RICOH

Technical **B**ulletin

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Reissued: 13-Mar-17

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244001i

RTB Reissue

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

Subject: Firmware Release Note: System/Copy	Prepared by: M. Kumagai

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

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

Version	Program No.	Effective Date	Availability of RFU
1.11	*D2395550S*	*March 2017 production*	*Available*
1.10	D2395550R	January 2017 production	Available
1.09	D2395550Q	December 2016 production	Available
1.08	D2395550P	November 2016 production	Available
1.07	D2395550N	October 2016 production	Available
1.06	D2395550M	September 2016 production	Available
1.05	D2395550L	August 2016 production	Available
1.04	D2395550K	July 2016 production	Available
1.03.1	D2395550J	May 2016 production	Available
1.03	D2395550H	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
1.11	*Symptom corrected:* - *The Eco-friendly counter may not appear, if the counter display timing is set to initial log-in.* - *SC819 may occur, if the auto log-out timer and the energy saving timer are set to the same value.* - *SC819 may occur after removing a jam that occurred while printing a large job that fully consumes the printer memory.* - *Communication may be impossible after changing the relationship between host name and IP address on DNS server.* - *SC899 may occur when rebooting after updating a firmware.* - *When attempted to reboot the machine to resolve an SC, the message "Reboot will done automatically" appears but the machine is not rebooted.* - *When started up in the Classic Copy application, the manual tray is selected even if set to auto tray.* - *Setting paper on the Bypass tray automatically assigns the Bypass tray as the feed tray.* - *If the Bypass tray is set to Auto paper detection and a jam occurs due*

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Version	Modified Points or Symptom Corrected
	to a paper size mismatch, jam alert does not appear. - *The operation panel may freeze, if the Start button is pressed in copy mode immediately after recovering from the energy saver mode.* - *If an original jams in the sample copy of a stapled job, the first set is not printed out.* *Other changes:* *Reduced time for controller firmware update and improved progress bar feature.*

1.10	Symptom corrected:
	- SC819 occurs at boot-up.
	- After entering the user code to start up the Copy application, the user code input screen does not disappear.
	- If a jam occurs on the first page of a job on a machine set with user code authentication and then, the start button and log-out button are pressed together, the start button becomes ineffective.
	- Remaining printing time displayed is incorrect (e.g. 999min) for jobs printed from the document server.
	- When the device is using "Card Authentication Package" or another custom authentication and then the following fields on the server are blank, the fields in the address book on the device might not be overwritten:
	  - Email address
	  - FAX address
	  - Folder address
	
	Other changes:
	More than five languages can be added to the "Change Langs. Widget" on the smart operation panel.

1.09	Symptom corrected: - Erase Border works incorrectly when selecting the original paper size with two spread pages. - SC899 may occur when installing @Remote. - Cannot recovery from energy saving mode and SC672-11 may occur. - Connection error message may appear mistakenly on @Remote connected machines. - SC991/SC899 may occur or stall may occur during use of application on @Remote connected machines. - Connection may fail if entering and recovering from energy saving mode is repeated without power OFF/ON on @Remote connected machines. Other changes: - To enable quicker the detection time and shut down time when SC670 occurs. - When executing a Firmware configuration task via Device Manager NX Pro/Enterprise, an RFU package with the appropriate destination (USA/Europe/Asia/Korea/Taiwan model or China model) can be selected and downloaded from the RICOH Global Server.
1.08	Symptom corrected: 1. Behavior of the SDK applications (CAP/ELP/SLNX/GSNX/etc.) may be incorrect or inconsistent as described below. Both the Standard

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Version	Modified Points or Symptom Corrected
	(Compatibility mode) and SOP Optimized (Hybrid mode) applications are affected by these issues. - Cannot log in. - Cannot scan. - Cannot print. - Error message appears. - etc. 2. When feeding from the by-pass tray, the Start key may falsely become active before specifying the paper size. 3. Error 22 may occur during ARFU. 4. When an application accesses the HDD after turning ON the power, the machine may stall. 5. SC899 may occur after updating with the packaged firmware. 6. If the device enters Energy Save Mode after automatically logging out an account, the device might stall when IC card authentication is used to recover from Energy Save Mode. Other changes: Added an SP setting for enabling or disabling the "Screen Monitoring" function. SP5-885-205: default = 0 ("Screen Monitoring" is enabled) This firmware is dependent on Web Support firmware v1.04 (D2395561F) or later, so please be sure to update that firmware as well.
1.07	Symptom corrected: - Machine may stall, if scanned using the single pass DF. - Saving a scanned filed onto a USB memory stick may cause the file to corrupt. - Recovering from the energy saver mode takes about 5 seconds longer than usual. Other changes: - The default values of the following SPs were modified to enable faster machine start-up when ejecting paper to the finisher tray. 　MPC3004, MPC3504: SP1-107-007: 118 ->128 　MPC2004: SP1-107-007: 121 ->131, SP1-1108-007: 121 -> 131 　MPC2504: SP1-107-007: 118 -> 128, SP1-1108-007: 118 -> 128
1.06	Symptom corrected: - Package RFU update may fail. - If logged in using CAP and the device enters Energy Save mode, the device may stall and logging out will fail.
1.05	Symptom corrected: - Cannot enter the SP mode, if the proximity sensor activates during the enter process. - SC819 may occur at start up. - Wrong fonts are used in some operation screens and the Web Image Monitor. - Error occurs, if new addresses are continuously registered to the address book using Smart SDK. - Installation of the SLNX Hybrid mode application may not be completed. - Support for AirPrint. 　This firmware is dependent on the following firmware modules. Please be

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Version	Modified Points or Symptom Corrected
	sure to update all of them: - Printer firmware: v1.02 or later (D2395570F) - Network Support firmware: v15.55 or later (D2395567F) Other changes: 1. In response to concerns regarding vulnerability, the SSL/TLS setting in the MFP matches that in the @Remote connection. <u>Explanation:</u> The MFP connects to the @Remote center server by using the TLS 1.1 or lower-level protocol, which is not selectable from the customer site. This specification change allows the CE and the customer to select the available protocol between the MFP and @Remote center server by changing the SSL/TLS setting via Web Image Monitor. Important notes: Before updating the firmware, please check the SSL/TLS setting and allow the following security-level for each case. Otherwise, the @Remote service cannot be provided: <u>For embedded type</u> - Allows TLS 1.1 or lower-level - We are currently preparing the TLS 1.2 connection on the @Remote center server. The scheduled date of completion will be announced soon. - This will change when preparation at the @Remote center server is complete. <u>For RC Gate A1</u> - Allows TLS 1.0 or lower-level <u>For RC Gate</u> - Allows SSL 3.0

1.04	Symptom corrected:
	- Firmware for a different paper bank can be updated.
	- Time needed to recover from the energy saving mode is different when recovered by submitting a job or by touching the operation panel.
	- SC819 may occur when recovering from the energy saving mode by touching the operation panel.
	- Cannot switch to the batch mode during a Smart Copy application job.
	- Error message appears, if the procedure below is followed from the Quick Print Release application:
	    1. Save a job with a password.
	    2. Enter the password in the Quick Print Release application.
	    3. Change the password of the job in Web Image Monitor.
	    4. See the preview in the Quick Print Release application.
	- If a user ID is input manually and then an IC card of a different user is hovered over the card reader, the user ID manually input is overwritten with the user ID of the IC card.
	- Log out confirmation screen may not appear when the System Settings menu is logged out by an administrator.

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	- If the authentication setting is changed while logging in and the Finish key is pressed from the System Settings menu, the System Settings menu appears instead of the home screen.
	- SC991 may appear and the controller logs are not saved, if entered the energy saving mode with all of the following conditions met:
	   1. Sleep timer setting: 1 min
	   2. Approximately sensor: 0: OFF
	   3. Energy saving mode - STR setting (SP5-191-001: Power Str Set): 0: OFF
	- When LDAP Authentication or Windows Authentication is used and login fails, the machine might beep twice.

1.03.1	Symptom corrected: Shutdown process takes too long. (This process takes place only in the factory using a special application.)
1.03	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244002f

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

Subject: Firmware Release Note: Engine	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.09:02	*D0AD5503*	*January 2017 production*	*Available*
1.08:02	D2395503J	December 2016 production	Available
1.07:02	D2395503H	November 2016 production	Available
1.06:02	D2395503G	October 2016 production	Available
1.05:02	D2395503F	July 2016 production	Available
1.04:02	D2395503E	June 2016 production	Available
1.03:02	D2395503D	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
1.09:02	*Symptom corrected:* *1. Firmware update does not complete when updated via RFU.* *2. The machine may stall, if it receives a succeeding job immediately after completing a job.* *3. SC374 may occur after recovery from toner end.*
1.08:02	Symptom corrected: - An abnormal sound may occur after continuously printing 20 or more pages. - An abnormal sound may occur when the machine stops due to a waste toner bottle full detection while printing 10 or more pages. - If a jam occurs while the fusing temperature is relatively high, for example, while continuously running jobs, the fusing unit attempts to prevent its temperature from further increasing and may cause an abnormal sound or a wrap-around jam. - Color adjustment fails and the tone of the color may suddenly change while printing. - Machine may stall with an SC990, if the tray runs out of paper or a mis-feed occurs with the last page of the job. Other changes: - To enable quicker first print even under low temperature and low humidity environment, the default value of feed permit setting on C5504/MCP6004 was changed as follows:

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244002f

Version	Modified Points or Symptom Corrected
	SP1-102-011[Temp:lower:Delta:Press:Sp.1] 5->10
1.07:02	Symptom corrected: Serial number information stored in SP5-811-001 is corrupted and the following may not work: - @Remote registration via external appliances - User authentication in SDK application
1.06:02	Symptom corrected: - Engine logs may not stored correctly if turning ON the main power or recovering from energy saving mode with opened the front cover during Engine OFF mode. - Machine will stall with appeared "Scanning" and SC687 may occur if the last page is fed and additional page is add in batch mode on SPDF. *If SP4020-001: Dust check:ON/OFF is 0:OFF, the symptom will not occur. Other changes: Default value in some SPs ware changed for the following improvement. - To improve the stuck alignment on 1 bin tray at low-temperature. - To prevent background dirty.
1.05:02	Symptom corrected: Output color appears different between Met-C2 and Met-C1 when printed in two-color mode.
1.04:02	Symptom corrected: 1. SC161-02 occurs when originals are scanned from SPDF DF3100 in the following manner: - Scanning the first sheet in simplex and second or later in duplex. 2. Continuously running mixed size stapling jobs on Finisher SR3230 may cause a stapling failure. 3. SC990 occurs or printing is slow when recovering from a jam or after the tray had been loaded with paper following a tray empty status. Specification change: The mainframe is capable of recognizing the optional bank installed, to update the appropriate bank firmware.
1.03:02	1st Mass production

Reissued: 29-Mar-17

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244003i

RTB Reissue

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

Subject: Firmware Release Note: Network Support	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
15.61	*D2395567M*	*May 2017 production*	*Available*
15.60	D2395567L	January 2017 production	Available
15.59	D2395567K	December 2016 production	Available
15.58	D2395567J	November 2016 production	Available
15.57.1	D2395567H	October 2016 production	Available
15.56	D2395567G	August 2016 production	Available
15.55	D2395567F	July 2016 production	Available
15.54	D2395567E	May 2016 production	Available
15.53	D2395567D	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
15.61	*Symptom corrected:* *1. When the device is in STR mode, printing might stop and not be able to be conducted until the device is rebooted.* *2. Administrator password cannot be changed via telnet.*
15.60	Other changes: Minor bug correction.
15.59	Symptom corrected: Minor bug correction.
15.58	Symptom corrected: 1. When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail. 2. When the device has the USB device server option enabled and is connected to macOS via a USB cable, the PS driver cannot be installed on the computer. If the PS driver is already installed, printing might fail. 3. When AirPrint is set to "Disabled" in Web Image Monitor, AirPrint printing can still be conducted via USB cable. 4. If the device has not being used a significant amount of times, functions that require a network connection will fail.

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244003i

Version	Modified Points or Symptom Corrected
15.57.1	Other changes: Minor bug correction.
15.56	Other changes: - In response to concerns regarding vulnerability, the SSL/TLS setting in the MFP matches that in the @Remote connection. Explanation: The MFP connects to the @Remote center server by using the TLS 1.1 or lower-level protocol, which is not selectable from the customer site. This specification change ~~allows~~ enables the CE and the customer to select the available protocol between the MFP and @Remote center server by changing the SSL/TLS setting via Web Image Monitor. Important notes: Before updating the firmware, please check the SSL/TLS setting and allow the following security-level for each case. Otherwise,-the @Remote service cannot be provided: For embedded type - ~~Allows TLS 1.1 or lower-level~~ - We need to allow TLS 1.1 or lower-level for it to function. - We are currently preparing the TLS 1.2 connection on the @Remote center server. The scheduled date of completion will be announced soon. - This will change when preparation at the @Remote center server is complete. For RC Gate A1 - ~~Allows TLS 1.0 or lower-level~~ - We need to allow TLS 1.0 or lower-level for it to function. For RC Gate - ~~Allows SSL 3.0~~ - We need to change the certification length. - We need to allow SSL 3.0 or lower-level for it to function.

15.55	Other changes:
	1. Support for AirPrint.
	   This firmware is dependent on Printer firmware v1.02 (D2395570F) or later, so please be sure to also update that firmware.
	2. To avoid a window that warns about the security certificate from being displayed when connected to Web Image Monitor, the default value of the "Permit SSL/TLS Communication" setting has been changed from "Ciphertext Priority" to "Ciphertext/Cleartext".
	   Note: Configurations will not be automatically changed when the firmware is updated. This value will be the default in devices that have Network Support v15.55 installed from mass production.

