

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

**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:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

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.....Page 1
- 2. Parts catalog.....Page 2
- 3. P-to-P, Electrical Component Layout, Schematics..... Page 5
- 4. Firmware.....Page 5
- 5. Service manual.....Page 5
  - 5-1. Installation.....Page 5
  - 5-2. New features: RemoteConnect Support .....Page 10
  - 5-3. New features: Remote Access Support .....Page 14
  - 5-4. New features: Web Help Support .....Page 15
  - 5-5. Adobe PS vs. Clone PS.....Page 20
  - 5-6. Installation procedure for PostScript3 Unit Type M33.....Page 32

**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	<b>New model</b>	Predecessor model	<b>New model</b>	Predecessor model	<b>New model</b>
30	MP C3004	<b>MP C3004ex</b>	D238-**	<b>D0AC-**</b>	G69yfmxxxxx	<b>C71yfmxxxxx</b>
35	MP C3504	<b>MP C3504ex</b>	D239-**	<b>D0AD-**</b>	G70yfmxxxxx	<b>C72yfmxxxxx</b>
45	MP C4504	<b>MP C4504ex</b>	D240-**	<b>D0AE-**</b>	G71yfmxxxxx	<b>C73yfmxxxxx</b>

**Reissued: 29-Nov-18**

Model: MET-C2.1yz				Date: 10-Feb-17		No.: RD0AH001f	
55	MP C5504	<b>MP C5504ex</b>	D241- <b>**</b>	<b>D0AF-<b>**</b></b>	G72yfmxxxxx	<b>C74yfmxxxxx</b>	
60	MP C6004	<b>MP C6004ex</b>	D242- <b>**</b>	<b>D0AG-<b>**</b></b>	G73yfmxxxxx	<b>C75yfmxxxxx</b>	
20	MP C2004	<b>MP C2004ex</b>	D243- <b>**</b>	<b>D0AH-<b>**</b></b>	G74yfmxxxxx	<b>C76yfmxxxxx</b>	
25	MP C2504	<b>MP C2504ex</b>	D244- <b>**</b>	<b>D0AJ-<b>**</b></b>	G75yfmxxxxx	<b>C77yfmxxxxx</b>	

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

**MP C2004ex/C2504ex:**

	Product name		Product code		Serial number	
	Predecessor model	New model	Predecessor or model	New model	Predecessor model	New model
1-Tray Paper Feed Unit	Paper Feed Unit PB3150	Paper Feed Unit PB3250	D694- <b>**</b>	M495- <b>**</b>	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)**

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

**Different parts:**

**Mainframe:**

**Controller board:**

Controller board is not common between the predecessor models and the new models.

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

**BCU:**

BCU is to be common between the predecessor models and the new models.

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

Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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

**Name Plate:**

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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

**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	→ <b>D0AC1410</b>	X/X	OPERATION SUB-UNIT:CHEETAH-G2:COR1.5:ASS'Y (NA/TWN/EU/AA/KOR)
			OPERATION PANEL:ASS'Y (NA/TWN/EU/AA/KOR)
D2951570	→ <b>D0AC1411</b>	X/X	OPERATION PANEL:CHN:ASS'Y (CHN)
			OPERATION PANEL:CHN:ASS'Y (CHN)
D2951518	→ <b>M0AN1572</b>	X/X	PCB:CT2:NAIS:ASS'Y (NA/TWN/EU/AA/KOR)
			PCB:G2:NAIS:ASS'Y (NA/TWN/EU/AA/KOR)
D2951545	→ <b>D0AD1457</b>	X/X	PCB:G2:NAIS:CO-C1.5CHN:ASS'Y (CHN)
			PCB:G2:NAIS:ME-C2.1CHN:ASS'Y (CHN)
D2891480	→ <b>D0AC1410</b>	X/X	CABLE:USB3.0:AWG22:1600:ASS'Y
			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 is not common between the predecessor models and the new models.

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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

- 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.~~

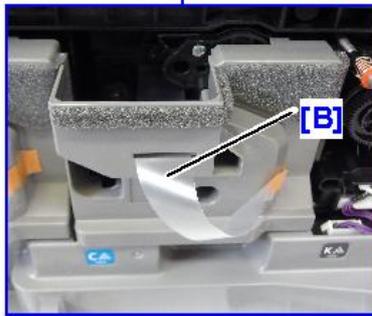
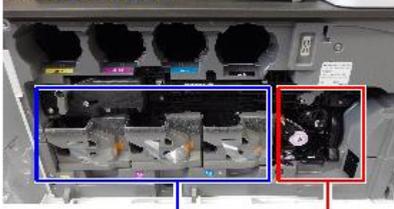
Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

MP C4504/C5504/C6004



MP C3004/C3504



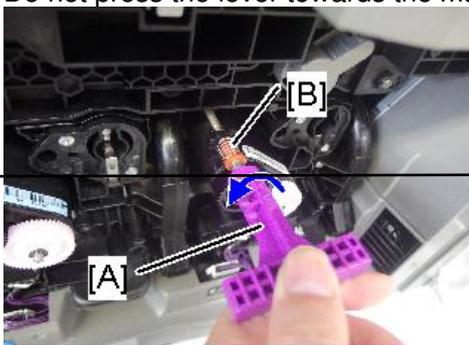
w\_d238m534e

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.

- 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.

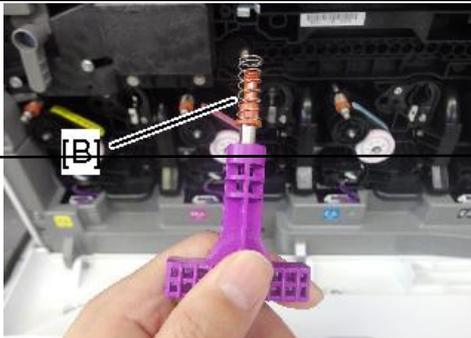


d238m0845

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

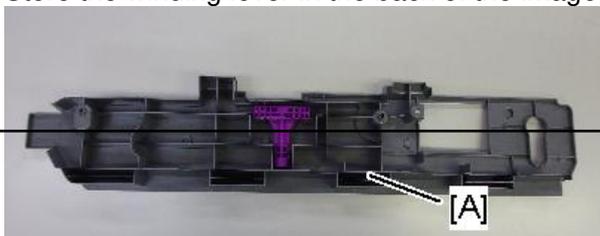
**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



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.



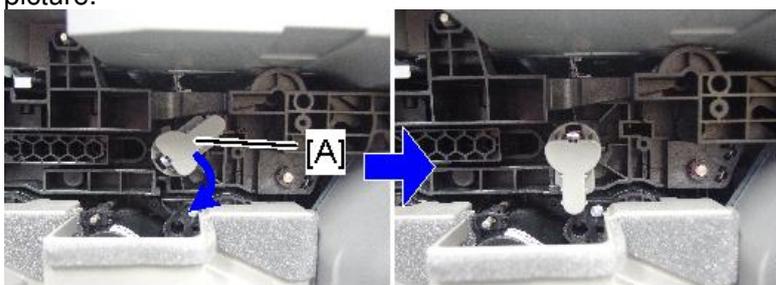
d238m0847

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



d238m0848

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

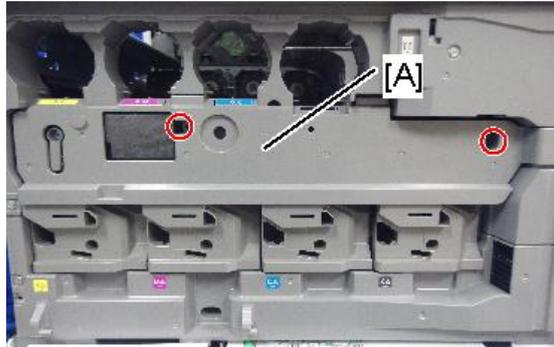


d238m537

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

Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



 x2 d238m538

7. Close the front cover.

Removal of PCDU Seals: MP C3004/C3504

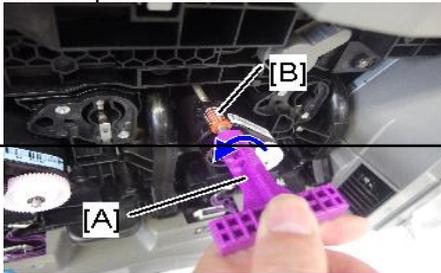
**CAUTION**

- 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.



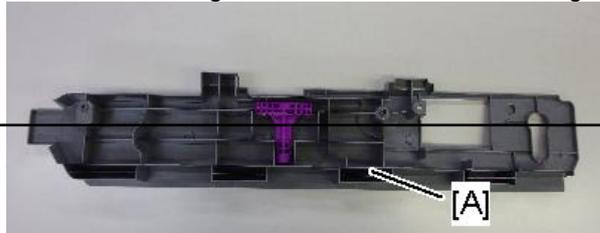
d238m0845

- 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;

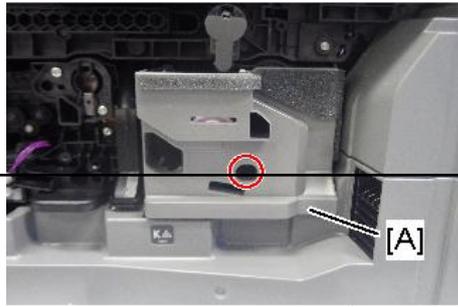


d238m0847

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

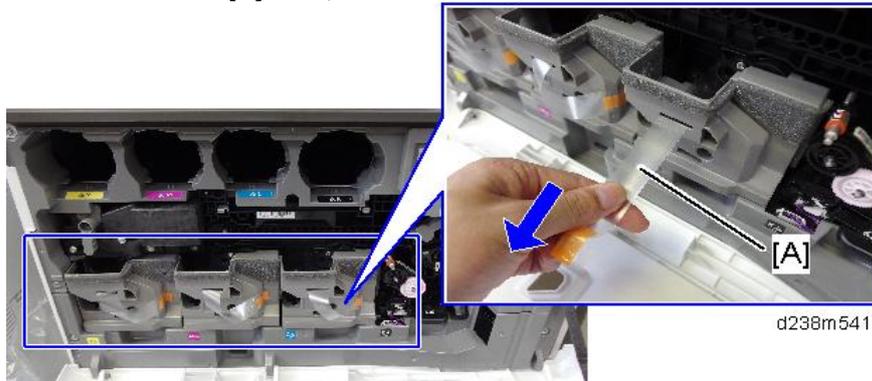
**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



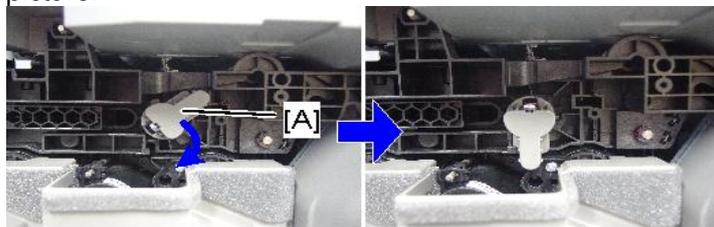
d238m0848

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



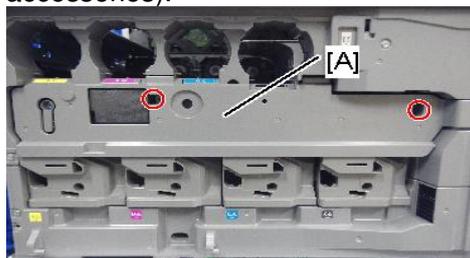
d238m541

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-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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

## Service Manual Correction:

The descriptions *in bold italic* have been added:

### 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.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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/ <del>Taiwan</del> )*	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”:

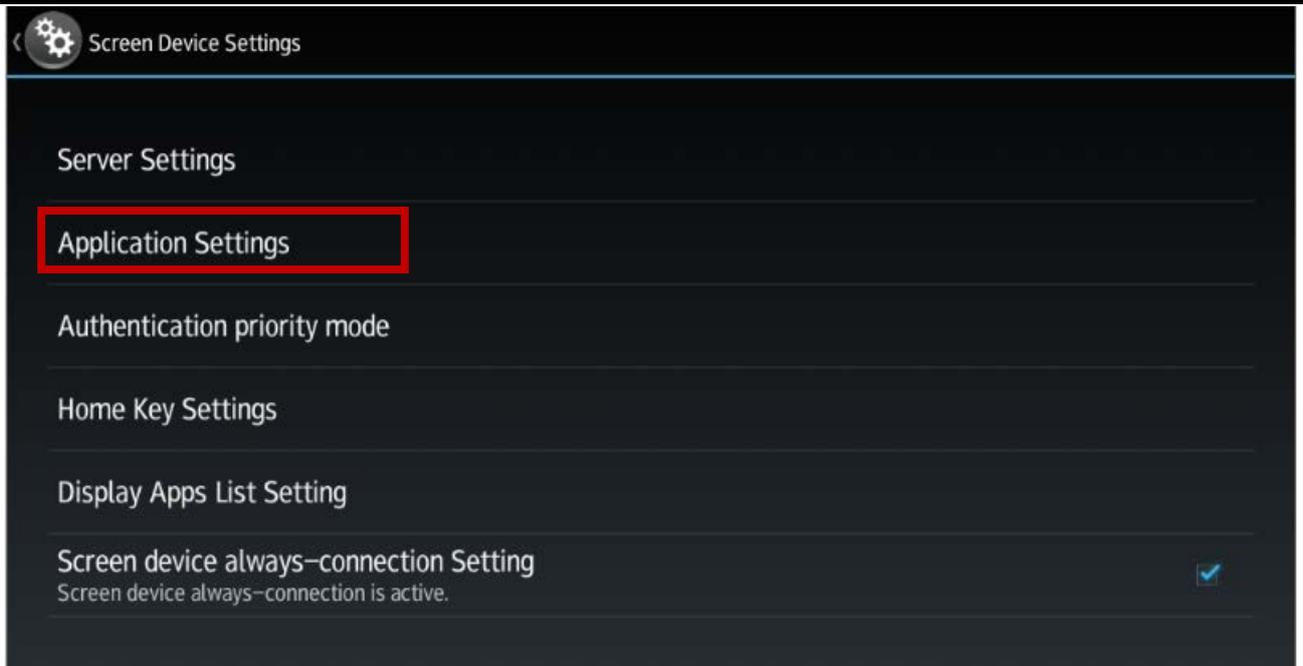
1. Log in to Screen SP mode.
2. Select **Screen Device Settings**.



3. Select [Application Settings].

Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

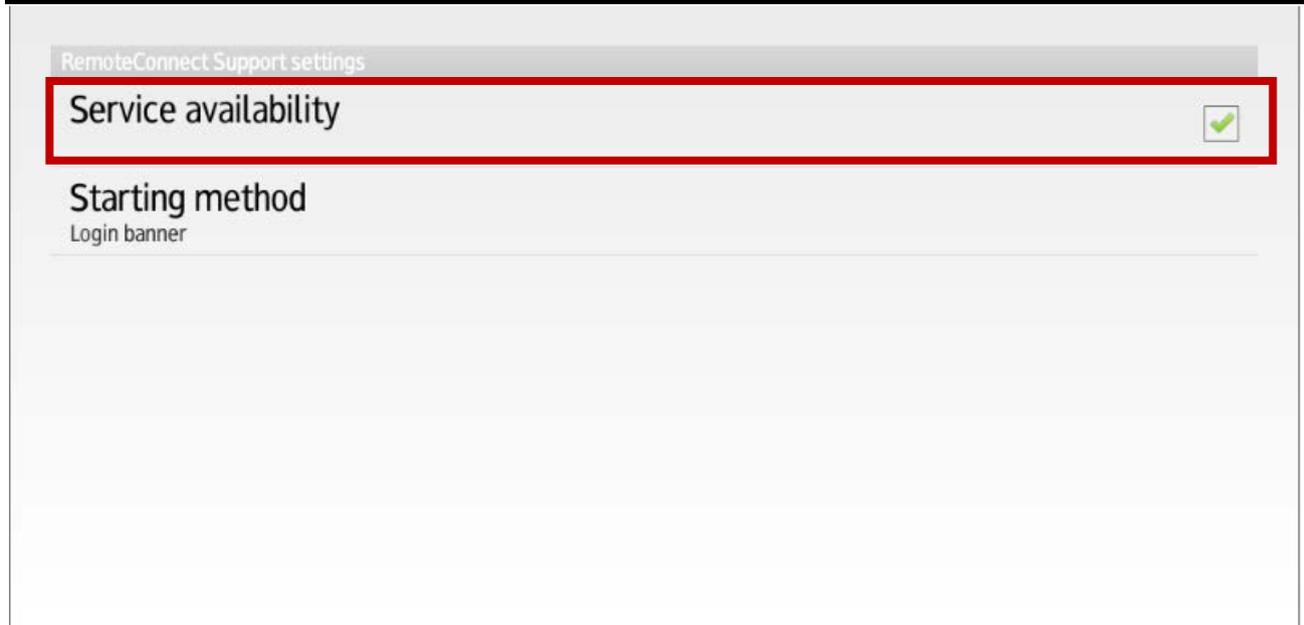


4. Select **Settings** in **RemoteSupportService** and check **Service availability**.

LegacyUI type-1	Settings
LegacyUIData	Settings
Print/Scan (Memory Storage Device)	Settings
ProgramInfoService	Settings
RemoteSupportService	Settings
Quick Scanner	Settings
Scan to Cloud Service	Settings
SendMeter	Settings
Quick Card Authentication Config.	Settings

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



**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”.



5. Confirm if a connection can be established.

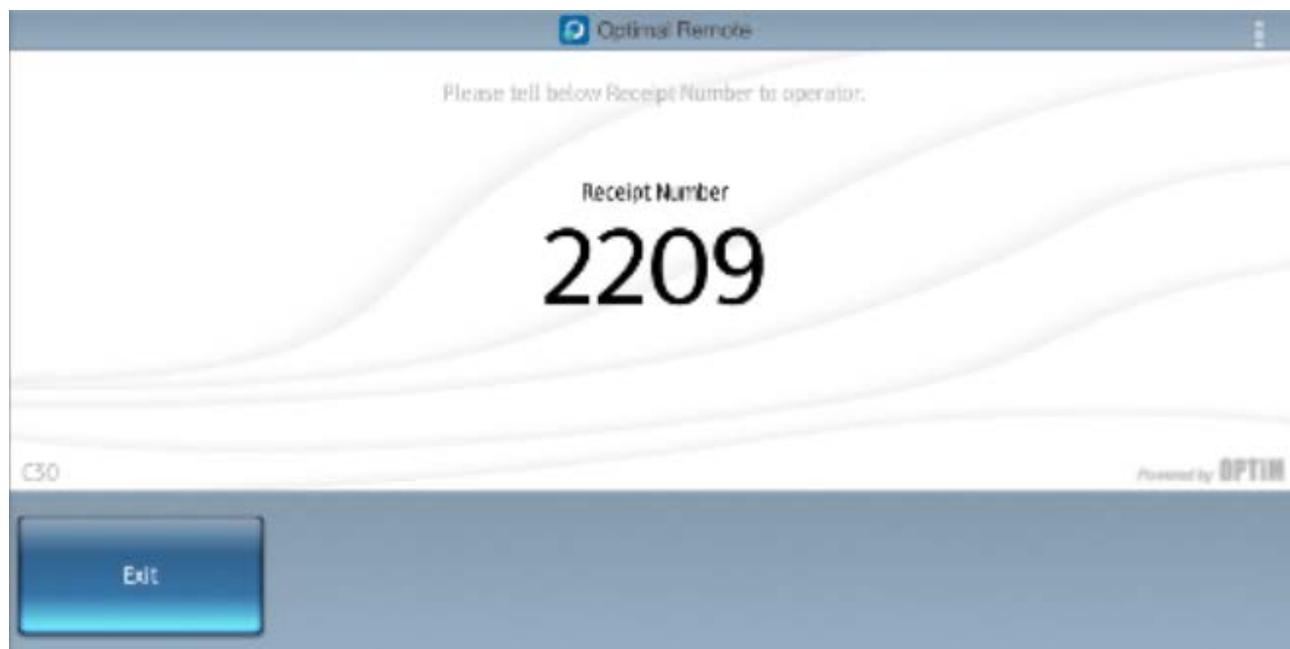
To confirm if RemoteConnect Support is working properly, open the application by pressing down on the status bar on the Smart Operation Panel for over five seconds. After pressing down for over five seconds, stop pressing on the panel and RemoteConnect Support will open.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



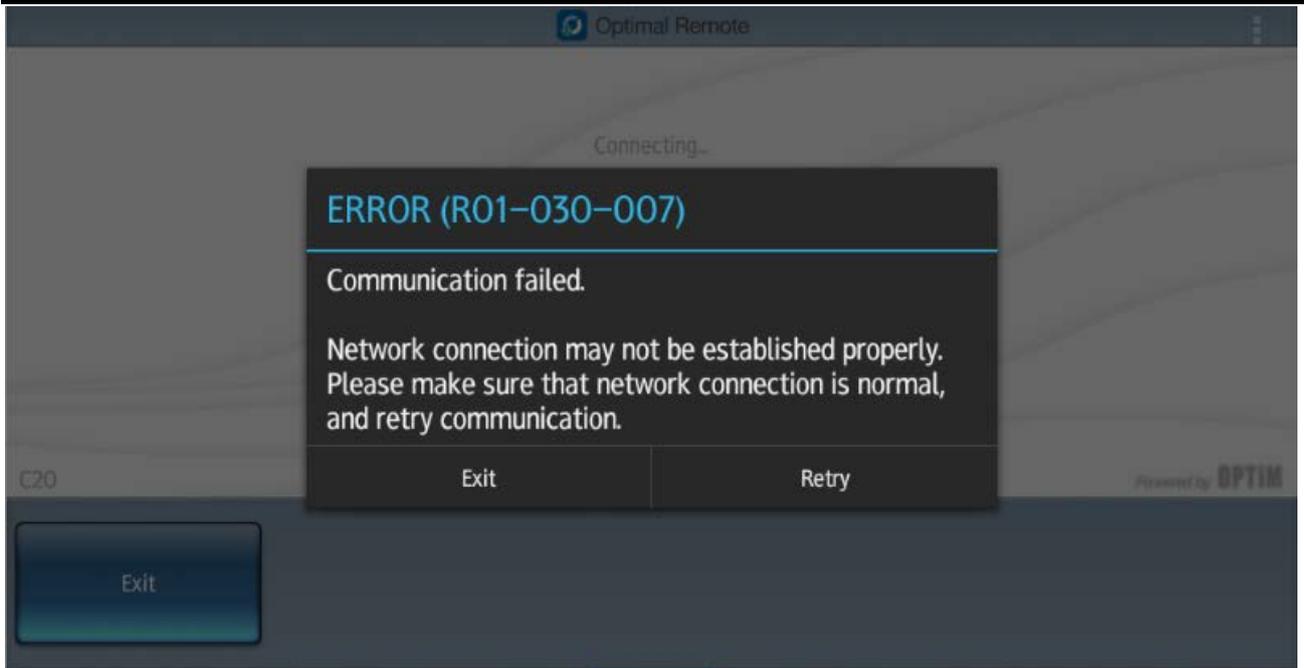
If setup was done correctly, four digits will be displayed on the panel. If setup was not done correctly, the four digits will not be displayed.



