

Model: MET-C2cde	Date: 13-May-16	No.: RD242006
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Subject: Firmware Release Note: PowerSaving Sys		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
F.L3.04	D2425554B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
F.L3.04	1st Mass production

Reissued: 04-Aug-16

Model: MET-C2cde	Date: 13-May-16	No.: RD242011a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.02</i>	<i>D2425562C</i>	<i>September 2016 production</i>	<i>Available</i>
1.01	D2425562B	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<i>1.02</i>	<i>Symptom corrected:</i> <ul style="list-style-type: none"> <i>Web Image Monitor might time out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off.</i> <i>Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.</i>
1.01	1st Mass production

Model: MET-C2cde	Date: 13-May-16	No.: RD242012
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Subject: Firmware Release Note: aics		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D3BC5759A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Reissued: 08-Nov-16

Model: MET-C2cde	Date: 13-May-16	No.: RD242013b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.02</i>	<i>D2425564F</i>	<i>December 2016 production</i>	<i>Available</i>
1.01	D2425564E	April 2016 production	Available
1.00	D2425564D	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<i>1.02</i>	<i>Other changes: A minor change only for the Japanese model.</i>
1.01	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.00	1st Mass production

Model: MET-C2ab/MET-C2cde/MET-C2yz	Date: 13-May-16	No.: RD239015
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Subject: Firmware Release Note: Option PctBrdg		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.18.18	D3BC5713B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.18.18	1st Mass production

Reissued: 25-May-16

Model: MET-C2ab/MET-C2cde/MET-C2yz/ <i>Brz-MF1/MT-C6/Gim-MF1.5dM</i>	Date: 13-May-16	No.: RD239016a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.09	D2415586	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
1.09	1st Mass production

Model: MET-C2ab/MET-C2cde/MET-C2yz	Date: 13-May-16	No.: RD239019
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Subject: Firmware Release Note: PS3		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D3BC5584A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: MET-C2ab/MET-C2cde/MET-C2yz	Date: 13-May-16	No.: RD239020
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Subject: Firmware Release Note: RPCS		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
3.18.30	D2425572B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
3.18.30	1st Mass production

Model: MET-C2ab/MET-C2cde/MET-C2yz	Date: 13-May-16	No.: RD239021
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Subject: Firmware Release Note: XPS		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.29	D3BC5738B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.29	1st Mass production

Reissued : 25-Jun-19

Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b
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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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input 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.

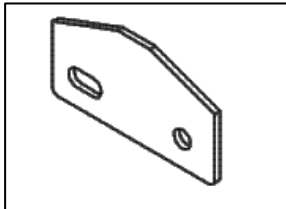
See PROCEDURE below.

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
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No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	D6839102	1



Note:

- The P/N will be announced once it is available.
- As a side effect with this separation pad, the leading edge of some paper types may crease when touching the pad, as shown in the photo below.
- Because of this, this pad is only used in cases in which the firmware upgrade is ineffective (It is not installed on machines in mass-production).



Reissued : 25-Jun-19

Model: Metis-C2abcdeyz/C2.1abcdeyz

Date: 10-Mar-19

No.: RD239094b

PROCEDURE

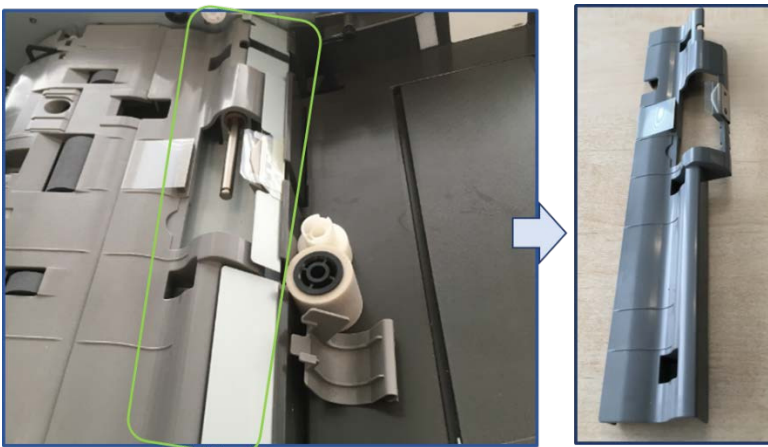
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



Reissued : 25-Jun-19

Model: Metis-C2abcdeyz/C2.1abcdeyz

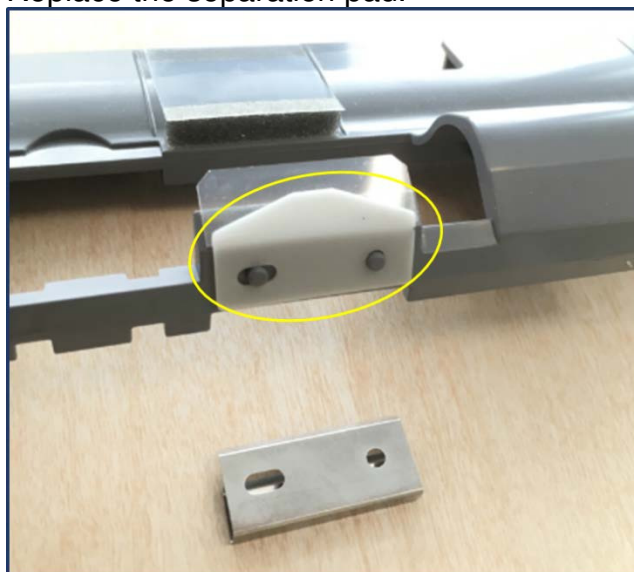
Date: 10-Mar-19

No.: RD239094b

4. Remove the separation pad cover.



5. Replace the separation pad.



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

SYMPTOM

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.

Administrator Authentication Management

OK

Cancel

■ User Administrator Authentication : ☐ On ☒ Off

Available Settings for User Administrator : ☐ Administrator Tools

■ Machine Administrator Authentication : ☐ On ☒ Off

Available Settings for Machine Administrator :
 ☐ General Features
 ☐ Tray Paper Settings
 ☐ Timer Settings
 ☐ Interface
 ☐ Email
 ☐ Administrator Tools
 ☐ Maintenance

■ Network Administrator Authentication : ☐ On ☒ Off

Available Settings for Network Administrator : ☐ Email ☐ Interface ☐ Administrator Tools

■ File Administrator Authentication : ☐ On ☒ Off

Available Settings for File Administrator : ☐ Administrator Tools

Reissued: 05-Jan-17

Model: AI-C2/AP-C3/AT-C3/MT-C5/Ch-C1/Cor-C1/MET-C1ab/MET-C1ab_ch/MET-C1cde/MET-C1cde_ch/MET-C1yz/MET-C1yz_ch/MET-C2ab/MET-C2cde/MET-C2yz/OR-C2/OR-C2_ch/ MT-C6/Ch-C2/Cor-C1.5	Date: 23-Feb-12	No.: RD129022c
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RTB Reissue

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

Subject: Firmware Release Note: SG3-ND		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> 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

This RTB has been issued to announce the firmware release information for the **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
<i>09</i>	<i>D3BV5570</i>	<i>November 2016 production</i>	<i>Available</i>
08	D5455575B	June 2015 production	Available
07	D5455575A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<i>09</i>	<i>By changed the standard of FAX, the firmware is corrected.</i>
08	Symptom corrected: Only Japanese domestic market
07	1st Mass production

Model: MET-C2e		Date: 18-May-16	No.: RD242015
Subject: Manual correction: Installation for Extended USB Board Type M19		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The areas highlighted in ***bold italic*** were added in the installation procedure for Extended USB Board Type M19.

Extended USB Board Type M19

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.
- Do not put your hand into the controller box. It will result in a malfunction or injury.
- Before doing any work, touch a metal object to discharge static electricity from the body.
- ***Before installing this option, disable (Set to 0: OFF) the STR shift function by SP5-191-001 (Power Str Set). If installing without disable the STR shift function, SC672-00/ SC672-11 may occur.***

*See the service manual for the installation steps.

Reissued: 13-Dec-16

Model: Lef-C1, GR-C2_SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3	Date: 29-Jan-16	No.: RD259013e
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411465B_forEDC	April 2016 production	Not Available
1.0	D2411465A_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.01	<p>Other changes:</p> <ul style="list-style-type: none"> - <i>New Model Supported.</i> <p>---</p> <p>Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

Reissued: 16-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 29-Jan-16	No.: RD259032i
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.2	D2411453F_forEDC	<i>January 2017 production</i>	Not Available
2.1.1	D2411453E_forEDC	July 2016 production	Not Available
2.1.0	D2411453D_forEDC	May 2016 production	Not Available
2.0.1	D2411453C_forEDC	February 2016 production	Not Available
2.0.0	D2411453B_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.1.2	<p><i>Other changes:</i></p> <ul style="list-style-type: none"> - <i>New Model Supported.</i> <p>Symptom corrected:</p> <ul style="list-style-type: none"> - The QR code application quits when opening the settings in Taiwanese models. <p>On the Griffin-C2_ch, before installing an application or updating to a new version, the CheetahSystem firmware needs to be updated to v1.09 D2411420K) or later.</p>
2.1.1	<p>Symptom corrected:</p> <p>When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.</p>
2.1.0	<p>Symptom corrected:</p> <p>Applications can be uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> - If Smart Device Connector has not been installed on the device, when the smart device reads the QR code on the Smart Operation Panel, the screen will navigate to the Smart Device Connector website. - Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF. - Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.

Reissued: 16-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 29-Jan-16	No.: RD259032i
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Version	Modified Points or Symptom Corrected
2.0.1	Other changes: Minor changes made to improve reliability. --- 1st mass production for Mo-C2 --- Symptom Corrected: Some of the wording in English was incorrect. Other changes: Support for Bluetooth Low Energy in Smart Device Connector.
2.0.0	1st Mass production

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6	Date: 08-Feb-16	No.: RD259038g
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>2.12.04</i>	<i>D2411468A_forEDC</i>	<i>January 2017 production</i>	<i>Not Available</i>
2.12.01	D2411468_forEDC	June 2016 production	Not Available
2.01.25	D2411451F_forEDC	April 2016 production	Not Available
2.01.24	D2411451E_forEDC	April 2016 production	Not Available
2.01.22	D2411451D_forEDC	March 2016 production	Not Available
2.01.20	D2411451C_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>2.12.04</i>	<i>Specification Change</i> - <i>Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.</i>
2.12.01	Additional model information: - New Model Supported. Symptom corrected: - Applications can be uninstalled from Web Image Monitor. Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.
2.01.25	Symptom corrected: - Applications can be uninstalled from Web Image Monitor.
2.01.24	Symptom Corrected: When using Quick Card Authentication: - Even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed. - If logging in to Web Image Monitor fails, a message stating that the login failed is displayed on the operation panel even though the operation panel is not being used.
2.01.22	Symptom Corrected: Some of the words are incorrect in several languages.

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6		Date: 08-Feb-16	No.: RD259038g
Version	Modified Points or Symptom Corrected		
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.		

Reissued: 02-Mar-17

Model: Brz-P1, Brz-MF1, BR-C2, BR-P2, CH-C1 Office/ Pro , Cor-C1.5 , Gim-MF1.5dM , GR-C3 , MT-C6, MET-C2ab, MET-C2cde, MET-C2yz, MET-P2 , Midas-P3 , Vesta-P1d_15S	Date: 23-May-16	No.: RD255020b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
0.00	D3BC5277	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Model: CheetahBusinessApplication/ Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/Mo-C2	Date: 13-May-16	No.: RM923010
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Subject: Firmware Release Note: JobHistory		Prepared by: Y. Fukuzaki	
From: Connectivity Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D3CM5509_forEDC	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.0.0	Other changes: - 1st mass production - Initial release via the Application Site.

Model: Mo-C2/MET-C2ab/MET-C2cde/MET-C2yz/ Brz-MF1/MT-C6/Gim-MF1.5dM/CH-C2/CH-C2Pro	Date: 04-Mar-16	No.: RD262032a
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Subject: Firmware Release Note: PS3 Font		Prepared by: Y. Kurohashi	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.17	D2415681	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.17	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ CH-C2/MET-P2/GR-C3	Date: 29-Jan-16	No.: RD259023d
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411436B_forEDC	June 2016 production	Not Available
1.00	D2411436A_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.01	Symptom corrected: Applications can be uninstalled from Web Image Monitor. -- <i>New Model Supported</i>
1.00	1st Mass production

Reissued: 03-Oct-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM	Date: 29-Jan-16	No.: RD259025e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D2411437F_forEDC</i>	<i>October 2016 production</i>	<i>Not Available</i>
1.05	D2411437E_forEDC	August 2016 production	Not Available
1.04	D2411437D_forEDC	June 2016 production	Not Available
1.03	D2411437C_forEDC	May 2016 production	Not Available
1.02	D2411437B_forEDC	April 2016 production	Not Available
1.01	D2411437A_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<i>Minor change.</i>
1.05	Minor change.
1.04	Support for the MP 402SPF and MP C306ZSP/C406ZSPF
1.03	Symptom corrected: - Minor bug correction
1.02	Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.01	1st Mass production

Reissued: 03-Oct-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM	Date: 29-Jan-16	No.: RD259026f
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.05</i>	<i>D2411434G_forEDC</i>	<i>October 2016 production</i>	<i>Not Available</i>
1.04	D2411434F_forEDC	June 2016 production	Not Available
1.03	D2411434E_forEDC	April 2016 production	Not Available
1.02	D2411434D_forEDC	April 2016 production	Not Available
1.01	D2411434C_forEDC	March 2016 production	Not Available
1.00	D2411434B_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.05</i>	<i>Symptom corrected: Remaining amount of toner displayed on the widget is incorrect.</i>
1.04	Symptom corrected: - Minor bug correction Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF.
1.03	Symptom corrected: - Preinstalled applications can be accidentally uninstalled from Web Image Monitor.
1.02	Other changes: Minor changes made to improve reliability.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ CH-C2/MET-P2/GR-C3	Date: 29-Jan-16	No.: RD259029e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.18	D2411438D_forEDC	June 2016 production	Not Available
1.17	D2411438C_forEDC	April 2016 production	Not Available
1.16	D2411438B_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.18	Symptom corrected: - Minor bug correction -- <i>New Model Supported</i>
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

Reissued: 17-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ MET-P2/CH-C2/GR-C3	Date: 29-Jan-16	No.: RD259034h
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D2411431H_forEDC</i>	<i>December 2016 production</i>	<i>Not Available</i>
1.05	D2411431G_forEDC	October 2016 production	Not Available
1.04	D2411431F_forEDC	August 2016 production	Not Available
1.03	D2411431E_forEDC	June 2016 production	Not Available
1.02	D2411431D_forEDC	April 2016 production	Not Available
1.01	D2411431C_forEDC	March 2016 production	Not Available
1.00	D2411431B_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<i>Minor change.</i>
1.05	Minor change.
1.04	Minor change.
1.03	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF. Support for the MP 6503SP/MP 7503SP/MP 9003SP.
1.02	Symptom corrected: Minor bug correction.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

Reissued: 31-May-16

Model: Mo-C2/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brazil-MF1	Date: 04-Mar-16	No.: RD262033a
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2415581	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 06-Jun-16

Model: GR-C2_SOP, <i>Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1</i>	Date: 30-Jul-15	No.: RD196026a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.3.3	D1961403_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.3.3	1st Mass production

Reissued: 24-Nov-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2, Cor-C1.5	Date: 30-Jul-15	No.: RD196038c
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RTB Reissue

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

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

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

For Korean

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961406_forEDC	1st Mass production	Not Available

For Simplified Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961404_forEDC	1st Mass production	Not Available

For Traditional Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961405_forEDC	1st Mass production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Reissued: 14-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259045a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411452_forEDC	June 2016 production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.12.00	<p>Specification Change:</p> <p>- The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 14-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259046a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411459_forEDC	June 2016 production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.12.00	<p>Specification Change:</p> <p>- The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 13-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259047a
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411466_forEDC	June 2016 production	Not Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.12.00	<p><i>New Model Supported.</i></p> <p>---</p> <p>Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p>

Model: MET-C2cde		Date: 21-Jun-16	No.: RD242017
Subject: SC672-00/-11 occurs with some options		Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The machine generates **SC672-00/-11** when shifting to STR and cannot be turned off (the power cable must be unplugged).

Conditions: The following options are installed.

Extended USB Board Type M19 + File Format Converter Type M19

Or,

Extended USB Board Type M19 + Color controller E-23C

CAUSE

The internal processing required to shift to STR cannot be completed.

SOLUTION

Disable STR (Set **SP5-191-001** to **0**: OFF) when installing the above options.

Note: This step is part of the **Installation Procedure** for the Extended USB Board Type M19, and is also mentioned in RTB **#RD239023**.

Model: MET-C2cde		Date: 4-Jul-16	No.:
Subject: Regarding the Guide Plate and the Roller included with some internal options		Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Notice about Installing MET-C2 Options

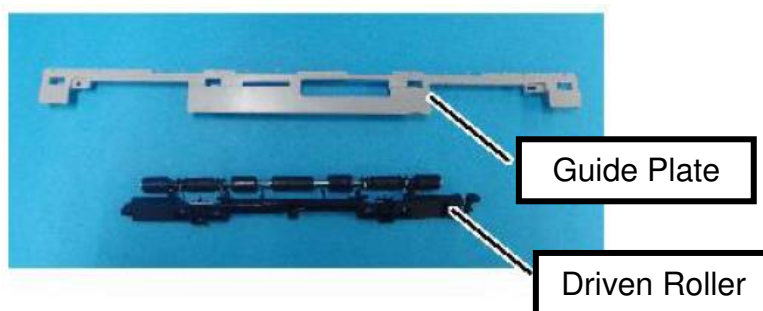
- Two accessories, a **driven roller** and **guide plate**, are included with the following options. This RTB shows where the accessories are packaged.

Bridge Unit BU3070

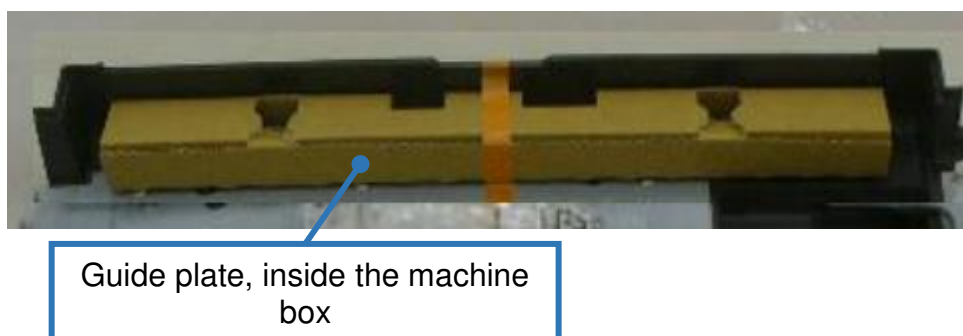
Internal Finisher SR3130

Internal Finisher SR3180

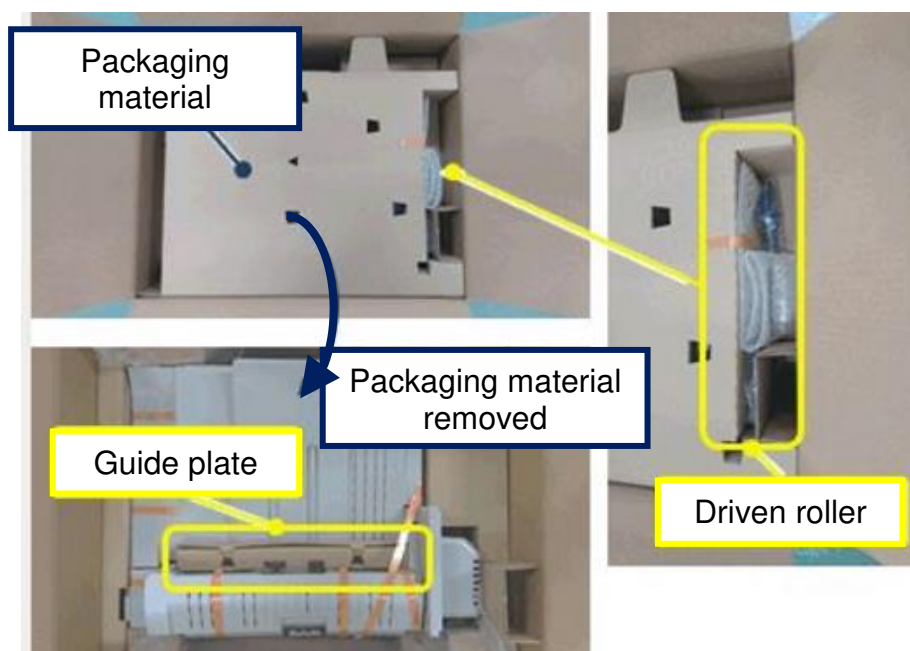
Side Tray Type M3



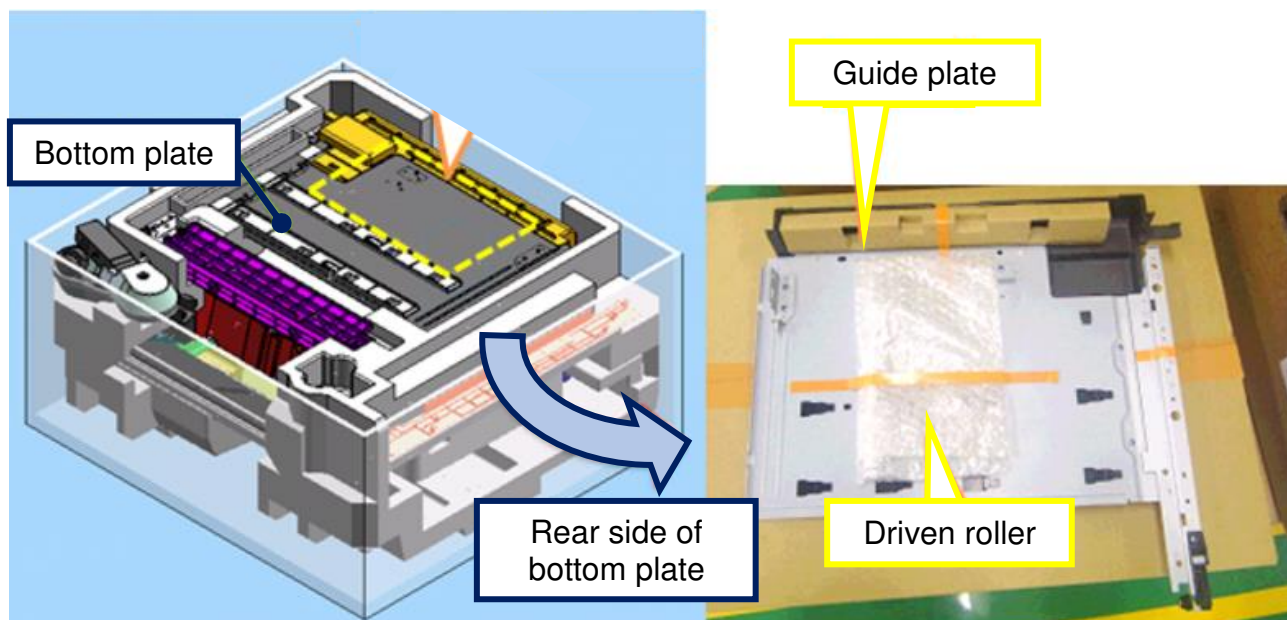
- In particular, the guide plate is contained inside a long, thin cardboard box inside the machine box. It may look like empty cardboard boxes, so **make sure NOT to dispose of it.**



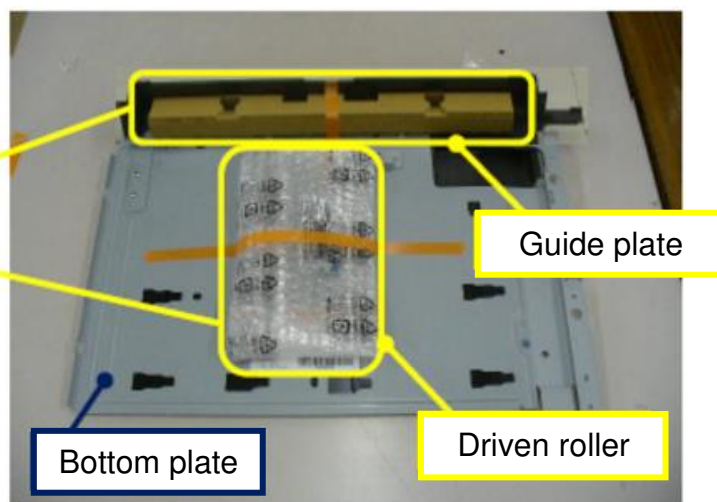
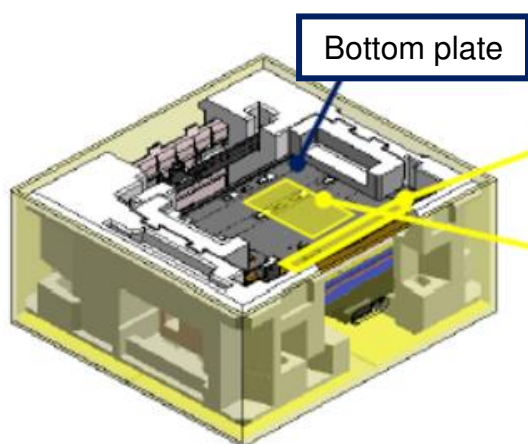
Bridge Unit BU3070



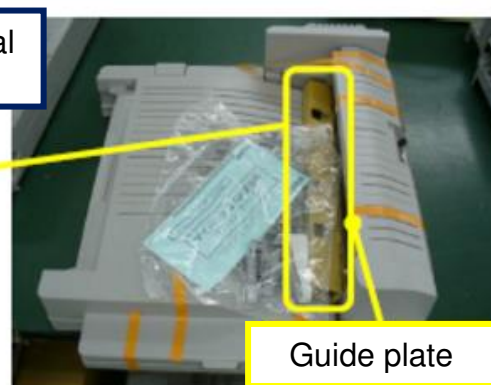
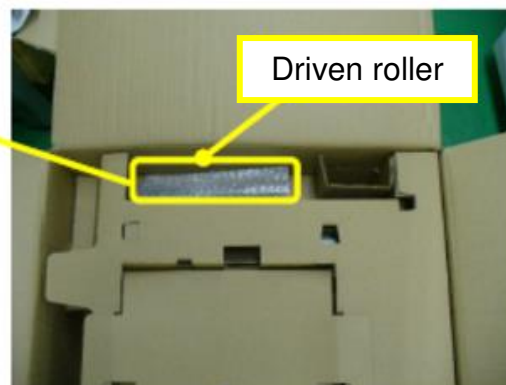
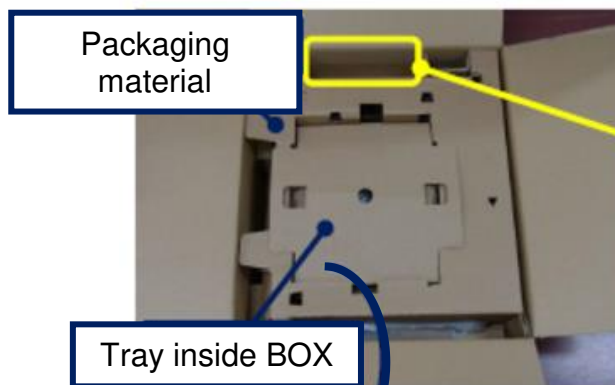
Internal Finisher SR3130



Internal Finisher SR3180



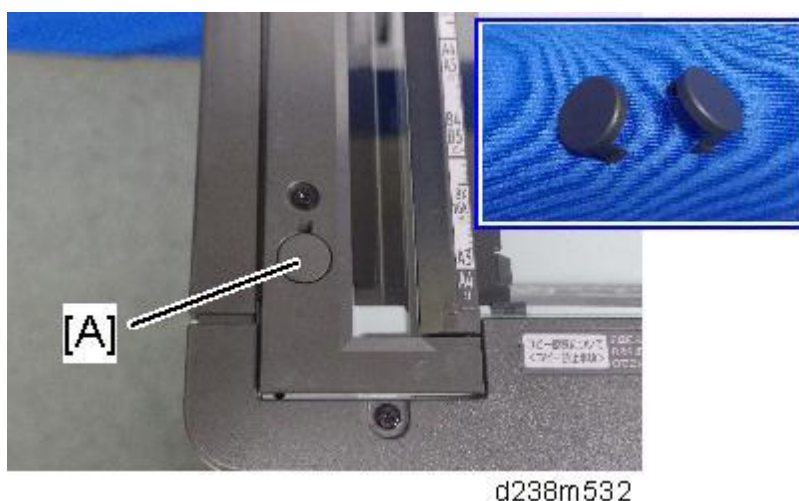
Side Tray Type M3



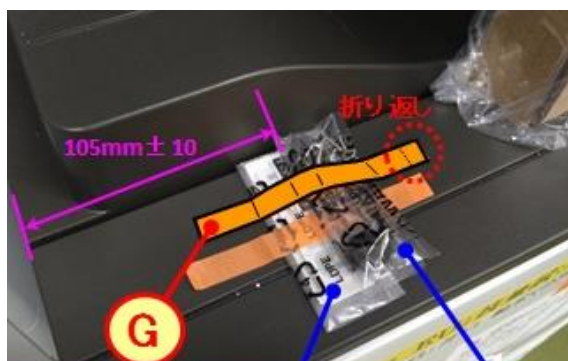
Model: MET-C2abcde		Date: 4-Jul-16	No.: RD239027
Subject: Cap cover when installation		Prepared by: T.Kiyohara	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Important Notice

- On machines produced from the cut-in S/N listed below, the cap covers for the scanner are now located inside a small plastic bag affixed to the area shown below.
- Make sure to **attach the caps** to the holes [A] shown below, as mentioned in the Service Manual. If these caps are not used, dust can get inside the holes in the scanner plate.



- On machines produced before this, the cap covers are contained in a plastic bag together with the AC power cord, affixed to the larger bag that covers the machine. Make sure to attach these caps, as described above.



- This change applies to the following models:

Affected models: Met-C2abcde (D238 / D239 / D240 / D241 / D242)

CUT-IN SERIAL NUMBERS:

Product code:	Model name:	GER:	Cut-in S/N
D23829	MP C3004	AA	G696M550001
D23929	MP C3504		G706M550001
D25029	MP C4504		G716M550001
D24229	MP C2504		G736M550001
D23827	MP C3004	EU	G696M620001
D23927	MP C3504		G706M620001
D24027	MP C4504		G716M520001
D24127	MP C5504		G726M520001
D23817	MP C3004	NA	G696M410001
D23917	MP C3504		G706M410001
D24017	MP C4504		G716M410240
D24117	MP C5504		G736M510001

Model: MET-C2abcde		Date: 4-Jul-16	No.: RD242021
Subject: SC869 continue to be logged		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

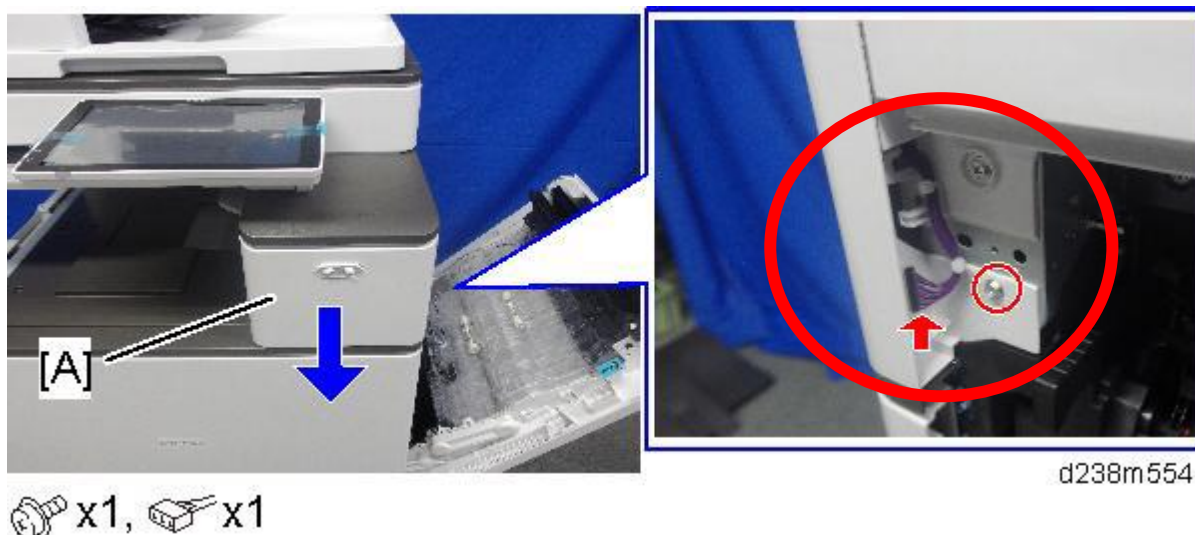
SYMPTOM

SC86900 occurs and/or SC86900 continues to be logged.

Affected models: MET-C2**abcde** (D238/D239/D240/D241/D242)

CAUSE

The connector for the proximity sensor comes loose.



SOLUTION

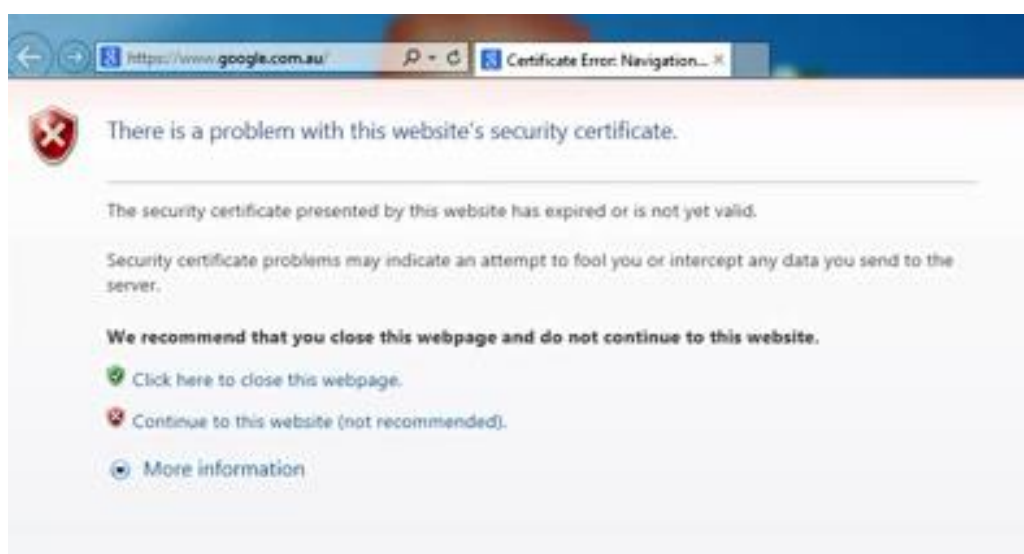
Correctly reconnect the connector for the proximity sensor.

Model: MET-C2cde		Date: 6-July-16	No.: RD242022
Subject: When WIM is used, the Caution is displayed		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The following CAUTION is displayed when using WIM (Web Image Monitor).

Affected models: Met-C2abcde (D238/D239/D240/D241/D242)



CAUSE

The security certification has been installed on the machine before shipment. As a result, the SSL/TLS communication setting was set to "Encryption priority".

SOLUTION

If the symptom occurs, replace the following set in user mode.

Web image monitor

Device management > Config > Security > SSL/TLS

Model: MET-C2cde

Date: 6-July-16

No.: RD242022

SSL/TLS

OK

Cancel

SSL/TLS is unavailable without device certificate installation.