15.54	Symptom corrected: An SC899 error occurs when an IC card reader that is connected via a USB cable is unplugged from the device. Other changes:

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244003i

Version	Modified Points or Symptom Corrected
	Support for DHCP option 60 and 77. This firmware is dependent on System/Copy firmware v1.03 (D2395550H) or later, so please be sure to update that firmware also.
15.53	1st Mass production

Reissued: 27-Mar-17

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244004d

RTB Reissue
The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: NetworkDocBox	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_1.05_	**_D2395568G_**	**_May 2017 production_**	**_Available_**
1.04	D2395568F	January 2017 production	Available
1.03	D2395568E	October 2016 production	Available
1.02	D2395568D	September 2016 production	Available
1.01	D2395568C	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
_1.05_	**_Symptom corrected:_** - **_Minor bug correction._**
1.04	Symptom corrected: The device might not be able to be accessed via Web Image Monitor.
1.03	Symptom corrected: Under the following conditions, if the device is accessed from a utility, such as SmartDeviceMonitor or Device Manager NX, and the address book on the device is edited, a utility will encounter an error or close unexpectedly: - The FCU is not installed. - The Fax Connection Unit is disabled. - 51 or more users are registered in the address book.
1.02	Symptom corrected: 1. When scanning by using GlobalScan NX on the model with the Smart Operation Panel, the image log capture file will be sent to an incorrect folder even if the file includes the same user ID as before. 2. When attempting to back up the address book from Device Manager NX, the backup will fail and printer, copy, scan, and fax jobs cannot be conducted.
1.01	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244005f

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

Subject: Firmware Release Note: Fax	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
07.00.00	***D2395557K***	***April 2017 production***	***Available***
06.00.00	D2395557J	January 2017 production	Available
05.00.00	D2395557H	December 2016 production	Available
04.00.00	D2395557G	November 2016 production	Available
03.00.00	D2395557F	July 2016 production	Available
02.00.00	D2395557E	April 2016 production	Available
01.00.00	D2395557D	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
07.00.00	***Symptom Corrected:*** ***AirPrint (FaxOut) results in an error.***
06.00.00	Symptom corrected: Fax application may stall when recovering from energy saving mode.
05.00.00	Symptom corrected: SC899 may occur when logging out from a machine with the user authentication enabled.
04.00.00	Symptom corrected: If logged in with user authentication, FAX settings for Auto Print FAX Journal (SWUSR_03, bit7) and setting whether or not to include sender name in reports (SWUSR_04, bit5) may change after logging out.
03.00.00	Symptom corrected: - If the region setting is set to Korea, AirPrintFax appears as though it can be performed without TTI registration, although the fax not actually transmitted and the operation is not logged. Procedure: 1. Set the country code to Korea: 0x1C by FAXSP System0F without TTI registration. 2. Perform AirPrintFax from Mac. - AirPrintFax cannot be sent from Mac and alert message 'During in use on other function' appears. Procedure:

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244005f

Version	Modified Points or Symptom Corrected
	1. Perform AirPrintFax from Mac.
	2. Change the network setting (system setting>interface setting in user tools) after the transmission.
	3. Perform AirPrintFax from MacPC again.
	- When using wireless LAN, error message indicating a network error may appear even when IP fax is valid.
	- Address list may not appear in the FAX application.
	- Upon an error, the error message in the status check window disappears and the status check LED turns OFF.
	Procedure:
	1. Create a fax connection error between the client and sub machines.
	2. Open Smart FAX or Simple FAX application on the client machine.
	3. Open the status check window after the FAX connection error alert appears.
	Other changes:
	If there are several hundred destinations selected for Scan, message "Processing destination...Please wait for start scanning." appears after pressing the Start key.
02.00.00	Symptom corrected:
	Shutdown process takes too long. (This process takes place only in the factory using a special application.)
01.00.00	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244006

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ 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	D2395554B	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

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244007h

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

Subject: Firmware Release Note: Printer	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.08	*D2395570M*	*May 2017 production*	*Available*
1.07	D2395570L	March 2017 production	Available
1.06	D2395570K	January 2017 production	Available
1.05	D2395570J	December 2016 production	Available
1.04	D2395570H	November 2016 production	Available
1.03	D2395570G	September 2016 production	Available
1.02	D2395570F	July 2016 production	Available
1.01	D2395570E	April 2016 production	Available
1.00	D2395570D	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
1.08	***Symptom corrected:*** *The stapleless stapler function on the finisher cannot be used when the staple cartridge is empty or removed.*
1.07	Symptom corrected: An error may occur when trying to display a preview in the Print (Memory Storage Device) application.
1.06	Symptom corrected: Notifications are not displayed in MFP applications even if key counter management or external charge unit management is enabled.
1.05	Symptom corrected: After an SC reboot occurs, if the dialog window stating that the automatic reboot has occurred is not closed, SDK-J applications cannot be started, which results in an SC990 error occurring.
1.04	Symptom corrected: When attempting to print data that contains a blank page via AirPrint, the job might be canceled.

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244007h

Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: 1. An SC899 error might occur when the Printer application starts up, which causes the device to stall. 2. When printing from AirPrint, the paper weight "Plain 2 (75 to 81g/square meter)" is out of the search target of "Auto Tray Select" even if "Plain Paper or Recycled Paper" is specified in the job.
1.02	Symptom corrected: While a job is being printed by using Enhanced Locked Print NX v2, some jobs might not start being processed on the device until the current job is finished. Other changed: - A warning message is displayed on the operation panel before a job start being processed when the device receives a staple job that exceeds the maximum number of pages that can be stapled. - Support for AirPrint. This firmware is dependent on Network Support firmware v15.55 (D2395567F) or later, so please be sure to also update that firmware.
1.01	Other changes: Improved print quality. Symptom corrected: Under all of the following conditions, paper is fed from the device trays even though the paper feed tray setting in the driver is set to the bypass tray: - The "Tray Setting Priority" of the bypass tray is "Driver/Command". - The "Paper Confirmation for Bypass Tray Display" setting is "Display". - The "Tray Switching" setting is "On". - The paper size and paper type set on the device matches to the setting configured on the driver is selected.
1.00	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244008c

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

Subject: Firmware Release Note: RemoteFax	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
04.00.00	*D2395558G*	*January 2017 production*	*Available*
03.00.00	D2395558F	August 2016 production	Available
02.00.00	D2395558E	July 2016 production	Available
01.00.00	D2395558D	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
04.00.00	*Symptom corrected:* *SC899 may occur when receiving IP FAX.*
03.00.00	Symptom corrected: SC899 may occur when registering addresses on the Speedoc application.
02.00.00	Symptom corrected: When using wireless LAN, error message indicating a network error may appear even when IP fax is valid.
01.00.00	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244009e

RTB Reissue
The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: Scanner	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_01.05_	**_D2395560J_**	**_May 2017 production_**	**_Available_**
01.04	D2395560H	April 2017 production	Available
01.03	D2395560G	December 2016 production	Available
01.02	D2395560F	November 2016 production	Available
01.01	D2395560E	July 2016 production	Available
01.00	D2395560D	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
_01.05_	**_Symptom corrected:_** **_The following behaviors now apply when using an external keyboard:_** - **_While the Shift key is being pressed, caps lock mode is enabled._** - **_When the Shift and Caps Lock keys are pressed simultaneously, shift lock mode is enabled._** - **_While the AltGr key is being pressed, special characters can be entered._**
01.04	Symptom corrected: 1. When many scan jobs are scanned from an application that is based on SmartSDK under the following conditions, an error might be displayed and the device might not be able to scan until the device is rebooted: - "User Authentication" is enabled. - "Download File Directly From URL Link" is enabled. - "File Emailing Method" is set to "Send URL Link". - "OCR setting" is enabled. 2. When the cover is open or a paper jam occurs while using another application such as Copy or Printer, if "Check Status" is pressed, "Check" is displayed in the Scanner area of the status bar even though Scanner is not being used. This firmware is dependent on SmartScan firmware v1.11 (D2411456L) or later, so please be sure to update both firmwares.

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244009e

Version	Modified Points or Symptom Corrected
01.03	Symptom corrected: - A3 size cannot be specified in macOS when scanning by using AirPrint. - When scanning from Mac OS X 10.12 by using AirPrint, the output file cannot be opened in the viewer. - When scanning from Mac OS X 10.12 by using AirPrint, the resolution is always 200 dpi.

01.02	Symptom corrected:
	1. When "Copy Server : Set Function" (SP5-967-001) is set to OFF on a printer that has an HDD installed, "Program Setting for Destinations" does not appear in Scanner Features.
	2. When "Download File Directly From URL Link" is enabled and scan to URL is conducted 100 times or more, the scan job might fail.
	3. When a scan job is conducted from "Simplified Scrn." under the following conditions, the files for that job cannot be deleted from the temporary memory after the job has been sent:
	   - User Authentication is enabled.
	   - "Download File Directly From URL Link" is enabled.
	   - "File Emailing Method" is set to "Send URL Link" or "Auto Detect".

01.01	Symptom corrected: 1. When blank pages are scanned while "Delete Blank Page" is enabled in the OCR setting, the message "All the pages are detected as blank. No file was created." might reappear. 2. When the "Status Check" LED is lit and the "Check" button is pressed while a job is conducted by using Smart Scanner, the legacy Scanner application is opened. 3. When a job is conducted by using the TWAIN driver, the legacy Scanner application continues to be displayed. 4. When an error occurs while user code authentication is enabled, the login screen might appear for a moment.
01.00	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244010d

RTB Reissue
The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: Web Support	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
_1.05_	**_D2395561G_**	**_December 2016 production_**	**_Available_**
1.04	D2395561F	November 2016 production	Available
1.03	D2395561E	September 2016 production	Available
1.02	D2395561D	August 2016 production	Available
1.01	D2395561C	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
_1.05_	**_Symptom corrected:_** **_Minor bug correction._**
1.04	Symptom corrected: When downloading "Eco-friendly Counter" data in "Status/Information > Display Eco-friendly Counter", the SYSTEM counter data for that period is not included in the exported .csv file. Other changes: Added an SP setting for enabling or disabling the "Screen Monitoring" function. SP5-885-205: default = 0 ("Screen Monitoring" is enabled) This firmware is dependent on System/Copy firmware v1.08 (D2395550P) or later, so please be sure to update that firmware as well.
1.03	Other changes: Added a setting to be able to set a notification sound when a received fax has finished printing. This firmware is dependent on the following firmware modules. Please be sure to update all of them: 　-　CheetahSystem firmware: v1.12 or later (D2411420M) 　-　LegacyUI firmware: v1.09 or later (D2411427K)
1.02	Other changes: Minor bug correction.
1.01	1st Mass production

| Model: **MET-C2yz** | Date: 13-May-16 | No.: RD244010d |

Technical **B**ulletin

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Model: **MET-C2yz**	Date: 13-May-16	No.: RD244011a

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
_1.02_	**_D2395562C_**	**_September 2016 production_**	**_Available_**
1.01	D2395562B	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
_1.02_	**_Symptom corrected:_** - **_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._** - **_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._**
1.01	1st Mass production

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244012

Subject: Firmware Release Note: aics	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	D3BD5759A	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

RICOH

Technical Bulletin

Reissued: 08-Nov-16

Model: **MET-C2yz**	Date: 13-May-16	No.: RD244013b

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	**D2395564F**	**December 2016 production**	**Available**
1.01	D2395564E	April 2016 production	Available
1.00	D2395564D	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
1.02	**Other changes:** **A minor change only for the Japanese model.**
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

Subject: Firmware Release Note: Option PctBrdg		Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ 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

RICOH

Technical Bulletin

Reissued: 25-May-16

Model: **MET-C2ab/MET-C2cde/MET-C2yz/** **_Brz-MF1/MT-C6/Gim-MF1.5dM_**	Date: 13-May-16	No.: RD239016a

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

RICOH

Technical Bulletin

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Model: **MET-C2ab/MET-C2cde/MET-C2yz**	Date: 13-May-16	No.: RD239019

Subject: Firmware Release Note: PS3		Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ 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

RICOH

Technical **B**ulletin

Model: **MET-C2ab/MET-C2cde/MET-C2yz**	Date: 13-May-16	No.: RD239020

Subject: Firmware Release Note: RPCS	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

RICOH

Technical **B**ulletin

Model: **MET-C2ab/MET-C2cde/MET-C2yz**	Date: 13-May-16	No.: RD239021

Subject: Firmware Release Note: XPS	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

Technical **B**ulletin

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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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
09	***D3BV5570***	***November 2016 production***	***Available***
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
09	***By changed the standard of FAX, the firmware is corrected.***
08	Symptom corrected: Only Japanese domestic market
07	1st Mass production

RICOH

Technical Bulletin

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	***Other changes:*** – ***New Model Supported.*** --- Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor. Other changes: - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	***January 2017 production***	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	***Other changes:*** - ***New Model Supported.*** Symptom corrected: - The QR code application quits when opening the settings in Taiwanese models. 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.
2.1.1	Symptom corrected: When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.
2.1.0	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: - 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.

RICOH

Technical Bulletin

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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

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

RICOH

Technical Bulletin

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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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
2.12.04	**D2411468A_forEDC**	**January 2017 production**	**Not Available**
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
2.12.04	**Specification Change** - **Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.**
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.

RICOH

Technical Bulletin

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.

RICOH

Technical Bulletin

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Model: **CheetahBusinessApplication/ Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/Mo-C2**	Date: 13-May-16	No.: RM923010

Subject: Firmware Release Note: JobHistory		Prepared by: Y. Fukuzaki
From: Connectivity Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ 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

Subject: Firmware Release Note: PS3 Font	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

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

RICOH

Technical Bulletin

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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. -- ***New Model Supported***
1.00	1st Mass production

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Technical Bulletin

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
_1.06_	**_D2411437F_forEDC_**	**_October 2016 production_**	**_Not Available_**
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
_1.06_	**_Minor change._**
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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
1.05	**D2411434G_forEDC**	**October 2016 production**	**Not Available**
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
1.05	**Symptom corrected:** **Remaining amount of toner displayed on the widget is incorrect.**
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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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 -- ***New Model Supported***
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

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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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
1.06	***D2411431H_forEDC***	***December 2016 production***	***Not Available***
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
1.06	***Minor change.***
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

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Technical **B**ulletin

Reissued: 31-May-16

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

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:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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, *Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1*	Date: 30-Jul-15	No.: RD196026a

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

RICOH

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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

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

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

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

Subject: Firmware Release Note: package_ALL	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

This RTB has been issued to announce the firmware release information for the **package_ALL for USA/Europe/Asia/Korea/Taiwan model.**

Version	Program No.	Effective Date	Availability of RFU
9.00	*D2395506N*	*March 2017 production*	*Available*
8.01	D2395506M	January 2017 production	Available
8.00	D2395506L	January 2017 production	Available
7.01	D2395506K	December 2016 production	Available
7.00	D2395506J	December 2016 production	Available
6.01	D2395506H	October 2016 production	Available
6.00	D2395506G	October 2016 production	Available
5.00	D2395506F	October 2016 production	Available
4.01	D2395506E	October 2016 production	Available
4.00	D2395506D	September 2016 production	Available
3.00	D2395506C	August 2016 production	Available
2.01	D2395506B	July 2016 production	Available
2.00	D2395506A	July 2016 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.