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.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



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.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

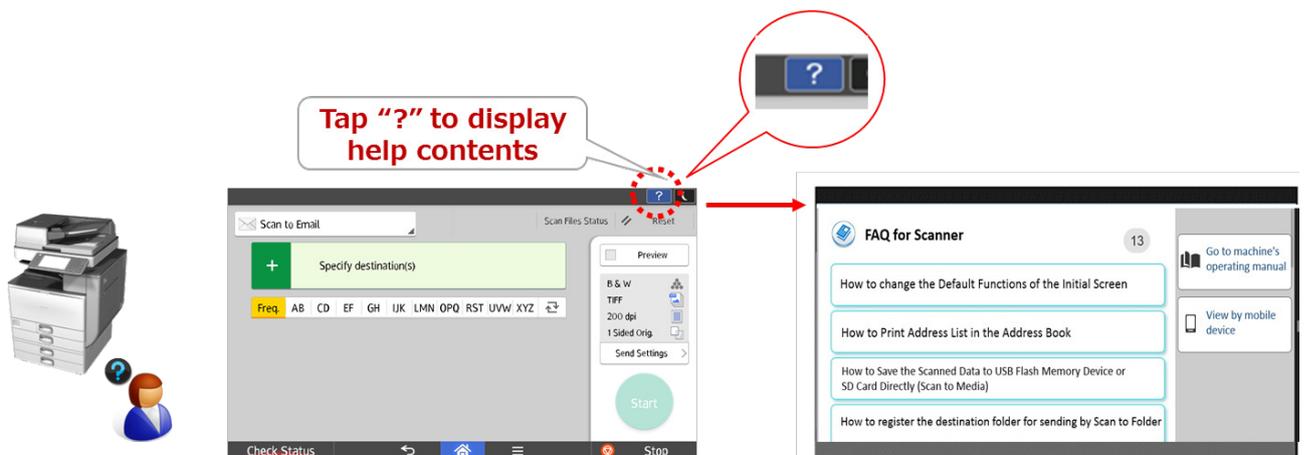
- Remote Access Support enables a IT manager / device administrator to remotely view and operate the SOP-G2 screen through a Web UI.
- It can be used to facilitate customer training and to provide real-time customer support.



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.



**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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/ <b>Taiwan</b> )*	D2411429	1.23
LegacyUI	D2411427S	1.16
SimpleCopy	D2411443Q	1.18
SimpleScan	D2411444Q	1.14
SimpleFAX	D2411445N	1.13
PrinterSJob	D2411446N	1.72
SmartCopy	<b>D2411454T</b>	<b>1.22.1</b>
SmartScan	<b>D2411456Q</b>	<b>1.14.1</b>
SmartFAX	<b>D2411457Q</b>	<b>1.19.1</b>
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.

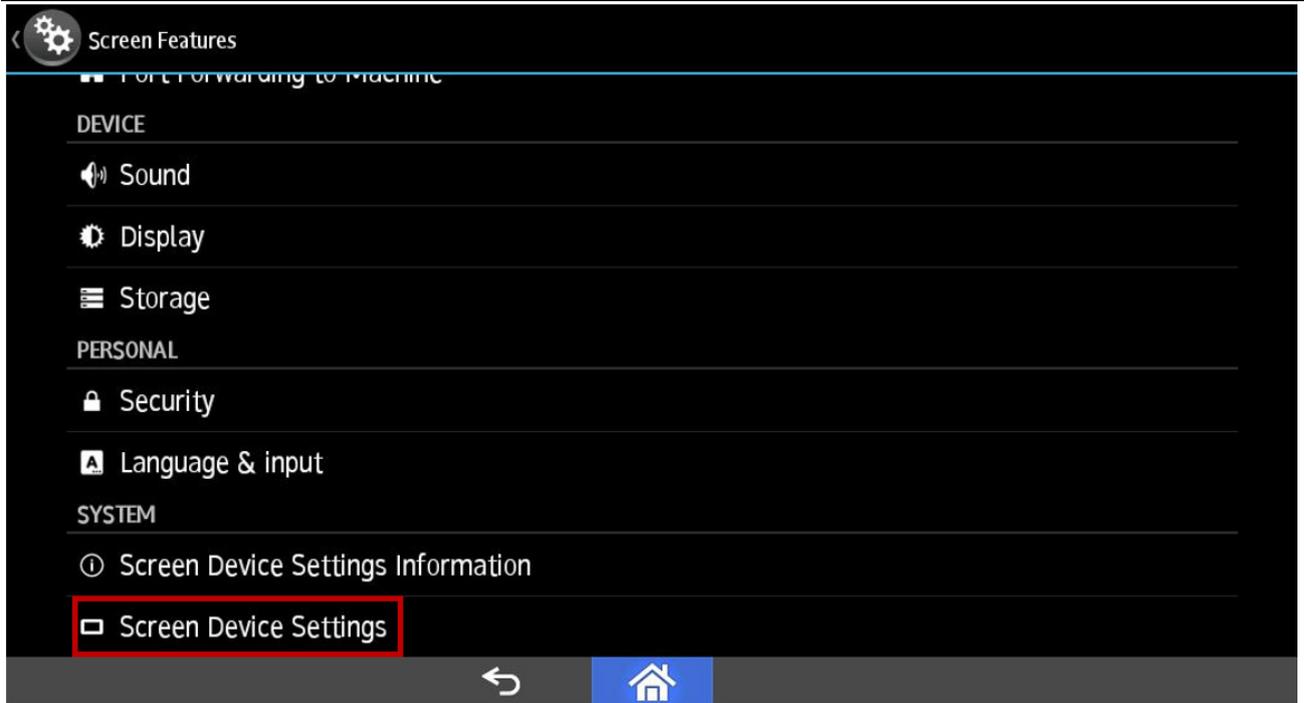
This function is enabled by default. If a customer is not willing to use this function, the function can be disabled via UP and SP as follows:

UP setting

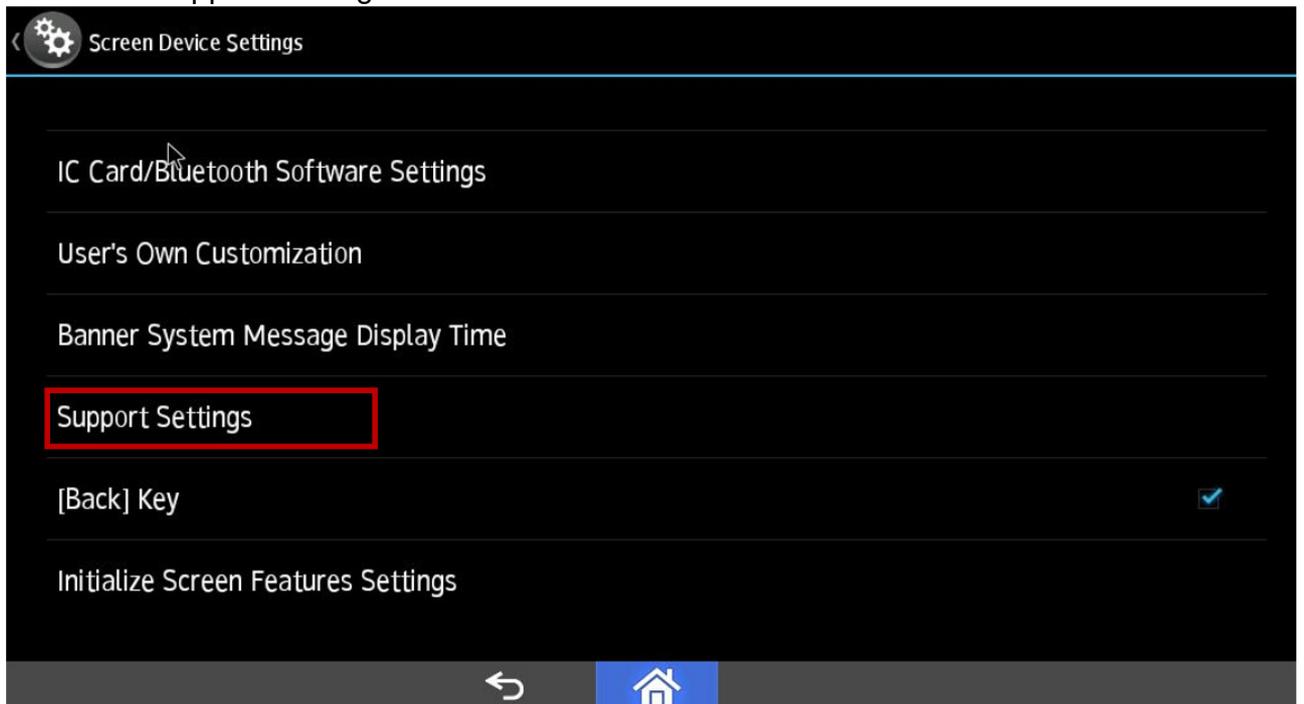
1. Select Screen Device Settings.

Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

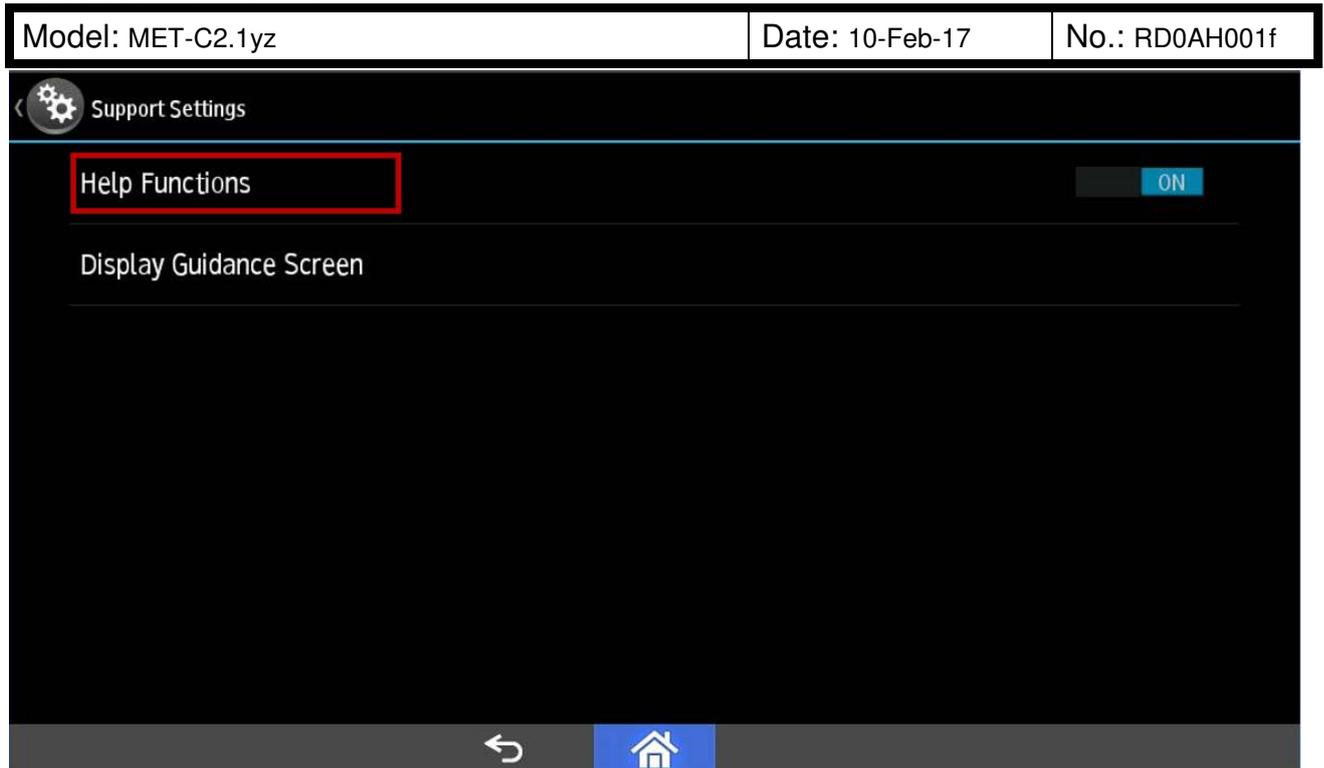


2. Select Support Settings.



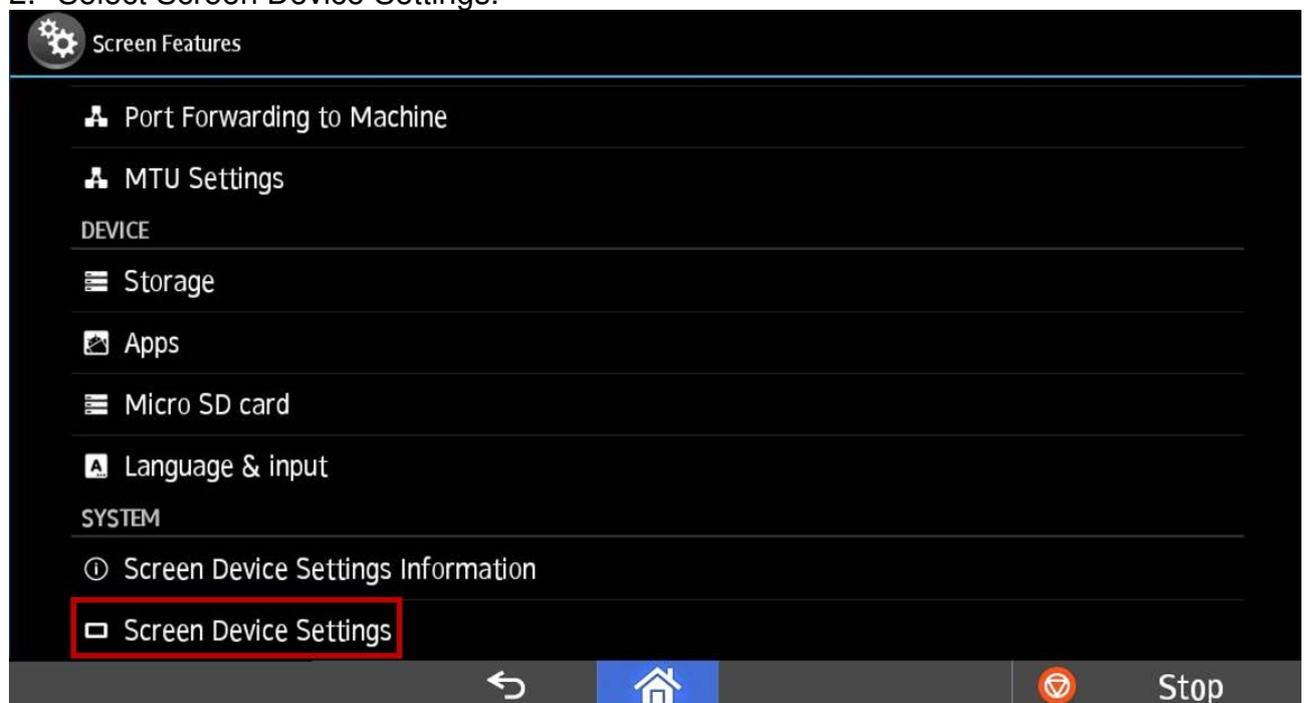
3. Enable or disable Help Functions.

Reissued: 29-Nov-18



SP setting

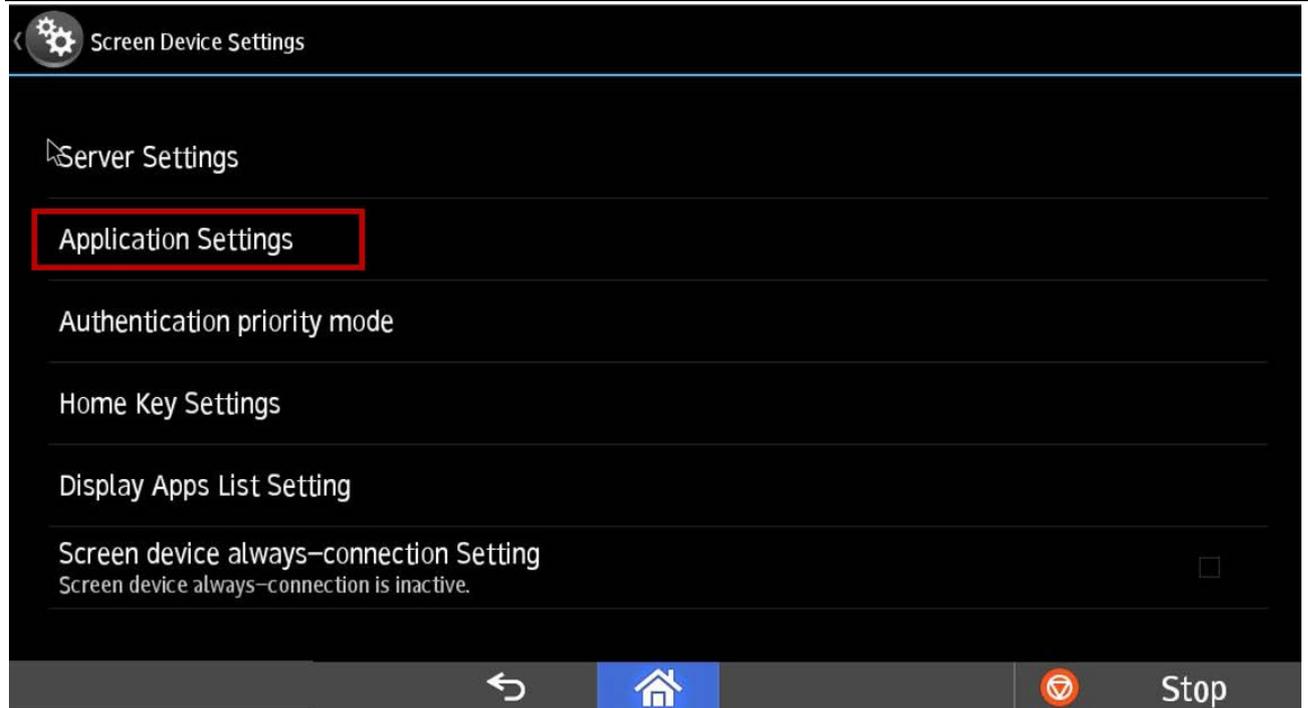
1. Log in to Screen SP mode.
2. Select Screen Device Settings.



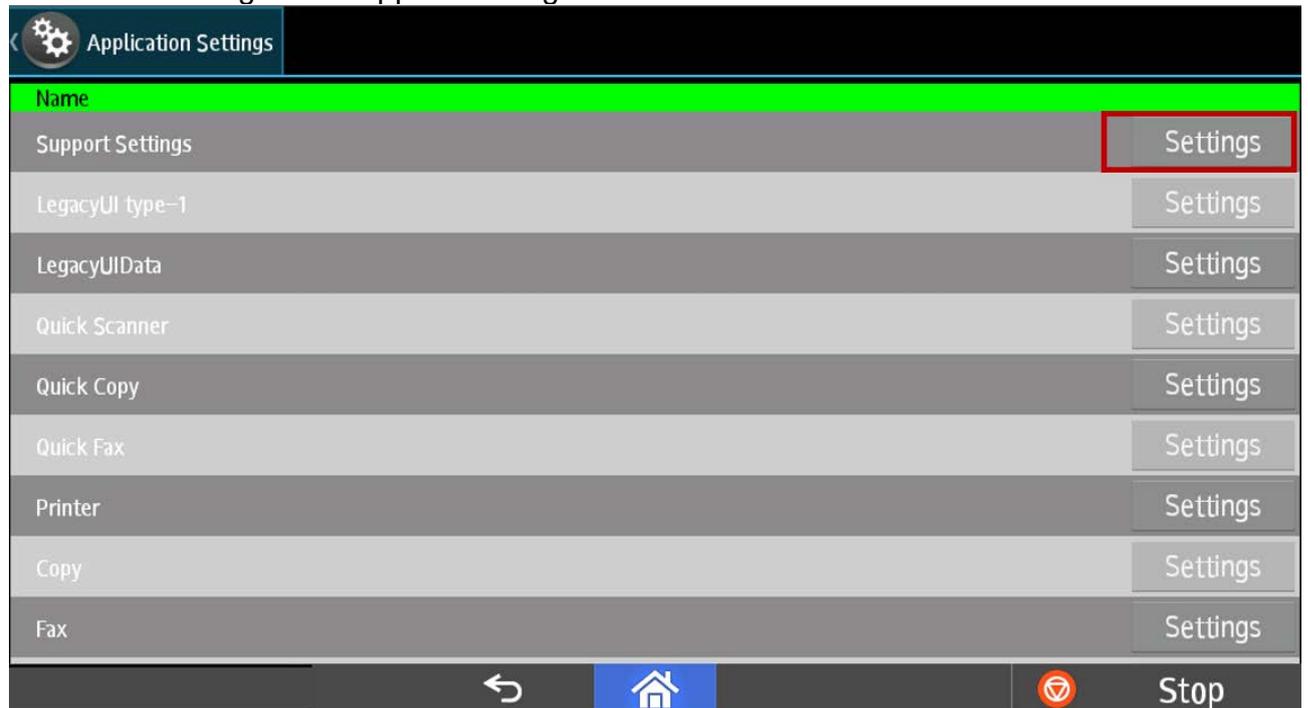
3. Select Application Settings.

Reissued: 29-Nov-18

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



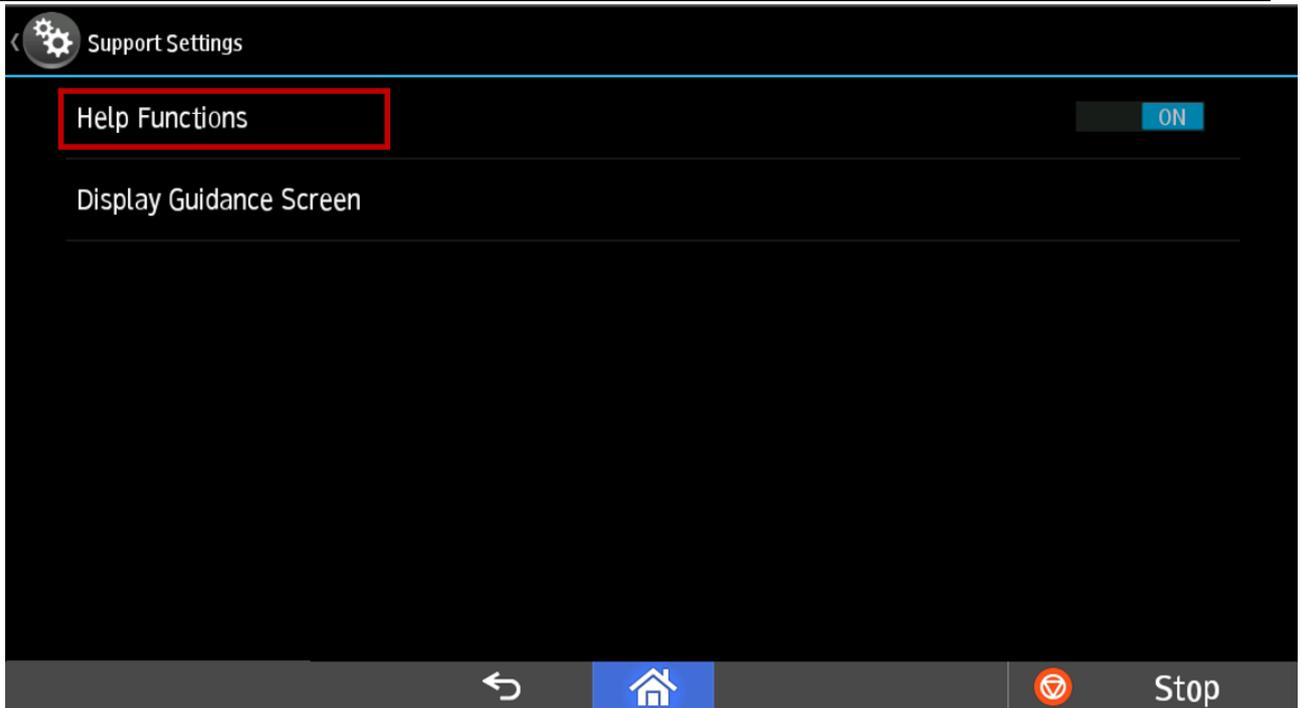
4. Select Settings for "Support Settings".



5. Enable or disable Help Functions.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



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**

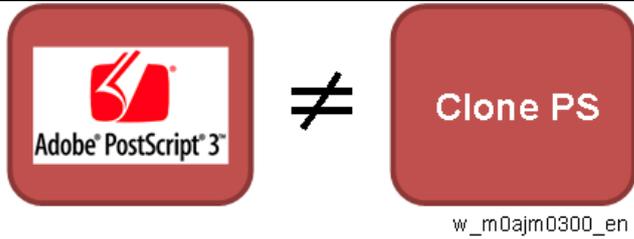
This machine is equipped with a clone program for emulating Adobe PostScript/PDF (hereafter “Clone PS”) as a standard feature. So, by default, it can perform printing using PostScript 3 and PDF Direct Print, in addition to RPCS.