■ SSL/TLS

IPv4 : ☒ Active ☐ Inactive

IPv6 : ☒ Active ☐ Inactive

■ Permit SSL/TLS Communication : Ciphertext/Cleartext ▼

■ Certificate Status : None

■ SSL/TLS Version

TLS1.2 : ☒ Active ☐ Inactive

TLS1.1 : ☒ Active ☐ Inactive

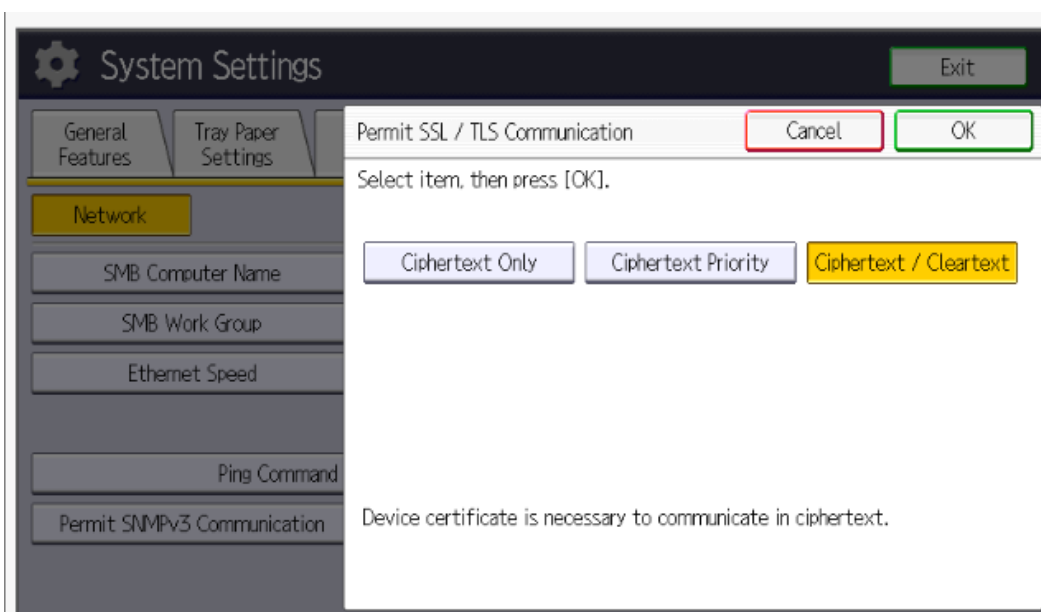
TLS1.0 : ☒ Active ☐ Inactive

SSL3.0 : ☒ Active ☐ Inactive

Machine

User tools > Machine features > System settings > Interface settings > Permit SSL/TLS Communication

Ciphertext/Cleartext



Model: MET-C2cde		Date: 13-Jul-16	No.: RD242024
Subject: FSM correction on USB device server notes		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

If the USB Device Server Option Type M19 is installed, the machine will wake up from the energy save mode and print without having to disable the energy save mode. Therefore, please delete the notes below from your field service manual.

2. Installation

- > USB Device Server Option Type M19 (D3BC-28, 29)
 - > Installation Procedure
 - > Notes for Energy Save Mode Setting

Notes for Energy Save Mode Setting

If the machine which has this option enters into the energy save mode, you cannot print because there will be a communication error. Follow the instructions below to disable the machine's entering into the energy save mode.

1. Enter SP mode, and then set SP5-191-001 (Power Setting: Power Str) to "0 (Off)".

Model: MET-C2e		Date: 2-Aug-16	No.: RD242025
Subject: A client device connected to the Cheetah operation panel via WiFi Direct can access the customer's corporate LAN environment		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

A client device connected to the Cheetah operation panel via WiFi Direct can access the customer's corporate LAN environment.

This symptom occurs when the following settings are enabled:

- **WiFi Direct:** Set to **"Enable"** (default: Disable)
- **Group Owner Mode:** Set to **"Enable"** (default: Disable)

Note:

The above settings (Enabled) are the default for when using the Ricoh Smart Device Connector.

When the Cheetah Network is set with the above two settings enabled, smart phones, PCs, and other client devices can connect to the corporate LAN. Web browsers can be used to open WIM and view information on other copiers connected to the network, wireless routers, Web servers, among others, if the user of the client device knows the IP address of the machine(s) on connected to the LAN.

CAUSE

Firmware bug.

SOLUTION

Update the Cheetah System firmware to the following versions or newer.

Model	Version
GR-C2	1.07 or newer
MET-C2/Lef-C1/Brz-MF1	1.05.1 or newer

Model: MET-C2cde		Date: 3-Aug-16	No.: RD239034
Subject: HE Model Installation Procedure		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (New model)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

For NA ONLY

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

- D146-D150 series: MP C3003/C3503/C4503/C5503/C6003 (Launched Feb 2016)
- D197-D202 series: MP 2554/3054/3554/4054/5054/6054 (Launched Feb 2016)
- D238-D242 series: MP C3004/C3504/C4504/C6004 (Newly Launch Jul 2016)
- Peripherals: Paper Feed Unit PB3160 (for D146-D150, D238-D242)
Paper Feed Unit PB3220 (for D197-D202)

Differences between the HE model and standard models:

- 1) Paper Tray with key and lock
- 2) Decal to disable the Bypass Tray
- 3) Card Reader and Keyboard
 - This is a peripheral only for the HE model.
 - Swipe type or touch type can be selected for the Card Reader.



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

Decal to disable the Bypass Tray

Note:

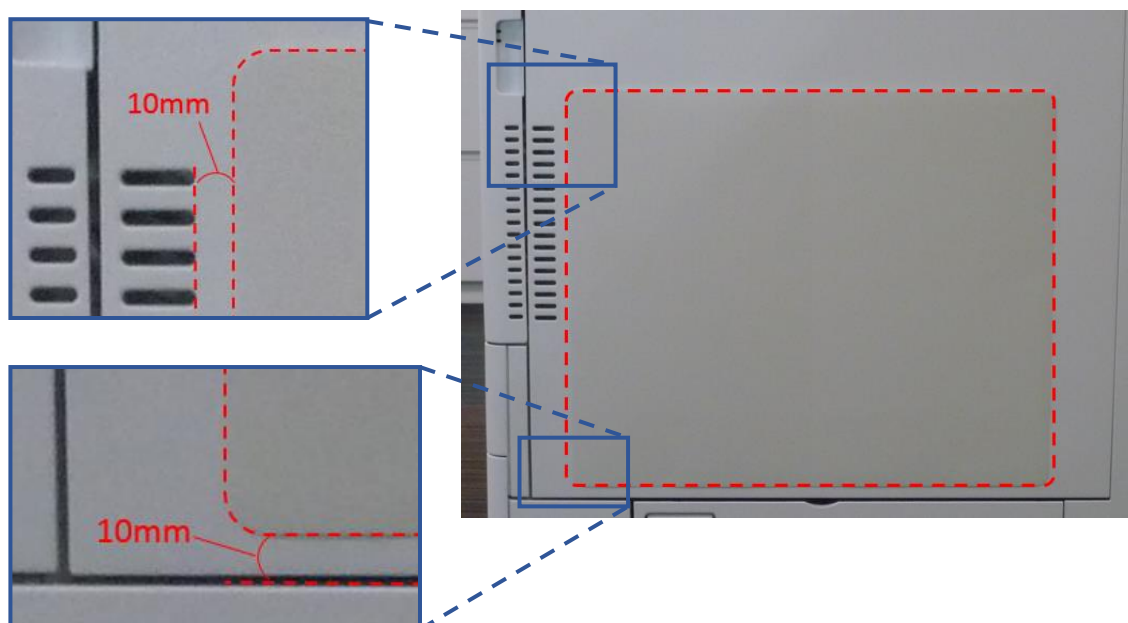
Check with the customer or the sales person before attaching the decal. If the customer wishes to use the Bypass Tray, do not attach it.

Accessories Check

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

Installation Procedure

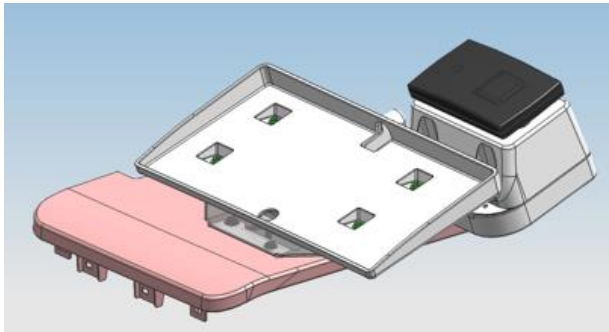
1. Peel off the liner.
2. Attach the Decal to the Bypass Tray as shown below.



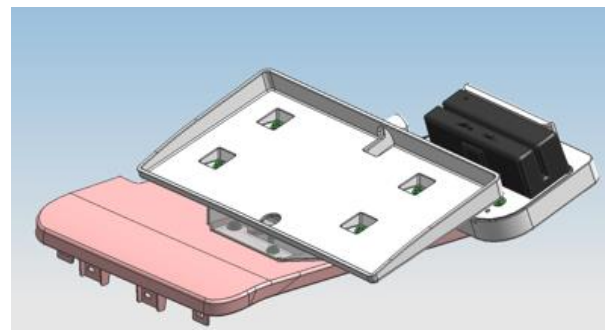
Card Reader and Keyboard

Overview

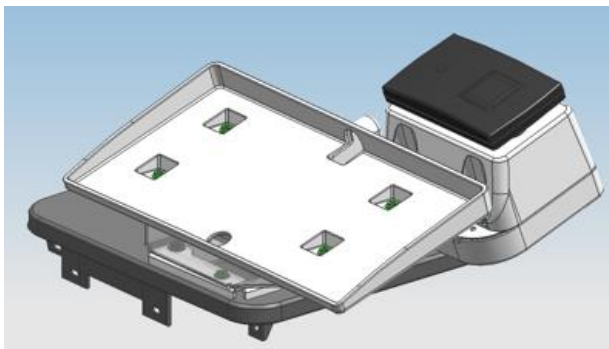
D146-D150, D238-D242 / Touch



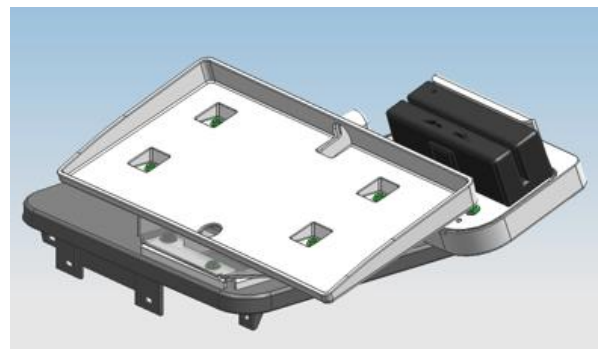
D146-D150, D238-D242 / Swipe



D197-D202/ Touch



D197-D202 / Swipe



Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034

Accessories Check

No.	Description	Q'ty
1	Card Reader (Touch)	1
2	Card Reader (Swipe)	1
3	Keyboard	1
4	Keyboard Tray	1
5	Card Reader Tray	1
6	Cover:Card Reader (Touch)	1
7	Keyboard Bracket	1
8	Card Reader Bracket	1
9	Cover:Cables	1
10	BRACKET:SHIFT:D197-D202	1
11a	COVER:FRONT:UPPER:(for D146-D150)	1
11b	COVER:FRONT:UPPER:(for D197-D202)	1
11c	COVER:FRONT:UPPER:(for D238-D242)	1
A	SCREW:M3X10	2
B	SCREW:M3X6	13
C	SCREW:M4X10	1
D	SCREW:M4X6	2
E	SCREW:M4X12	2
F	SCREW:M3X8	2
G	Clamp	3

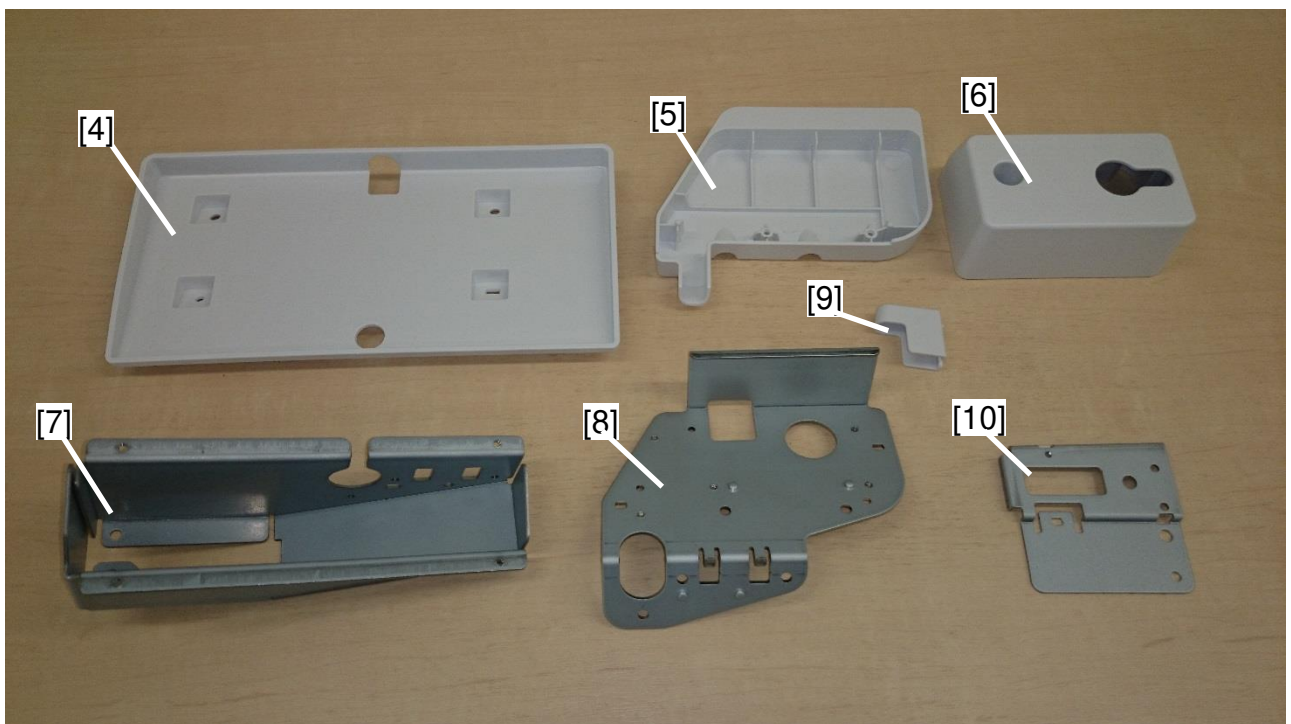
Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034



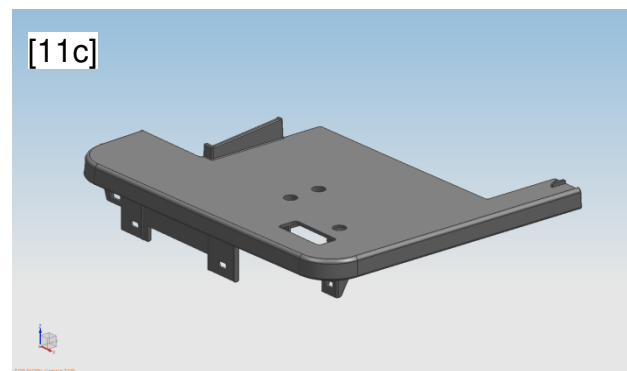
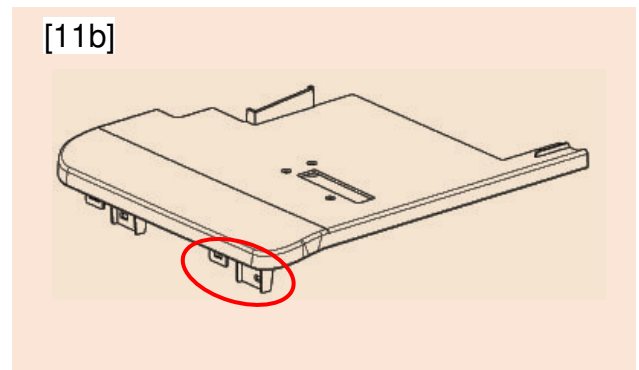
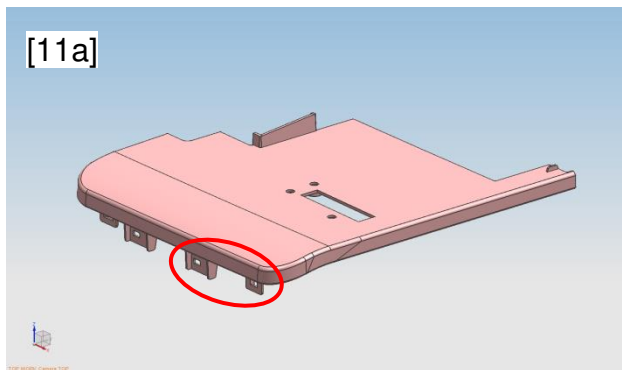
Note; [1] to [3] are not included with the card reader bracket. These should be provided separately.



Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034



Note; 11a is for the D146-D150 series and 11b is for the D238-D242 series, 11c is for the D197-D202 series. 11a and 11b are different at the part shown by the red circle.

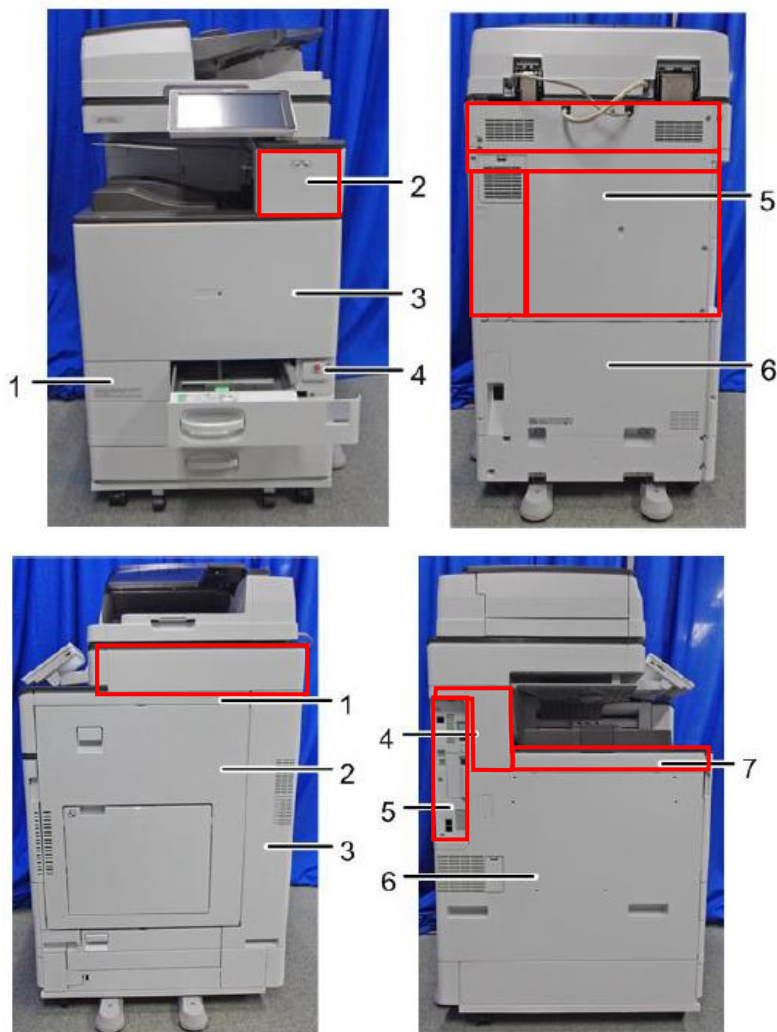
Please use one of these depending on the model.

Installation Procedure

1. Spread a mat or a sheet of paper on the exposure glass for protection.
2. Remove the following covers:

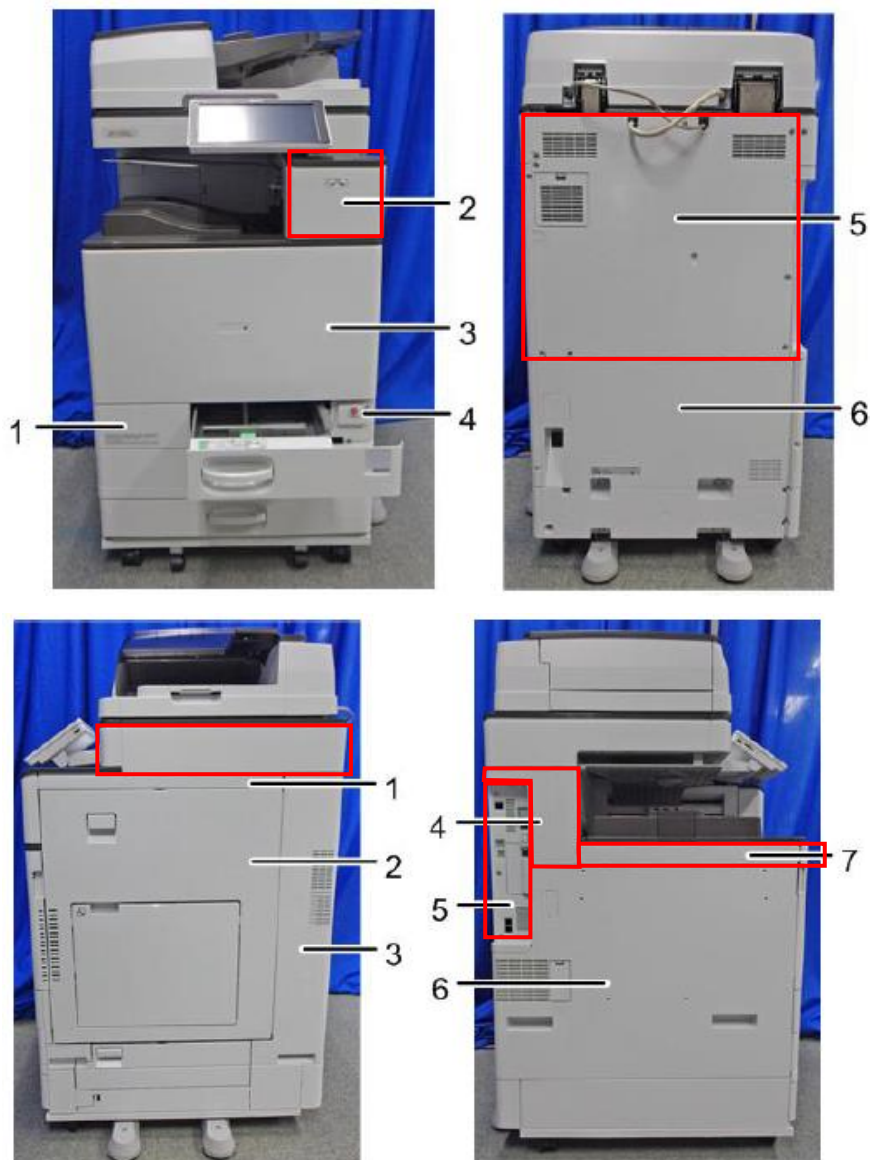
D146-D150

- Main Power Switch Cover
- Controller Cover
- Scanner Rear Cover
- Scanner Right Cover
- Left Rear Cover
- Rear Cover
- Scanner Rear Cover (Small)
- Upper Left Cover



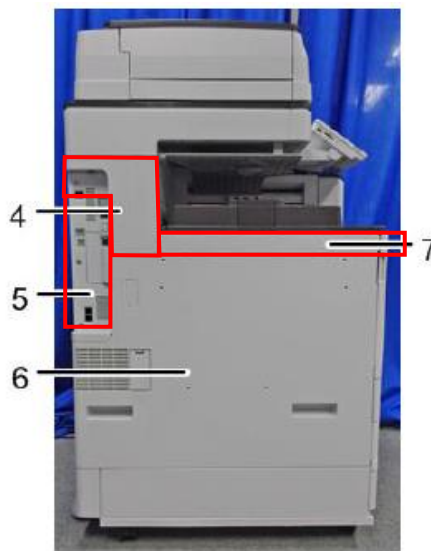
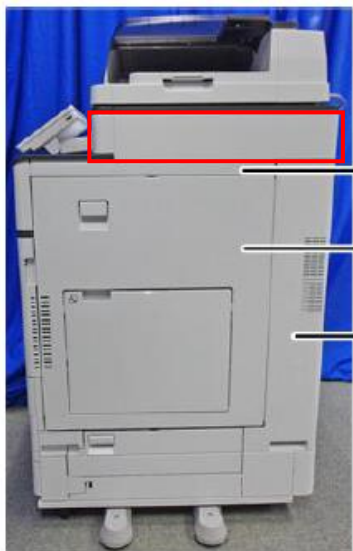
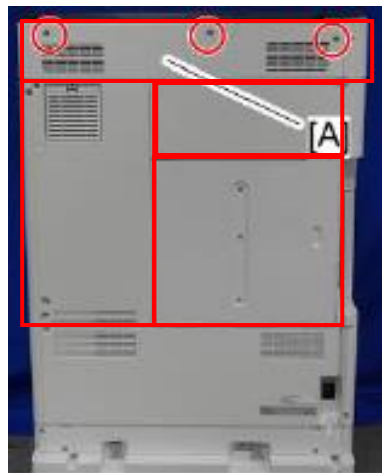
D238-D242

- Proximity Sensor Cover
- Rear Cover
- Scanner Right Cover
- Controller Cover
- Upper Left Cover
- Left Rear Cover



D197-D202

- Main Power Switch Cover
- Controller Cover
- Controller Rear Cover
- Scanner Rear Cover
- Rear Left Cover
- Upper Left Cover
- Left Rear Cover
- Scanner Right Cover



Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034

3. Replace the upper piece of the Main Power Switch Cover / Proximity Sensor Cover

( x2)



4. Remove the screw below.

D146-D150 D238-D242



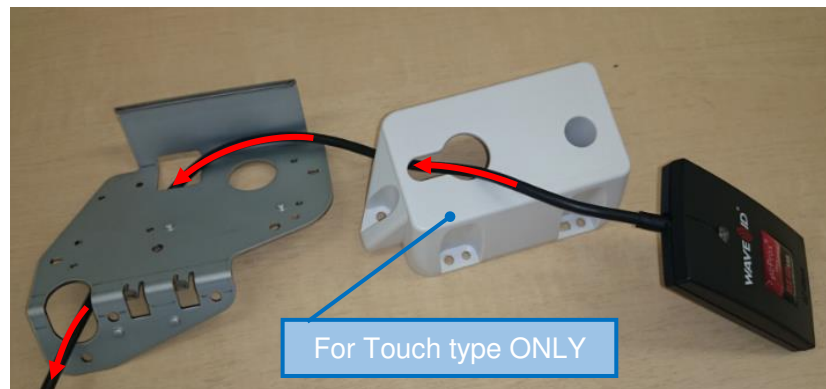
D197-D202



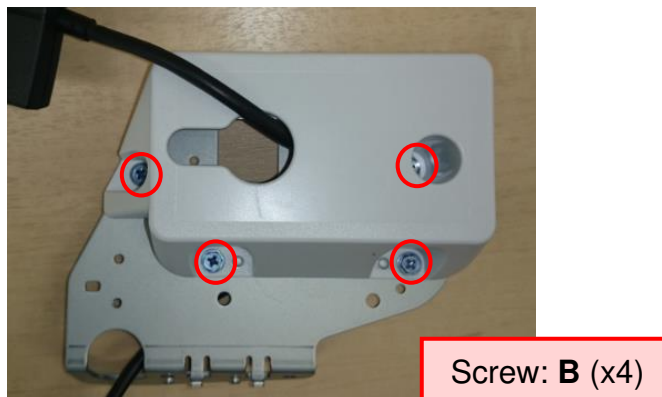
5. Attach the clamps (x3) to the right hand side of the scanner unit.



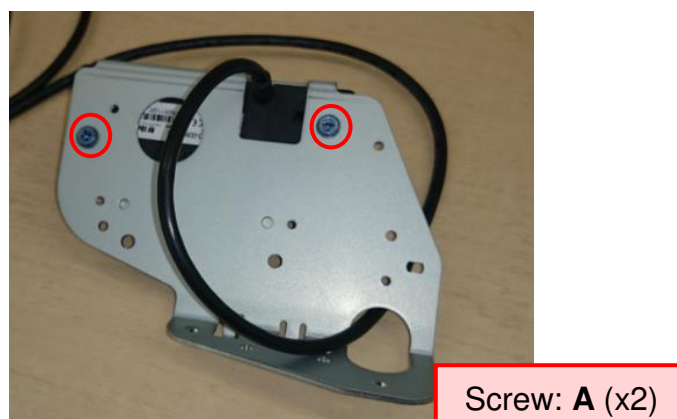
6. Insert the cable of the Card Reader through the cover and bracket as shown below.



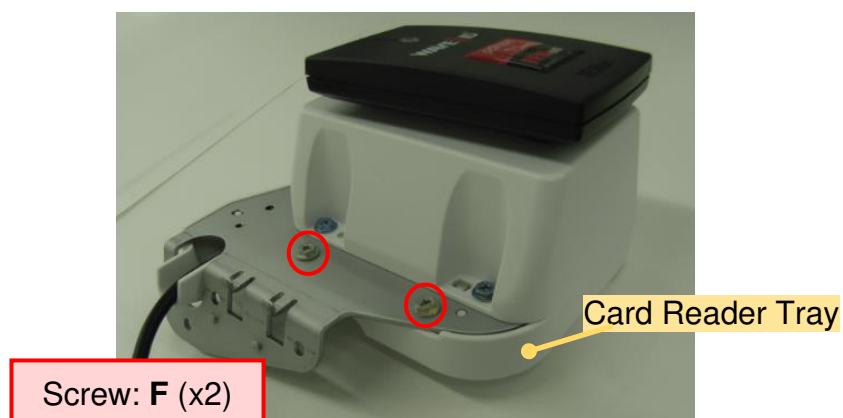
7. Touch type: Attach the Card Reader to the Bracket.



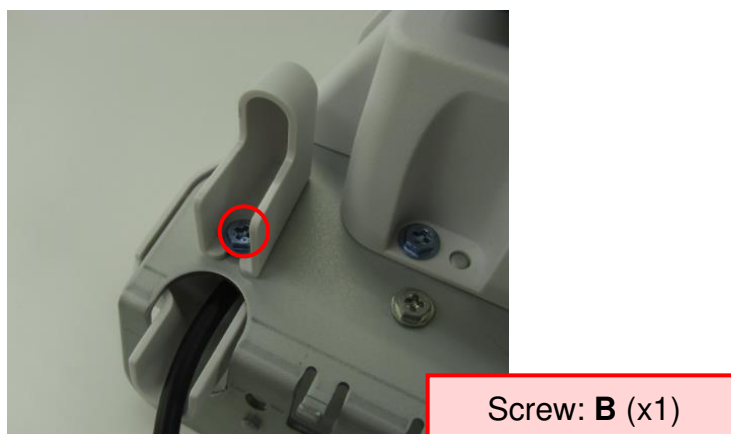
8. Swipe type: Attach the Card Reader to the Bracket.



9. Attach the Card Reader Tray to the Bracket.



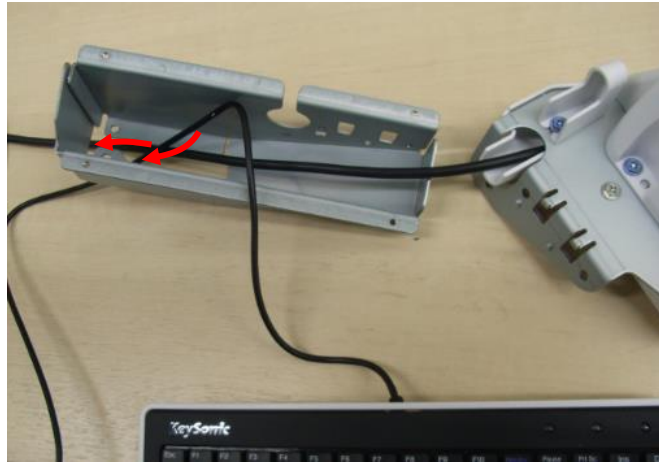
10. Attach COVER:CABLE to the Bracket.



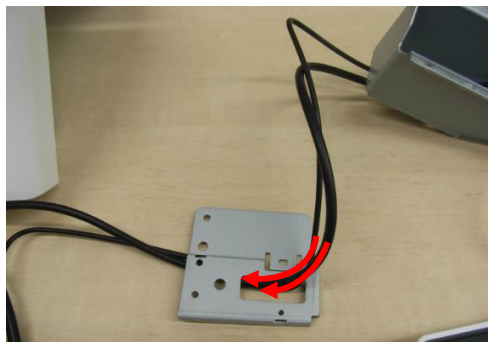
11. Insert the cable of the Keyboard through the Keyboard Tray.



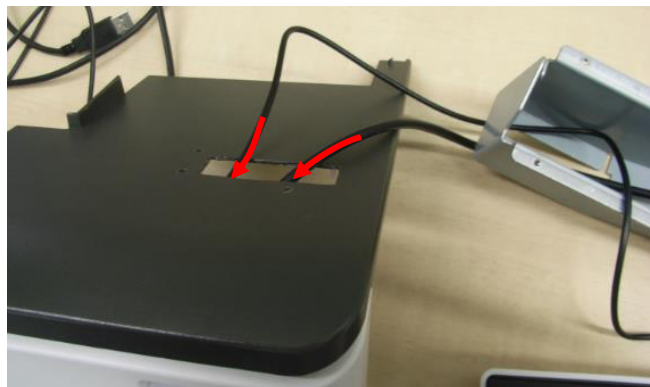
12. Insert the cables of the Card Reader and Keyboard through the Bracket.



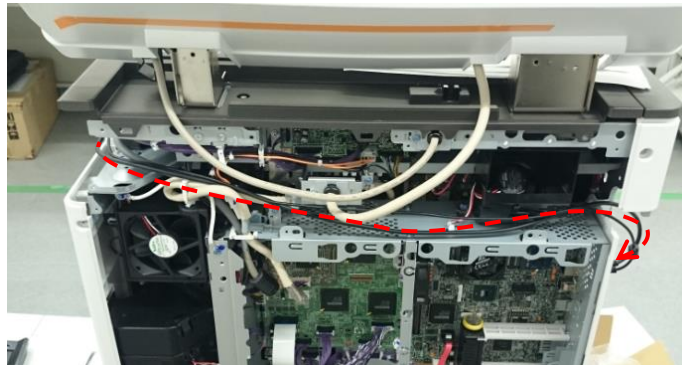
13. For D197-D202 ONLY: Insert the cables through the hole in the Shift Bracket.



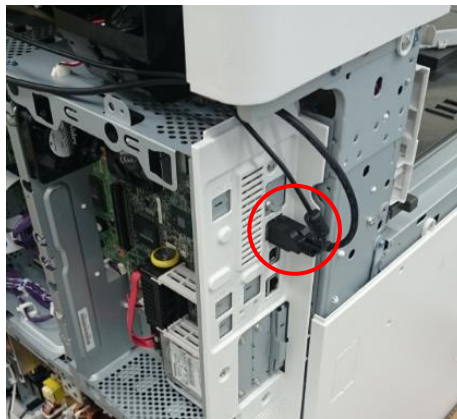
14. Insert the cables through the Main Power Switch Cover.



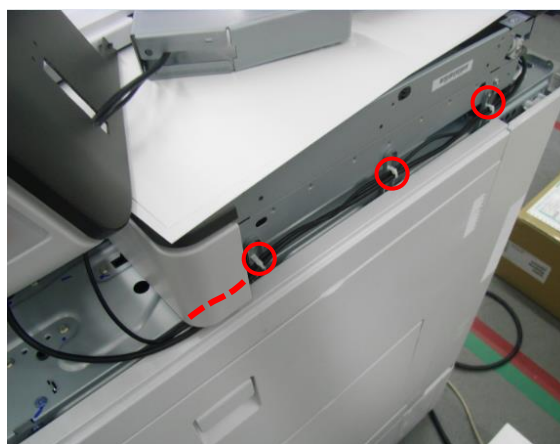
15. Route the cables through the top of the controller box as shown.



