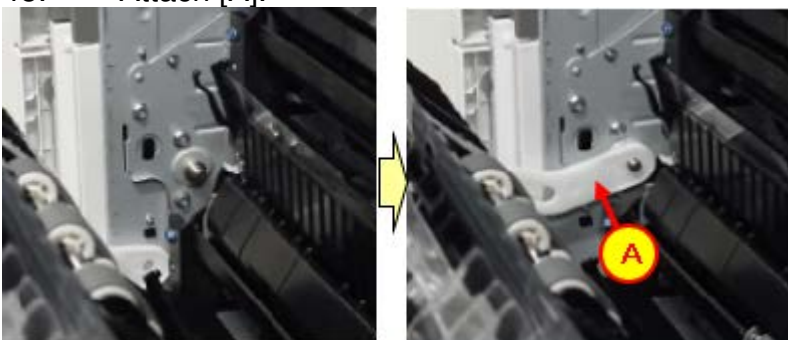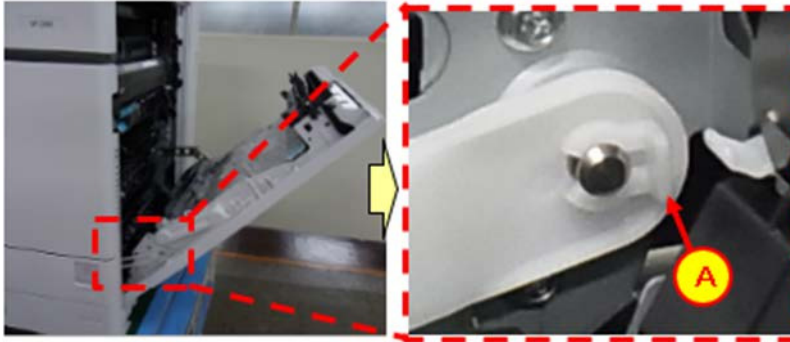| Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

Developer drops onto the center area of the image when printing onto thick paper in half-speed mode.
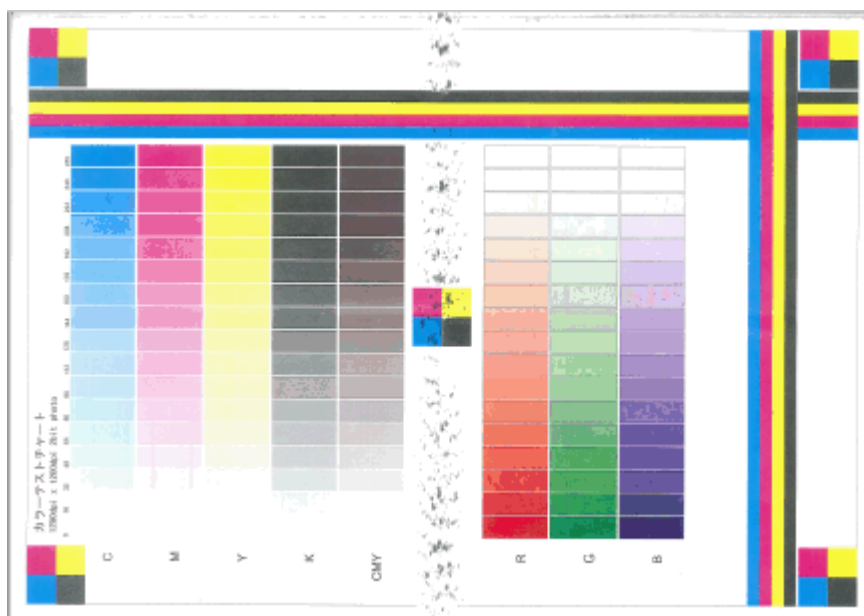
Affected models:
Met-C2/C2.1 ab (Bk)
Met-C2/C2.1 cde (Bk, C, M, Y)
Met-P2ce (Bk, C, M, Y)

> **Note**: This problem only occurs on development units on the above models which utilize an automatic winding system.

CAUSE

The upper cover of the development unit deforms, and combined with the compressive force of the filter, this causes the gap between the cover and development roller to narrow. As a result, when making continuous prints in half-speed mode, the developer in the central area of the unit cannot be fully retrieved (the amount scooped in this mode is larger), and then leaks out.