- **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.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



**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]

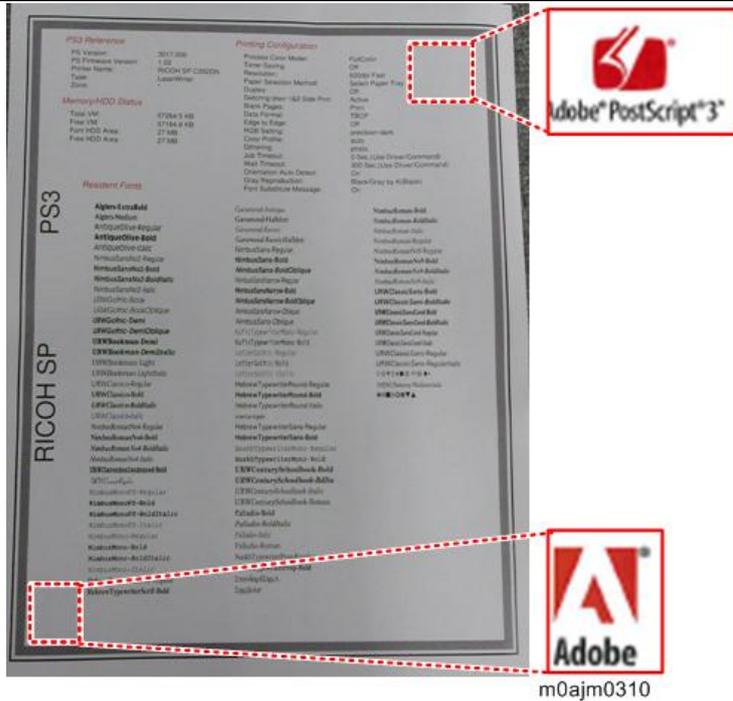
The manufacturers name “Adobe” is shown in the list if Adobe PS is used.

- PS Configuration / Font Page

The “Adobe” logo is printed on the page if Adobe PS is used.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------



m0ajm0310

- **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".

Adobe PS	Clone PS
Printer Language	Printer Language
Automatic Language Switching : 73.1%	Automatic Language Switching : 73.1%
Customized PJJ : 73.1%	Customized PJJ : 73.1%
RPCS : 3.18%	RPCS : 3.18%
PCL 5c Emulation : 0.05%	PCL 5c Emulation : 0.05%
PCL XL Emulation : 0.05%	PCL XL Emulation : 0.05%
<u>Adobe PostScript 3</u> : 0.04%	<u>PS 3 Emulation</u> : 0.15%
<u>Adobe PDF</u> : 0.04%	<u>PDF Emulation</u> : 0.15%

w\_m0ajm0302\_en

- **Operation Panel: Firmware Version**  
User Tools > Machine Features > System Settings > Administrator Tools > Firmware Version  
When PostScript3 Unit Type M33 (Adobe PS) is installed:

**Reissued: 29-Nov-18**

<b>Model: MET-C2.1yz</b>	<b>Date: 10-Feb-17</b>	<b>No.: RD0AH001f</b>
--------------------------	------------------------	-----------------------

**System Settings** Exit

Firmware Version Exit

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
System/Copy	1.02	D0AD5550A	animation	1.00	D0AD5564
Network_Support	15.61	D0AD5567A	Printer	1.01	D0AD5570A
Fax	01.00.00	D0AD5557	RPCS	3.18.30	D2425572B
Scanner	01.00	D0AD5560	Font_EXP	1.00	D2415581
Web_Support	1.00	D0AD5561	PCL	1.11	D2425573F
Web_UapI	1.00	D0AD5562	PCL_Font	1.09	D2415586
NetworkDocBox	1.01	D0AD5568A	<u>PS3</u>	1.00	M5005767

1/5  
▲  
▼

**System Settings** Exit

Firmware Version Exit

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
<u>PDF</u>	<u>3</u>	<u>1.00</u>	<u>M5005678</u>		
IRIPS_Font	1.10	D0AF5577	PowerSaving_Sys	F.L3.06.1	D0AD5554
Java_VM_v12_std	12.47.01	D2415579M	M2a_System	1.23	D2411425
<u>PS3</u>	<u>2</u>	<u>1.00</u>	<u>D3805731</u>		
PS3_Font	1.17	D2415681	M2a_BluetoothSe	1.02	D2411465C
<u>PDF</u>	<u>4</u>	<u>1.00</u>	<u>D3805733</u>		
Data_Erase_Onb	1.05	D2625244	M2a_ConfConcie	1.01	D3CM508A
			M2a_cspf	2.02.00	D1961430B
			M2a_HelpService	1.00	D2411471

2/5  
▲  
▼

**Clone PS only:**

**System Settings** Exit

Firmware Version Exit

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
System/Copy	1.02	D0AD5550A	animation	1.00	D0AD5564
Network_Support	15.61	D0AD5567A	Printer	1.01	D0AD5570A
Fax	01.00.00	D0AD5557	RPCS	3.18.30	D2425572B
Scanner	01.00	D0AD5560	Font_EXP	1.00	D2415581
Web_Support	1.00	D0AD5561	PCL	1.11	D2425573F
Web_UapI	1.00	D0AD5562	PCL_Font	1.09	D2415586
NetworkDocBox	1.01	D0AD5568A	<u>IRIPS_PS3</u>	<u>1</u>	<u>D0AF5575</u>

1/5  
▲  
▼

**System Settings** Exit

Firmware Version Exit

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
<u>IRIPS_PDF</u>	<u>3</u>	<u>1.02</u>	<u>D0AF5575</u>		
IRIPS_Font	1.10	D0AF5577	M2a_BluetoothSe	1.02	D2411465C
Java_VM_v12_std	12.47.01	D2415579M	M2a_ConfConcie	1.01	D3CM508A
Data_Erase_Onb	1.05	D2625244	M2a_cspf	2.02.00	D1961430B
PowerSaving_Sys	F.L3.06.1	D0AD5554	M2a_HelpService	1.00	D2411471
M2a_System	1.23	D2411425	M2a_ICCdDisptch	2.12.05	D2411450B
M2a_BLEPLugin	2.12.00	D2411466	M2a_iWnn	2.3.3	D1961403
			M2a_iWnn_Hang	1.0.0	D1961406

2/5  
▲  
▼

**Reissued: 29-Nov-18**

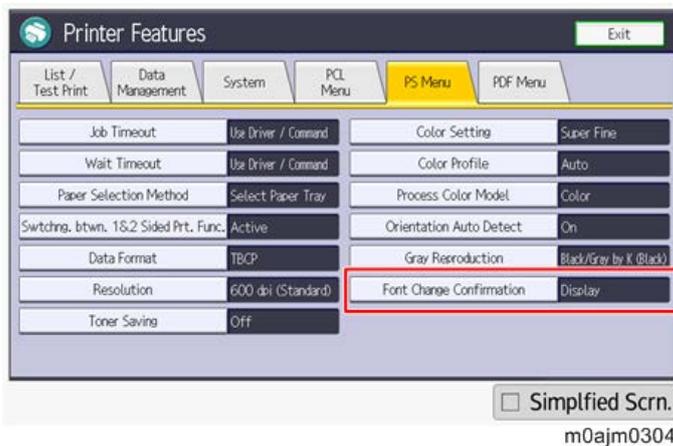
Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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.



### 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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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	<b>Chicago: Change before you have to!</b>
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.

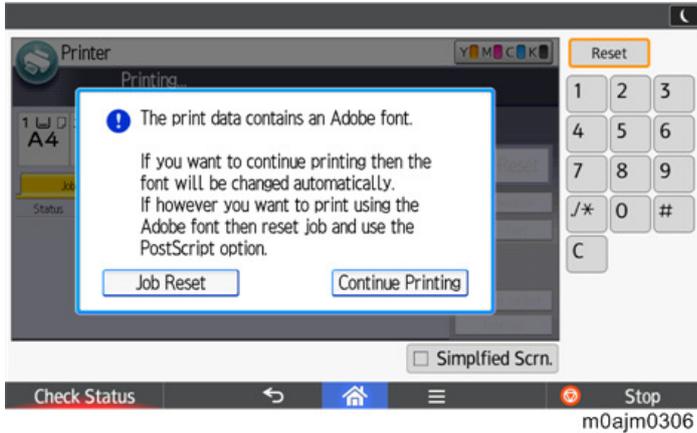
**Font Change Confirmation Screen**

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.

**Reissued: 29-Nov-18**

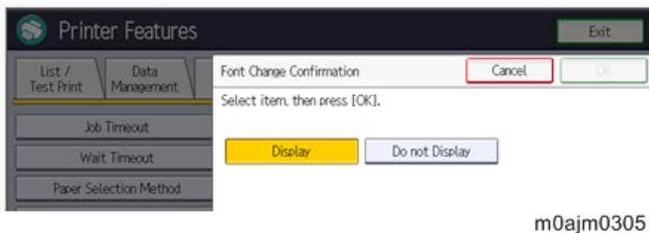
Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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.



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



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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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-DemItalic	URWBookman-DemItalic
40	Carta	NimbusMonoPS-Regular
41	Chicago	NimbusMonoPS-Regular

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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-C2.1yz		Date: 10-Feb-17	No.: RD0AH001f
No.	Adobe PS	Clone PS	
135	ZapfChancery-MediumItalic	URWChancery-MediumItalic	
136	ZapfDingbats	Dingbats	

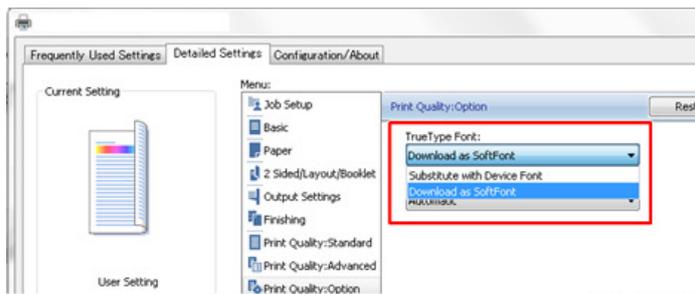
**Differences in Driver Functions**

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”.

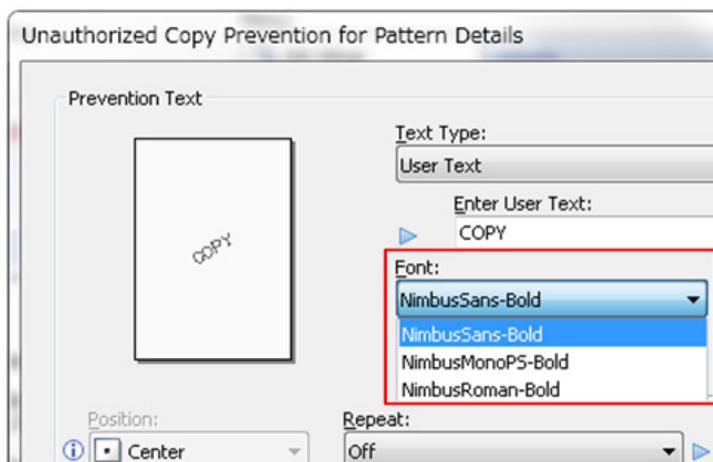


m0ajm0307

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.

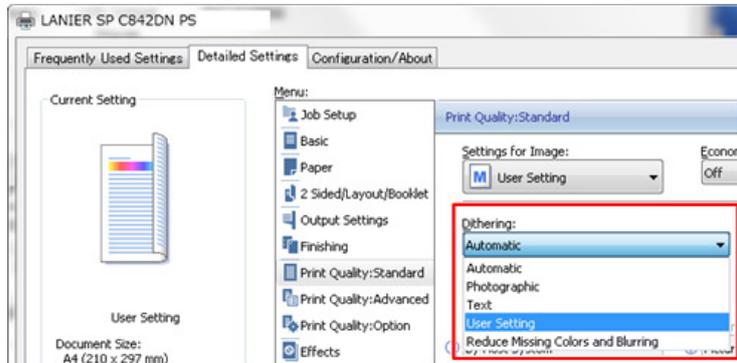


m0ajm0308

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

- “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.



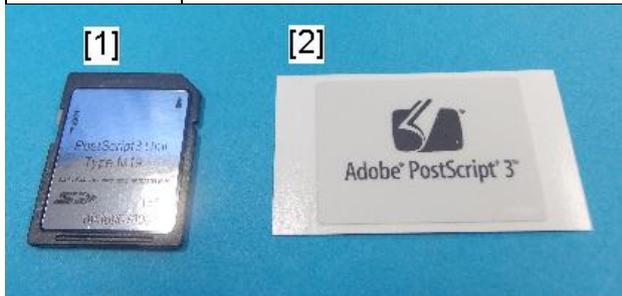
m0ajm0309

\* “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



d238m0642

#### 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.

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

- 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)**

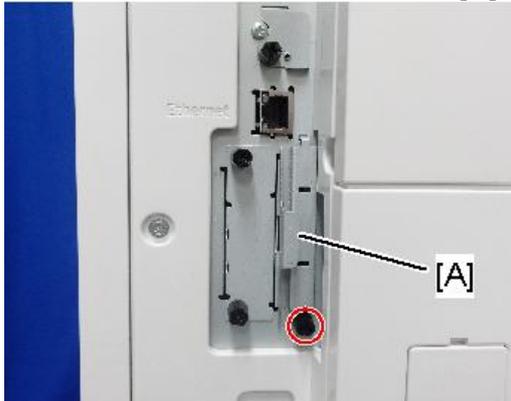
**⚠ CAUTION**

- 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**

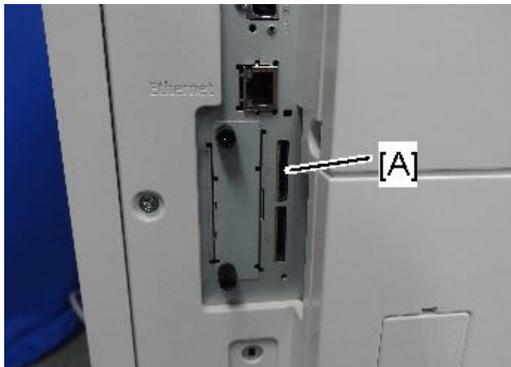
- Clone PS and Adobe PS cannot be run simultaneously. If PostScript3 Unit Type M33 (Adobe PS) is installed, Clone PS will be disabled.
- When installing more than one SD card, perform the merge operation.

**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].



m0ajm0024c

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

**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

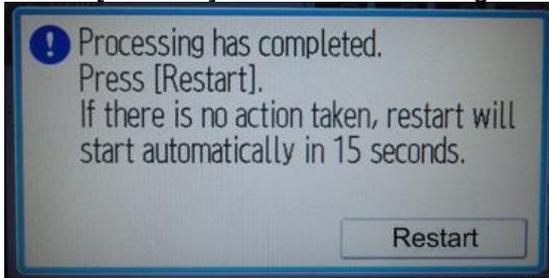
**7.** Stick the "Adobe PostScript3" decal [A] on the front face of the machine.



d238m0643

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

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



m0ajm0311

**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):

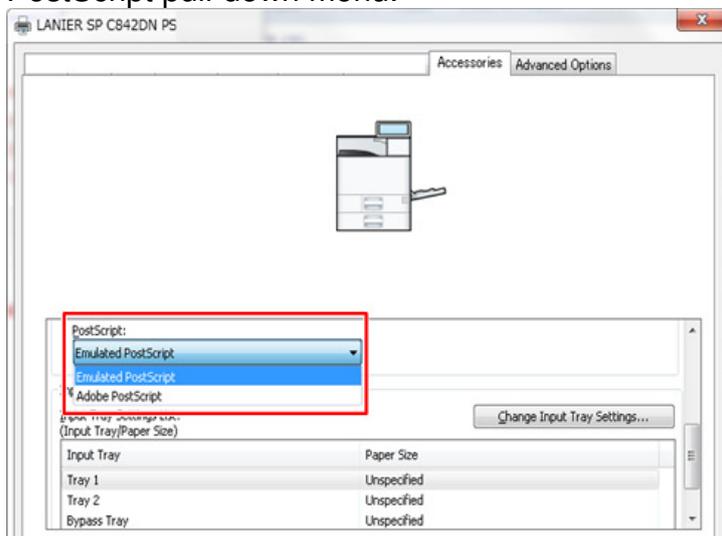
**Reissued: 29-Nov-18**

Model: MET-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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-C2.1yz	Date: 10-Feb-17	No.: RD0AH001f
-------------------	-----------------	----------------

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-C2.1yz		Date: 22-May-17	No.: RD0AH002
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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**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 accessory 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:**

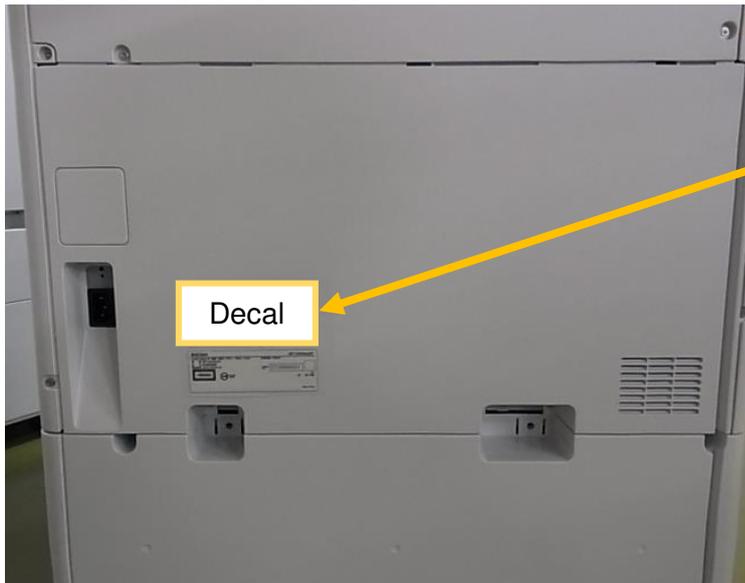
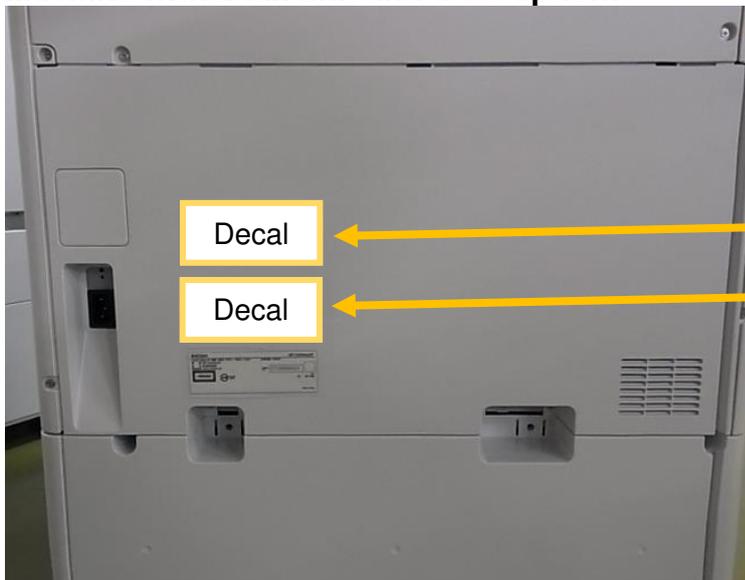
- The decal used to be attached to the bracket inside the machine at the factory until March 2017, but the revised regulation obliges us to attach it to the outer cover.

Model:MET-C2.1yz

Date: 22-May-17

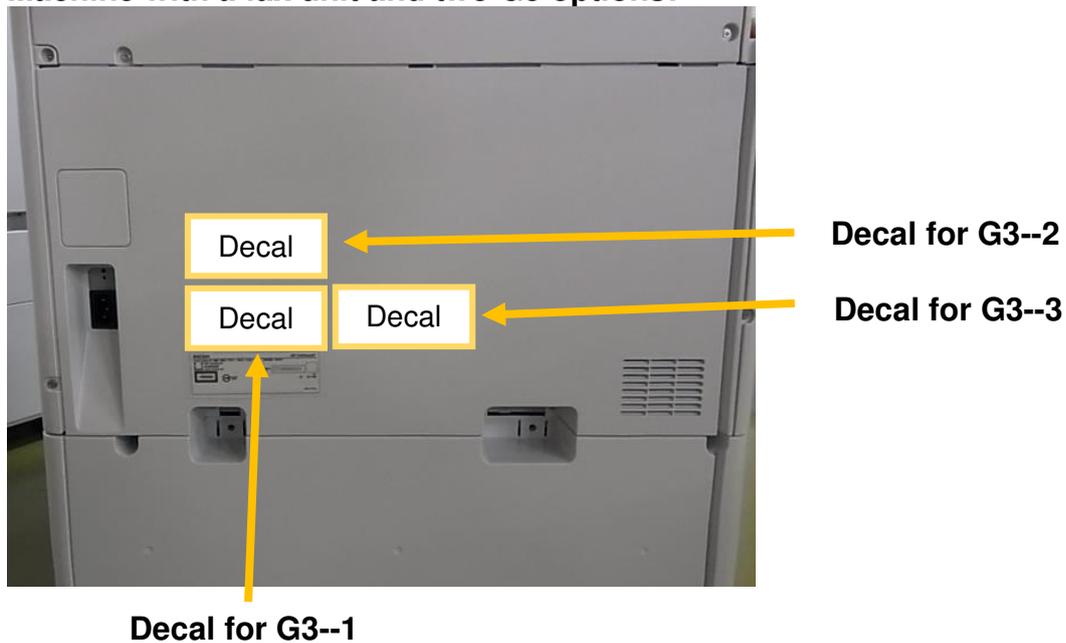
No.: RD0AH002

- 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-C2.1yz	Date: 22-May-17	No.: RD0AH002
------------------	-----------------	---------------

**Machine with a fax unit and two G3 options:**



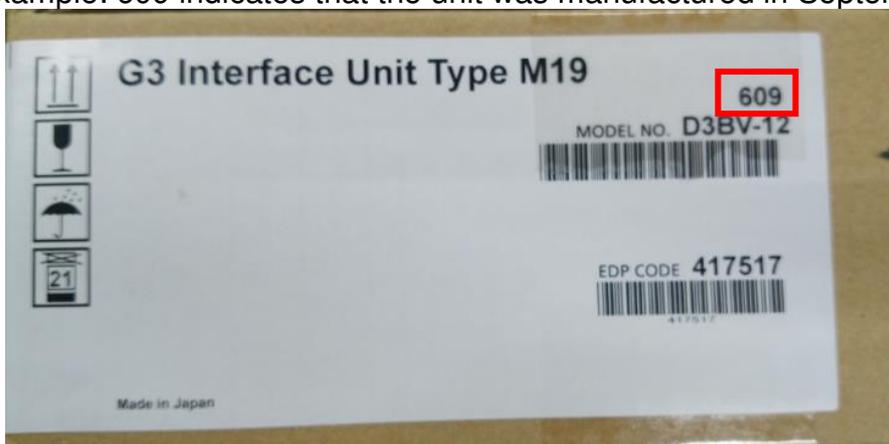
**Authorization number:**

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 April 2017. Units with a number 704~ are modified.

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



Model: MET-C2.1yz		Date: 22-May-17	No.: RD0AH003
Subject: Applying a color profile to change the color balance		Prepared by: Y. Taniguchi	
From: 1 <sup>st</sup> FQM Sect, 1 <sup>st</sup> FQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## 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**).

**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, please 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) Choose SP-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.

Reissued: 7-Sep-17

Model: Met-C2.1yz	Date: 31-Aug-17	No.: RD0AH004a
-------------------	-----------------	----------------

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

**Important 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.

Model: Met-C2.1yz	Date: 11-Sep-17	No.: RD0AH005
-------------------	-----------------	---------------

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

**IMPORTANT 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-C2.1yz		Date: 11-Sep-17	No.: RD0AH006
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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**IMPORTANT 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)

Model: Met-C2.1yz	Date: 12-Sep-17	No.: RD0AH007
-------------------	-----------------	---------------

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

**IMPORTANT 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-C2.1yz		Date: 13-Sep-17	No.: RD0AH008
Subject: FSM correction: SP5061-002 Toner Near End alert message		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**Service Manual Correction:**

The descriptions ***in bold italic*** have been added:

**4. Controller SP Mode Tables>Controller SP Tables - SP5000**

**SP5-XXX (Mode)**

5061	[Toner Remaining Icon Display Change]		
<b>5-061-002</b>	<b>Toner Near End Display Change</b>	<b>*CTL</b>	<b>[0 or 1 / 0 / 1] 0: Display 1: No-display</b>

**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	System/ Copy	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	System/ Copy	3.20	D1465575G	LegacyUID ata2nd	1.07	D1501428G
Met-C1cde_ch		3.22	D1485533J			
Met-C1yz_ch		2.20	D1765550Z			

- Change in the toner near end alert message
  - Before: Toner Cartridge is almost empty. Check toner cartridge replacement(s).