16. Connect the USB connectors to the I/O port.



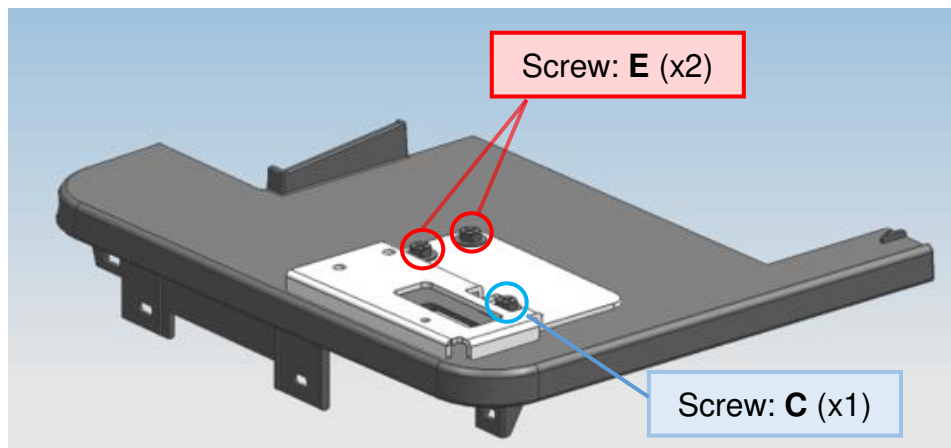
17. Route the cables under the scanner front cover and lock with the clamps.



18. Reattach the Main Power Switch Cover

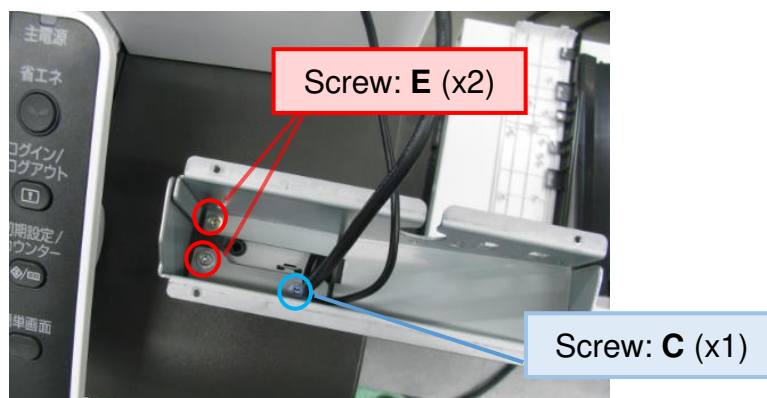


19. For D197-D202 ONLY: Attach the Shift Bracket.

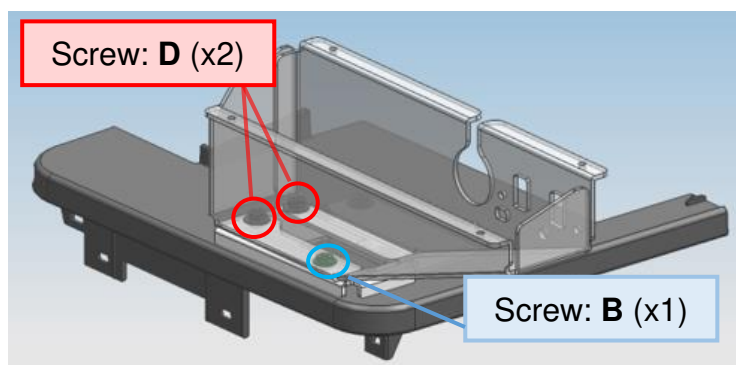


20. Attach the Keyboard Bracket.

D146-D150 D238-D242



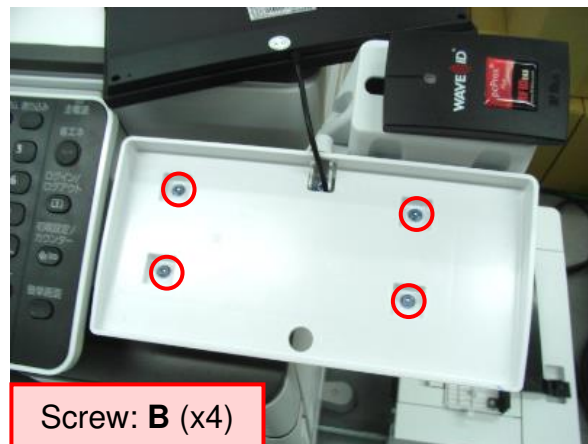
D197-D202



21. Attach the Card Reader Bracket.



22. Attach the Keyboard Tray.



23. Set the Keyboard.



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



25. Reattach the left rear cover as shown below.



26. Reattach all the covers removed.

Model: MET-C2cde

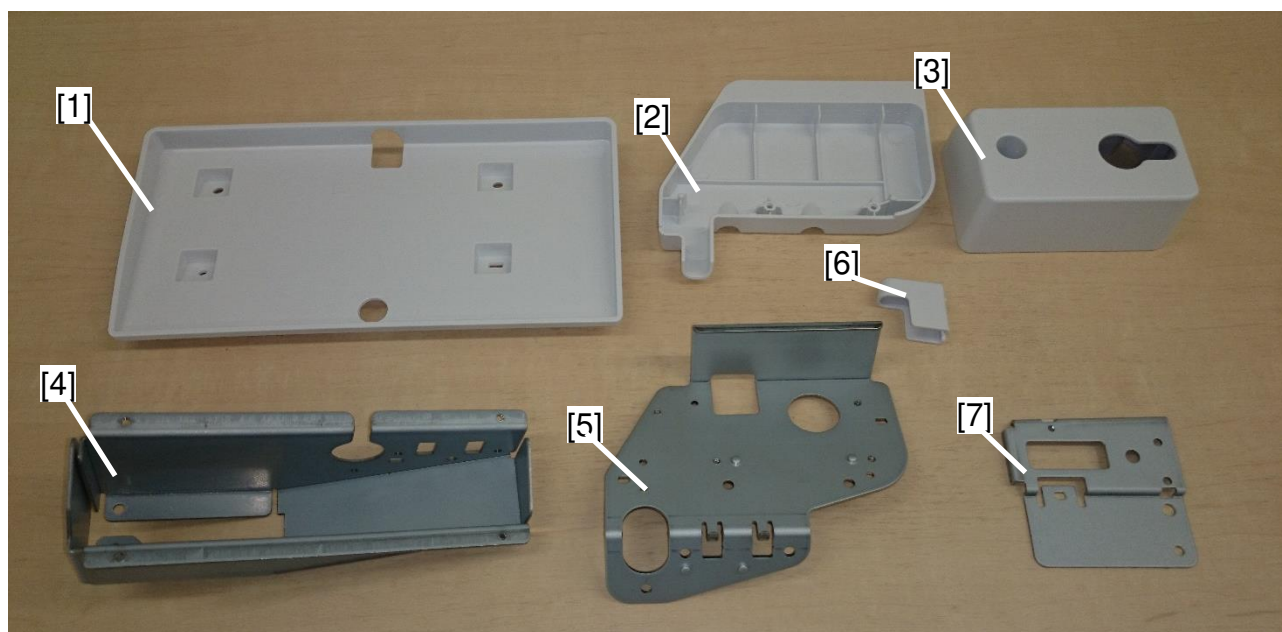
Date: 3-Aug-16

No.: RD239034

Parts Catalog for HE models

1. Card Reader and Keyboard Section

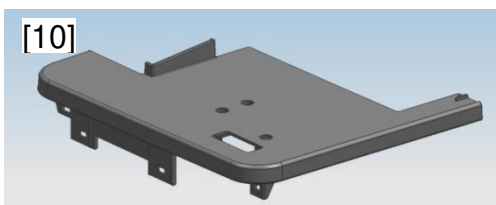
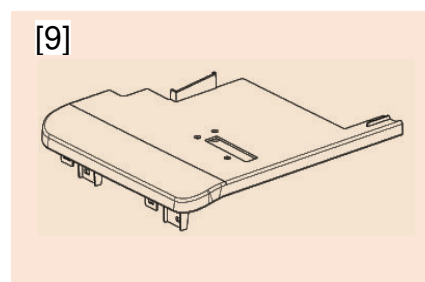
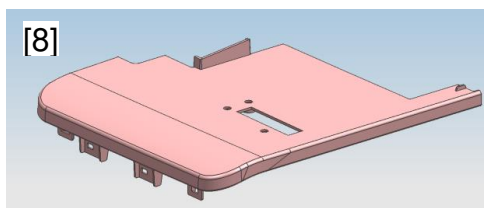
Part number	Description	Q'ty	Int	Page	Index	Note
D7391451	CASE:KEYBOARD	1	-	-	1	-
D3DN1744	COVER:CARD READER:LOWER	1	-	-	2	-
D3DN1748	COVER:CARD READER:UPPER	1	-	-	3	-
D3DN1732	BRACKET:KEYBOARD	1	-	-	4	-
D3DN1749	BRACKET:CARD READER	1	-	-	5	-
D3DN1746	COVER:CABLE:KEYBOARD	1	-	-	6	-
D3DN1729	BRACKET:KEYBOARD:SHIFT:D197-D202	1	-	-	7	-
D3DN1711	COVER:FRONT:UPPER:D146-D150	1	-	-	8	-
D3DN1712	COVER:FRONT:UPPER:D238-D242	1	-	-	9	-
D3DN1721	COVER:FRONT:UPPER:D197-D202	1	-	-	10	-
03603010P	SCREW:M3X10	2	-	-	A	-
04543006N	TAPPING SCREW:ROUND POINT:3X6	13	-	-	B	-
04543012N	TAPPING SCREW:ROUND POINT:3X12	1	-	-	C	-
04544006Q	TAPPING SCREW:4X6	2	-	-	D	-
04544012N	TAPPING SCREW:ROUND POINT:4X12	2	-	-	E	-
04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	-	-	F	-
11050759	CLAMP:LWSM-0605A	3	-	-	G	-



Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034



[A]



[B]



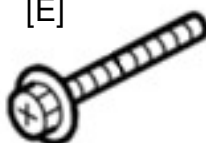
[C]



[D]



[E]



[F]



[G]

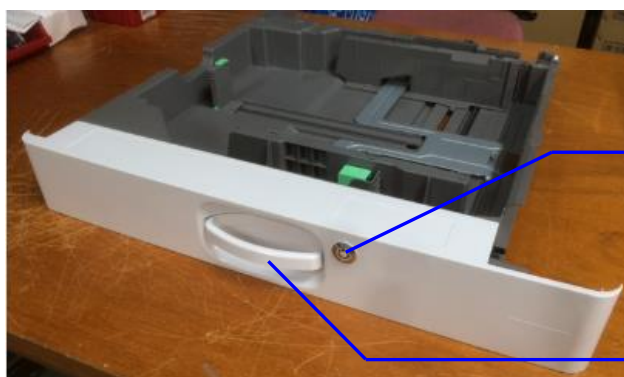


2. Paper Tray Section

Note: Parts not shown here are common with the standard model.

Common Parts for All the Trays

Part number	Description	Q'ty	Int	Page	Index	Note
D1462868	CYLINDER:KEY	1	-	-	1	-
D1462860	GRIP:PAPER TRAY:LOCK	1	-	-	2	-
D1462867	LOCK:CYLINDER:PAPER TRAY	1	-	-	3	-
D1462861	HOLDER:GRIP:PAPER TRAY:LOCK	1	-	-	4	-



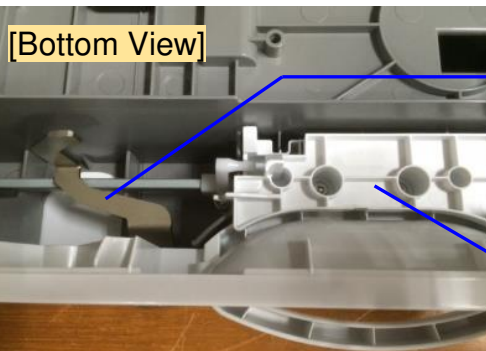
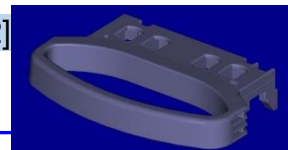
[1]



Note:

Two spare keys come with the part.

[2]

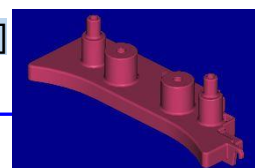


[Bottom View]

[3]



[4]



Model: MET-C2cde

Date: 3-Aug-16

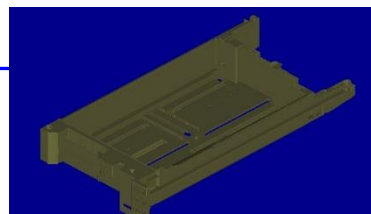
No.: RD239034

1st Tray for D146-D150

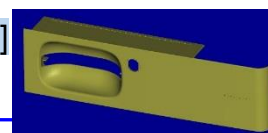
Part number	Description	Q'ty	Int	Page	Index	Note
D1462863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1462865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



[1]

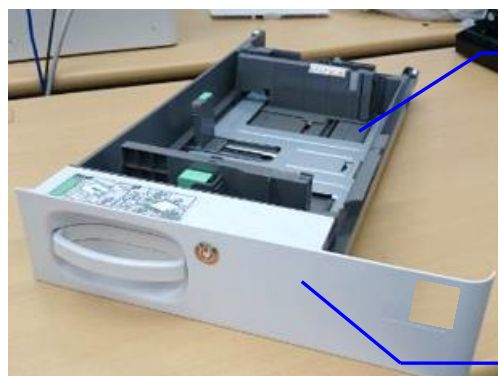


[2]

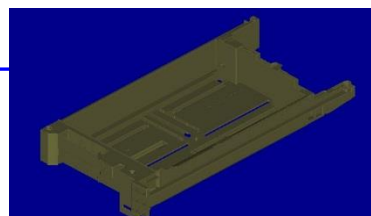


1st Tray for D238-D242

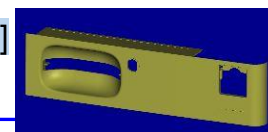
Part number	Description	Q'ty	Int	Page	Index	Note
D1462863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D2382865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



[1]



[2]



Model: MET-C2cde

Date: 3-Aug-16

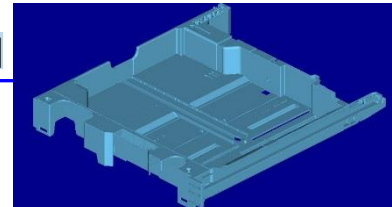
No.: RD239034

2nd Tray for D146-D150, D238-D242

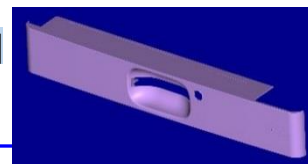
Part number	Description	Q'ty	Int	Page	Index	Note
D1462864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



[1]



[2]



Model: MET-C2cde

Date: 3-Aug-16

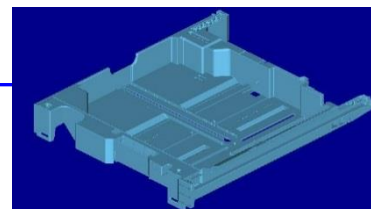
No.: RD239034

1st Tray for D197-D202

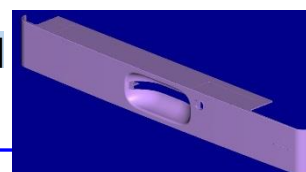
Part number	Description	Q'ty	Int	Page	Index	Note
D1972863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1972865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-



[1]



[2]

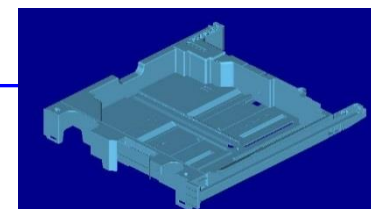


2nd Tray for D197-D202

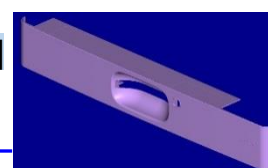
Part number	Description	Q'ty	Int	Page	Index	Note
D1972864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



[1]



[2]



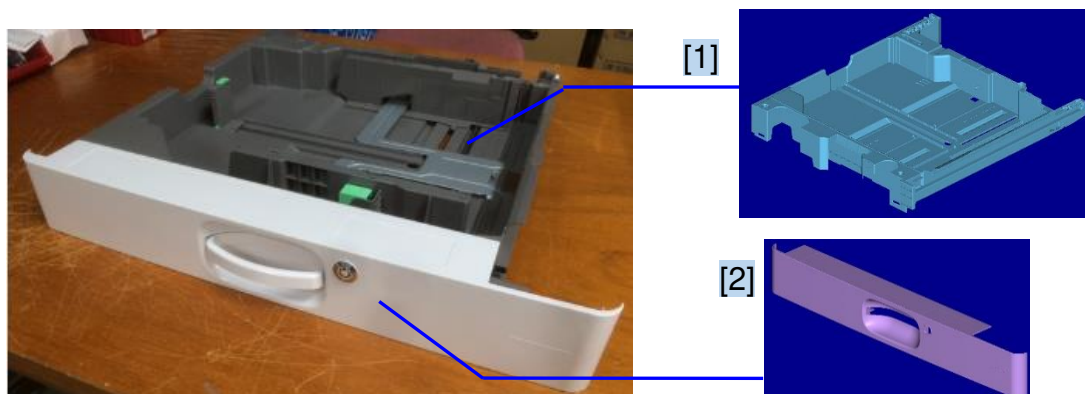
Model: MET-C2cde

Date: 3-Aug-16

No.: RD239034

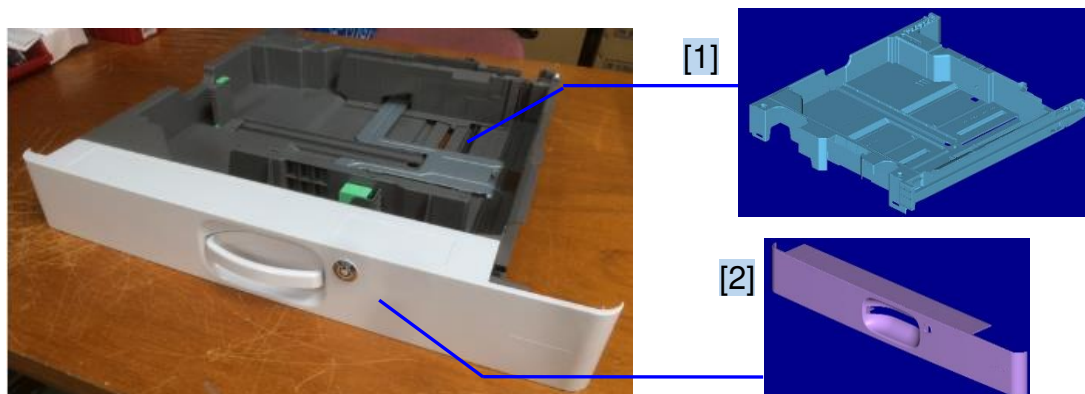
3rd and 4th Trays for PB3160

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



3rd and 4th Trays for PB3220

Part number	Description	Q'ty	Int	Page	Index	Note
D3DM2871	PAPER TRAY:NO.3:B:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-



Model: MET-C2cde		Date: 25-Aug-16	No.: RD242027
Subject: Transfer Lever Damage		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The front lever is broken when the duplex unit is opened and closed.



Affected models:

Met-C2abcde (D238/D239/D240/D241/D242),

Met-C1abcdeyz (D146/D147/D148/D149/D150/D176/D177),

Cor-C1 (D197, D198, D199, D200, D201, D202)

CAUSE

The strength of the front lever was decreased when a modification was applied to this part in March 2016.

SOLUTION

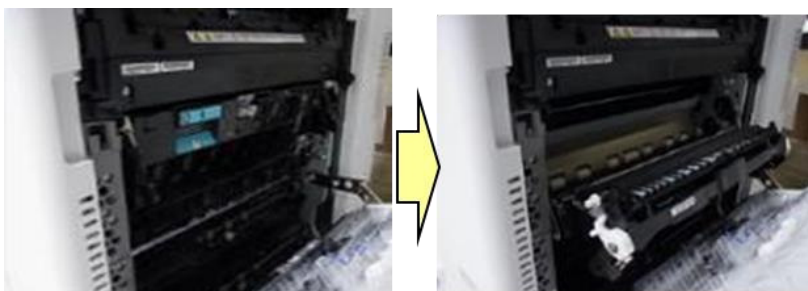
If the symptom occurs, replace the lever (P/N: D2399901).

PROCEDURE

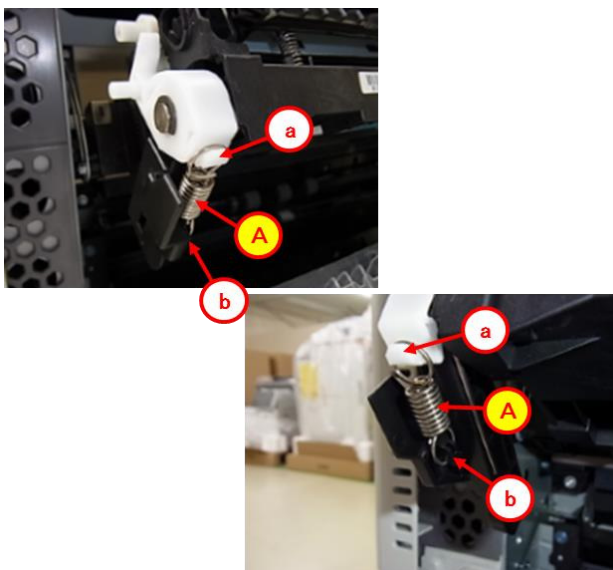
1. Open the duplex unit.



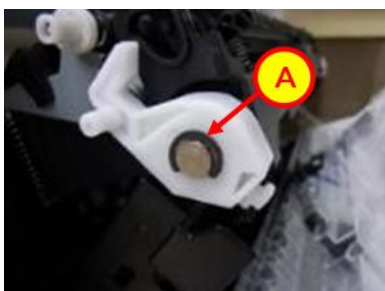
2. Open the transfer/separation unit.



3. Remove the spring.



4. Remove the lever (E-ring).

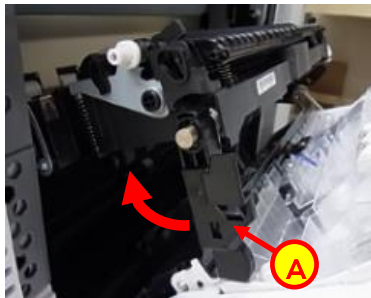


Model: MET-C2cde

Date: 25-Aug-16

No.: RD242027

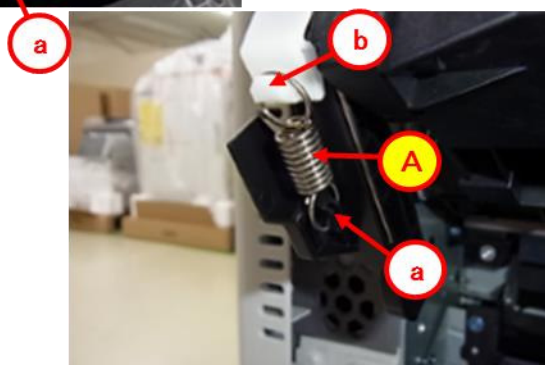
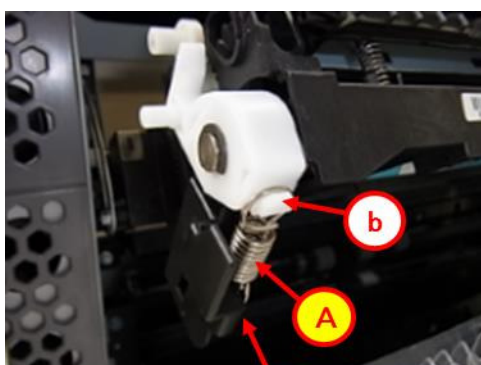
5. Move [A] in the direction of the red arrow and attach the new lever.



6. Attach the E-ring.



7. Attach the spring.



Model: MET-C2cde		Date: 25-Aug-16	No.: RD242028
Subject: Information on part number changes: Smart Operation Panel's PCB		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Information on part number changes

Preinstalled applications in Smart Operation Panel v2.0 for the MP C306/406 will be updated to unify the part numbers for all preinstalled applications in the MP C306/406 to match the part numbers in the MP 305 and later models. The PCBs changed to be common in these models as follows in line with the changes of the application. This bulletin is to inform you of the notification regarding the change to the new part numbers and the replacement procedure, which will affect the following models:

- MP 305 (D259)
- MP C3004/3504/4504/5504/6004 (D238/D239/D240/D241/D242), MP C2004/2504 (D243/D244)
- MP 6503/7503/9003 (D223/D224/D225)

For China

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D2411531	D2411536	PCB:MAIN:METIS-C2_CHN:PROGRAM:ASS'Y	1	1	O/O

For other regions

Old part number	New part number	Description	Old Q'ty	New Q'ty	Int
D2411530	D2411535	PCB:MAIN:METIS-C2:PROGRAM:ASS'Y	1	1	O/O

Model: MET-C2cde

Date: 25-Aug-16

No.: RD242028

Caution:

When replacing the PCBs or Operation panel ass'y, follow the procedure below.

- 1) Replace the hardware parts, PCBs or Operation panel ass'y.
- 2) Turn ON the main power.
- 3) Press OK at the message 'Changing the settings. Please wait.'
- 4) Enter the SP mode.
- 5) Set the value according to the model and press [Execute] in SP5-761-001: Smart Operation Panel Setting: Restore the default Home screen].

Option	Model	Remarks
0 (Default)	MP C306/406	The screen appears as if there are no options.
1	Models other than MP C306/406 and MP CW2201	
2	MP CW2201	

Note:

If you do not set the SP above, home screen for other model will be appeared.

Model: MET-C2cde		Date: 31-Aug-16	No.: RD242029
Subject: The default value of the "Permit SSL/TLS Communication" setting has been changed from "Ciphertext Priority" to "Ciphertext/Cleartext"		Prepared by: Y.Shiga	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

At Machine Installation

The default value of the "Permit SSL/TLS Communication" setting has been changed from "Ciphertext Priority" to "Ciphertext/Cleartext" depending on the Network Support firmware version:

- "Ciphertext Priority" will be the default in devices that have Network Support v15.54 or earlier installed from mass production.
- "Ciphertext/Cleartext" will be the default in devices that have Network Support v15.55 or later installed from mass production.

Note: Configurations will not be automatically changed when the firmware is updated.

Cut-in Serial Numbers

Network Support v15.55 has been applied at the factory from the following serial numbers.

Name	Destination.	Product Code	Serial #
MP C3004	NA	D238-17	G696M700001~
	NA	D238-18	G696L700001~
	TWN	D238-19	G696M700001~
	CHN	D238-21	G696M700001~
	CHN	D238-22	G696M700001~
	EU	D238-27	G696M700001~
	AP	D238-29	G696M700001~
	EU	D238-65	G696M700001~
MP C3504	NA	D239-17	G706M700001~
	NA	D239-18	G706L700001~
	TWN	D239-19	G706M700001~
	CHN	D239-21	G706M700001~
	EU	D239-27	G706M700001~
	AP	D239-29	G706M700001~
	EU	D239-65	G706M700001~
MP C4504	NA	D240-17	G716M700001~
	NA	D240-18	G716L700001~
	TWN	D240-19	G716M700001~
	CHN	D240-21	G716M700001~
	CHN	D240-22	G716M700001~
	EU	D240-27	G716M700001~
	AP	D240-29	G716M700001~

Model: MET-C2cde

Date: 31-Aug-16

No.: RD242029

	EU	D240-65	G716M700001~
MP C5504	EU	D241-27	G726M700001~
	EU	D241-65	G726M700001~
MP C6004	NA	D242-17	G736M700001~
	NA	D242-18	G736L700001~
	TWN	D242-19	G736M700001~
	CHN	D242-21	G736M700001~
	CHN	D242-22	G736M700001~
	EU	D242-27	G736M700001~
	AP	D242-29	G736M700001~
MP C2004	NA	D243-17	G746R700001~
	NA	D243-18	G746L700001~
	TWN	D243-19	G746R700001~
	CHN	D243-21	G746M700001~
	CHN	D243-22	G746M700001~
	KOR	D243-26	G746L700001~
	EU	D243-27	G746R700001~
	AP	D243-29	G746R700001~
	EU	D243-65	G746R700001~
MP C2504	NA	D244-17	G756R700001~
	NA	D244-18	G756L700001~
	TWN	D244-19	G756R700001~
	CHN	D244-21	G756M700001~
	CHN	D244-22	G756M700001~
	KOR	D244-26	G756R700001~
	EU	D244-27	G756R700001~
	AP	D244-29	G756R700001~
	EU	D244-65	G756R700001~

Model: MET-C2cde		Date: 26-Oct-16	No.: RD242030
Subject: Service Manual revision: Attach the cushion sheet		Prepared by: Yuusuke Taniguchi	
From: 1 st Tech Service Sect, MFP/P Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

Add the following information about the installation of the Booklet Finisher SR3240.

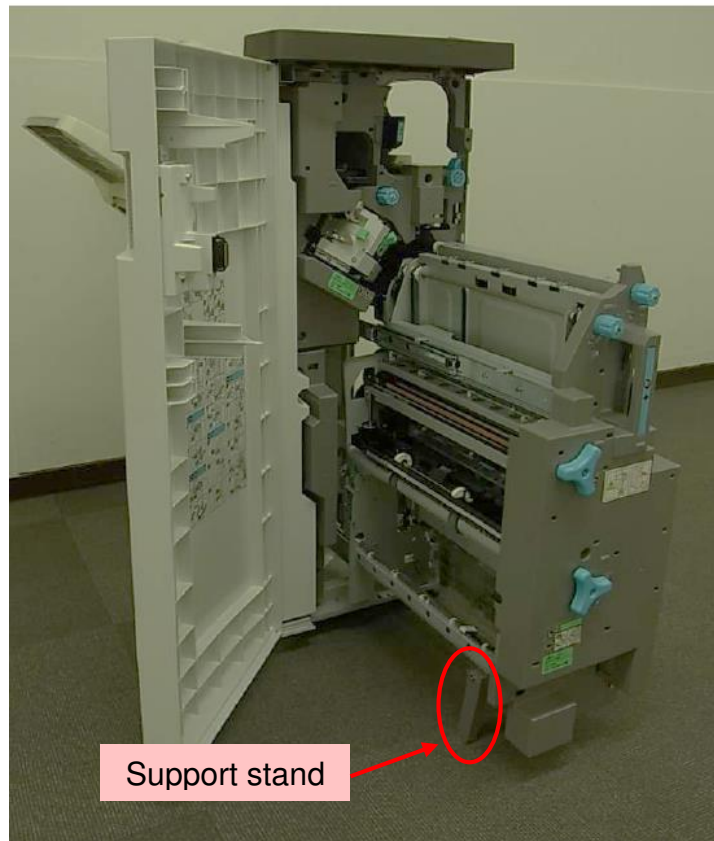
When installing the **Booklet Finisher SR3240** on a fragile surface (e.g., any kind of coated, metallic, tile, stone, or wooden floor or flooring), make sure to **attach a cushion sheet to the bottom of the support stands** of the saddle stitch unit.

Old P/N	New P/N	Description	Q'ty	Int	Set
-	D3CH3941	CUSHION:SADDLE STAPLER UNIT:PULL OUT:T1.0	1	-	-



Reason:

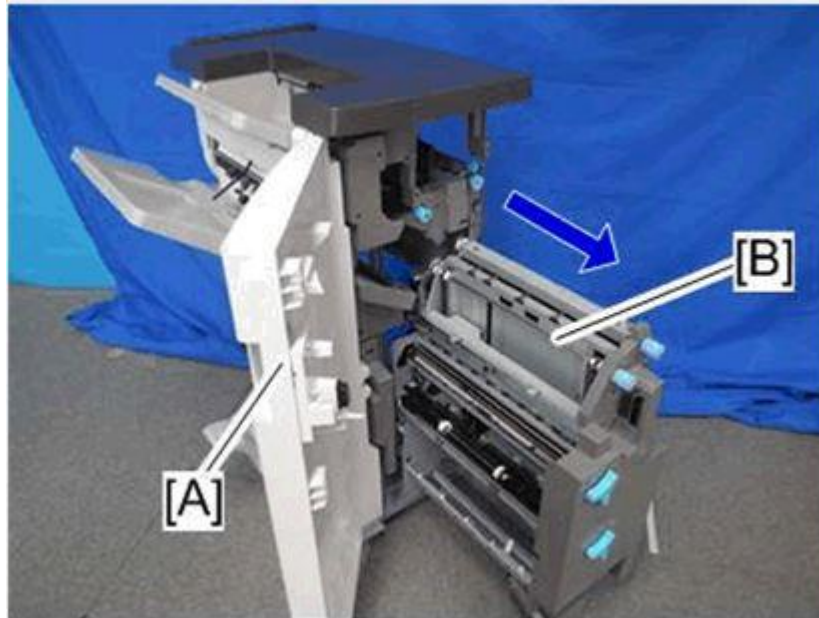
This is to avoid damaging the surface on which the finisher is installed, which can happen when the saddle stitch unit is opened. When the unit is opened, the edge of the support stand can sometimes scratch the installation surface.

**IMPORTANT:**

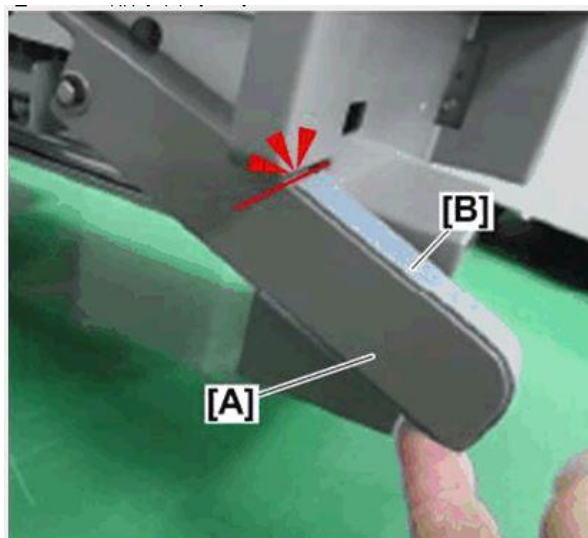
DO NOT attach the cushion if you are installing the finisher on a carpeted or cushioned floor. This is because the friction between this surface and the support stand (which happens over time as the unit is opened/closed) will expose the adhesive surface of the cushion.

Installation procedure

1. Open the Front Cover [A] and pull out the Saddle Stitch Unit [B].



2. Lift up the Support Stand [A] of the Saddle Stitch Unit, and push against the upper part. Then, attach the Cushion Sheet [B] while aligning the edge with the upper part.



Model: MET-C2cde		Date: 30-Nov-16	No.: RD242031
Subject: DO NOT install FAX firmware v04.00.00/05.00.00		Prepared by: Y. Taniguchi	
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 type="checkbox"/> Tier 2

Important Notice about GWFCU Firmware v04.00.00/05.00.00

- **DO NOT install** GWFCU firmware **v04.00.00** (D2425559E) or **v05.00.00** (D2425559F) on machines in the field.
- This is because these versions have the following firmware bug.

SYMPTOM

When attempting to send a folder, the memory is consumed and prevents the machine from receiving any documents for an extended period.

CAUSE

Bug with GWFCU firmware.

SOLUTION

In the case that GWFCU firmware have to be upgraded, install the latest version (v06.00.00 or newer).

Scheduled for release: 30th of Nov. 2016

Firmware Name	P/N	Version
GWFCU3.8-11	D2425559G	06.00.00

Model: MET-C2cde		Date: 30-Nov-16	No.: RD242032
Subject: Part of a FAX image is missing with Memory Unit Type M19		Prepared by: Y.Taniguchi	
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

Part of a fax image is missing when both of sending and receiving.

In rare cases, the machine stalls.

Note:

- This issue occurs only when the **Fax Memory Unit Type M19** is installed.
- The amount of the image that is missing depends on the timing of the communication error described below in **CAUSE**. All parts of the image from that point on will be missing.