SOLUTION

The following sheet was added to the development unit to secure the proper gap between the upper cover and development roller.

Model: Metis-C2abcde/C2.1 abcde/P2cde		Date: 4-Apr-19	No.: RD239095

P/N	Description	Q'ty
M0AJ3138	SHEET:PROTECT:COVER:DEVELOPMENT	1-1

Mylar

Model: Metis-C2abcde/C2.1 abcde/P2cde	Date: 4-Apr-19	No.: RD239095
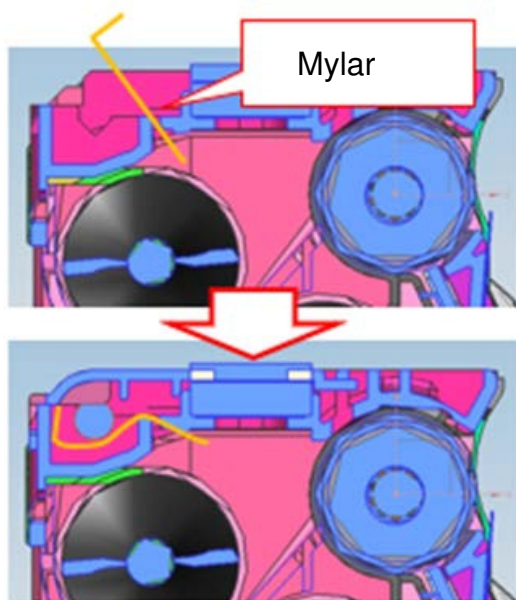
PROCEDURE

1. Remove the hooks (X5) and the filter cover.
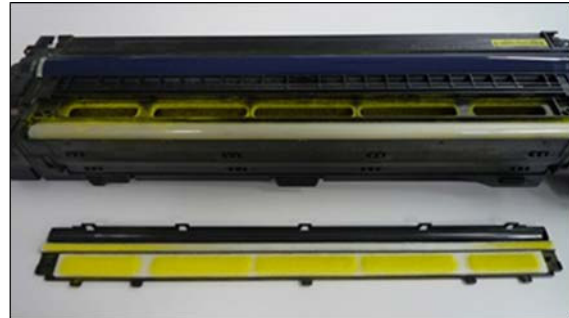
2. Lift the preset seat shaft.
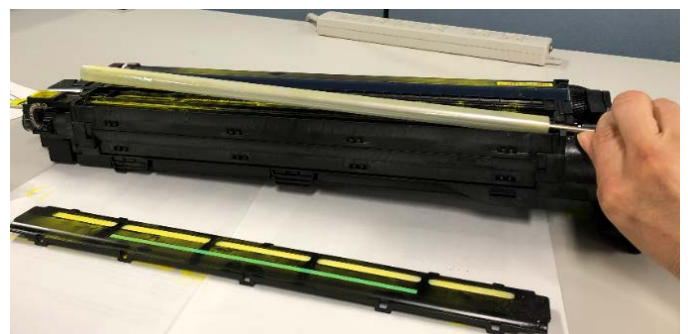
3. Insert the Mylar into the **slit** of the upper cover.

Slit
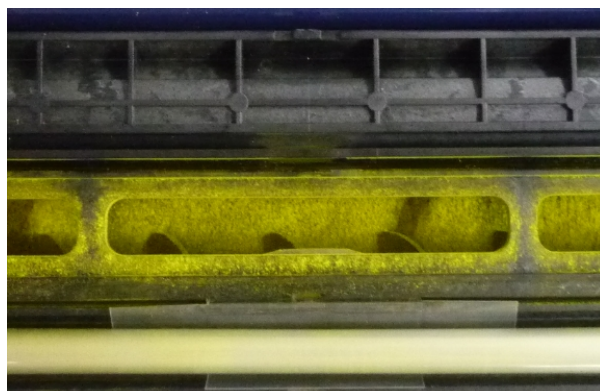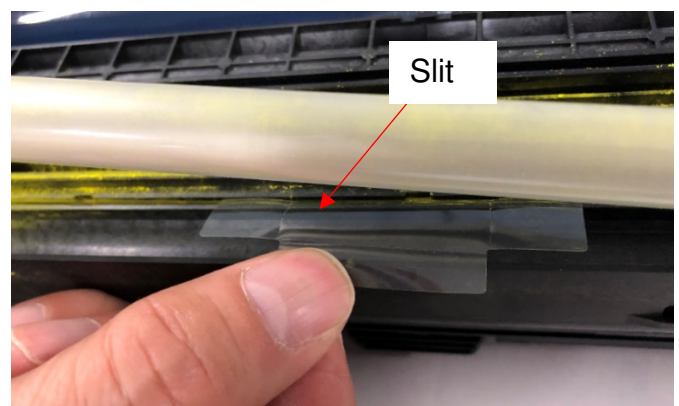
6. Attach the filter cover.