<IMPORTANT>
When you install the Package firmware, please note the following.

If either of the following conditions A or B is met, first upgrade the Cheetah System to Ver 1.07 independently, and then, upgrade with the firmware package.
A)
-The Cheetah System version contained in the firmware package is older than the one currently in use.
and
- The Cheetah System version currently in use is Ver1.06 or earlier.

B)
- The machine contains a customized firmware.
and
- The Cheetah System version currently in use is Ver1.06 or earlier.

Version	Modified Points or Symptom Corrected
9.00	*<<Package>>* *package_ALL [METC2ABYZa_pk]* *D2395506M Ver. 8.01 -> D2395506N Ver. 9.00* *<<Separate>>*

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	System/Copy [METC2ABa_system] *D2395550R Ver. 1.10 -> D2395550S Ver. 1.11* *Fax [METC2ABa_fax]* *D2395557J Ver. 06.00.00 -> D2395557K Ver. 07.00.00* *Scanner [METC2ABa_scn]* *D2395560G Ver. 01.03 -> D2395560H Ver. 01.04* *Printer [METC2Ad_printer]* *D2395569K Ver. 1.06 -> D2395569L Ver. 1.07* *Printer [METC2Ae_printer]* *D2395570K Ver. 1.06 -> D2395570L Ver. 1.07* *GWFCU3.8-11(WW) [GW1a_efax_fcu1W]* *D2425559G Ver. 06.00.00 -> D2425559H Ver. 07.00.00* *PDF [METC2e_prt_PDF]* *D2425586E Ver. 1.06 -> D2425586F Ver. 1.09* *M2a_System [M2a_System]* *D2411420Y Ver. 1.21 -> D2411420Z Ver. 1.22.2* *M2a_LegacyUI [M2a_LegacyUI]* *D2411427Q Ver. 1.14 -> D2411427R Ver. 1.15.1* *M2a_MeidaPrtScn [M2a_MeidaPrtScn]* *D2411447P Ver. 1.16 -> D2411447Q Ver. 1.17* *M2a_SmartScan [M2a_SmartScan]* *D2411456M Ver. 1.12 -> D2411456N Ver. 1.13* *M2a_PrinterInfo [M2a_PrinterInfo]* *D2411458L Ver. 1.10 -> D2411458M Ver. 1.11* *M2a_BluetoothSe [M2a_BluetoothSe]* *D2411465B Ver. 1.01 -> D2411465C Ver. 1.02* *Application Site [M2a_zoo]* *D2411467G Ver. 1.04.01 -> D2411467H Ver. 1.04.05*
8.01	<<Package>> package_ALL [METC2ABYZa_pk] D2395506L Ver. 8.00 -> D2395506M Ver. 8.01 <<Separate>> PDF [METC2d_prt_PDF] D2425585E Ver. 1.06 -> D2425585F Ver. 1.09 M2a_System [M2a_System] D2411420X Ver. 1.20 -> D2411420Y Ver. 1.21

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	M2a_LegacyUI [M2a_LegacyUI] D2411427P Ver. 1.13.1 -> D2411427Q Ver. 1.14 M2a_SimpleCopy [M2a_SimpleCopy] D2411443N Ver. 1.16 -> D2411443P Ver. 1.17 M2a_SimpleScan [M2a_SimpleScan] D2411444N Ver. 1.12 -> D2411444P Ver. 1.13 M2a_SimpleFAX [M2a_SimpleFAX] D2411445L Ver. 1.11 -> D2411445M Ver. 1.12 M2a_PrinterSJob [M2a_PrinterSJob] D2411446M Ver. 1.63 M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447N Ver. 1.15 -> D2411447P Ver. 1.16 M2a_SmartCopy [M2a_SmartCopy] D2411454Q Ver. 1.20 -> D2411454R Ver. 1.21 M2a_SmartScan [M2a_SmartScan] D2411456L Ver. 1.11 -> D2411456M Ver. 1.12 M2a_SmartFAX [M2a_SmartFAX] D2411457M Ver. 1.17 -> D2411457N Ver. 1.18 M2a_QuickCdAuth [M2a_QuickCdAuth] D2411468 Ver. 2.12.01 -> D2411468A Ver. 2.12.04
8.00	<<Package>> package_ALL [METC2ABYZa_pk] D2395506K Ver. 7.01 -> D2395506L Ver. 8.00 <<Separate>> Engine [METC2AZa_eplot] D2395503J Ver. 1.08:02 -> D0AD5503 Ver. 1.09:02 System/Copy [METC2ABa_system] D2395550Q Ver. 1.09 -> D2395550R Ver. 1.10 Fax [METC2ABa_fax] D2395557H Ver. 05.00.00 -> D2395557J Ver. 06.00.00 RemoteFax [METC2ABa_fax2] D2395558F Ver. 03.00.00 -> D2395558G Ver. 04.00.00 Network Support [METC2ABa_net] D2395567K Ver. 15.59 -> D2395567L Ver. 15.60 NetworkDocBox [MEC2ABa_netfile]

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	D2395568E Ver. 1.03 -> D2395568F Ver. 1.04
	Printer [METC2Ad_printer] D2395569J Ver. 1.05 -> D2395569K Ver. 1.06
	Printer [METC2Ae_printer] D2395570J Ver. 1.05 -> D2395570K Ver. 1.06
	PCL [MEC2Ce_prt_PCL] D2425573E Ver. 1.10 -> D2425573F Ver. 1.11
	M2a_System [M2a_System] D2411420W Ver. 1.19 -> D2411420X Ver. 1.20
	M2a_LegacyUI [M2a_LegacyUI] D2411427N Ver. 1.12 -> D2411427P Ver. 1.13.1
	M2a_SimpleScan [M2a_SimpleScan] D2411444M Ver. 1.11 -> D2411444N Ver. 1.12
	M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447M Ver. 1.14 -> D2411447N Ver. 1.15
	M2a_SmartCopy [M2a_SmartCopy] D2411454P Ver. 1.19 -> D2411454Q Ver. 1.20
	M2a_SmartFAX [M2a_SmartFAX] D2411457L Ver. 1.16 -> D2411457M Ver. 1.17
7.01	<<Package>> package_ALL [METC2ABYZa_pk] D2395506J Ver. 7.00 -> D2395506K Ver. 7.01 <<Separate>> GWFCU3.8-11(WW) [GW1a_efax_fcu1W] D2425559F Ver. 05.00.00 -> D2425559G Ver. 06.00.00 M2a_System [M2a_System] D2411420V Ver. 1.18 -> D2411420W Ver. 1.19 M2a_LegacyUI [M2a_LegacyUI] D2411427M Ver. 1.11 -> D2411427N Ver. 1.12 M2a_WLanguage [M2a_WLanguage] D2411431G Ver. 1.05 -> D2411431H Ver. 1.06 M2a_SimpleCopy [M2a_SimpleCopy] D2411443M Ver. 1.15 -> D2411443N Ver. 1.16 M2a_SimpleScan [M2a_SimpleScan] D2411444L Ver. 1.10 -> D2411444M Ver. 1.11

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	M2a_SimpleFAX [M2a_SimpleFAX] D2411445K Ver. 1.10 -> D2411445L Ver. 1.11 M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447L Ver. 1.13 -> D2411447M Ver. 1.14 M2a_SmartCopy [M2a_SmartCopy] D2411454N Ver. 1.18 -> D2411454P Ver. 1.19 M2a_SmartScan [M2a_SmartScan] D2411456K Ver. 1.10 -> D2411456L Ver. 1.11 M2a_SmartFAX [M2a_SmartFAX] D2411457K Ver. 1.15 -> D2411457L Ver. 1.16 M2a_PrinterInfo [M2a_PrinterInfo] D2411458K Ver. 1.09 -> D2411458L Ver. 1.10
7.00	<<Package>> package_ALL [METC2ABYZa_pk] D2395506H Ver. 6.01 -> D2395506J Ver. 7.00 <<Separate>> Engine [METC2AZa_eplot] D2395503H Ver. 1.07:02 -> D2395503J Ver. 1.08:02 System/Copy [METC2ABa_system] D2395550P Ver. 1.08 -> D2395550Q Ver. 1.09 Fax [METC2ABa_fax] D2395557G Ver. 04.00.00 -> D2395557H Ver. 05.00.00 Scanner [METC2ABa_scn] D2395560F Ver. 01.02 -> D2395560G Ver. 01.03 Web Support [METC2ABa_web] D2395561F Ver. 1.04 -> D2395561G Ver. 1.05 Network Support [METC2ABa_net] D2395567J Ver. 15.58 -> D2395567K Ver. 15.59 Printer [METC2Ad_printer] D2395569H Ver. 1.04 -> D2395569J Ver. 1.05 Printer [METC2Ae_printer] D2395570H Ver. 1.04 -> D2395570J Ver. 1.05 GWFCU3.8-11(WW) [GW1a_efax_fcu1W] D2425559E Ver. 04.00.00 -> D2425559F Ver. 05.00.00 PDF [METC2d_prt_PDF] D2425585D Ver. 1.05 -> D2425585E Ver. 1.06

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	PDF [METC2e_prt_PDF] D2425586D Ver. 1.05 -> D2425586E Ver. 1.06 M2a_System [M2a_System] D2411420T Ver. 1.17.2 -> D2411420V Ver. 1.18 M2a_LegacyUI [M2a_LegacyUI] D2411427L Ver. 1.10 -> D2411427M Ver. 1.11 M2a_SmartCopy [M2a_SmartCopy] D2411454M Ver. 1.17 -> D2411454N Ver. 1.18
6.01	<<Package>> package_ALL [METC2ABYZa_pk] D2395506G Ver. 6.00 -> D2395506H Ver. 6.01 <<Separate>> M2a_System [M2a_System] D2411420S Ver. 1.17.1 -> D2411420T Ver. 1.17.2
6.00	<<Package>> package_ALL [METC2ABYZa_pk] D2395506F Ver. 5.00 -> D2395506G Ver. 6.00 <<Separate>> System/Copy [METC2ABa_system] D2395550N Ver. 1.07 -> D2395550P Ver. 1.08 Fax [METC2ABa_fax] D2395557F Ver. 03.00.00 -> D2395557G Ver. 04.00.00 Scanner [METC2ABa_scn] D2395560E Ver. 01.01 -> D2395560F Ver. 01.02 Web Support [METC2ABa_web] D2395561E Ver. 1.03 -> D2395561F Ver. 1.04 Network Support [METC2ABa_net] D2395567H Ver. 15.57.1 -> D2395567J Ver. 15.58 Printer [METC2Ad_printer] D2395569G Ver. 1.03 -> D2395569H Ver. 1.04 Printer [METC2Ae_printer] D2395570G Ver. 1.03 -> D2395570H Ver. 1.04 RPCS [METC2d_prt_RPCS] D2425571C Ver. 3.18.31 -> D2425571D Ver. 3.18.32 PCL [MEC2Ce_prt_PCL] D2425573D Ver. 1.09 -> D2425573E Ver. 1.10

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	M2a_System [M2a_System] D2411420Q Ver. 1.15 -> D2411420S Ver. 1.17.1 M2a_LegacyUI [M2a_LegacyUI] D2411427K Ver. 1.09 -> D2411427L Ver. 1.10 M2a_WLanguage [M2a_WLanguage] D2411431F Ver. 1.04 -> D2411431G Ver. 1.05 M2a_Wtonner [M2a_WTonner] D2411434F Ver. 1.04 -> D2411434G Ver. 1.05 M2a_WEcoInfo [M2a_WEcoInfo] D2411437E Ver. 1.05 -> D2411437F Ver. 1.06 M2a_SimpleCopy [M2a_SimpleCopy] D2411443L Ver. 1.13.1 -> D2411443M Ver. 1.15 M2a_SimpleScan [M2a_SimpleScan] D2411444K Ver. 1.09 -> D2411444L Ver. 1.10 M2a_SimpleFAX [M2a_SimpleFAX] D2411445J Ver. 1.09 -> D2411445K Ver. 1.10 M2a_PrinterSJob [M2a_PrinterSJob] D2411446H Ver. 1.46 -> D2411446J Ver. 1.51 M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447K Ver. 1.12 -> D2411447L Ver. 1.13 M2a_SmartCopy [M2a_SmartCopy] D2411454L Ver. 1.16 -> D2411454M Ver. 1.17 M2a_SmartScan [M2a_SmartScan] D2411456J Ver. 1.09 -> D2411456K Ver. 1.10 M2a_SmartFAX [M2a_SmartFAX] D2411457J Ver. 1.14 -> D2411457K Ver. 1.15 M2a_PrinterInfo [M2a_PrinterInfo] D2411458J Ver. 1.08 -> D2411458K Ver. 1.09 Application Site [M2a_zoo] D2411467F Ver. 1.03.03 -> D2411467G Ver. 1.04.01
5.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503H

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Version 1.07:02 Firmware Engine Program No. D2395550N Version 1.07 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561E Version 1.03 Firmware Web Support Program No. D2395562C Version 1.02 Firmware Web Uapl Program No. D2395567H Version 15.57.1 Firmware Network Support Program No. D2395568E Version 1.03 Firmware NetworkDocBox Program No. D2395569G Version 1.03 Firmware Printer Program No. D2395570G Version 1.03 Firmware Printer Program No. D2425559E Version 04.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425571C Version 3.18.31 Firmware RPCS Program No. D2425573D