CAUSE

A communication error occurs between the Fax Control Unit and Fax Memory Unit. This error occurs if the scattering and compatibility of their memories are not good.

SOLUTION

Production line

- Changed the value of the resistance on the Fax Memory Unit
- Changed to a different manufacturer of memory modules for the Fax Memory Unit
- The modification has been applied at the factory at Sep 2016.

In the field

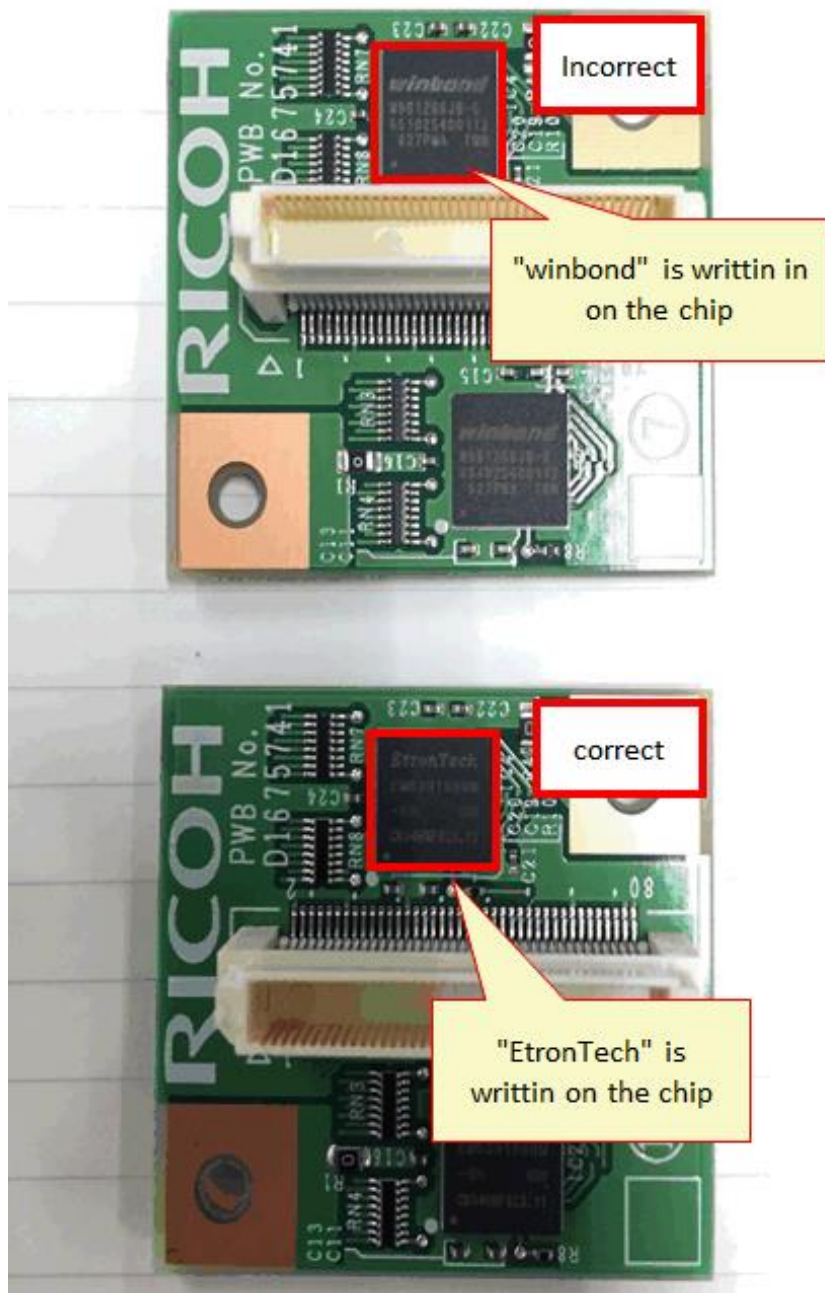
Replace the Fax Memory Unit with the modified one.

P/N	Description	Q'ty
D2429901	PCB:MEMORY BOARD:ASS'Y	1

Note:

How to identify if they are affected or not is the text on the chip on the Fax memory board, as shown in the photos below.

- Incorrect (affected) is the chip with "winbond" written on it.
- Correct (not affected) is the chip with "EtronTech" written on it.



Model: MET-C2cde	Date: 17-Jan-17	No.: RD242033a
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RTB Reissue

The item in ***bold italics*** were corrected.

Subject: Cannot send/receive faxes (Memory Full / Remain in the machine)		Prepared by: Y. Taniguchi	
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important

There are two independent problems about fax functions (“Memory reaches full” and “Document is waiting and remains in the machine”). They are not related directly but the symptoms and countermeasures is similar, so they are mentioned together in this RTB.

Problem 1: Memory reaches full

SYMPTOM

“FAX memory is reached limit” is displayed and the machine cannot receive or send faxes when all of the following conditions are met:

- 1) Forwarding is enabled.
- 2) The transmission destination type for Forwarding is set to [Folder].
- 3) HDD is installed.
- 4) A large document is received.

Note: This corresponds roughly to 320 A4-sized pages of a normal text document, or fewer pages in the case of images (Example: 6 A3-sized pages of a C4 color chart printed).

CAUSE

Under the conditions explained above, invalid data is received (copied) into fax memory. The machine cannot copy the data to the HDD (which is normal when using Forward to Folder), and continues to retry for up to 72 hours. As a result, the fax memory is locked during this time, and the machine cannot send or receive faxes.

SOLUTION

On the Production line

FCU Firmware is modified so that the default value of the third digit from the bottom of SP1-104-003 is “0”. The setting value means invalid data will not be stored in fax memory.

Problem 2: Document is waiting and remains in the machine**SYMPTOM**

Faxes that require internal communication with the HDD cannot be sent and remain in the machine, and the Transmission Failure Report is not printed out. Customers may be unaware of non-transmission.

Conditions:

- 1). Capturing Device Log function is enabled (Default: enable).*
- 2). Capturing Device Log accesses the HDD just as the machine switches to Sleep Mode.*
- 3). The fax is sent using a feature that requires internal communication with the HDD, i.e.:*

Preview Before Transmission

Remote Fax (either as the Main machine or Sub machine)

Sending the document stored in Document server

CAUSE

When the conditions 1) and 2) described above are met, the line of communication between the HDD and machine is locked and remains locked. Fax features that require internal communication with the HDD use this same line, which then prevents fax transmission.

SOLUTION**On the Production line**

FCU Firmware is modified to release the line of communication between the machine and the HDD under the conditions described above.

Model: MET-C2cde

Date: 17-Jan-17

No.: RD242033a

Important:

In the case of troubleshooting either problem, please do the following procedure in order to prevent both problems.

SOLUTION In the field

- 1) Update the GWFCU firmware to the following version or later:

Firmware Name	P/N	Version
GWFCU3.8-11	D2425559G	06.00.00

- 2) Set the **third digit from the bottom** of **FAX SP1-104-003** to “0” (“Delete invalid data”).

Note: This is because the SP value will not be changed if only the firmware is updated.
Only the default value is changed by the firmware update.

Model: MET-C2cde	Date: 02-Feb-17	No.: RD242034
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Subject: Firmware Release Note: Option IPDS		Prepared by: M. Kumagai	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
9.112	D3BC5712	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
9.112	1st Mass production

Model: MET-C2cde		Date: 10-Feb-17	No.: RD242037
Subject: Troubleshooting SC860-00		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC860-00 (HDD startup error) may occur if the machine main power is turned ON just after it is turned OFF (i.e. while the machine is still shutting down, the LCD is off, and the blue LED is blinking), followed by one or more of the SC errors listed below.

SC870-08 Address Book data error
 SC872-00 HDD mail reception error
 SC873-00 HDD mail reception error
 SC925-00 NetFile function error

Affected models: Met-C2abcdeyz/P2ce (D239/D240/D241/D242/243/D244/M0AL/M0AJ)

CAUSE

Firmware bug

SOLUTION

Production line:

The Cheetah System firmware was modified (re-boot timing was changed so that the SCs do not occur).

Firmware	Version	Program No.	Effective Date
Cheetah System	1.20	D2411420X	December 2016 production

In the field:

- Update the Cheetah System firmware to ver. 1.20 or later or Package to 8.00 or later.

Firmware	Version	Program No.	Effective Date
Package (All)	8.00	D2425506L	December 2016 production

Model: MET-C2cde		Date: 3-Feb-17	No.: RD242035
Subject: Troubleshooting SC324-01/SC324-05, Tips for installing a new PCDU or a new development unit		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC324-01 (Development motor: Bk: Lock)

SC324-05 (Development motor: CMY: Lock)

CAUSE

As one of the reasons that cause this symptom, the development unit was stored/transported in a position prior to its installation. This causes developer to accumulate on the gears at either end of the unit, disabling proper rotation of the development roller.

SOLUTION

At the front side of the unit, rotate the white gears (circled in red), to agitate the developer.

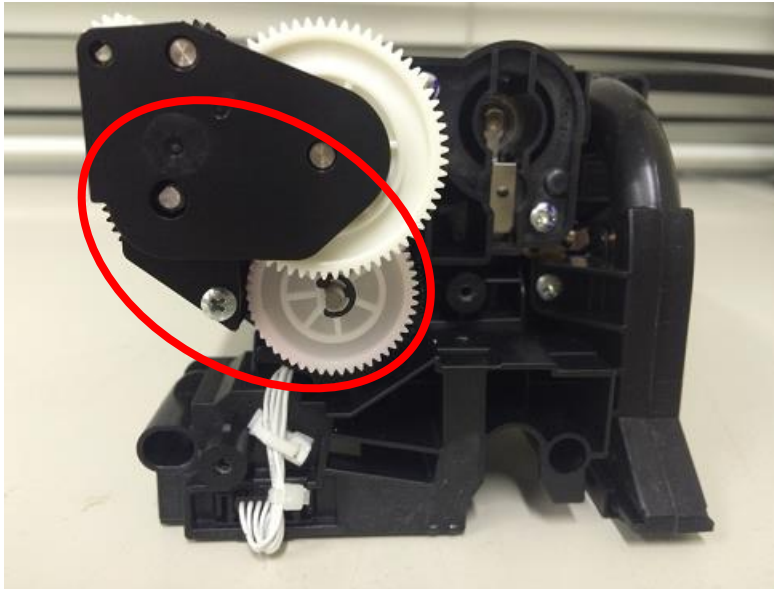
For Metis-C1abcdeyzk and Metis-C2abcdeyz



Model: MET-C2cde

Date: 3-Feb-17

No.: RD242035

For Metis-P2ce

Note: For Metis-P2ce, the PCDU front cover needs to be released before rotating the gears.



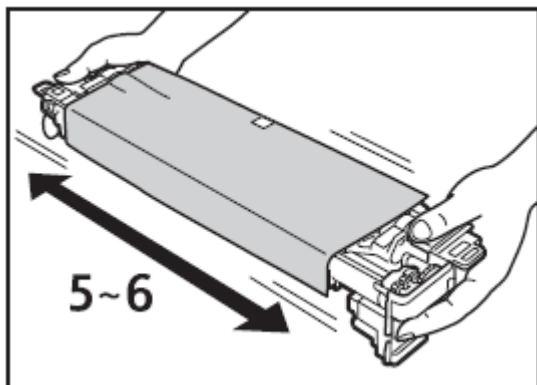
Model: MET-C2cde

Date: 3-Feb-17

No.: RD242035

Preventive measure**When installing a PCDU or a development unit**

When installing a new PCDU or a new development unit, take out the unit from the package and shake it 5 or 6 times horizontally. This will reduce the chances of SC324-01 and SC324-05.



Model: Metis-C2cde		Date: 2-Feb-17	No.: RD242036
Subject: New bottom right cover		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

PROBLEM

Small insects may get inside the machine from the open space at the bottom right.



Model: Metis-C2cde

Date: 2-Feb-17

No.: RD242036

SOLUTION

Procure and install the cover [A] below.

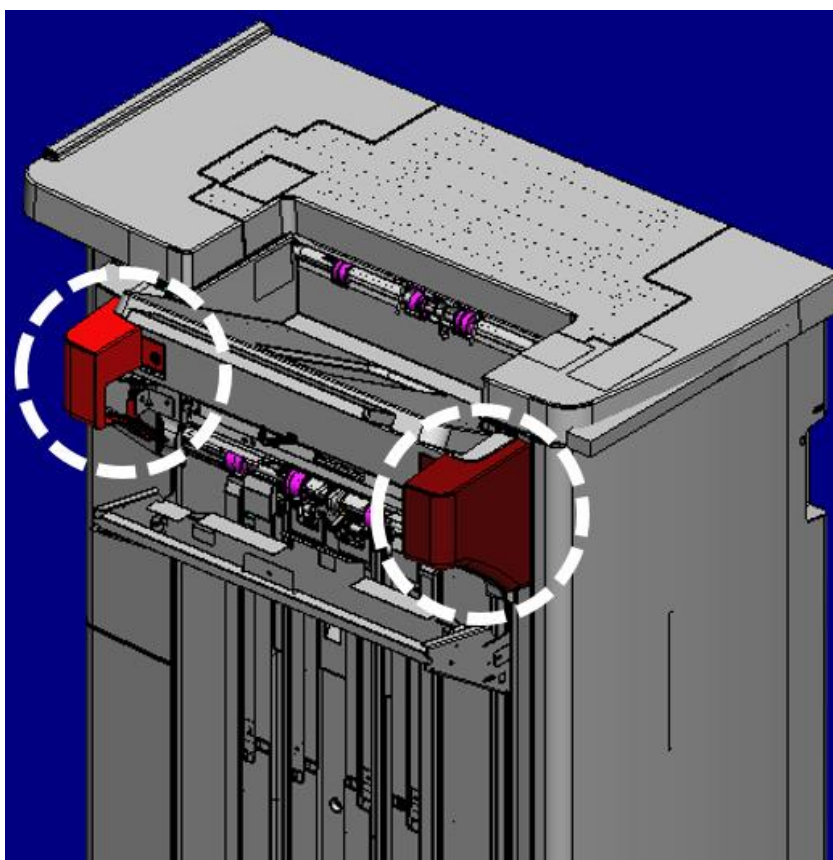
No	Part Number	Description	Qty
1	D1491268	COVER:RIGHT:LOWER	1



Model: Met-C2cde		Date: 10-Feb-17	No.: RD242038
Subject: Trouble shooting SC720-83 / Important notice during finisher installation		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" 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 checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

IMPORTANT NOTICE DURING INSTALLATION

Do NOT take hold of the guide cover highlighted in RED when installing the finisher (SR3230/SR3240).



SYMPTOM

SC720-83 occurs due to breakage of the guide cover.

CAUSE

Breakage of the hook of COVER: GUIDE: INNER BACK circled in RED. (Fig.1)

The broken piece drops into the clearance between the paper guide (GUIDE: PAPER: REAR: ASS'Y) and the exterior cover (COVER: PAPER: GUIDE) circled in YELLOW. (Fig.2)

This prevents the paper guide from returning to the home position.

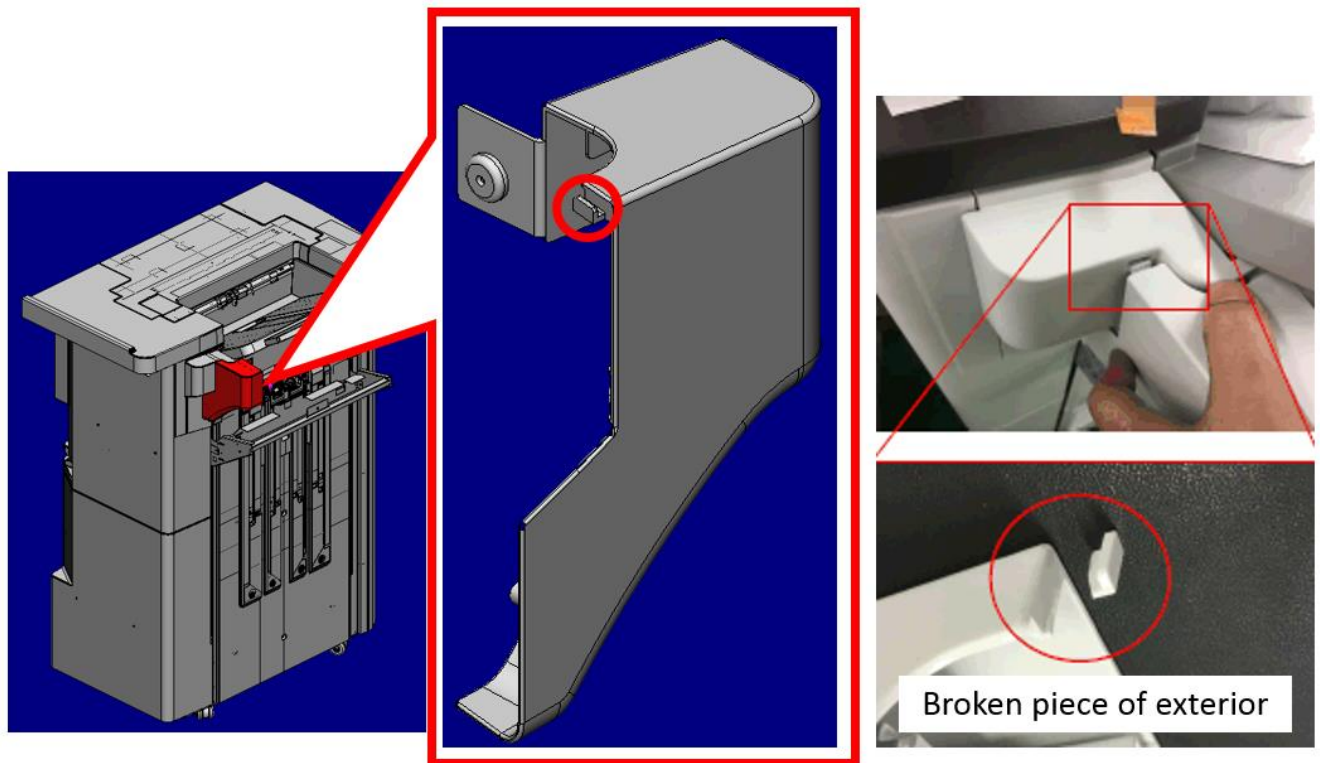


Fig.1

Model: Met-C2cde

Date: 10-Feb-17

No.: RD242038

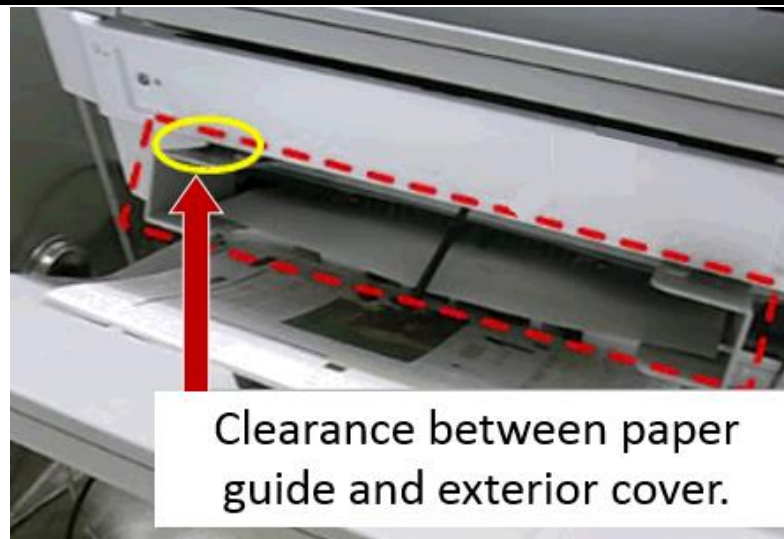
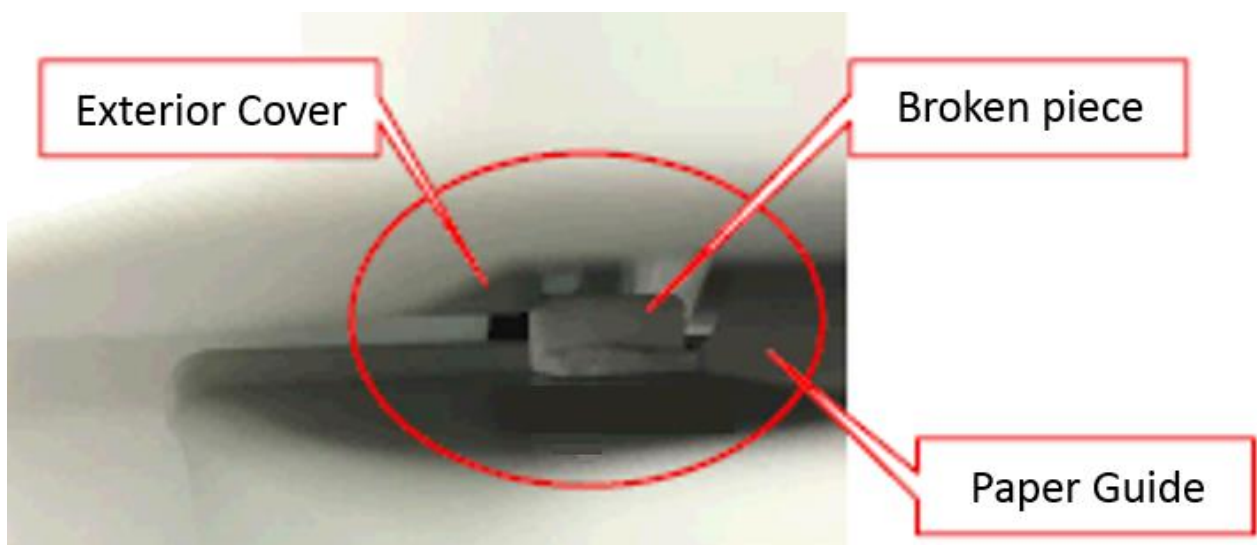


Fig.2

PROPOSED ACTION in MIF

Check the clearance between the paper guide (GUIDE: PAPER: REAR: ASS'Y) and the exterior cover (COVER: PAPER: GUIDE) to see if there is a broken piece.



Note:

RCL are going to modify the guide cover to reinforce the hook of the cover.

Modification date: TBA

Reissued: 7-Mar-17

Model: Met-C2cde	Date: 21-Feb-17	No.: RD242039a
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RTB Reissue

The item in ***bold italics*** were corrected.

Subject: DO NOT install CheetahSystem firmware v1.21 and package all contain cheetah system		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 Cheatah System v1.21 and package_ALL containing CheetahSystem v1.21

DO NOT install Cheatah System v1.21 and package_ALL containing CheetahSystem v1.21 on machines in the field.

This is because these versions have the following firmware bug.

Note: These versions are no longer released/available.

SYMPTOM

Some Smart SDK applications for only RHQ get deleted with CheetahSystem v1.21.

Note:

1. If this symptom occurs, you cannot reinstall the Smart SDK application.
2. ***This problem only occurs if a non-standard application is loaded. MFPs loaded with standard / factory apps are not affected***

Affected models: Met-C2abcdeyz, Met-P2, Gr-C2/C3, Brz-MF1, Ch-C2, Cor-C1.5, Lef-C1, Mt-C6

CAUSE

Bug in the SDK application for RHQ.

Details:

The cause is a combination of a side effect of V1.21 and a SDK application's manifest file.

The production signature of the smart SDK application is not correct in RHQ regions.

The manifest file for the development still remained in the application.

On the other hand, the Cheetah system contains the bata signification function that deletes expired applications since version 1.21.

Therefore this application is un-installed by the bata signification function.

Reissued: 7-Mar-17

Model: Met-C2cde	Date: 21-Feb-17	No.: RD242039a
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SOLUTION

Do one of the following:

- Install a newer Cheetah System firmware version (v1.22).
Scheduled for release: Early March, 2017
- Install a newer package firmware version.
Scheduled for release: The end of March, 2017
- Install an older Cheetah System firmware version or older package firmware.

Model: MET-C2cde		Date: 21-Jan-17	No.: RD242043
Subject: SDK application (CAP/ELP/SLNX/GSNX/etc.) behavior is incorrect		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

The following may occur:

- Cannot log in
- Cannot scan
- Cannot print
- An error message appears

NOTE:

- This occurs when using the following SDK apps, both the Standard (Compatibility Mode) and SOP Optimized (Hybrid Mode) versions.
 - Card Authentication Package v1/v2
 - Enhancement Locked Print NX v1/v2
 - GlobalScan NX v1/v2
 - RICOH Scan CX
 - Flex Release CX
 - RICOH Streamline NX ("SLNX") v1/v2
- This occurs most frequently when using SLNX apps.

Affected models:

Met-C2cde (D241/D242/D243)

CAUSE

Firmware bug (See firmware listed below).

Note: The most common bug is an internal error with the JAVA VM firmware.

SOLUTION

If the symptom occurs, update the package and VM firmware to the versions listed below or newer.

Firmware type	Program No.	Version
Package all	D2425506J	7.00
JAVA VM	D2415579L	12.45.00

UPDATE PROCEDURE

If the specific conditions are met, it is necessary to use a specific installation procedure.

Conditions:

Old SLNX embedded applications have been installed with a Java VM version with bugs. Affected versions

Model: MET-C2cde

Date: 21-Jan-17

No.: RD242043

are described in "From" or newer or older than "Before".

	Model	Affected version	
GW+		From	Before
11A	AP-C3	10.25	10.26
	AT-C3	10.25	10.26
	MT-C5	10.25	10.26
	AL-C2	10.25	10.26
	MO-C1	10.25	10.26
12S	GR-C1	10.25	10.26
	S-C5	10.25	10.26
	AL-P2	10.25	10.26
	AP-P3	10.25	10.26
12A	K-C4	10.25	10.26
	Ti-P1	11.33	11.37
	MET-C1 xyz	11.34	11.37
	MET-C1 ab	11.34	11.37
	MET-C1 cde	11.34	11.37
	BR-C1	11.33	11.37
13S	Gim-MF1	11.33	11.37
	Da-P1	11.33	11.37
	Gim-P1	11.33	11.37
13A	Z-C2	12.39	12.46
14S	Cor-C1 cdefgh	12.39	12.46
	BE-C2	12.37	12.46
	Z-P2	12.39	12.46
15S	MET-C2ab	12.35	12.45
	MET-C2cde	12.35	12.45
	MET-C2yz	12.35	12.45
	MET-P2	12.39	12.43
	GR-C2	12.36	12.47
	LE-C1	12.36	12.47
	MD-P3	12.39	12.43
	Brz-P1	12.39	12.43
15A	MO-C2	12.40	12.45
16S	MT-C6	12.38	12.45
	Cor-C1.5	12.38	12.45
	GR-C3	12.41	12.45

Installation procedure:

This procedure is required regardless of product and product version if the target device meets the conditions in the table above.

1. Install the firmware package.
2. Install the CVM package.
3. Overwrite install (DSDK application).
4. Uninstall (DSDK application).
5. Install applications (DSDK application).

Model: MET-C2cde		Date: 23-Feb-17	No.: RD242041
Subject: FSM correction - SMC list card save function		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

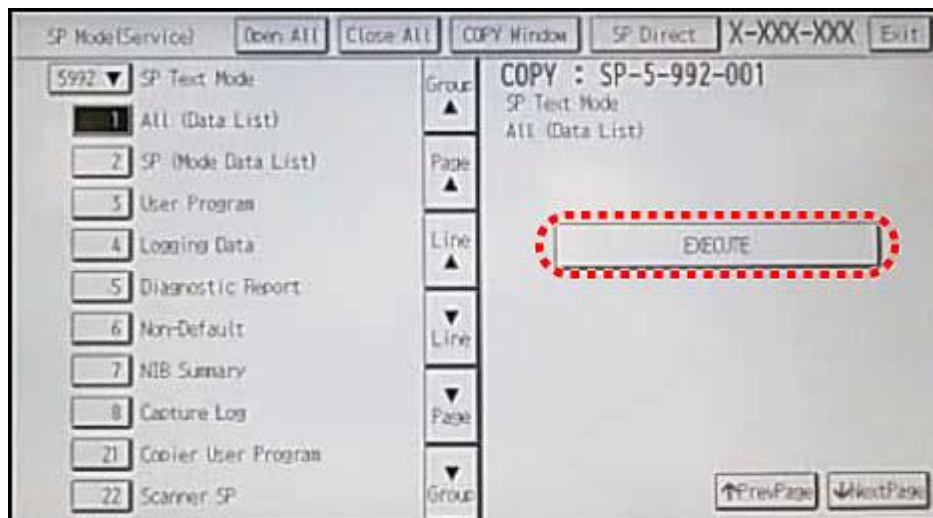
The two areas shown in **bold** were corrected.

Affected models: D238 / D239 / D240 / D241 / D242 / D243 / D244/ M0AJ / M0AL

Service Manual

Top Page > Main Chapters > System Maintenance > SMC List Card Save Function > Procedure

1. Turn the main power OFF/ON.
2. **Access SP mode**
3. **Insert the SD card into the slot on the operation panel.**
4. Select "System SP".



d1440127

5. Select SP5-992-001 (SP Text Mode).
6. Select a detail SP number shown below to save data on the SD card.
SP5-992-xxx (SP Text Mode).

Model: Met-C2cde		Date: 21-Feb-17	No.: RD242042
Subject: Important note about machine installation		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> 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 checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

IMPORTANT NOTE ABOUT MACHINE INSTALLATION

- Make sure to do the following when installing the machine:
 Hold the grip of the right rear cover as shown in **Fig. 2 (CORRECT)**.
 Insert your fingers **all the way up and inside the grip**.
- If you do not, the right cover will break, as shown in Fig. 4.

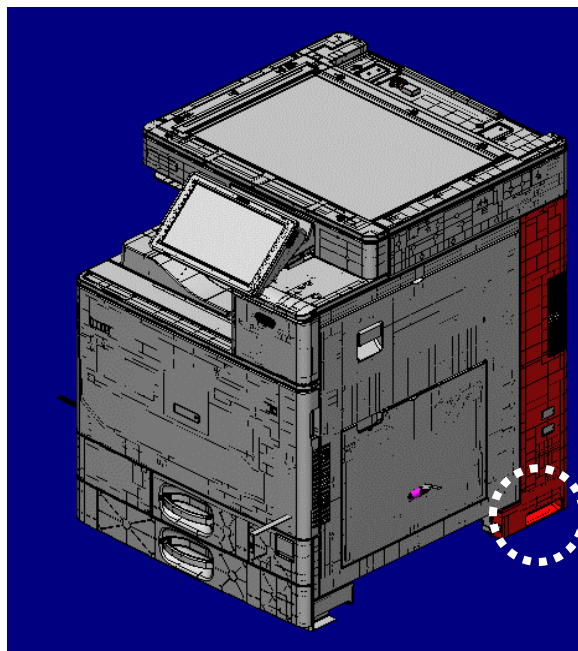


Figure1 right rear cover

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242042



Figure.2 Correct



Figure.3 Incorrect



Figure.4 Broken right rear cover

Model: MET-C2cde		Date: 24-Feb-17	No.: RD242044
Subject: Field Service Manual correction -specification		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SERVICE MANUAL REVISION

The descriptions in **bold** were added.

Top Page > Appendices > Specifications > Machine Specifications > General Specifications

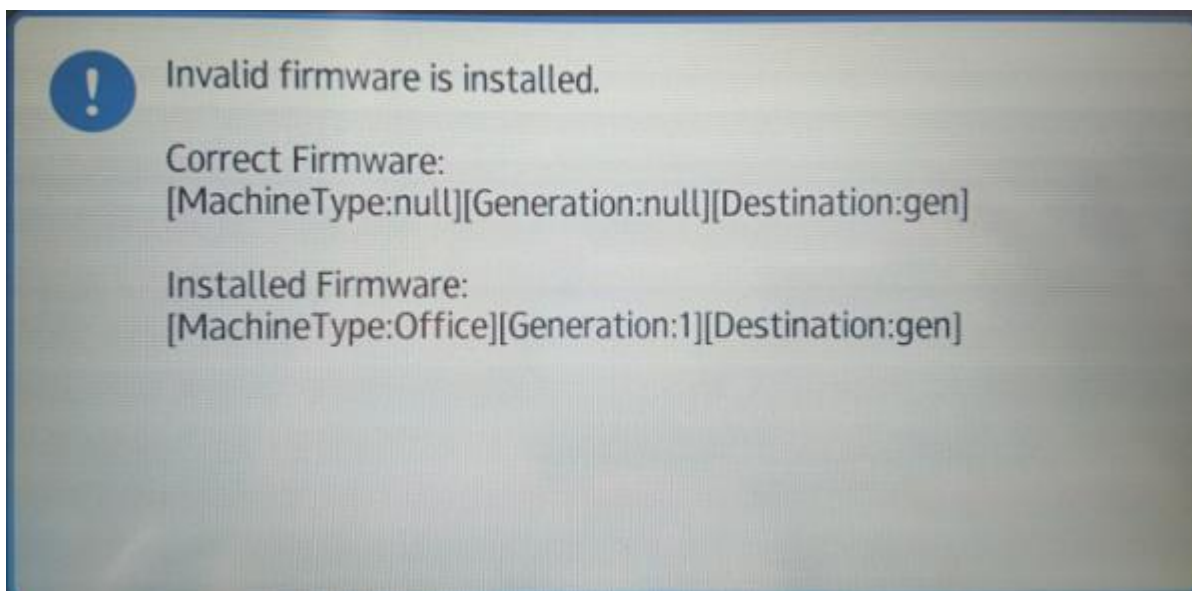
Item	Spec.
Magnification margin of error	Engine Main-scan direction: +/-0.5% Sub-scan direction: +/-0.5% Copy Main-scan direction: +/-0.8% Sub-scan direction: +/-1.0%

Model: MET-C2cde		Date: 14-Mar-17	No.: RD242046
Subject: The Caution is displayed at the machine installation		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The following error is displayed at machine installation.

Affected models: Met-C2abcdeyzP2ce
(D238/D239/D240/D241/D242/D243/D244/M0AL/M0AM)



CAUSE

Corruption of the program files in the operation panel control chip.

Note: There is no damage to the hardware.

SOLUTION

If the symptom occurs, do the following:

1. Turn the machine main power OFF, and then remove the power cord from the outlet.
2. Press the machine main power button.

Note: The blue LED (upper right) on the operation panel will light for a moment.

3. Reinsert the power cord into the outlet.
4. Press the main power button while holding down the [EX1] and [EX3] keys.
Note: This is in order to access Recovery mode.
5. When the blue screen is displayed, hold down the [EX1] and [EX2] keys for four seconds.
6. Once you enter Recovery mode,
 - Press the [EX2] key four times, and then
 - Move the cursor over to “Wipe free area partition”, and then
 - Press the [EX3] key to execute the wipe of the free area partition.
7. Once the “Free area partition wipe complete” message is displayed in the lower left of the LCD,
 - Move the cursor over to “Reboot system now”, and then
 - Press the [EX3] key to execute the reboot.

Reissued:15-Mar-17

Model: MET-C2cde	Date: 7-Mar-17	No.: RD242045a
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RTB Reissue

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

Subject: Troubleshooting: FSM correction - SC672-00 to 13		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The following occur:

SC672-00	Communication error between operation panel and CTL after machine is powered on.
SC672-10	Communication error (receive) between operation panel and CTL after machine is powered on.
SC672-11	Communication error (send) between operation panel and CTL after machine is powered on.
SC672-12	Communication error between operation panel and CTL after normal start-up.
SC672-13	Communication error between operation panel and CTL after normal start-up; Operation panel not detected.

Note:

- SC672 does not appear on the SMC report, as it is not logged.
- The Smart Operation Panel communicates with the controller via a USB cable and IPU. SC672 is triggered when the panel cannot communicate with the controller.

CAUSE

Possible causes of SC672-XX include:

- USB communication path failure (USB cable, IPU)
- Controller board boot up error and/or operation panel boot up error due to abnormal break in operations of controller board.