Model: Met-C2.1yz

Date: 13-Sep-17

No.: RD0AH008

- After: Check you have a toner cartridge replacement(s). Current toner cartridge can be used until the replacement alert.

- Toner near end display ON/OFF SP (SP5061-002) was added.

**Note 2:**

With the new firmware, you are able to switch the Toner near end alert message on/off in the display.

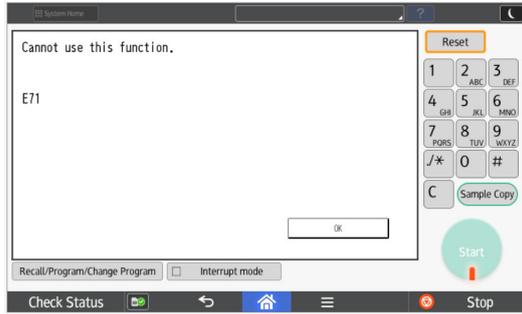
**Note 3:**

SP5061-002 only controls the toner near end display on the operation panel. WIM, @Remote, and e-mail notification of toner near end are not controlled by SP5061-002.



**Reissued: 10-Jan-18**

<b>Model:</b> MET-C2.1yz	<b>Date:</b> 4-Oct-17	<b>No.:</b> RD0AH009b
--------------------------	-----------------------	-----------------------



- **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:

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

Note: This schedule is subject to change.

Reissued: 19-Oct-17

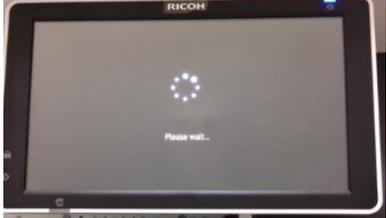
Model: MET-C2.1yz	Date: 06-Oct-17	No.: RD0AH010a
-------------------	-----------------	----------------

**RTB Reissue**

The items in ~~strike-through~~ were deleted.

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

**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.	<ol style="list-style-type: none"> <li>1. Reconnect the USB cable between the IPU and the Smart Operation Panel</li> <li>2. Replace the USB cable.</li> <li>3. Replace the board for SOP.</li> <li>4. Replace the IPU.</li> </ol>
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.	<ol style="list-style-type: none"> <li>1. Reconnect the LCD I/F cable.</li> <li>2. Replace the LCD unit</li> <li>3. Replace the board for SOP.</li> <li>4. Replace the LCD I/F cable.</li> </ol>
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 Sub board is defective.	<ol style="list-style-type: none"> <li>1. Update the Cheetah System firmware in recovery mode.</li> <li>2. Do a factory reset</li> <li>3. Replace the board for SOP. <b>when eMMC data is defective.</b></li> </ol>
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.)	<ol style="list-style-type: none"> <li>1. Update the Cheetah System firmware in recovery mode.</li> <li>2. Do a factory reset.</li> <li>3. Replace the board for SOP. <b>when eMMC data is defective.</b></li> </ol>

HW: Hardware issue, SW: Software issue

Reissued: 19-Oct-17

Model: MET-C2.1yz

Date: 06-Oct-17

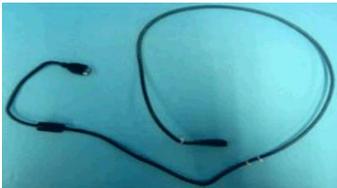
No.: RD0AH010a

## Components to Check during Troubleshooting

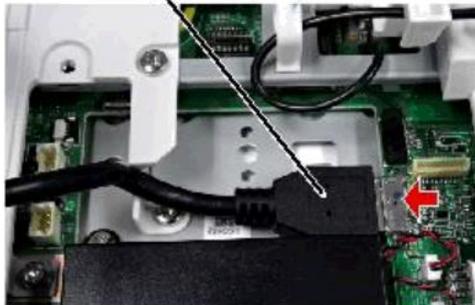
### 1. Board



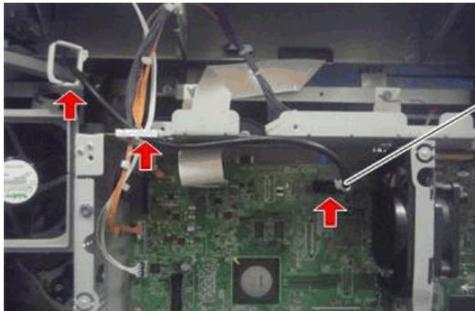
### 2. USB cable



### 3. Connection between USB cable and main board



### 4. Connection between USB and IPU



**Reissued: 19-Oct-17**

Model: MET-C2.1yz	Date: 06-Oct-17	No.: RD0AH010a
-------------------	-----------------	----------------

## 5. LCD unit



## 6. LCD I/F cable



Model: MET-C2.1yz		Date: 18-Oct-17	No.: RD0AH011
Subject: Supplementary information on the anti-condensation heater (for EU/AP/CH)		Prepared by: T Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**This bulletin is targeted to EU/AP/CH models.**

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe tray
- Optional tray (PB3150, 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).

Model: MET-C2.1yz		Date: 18-Oct-17	No.:RD0AH012
Subject: Supplementary information on the anti-condensation heater (for NA/TW)		Prepared by: T Kiyohara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**This bulletin is targeted to NA/TW models.**

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe tray
- Optional tray (PB3150, PB3210, 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).

Reissued: 7-Jun-18

Model: Met-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

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

**Remarks: This document only applies to China**

**Summary:**

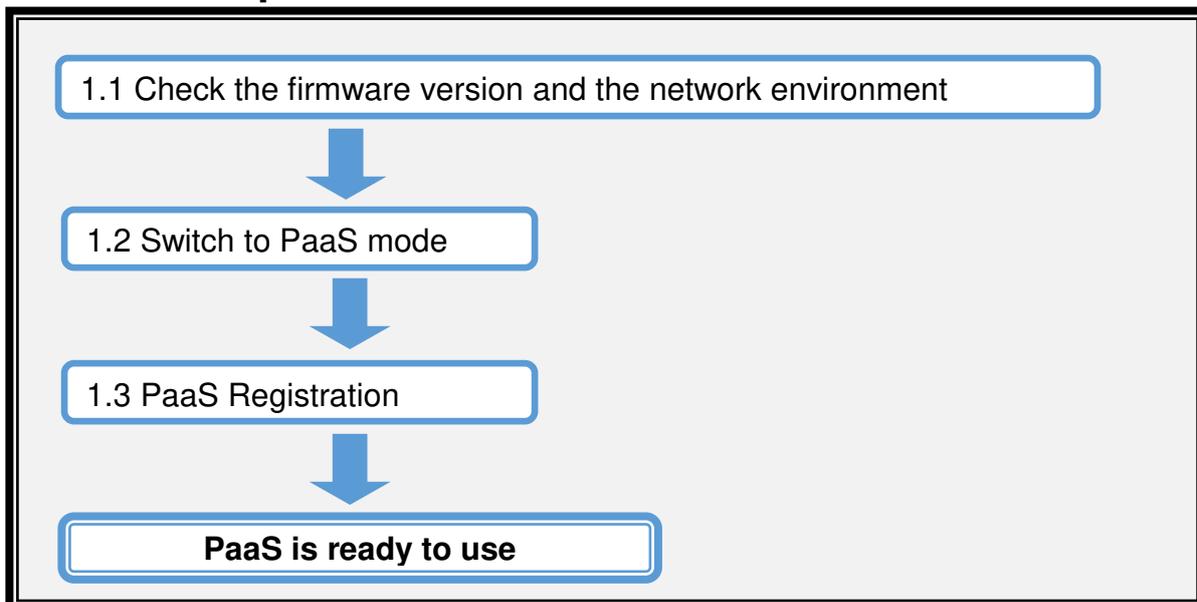
PaaS (Printer as a service) is a system that ensures device uptime is maximized through real time monitoring of machine status and proactively taking care of maintenance requirements.

This document provides information about PaaS.

**Table of contents:**

- 1. PaaS Setup Procedure ..... 1
- 2. Unregistering PaaS..... 3
- 3. Changing Registered Device / Controller Board..... 4
- 4. Switching Back to Normal Mode ..... 6
- 5. SP Number..... 6
- 6. PaaS Execution Return Code ..... 7
- 7. PaaS Error Code List ..... 7
- 8. Technical Tips ..... 8

**1. PaaS Setup Procedure**



Reissued: 7-Jun-18

Model: Met-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

**[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

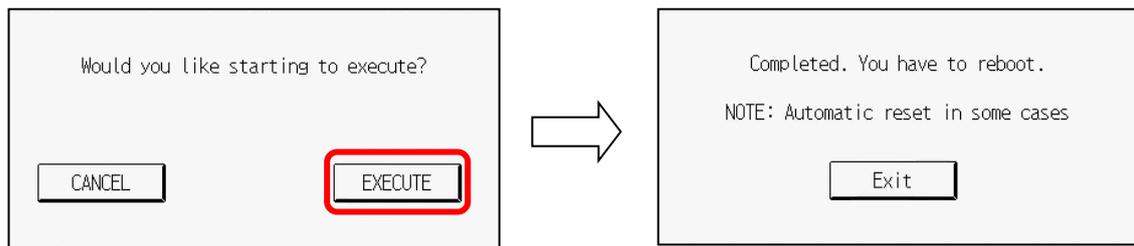
2 ) Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:

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-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

- 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	<i>'rpaasdev.online.tj.cn'</i> <b>Don't change the value above.</b>
SP5-760-006	Server URL Path	<i>'/npb-base-web/API/npb/v1.0/deviceNotification'</i> <b>Don't change the value above.</b>
SP5-760-007	Server Port Number	443 <b>Don't change the value above.</b>

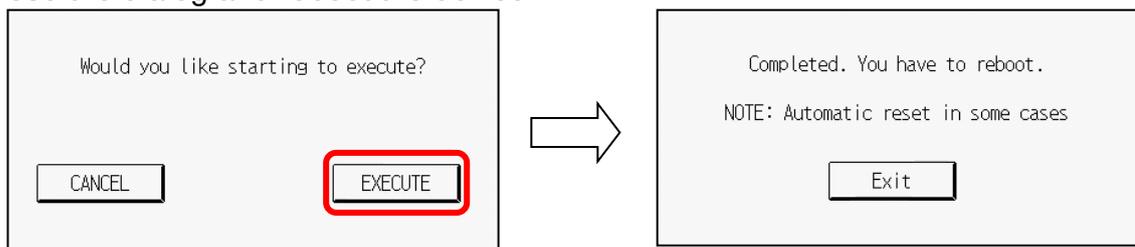
- 4) Press **[Execute]** in SP5-760-009(Registration)
- 5) Please wait a moment for communication with the server.
- 6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.  
If the value is not "0", please check the result with the SP5-760-013 values in **PaaS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



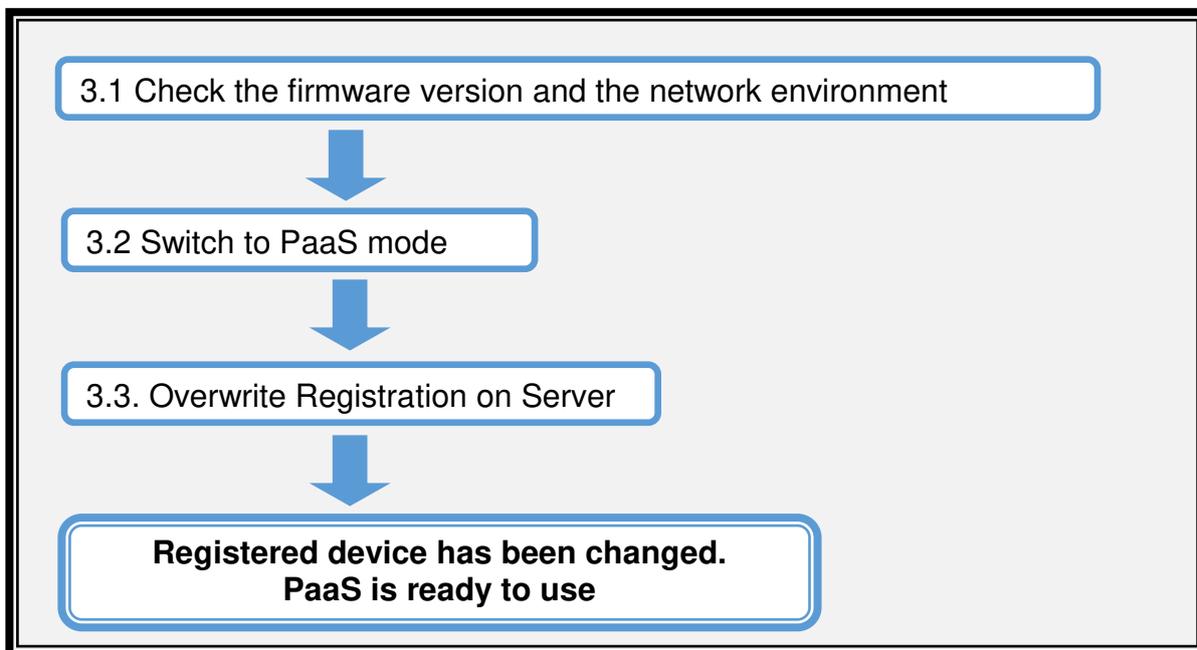
- 4) Please wait a moment for communication with the server.
- 5) After auto rebooting, make sure the SP5-760-012(Execution Return Code) value is "0" to confirm the success of the PaaS unregistration.  
If the value is not "0", please check the result with the SP5-760-013 values in the **PaaS Error Code List**.
- 6) Make sure the SP5-760-008(Registration Status) value is "0" to confirm that the PaaS unregistration is complete.

Reissued: 7-Jun-18

Model: Met-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

### 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.



**[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.

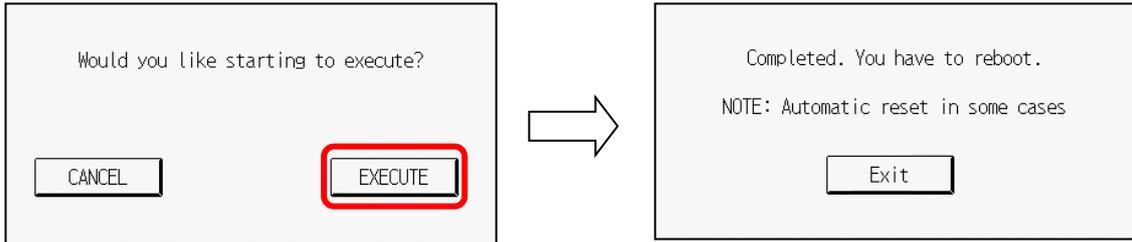
#### 3.2 Switch to PaaS mode

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

Reissued: 7-Jun-18

Model: Met-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

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 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	<b>'rpaasdev.online.tj.cn'</b> <b>Don't change the value above.</b>
SP5-760-006	Server URL Path	<b>'/npb-base-web/API/npb/v1.0/deviceNotification'</b> <b>Don't change the value above.</b>
SP5-760-007	Server Port Number	443 <b>Don't change the value above.</b>

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**.

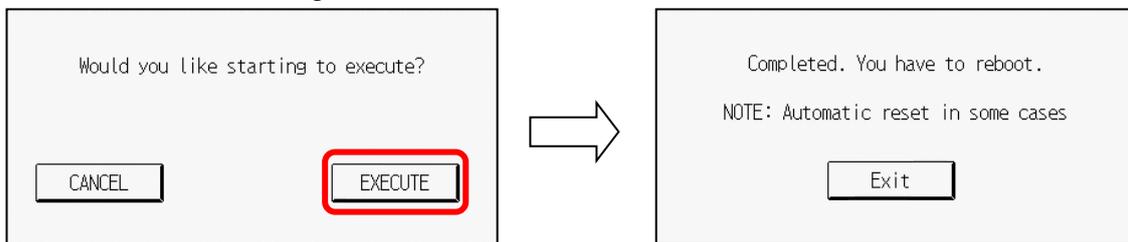
7 ) Make sure the SP5-760-008(Registration Status) value is “1” to confirm that PaaS registration is complete.

Reissued: 7-Jun-18

Model: Met-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

#### 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-C2.1yz	Date: 17-Nov-17	No.: RD0AH013b
-------------------	-----------------	----------------

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 <b>Switch to PaaS mode</b>
	2	Already registered	-
	3	Already unregistered	-
	4	Communication error	For details, refer to SP5-760-013 in <b>PaaS Error Code List</b> .
	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	<b>Network information has not been set, or an invalid contract ID and authentication key were entered.</b>	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.

Reissued: 7-Jun-18

Model: Met-C2.1yz		Date: 17-Nov-17	No.: RD0AH013b
			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.
<del>12</del>	<del>3G Error</del>		
51	Connection timeout		Confirm the network settings such as the IP address. Check the firmware version and the network environment
<del>52</del>	<del>3G Error</del>		
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
<b>104</b>	<b>PaaS Server response error</b>		<b>Escalate to the Device Supplier</b>
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 ( <b>413</b> )		Escalate to the Device Supplier
115	HTTP communication error ( <b>414</b> )		Escalate to the Device Supplier
<b>116</b>	<b>HTTP communication error (other)</b>		<b>Escalate to the Device Supplier</b>
<b>255</b> :	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-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------

**RTB Reissue**

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

Subject: Part catalog correction: Guide plate for PB3150/PB3160/PB3170/PB3230		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

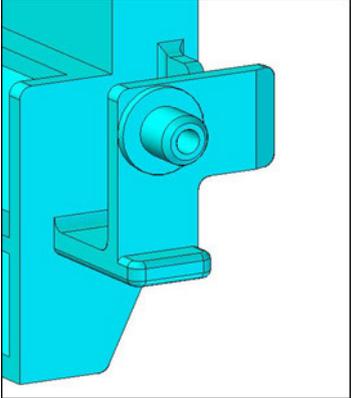
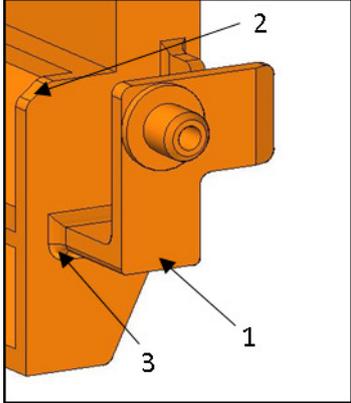
**Parts catalog correction1**

Affected model: D694 (Paper Feed Unit: PB3150)

Old P/N	New P/N	Description	Q'ty	Int
D1492721	D6942721	GUIDE PLATE: SWIVEL	1-1	X/O

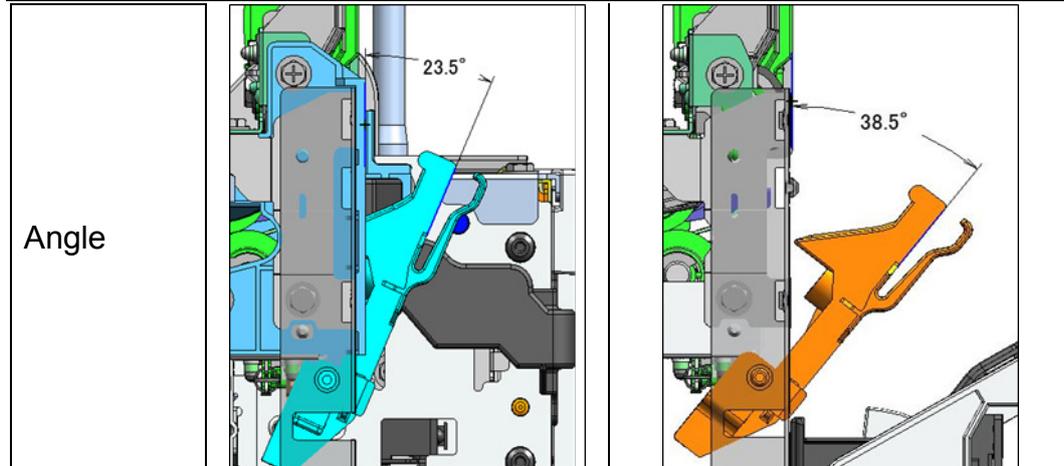
**Change:** The shape of the guide plate was changed.

**Reason:** To further strengthen and prevent breaking of the guide plate.

	Old D1492721	New D6942721
Shape		 <ol style="list-style-type: none"> <li>1. Deleted stopper</li> <li>2. Changed angle regulation</li> <li>3. Strengthened part</li> </ol>

**Reissued: 19-Mar-18**

Model: Met-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------



**Reissued: 19-Mar-18**

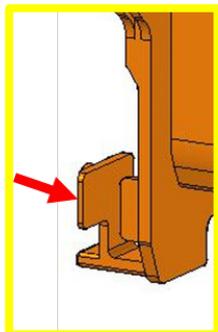
Model: Met-C2.1yz

Date: 28 -Nov-17

No.: RD0AH014a

**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-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------

**Parts catalog correction 2**

Affected model: D693 (Paper Feed Unit: PB3160)

Old P/N	New P/N	Description	Q'ty	Int	Int
D6932526	<b>D6932581</b>	GUIDE PLATE:SWIVEL:No.3	1-0	X/O	X/O
	D6931157	CUSHION:GUIDE:SWIVEL:UP PER	0-1	-	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-	-
D6932725	D6932726	GUIDE PLATE:AUXILIARY:PAPER FEED UNIT	1-1	-	O/O

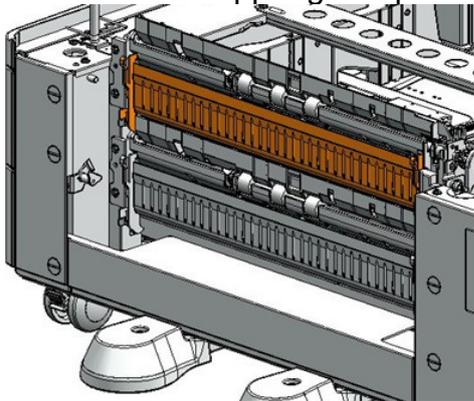
**Change:** Added cushions and changed the shape of the guide plate.

**Reason:** To further strengthen and prevent breaking of the guide plate.

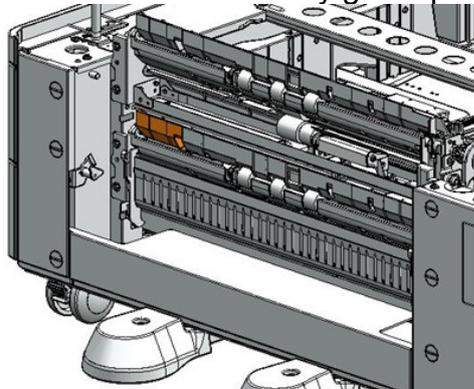
**Important:** Be sure to attach the above CUSHION when installing the paper guide plates.

**Procedure for UPPER GUIDE PLATE ASSYS**

1. Remove the upper guide plate.



2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).