Model: Met-C2abcdeyz/C2.1abcdeyz	Date: 23-Apr-19		No.: RD239096

Subject: FSM correction: Replacement of SOP		Prepared by: T. Kiyohara
From: Oversea Field Sect., OP/OS Product Quality Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmeware)	☒ Tier 2

Service Manual Correction:

The descriptions **in bold italics** have been added/changed.

1. Replacement and Adjustment > Smart Operation panel > Operation panel unit

Operation Panel Unit

By factory default, switches No.3 and No.7 of the DIP switch [A] on the micro computer board are set to ON. When installing the operation panel unit, make sure that the DIP switch setting is correct for the MFP on which you are installing the panel.

d196z0135

[A]
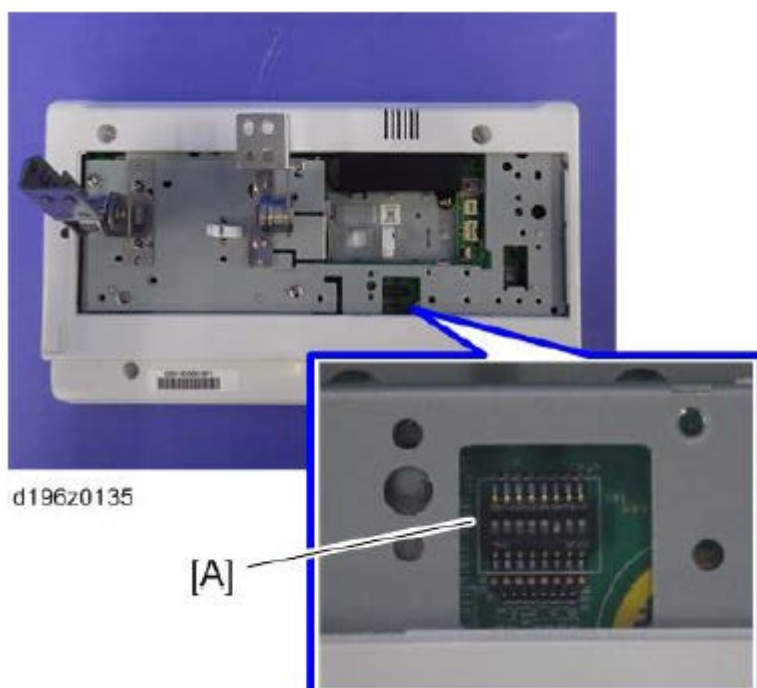
IMPORTANT: Note the DIP switch settings for the old operation panel unit before replacing it, and then apply the same settings to the new Smart Operation Panel. These settings are common to all MFP models.

Affected models:
Brz-MF1/Ch-C2/Ch-C2Pro/Cor-C1.5/Cor-P1.5/Gim-MF1.5dM/Gr-C2_ch/Gri-C3/Lef-C1b/MT-C6/Met-C2.1abyz/Met-C2.1cde/Met-C2abyz/Met-C2cde/Met-P2

RICOH

Technical Bulletin

Model: Met-C2abcdeyz, Met-P2, Met-C2.1abcdeyz, Mimir-C2.1	Date: 8-Jul-19	No.: RD239097

Subject: Parts Catalog Correction: Return the paper stopper to the correct position	Prepared by: Takahiro Tada
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Parts catalog correction

The parts for the models below have been changed to return the paper stopper of the manual feed tray to the correct position.