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Version 1.09 Firmware PCL Program No. D2425585D Version 1.05 Firmware PDF Program No. D2425586D Version 1.05 Firmware PDF Program No. D3BC5705C Version 1.09 Firmware PCL Program No. D2411420Q Version 1.15 Firmware M2a_System Program No. D2411427K Version 1.09 Firmware M2a_LegacyUI Program No. D2411431F Version 1.04 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411437E Version 1.05 Firmware M2a_WEcoInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443L Version 1.13.1 Firmware M2a_SimpleCopy Program No. D2411444K

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Version 1.09 Firmware M2a_SimpleScan Program No. D2411445J Version 1.09 Firmware M2a_SimpleFAX Program No. D2411446H Version 1.46 Firmware M2a_PrinterSJob Program No. D2411447K Version 1.12 Firmware M2a_MeidaPrtScn Program No. D2411453F Version 2.1.2 Firmware M2a_QRCode_SDC Program No. D2411454L Version 1.16 Firmware M2a_SmartCopy Program No. D2411456J Version 1.09 Firmware M2a_SmartScan Program No. D2411457J Version 1.14 Firmware M2a_SmartFAX Program No. D2411458J Version 1.08 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411467F Version 1.03.03 Firmware Application Site Program No. D1961403 Version 2.3.3 Firmware M2a_iWnn Program No. D1961404 Version 1.0.0 Firmware M2a_iWnn_Hans Program No. D1961405

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Version 1.0.0 Firmware M2a_iWnn_Hant Program No. D1961406 Version 1.0.0 Firmware M2a_iWnn_Hang Program No. D1961430B Version 2.02.00 Firmware M2a_cspf Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin
4.01	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561E Version 1.03 Firmware Web Support Program No. D2395562C Version 1.02 Firmware Web Uapl

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2395567G Version 15.56 Firmware Network Support Program No. D2395568D Version 1.02 Firmware NetworkDocBox Program No. D2395569G Version 1.03 Firmware Printer Program No. D2395570G Version 1.03 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425571C Version 3.18.31 Firmware RPCS Program No. D2425573D Version 1.09 Firmware PCL Program No. D2425585D Version 1.05 Firmware PDF Program No. D2425586D Version 1.05 Firmware PDF Program No. D3BC5705C Version 1.09 Firmware PCL Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D1961403 Version 2.3.3 Firmware M2a_iWnn Program No. D2411427K Version 1.09 Firmware M2a_LegacyUI Program No. D2411447H Version 1.10.2 Firmware M2a_MeidaPrtScn Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411458H Version 1.07 Firmware M2a_PrinterInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411453E Version 2.1.1 Firmware M2a_QRCode_SDC Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411443L Version 1.13.1 Firmware M2a_SimpleCopy Program No. D2411445J Version 1.09 Firmware M2a_SimpleFAX Program No. D2411444K Version 1.09 Firmware M2a_SimpleScan Program No. D2411454L Version 1.16 Firmware M2a_SmartCopy Program No. D2411457J Version 1.14 Firmware M2a_SmartFAX

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2411456J Version 1.09 Firmware M2a_SmartScan Program No. D2411420N Version 1.13.1 Firmware M2a_System Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411437E Version 1.05 Firmware M2a_WEcoInfo Program No. D2395503G Version 1.06:02 Firmware Engine Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch Program No. D1961430A Version 2.01.01 Firmware M2a_cspf Program No. D2395550M Version 1.06 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411434F Version 1.04 Firmware M2a_WTonner Program No. D1961406 Version .0.0 Firmware M2a_iWnn_Hang

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D1961404 Version 1.0.0 Firmware M2a_iWnn_Hans Program No. D1961405 Version 1.0.0 Firmware M2a_iWnn_Hant Program No. D2411467D Version 1.03.01 Firmware M2a_zoo
4.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503F Version 1.05:02 Firmware Engine Program No. D2395550M Version 1.06 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561E Version 1.03 Firmware Web Support Program No. D2395562C Version 1.02 Firmware Web Uapl Program No. D2395567G Version 15.56 Firmware Network Support Program No. D2395568D Version 1.02 Firmware NetworkDocBox

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2395569G Version 1.03 Firmware Printer Program No. D2395570G Version 1.03 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425571C Version 3.18.31 Firmware RPCS Program No. D2425573D Version 1.09 Firmware PCL Program No. D3BC5705C Version 1.09 Firmware PCL Program No. D2411420L Version 1.11 Firmware M2a_System Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan Program No. D2411445H Version 1.08 Firmware M2a_SimpleFAX Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch Program No. D2411447F Version 1.08 Firmware M2a_MeidaPrtScn Program No. D2411453E Version 2.1.1 Firmware M2a_QRCode_SDC Program No. D2411454J Version 1.14 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411457G Version 1.12 Firmware M2a_SmartFAX Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411467D Version 1.03.01 Firmware Application Site

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D1961430A Version 2.01.01 Firmware M2a_cspf
3.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503F Version 1.05:02 Firmware Engine Program No. D2395550L Version 1.05 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561D Version 1.02 Firmware Web Support Program No. D2395567G Version 15.56 Firmware Network Support Program No. D2395569F Version 1.02 Firmware Printer Program No. D2395570F Version 1.02 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425573D Version 1.09 Firmware PCL

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D3BC5705C Version 1.09 Firmware PCL Program No. D2411420L Version 1.11 Firmware M2a_System Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan Program No. D2411445H Version 1.08 Firmware M2a_SimpleFAX Program No. D2411446F Version 1.29 Firmware M2a_PrinterSJob

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2411447F Version 1.08 Firmware M2a_MeidaPrtScn Program No. D2411453E Version 2.1.1 Firmware M2a_QRCode_SDC Program No. D2411454J Version 1.14 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411457G Version 1.12 Firmware M2a_SmartFAX Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411467D Version 1.03.01 Firmware Application Site Program No. D1961430A Version 2.01.01 Firmware M2a_cspf Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch
2.01	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503E Version 1.04:02 Firmware Engine Program No. D2395550K Version 1.04 Firmware System/Copy

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558E Version 02.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395567F Version 15.55 Firmware Network Support Program No. D2395569F Version 1.02 Firmware Printer Program No. D2395570F Version 1.02 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2411420K Version 1.09 Firmware M2a_System Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan Program No. D2411445H Version 1.08 Firmware M2a_SimpleFAX Program No. D2411446F Version 1.29 Firmware M2a_PrinterSJob Program No. D2411447F Version 1.08 Firmware M2a_MeidaPrtScn Program No. D2411453D Version 2.1.0 Firmware M2a_QRCode_SDC Program No. D2411454J Version 1.14 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411457G Version 1.12 Firmware M2a_SmartFAX Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Program No. D2411467D Version 1.03.01 Firmware Application Site Program No. D1961430A Version 2.01.01 Firmware M2a_cspf
2.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503E Version 1.04:02 Firmware Engine Program No. D2395550K Version 1.04 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558E Version 02.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395567F Version 15.55 Firmware Network Support Program No. D2395569F Version 1.02 Firmware Printer Program No. D2395570F Version 1.02 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425585C Version 1.04

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Firmware PDF Program No. D2425586C Version 1.04 Firmware PDF Program No. D2411420K Version 1.09 Firmware M2a_System Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan Program No. D2411445H Version 1.08 Firmware M2a_SimpleFAX Program No. D2411454H Version 1.13 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411450 Version 2.12.01

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244014m

Version	Modified Points or Symptom Corrected
	Firmware M2a_ICCdDisptch Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin

Reissued: 15-Mar-17

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

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

Subject: Firmware Release Note: package_ALL	Prepared by: M. Kumagai
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

This RTB has been issued to announce the firmware release information for the **package_ALL for China model.**

Version	Program No.	Effective Date	Availability of RFU
8.00	*D2395511H*	*March 2017 production*	*Available*
7.00	D2395511G	January 2017 production	Available
6.00	D2395511F	December 2016 production	Available
5.01	D2395511E	November 2016 production	Available
5.00	D2395511D	November 2016 production	Available
4.00	D2395511C	October 2016 production	Available
3.00	D2395511B	October 2016 production	Available
2.00	D2395511A	August 2016 production	Available
1.00	D2395511	July 2016 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.

<IMPORTANT>
When you install the Package firmware, please note the following.

If either of the following conditions A or B is met, first upgrade the Cheetah System to Ver 1.07 independently, and then, upgrade with the firmware package.
A)
-The Cheetah System version contained in the firmware package is older than the one currently in use.
and
- The Cheetah System version currently in use is Ver1.06 or earlier.

B)
- The machine contains a customized firmware.
and
- The Cheetah System version currently in use is Ver1.06 or earlier.

Version	Modified Points or Symptom Corrected
8.00	*<<Package>>* *package_02 [METC2ABYZr_pk1]* *D2395511G Ver. 7.00 -> D2395511H Ver. 8.00* *<<Separate>>* *System/Copy [METC2ABa_system]* *D2395550R Ver. 1.10 -> D2395550S Ver. 1.11* *Fax [METC2ABa_fax]*

Model: **MET-C2yz**		Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected		
	D2395557J Ver. 06.00.00 -> D2395557K Ver. 07.00.00 *Scanner [METC2ABa_scn]* *D2395560G Ver. 01.03 -> D2395560H Ver. 01.04* *Printer [METC2Ae_printer]* *D2395570K Ver. 1.06 -> D2395570L Ver. 1.07* *GWFCU3.8-11(WW) [GW1a_efax_fcu1W]* *D2425559G Ver. 06.00.00 -> D2425559H Ver. 07.00.00* *M2a_System [M2a_System]* *D2411421Y Ver. 1.21 -> D2411421Z Ver. 1.22.2* *M2a_LegacyUI [M2a_LegacyUI]* *D2411427Q Ver. 1.14 -> D2411427R Ver. 1.15.1* *M2a_MeidaPrtScn [M2a_MeidaPrtScn]* *D2411447P Ver. 1.16 -> D2411447Q Ver. 1.17* *M2a_SmartScan [M2a_SmartScan]* *D2411456M Ver. 1.12 -> D2411456N Ver. 1.13* *M2a_PrinterInfo [M2a_PrinterInfo]* *D2411458L Ver. 1.10 -> D2411458M Ver. 1.11* *M2a_BluetoothSe [M2a_BluetoothSe]* *D2411465B Ver. 1.01 -> D2411465C Ver. 1.02* *Application Site [M2a_zoo]* *D2411467G Ver. 1.04.01 -> D2411467H Ver. 1.04.05*			
7.00	<<Package>> package_02 [METC2ABYZr_pk1] D2395511F Ver. 6.00 -> D2395511G Ver. 7.00 <<Separate>> Engine [METC2AZa_eplot] D2395503J Ver. 1.08:02 -> D0AD5503 Ver. 1.09:02 System/Copy [METC2ABa_system] D2395550Q Ver. 1.09 -> D2395550R Ver. 1.10 Fax [METC2ABa_fax] D2395557H Ver. 05.00.00 -> D2395557J Ver. 06.00.00 RemoteFax [METC2ABa_fax2] D2395558F Ver. 03.00.00 -> D2395558G Ver. 04.00.00 Network Support [METC2ABa_net] D2395567K Ver. 15.59 -> D2395567L Ver. 15.60			

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	NetworkDocBox [MEC2ABa_netfile] D2395568E Ver. 1.03 -> D2395568F Ver. 1.04 Printer [METC2Ae_printer] D2395570J Ver. 1.05 -> D2395570K Ver. 1.06 GWFCU3.8-11(WW) [GW1a_efax_fcu1W] D2425559F Ver. 05.00.00 -> D2425559G Ver. 06.00.00 PCL [MEC2Ce_prt_PCL] D2425573E Ver. 1.10 -> D2425573F Ver. 1.11 PDF [METC2e_prt_PDF] D2425586E Ver. 1.06 -> D2425586F Ver. 1.09 M2a_System [M2a_System] D2411421V Ver. 1.18 -> D2411421Y Ver. 1.21 M2a_LegacyUI [M2a_LegacyUI] D2411427M Ver. 1.11 -> D2411427Q Ver. 1.14 M2a_WLanguage [M2a_WLanguage] D2411431G Ver. 1.05 -> D2411431H Ver. 1.06 M2a_SimpleCopy [M2a_SimpleCopy] D2411443M Ver. 1.15 -> D2411443P Ver. 1.17 M2a_SimpleScan [M2a_SimpleScan] D2411444L Ver. 1.10 -> D2411444P Ver. 1.13 M2a_SimpleFAX [M2a_SimpleFAX] D2411445K Ver. 1.10 -> D2411445M Ver. 1.12 M2a_PrinterSJob [M2a_PrinterSJob] D2411446M Ver. 1.63 M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447L Ver. 1.13 -> D2411447P Ver. 1.16 M2a_SmartCopy [M2a_SmartCopy] D2411454N Ver. 1.18 -> D2411454R Ver. 1.21 M2a_SmartScan [M2a_SmartScan] D2411456K Ver. 1.10 -> D2411456M Ver. 1.12 M2a_SmartFAX [M2a_SmartFAX] D2411457K Ver. 1.15 -> D2411457N Ver. 1.18 M2a_PrinterInfo [M2a_PrinterInfo] D2411458K Ver. 1.09 -> D2411458L Ver. 1.10 M2a_QuickCdAuth [M2a_QuickCdAuth]

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	D2411468 Ver. 2.12.01 -> D2411468A Ver. 2.12.04
6.00	<<Package>> package_02 [METC2ABYZr_pk1] D2395511E Ver. 5.01 -> D2395511F Ver. 6.00 <<Separate>> Engine [METC2AZa_eplot] D2395503H Ver. 1.07:02 -> D2395503J Ver. 1.08:02 System/Copy [METC2ABa_system] D2395550P Ver. 1.08 -> D2395550Q Ver. 1.09 Fax [METC2ABa_fax] D2395557G Ver. 04.00.00 -> D2395557H Ver. 05.00.00 Scanner [METC2ABa_scn] D2395560F Ver. 01.02 -> D2395560G Ver. 01.03 Web Support [METC2ABa_web] D2395561F Ver. 1.04 -> D2395561G Ver. 1.05 Network Support [METC2ABa_net] D2395567J Ver. 15.58 -> D2395567K Ver. 15.59 Printer [METC2Ae_printer] D2395570H Ver. 1.04 -> D2395570J Ver. 1.05 GWFCU3.8-11(WW) [GW1a_efax_fcu1W] D2425559E Ver. 04.00.00 -> D2425559F Ver. 05.00.00 PDF [METC2e_prt_PDF] D2425586D Ver. 1.05 -> D2425586E Ver. 1.06 M2a_System [M2a_System] D2411421T Ver. 1.17.2 -> D2411421V Ver. 1.18 M2a_LegacyUI [M2a_LegacyUI] D2411427L Ver. 1.10 -> D2411427M Ver. 1.11 M2a_SmartCopy [M2a_SmartCopy] D2411454M Ver. 1.17 -> D2411454N Ver. 1.18
5.01	<<Package>> package_02 [METC2ABYZr_pk1] D2395511D Ver. 5.00 -> D2395511E Ver. 5.01 <<Separate>> M2a_System [M2a_System] D2411421S Ver. 1.17.1 -> D2411421T Ver. 1.17.2
5.00	<<Package>>