Possible causes of operation panel cannot light include:

- USB communication path failure (USB cable, IPU)
- Operation panel cannot communicate with controller board due to controller board boot-up error

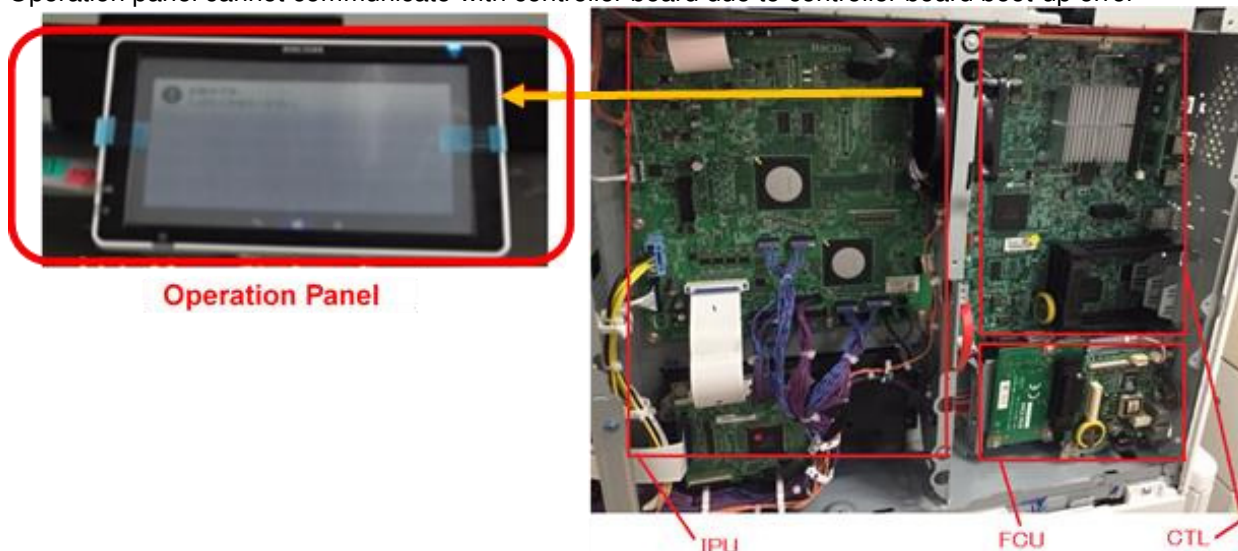


Figure 1: Operation panel, IPU and Controller / FCU

Reissued:15-Mar-17

Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

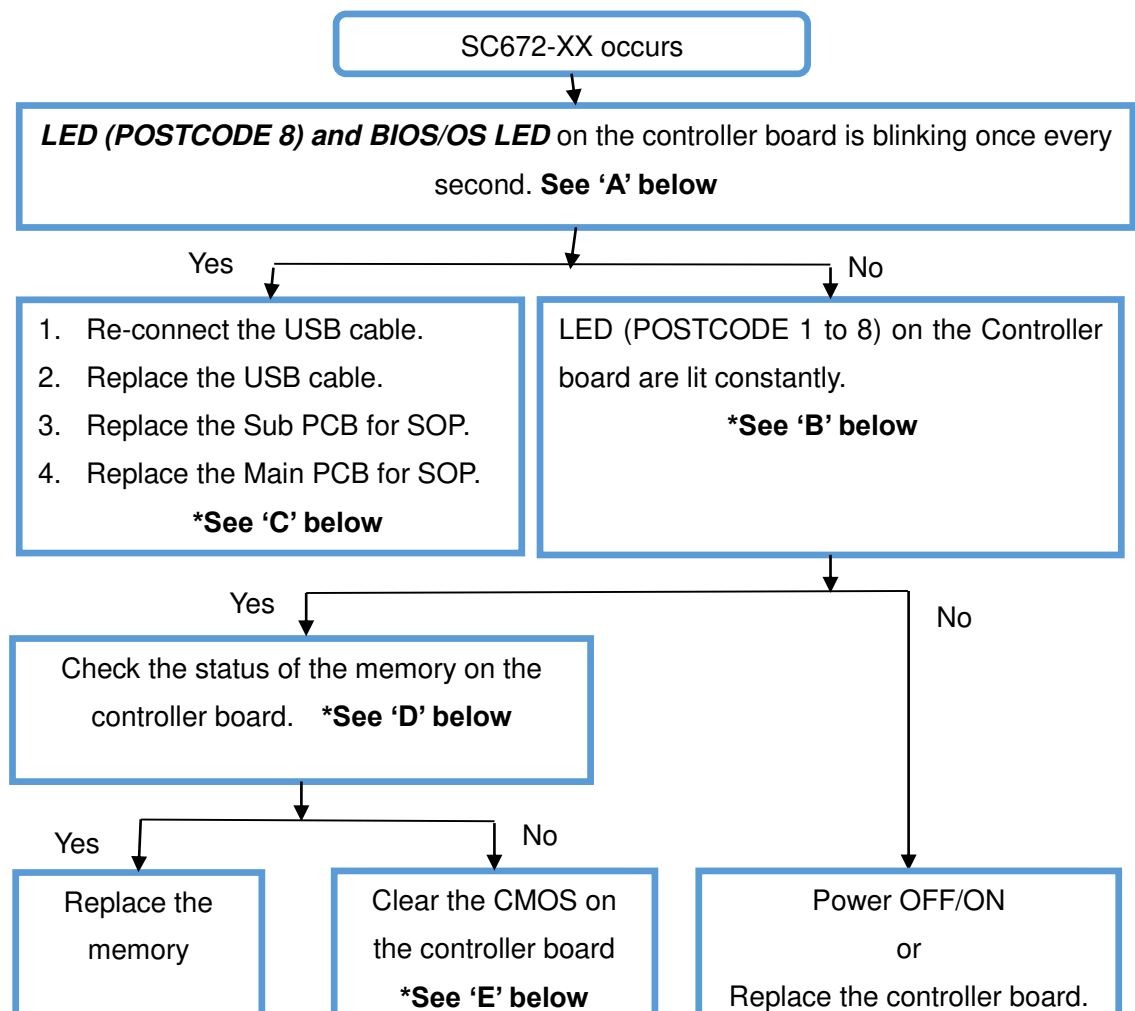
SOLUTION

Do the following.

1. Turn the machine power OFF/ON.
2. Do the action in the **flowchart below** to determine the cause and best course of action when SC672-XX occurs.

Important: If the SC recurs after you do the action in this flowchart, do the following.

- If SC819 (cache error) appears in the SC history, replace the controller board.
- If SC991 (SCS: scs time count level c') appears in the SC history, replace the controller board and USB cable.

Flowchart to determine parts to replace when SC672-XX occurs


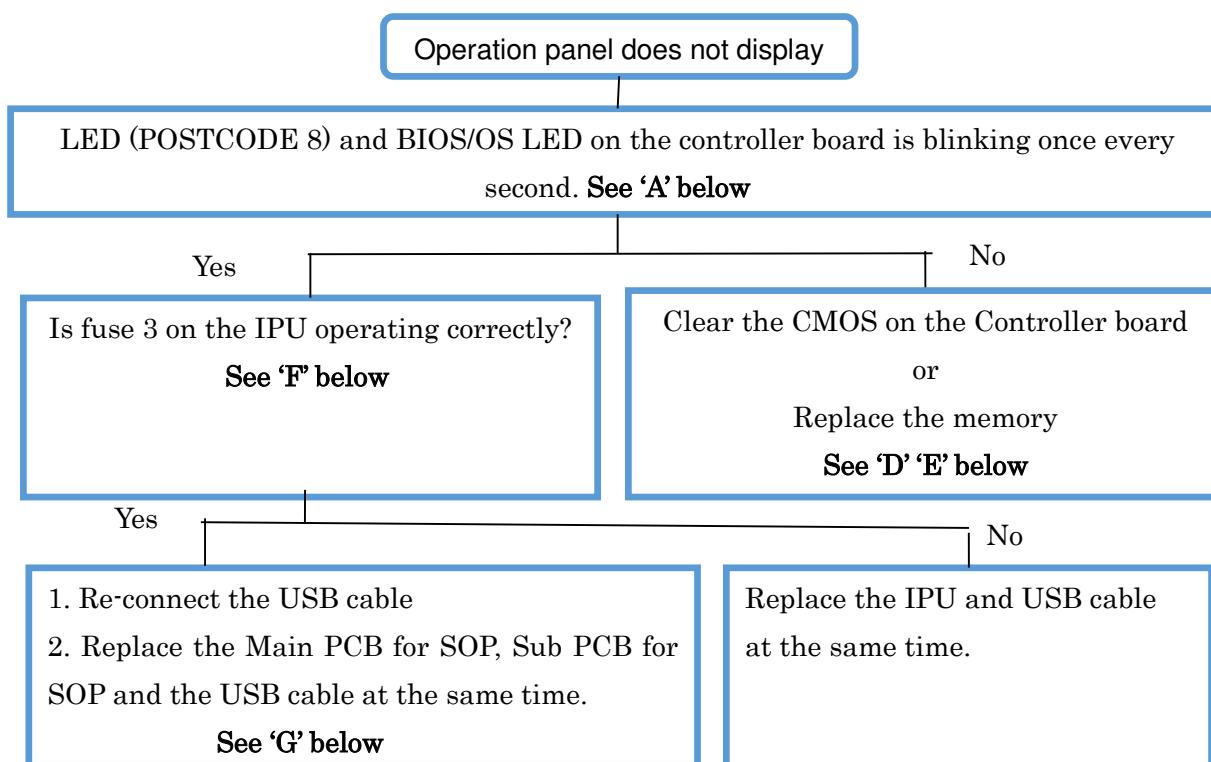
Reissued:15-Mar-17

Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

Parts	How to determine the cause
USB cable	LEDs on the controller board blinks once every second
<i>Main PCB for SOP, Sub PCB for SOP</i> <i>*See 'G' below</i>	LEDs on the controller board blinks once every second
CTL	LEDs on the controller board are lit constantly
Memory	LEDs on the controller board are lit constantly

Flowchart to determine parts to replace when no display on operation panel


Parts	How to determine the cause
USB cable	LEDs on the controller board blink once every second
<i>Main PCB for SOP, Sub PCB for SOP</i>	LEDs on the controller board blink once every second
IPU	Fuse 3 on the IPU
CTL	LEDs on the controller board do not blink
Memory	LEDs on the controller board do not blink

Reissued:15-Mar-17

Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

[A]: LEDs on the controller board

Check the condition (lit, off, blinking) of the LEDs on the CTL.

Normal situation: POSTCODE LED 8 and BIOS/OS LED blink once every second.

Note: The LEDs remain lit or are off when there is a problem with the CPU.

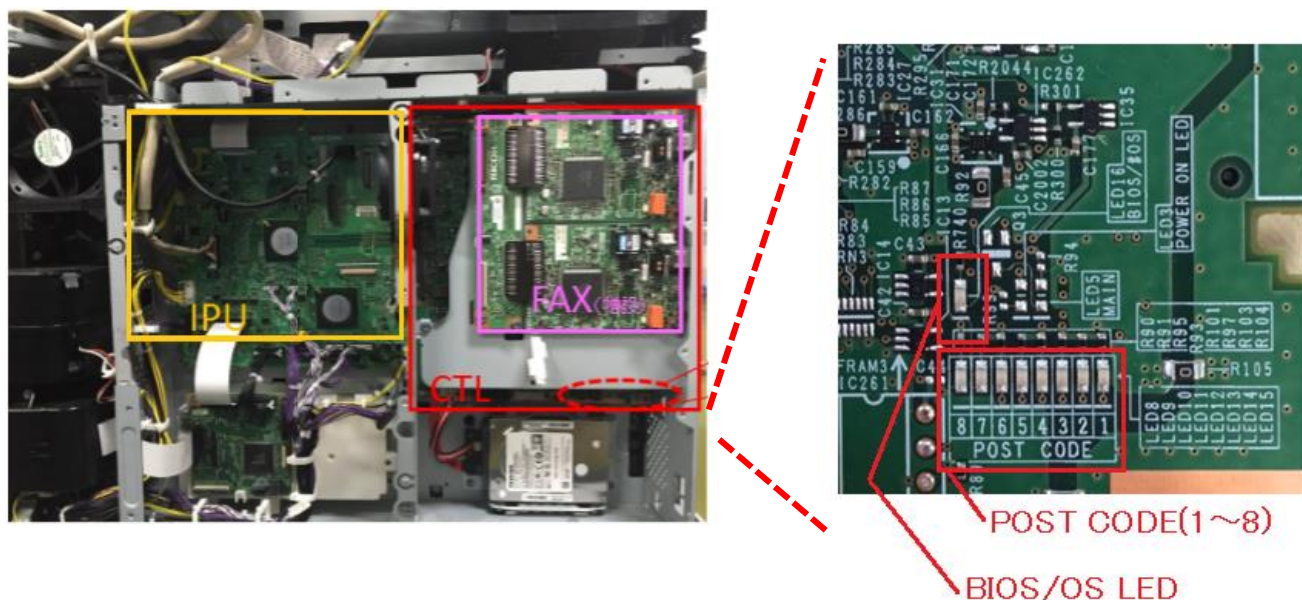


Figure 2: LED / POSTCODE AREA on the CTL

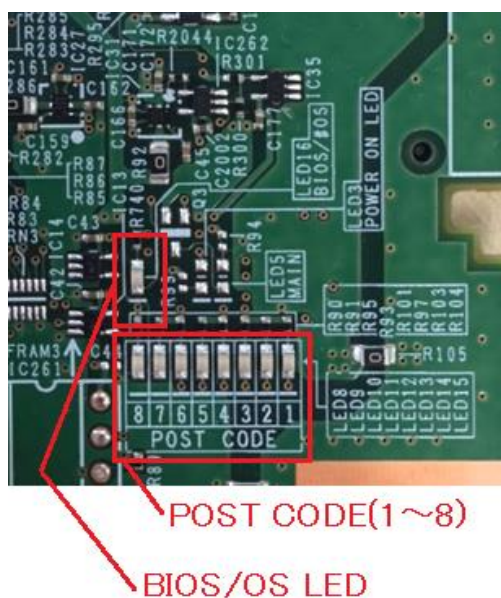


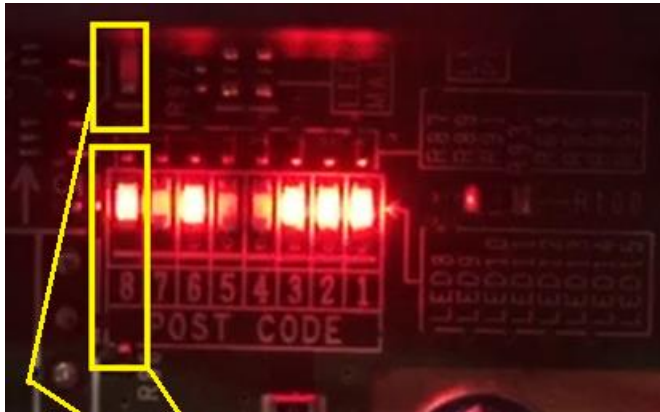
Figure 3: POST CODE LEDs 1 to 8 and BIOS/OS LED on the CTL

Reissued:15-Mar-17

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No.: RD242045a



POST CODE_8 Blinking
LED (BIOS/OS LED) Blinking

Figure 4: Normal situation: POSTCODE LED 8 and BIOS LED blink once every second

No.	Note
LED	<p>For CPU</p> <ul style="list-style-type: none"> - POSTCODE 8 and LED(Bios/OS LED) blink when the CPU is operating normally. - POSTCODE 8 and LED(Bios/OS LED) remain lit or off when there is a problem with the CPU.

[B]: Abnormal mode: LEDs on the controller board



Figure 5: LEDs 1 to 8 are lit constantly

No.	Note
POSTCODE 1-8	<p>1. For self-diagnosis code (BIOS).</p> <p>2. After the BIOS starts up, LEDs 4,5,7 turn off and LEDs 1,2,3 ,6 turn on and LED 8 blinks. LED 8 remains lit or off when there is a problem with the CPU.</p> <p>Note: When a DIMM connection failure, defective CMOS, or defective BIOS occurs, postcode LEDs 1-8 are lit constantly.</p>
BIOS/OS LED	<ul style="list-style-type: none"> - LED is lit when the BIOS is running. - LED blinks when the OS is running.

Reissued:15-Mar-17

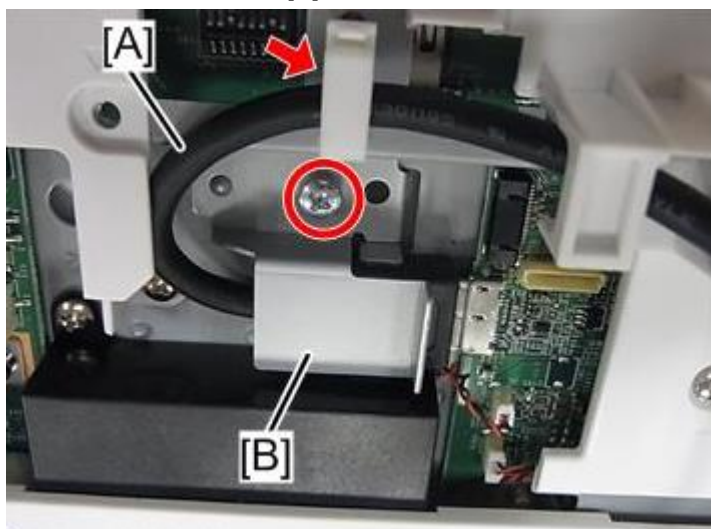
Model: MET-C2cde

Date: 7-Mar-17

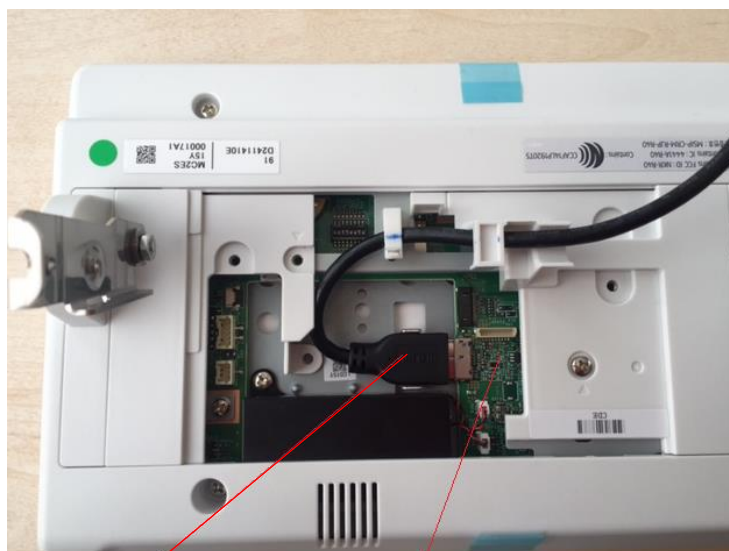
No.: RD242045a

[C]: Reconnecting and replacing the USB cable

1. Release the clamp, and then make the cable straight [A].
2. Remove the bracket [B].



3. Re-connect the USB cable between IPU board and operation panel.



PCB:SUB:PROGRAM:ASS'Y

CABLE: OPERATION SUB-UNIT:USB3.0

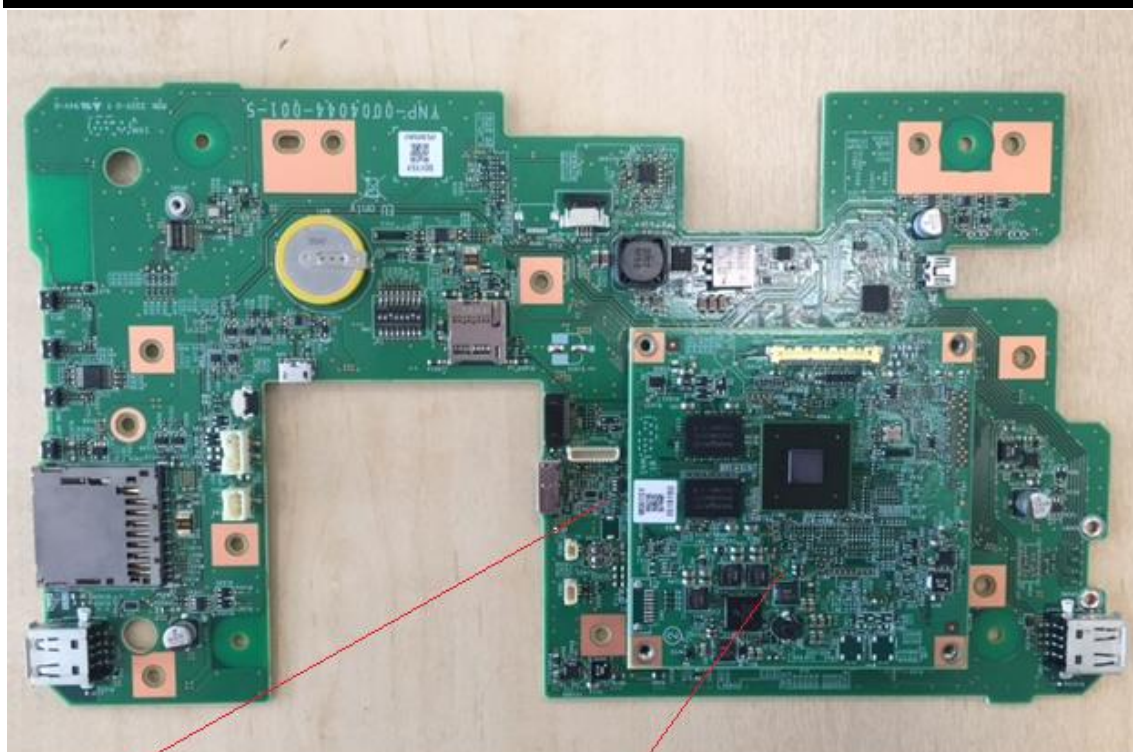
Figure 6: USB connector (Operation panel)

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Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a



PCB:SUB:PROGRAM:ASS'Y

PCB:MAIN:PROGRAM:ASS'Y

Figure 7: PCB for the operation panel



Figure 8: USB connector (IPU)

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Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

[D]: Replacing the Memory

1. Turn the machine power OFF.
2. Attach the memory on the controller board as shown (in a vertical orientation).

**Figure 9: Memory (CTL)**

3. Lock the hook.

**Figure 10: Memory (CTL) and hook**

Reissued:15-Mar-17

Model: MET-C2cde

Date: 7-Mar-17

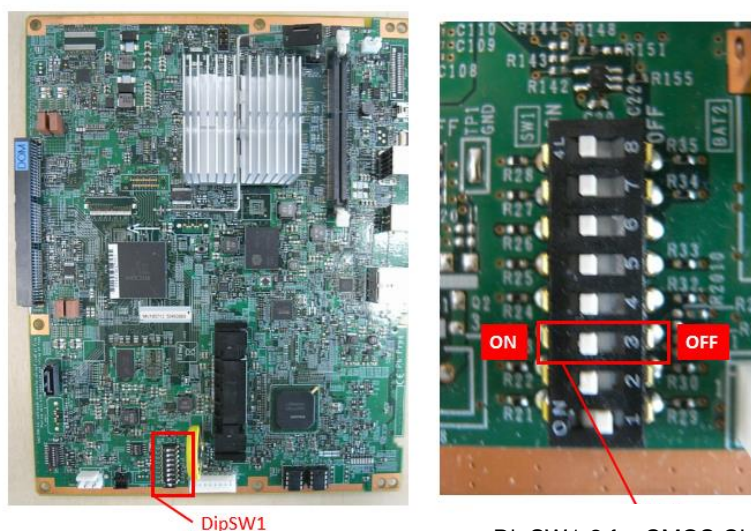
No.: RD242045a

[E]: CMOS clear

Note: "CMOS clear" is to clear the initial settings in the CPU on CTL

1. Turn the machine power OFF.
2. Turn Dip switch 1-3 turn ON for 10 seconds
3. Turn Dip switch 1-3 turn OFF
4. Turn the machine power ON.

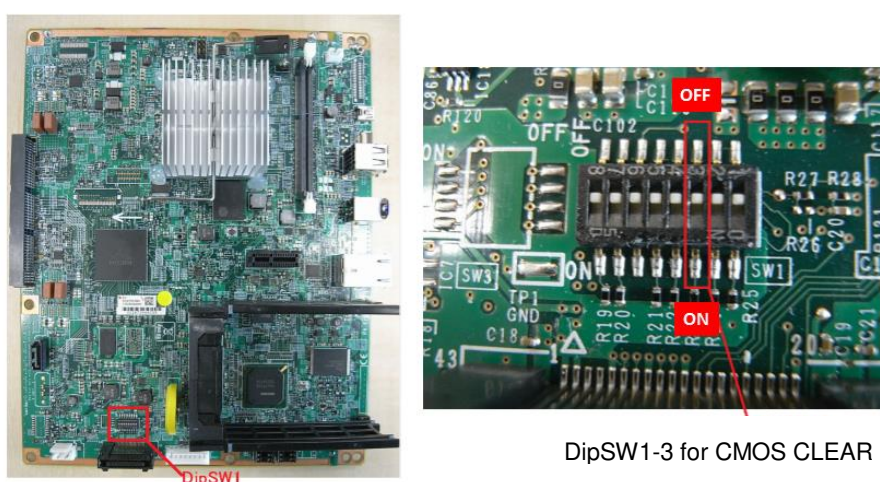
-Applicable models: MP C2004/2504/3004/3504



DipSW1-3 for CMOS CLEAR

Figure 11: Dip switch (CTL) for MP C2004/2504/3004/3504/

-Applicable models: MP C4504/5504/6004, SP C840/842



DipSW1-3 for CMOS CLEAR

Figure 12: Dip switch (CTL) for MPC MP C4504/5504/6004

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Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

[F]: Fuse on the IPU

Check fuse 3 on the IPU is operating correctly.



Figure 13: Fuse on the IPU

[G]: Replacing the USB cable and the operation panel

For details about replacing the USB cable, refer to USB Cable/Harness.

Note:

If the symptom is not resolved, escalate the issue using the normal process, together with the following information for further investigation.

- SC sub code (SC672-00 or 13)
- Date/time of problem occurrence
- Debug logs (Controller, Engine, Operation panel)
- Factor(s) that trigger the problem (for example: SC672-11 occurred 3 minutes after tuning ON the main power switch.)
- Occurrence frequency (for example: One out of ten times when turning ON the main power switch)
- Parts replaced
- Date/time when parts were replaced

Reissued:15-Mar-17

Model: MET-C2cde

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No.: RD242045a

1. Remove the paper exit tray [A].



2. Remove the left upper cover [A] (screws x 1)



3. Remove the left rear cover [A] (screws x 2)



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



Reissued:15-Mar-17

Model: MET-C2cde

Date: 7-Mar-17

No.: RD242045a

5. Remove the rear cover [A] (screws x4)



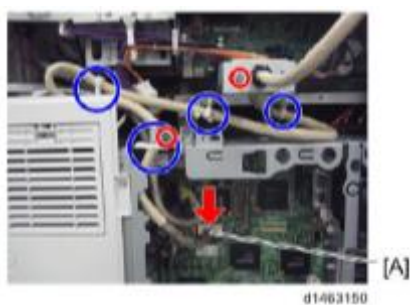
6. Remove the scanner rear cover [A] (screws x 3)



7. Remove the scanner rear cover (small) [A] (screws x 2)



8. Remove the I/F cable [A] (screws x 2, harnesses x 1, clamps x 1)



Reissued:15-Mar-17

Model: MET-C2cde

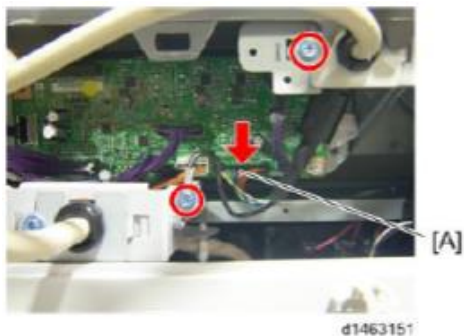
Date: 7-Mar-17

No.: RD242045a

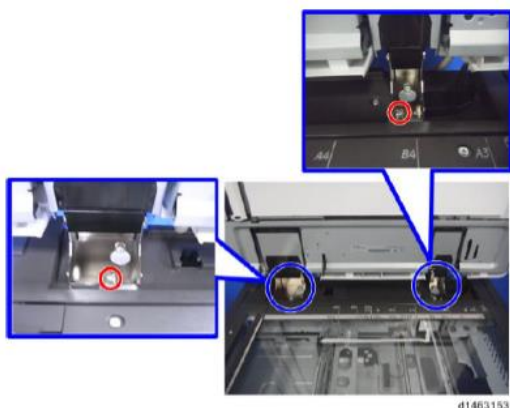
9. Remove the CIS cable [A].

SPDF (screws x 2, harnesses x1)

ARDF (screws x 2, harnesses x1)



10. Remove the ADF (screws x 2)



Important: When you re-attach the ARDF later, make sure to attach the right hinge screw on the left side.

11. Remove the scanner right cover [A] (screws x 1)



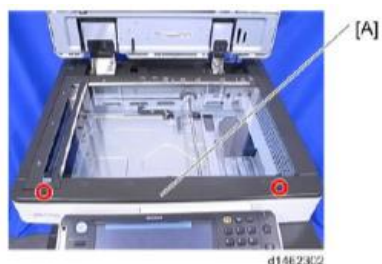
Reissued:15-Mar-17

Model: MET-C2cde

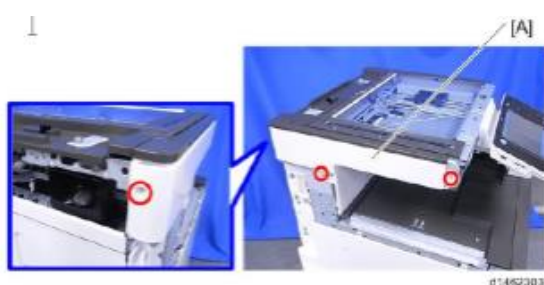
Date: 7-Mar-17

No.: RD242045a

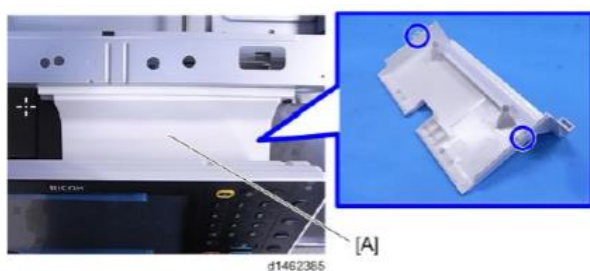
12. Remove the scanner front cover [A] (screws x 2)



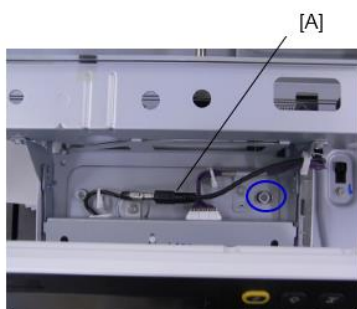
13. Remove the scanner left cover [A] (screws x 2)



14. Remove the operation panel upper cover [A].



15. Remove the USB cable connector [A] (screws x1, clamps x2)



Reissued:15-Mar-17

Model: MET-C2cde

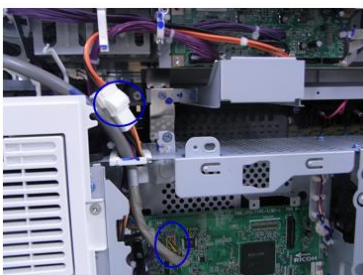
Date: 7-Mar-17

No.: RD242045a

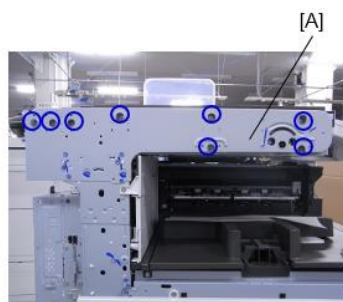
16. Remove the two screws.



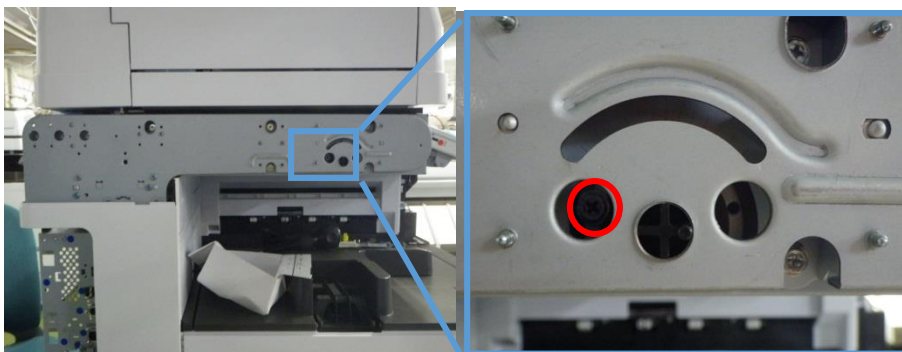
17. Remove the two connectors.



18. Remove the scanner unit [A] (screws x 11)

**Important:**

Never loosen or remove the following screw when you remove or re-attach the unit. This is because this screw fixes the scanner cam in place. If the position of the scanner cam changes, the scanner will be misaligned. This will result in image skew and other image alignment issues.



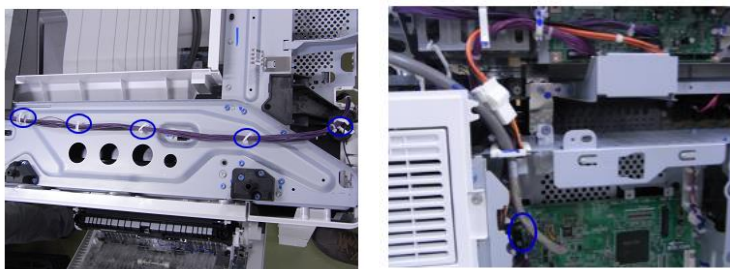
Reissued:15-Mar-17

Model: MET-C2cde

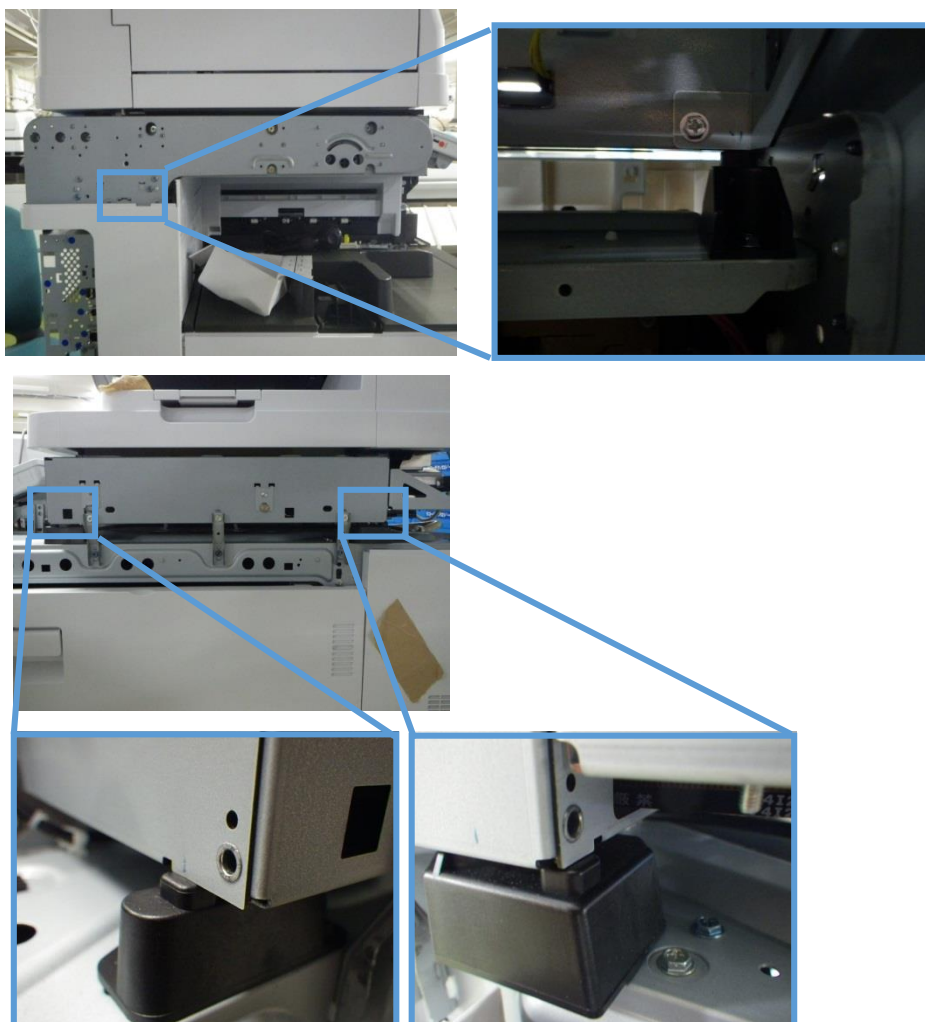
Date: 7-Mar-17

No.: RD242045a

19. Remove the USB cable (clamp x5)

**Important**

Make sure that there is no space between the machine frame and the following three areas of the scanner unit when you re-attach the scanner unit.