Affected models are as follows:

Product Code	Model name	Product Code	Model name	Product Code	Model name	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
D0BH	C501						

Change: The hit position of the two parts has changed because the shape of the Paper stopper and the Paper stopper link have been changed.

Old P/N	New P/N	Description	Int	Q'ty	Note
D1492638	D0BQ2638	LINK:PAPER STOPPER:MANUAL FEED	X/X	1	A
D2412638	D0BQ2637	PAPER STOPPER:MANUAL FEED	X/X	1	A
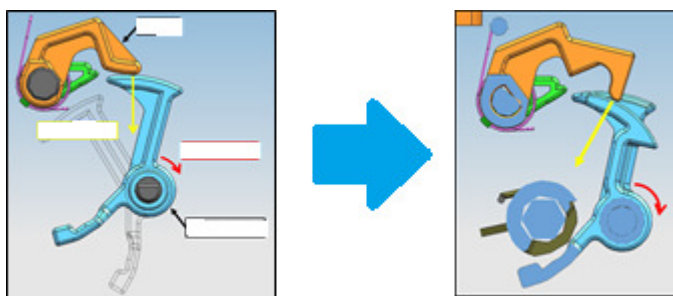
Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Met-P2, Mimir-C2.1	Date: 27-Jun-19	No.: RD147178b

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:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ 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	Product Code	Model name	Product Code	Model name	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	Product Code	Model name	Product Code	Model name	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	Product Code	Model name	Product Code	Model name	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.:

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:

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]	HARNESS: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]	HARNESS: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
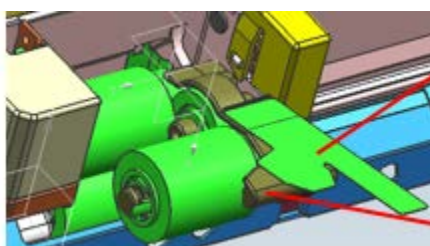
Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:

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
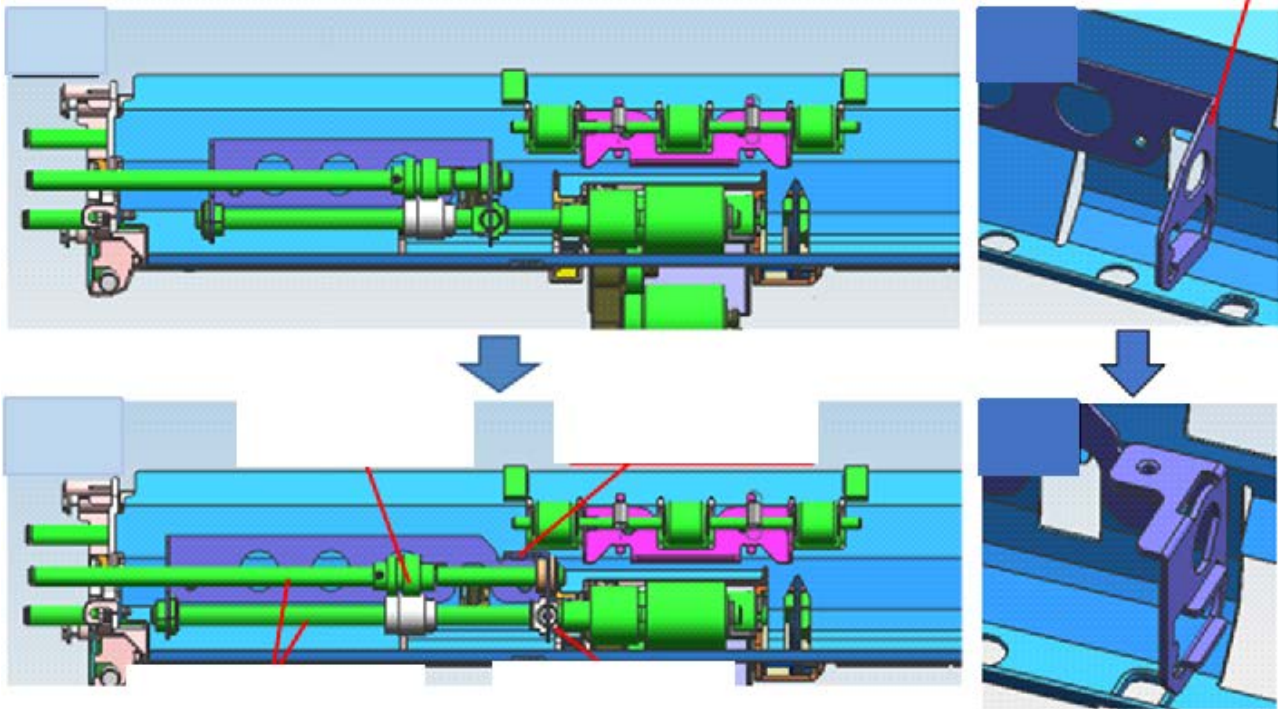
Change 4: There are no protruding parts to hold the gear. An e-ring added to stop the gear in position, and a groove added to the shaft for the e-ring.