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	package_02 [METC2ABYZr_pk1] D2395511C Ver. 4.00 -> D2395511D Ver. 5.00 <<Separate>> System/Copy [METC2ABa_system] D2395550N Ver. 1.07 -> D2395550P Ver. 1.08 Fax [METC2ABa_fax] D2395557F Ver. 03.00.00 -> D2395557G Ver. 04.00.00 Scanner [METC2ABa_scn] D2395560E Ver. 01.01 -> D2395560F Ver. 01.02 Web Support [METC2ABa_web] D2395561E Ver. 1.03 -> D2395561F Ver. 1.04 Network Support [METC2ABa_net] D2395567H Ver. 15.57.1 -> D2395567J Ver. 15.58 Printer [METC2Ae_printer] D2395570G Ver. 1.03 -> D2395570H Ver. 1.04 PCL [MEC2Ce_prt_PCL] D2425573D Ver. 1.09 -> D2425573E Ver. 1.10 M2a_System [M2a_System] D2411421Q Ver. 1.15 -> D2411421S Ver. 1.17.1 M2a_LegacyUI [M2a_LegacyUI] D2411427K Ver. 1.09 -> D2411427L Ver. 1.10 M2a_WLanguage [M2a_WLanguage] D2411431F Ver. 1.04 -> D2411431G Ver. 1.05 M2a_Wtonner [M2a_WTonner] D2411434F Ver. 1.04 -> D2411434G Ver. 1.05 M2a_WEcoInfo [M2a_WEcoInfo] D2411437E Ver. 1.05 -> D2411437F Ver. 1.06 M2a_SimpleCopy [M2a_SimpleCopy] D2411443L Ver. 1.13.1 -> D2411443M Ver. 1.15 M2a_SimpleScan [M2a_SimpleScan] D2411444K Ver. 1.09 -> D2411444L Ver. 1.10 M2a_SimpleFAX [M2a_SimpleFAX] D2411445J Ver. 1.09 -> D2411445K Ver. 1.10 M2a_PrinterSJob [M2a_PrinterSJob] D2411446H Ver. 1.46 -> D2411446J Ver. 1.51

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	M2a_MeidaPrtScn [M2a_MeidaPrtScn] D2411447K Ver. 1.12 -> D2411447L Ver. 1.13 M2a_SmartCopy [M2a_SmartCopy] D2411454L Ver. 1.16 -> D2411454M Ver. 1.17 M2a_SmartScan [M2a_SmartScan] D2411456J Ver. 1.09 -> D2411456K Ver. 1.10 M2a_SmartFAX [M2a_SmartFAX] D2411457J Ver. 1.14 -> D2411457K Ver. 1.15 M2a_PrinterInfo [M2a_PrinterInfo] D2411458J Ver. 1.08 -> D2411458K Ver. 1.09 Application Site [M2a_zoo] D2411467F Ver. 1.03.03 -> D2411467G Ver. 1.04.01
4.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503H Version 1.07:02 Firmware Engine Program No. D2395550N Version 1.07 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561E Version 1.03 Firmware Web Support Program No. D2395562C Version 1.02 Firmware Web Uapl

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2395567H Version 15.57.1 Firmware Network Support Program No. D2395568E Version 1.03 Firmware NetworkDocBox Program No. D2395570G Version 1.03 Firmware Printer Program No. D2425559E Version 04.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425573D Version 1.09 Firmware PCL Program No. D2425586D Version 1.05 Firmware PDF Program No. D2411421Q Version 1.15 Firmware M2a_System Program No. D2411427K Version 1.09 Firmware M2a_LegacyUI Program No. D2411431F Version 1.04 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411437E Version 1.05 Firmware M2a_WEcoInfo

Model: **MET-C2yz**		Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443L Version 1.13.1 Firmware M2a_SimpleCopy Program No. D2411444K Version 1.09 Firmware M2a_SimpleScan Program No. D2411445J Version 1.09 Firmware M2a_SimpleFAX Program No. D2411446H Version 1.46 Firmware M2a_PrinterSJob Program No. D2411447K Version 1.12 Firmware M2a_MeidaPrtScn Program No. D2411453F Version 2.1.2 Firmware M2a_QRCode_SDC Program No. D2411454L Version 1.16 Firmware M2a_SmartCopy Program No. D2411456J Version 1.09 Firmware M2a_SmartScan Program No. D2411457J Version 1.14 Firmware M2a_SmartFAX Program No. D2411458J Version 1.08 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411467F Version 1.03.03 Firmware Application Site

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D1961403 Version 2.3.3 Firmware M2a_iWnn Program No. D1961404 Version 1.0.0 Firmware M2a_iWnn_Hans Program No. D1961405 Version 1.0.0 Firmware M2a_iWnn_Hant Program No. D1961406 Version 1.0.0 Firmware M2a_iWnn_Hang Program No. D1961430B Version 2.02.00 Firmware M2a_cspf Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin
3.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395550M Version 1.06 Firmware System/Copy Program No. D2395503G Version 1.06:02 Firmware Engine

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No.　D2395558F Version　　　03.00.00 Firmware　　RemoteFax Program No.　D2395557F Version　　　03.00.00 Firmware　　Fax Program No.　D2395561E Version　　　1.03 Firmware　　Web Support Program No.　D2395560E Version　　　01.01 Firmware　　Scanner Program No.　D2395567G Version　　　15.56 Firmware　　Network Support Program No.　D2395562C Version　　　1.02 Firmware　　Web Uapl Program No.　D2411445J Version　　　1.09 Firmware　　M2a_SimpleFAX Program No.　D1961430A Version　　　2.01.01 Firmware　　M2a_cspf Program No.　D2395568D Version　　　1.02 Firmware　　NetworkDocBox Program No.　D2395570G Version　　　1.03 Firmware　　Printer Program No.　D2425559D Version　　　03.00.00 Firmware　　GWFCU3.8-11(WW) Program No.　D2425573D Version　　　1.09 Firmware　　PCL Program No.　D2425586D Version　　　1.05 Firmware　　PDF

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch Program No. D2411427K Version 1.09 Firmware M2a_LegacyUI Program No. D2411447H Version 1.10.2 Firmware M2a_MeidaPrtScn Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411458H Version 1.07 Firmware M2a_PrinterInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411453F Version 2.1.2 Firmware M2a_QRCode_SDC Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411443L Version 1.13.1 Firmware M2a_SimpleCopy Program No. D2411444K Version 1.09 Firmware M2a_SimpleScan Program No. D2411454L Version 1.16 Firmware M2a_SmartCopy

| Model: **MET-C2yz** | Date: 08-Jun-16 | No.: RD244015h |

Version	Modified Points or Symptom Corrected
	Program No. D2411457J Version 1.14 Firmware M2a_SmartFAX Program No. D2411456J Version 1.09 Firmware M2a_SmartScan Program No. D2411421N Version 1.13.1 Firmware M2a_System Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411437E Version 1.05 Firmware M2a_WEcoInfo Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411434F Version 1.04 Firmware M2a_WTonner Program No. D1961403 Version 2.3.3 Firmware M2a_iWnn Program No. D1961406 Version 1.0.0 Firmware M2a_iWnn_Hang Program No. D1961404 Version 1.0.0 Firmware M2a_iWnn_Hans Program No. D1961405 Version 1.0.0 Firmware M2a_iWnn_Hant

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2411467D Version 1.03.01 Firmware M2a_zoo
2.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503F Version 1.05:02 Firmware Engine Program No. D2395550L Version 1.05 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558F Version 03.00.00 Firmware RemoteFax Program No. D2395560E Version 01.01 Firmware Scanner Program No. D2395561D Version 1.02 Firmware Web Support Program No. D2395567G Version 15.56 Firmware Network Support Program No. D2395570F Version 1.02 Firmware Printer Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW) Program No. D2425573D Version 1.09 Firmware PCL Program No. D2411421L Version 1.11 Firmware M2a_System

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI Program No. D2411431E Version 1.03 Firmware M2a_WLanguage Program No. D2411434F Version 1.04 Firmware M2a_Wtonner Program No. D2411435D Version 1.02 Firmware M2a_WFaxInfo Program No. D2411436B Version 1.01 Firmware M2a_WStopKey Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo Program No. D2411438D Version 1.18 Firmware M2a_ProgramInfo Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan Program No. D2411445H Version 1.08 Firmware M2a_SimpleFAX Program No. D2411446F Version 1.29 Firmware M2a_PrinterSJob Program No. D2411447F Version 1.08 Firmware M2a_MeidaPrtScn Program No. D2411453E Version 2.1.1 Firmware M2a_QRCode_SDC

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Program No. D2411454J Version 1.14 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411457G Version 1.12 Firmware M2a_SmartFAX Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411467D Version 1.03.01 Firmware Application Site Program No. D1961430A Version 2.01.01 Firmware M2a_cspf Program No. D2411450A Version 2.12.04 Firmware M2a_ICCdDisptch
1.00	PACKAGE RELEASE This package release contains the following firmware. For the further description of changes made, see the Release Notes for each firmware. Program No. D2395503E Version 1.04:02 Firmware Engine Program No. D2395550K Version 1.04 Firmware System/Copy Program No. D2395557F Version 03.00.00 Firmware Fax Program No. D2395558E Version 02.00.00

Model: **MET-C2yz**	Date: 08-Jun-16	No.: RD244015h

Version	Modified Points or Symptom Corrected
	Firmware RemoteFax
	Program No. D2395560E Version 01.01 Firmware Scanner
	Program No. D2395567F Version 15.55 Firmware Network Support
	Program No. D2395569F Version 1.02 Firmware Printer
	Program No. D2395570F Version 1.02 Firmware Printer
	Program No. D2425559D Version 03.00.00 Firmware GWFCU3.8-11(WW)
	Program No. D2425585C Version 1.04 Firmware PDF
	Program No. D2425586C Version 1.04 Firmware PDF
	Program No. D2411421K Version 1.09 Firmware M2a_System
	Program No. D2411427H Version 1.07 Firmware M2a_LegacyUI
	Program No. D2411437D Version 1.04 Firmware M2a_WEcoInfo
	Program No. D2411443J Version 1.11 Firmware M2a_SimpleCopy
	Program No. D2411444J Version 1.08 Firmware M2a_SimpleScan
	Program No. D2411445H Version 1.08

| Model: **MET-C2yz** | Date: 08-Jun-16 | No.: RD244015h |

Version	Modified Points or Symptom Corrected
	Firmware M2a_SimpleFAX Program No. D2411454H Version 1.13 Firmware M2a_SmartCopy Program No. D2411456H Version 1.08 Firmware M2a_SmartScan Program No. D2411458G Version 1.06 Firmware M2a_PrinterInfo Program No. D2411465B Version 1.01 Firmware M2a_BluetoothSe Program No. D2411468 Version 2.12.01 Firmware M2a_QuickCdAuth Program No. D2411450 Version 2.12.01 Firmware M2a_ICCdDisptch Program No. D2411452 Version 2.12.00 Firmware M2a_NFCPlugin Program No. D2411459 Version 2.12.00 Firmware M2a_USBCdPlugin Program No. D2411466 Version 2.12.00 Firmware M2a_BLEPlugin

RICOH

Technical Bulletin

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

RICOH

Technical Bulletin

PAGE: 1/**1**

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin Symptom corrected: Applications can be uninstalled from Web Image Monitor.