Model: MET-C2cde		Date: 30-Mar-17	No.: RD242047
Subject: Manual correction - Caution note on Anti-Condition Heater Installation		Prepared by: T Kiyohara	
From: 1st MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Please add the following caution note in the field service manual in section:
Main Chapters > Installation > Anti-Condensation Heater for Paper Feed Trays

Parts number	Parts description
D2386630	(NA/TWN):HEATER:PAPER TRAY:120V:ASS'Y
D6931117	HEATER:NA:ASS'Y
D6951117	HEATER:NA:ASS'Y

⚠ CAUTION:

- Make sure to install the tray heater with the rated voltage that matches your country/region. **DO NOT install** the 100V tray heater on the 200V rated machine, under any circumstances.
- Make sure to remove the red tag and orange tape before you connect the tray heater to the main machine paper tray, paper feed unit, or LCT.

Before connecting to Main Machine Tray, Paper feed Unit or LCT

1. Remove the red tag and the orange tapes.



Connecting to Main Machine Tray

Please see the field service manual.

Model: MET-C2cde		Date: 3-Apr-17	No.: RD242048
Subject: Manual correction-Installation procedure for PCDU		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following correction to your Field Service Manual.

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.~~



w_d238m534e

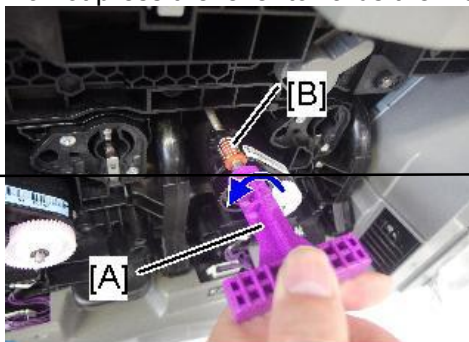
Removal of PCDU Seals: MP C4504/C5504/C6004

⚠ 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 PCPU by winding the pin [B] counterclockwise using the winding lever [A].

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



d238m0845

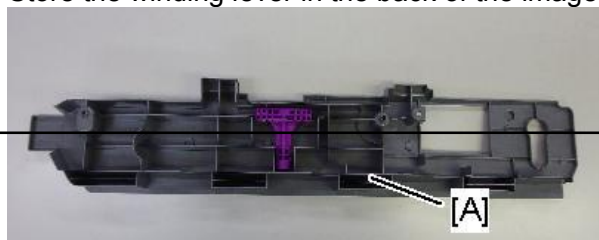
- Keep winding until the pin [B] is removed from the PCPU. Discard the pin.



d238m0846

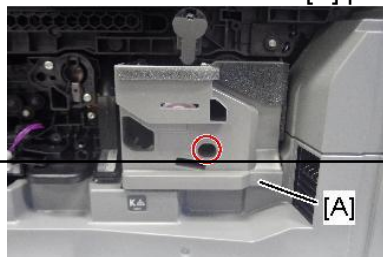
- Wind up the other seals (Y, M, and C) in the same way.

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



d238m0847

- Attach the PCPU cover [A] provided with the accessories (all PCPUs).



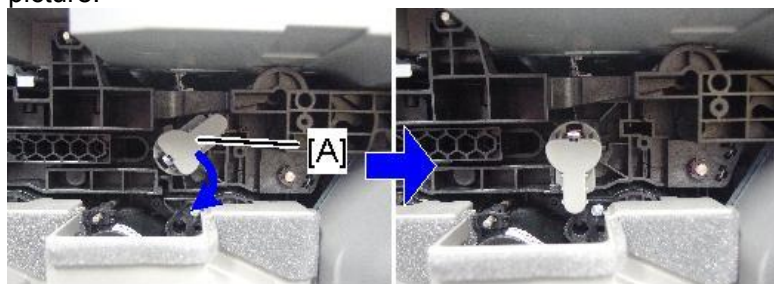
d238m0848

Model: MET-C2cde

Date: 3-Apr-17

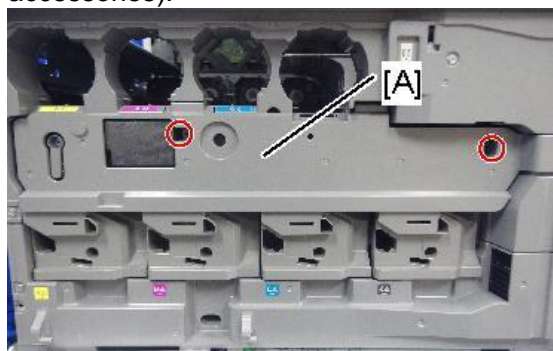
No.: RD242048

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.

Removal of PCDU Seals: MP C3004/C3504

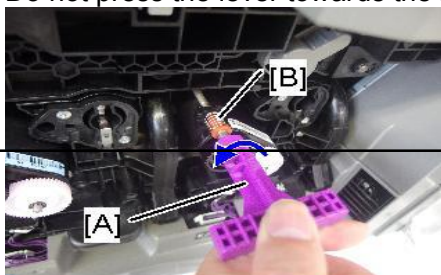
⚠ CAUTION

- 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.



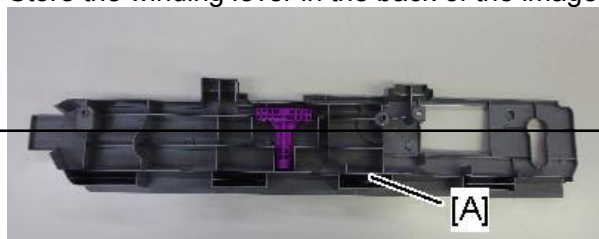
d238m0846

Model: MET-C2cde

Date: 3-Apr-17

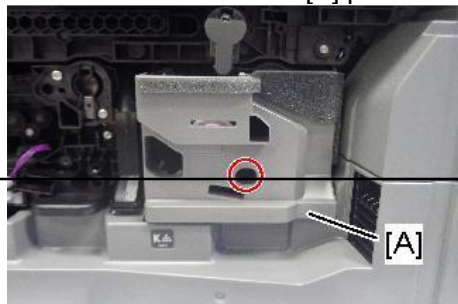
No.: RD242048

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



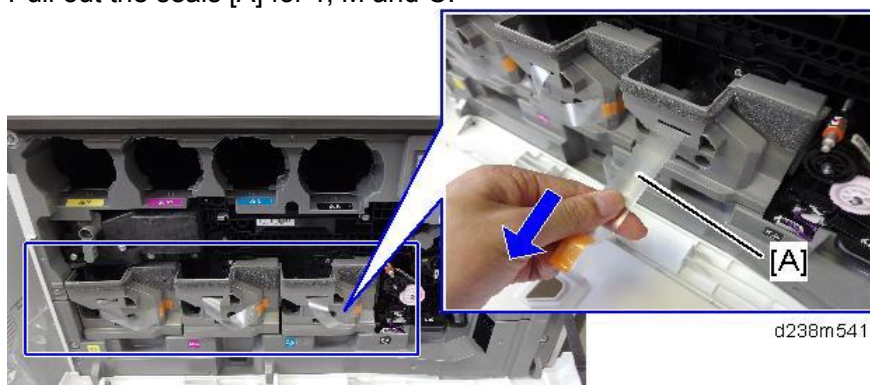
d238m0847

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



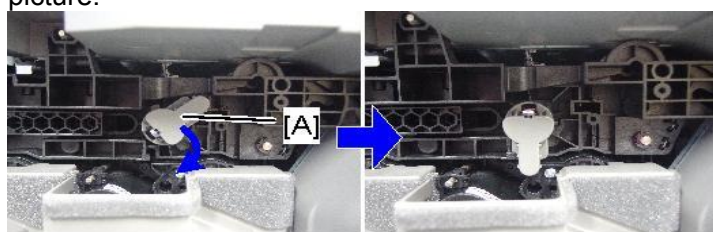
d238m0848

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



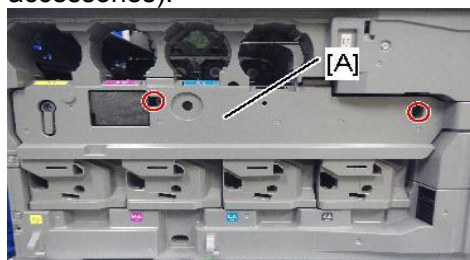
d238m541

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).



d238m538

x2

7. Close the front cover.

Reissued: 12-May-17

Model: MET-C2cde	Date: 3-Apr-17	No.: RD242049a
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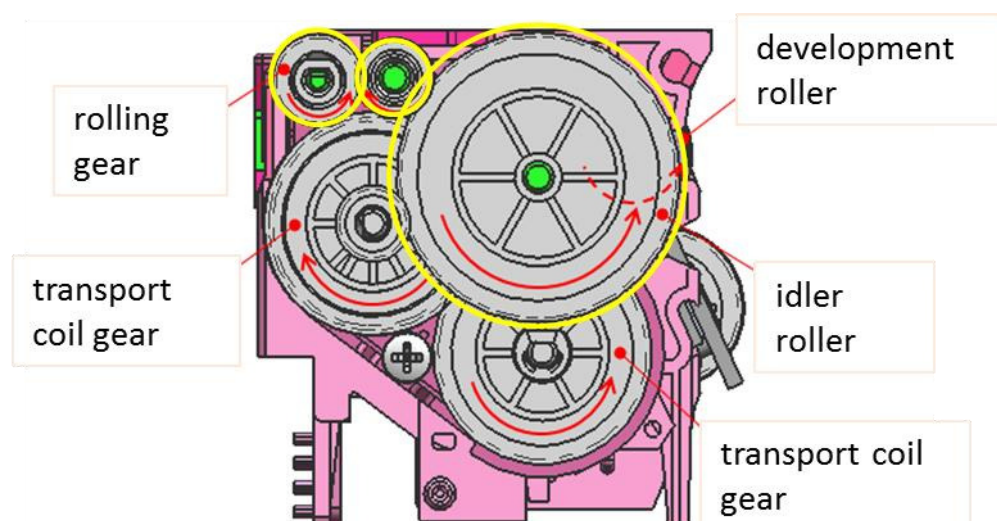
RTB Reissue

The item in ***bold italics*** were added

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

Overview

Three new gears (yellow circles) are added. They are driven from the developer collection coil gear, so the seal is automatically wound. This mechanism works at installation and/or replacement.



How to identify whether the automatic winding mechanism is installed

Before the modification, PCDU covers were included separately in the machine's carton box.

After the modification, the PCDU covers are already attached to the machine.

Affected models:

Met-P2ceC2cde (M0AL/M0AK/D240/D241/D242): Bk, C, M, Y

Met-C2ab (D238/D239): Only Bk.

Note: Technicians have to pull out the seals for the color PCDUs for Met-C2ab and all PCDUs for Met-C2yz.

Reissued: 12-May-17

Model: MET-C2cde	Date: 3-Apr-17	No.: RD242049a
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CUT-IN SERIAL NUMBERS:

<i>Product code:</i>	<i>Model name:</i>	<i>GER:</i>	<i>Cut-in S/N</i>
D23829	MP C3004	AA	G697M250429
D23929	MP C3504		G707M250146
D24029	MP C4504		G717M250270
D24229	MP C6004		G737M250169
D24329	MP C2004		No production
D24429	MP C2504		No production
D23827	MP C3004	EU	G697M230757
D23927	MP C3504		G707M230253
D24027	MP C4504		G717M230337
D24127	MP C5504		G727M230085
D24227	MP C6004		No production
D24327	MP C2004		No production
D24427	MP C2504		No production
D23817	MP C3004	NA	G697M360001
D23917	MP C3504		G707M360101
D24017	MP C4504		G717M260326
D24117	MP C5504		No production
D24217	MP C6004		G737M360001
D24317	MP C2004		No production
D24417	MP C2504		No production
D23819	MP C3004	TWN	G697M300001
D23919	MP C3504		G707M300001
D24019	MP C4504		G717M300001
D24219	MP C6004		G737M300001
D24319	MP C2004		No production
D24419	MP C2504		No production
D23821	MP C3004	CHN	G697M270001
D23822	MP C3004		G697M300101
D23921	MP C3504		G707M270001
D24021	MP C3504		G717M270001
D24022	MP C4504		G717M200001
D24221	MP C6004		G737M270001
D24222	MP C6004		No Production
D24321	MP C2004		No production
D24421	MP C2504		No production

Model: MET-C2cde		Date: 6-Apr-17	No.: RD242050
Subject: JAM 21 occurs		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

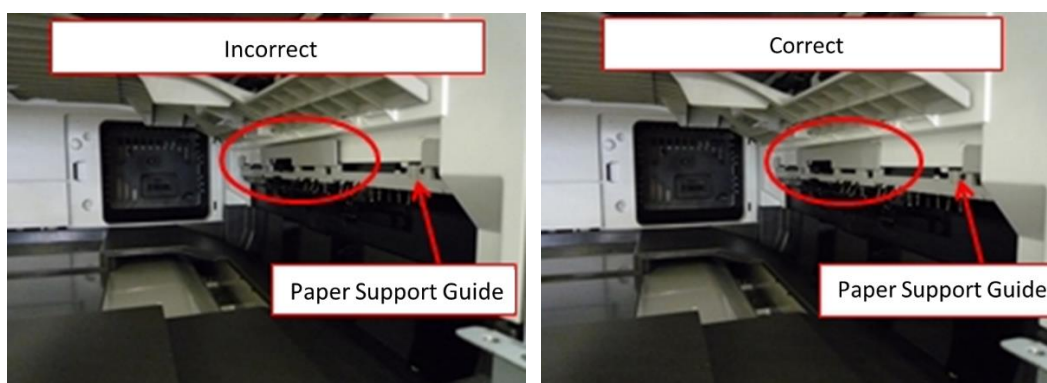
JAM21 occurs when the booklet feature is used with the Bridge Unit BU3070 and internal Finisher SR3130/3180.

Affected models: Met-C2abcdeyzP2ce
(D238/D239/D240/D241/D242/D243/D244/M0AK/M0AL)



CAUSE

The paper support guide was incorrectly installed.



SOLUTION

- If the symptom occurs, make sure that the tabs at the center of the paper support guide have been snapped into place (i.e., into the openings on the exit unit frame). If they have not, snap them into place.
- When installing a new exit unit, make sure to snap both tabs into place.

Reissued: 1-Feb-18

Model: MET-C2cde	Date: 21-Apr-17	No.: RD239059d
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RTB Reissue

The item in ***bold italic>*** were added or corrected.

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

Overview

A new knocking mechanism has been added (Fig.1). Normally, the air flows from the development roller to the filter in the development unit (Fig. 2). However, when the filter is full of toner, the inner pressure increases and reverse air flow occurs, which causes toner blasting to occur (Fig.3). To prevent this, the knocking mechanism periodically knocks the development unit cover, so toner in the filter drops back into the development unit. This mechanism works by reverse rotation of the development roller.

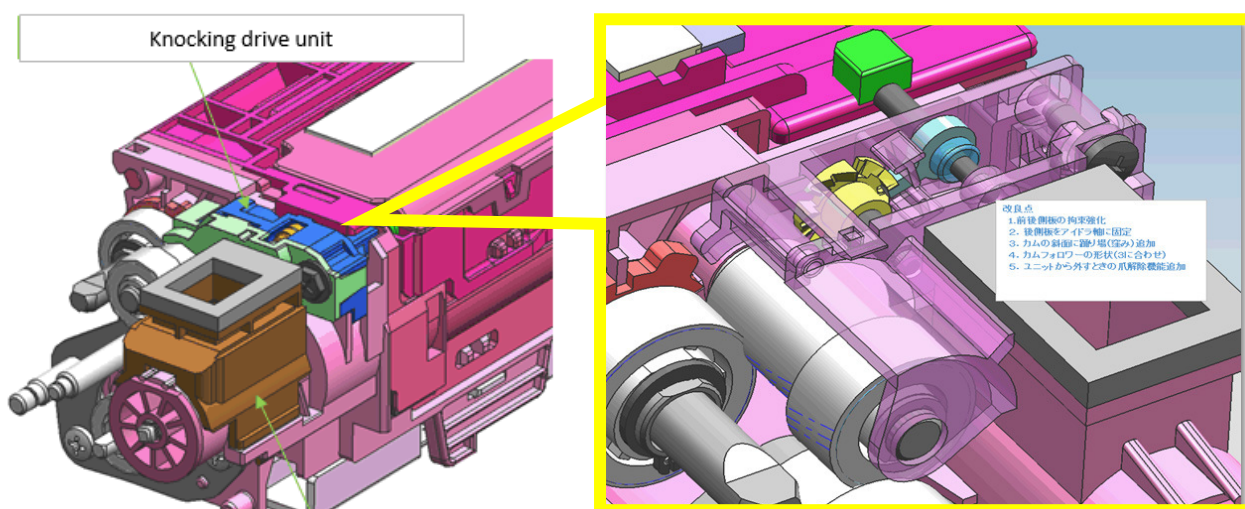
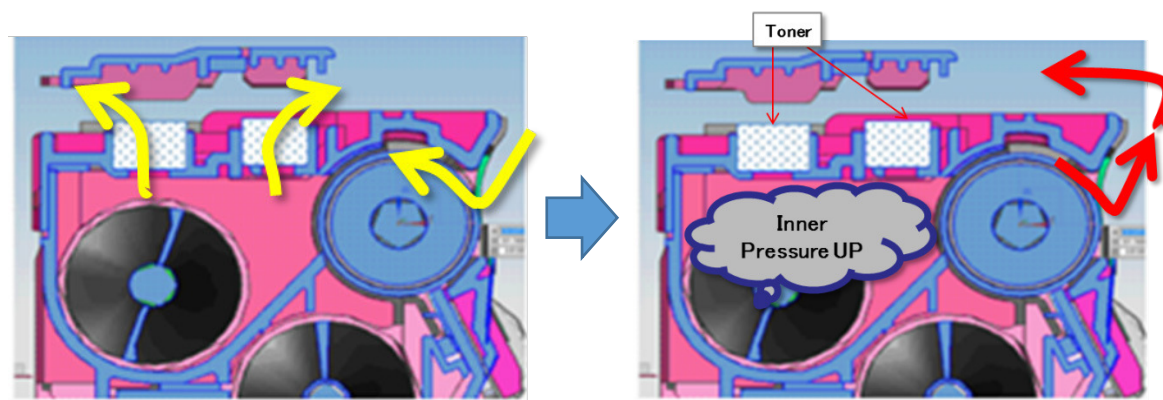


Figure.1



Reissued: 1-Feb-18

Model: MET-C2cde	Date: 21-Apr-17	No.: RD239059d
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Fig.2 At first, air flow as shown by the yellow arrows

Fig.3 Toner blasting occurs

Affected models:

MP C4504/5504/6004 (D240/D241/D242): Bk, C, M, Y

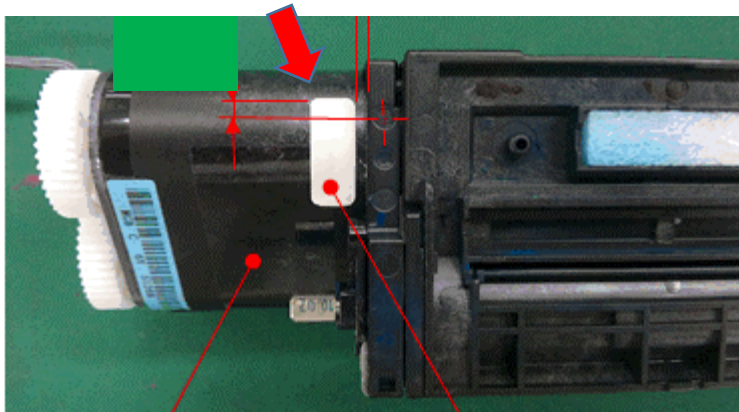
MP C3004/3504 (D238/D239): Only Bk.

MP C3003/3503/4503/5503/6003 (D146/D147/D148/D149/D150): Bk, C, M, Y

Note: This mechanism affects only the OD development mechanism.

How to identify whether the knocking drive mechanism is installed

A white decal is attached to units with the new mechanism.



Reissued: 1-Feb-18

Model: MET-C2cde	Date: 21-Apr-17	No.: RD239059d
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CUT-IN SERIAL NUMBERS:

Product code:	Model name:	GER:	Cut-in S/N
D23829	MP C3004	AA	G697M250429
D23929	MP C3504		G707M250146
D24029	MP C4504		G717M250270
D24229	MP C6004		G737M250169
D24329	MP C2004		No production
D24429	MP C2504		No production
D23827	MP C3004	EU	G697M230757
D23927	MP C3504		G707M230253
D24027	MP C4504		G717M230337
D24127	MP C5504		G727M230085
D24227	MP C6004		No production
D24327	MP C2004		No production
D24427	MP C2504		No production
D23817	MP C3004	NA	G697M360001
D23917	MP C3504		G707M360101
D24017	MP C4504		G717M260326
D24117	MP C5504		No production
D24217	MP C6004		G737M360001
D24317	MP C2004		No production
D24417	MP C2504		No production
D23819	MP C3004	TWN	G697M300001
D23919	MP C3504		G707M300001
D24019	MP C4504		G717M300001
D24219	MP C6004		G737M300001
D24319	MP C2004		No production
D24419	MP C2504		No production
D23821	MP C3004	CHN	G697M270001
D23822	MP C3004		G697M300101
D23921	MP C3504		G707M270001
D24021	MP C3504		G717M270001
D24022	MP C4504		G717M200001
D24221	MP C6004		G737M270001
D24222	MP C6004		No Production
D24321	MP C2004		No production
D24421	MP C2504		No production

Reissued: 1-Feb-18

Model: MET-C2cde	Date: 21-Apr-17	No.: RD239059d
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Parts change information:

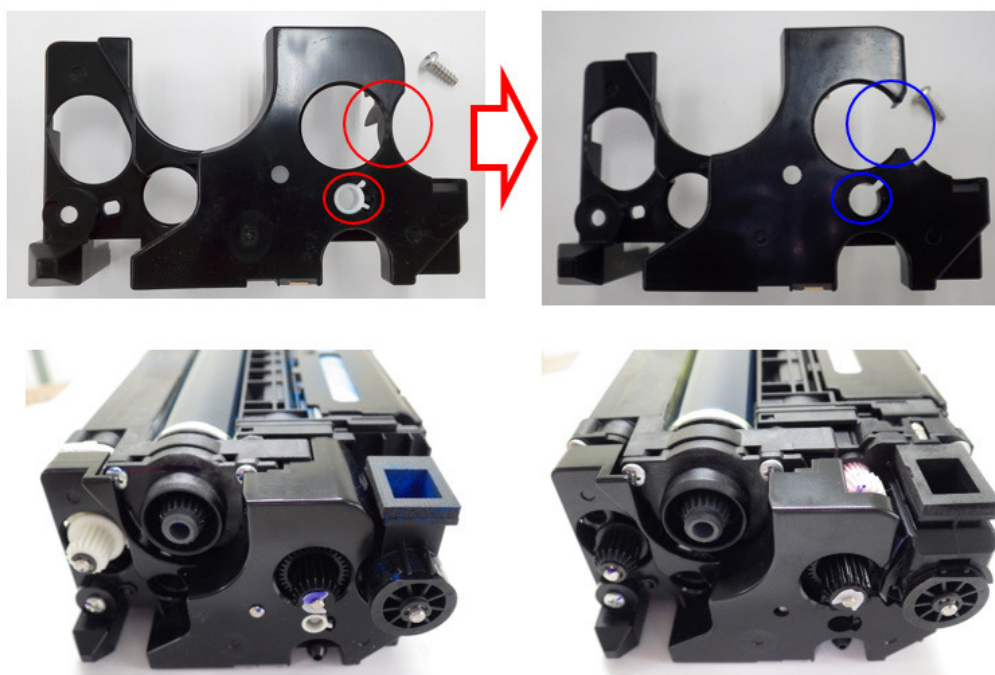
Note at the time of replacing development unit

The shape of duct cover on the PCDU was changed. Old duct cover cannot be used with the new development unit.

The duct cover is included to the new development unit and PCDU. Please replace together when you replace development unit or PCDU. Note: It is not necessary to use the white bearing of the old duct cover in the new duct cover.

Old:

New:



Duct cover:

MP C4504/5504/6004 (D240/D241/D242), MP C3004/3504 (D238/D239), MP C3003/3503/4503/5503/6003 (D146/D147/D148/D149/D150):

Old part number	New part number	Description	Q'ty	Int
D1492329	M0AJ2397	DUCT:GEAR:DEVELOPMENT:ASS'Y	1	X/O

PCDU / Development unit:

MP C4504/5504/6004 (D240/D241/D242):

Old part number	New part number	Description	Q'ty	Int
D2392274	D2392284	PCDU:K:MPC3004-C6004:EXP	1	O/O
D2422275	D2422285	PCDU:C:MPC4504/C5504/C6004:EXP	1	O/O
D2422276	TBA	PCDU:M:MPC4504/C5504/C6004:EXP	1	O/O

Reissued: 1-Feb-18

Model: MET-C2cde	Date: 21-Apr-17	No.: RD239059d
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D2422277	TBA	PCDU:Y:MPC4504/C5504/C6004:EXP	1	O/O
D2423060	D2423064	DEVELOPMENT UNIT:K:MPC3004-C6004	1	O/O
D2423061	D2423065	DEVELOPMENT UNIT:C:MPC4504/C5504/C6004	1	O/O
D2423062	D2423066	DEVELOPMENT UNIT:M:MPC4504/C5504/C6004	1	O/O
D2423063	D2423067	DEVELOPMENT UNIT:Y:MPC4504/C5504/C6004	1	O/O

MP C3004/3504 (D238/D239): Only Black

Old part number	New part number	Description	Q'ty	Int
D2422274	D2392284	PCDU:K:MPC3004-C6004:EXP	1	O/O
D2423060	D2423064	DEVELOPMENT UNIT:K:MPC3004-C6004	1	O/O

MP C3003/3503/4503/5503/6003 (D146/D147/D148/D149/D150):

Old part number	New part number	Description	Q'ty	Int
D1862270	D1862290	PCDU:BLACK:SERVICE PARTS:MPC3003-6003	1	O/O
D1862271	D1862291	PCDU:CYAN:SERVICE PARTS:MPC3003-6003	1	O/O
D1862272	D1862292	PCDU:MAGENTA:SERVICE PARTS:MPC3003-6003	1	O/O
D1862273	D1862293	PCDU:MAGENTA:SERVICE PARTS:MPC3003-6003	1	O/O
D1863052	D1863053	DEVELOPMENT UNIT:BLACK:SERVICE PARTS	1	O/O
D1863062	D1863063	DEVELOPMENT UNIT:CYAN:SERVICE PARTS	1	O/O
D1863072	D1863073	DEVELOPMENT UNIT:MAGENTA:SERVICE PARTS	1	O/O
D1863082	D1863083	DEVELOPMENT UNIT:YELLOW:SERVICE PARTS	1	O/O

Model: MET-C2cde		Date: 26-Apr-17	No.: RD242052
Subject: JAM14 and 16 on DF3090		Prepared by: T. Kiyohara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM:

JAM14 (Skew Correction sense error) and Jam 16 (Registration Sensor error) occur with the DF3090.

Affected models: Met-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

CAUSE:

The lack of paper feed capacity.

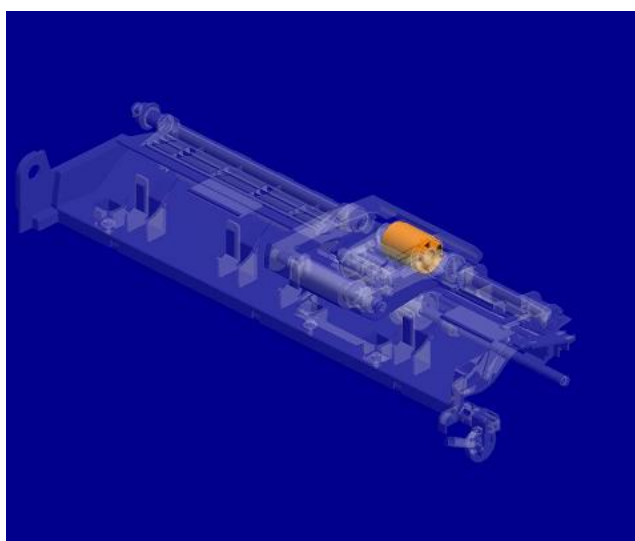
SOLUTION:

The paper feed capacity was increased by using a drive roller with a larger diameter.

In the field

Replace the paper feed drive roller.

#	Description	Old part number	New part number	Old Q'ty	New Q'ty	Int	Note
1	ROLLER:PAPER FEED BELT:DRIVE	B7892114	D6842114	1	1	X/O	



Model: MET-C2cde

Date: 26-Apr-17

No.: RD242052

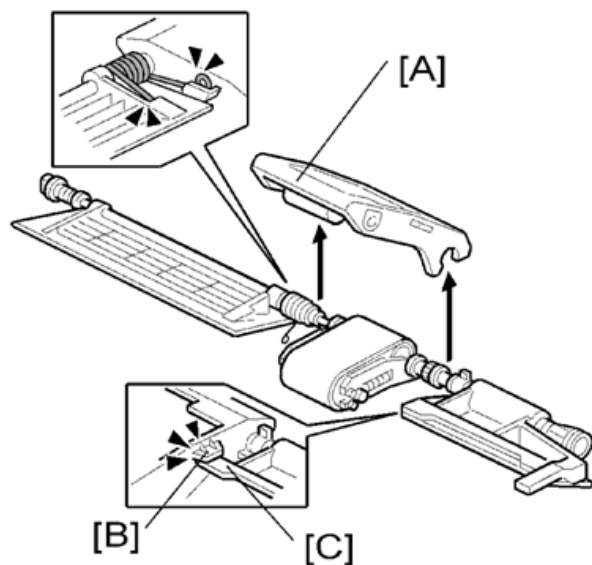
Procedure

1. Remove the feed unit

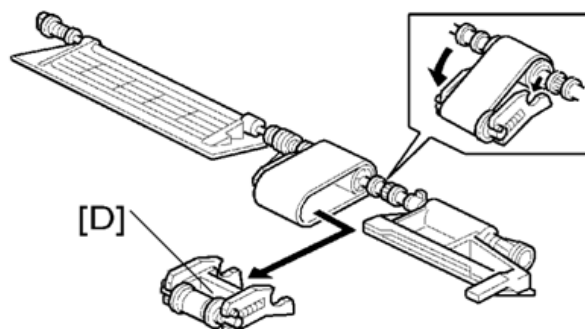


d578r502

2. Remove the feed belt cover



3. Remove the belt tension unit

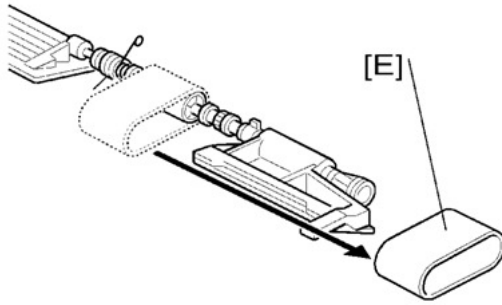


Model: MET-C2cde

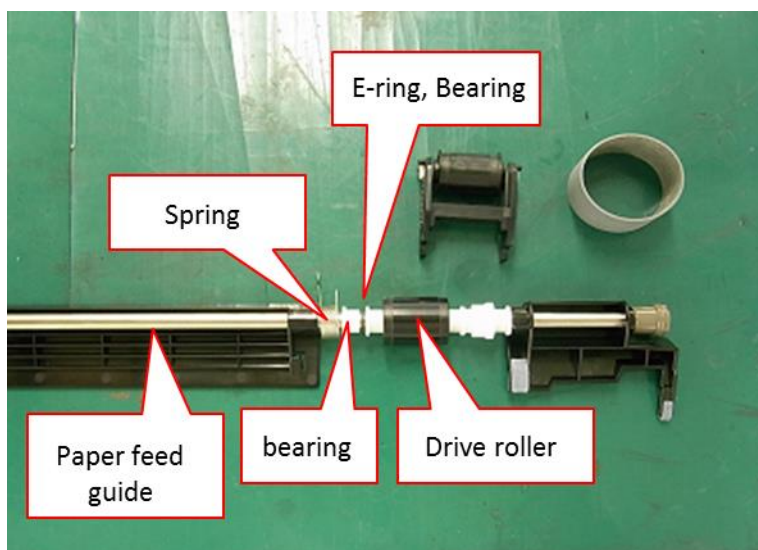
Date: 26-Apr-17

No.: RD242052

4. Remove the paper feed belt .



5. Remove the drive roller (paper feed guide, spring, bearing, E-ring and bearing).



Model: MET-C2cde		Date: 28-Apr-17	No.: RD242053
Subject: Anti Condensation Heater for PCU will not turn on following an extended period			Prepared by: Y.Taniguchi
From: 1st FQM Sect., 1st FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

The anti-condensation heater for the PCU will not turn on following an extended period of use.

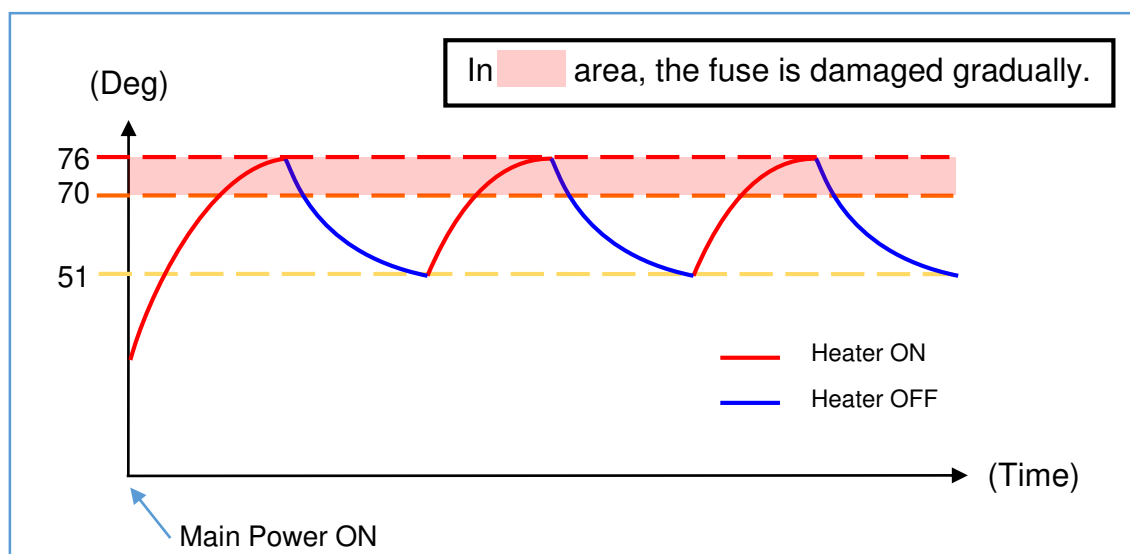
Note: The period is estimated to be 100-800 days of continuous usage.