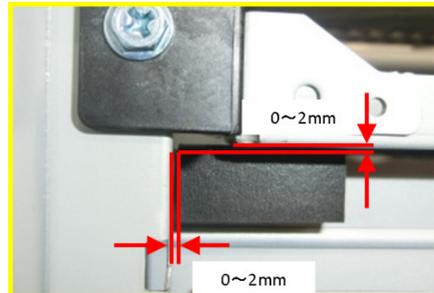
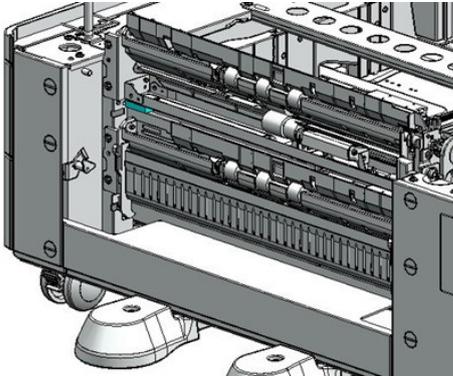
Reissued: 19-Mar-18

Model: Met-C2.1yz

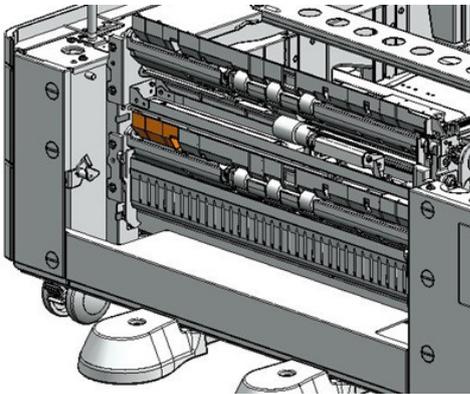
Date: 28 -Nov-17

No.: RD0AH014a

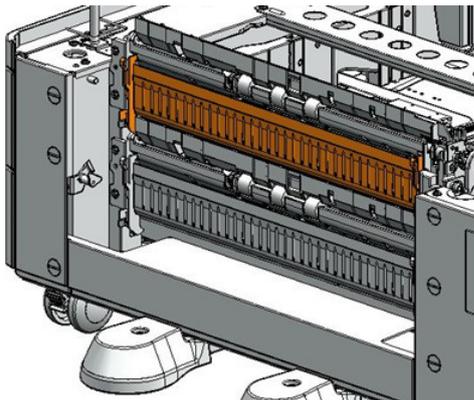
## 3. Attach the cushion.



## 4. Attach the auxiliary guide plate for the lower guide plate (screw x1).



## 5. Attach the upper guide plate.



**Reissued: 19-Mar-18**

Model: Met-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------

Old P/N	New P/N	Description	Q'ty	Int
D6932526	<b>D6932582</b>	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

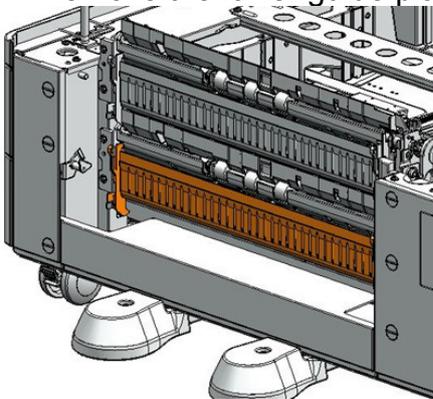
**Change:** Added cushions and changed the shape of the guide plate.

**Reason:** To further strengthen and prevent breaking of the guide plate.

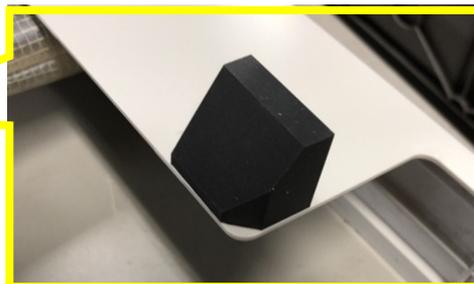
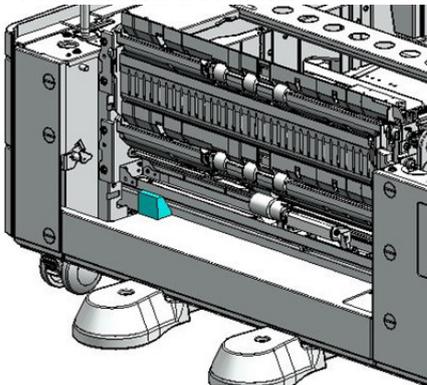
**Important:** Be sure to attach the above CUSHION when installing the paper guide plates.

**Procedure for LOWER GUIDE PLATE ASSYS**

1. Remove the lower guide plate.



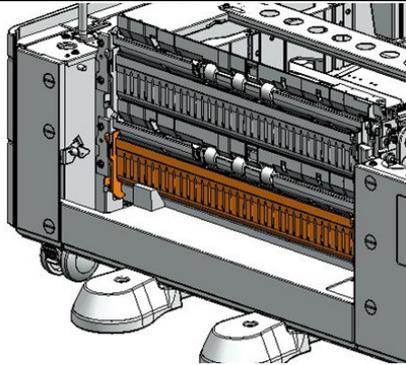
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Met-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------



**Parts catalog correction 3**

Affected model: D695 (LCIT: PB3230/PB3170)

Old P/N	New P/N	Description	Q'ty	Int
D6932526	<b>D6952581</b>	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	-	STOPPER:GUIDE PLATE:SWIVEL:ASS'Y	0-1	-
	-	GUIDE PLATE:SWIVEL:ADHESION	0-1	-

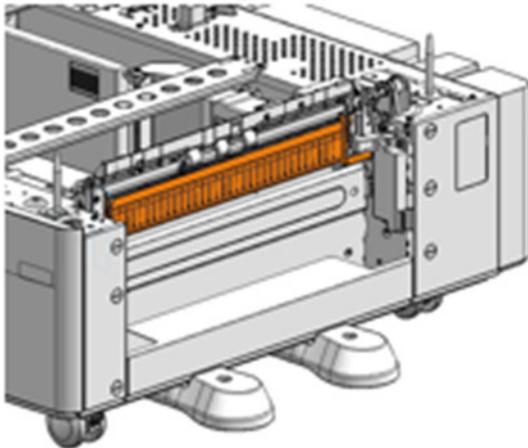
**Change:** Added cushions and changed the shape of the guide plate.

**Reason:** To further strengthen and prevent breaking of the guide plate.

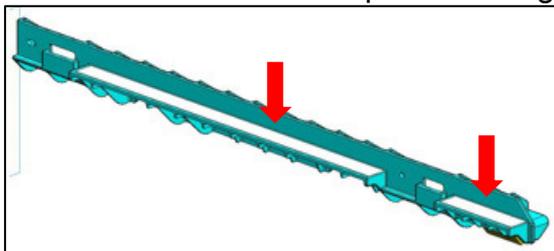
**Important:** Be sure to attach the above STOPPER, when installing the paper guide plates.

**Procedure**

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



**Reissued: 19-Mar-18**

Model: Met-C2.1yz

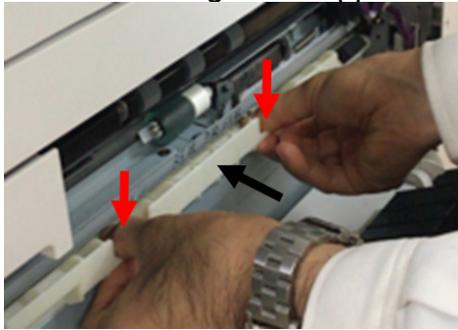
Date: 28 -Nov-17

No.: RD0AH014a

3. Attach the guide stopper.



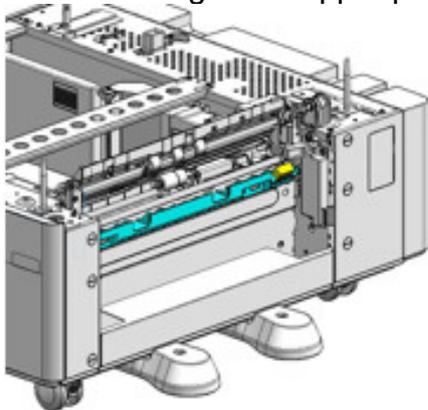
4. Attach the guide stopper.



5. Attach the guide plate stopper.



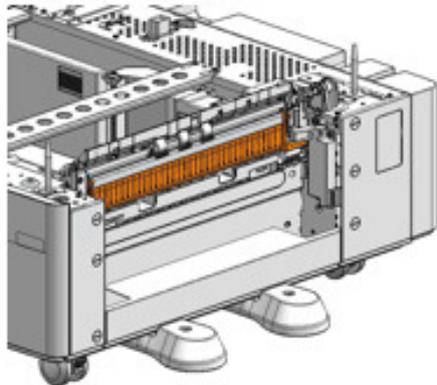
6. Attach the guide stopper plate.



**Reissued: 19-Mar-18**

Model: Met-C2.1yz	Date: 28 -Nov-17	No.: RD0AH014a
-------------------	------------------	----------------

7. Attach the guide plate.



Model: MET-C2.1yz		Date: 12-Dec-17	No.: RD0AH015
Subject: Troubleshooting SC204-00, Polygon Motor Error		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

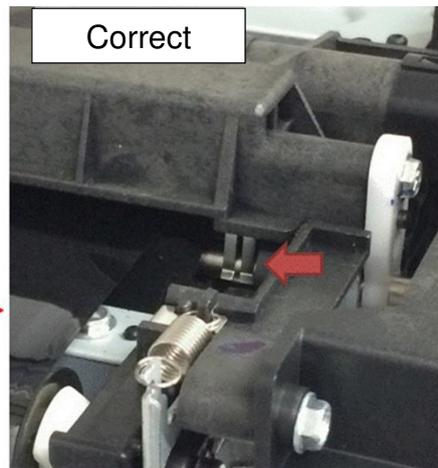
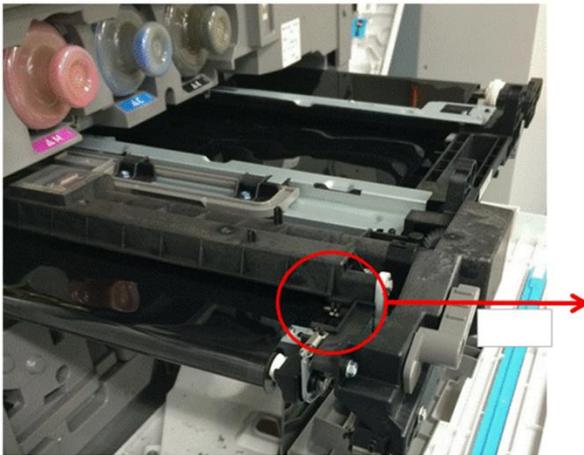
SC204-00 (Polygon Motor: XSCRDY Signal Error) occurs.

**CAUSE**

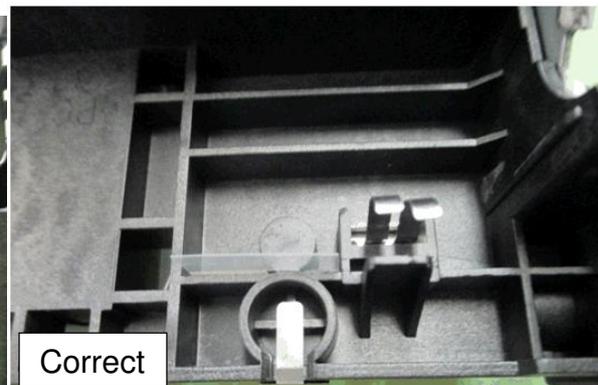
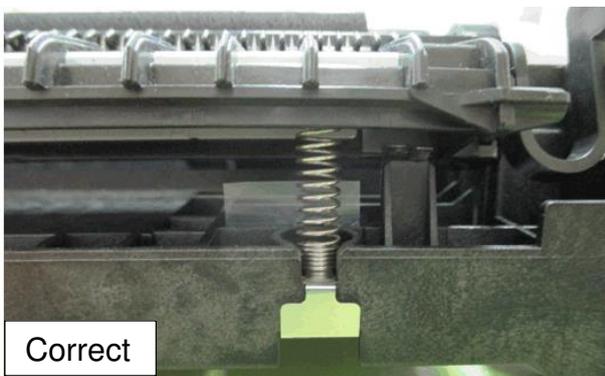
A grounding failure occurs with the belt cleaning unit in the ITB unit or paper transfer roller unit, either of which can generate electrical noise.

**SOLUTION**

1. Check the grounding of the belt cleaning unit on ITB unit.
2. Replace the belt cleaning unit.



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



Model: Met-C2.1yz		Date: 16-Jul-19	No.: RD0AH016
Subject: Important announcement regarding CTL board and Firmware		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> 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.

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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**Service Manual Correction:**

The descriptions *in bold italic* have been added:

---

Installation Procedure

---

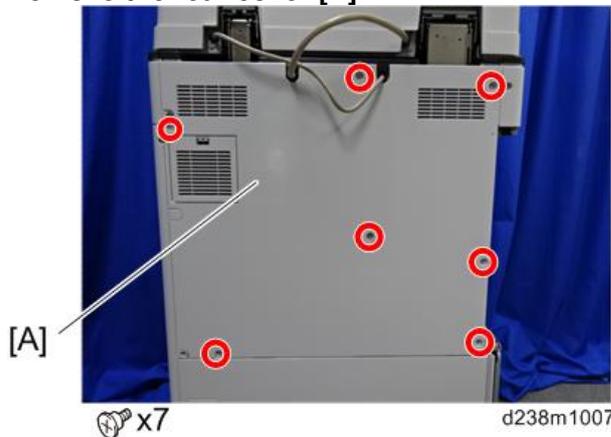
**⚠ CAUTION**

- 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].**

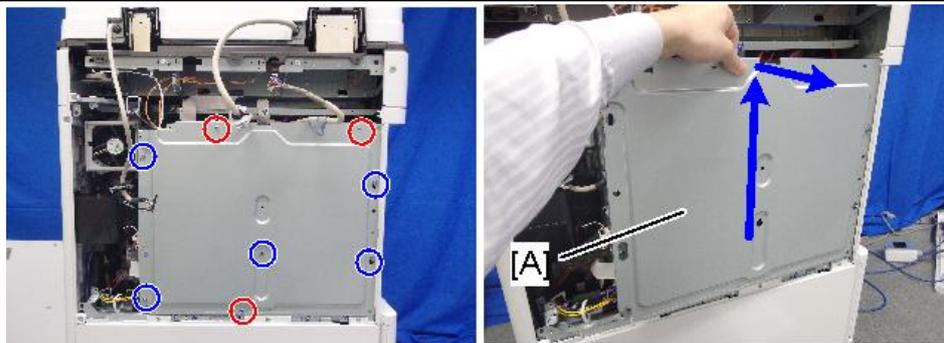


**2. Remove the controller box cover [A].**  
**Red Circle: Remove / Blue Circle: Loosen**

Model: MET-C2abcdeyz/C2.1abcdeyz

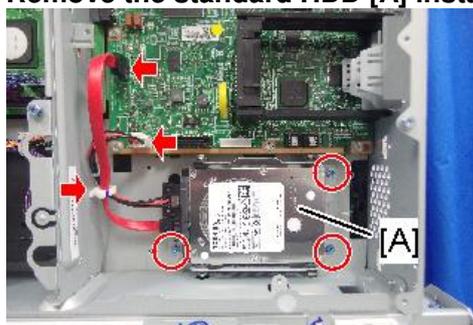
Date: 4-Jun-18

No.: RD239081



d238m0614

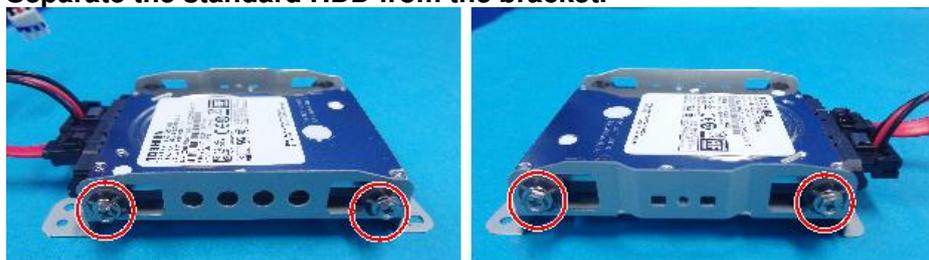
3. Remove the standard HDD [A] installed on the machine.



x3, x1, x2

d238m0669

4. Separate the standard HDD from the bracket.



x4

d238m0670



5. Disconnect the cables from the standard HDD. ( x 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. (🔌 x 2)



d191b0079

- 8. Fasten the HDD to the bracket. (🔩 x 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
----------------------------------	----------------	---------------

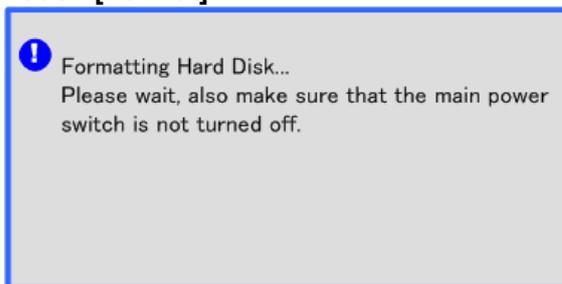
After Installing the HDD

1. **Connect the power cord and turn the machine on. A message prompts you to format the hard disk.**



d191b0081

2. **Touch [Format].**

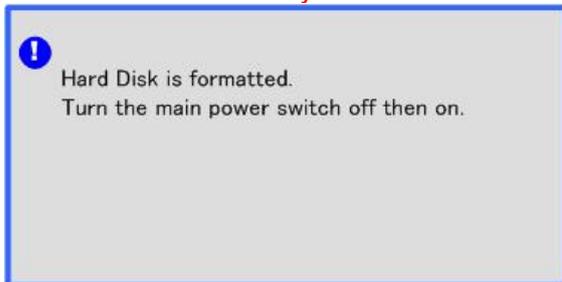


d191b0082

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.**



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	<b>UCS Setting: Fill Addr Acl Info</b>
	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]

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

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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**Service Manual Revision.**

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

---

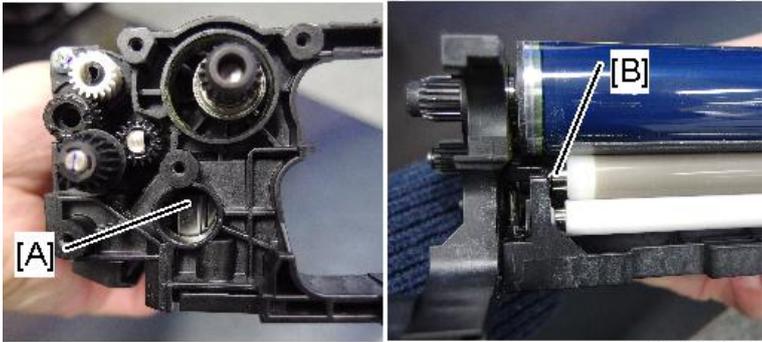
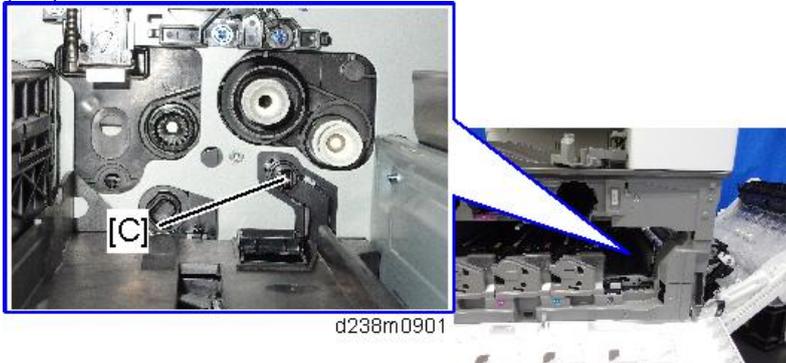
**Service Call 312-396**

---

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.
		<ul style="list-style-type: none"> <li>▪ High voltage harness defective or shorted.</li> <li>▪ PCU setting fault or damage</li> <li>▪ HVP_CB fault</li> <li>▪ Connector disconnected</li> <li>▪ Harness broken</li> <li>▪ <b><i>IOB defective</i></b></li> </ul>

SC No.	Type	Error Name/Error Condition/Major Cause/Solution
<p>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.</p>		
<p>1. Check the PCU for the following points and recover or replace the PCU if there are any defects.</p>		
<ul style="list-style-type: none"> <li>▪ Checking contaminants on the Charge Roller terminal [A]</li> <li>▪ Checking damage or deformation of the Charge Roller terminal [A]</li> <li>▪ Checking continuity to the Charge Roller terminal core bar [B]</li> </ul>		
		
<p>d238m0900</p>		
<p>2. Check if all connectors related to PCDU are connected securely. Replace the connectors if they are disconnected, or loose.</p>		
<p>3. Recover or replace the parts of the main machine if there are any defects after checking the following points.</p>		
<ul style="list-style-type: none"> <li>▪ Checking contaminants on the charged power supplying plate [C]</li> <li>▪ Checking damage or deformation of the charged power supplying plate [C]</li> <li>▪ Checking continuity between the Charge Roller terminal core bar and the HVP (CB)</li> </ul>		
		
<p>d238m0901</p>		
<p>4. Replace the HVP (CB).</p>		
<p><del>5. If SC occurs again, replace the BCU.</del></p>		
<p><b>5. If SC occurs again, replace the IOB</b></p>		

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

**IMPORTANT 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.

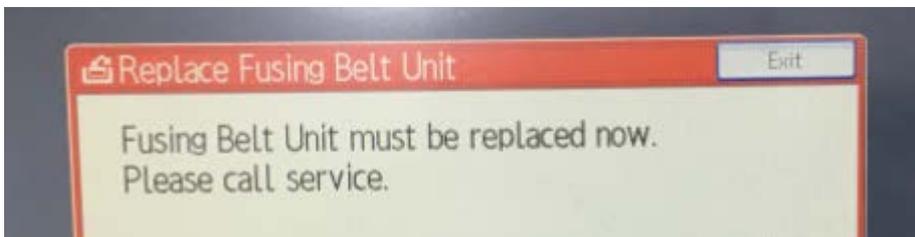
Firmware	version	P/N	Model
FAX	<b>11.00.00</b>	D2395557P	Met-C2 abyz
FAX	<b>11.00.00</b>	D2425557P	Met-C2cde

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

**SYMPTOM**

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

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

**SYMPTOM**

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

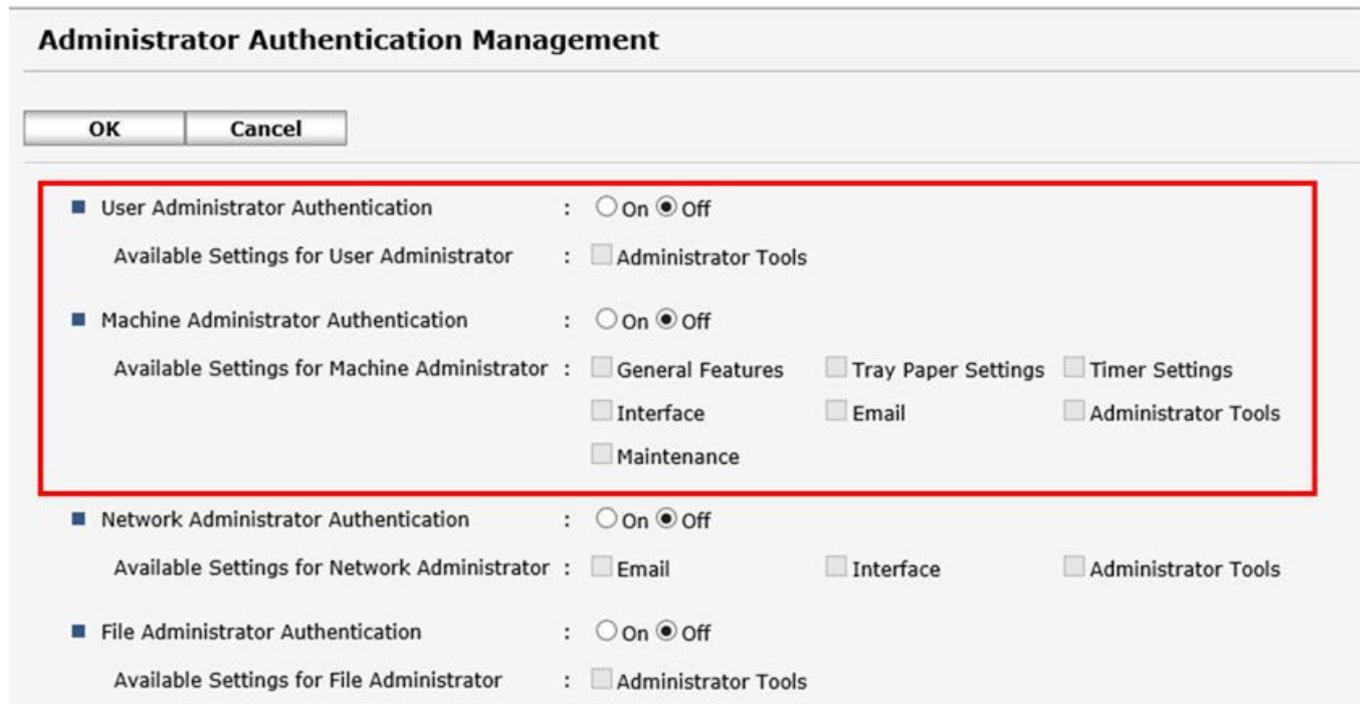
**CAUSE**

This is specification.