RICOH

Technical Bulletin

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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	***New Model Supported.*** --- Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware. <before> QuickCardAuth <after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: MET-C2z	Date: 2-Aug-16	No.: RD244016

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:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ 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-C2yz	Date: 3-Aug-16	No.: RD244017

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

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

For NA ONLY

There is 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.
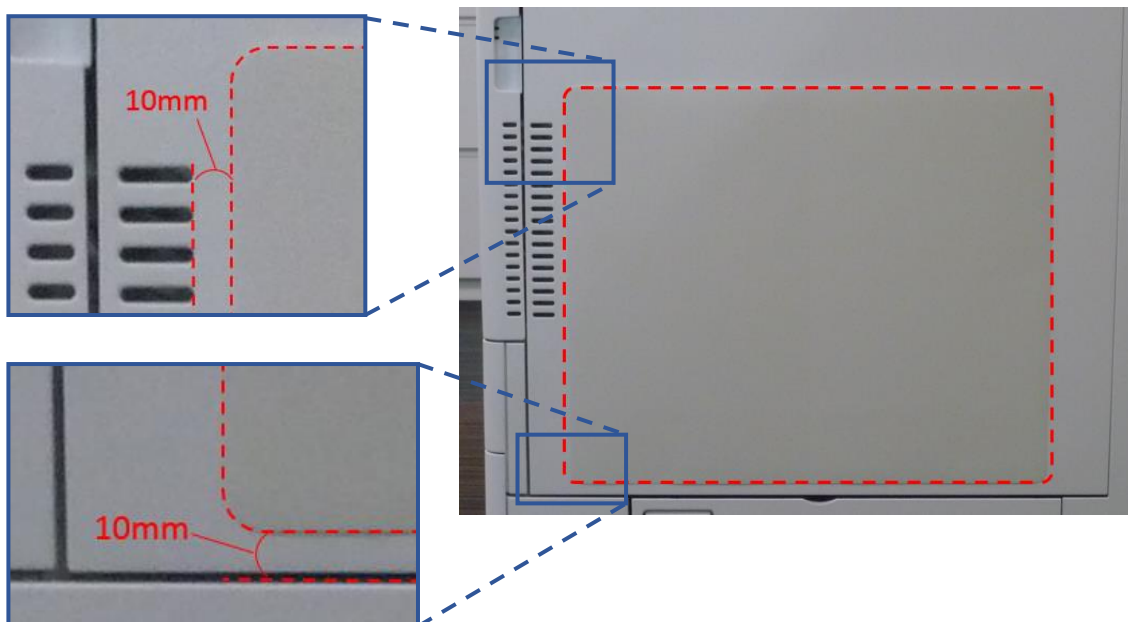
Card Reader and Keyboard

Overview

D146-D150, D238-D242 / Touch
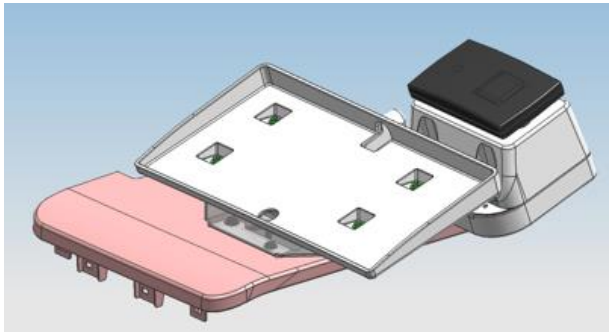
D146-D150, D238-D242 / Swipe
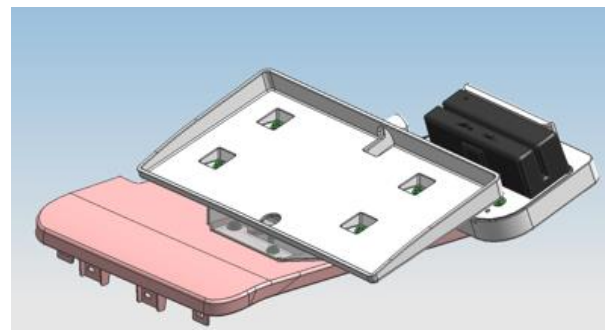
D197-D202/ Touch
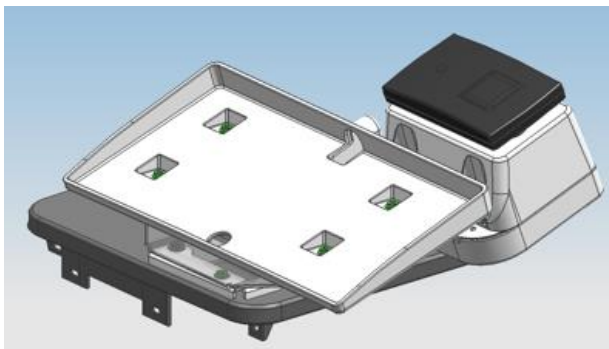
D197-D202 / Swipe
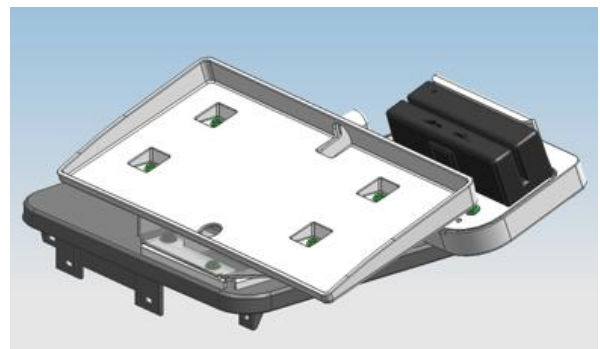
| Model: MET-C2yz | | Date: 3-Aug-16 | No.: RD244017 |

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-C2yz	Date: 3-Aug-16	No.: RD244017

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

[11a]

[11b]

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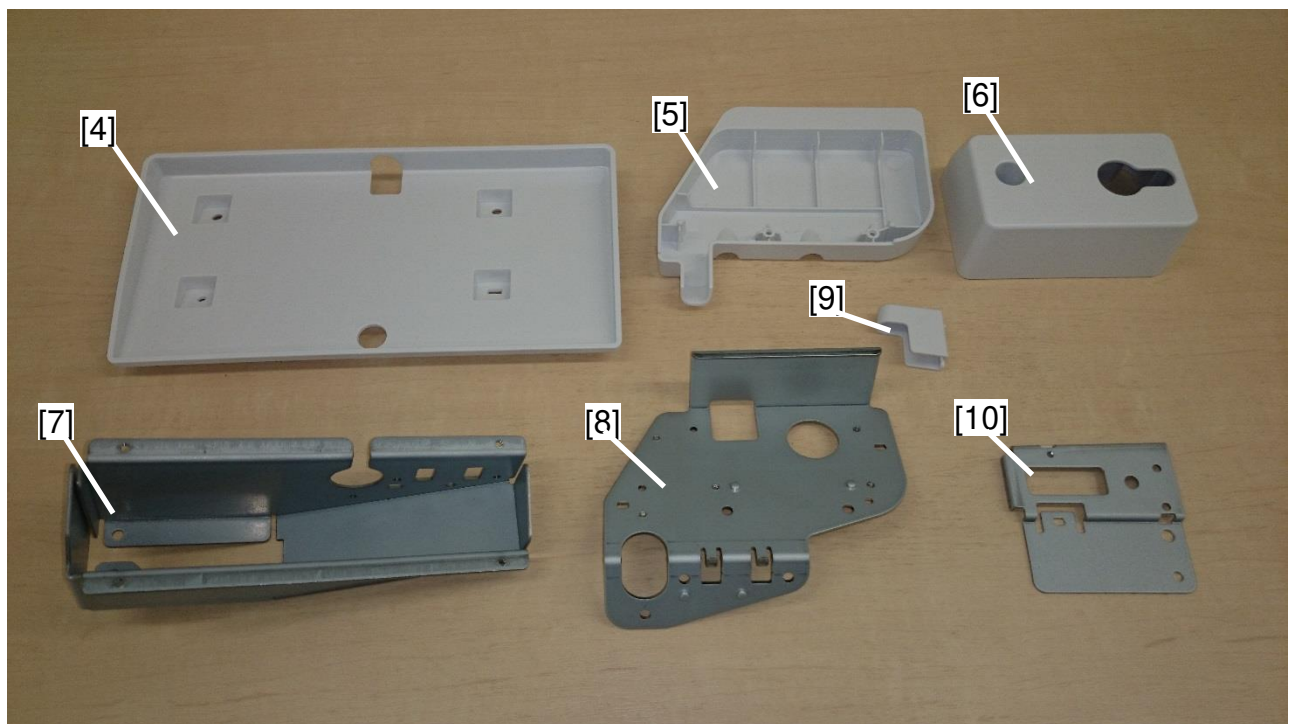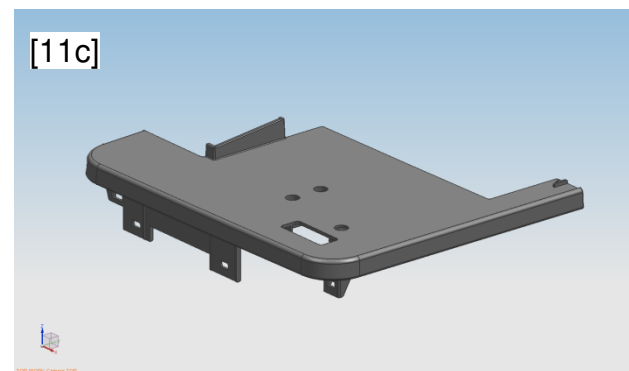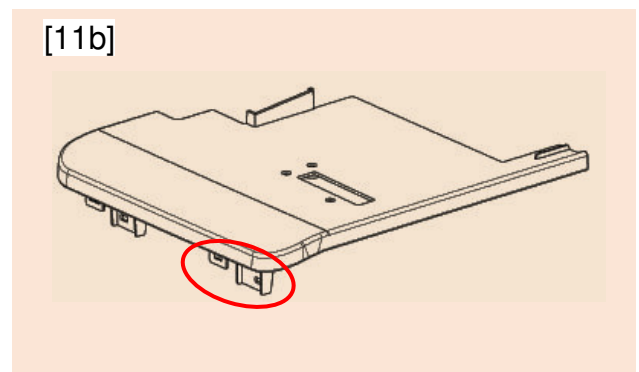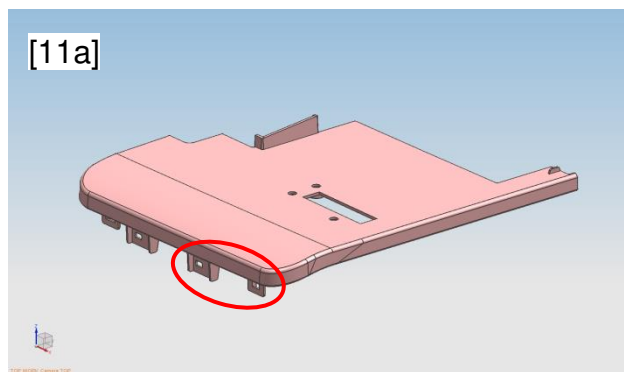
Note; *11a* is for the D146-D150 series and *11b* is for the D238-D242 series, 11c is for the D197-D202 series. 11a and 11b are different at the part shown by the red circle.

Please use one of these depending on the model.

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017

Installation Procedure

1. Spread a mat or a sheet of paper on the exposure glass for protection.

2. Remove the following covers:
   <u>D146-D150</u>

   -Main Power Switch Cover   -Left Rear Cover

   -Controller Cover   -Rear Cover

   -Scanner Rear Cover   -Scanner Rear Cover (Small)

   -Scanner Right Cover   -Upper Left Cover

   -
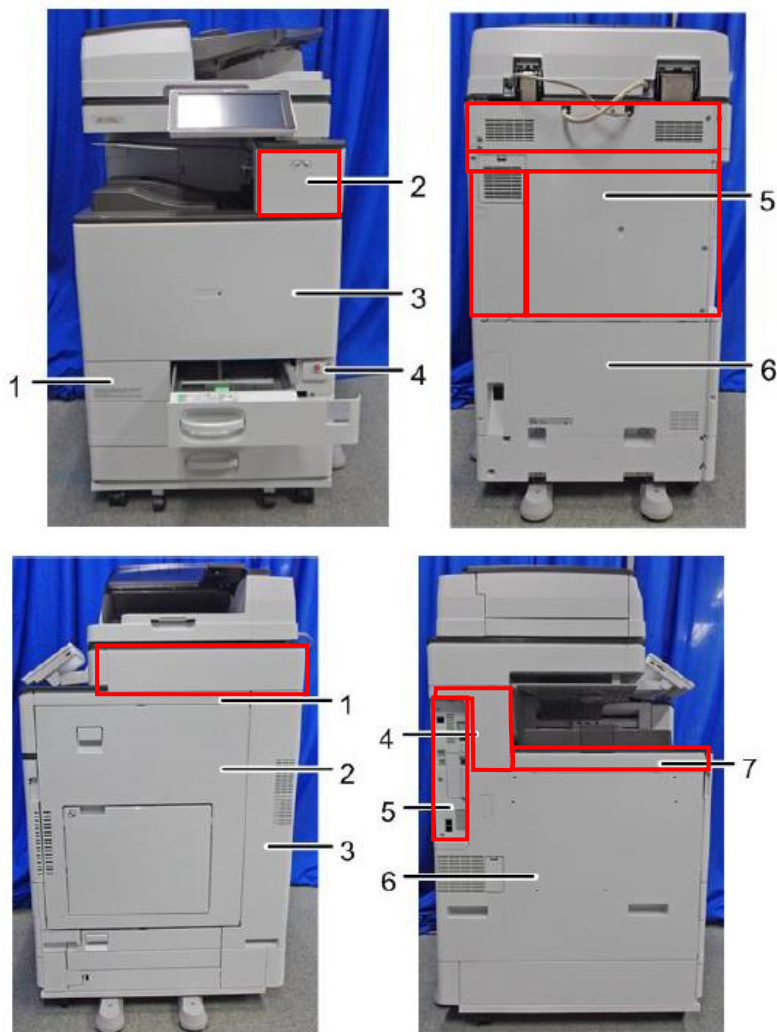
D238-D242

-Proximity Sensor Cover

-Rear Cover

-Scanner Right Cover

-Controller Cover

-Upper Left Cover

-Left Rear Cover

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017
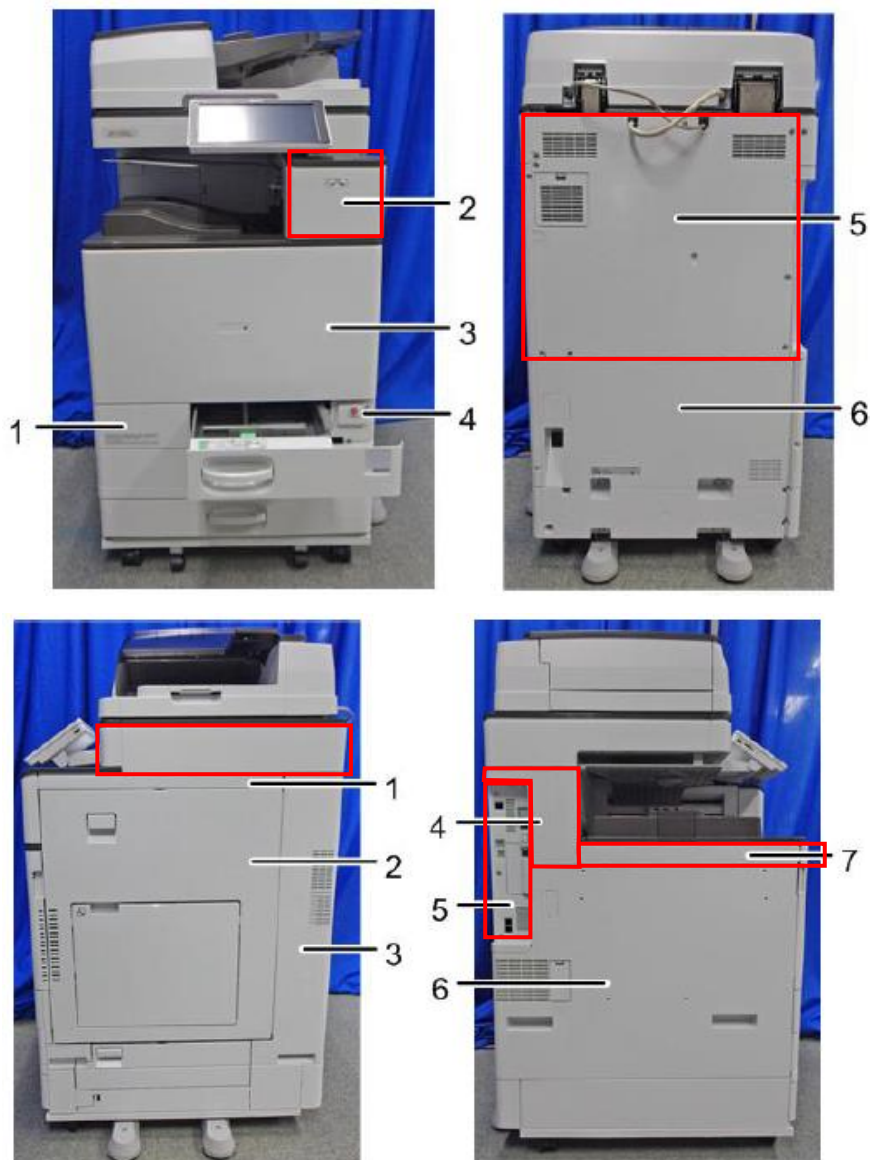
D197-D202