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:DUPLEX:PEEN	X/X	1	D
D2414644	D0BQ4644	GEAR:MECHANICAL ROLLER CLUTCH	X/X	1	D
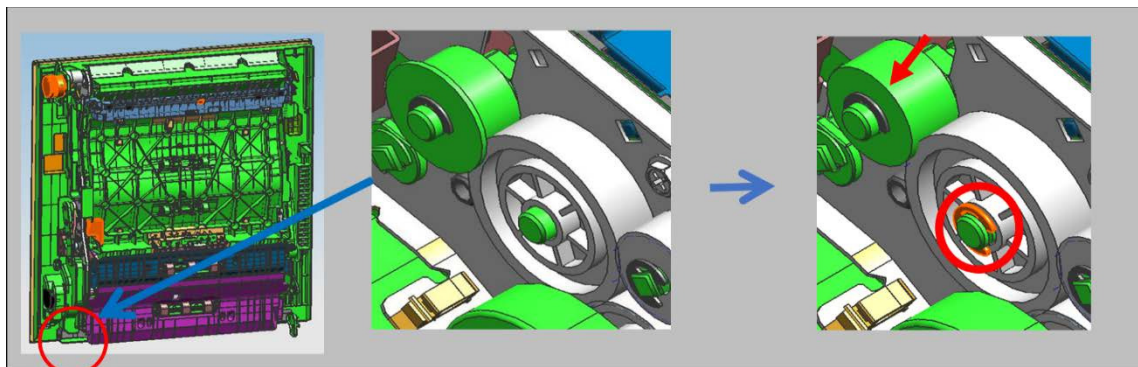
Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:

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
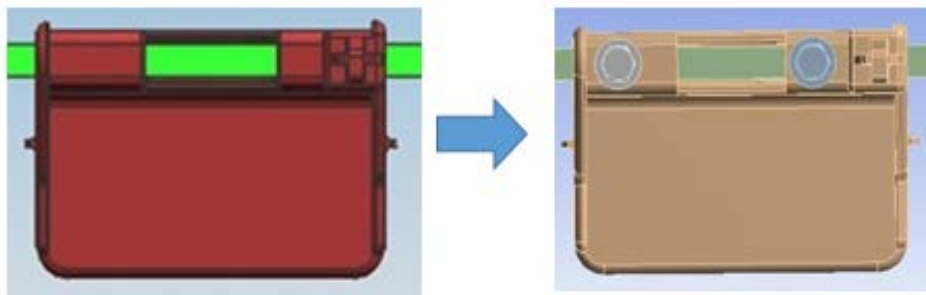
Appendix

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: Met-C2.1ab	Date: 16-Jul-19	No.: RD0AD023

Subject: Important announcement regarding CTL board and Firmware	Prepared by: Shunsuke Kuramoto
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

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

Old part number	New part number	Description	Q'ty	Int
D0AD5616	D0AD5609	PCB:MET-C2.1A:SERVICE:EXP	1	O/O
D0AD5617	D0AD5622	PCB:MET-C2.1B:SERVICE:EXP	1	O/O
D0AD5618	D0AD5623	PCB:MET-C2.1Y:SERVICE:EXP	1	O/O
D0AD5619	D0AD5629	PCB:MET-C2.1Z:SERVICE:EXP	1	O/O

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

D0AD5550Q   -> D0AD5549

Version 1.16   Version 1.17

Caution

- The old System/Copy firmware (version 1.16 or older) is **NOT** compatible with the new CTL board.