CAUSE

An unsuitable component is used (temperature fuse).

The triggering temperature of the fuse is 98 degrees by specification, so the fuse will shut down immediately if it detects 98 degrees, in order to prevent accidental overheating. However, the fuse may shut down even if the temperature does not reach 98 degrees. This is because the fuse is damaged very gradually at temperatures of over 70 degrees. Normally, the temperature is controlled within 51-76 degrees when the anti-condensation heater for the PCU is on.

Therefore, the fuse will be damaged gradually within 70-76 degrees and then shut down following a long period of use.



Model: MET-C2cde

Date: 28-Apr-17

No.: RD242053

SOLUTION

On the production line

The temperature fuse has been modified to a durable item.

In the field

Replace the PCU heater with the modified item below.

	P/N	Description	Q'ty
For 100-120v environment	D2389902	HEATER:PCU:120V:ASS'Y	1
For 200-240v environment	D2389903	HEATER:PCU:200V:ASS'Y	1

Important

We provide the above countermeasure parts (D2389902/D2389903) for this issue. These parts are only for **replacement**.

Please be sure to use the proper service parts below for **new installations**.

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D7390116	D3BR2201	HEATER:PHOTOCONDUCTOR:NA:ASS'Y	1	X/O	-
2	D7390117	D3BR2202	HEATER:PHOTOCONDUCTOR:EU:ASS'Y	1	X/O	-

Model: MET-C2cde		Date: 22-May-17	No.: RD242054
Subject: Applying a color profile to change the color balance		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st 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 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

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:



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-C2cde	Date: 31-Aug-17	No.: RD242055a
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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"/> 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 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-C2cde		Date: 11-Sep-17	No.: RD242056
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"/> 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 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-C2cde		Date: 11-Sep-17	No.: RD242057
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-C2cde		Date: 12-Sep-17	No.: RD242058
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"/> 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

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-C2cde		Date: 13-Sep-17	No.: RD242059
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"/> 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

Service Manual Correction:

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

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

SP5-XXX (Mode)

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

Note 1:

For this change to take effect, make sure to update to the following versions of System/Copy and the other firmware as a set.

Model	Firmware	version	P/N	Firmware	version	P/N
Met-C2.1 abyz	System/ Copy	1.04.1	D0AD5550C	Animation	1.02	D0AD5564B
Met-C2.1 cde		1.04.1	D0AF5550C		1.02	D0AF5564B
Met-C2 abyz		1.14	D2395550W		1.04	D2395564H
Met-C2 cde		1.14	D2425550W		1.04	D2425564H
Met-C1 abyz		1.28	D1475575G	OpePanel	1.09 for USA_ASI_KOR	D1471438H
Met-C1 Cde		1.32	D1495569H		1.12 for EUR_CHN_TWN	D1471490L
					1.09 for USA_ASI_KOR	D1501438H
					1.13 for EUR_CHN_TWN	D1491490P
Met-C1ab_ch	3.20	D1465575G	LegacyUID ata2nd	1.07	D1501428G	
Met-C1cde_ch	3.22	D1485533J				
Met-C1yz_ch	2.20	D1765550Z	animation	16.0	D1765564F	

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

Model: Met-C2cde	Date: 13-Sep-17	No.: RD242059
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- After: Check you have a toner cartridge replacement(s). Current toner cartridge can be used until the replacement alert.

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

Note 2:

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

Note 3:

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

Reissued: 19-Oct-17




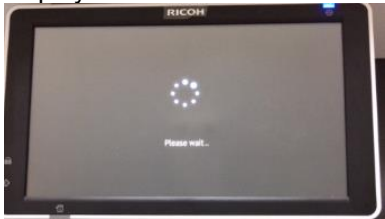
Model: MET-C2cde	Date: 20-Sep-17	No.: RD242060a
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RTB Reissue

The items in ~~strikethrough~~ 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 checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input checked="" type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" 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.	1. Reconnect the USB cable between the IPU and the Smart Operation Panel 2. Replace the USB cable. 3. Replace the main board. 4. Replace the sub board. 5. Replace the IPU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen appears. 	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Sub board is defective.	1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the main board. when eMMC data is defective.
4	"Please wait" stays on the display. 	SW HW	A software issue occurs during the boot-up sequence, when executing the step after #3 described above. (The difference between #3 and #4 cannot be identified in the field.)	1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the main board. when eMMC data is defective.

HW: Hardware issue, SW: Software issue

Reissued: 19-Oct-17

Model: MET-C2cde

Date: 20-Sep-17

No.: RD242060a

Components to Check during Troubleshooting

1. Main board



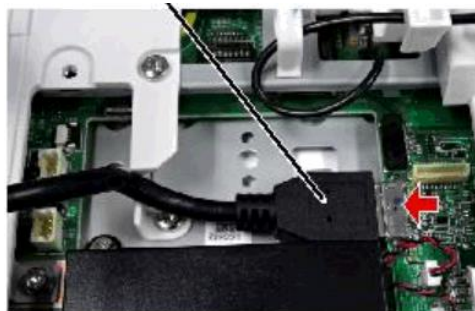
2. Sub board



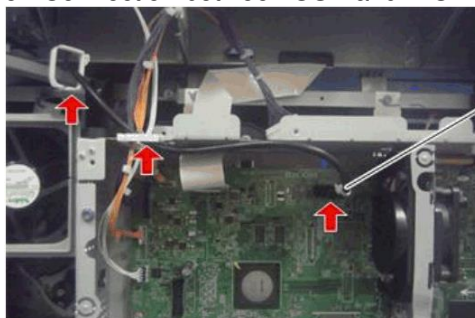
3. USB cable



4. Connection between USB cable and main board



5. Connection between USB and IPU



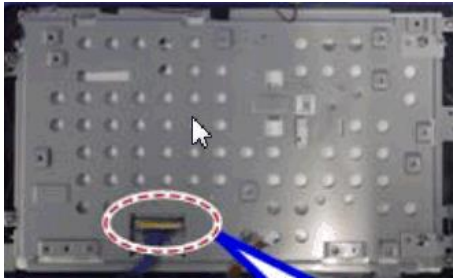
Reissued: 19-Oct-17

Model: MET-C2cde

Date: 20-Sep-17

No.: RD242060a

6. LCD unit



7. LCD I/F cable



Reissued: 10-Jan-18

Model: MET-C2cde	Date: 4-Oct-17	No.: RD242061b
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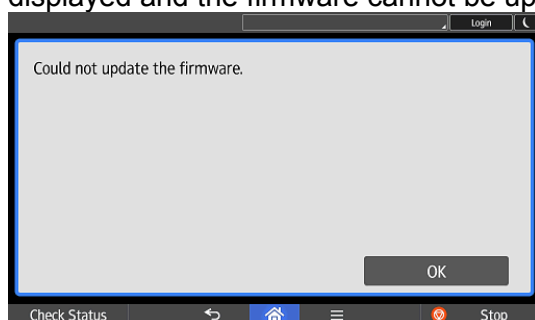
RTB Reissue

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

Subject: Firmware update via Application Site, Streamline NX v3, Device Manager NX Pro/Enterprise and service menu cannot be conducted.		Prepared by: E. Hinata	
From: Office Printing Business Group., Product Planning & Strategy Center., Sales Planning Sec., Sales Planning 4G			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware update)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

1. When users try to update the firmware from the Application Site, the following message is displayed and the firmware cannot be updated:



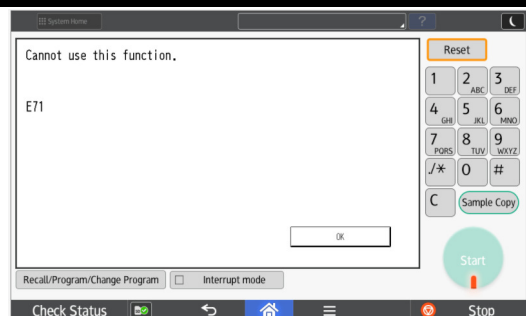
2. When users try to update the firmware from the Streamline NX v3 and Device Manager NX Pro/Enterprise, the firmware cannot be updated and Error Code 4 which means unsupported device is recorded:

Log Details										
Result Details										
Template Name	Start Date	End Date	Model Name	Address	Serial Number	Function	Function Details	Result	Cause	Error Code
RC170175_check	03/09/2017 14:13:37	03/09/2017 14:13:38	MP C300Z		2400F 00000000	Remote Firmware Update	Check	Skip	Unsupported device.	4
										Last Communication Time
										03/09/2017 14:17:04

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

Reissued: 10-Jan-18

Model: MET-C2cde	Date: 4-Oct-17	No.: RD242061b
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- **E71: Network communication error occurs at the reserved date/time of the package firmware update from the network.**

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

CAUSE

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

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

OCCURRENCE CONDITION

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

- Application Site
- Streamline NX v3, Device Manager NX Pro/Enterprise
- Service menu (**SFU**)
- ARFU

SOLUTION

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

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

Note: This schedule is subject to change.

Model: MET-C2cde		Date: 18-Oct-17	No.: RD242062
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 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 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-C2cde		Date: 18-Oct-17	No.: RD242063
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	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	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: 19-Mar-18

Model: Met-C2cde	Date: 28 -Nov-17	No.: RD242064a
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RTB Reissue

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

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

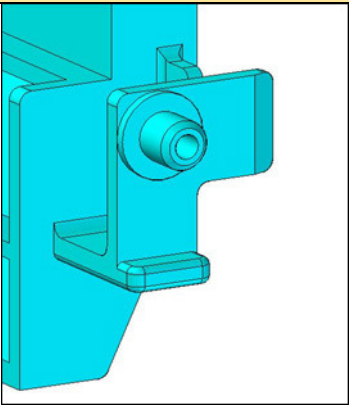
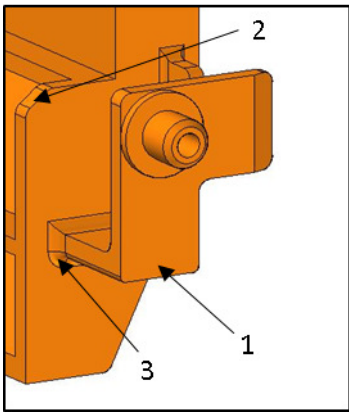
Parts catalog correction1

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

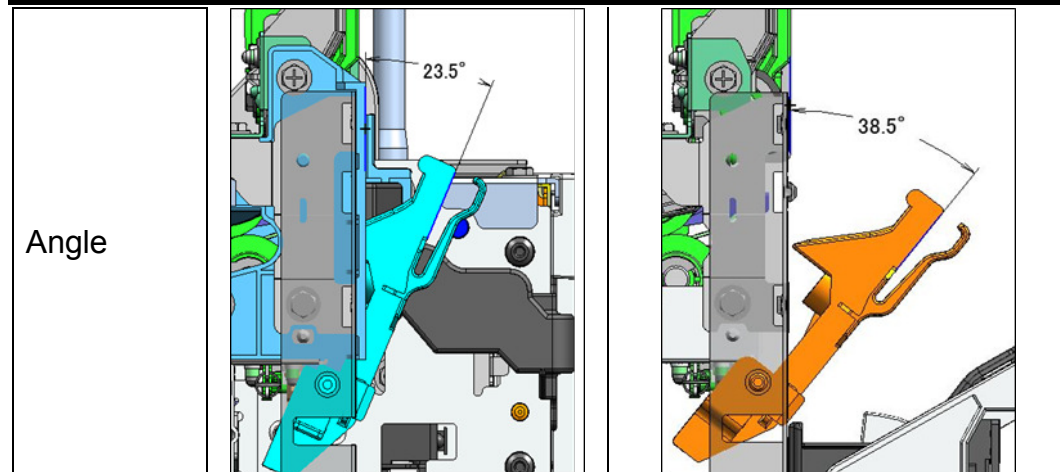
Change: The shape of the guide plate was changed.

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

	Old	New
	D1492721	D6942721
Shape		 <ol style="list-style-type: none"> Deleted stopper Changed angle regulation Strengthened part

Reissued: 19-Mar-18

Model: Met-C2cde	Date: 28 -Nov-17	No.: RD242064a
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Reissued: 19-Mar-18

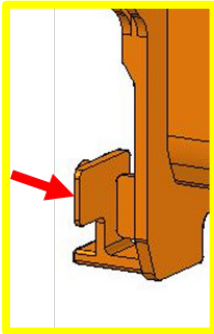
Model: Met-C2cde

Date: 28 -Nov-17

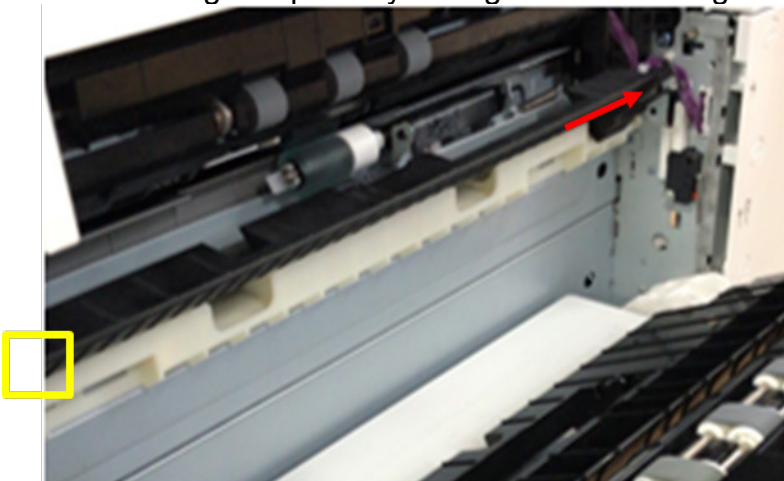
No.: RD242064a

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-C2cde	Date: 28 -Nov-17	No.: RD242064a
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Parts catalog correction 2

Affected model: D693 (Paper Feed Unit: PB3160)

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

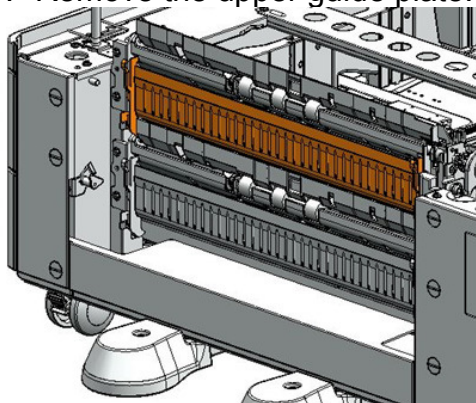
Change: Added cushions and changed the shape of the guide plate.

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

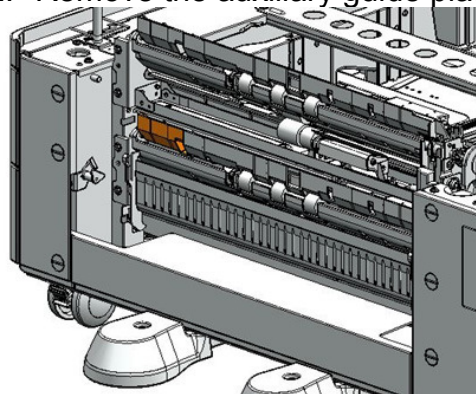
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for UPPER GUIDE PLATE ASSYS

1. Remove the upper guide plate.



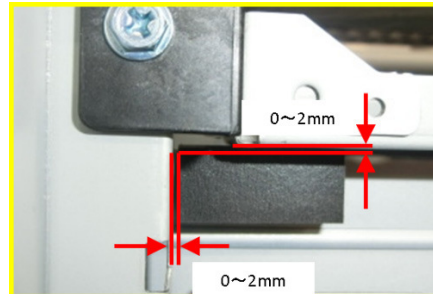
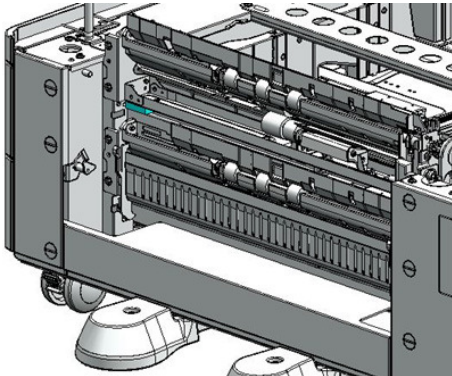
2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).



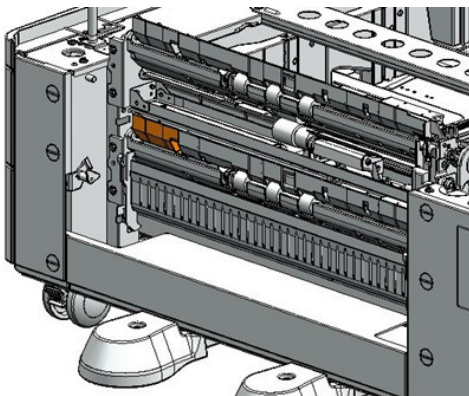
Reissued: 19-Mar-18

Model: Met-C2cde	Date: 28 -Nov-17	No.: RD242064a
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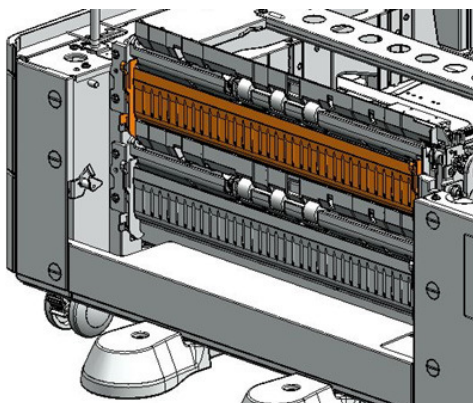
3. Attach the cushion.



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-C2cde	Date: 28 -Nov-17	No.: RD242064a
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Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6932582	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

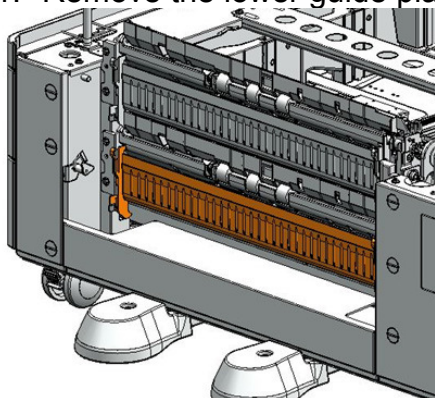
Change: Added cushions and changed the shape of the guide plate.

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

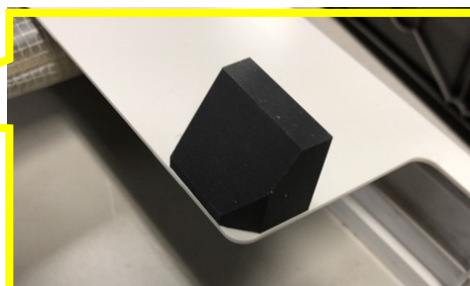
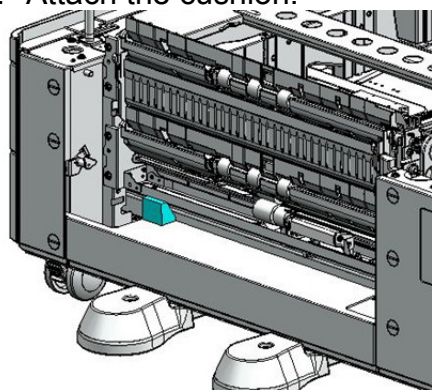
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for LOWER GUIDE PLATE ASSYS

1. Remove the lower guide plate.



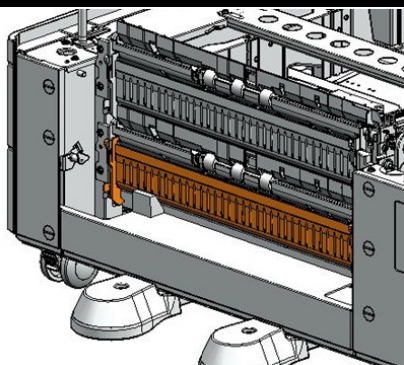
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Met-C2cde	Date: 28 -Nov-17	No.: RD242064a
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Parts catalog correction 3

Affected model: D695 (LCIT: PB3230/PB3170)

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

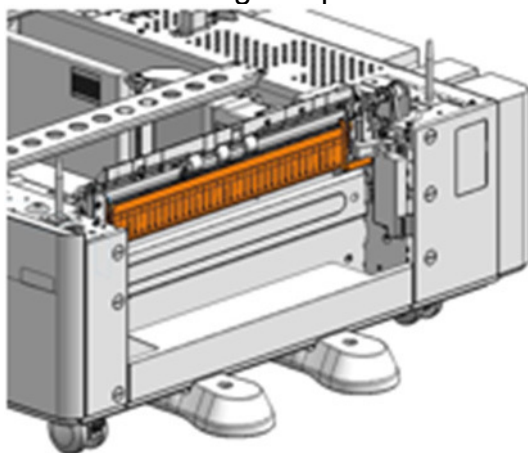
Change: Added cushions and changed the shape of the guide plate.

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

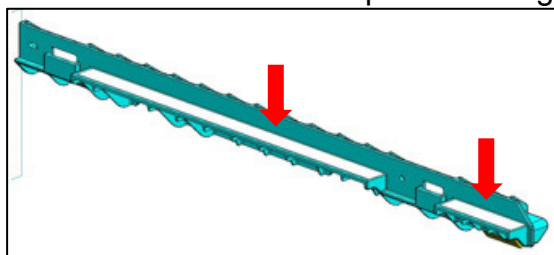
Important: Be sure to attach the above STOPPER, when installing the paper guide plates.

Procedure

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



Reissued: 19-Mar-18

Model: Met-C2cde

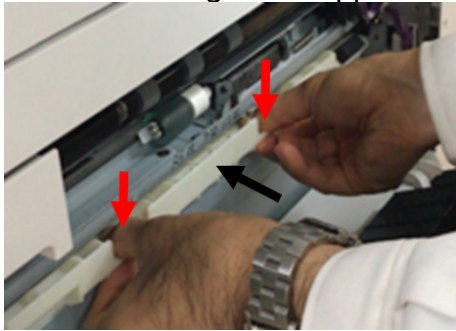
Date: 28 -Nov-17

No.: RD242064a

3. Attach the guide stopper.



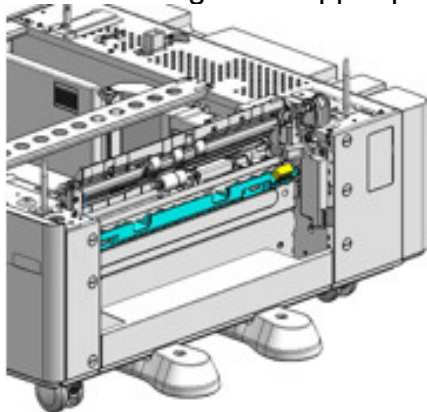
4. Attach the guide stopper.



5. Attach the guide plate stopper.



6. Attach the guide stopper plate.



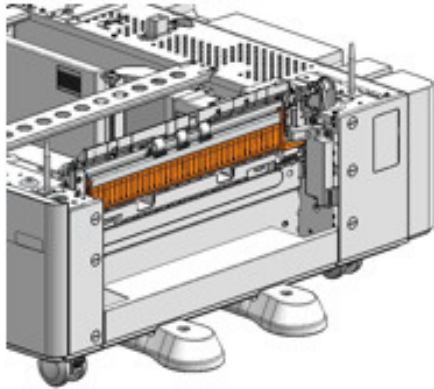
Reissued: 19-Mar-18

Model: Met-C2cde

Date: 28 -Nov-17

No.: RD242064a

7. Attach the guide plate.



Model: MET-C2cde		Date: 12-Dec-17	No.: RD242065
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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

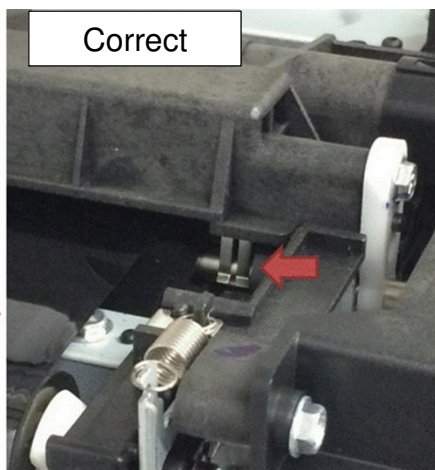
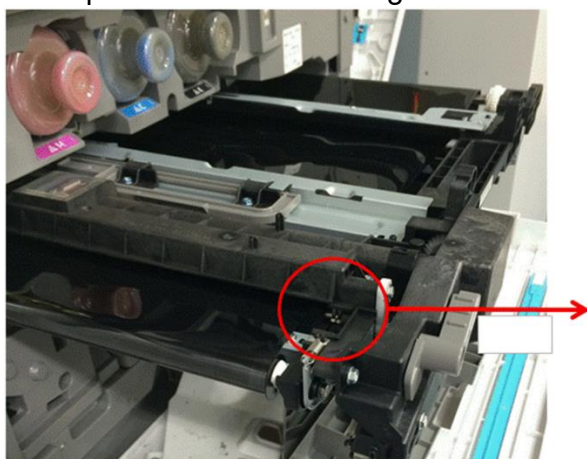
SC204-00 (Polygon Motor: XSCRDY Signal Error) occurs.

CAUSE

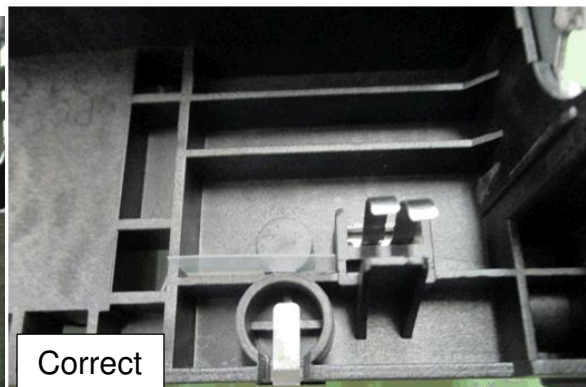
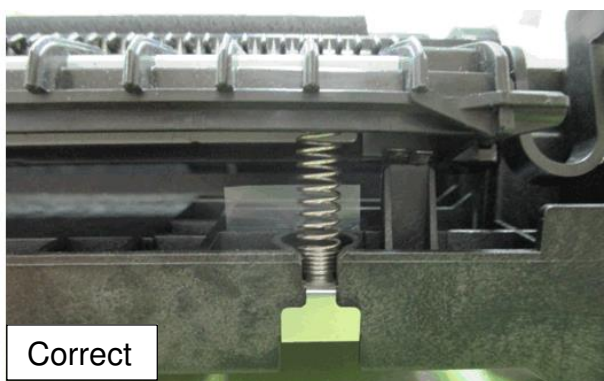
A grounding failure occurs with the belt cleaning unit in the ITB unit or paper transfer roller unit, either of which can generate electrical noise.

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-C2cde		Date: 21-Feb-17	No.: RD242040
Subject: CC-CERTIFIED IN 2016 Machine		Prepared by: T.Suzuki	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB describes the requirements for installing models in the MP C4504/C5504/C6004 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C4504/C5504/ C6004 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

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

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

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

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
https://support-download.com/services/device/ccmanual/MPC3004/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<https://support-download.com/services/device/ccmanual/MPC3004/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<https://support-download.com/services/device/ccmanual/MPC3004/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<https://support-download.com/services/device/ccmanual/MPC3004/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the following URL:
https://support-download.com/services/device/ccmanual/mp_c2004_c2094_c2504_c2594_c3004_c3504_c4504_c5504_c6004/en/download_admin.html
https://support-download.com/services/device/ccmanual/mp_c2004_c2094_c2504_c2594_c3004_c3504_c4504_c5504_c6004/en/download_user.html

2. Tell the customer to read the “Notes for Administrators: Using This Machine in a

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

Network Environment Compliant with IEEE Std 2600.2TM-2009".

See the following pages for Step 3 to Step 11.

Model: Met-C2cde

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

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

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

4. Install Fax Option Type M20.

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

Install Fax Option Type M20.

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

5. Hide Administrator Password Change Screen

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

6. Setting "Smart Operation Panel mode" to "Secure boot"

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

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"

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

8. Setting "On Board USB" to "0"

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

9. Setting "Auto Update Setting" to "0"

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

10. Enabling the Encryption Settings

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

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

Model: Met-C2cde

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11. Check firmware versions.

If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
 - If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.
- If you are not sure which of these the customer prefers, confirm this with your Sales department.

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

Firmware versions with which the MP C4504/C5504/C6004 models first achieved CC-CERTIFICATION:

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

Firmware Name:	Version:	Firmware Number:
System/Copy	1.10	D2425550R
Network Support	15.60	D2425567L
Fax	06.00.00	D2425557J
RemoteFax	04.00.00	D2425558G
Scanner	01.03	D2425560G
Web Support	1.05	D2425561G
Web Uapl	1.02	D2425562C
NetworkDocBox	1.04	D2425568F
animation	1.02	D2425564F
Printer	1.06	D2425570K
RPCS	3.18.30	D2425572B
Font EXP	1.00	D2415581
PCL	1.11	D2425573F
PCL Font	1.09	D2415586
PDF	1.06	D2425586E
PS3 Font	1.17	D2415681
Java VM v12 std	12.47.01	D2415579M
Data Erase Onb *	1.05	D2625244
GWFCU3.8-11(WW)	06.00.00	D2425559G
PowerSaving Sys	F.L3.04	D2425554B
M2a_System	1.19	D2411420W
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.01	D2411465B
M2a_cspf	2.02.00	D1961430B
M2a_ICCdDisptch	2.12.04	D2411450A
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.12	D2411427N
M2a_MeidaPrtScn	1.14	D2411447M
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.10	D2411458L
M2a_PrinterSJob	1.59	D2411446K
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.01	D2411468
M2a_SimpleCopy	1.16	D2411443N
M2a_SimpleFAX	1.11	D2411445L
M2a_SimpleScan	1.11	D2411444M
M2a_SmartCopy	1.19	D2411454P
M2a_SmartFAX	1.16	D2411457L
M2a_SmartScan	1.11	D2411456L

Model: Met-C2cde	Date: 21-Feb-17	No.: RD242040
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Firmware Name:	Version:	Firmware Number:
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.02	D2411435D
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WToner	1.05	D2411434G
M2a_zoo	1.04.01	D2411467G
Engine	1.08:04	D2425503J
ADF		
ARDF	01.320:03	D7795300K
SPDF	01.040:06	D3B05550F
Platen Cover	Undisplayed	Undisplayed

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

Ic Key and Ic Ctlr versions with which the MP C4504/C5504/C6004 models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).

These versions can be confirmed from the operation panel.

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.19	D2411420W
Keymicon	6.11	D2411423
Application Site	1.04.01	D2411467G
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.01	D2411465B
Change Langs. Widget	1.06	D2411431H
Copy	1.19	D2411454P
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.16	D2411457L
Fax RX File Widget	1.02	D2411435D
ICCardDispatcher	2.12.04	D2411450A
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.12	D2411427N
LegacyUIData	1.02	D2425564F
Print/Scan(Memory Storage Device)	1.14	D2411447M
Printer	1.10	D2411458L
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config.	2.12.01	D2411468
Quick Copy	1.16	D2411443N
Quick Fax	1.11	D2411445L
Quick Print Release	1.59	D2411446K
Quick Scanner	1.11	D2411444M
Scanner	1.11	D2411456L
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

The list of Operating Instructions (O/I)

<For North America>

Paper Documents

- D241-7008 Read This First
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D259-7532 Notes for Application Site Users
- D219-7074 Notes for Using This Machine Safely
- D241-7076 Notes for Users
- D259-7522 Start Guide
- D219-7461A Note to users in Canada
- D219-7454 For Users of This Product
- D219-7458A Notes to Users in the United States of America
- D256-8996A Note to users
- D241-7178 NOTICE TO USERS
- D241-7085 Notes for Users

Online Document Set 1

- D241-7465 About This Machine
- D241-7466 Copy/Document Server
- D241-7467 Fax
- D241-7468 Print
- D241-7469 Scan
- D241-7470 Troubleshooting
- D241-7471 Connecting the Machine/System Settings
- D241-7472 PostScript3
- D241-7473 Security Guide
- D241-7474 Extended Feature Settings

Online Document Set 2

- D241-7475 User Guide

Online Document Set 3

- D241-7476 Operating Instructions Driver Installation Guide

Online Document Set 4

- D241-7463 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D241-7073 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

<For Europe>

Paper Documents

- D241-7007 Read This First
- D259-7521 Start Guide
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D259-7532 Notes for Application Site Users
- D219-7074 Notes for Using This Machine Safely
- D150-1469A Note to users EU Countries
- D256-8996A Note to users
- D3BR-4506 For Users of This Product
- D241-7178 NOTICE TO USERS
- D241-7081 Notes for Users

Online Document Set 1

- D241-7465 About This Machine
- D241-7466 Copy/Document Server
- D241-7467 Fax
- D241-7468 Print
- D241-7469 Scan
- D241-7470 Troubleshooting
- D241-7471 Connecting the Machine/System Settings
- D241-7472 PostScript3
- D241-7473 Security Guide
- D241-7474 Extended Feature Settings

Online Document Set 2

- D241-7475 User Guide

Online Document Set 3

- D241-7476 Operating Instructions Driver Installation Guide

Online Document Set 4

- D241-7463 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D241-7073 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia>

Paper Documents

- D241-7009 Read This First
- D241-7238 SOFTWARE LICENSE AGREEMENT

Model: Met-C2cde

Date: 21-Feb-17

No.: RD242040

- D259-7532 Notes for Application Site Users
- D259-7813 Notes for Using This Machine Safely
- D241-7076 Notes for Users
- D259-7522 Start Guide
- D219-7454 For Users of This Product
- D256-8996A Note to users
- D241-7178 NOTICE TO USERS
- D241-7096 Notes for Users

Online Document Set 1

- D241-7465 About This Machine
- D241-7466 Copy/Document Server
- D241-7467 Fax
- D241-7468 Print
- D241-7469 Scan
- D241-7470 Troubleshooting
- D241-7471 Connecting the Machine/System Settings
- D241-7472 PostScript3
- D241-7473 Security Guide
- D241-7474 Extended Feature Settings

Online Document Set 2

- D241-7475 User Guide

Online Document Set 3

- D241-7476 Operating Instructions Driver Installation Guide

Online Document Set 4

- D241-7463 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D241-7073 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Model: MET-C2abcdeyz/C2.1abcdeyz		Date: 4-Jun-18	No.: RD239081
Subject: Installation Procedure of Enhanced Security HDD		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<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

Service Manual Correction:

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

Installation Procedure

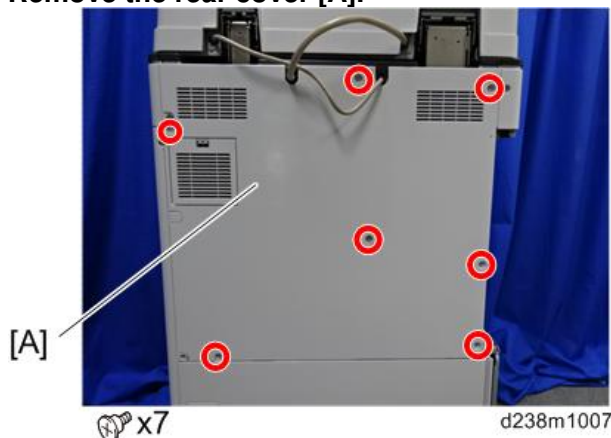
⚠ CAUTION

- 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

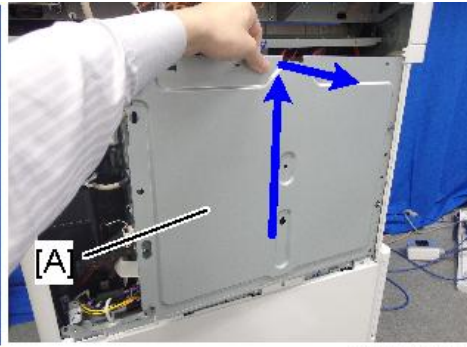
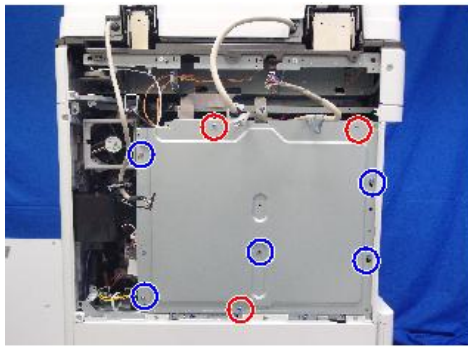
- Before replacing the HDD, copy the address book data to an SD card with SP5846-051 if possible.***
- If the customer is using the Data Overwrite Security, the Data Encryption feature or OCR Scanned PDF, these applications must be installed again.***

1. Remove the rear cover [A].



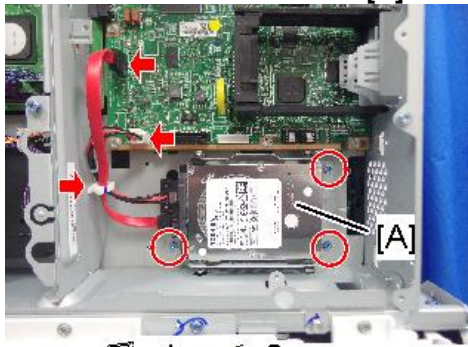
2. Remove the controller box cover [A].