-Main Power Switch Cover   -Rear Left Cover

-Controller Cover   -Upper Left Cover

-Controller Rear Cover   -Left Rear Cover

-Scanner Rear Cover   -Scanner Right Cover
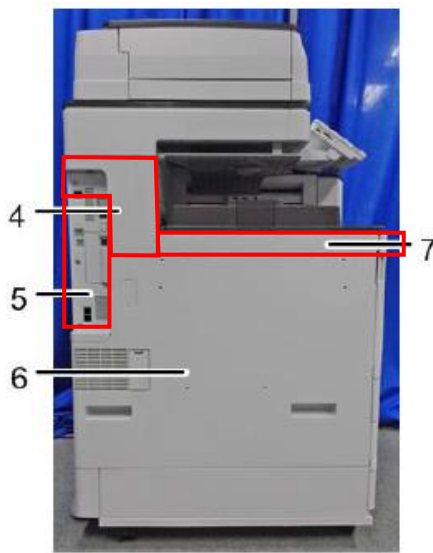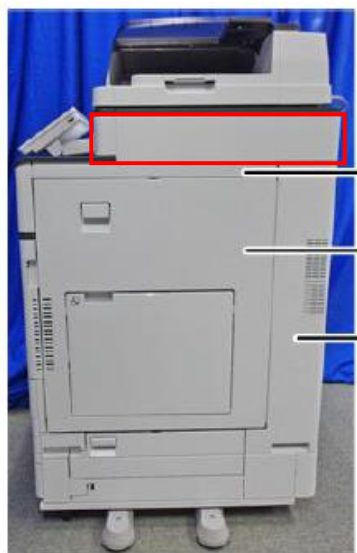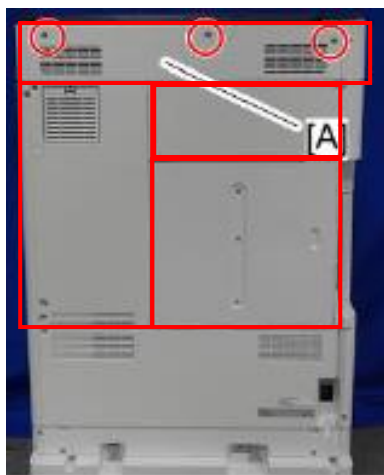
3. Replace the upper piece of the Main Power Switch Cover / Proximity Sensor Cover
   (x2)

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.

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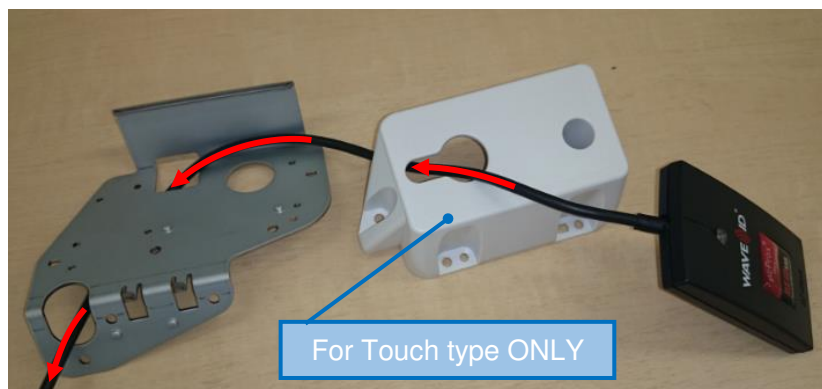
7. Touch type: Attach the Card Reader to the Bracket.

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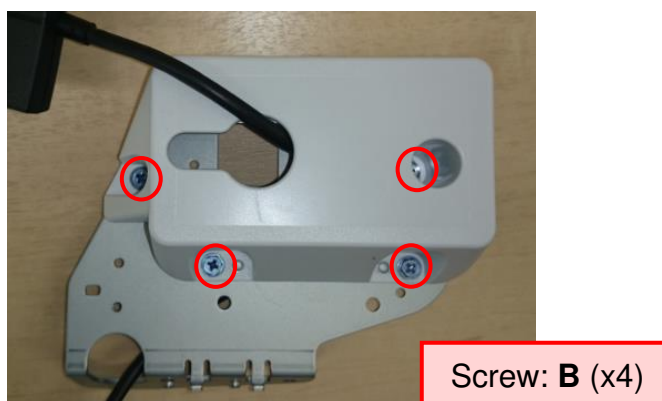
8. Swipe type: Attach the Card Reader to the Bracket.

Screw: **A** (x2)

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017
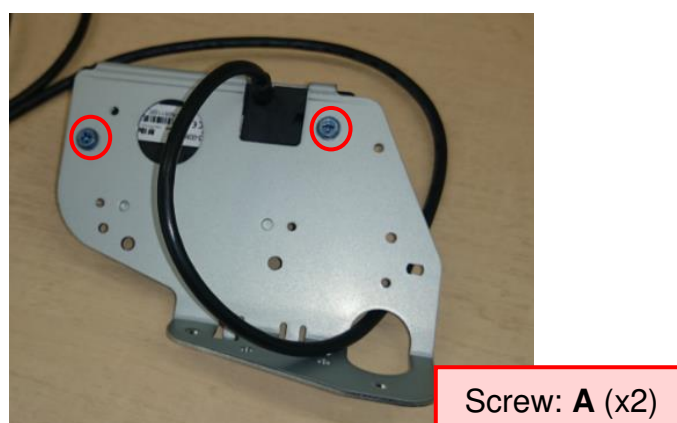
9. Attach the Card Reader Tray to the Bracket.

Card Reader Tray

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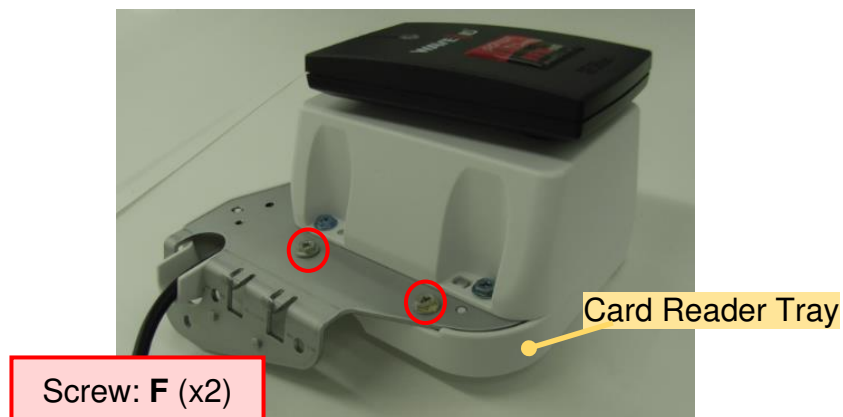
10.   Attach COVER:CABLE to the Bracket.

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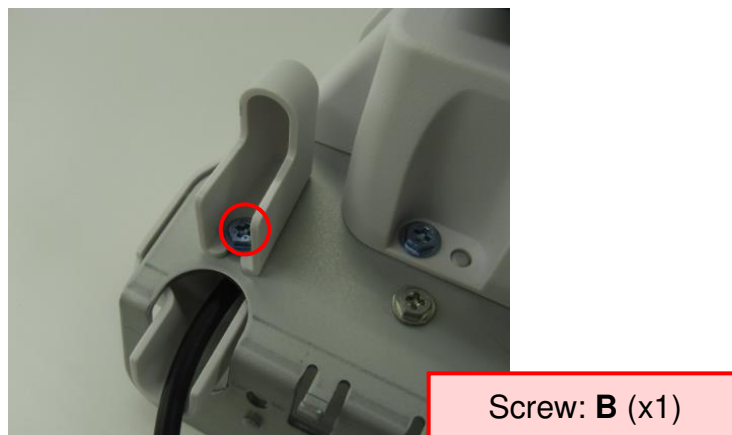
11.   Insert the cable of the Keyboard through the Keyboard Tray.

12.   Insert the cables of the Card Reader and Keyboard through the Bracket.
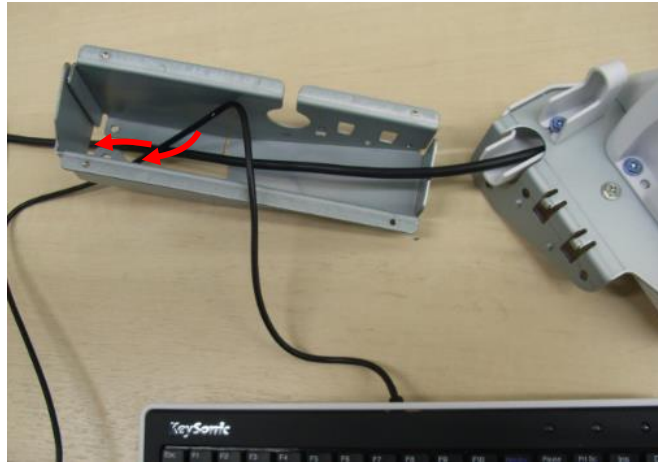
13.   <u>For D197-D202 ONLY:</u> Insert the cables through the hole in the Shift Bracket.
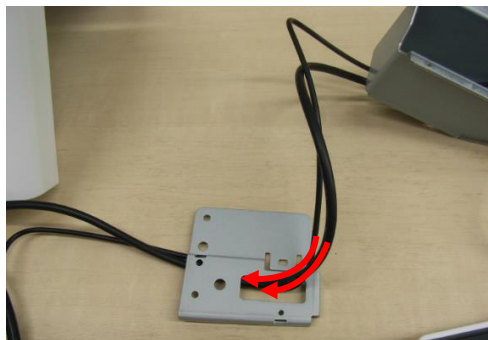
14.   Insert the cables through the Main Power Switch Cover.

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017
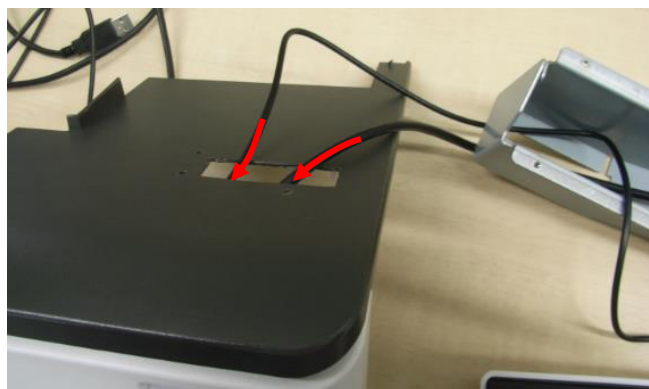
15. Route the cables through the top of the controller box as shown.
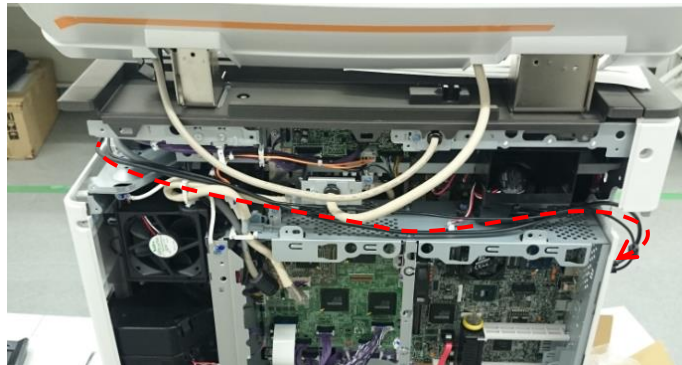
16. Connect the USB connectors to the I/O port.
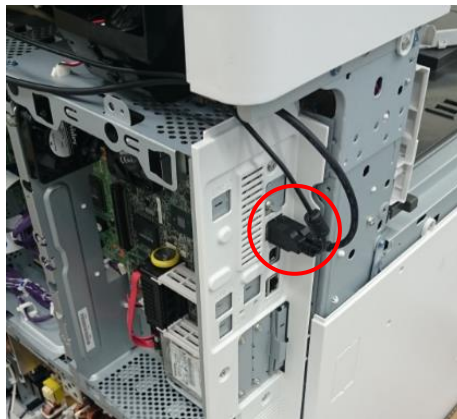
17. Route the cables under the scanner front cover and lock with the clamps.