**SOLUTION**

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

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



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

**IMPORTANT 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	<b>18.01</b>	D2395509C
Met-C2 cde	Package All	<b>18.01</b>	D2425509C
Met-c2.1 abyz	Package All	<b>8.01</b>	D0AD5533K
Met-C2.1cde	Package All	<b>8.01</b>	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.

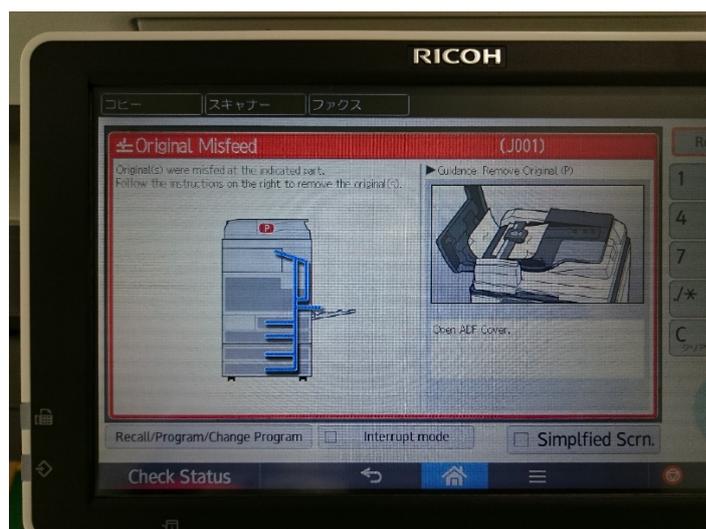
Model: Metis-C2ab		Date: 7-Jan-19	No.: RD239090
Subject: Document Jam appear after FAX and Scan.		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## SYMPTOM

A 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

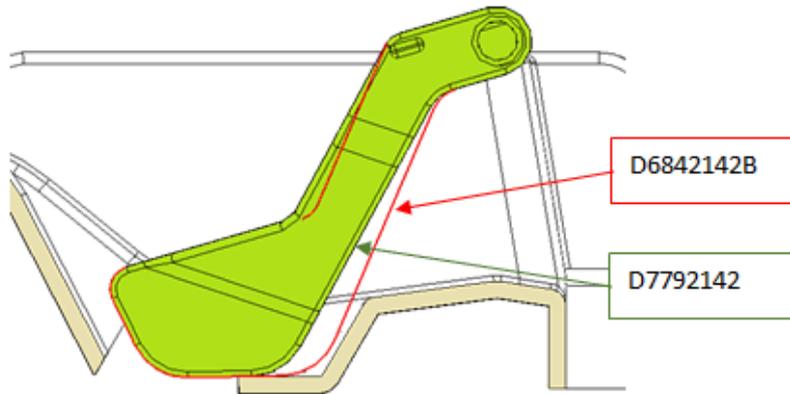
The shape of the feeler was changed.

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

Model: Metis-C2ab

Date: 7-Jan-19

No.: RD239090

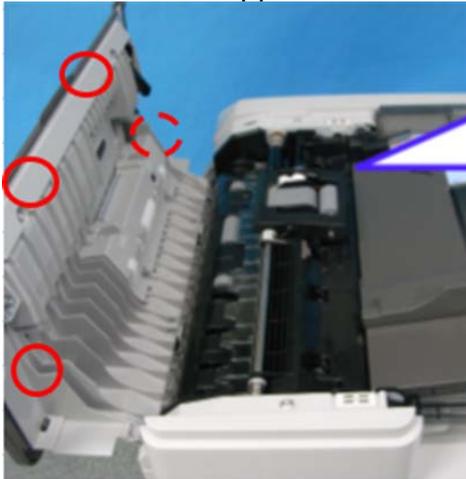


## In the field

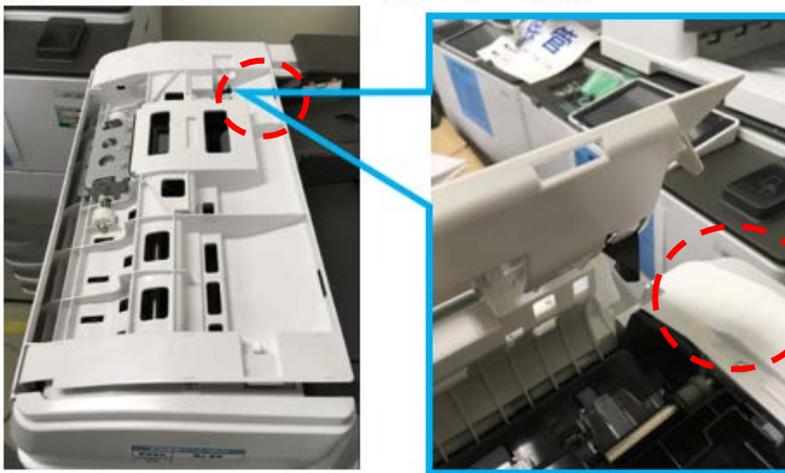
Replace the feeler with the modified part.

## PROCEDURE

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



2. Remove the feeler.



# Technical Bulletin

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

# Technical Bulletin

PAGE: 1/2

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

## SYMPTOM

E235 occurs when the following "**Package\_ALL**" package firmware is installed.

Affected model:

Met-**C2** abcdeyz (D238/D239/D240/D241/D242/D243/D244)

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

Affected F/W:

**V20.05**

**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

Model: Met-C2abcdeyz/ C2.1abcdeyz

Date: 29-Jan-19

No.: RD239092

Version List Record		Save to SD Card	
Software Name	Module ID	Part Number	Version
jp.co.ricoh.advop.remotesupport			0.1CUSTOMIZED
LegacyUI type-1	M2a_LegacyUI	D2411439	1.23
LegacyUIData		M0AJ5557B	1.00
ProgramInfoService	M2a_ProgramInfo	D2411438D	1.18
Reader Support Plugin	M2a_USBCdPlugin	D2411459	2.12.00
Quick Card Authentication	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

PAGE: 1/2

Model: Metis-C2abyz/C2.1 abyz		Date: 29-Jan-19	No.: RD239093
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:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

## SYMPTOM

The toner 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

4<sup>th</sup> digit: Color

5<sup>th</sup> digit: Production year

6<sup>th</sup> digit: Production month

7<sup>th</sup> to 11<sup>th</sup>: Production number

Ex: June 2016 production.

Model: Metis-C2abyz/C2.1 abyz

Date: 29-Jan-19

No.: RD239093



## CAUSE:

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

**SYMPTOM**

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

**Affected models:**

MET-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.

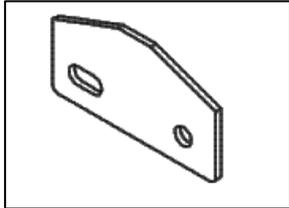
See PROCEDURE below.

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

**Reissued : 25-Jun-19**

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

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	<b><i>D6839102</i></b>	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

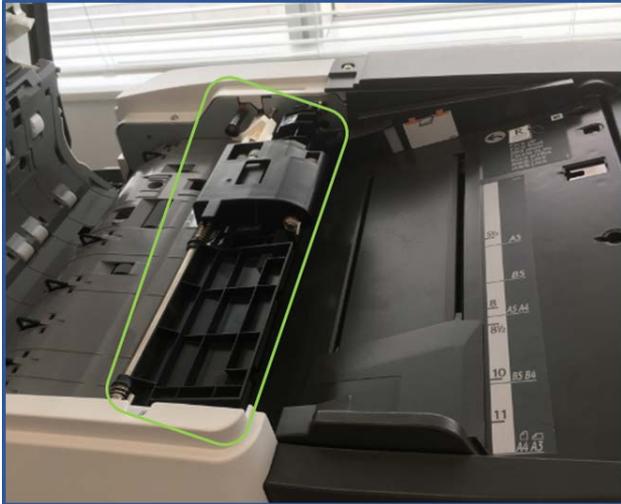
Model: Metis-C2abcdeyz/C2.1abcdeyz

Date: 10-Mar-19

No.: RD239094b

**PROCEDURE**

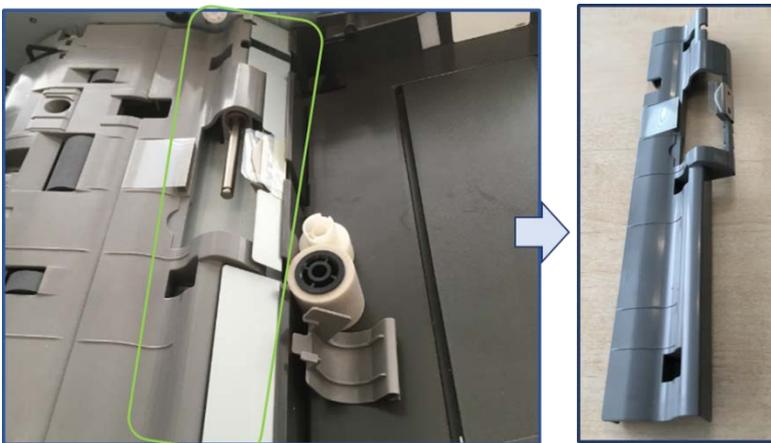
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



**Reissued : 25-Jun-19**

Model: Metis-C2abcdeyz/C2.1abcdeyz

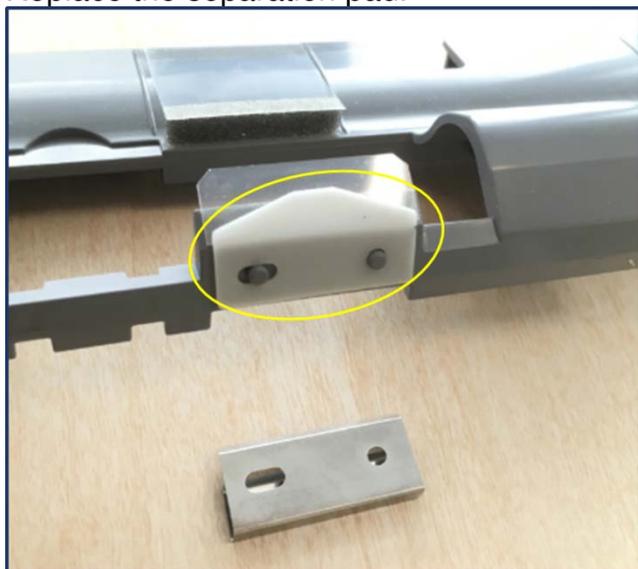
Date: 10-Mar-19

No.: RD239094b

4. Remove the separation pad cover.



5. Replace the separation pad.



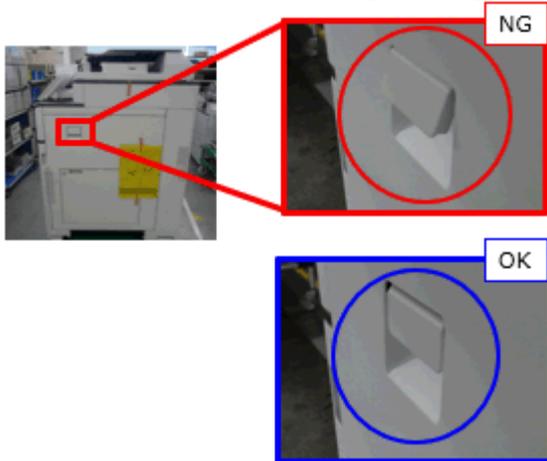
Model: Metis-C2.1 abcde/P2ce		Date: 25-Jan-19	No.: RD0AD021
Subject: Duplex unit cannot be close due to the broken grip		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managment Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part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

## SYMPTOM

The duplex unit cannot be closed.

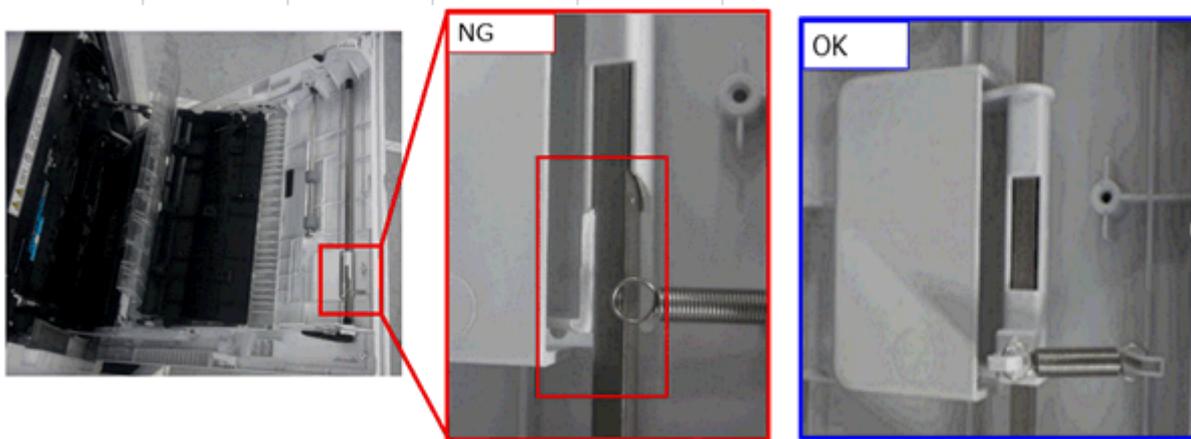
Affected models: Met-C2.1 abcde (D0AC/D0AD/D0AE/D0AF/D0AG), Met-P2ce(M0AJ/M0AL).

Affected production: May to Aug. 2018



## CAUSE:

Lubricant contacts the shaft for the grip of the duplex unit, causing a chemical crack. As a result, the hook for the grip breaks and the spring detaches.



## Solution

Replace the duplex unit grip.

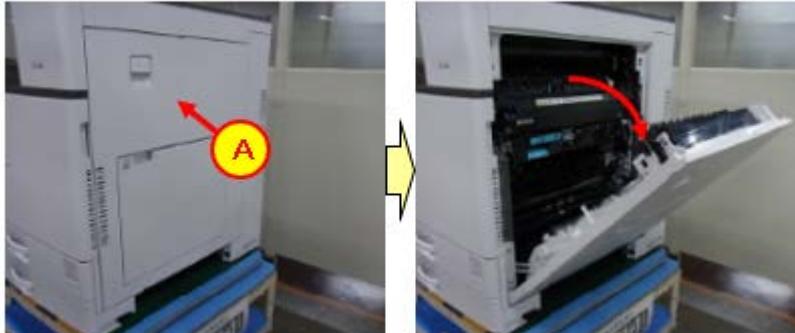
Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
------------------------------	-----------------	---------------

See **PROCEDURE** below.

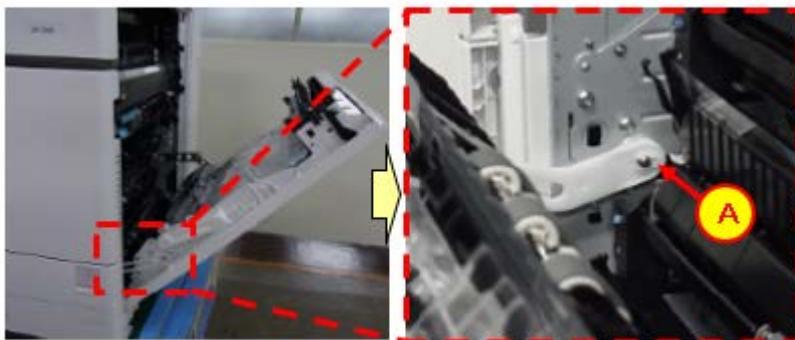
P/N	Description	Q'ty	Int
D1494655	GRIP:DUPLEX UNIT	1-1	O/O

## PROCEDURE

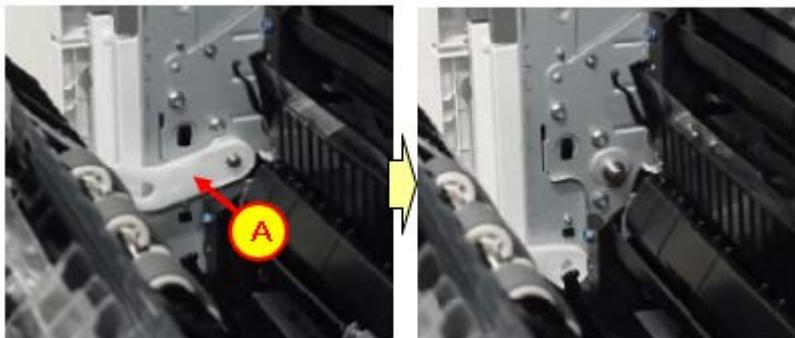
1. Open the duplex unit [A].



2. Remove the snap fit.



3. Remove [A].

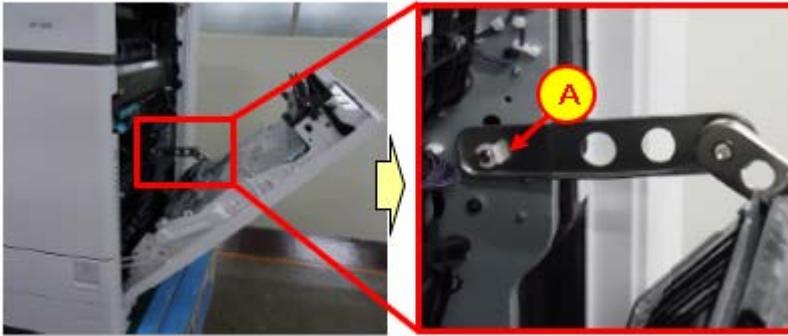


4. Remove [A].

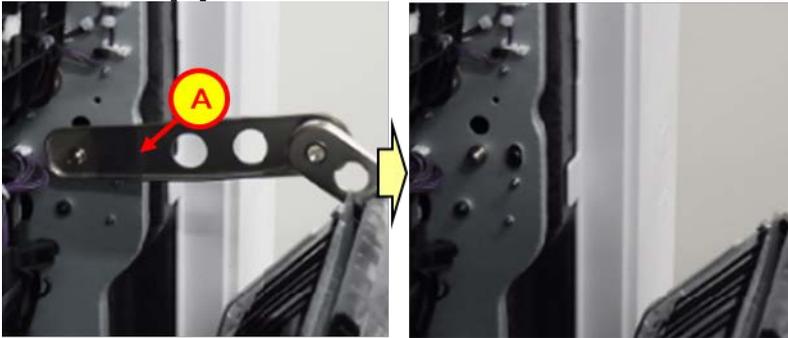
Model: Metis-C2.1 abcde/P2ce

Date: 25-Jan-19

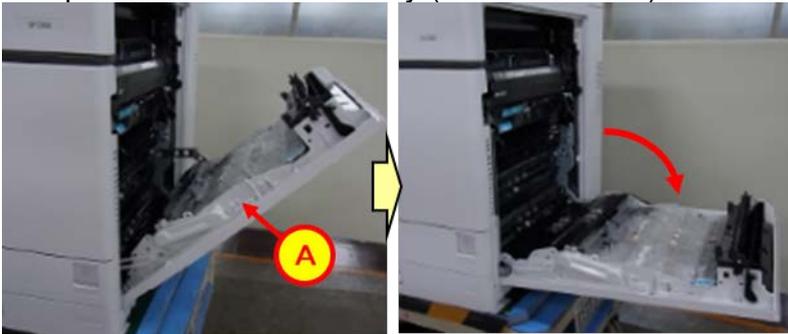
No.: RD0AD021



5. Remove [A].



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

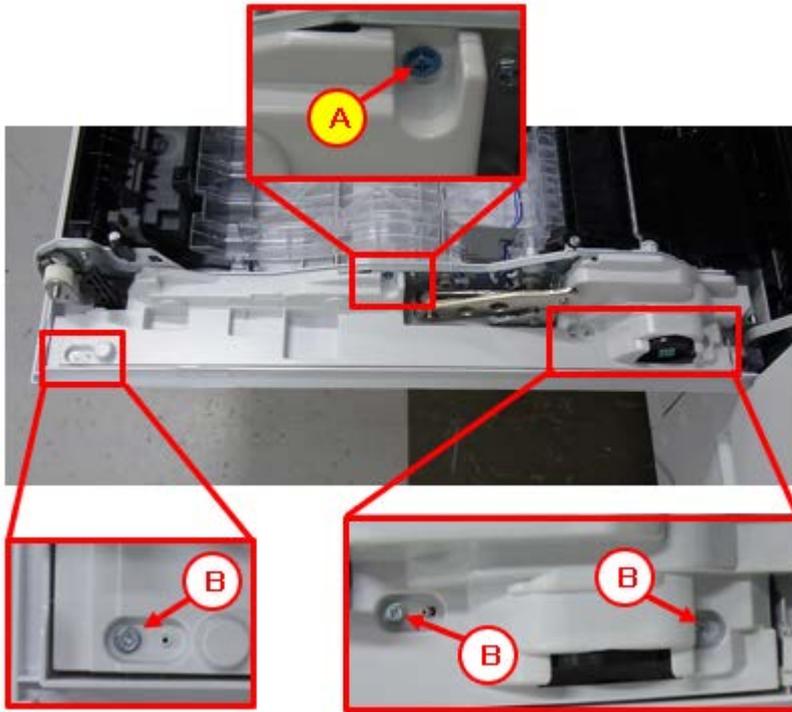


Model: Metis-C2.1 abcde/P2ce

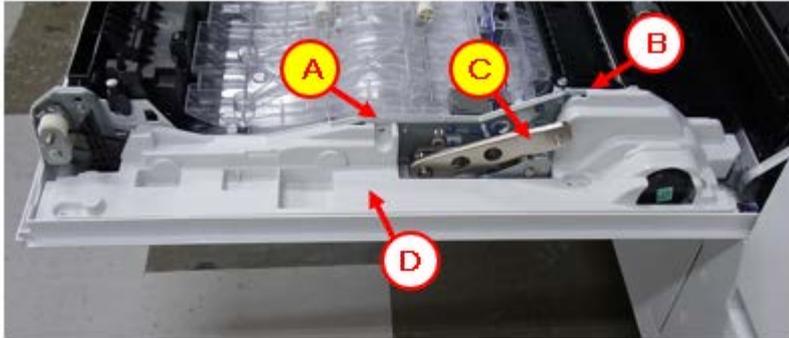
Date: 25-Jan-19

No.: RD0AD021

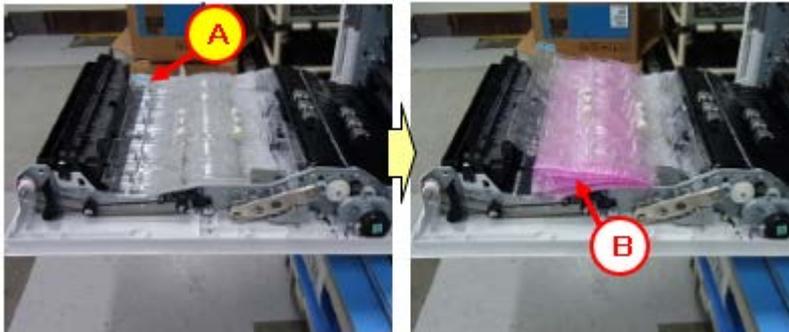
7. Remove [A] and [B].