Red Circle: Remove / Blue Circle: Loosen



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. (🔌 × 2)



d191b0079

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

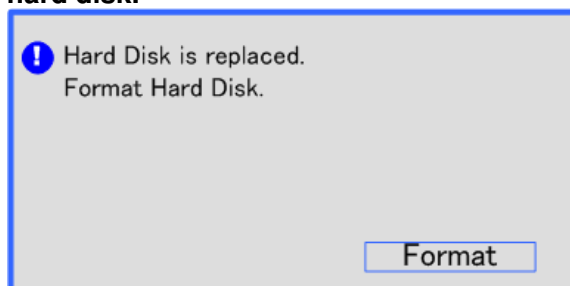
Model: MET-C2abcdeyz/C2.1abcdeyz

Date: 4-Jun-18

No.: RD239081

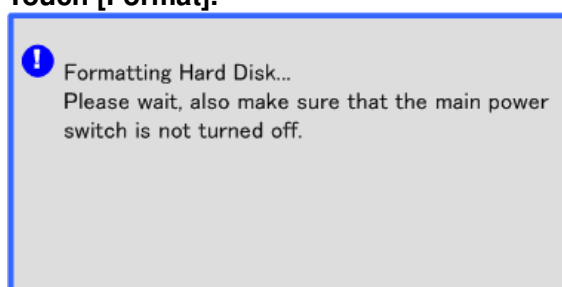
After Installing the HDD

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



d191b0081

2. Touch [Format].

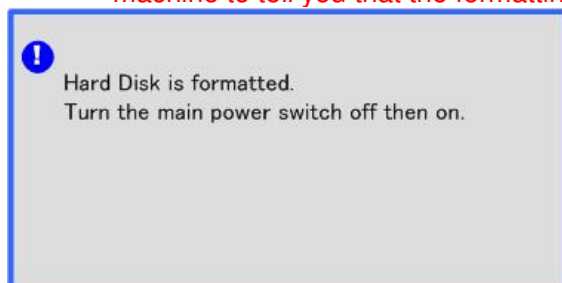


d191b0082

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)
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Model: MET-C2abcdeyz/C2.1abcdeyz	Date: 4-Jun-18	No.: RD239081
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040	Copies the address book to the hard disk from the controller board. [Execute]
SP5-846-041	UCS Setting: Fill Addr Acl Info
	This SP must be executed immediately after installation of an HDD unit in a basic machine that previously had no HDD. The first time the machine is powered on with the new HDD installed, the system automatically takes the address book from the NVRAM and writes it onto the new HDD. However, the new address book on the HDD can be accessed only by the system administrator at this stage. Executing this SP by the service technician immediately after power on grants full address book access to all users. [Execute]

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

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"/> 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

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"> High voltage harness defective or shorted. PCU setting fault or damage HVP_CB fault Connector disconnected Harness broken <i>IOB defective</i>

Model: MET-C2abcdeyz/C2.1abcdeyz

Date: 1-Jun-18

No.: RD239082

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"> Checking contaminants on the Charge Roller terminal [A] Checking damage or deformation of the Charge Roller terminal [A] Checking continuity to the Charge Roller terminal core bar [B] <div data-bbox="319 530 1074 871" data-label="Image"> </div> <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"> Checking contaminants on the charged power supplying plate [C] Checking damage or deformation of the charged power supplying plate [C] Checking continuity between the Charge Roller terminal core bar and the HVP (CB) <div data-bbox="319 1151 1098 1516" data-label="Image"> </div> <p>d238m0901</p> <p>4. Replace the HVP (CB).</p> <p>5. If SC occurs again, replace the BCU.</p> <p>5. If SC occurs again, replace the IOB</p>		

Reissued: 29-Oct-18

Model: Met-C2abcdeyz	Date: 30-Aug-18	No.: RD239083a
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RTB Reissue

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

Subject: DO NOT install FAX v11.00.00 + v12.00.00		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 FAX Firmware v11.00.00 and v12.00.00

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

Note: These versions are no longer released/available.

Firmware	version	P/N	Model
FAX	11.00.00	D2395557P	Met-C2 abyz
FAX	11.00.00	D2425557P	Met-C2cde
<i>FAX</i>	<i>12.00.00</i>	<i>D2395557Q</i>	<i>Met-C2 abyz</i>
<i>FAX</i>	<i>12.00.00</i>	<i>D2425557Q</i>	<i>Met-C2cde</i>

- 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. ***and 12.00.00.***
- To avoid this, install FAX firmware ~~v10.00.00 or older v13.00.00.~~ ***The***

Reissued: 29-Oct-18

Model: Met-C2abcdeyz

Date: 30-Aug-18

No.: RD239083a

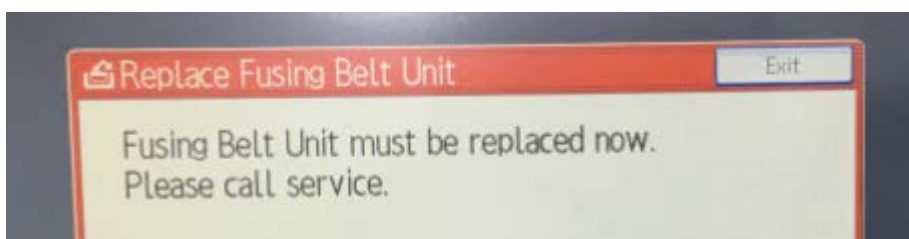
~~**countermeasure firmware will be released at a later date (ETA: TBD).**~~

Description	Model	Parts Number	Version
FAX	Met-C2abyz	D2395557R	13.00.00
FAX	Met-C2cde	D2425557R	13.00.00

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

SYMPTOM

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: 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	18.01	D2395509C
Met-C2 cde	Package All	18.01	D2425509C
Met-c2.1 abyz	Package All	8.01	D0AD5533K
Met-C2.1cde	Package All	8.01	D0AF5533K

Affected models:

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

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

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

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

Cause: The version information of Cheetah System is unintentionally deleted, when updating the application "ICCardDispatcher" included in the cheetah system.

Note: When a machine is upgraded through @Remote RFU/ARFU, the E228 error will be recovered by retrying automatically and then be successfully updated.

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

Next Package firmware this problem will be solved.

Model: Met-C2abcdeyz/ C2.1abcdeyz/Cor-C1.5		Date: 9-Nov-18	No.: RD239088
Subject: DO NOT install System Copy v1.28 (Met-C2), v1.14 (Met-C2.1) and v1.16 (Cor-C1.5)		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 “System/Copy” Firmware

v1.28 (Met-C2), v1.14 (Met-C2.1),v1.16 (Cor-C1.5)

- **DO NOT install** the following “System/Copy” firmware on machines in the field.

Note: These versions are no longer released/available.

Model	Firmware	version	P/N
Met-C2 abyz	System/Copy	1.28	D2395535K
Met-C2 cde	System/Copy	1.28	D2395535K
Met-c2.1 abyz	System/Copy	1.14	D0AD5550N
Met-C2.1cde	System/Copy	1.14	D0AD5550N
Cor-C1.5	System/Copy	1.16	D2895550V

Affected models:

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

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

Cor-C1.5(D285/D286/D287/D288/D289/D290/D291/D292/D293/D294)

- Symptom: SC 899 occurs when the daily device information notice by @remote, and the device automatically reboots. (The customer needs to press "execute" button before automatic reboot)
Note: SC899 occurred every 19 days after the version update.

- This occurs because the memory full occur by the daily device information.

- **Solution:** *To avoid this, install System/copy firmware to the below version.*

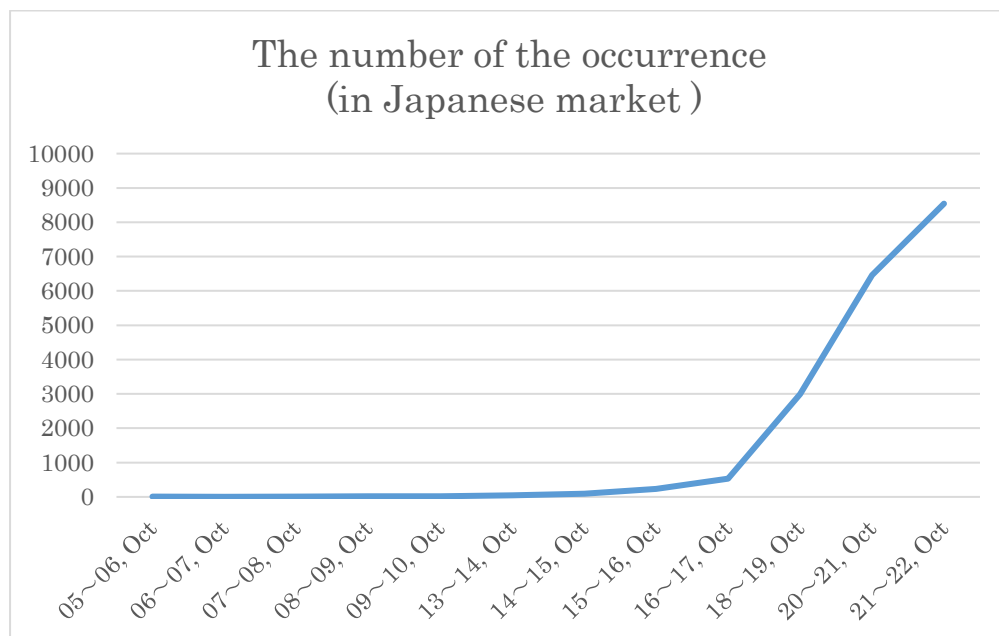
Model: Met-C2abcdeyz/ C2.1abcdeyz/Cor-C1.5

Date: 9-Nov-18

No.: RD239088

<i>Model</i>	<i>Firmware</i>	<i>version</i>	<i>P/N</i>
<i>Met-C2 abyz</i>	<i>System/Copy</i>	<i>1.29</i>	<i>D2395535L</i>
<i>Met-C2 cde</i>	<i>System/Copy</i>	<i>1.29</i>	<i>D2395535L</i>
<i>Met-c2.1 abyz</i>	<i>System/Copy</i>	<i>1.15</i>	<i>D0AD5550P</i>
<i>Met-C2.1cde</i>	<i>System/Copy</i>	<i>1.15</i>	<i>D0AD5550P</i>
<i>Cor-C1.5</i>	<i>System/Copy</i>	<i>1.17.1</i>	<i>D2895550W</i>

- Occurrence number of SC899 occurrence (in Japanese domestic market)



Reissued: 14-Dec-18

Model: Metis-C2 abcdeyzk	Date: 27-Nov-18	No.: RD239089a
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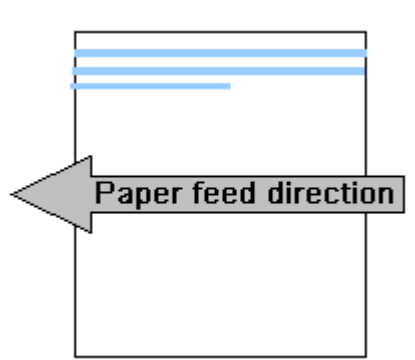
RTB Reissue

Header is corrected.

Subject: Black Line, Color Line and Dirty Background		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managment Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

Horizontal black or full-color lines
Dirty background



CAUSE:

Dirty charge roller

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

Solution

1. Replace the Charge Roller Unit.

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

See **PROCEDURE** below,

Reissued: 14-Dec-18

Model: Metis-C2 abcdeyzk	Date: 27-Nov-18	No.: RD239089a
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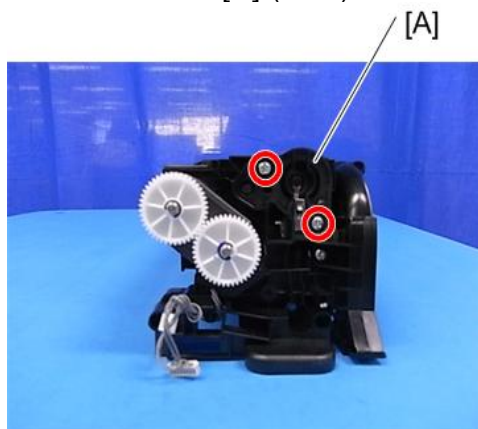
PROCEDURE for cleaning the charge roller.

IMPORTANT:

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

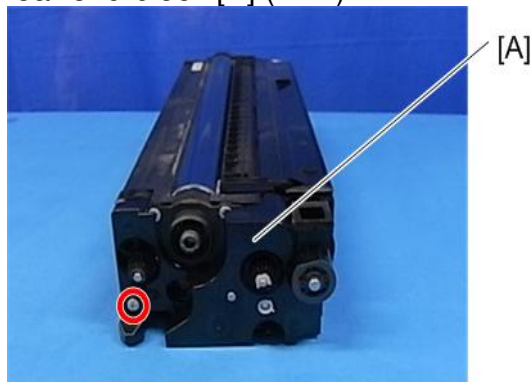
1. Remove the PCDU from the machine.

2. Front end block [A] (⚙️×2).



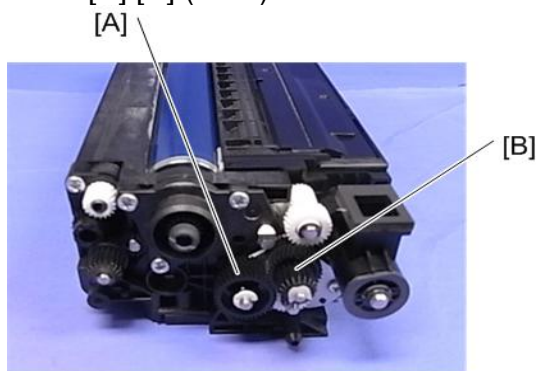
d1462162

3. Rear end block [A] (⚙️×1).



d1462163

4. Gears [A] [B] (⚙️×2).



d1462164

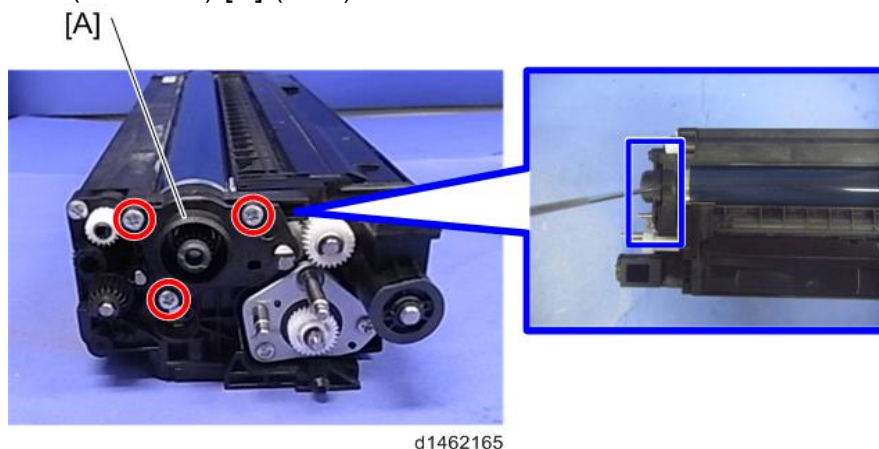
Reissued: 14-Dec-18

Model: Metis-C2 abcdeyzk	Date: 27-Nov-18	No.: RD239089a
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Reissued: 14-Dec-18

Model: Metis-C2 abcdeyzk	Date: 27-Nov-18	No.: RD239089a
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5. Joint (rear side) [A] (⚙️×3).



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



7. Rotate the PCU unit and remove the charge roller unit (⚙️×2).



8. Replace the charge roller



Technical Bulletin

PAGE: 1/1

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)]		
	<p>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.</p> <p>If this SP is set to "0", the image transfer belt does not move away.</p>		
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"/> 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

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

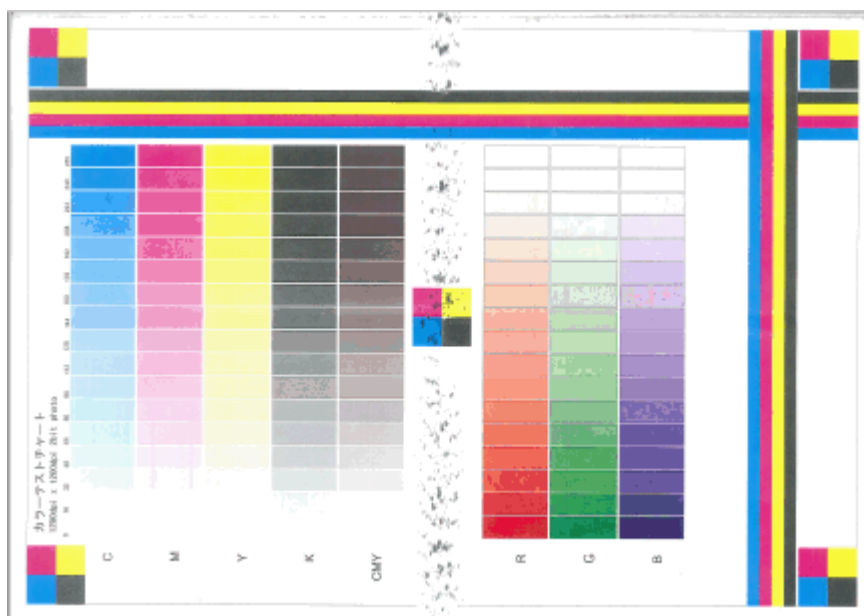
Version List Record		Save to SD Card	
Software Name	Module ID	Part Number	Version
jp.co.ricoh.advop.remotesupport			0.1CUSTOMIZED
LegacyUI type-1	M2a_LegacyUI	D2411439	1.23
LegacyUIData		M0AJ5557B	1.00
ProgramInfoService	M2a_ProgramInfo	D2411438D	1.18
Reader Support Plugin	M2a_USBCdPlugin	D2411459	2.12.00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

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

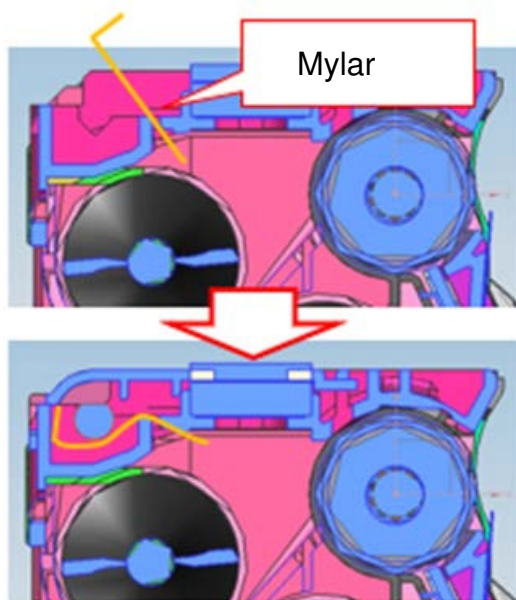
The upper cover of the development unit deforms, and combined with the compressive force of the filter, this causes the gap between the cover and development roller to narrow. As a result, when making continuous prints in half-speed mode, the developer in the central area of the unit cannot be fully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

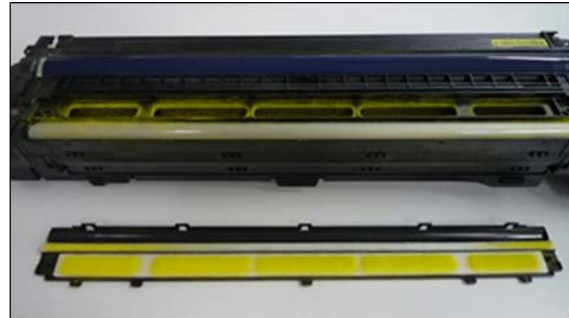
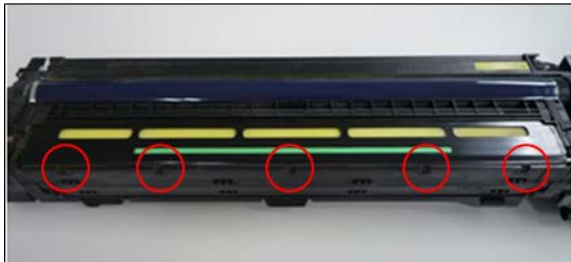
Model: Metis-C2abcde/C2.1 abcde/P2cde	Date: 4-Apr-19	No.: RD239095
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P/N	Description	Q'ty
M0AJ3138	SHEET:PROTECT:COVER:DEVELOPMENT	1-1

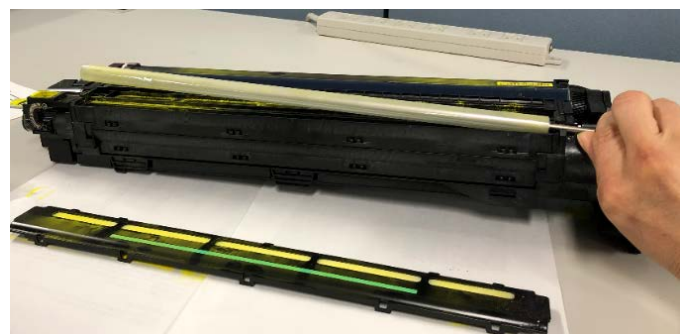


PROCEDURE

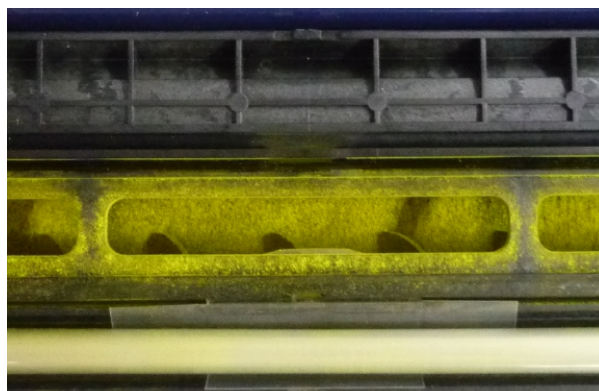
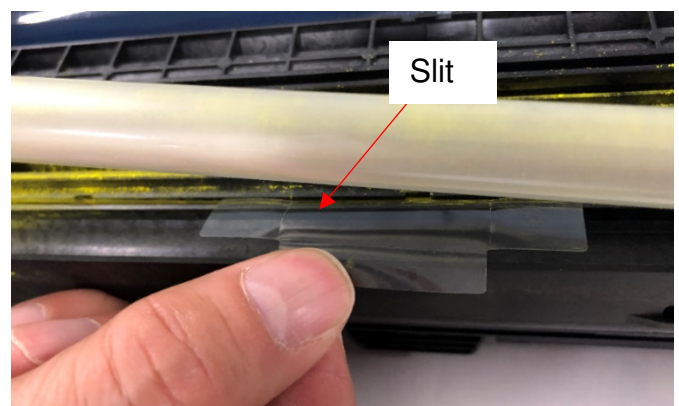
1. Remove the hooks (X5) and the filter cover.



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"/> 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

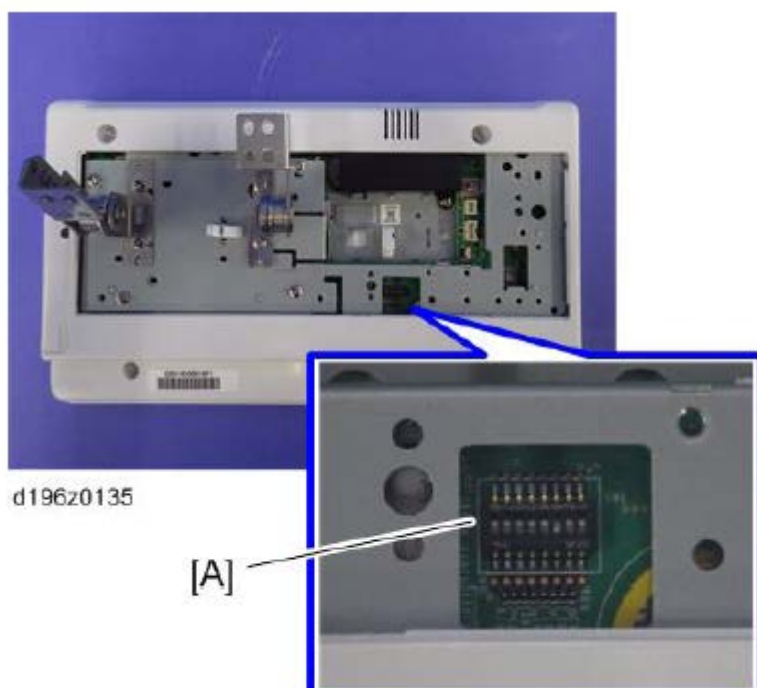
Service Manual Correction:

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
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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

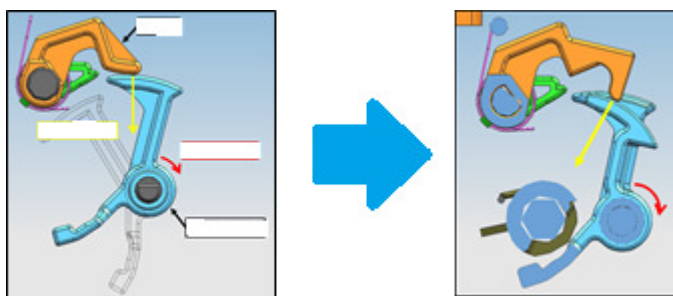
The parts for the models below have been changed to return the paper stopper of the manual feed tray to the correct position.

Affected models are as follows:

Product Code	Model name	Product Code	Model name	Product Code	Model name	Product Code	Model name
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842
D0BH	C501						

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

Old P/N	New P/N	Description	Int	Q'ty	Note
D1492638	D0BQ2638	LINK:PAPER STOPPER:MANUAL FEED	X/X	1	A
D2412638	D0BQ2637	PAPER STOPPER:MANUAL FEED	X/X	1	A



Reissued: 28-Jun-19

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

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

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

Parts catalog correction

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

Affected models are as follows:

<Group A>:

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

<Group B>

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

<Group C>

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

<Group D>

Product Code	Model name
D0BH	C501

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

Date:

No.:

Change 1: Manual Feed Unit part number has been changed to make the new parts compatible with the mentioned models.

<Group B>: Some of the parts in Manual Feed Unit have been changed (Please refer to **Change 2-5**).

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
M0BW2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	X/O	1	A
-	D2412661 ^{*1}	HARNESS:MANUAL FEED:CONNECTING	-	0->1	A

^{*1}: This harness is originally used in **<Group B>**.

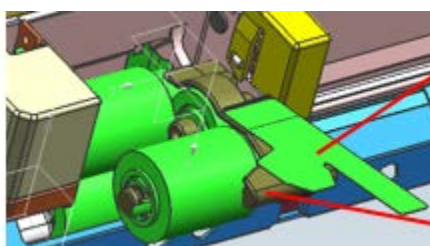
<Group C>: The harness has been removed from Manual Feed Unit (D0BQ2601).

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

^{*1}: This harness is originally used in **<Group C>**.

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

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



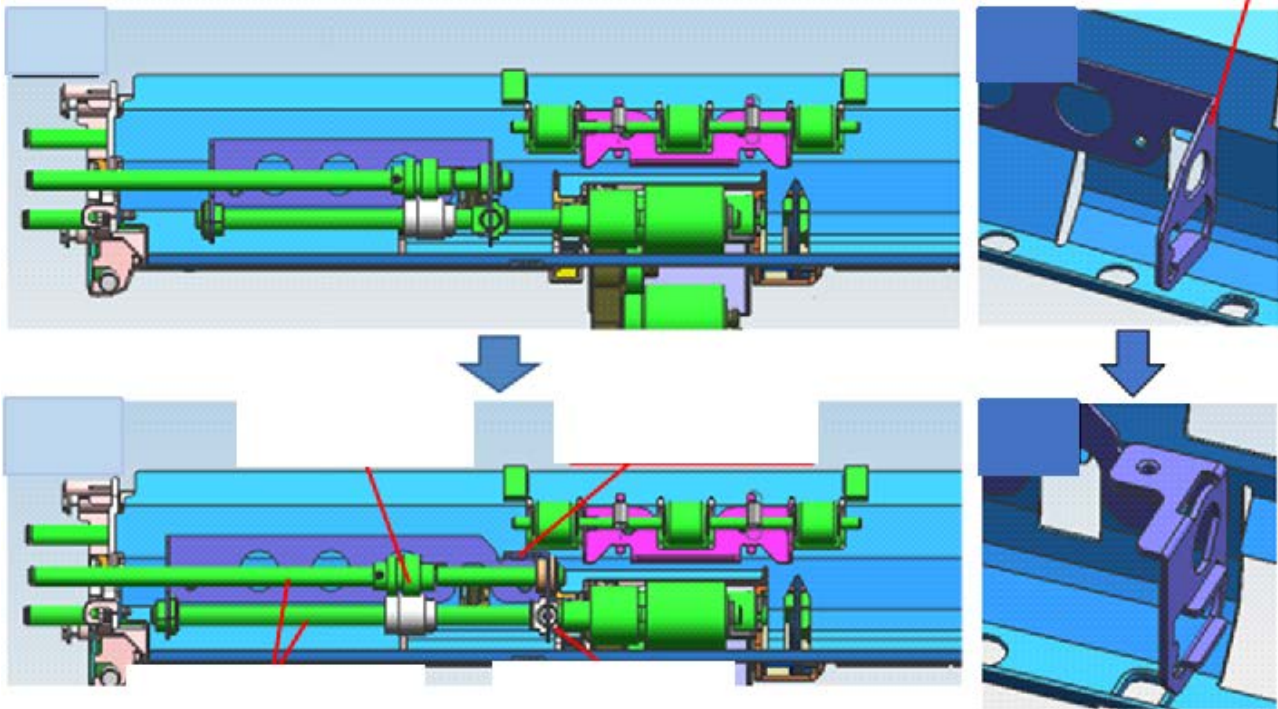
Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1

Date:

No.:

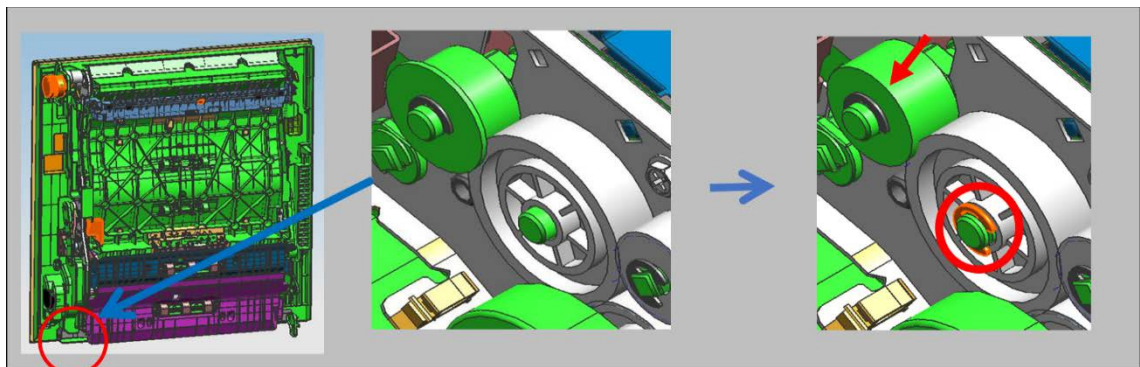
Change 3: The shape of the brackets and bearings, length of the roller shaft, and the gear position has changed. Also e-rings added.

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



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

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



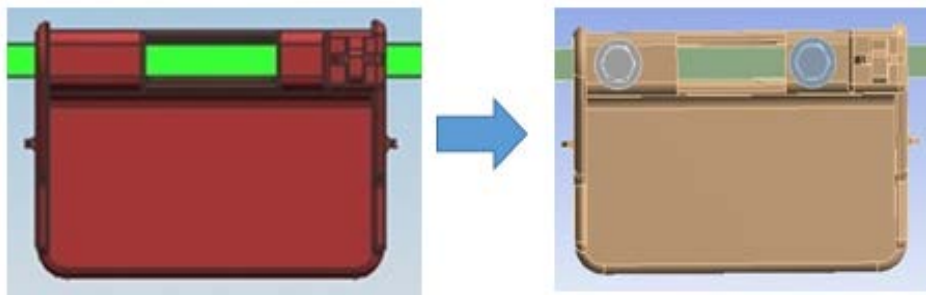
Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1

Date:

No.:

Change 5: The grip of duplex unit has been changed from press fit to screw type.

Old P/N <Group A/B/D>	New P/N	Description	Int	Q'ty	Note
-	03603006N	SCREW - M3X6	-	0->2	E
D1754654	D0BQ4654	SHAFT:LEVER:LOCK	X/X	1	E
D1494655	D2894655	GRIP:DUPLEX UNIT	X/X	1	E



Appendix

The following list is the new part numbers of the duplex unit.

The part numbers of <Group C> not changed.

Old P/N	New P/N	Description	Int	Q'ty	Model
D1754521	D1754523	DUPLEX UNIT: ASS'Y	O/O	1	<Group A>
D1474532	D1474534	DUPLEX UNIT: ASS'Y	O/O	1	
D1484515	D1484517	DUPLEX UNIT: ASS'Y	O/O	1	
D2414517	D2414519	DUPLEX UNIT: ASS'Y	O/O	1	<Group B>
D2444515	D2444517	DUPLEX UNIT: ASS'Y	O/O	1	
D0BH4517	D0BH4519	DUPLEX UNIT: ASS'Y	O/O	1	<Group D>

Model: Met-C2cde		Date: 16-Jul-19	No.: RD242066
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 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 checked="" 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

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

Old part number	New part number	Description	Q'ty	Int
D2385625	D2385689	PCB:MET-C2C:SERVICE:EXP	1	O/O
D2385626	D2385693	PCB:MET-C2D:SERVICE:EXP	1	O/O
D2385627	D2385694	PCB:MET-C2E:SERVICE:EXP	1	O/O

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

D2425535M -> D2425536

Version 1.30 Version 1.31

Caution

- The old System/Copy firmware (version 1.30 or older) is **NOT** compatible with the new CTL board.
- The new System/Copy firmware (version 1.31 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 1.30 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: 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 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 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	Product Code	Model name	Product Code	Model name	Product Code	Model name
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504				

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

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

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

	Old part	New part
	G0652767	D0BQ2785
Shape		

Model: MET-C2abcdeyz/C2.1abcdeyz		Date: 30-Oct-19	No.: RD239101
Subject: Troubleshooting : SC860,861,862,863,864,865,869,870,872,873,874,876		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

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).