- The new System/Copy firmware (version 1.17 or later) is compatible with both old and new CTL board.

- The relationship between CTL and System/Copy firmware is shown in the following table.

	OLD System/Copy firmware	NEW System/Copy firmware
OLD CTL	○	○
NEW CTL	×	○

- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.16 or older version. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.

- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

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

RICOH

Technical Bulletin

Model: Metis-C2 abcdeyz / Metis-C2.1 abcdeyz	Date: 8-Aug-19	No.: RD239099

Subject: SR3180 Jam301/303	Prepared by: K. Yamamoto
From: Oversea Field Sect., OP Product Quality Dept.	

Classification:	☒ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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	

RICOH

Technical Bulletin

Model: Met-C2.1	Date: 3-Oct-19	No.: RD0AD024

Subject: Part Change Information : PLAIN SHAFT BEARING:FEED	Prepared by: Shunsuke Kuramoto
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Parts catalog correction

The part number for the models below has been changed to utilize the same Paper Feed Unit.

Affected models are as follows:

Product Code	Model name	Product Code	Model name	Product Code	Model name	Product Code	Model name
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011
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				

Part Number		Description		Q'ty	Int
Old	New	Old	New		
G0652767	D0BQ2785	LEVER - FEED	PLAIN SHAFT BEARING:FEED	1	O/O

Change: The shape of the above part was changed. Although the shape was changed, the integrality is **O/O** and it can be replaced singly.

Reason: In order to utilize the same Paper Feed Unit.

	Old part	New part
	G0652767	D0BQ2785
Shape		

Model: Met-C1, Met-C2, Met-C2.1	Date: 3-Oct-19	No.: RD239100

Subject: Part Change Information : PLAIN SHAFT BEARING:FEED	Prepared by: Shunsuke Kuramoto
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Parts catalog correction

The part number for the models below has been changed to utilize the same Paper Feed Unit.

Affected models are as follows:

Product Code	Model name	Product Code	Model name	Product Code	Model name	Product Code	Model name
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011
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				

Part Number		Description		Q'ty	Int
Old	New	Old	New		
G0652767	D0BQ2785	LEVER - FEED	PLAIN SHAFT BEARING:FEED	1	O/O

Change: The shape of the above part was changed. Although the shape was changed, the integrality is **O/O** and it can be replaced singly.

Reason: In order to utilize the same Paper Feed Unit.

	Old part	New part
	G0652767	D0BQ2785
Shape		

Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 30-Oct-19	No.: RD239101

Subject: Troubleshooting : SC860,861,862,863,864,865,869,870,872,873,874,876	Prepared by: T. Kiyohara
From: Overseas info.Sect., OPQuality Management Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

SC8XX-XX occurs.

SC	Description
860-00	HDD startup error at main power on (HDD error)
860-01	HDD file system error at main power on (HDD error)
860-02	HDD label error at main power on (HDD error)
860-03	HDD encryption key error at main power on (HDD error)
861-00	HDD re-try failure
862-00	Number of the defective sector reaches the maximum count
863-00 to 23	HDD data read failure
864-00 to 23	HD data CRC error
865-00 to 23	HDD access error
865-50 to 73	HDD time-out error
869-01	Continuously detecting malfunction
869-02	Continuously non-detecting malfunction
870-00 to 60	Address Book data error
872-00	HDD mail reception error
873-00	HDD mail reception error
874-05 to 99	Delete all error
875-01	Delete all error (HDD erasure) (hddchack –i error)
875-02	Delete all error (HDD erasure) (Data deletion failure)
875-03	Delete all error (HDD erasure)
876-00 to 05	Log Date Error

Affected models:
Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)
Met-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)
Met-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)
Met-P2ce(M0AJ/M0AL)

CAUSE

HDD cable provided from the vendor (D2415250:CABLE:HDD:SATA:210) is defective.

Occurrence ratio: 0.08% (=4/5,808 machines)

SOLUTION

Production line:

The HDD cable has been modified since July 2019 production.

In the field:

1. Replace the HDD cable when SC8XX occurs.
2. If the symptom still occurs, replace the HDD or other parts (see Service Manual for procedure).