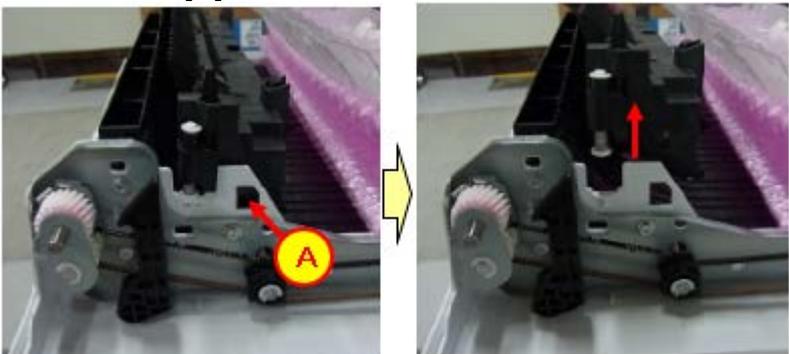
8. Remove [A], [B], and [D].



9. Lift [A].



10. Press [A] to remove the nail.

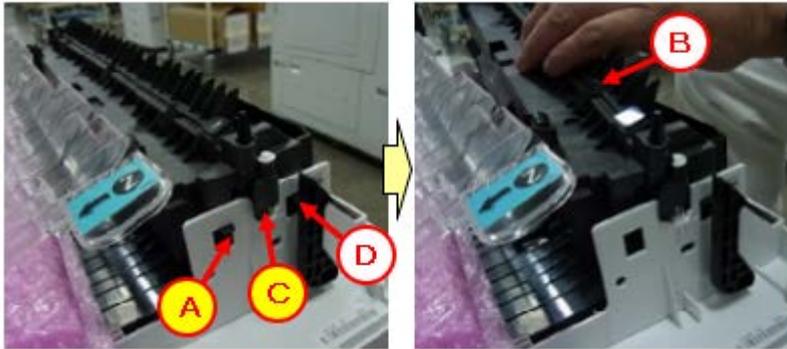


Model: Metis-C2.1 abcde/P2ce

Date: 25-Jan-19

No.: RD0AD021

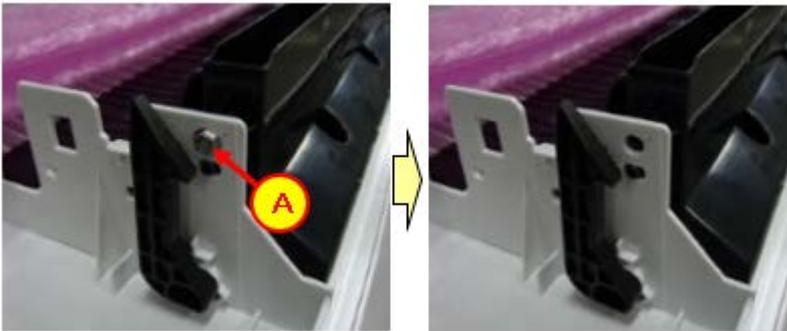
11. Press [A] and tilt [B] to remove [A], [C], and [D], and then place [B] as shown.



12. Remove [A].



13. Remove [A].

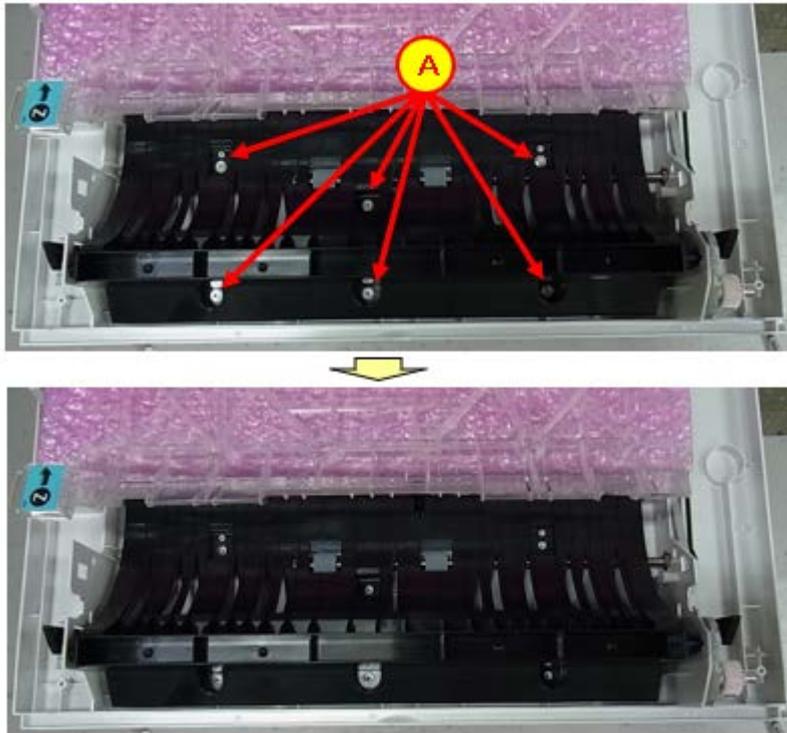


Model: Metis-C2.1 abcde/P2ce

Date: 25-Jan-19

No.: RD0AD021

14. Remove [A].

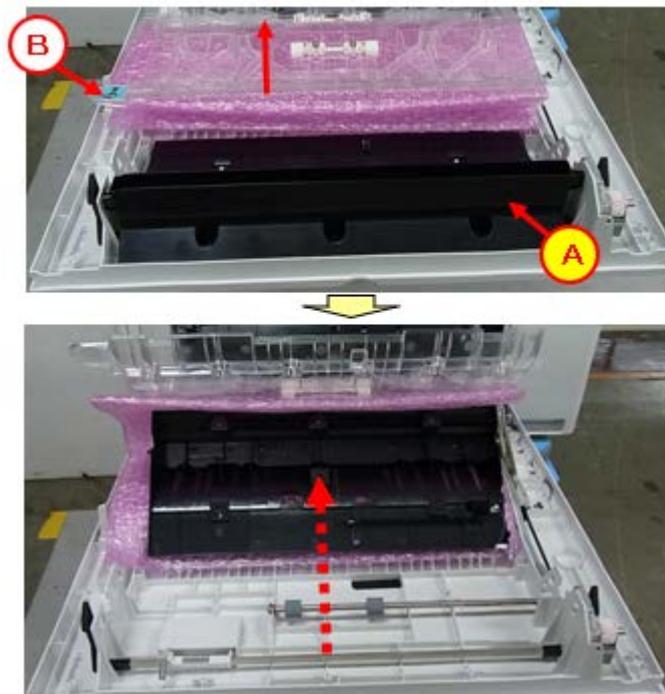


15. Remove the left and right lug bosses for [A]

16. Remove [A].

17. Open [B].

18. Place [A] on protective material.

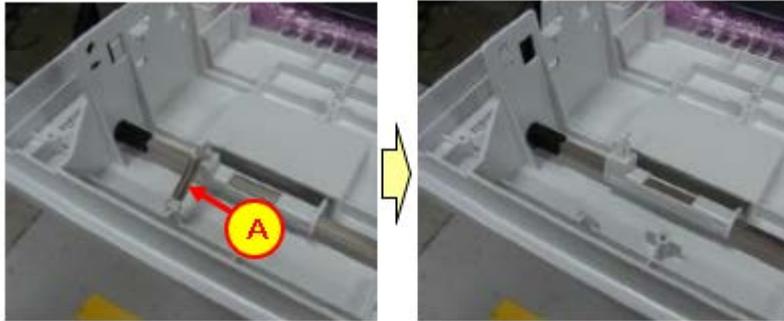


Model: Metis-C2.1 abcde/P2ce

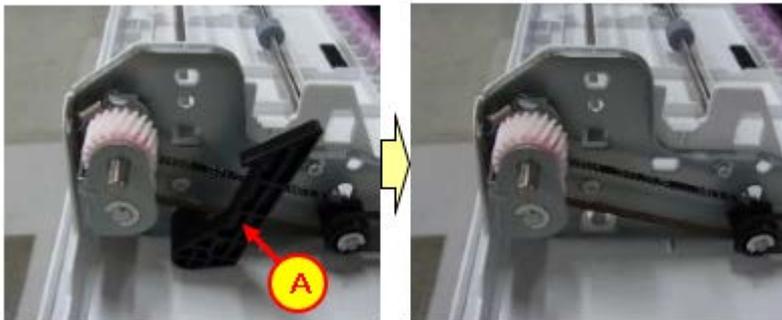
Date: 25-Jan-19

No.: RD0AD021

19. Remove [A].



20. Remove [A].



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

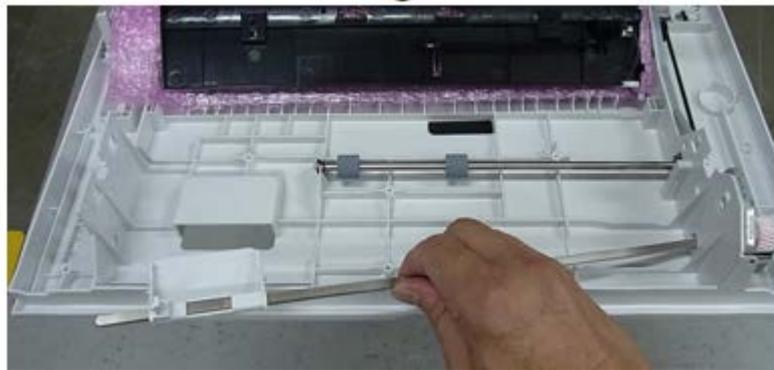
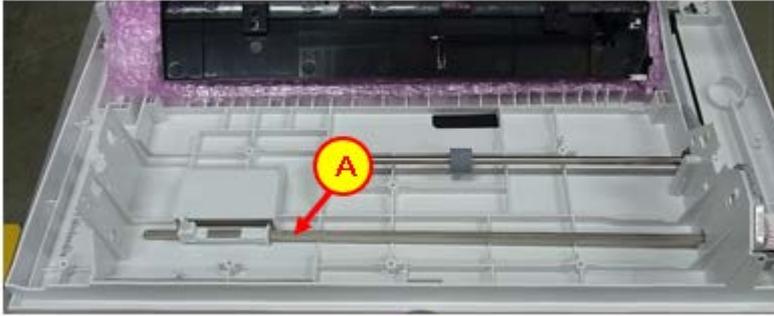


Model: Metis-C2.1 abcde/P2ce

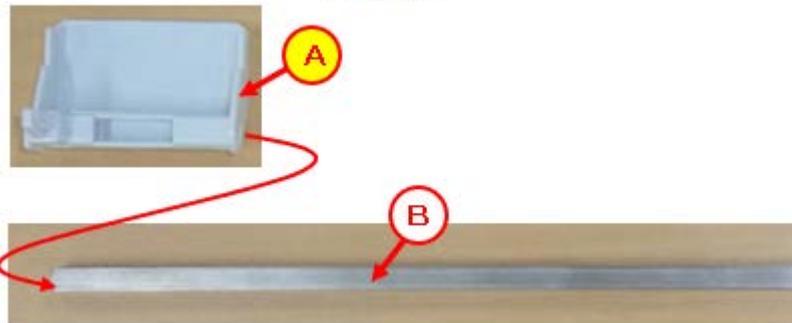
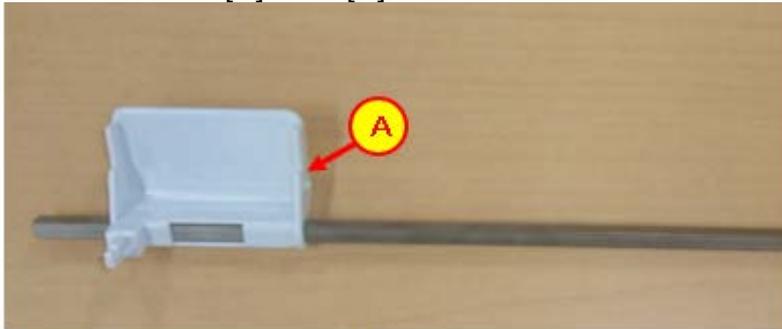
Date: 25-Jan-19

No.: RD0AD021

22. Remove [A].



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

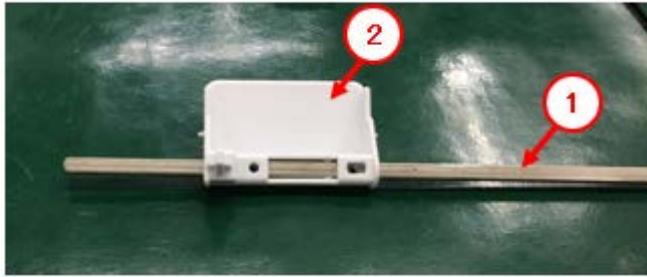


Model: Metis-C2.1 abcde/P2ce

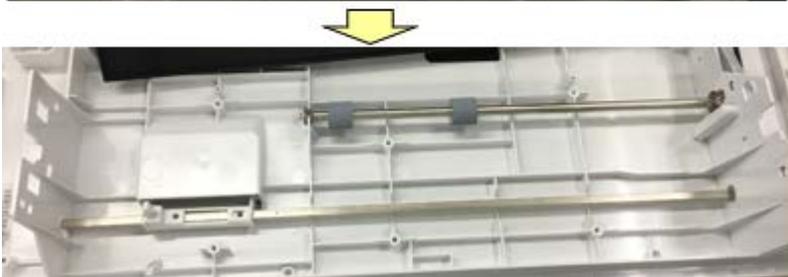
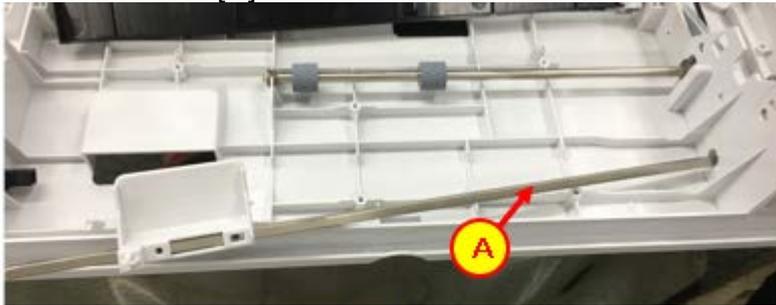
Date: 25-Jan-19

No.: RD0AD021

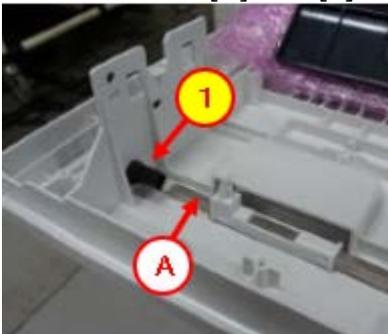
24. Replace the grip.



25. Attach [A].



26. Insert [A] into [1].

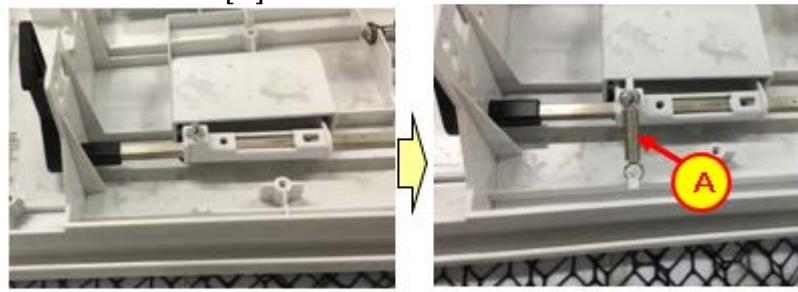


27. Attach [1].

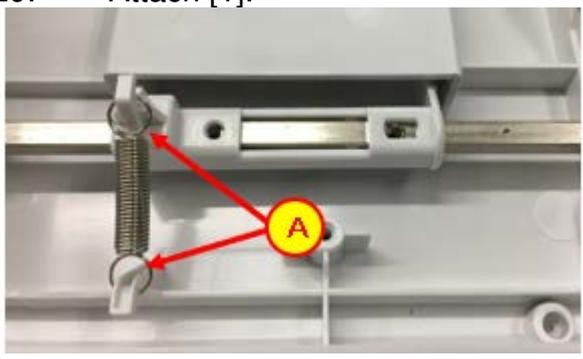


Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
------------------------------	-----------------	---------------

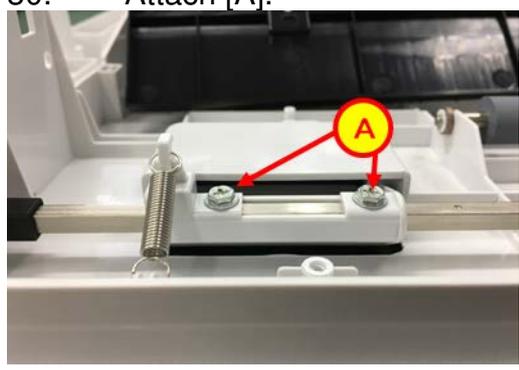
28. Attach [A].



29. Attach [1].



30. Attach [A].

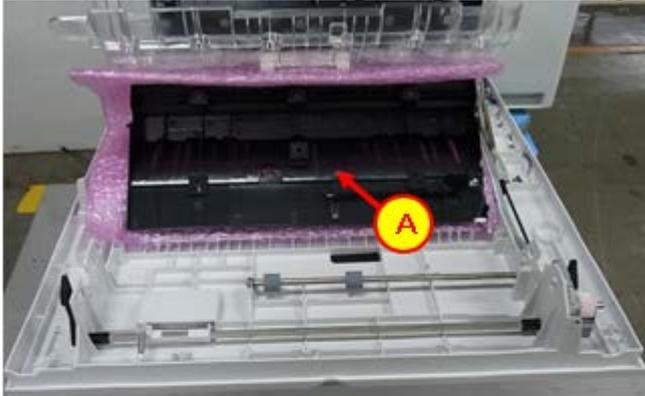


Model: Metis-C2.1 abcde/P2ce

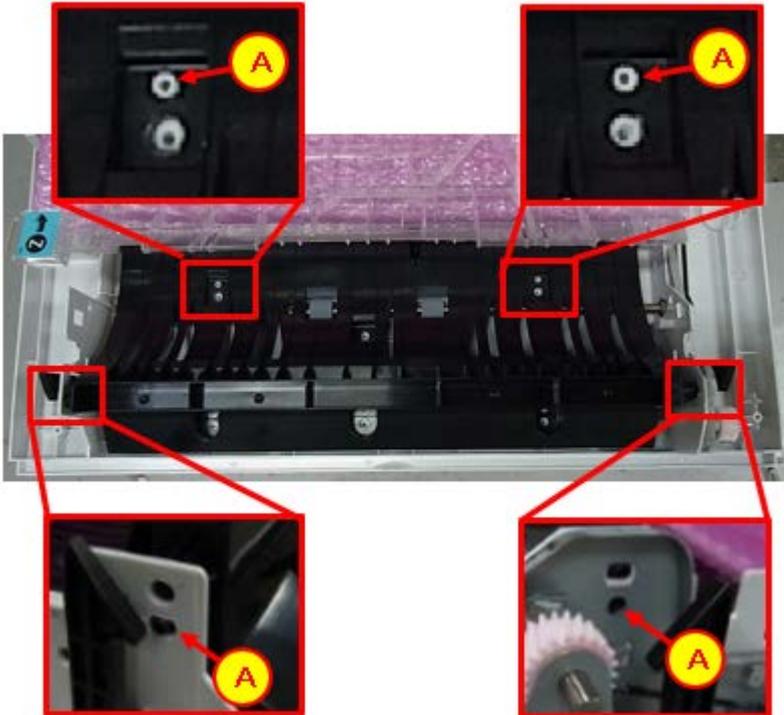
Date: 25-Jan-19

No.: RD0AD021

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

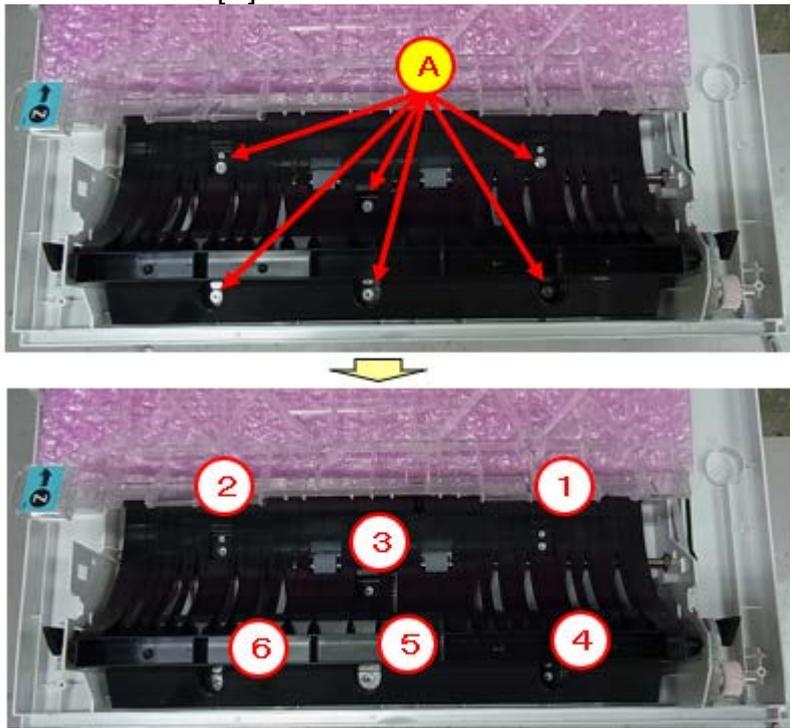


- 33. Check the bosses [A].

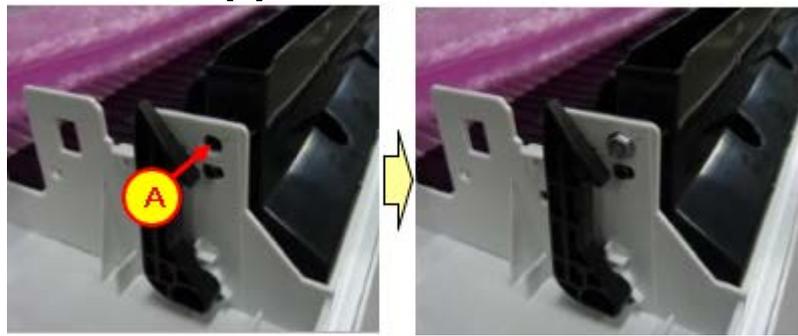


Model: Metis-C2.1 abcde/P2ce	Date: 25-Jan-19	No.: RD0AD021
------------------------------	-----------------	---------------

34. Attach [A].



35. Attach [A].



36. Attach [A].

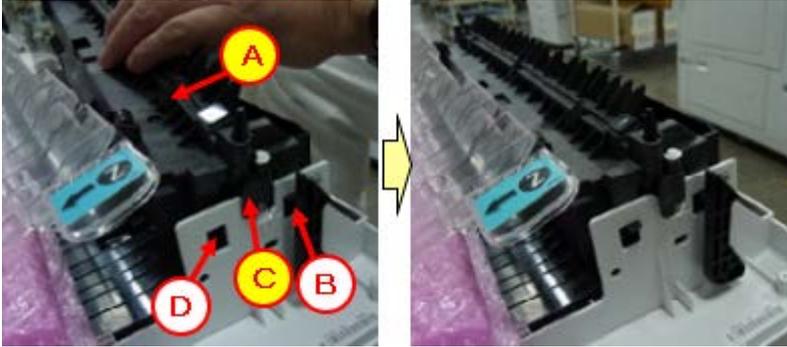


Model: Metis-C2.1 abcde/P2ce

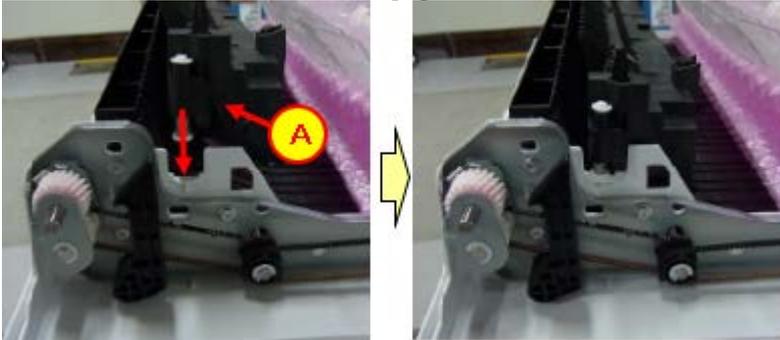
Date: 25-Jan-19

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).

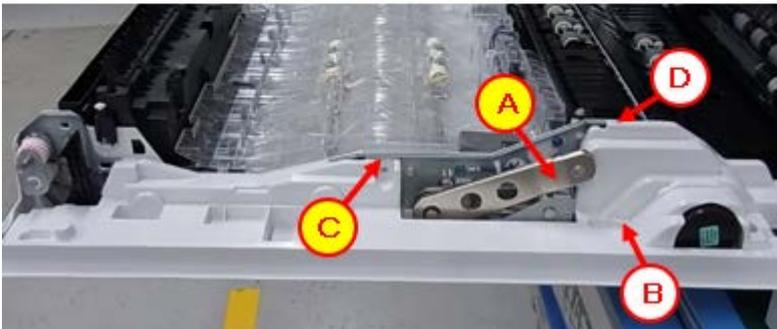


Model: Metis-C2.1 abcde/P2ce

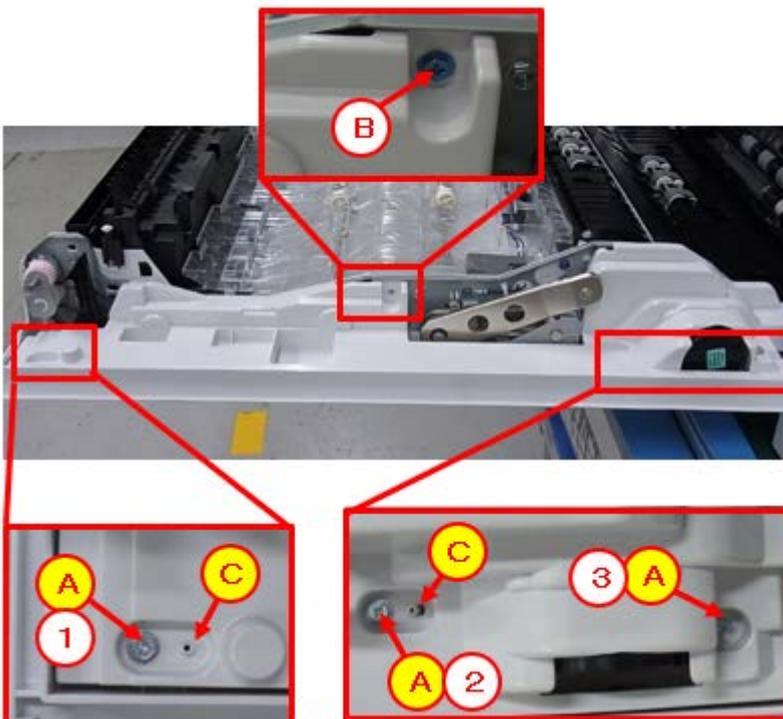
Date: 25-Jan-19

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).



Model: Metis-C2.1 abcde/P2ce

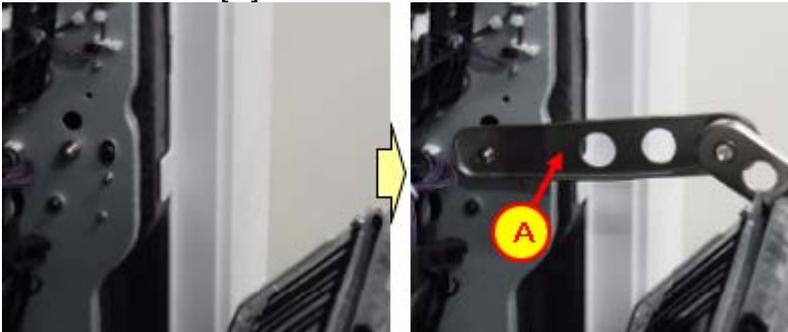
Date: 25-Jan-19

No.: RD0AD021

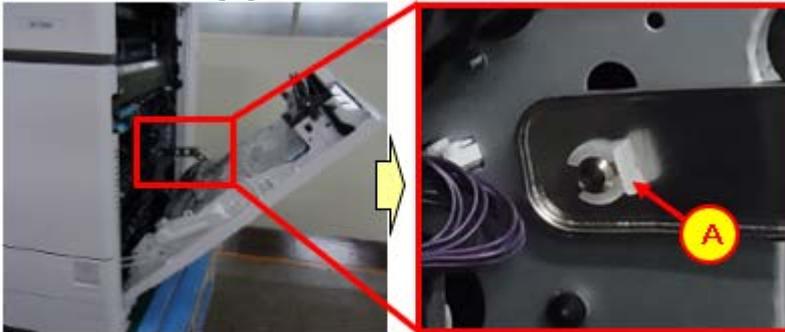
45. Raise [A].



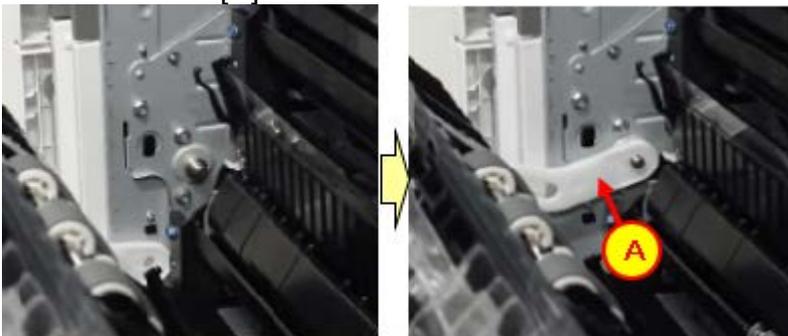
46. Attach [A].



47. Attach [A].

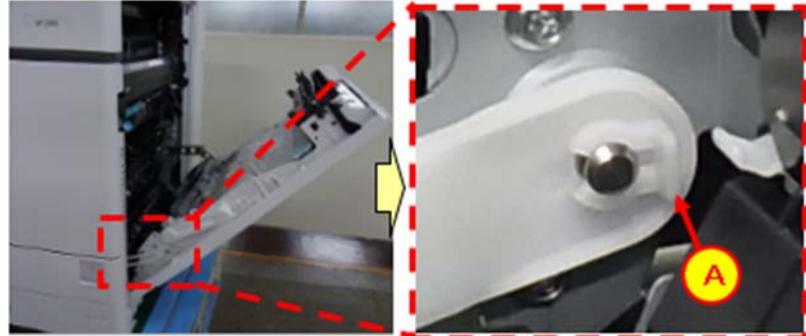


48. Attach [A].



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

49. Attach [A].



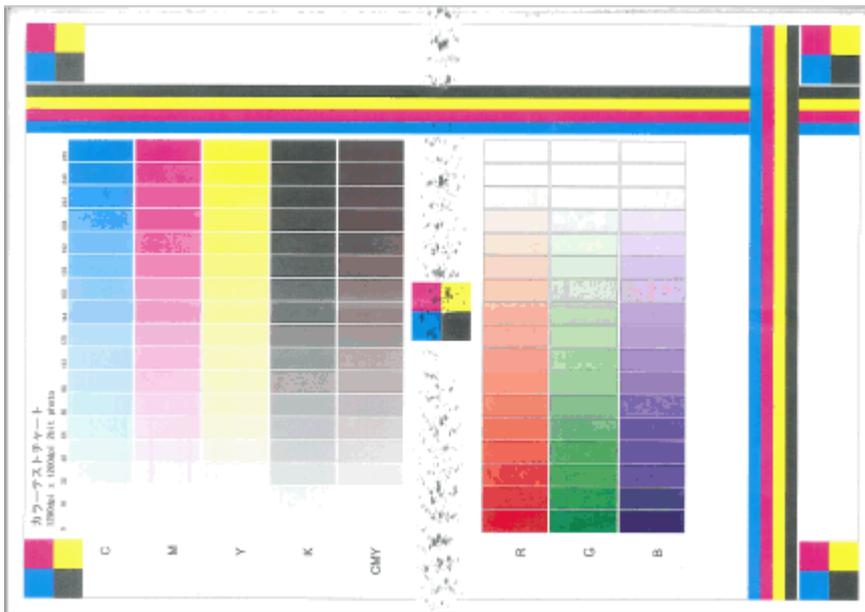
50. Close [A].



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

**SYMPTOM**

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**

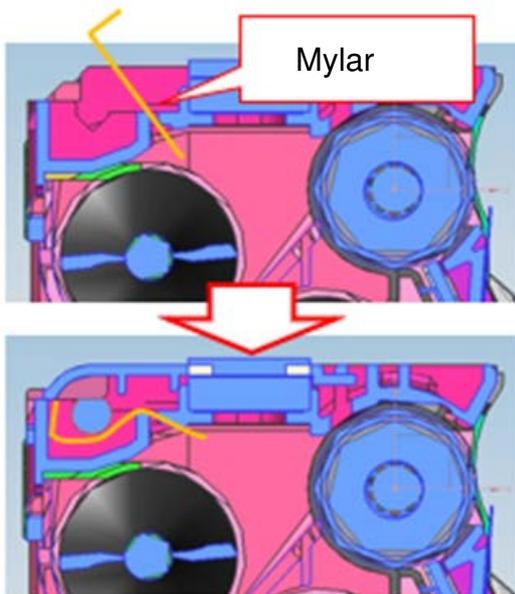
The upper cover of the development unit deforms, and combined with the compressive force of the filter, this causes the gap between the cover and development roller to narrow. As a result, when making continuous prints in half-speed mode, the developer in the central area of the unit cannot be fully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



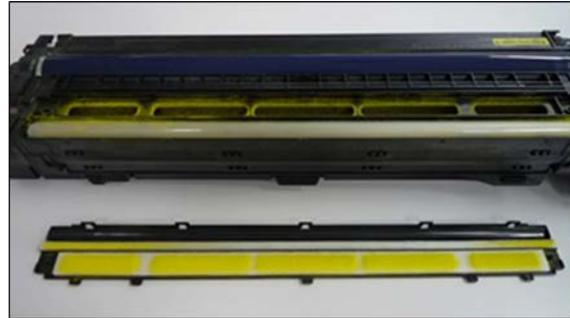
Model: Metis-C2abcde/C2.1 abcde/P2cde

Date: 4-Apr-19

No.: RD239095

**PROCEDURE**

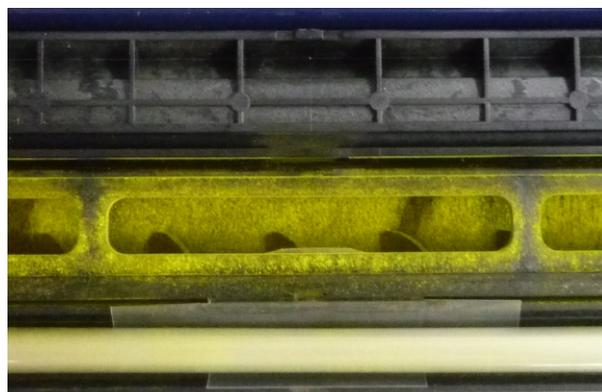
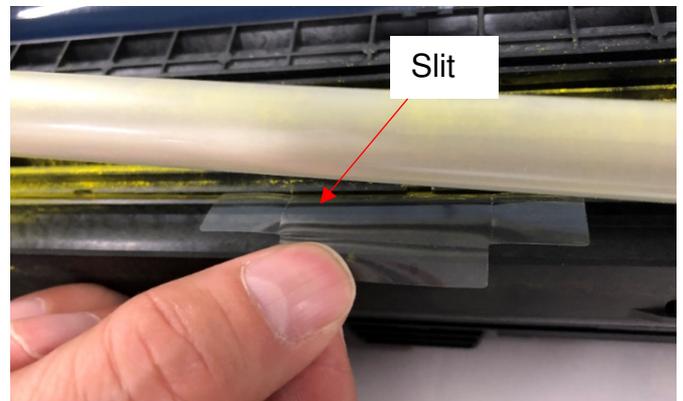
1. Remove the hooks (X5) and the filter cover.



2. Lift the preset seat shaft.



3. Insert the Mylar into the **slit** of the upper cover.



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

**Service Manual Correction:**

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

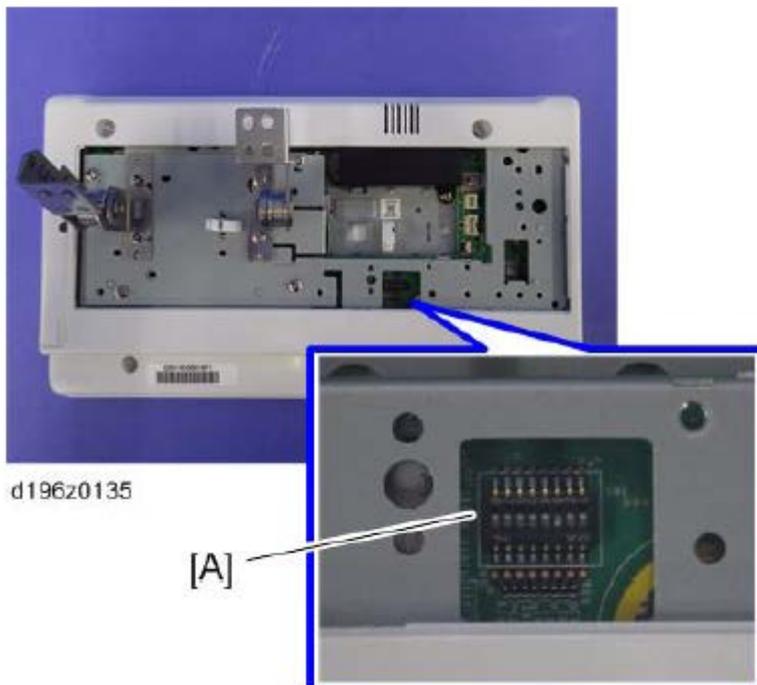
## 1. Replacement and Adjustment > Smart Operation panel > Operation panel unit

---

### 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.



**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.

Model: Met-C2abcdeyz/C2.1abcdeyz

Date: 23-Apr-19

No.: RD239096

**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

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

**Parts catalog correction**

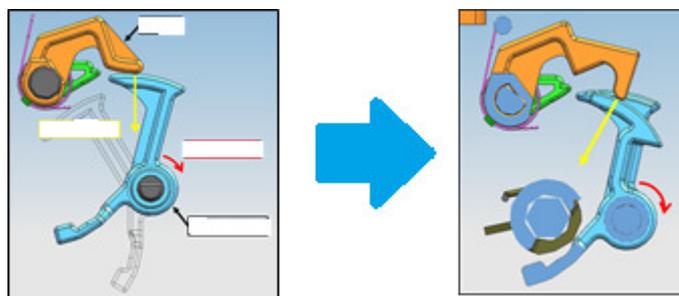
The parts for the models below have been changed to return the paper stopper of the manual feed tray to the correct position.

Affected models are as follows:

Product Code	Model name						
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



**Reissued: 28-Jun-19**

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Met-P2, Mimir-C2.1	Date: 27-Jun-19	No.: RD147178b
---	-----------------	----------------

**Reissue**

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

Subject: Parts Catalog Correction: Parts Integration of Manual Feed and Duplex unit		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Parts catalog correction**

The part numbers for the models below have been changed due to utilizing the same Manual Feed and Duplex Unit.

Affected models are as follows:

**<Group A>**

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

**<Group B>**

Product Code	Model name						
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842

**<Group C>**

Product Code	Model name						
D0BL	IM C3000	D0BM	IM C3500	D0BN	IM C4500	D0BP	IM C5500
D0BQ	IM C6000	D0BJ	IM C2000	D0BK	IM C2500		

**<Group D>**

Product Code	Model name
D0BH	C501

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

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	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

\*1: This harness is originally used in **<Group B>**.

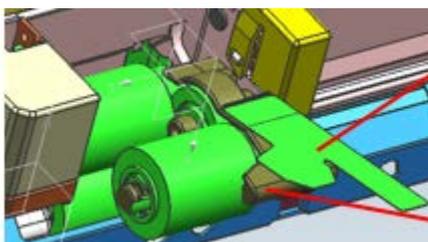
**<Group C>:** The harness has been removed from Manual Feed Unit (D0BQ2601).

Old P/N <Group C>	New P/N	Description	Int	Q'ty	Note
D0BQ2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	O/O	1	A
-	D0BQ2673*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

\*1: This harness is originally used in **<Group C>**.

**Change 2:** The material and the color of the pickup arm has been changed and the seat of the pickup arm also removed.

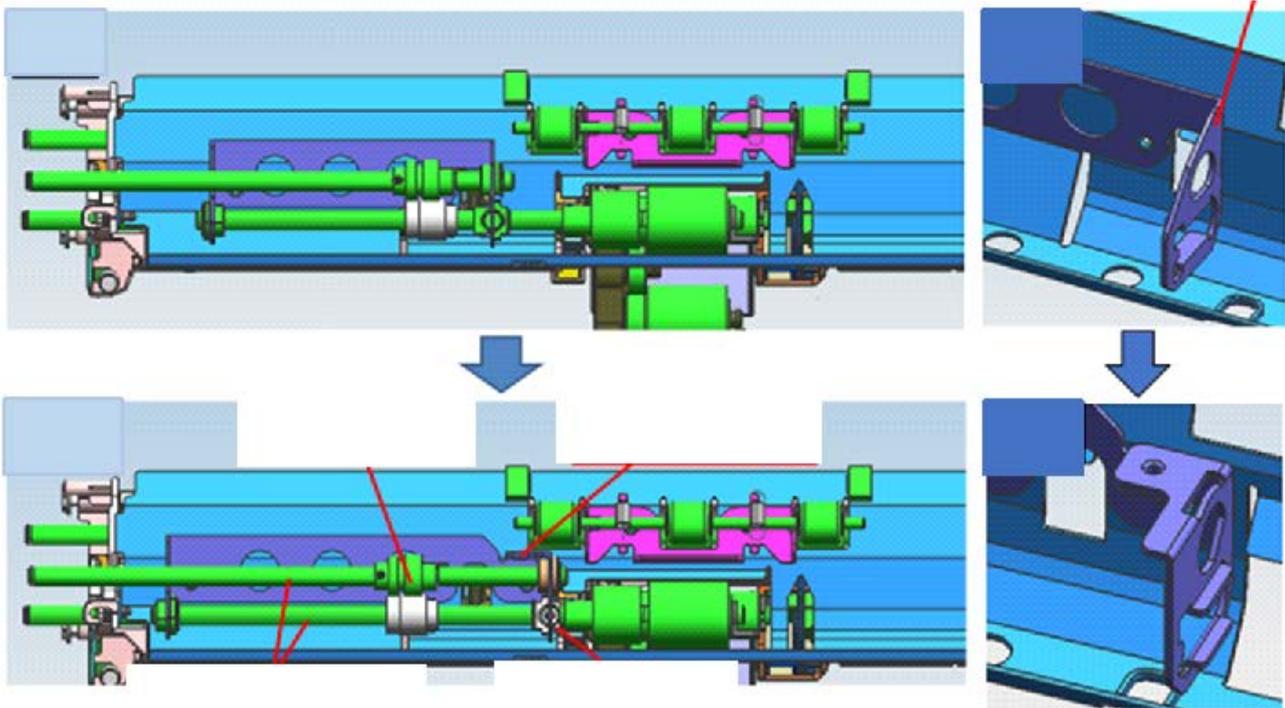
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
D2022617	D0BQ2623	ARM:PICKUP:MANUAL FEED	X/O	1	B
D2022618	-	SHEET:PICKUP	-	1->0	B



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

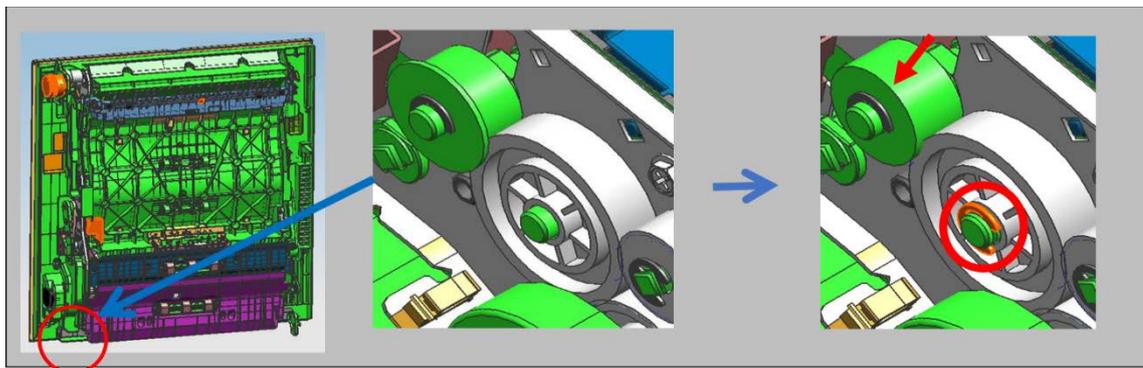
**Change 3:** The shape of the brackets and bearings, length of the roller shaft, and the gear position has changed. Also e-rings added.

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
08050104	08050104	RETAINING RINGS-E:SILENCER:DIA4	-	2->3	C
D1494770	D0BQ2608	SHAFT:SEPARATOR:DRIVEN:ASS'Y	X/X	1	C
M0BW2615	D0BQ2615	GUIDE PLATE:SEPARATOR:ASS'Y	X/X	1	C
D1492619	D0BQ2619	SHAFT:SEPARATOR:DRIVE:ASS'Y	X/X	1	C
D2412653	D0BQ2653	COIL SPRING:PRESSURE:SEPARATOR	X/X	1	C



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

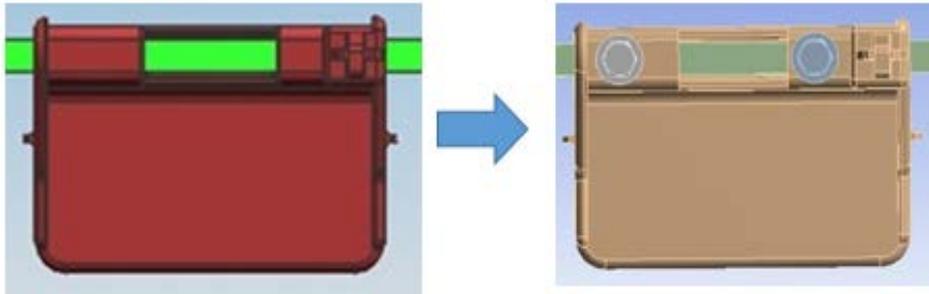
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
07200040E	07200040E	RETAINING RING - M4	-	3->4	D
D2414631	D0BQ4631	SIDE PLATE:REAR:DUPLX:PEEN	X/X	1	D
D2414644	D0BQ4644	GEAR:MECHANICAL ROLLER CLUTCH	X/X	1	D



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

**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	<Group D>
D0BH4517	D0BH4519	DUPLEX UNIT: ASS'Y	O/O	1	

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

**SYMPTOM**

Jam 301/303 occurs when using the SR3180.

**CAUSE**

Static electric charge causes the paper to stick to the guide plate (D7662095). As a result, the shaft gear (D7662435) is given extra force, which triggers a jam.

**SOLUTION**

If shaft gear (D7662435) has already been modified (shaved), replace the gear.

Then do the following:

**Temporary:**

1. Clean the roller shaft (D7662117) and apply silicon oil to the shaft.
2. Clean the shaft gear (D7662435) and apply grease.

**Permanent:**

1. Replace the guide (D7662095 => D3FT2090) to reduce the static electricity.
2. Replace the roller shaft (D7662117 => D3FT2117).

**Note:** Reliability has been improved with the newer part.

Old part number	New part number	Description	Q'ty	Int	Note
D7662095	D3FT2090	D GUIDE PLATE:ENTRANCE:UPPER:OPEN AND CLOSE:ASS'Y	1	X/O	
D7662117	D3FT2117	SHAFT:TRANSPORT ROLLER:SHIFT:ASS'Y	1	X/O	

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

**Parts catalog correction**

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

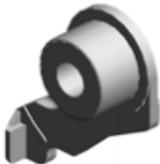
Affected models are as follows:

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

**SYMPTOM**

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)

Model: MET-C2abcdeyz/C2.1abcdeyz

Date: 30-Oct-19

No.: RD239101

**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).

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

**SYMPTOM**

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)

Model: MET-C2abcdeyz/C2.1abcdeyz

Date: 30-Oct-19

No.: RD239101

**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).