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017
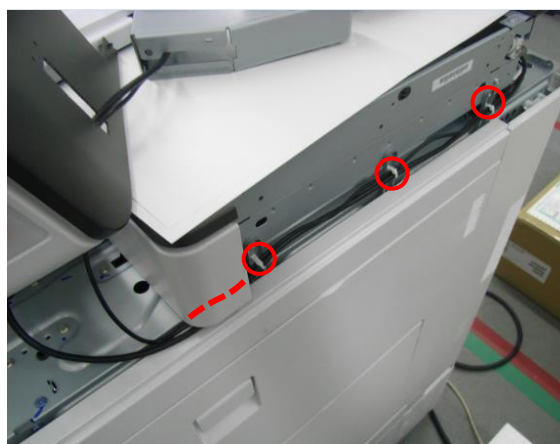
18.   Reattach the Main Power Switch Cover

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

Screw: **E** (x2)

Screw: **C** (x1)
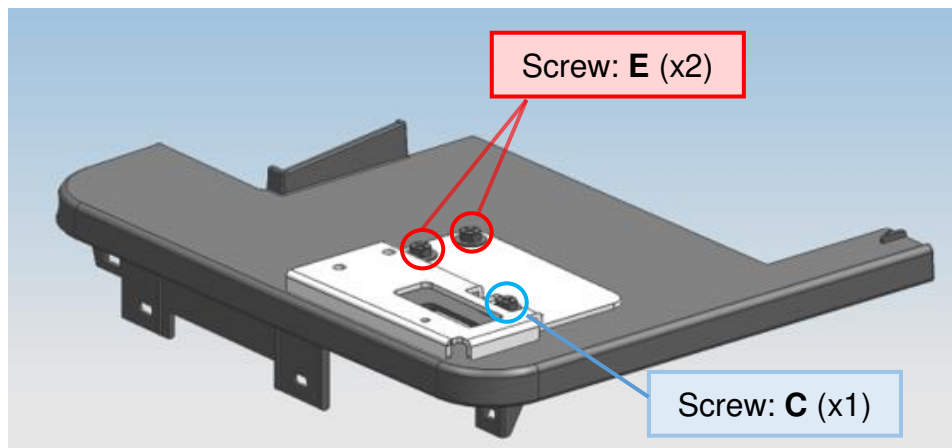
20. Attach the Keyboard Bracket.

D146-D150 D238-D242

Screw: **E** (x2)

Screw: **C** (x1)

D197-D202

Screw: **D** (x2)

Screw: **B** (x1)

21. Attach the Card Reader Bracket.

[Front Side]

[Rear Side]

Screw: **B** (x3)

Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017
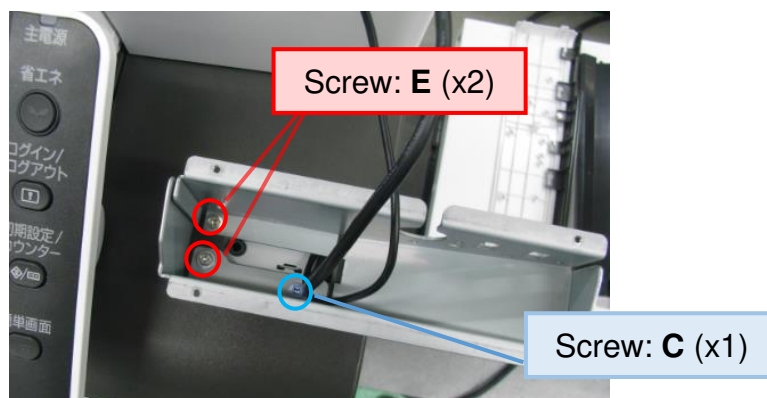
22. Attach the Keyboard Tray.

Screw: **B** (x4)

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-C2yz	Date: 3-Aug-16	No.: RD244017

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-C2yz	Date: 3-Aug-16	No.: RD244017

[8]

[9]

[10]
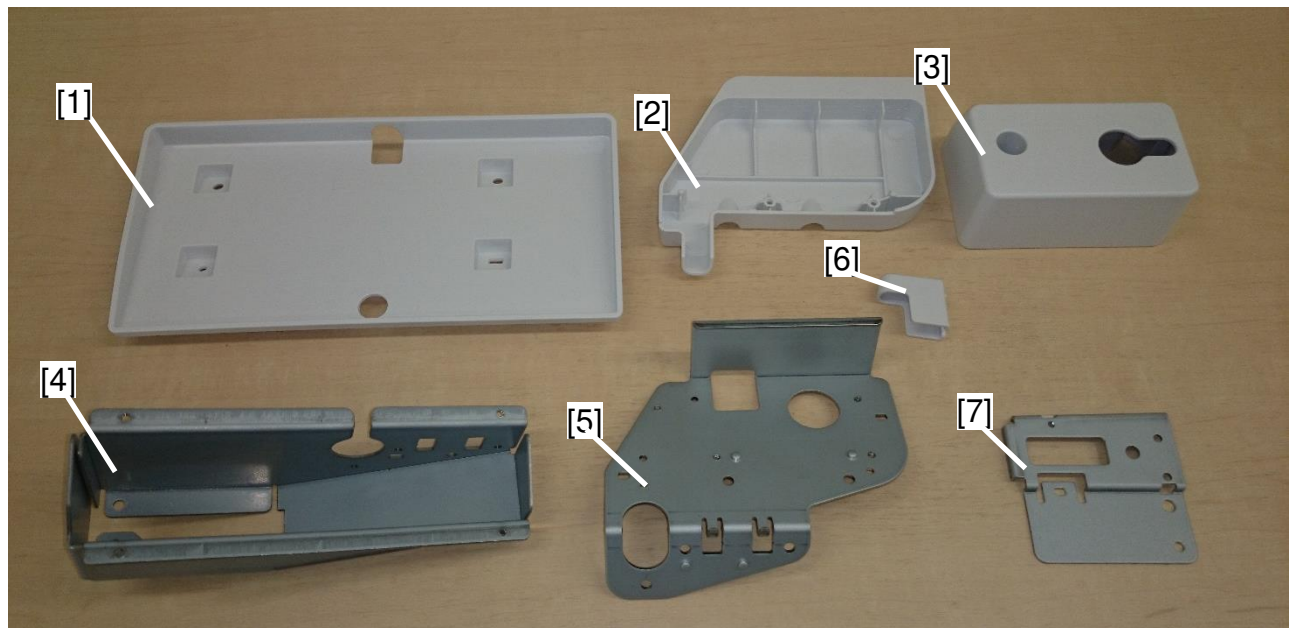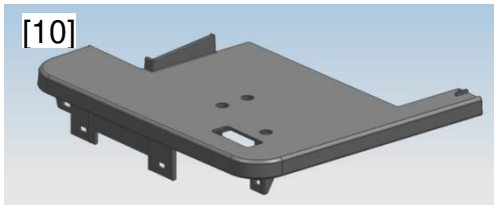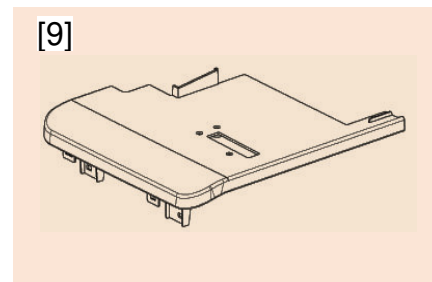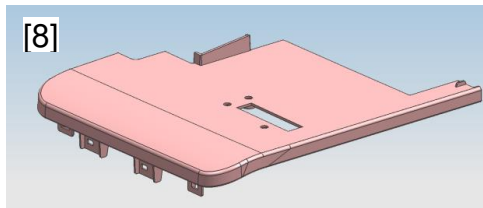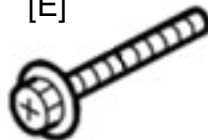
[A]   [B]   [C]   [D]   [E]   [F]   [G]

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	-
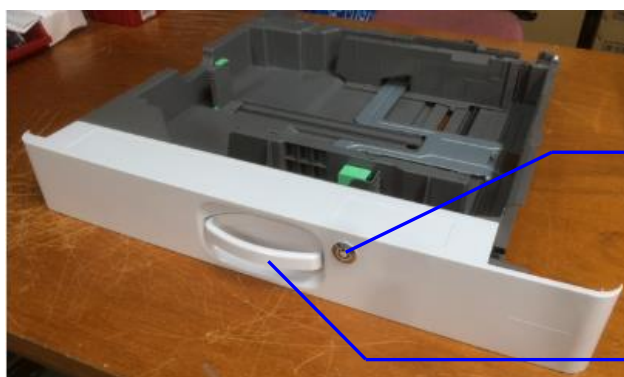
[1]

Note:

Two spare keys come with the part.

[2]

[Bottom View]

[3]

[4]

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	-
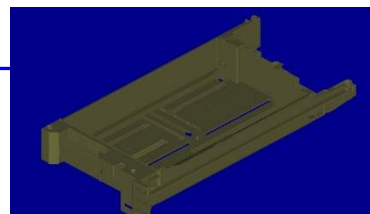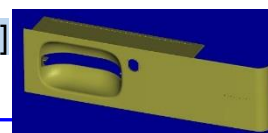
1st Tray for D238-D242

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	-
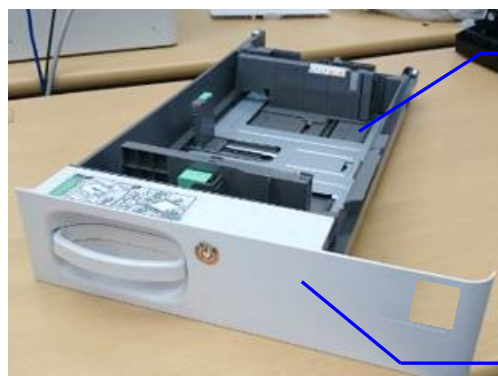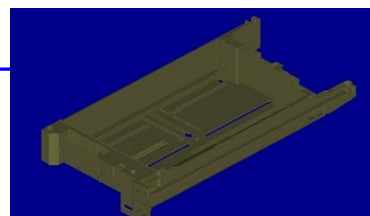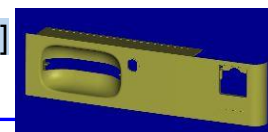
2nd Tray for D146-D150, D238-D242

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	-
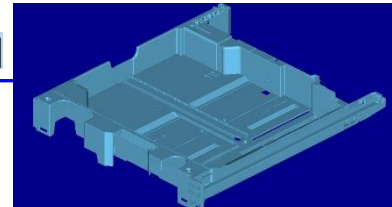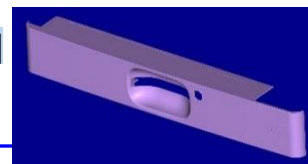
Model: MET-C2yz	Date: 3-Aug-16	No.: RD244017

1st Tray for D197-D202

Part number	Description	Q'ty	Int	Page	Index	Note
D1972863	PAPER TRAY:NO.1:LOCK	1	-	-	1	-
D1972865	COVER:PAPER TRAY:NO.1:LOCK	1	-	-	2	-
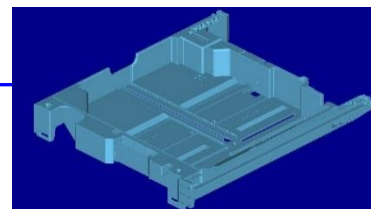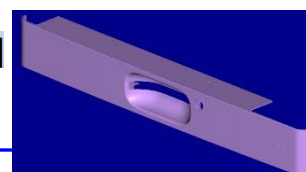
2nd Tray for D197-D202

Part number	Description	Q'ty	Int	Page	Index	Note
D1972864	PAPER TRAY:NO.2:LOCK	1	-	-	1	-
D1462866	COVER:PAPER TRAY:NO.2:LOCK	1	-	-	2	-
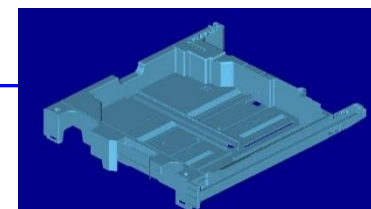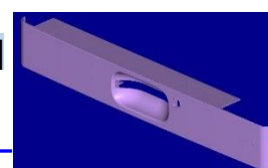
3rd and 4th Trays for PB3160

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	-
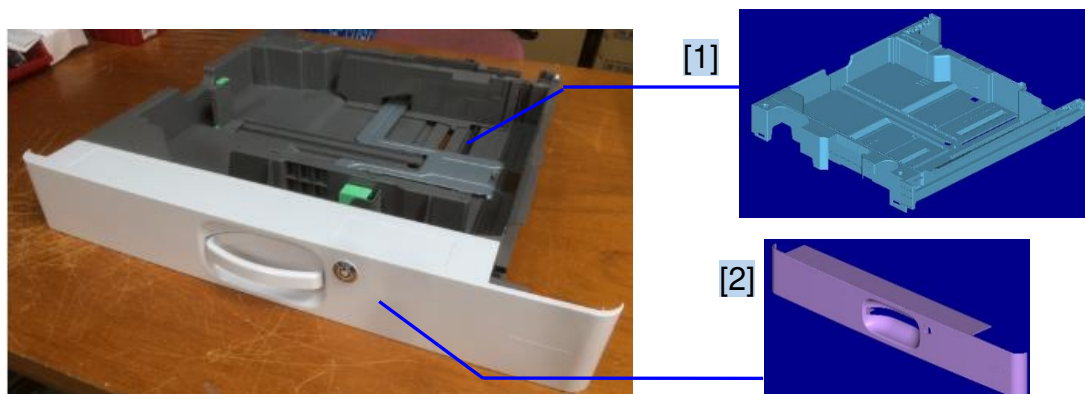
3rd and 4th Trays for PB3220

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	-

Technical **B**ulletin

Model: MET-C2yz	Date: 25-Aug-16	No.: RD244018

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

RICOH

Model: MET-C2yz	Date: 25-Aug-16	No.: RD244018

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-C2yz	Date: 31-Aug-16	No.: RD244019

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ 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-C2yz		Date: 31-Aug-16	No.: RD244019

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

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

Model: MET-C2yz		Date: 30-Nov-16	No.: RD244020
Subject: DO NOT install FAX firmware v04.00.00/05.00.00		Prepared by: Y. Taniguchi	
From: Field Quality Management Group1, FQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

Important Notice about GWFCU Firmware <u>v04.00.00/05.00.00</u>

- **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-C2yz	Date: 30-Nov-16	No.: RD244021

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

SYMPTOM

Part of a fax image is missing when both 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

Model: MET-C2yz	Date: 30-Nov-16	No.: RD244021

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 "Etronteck" written on it.
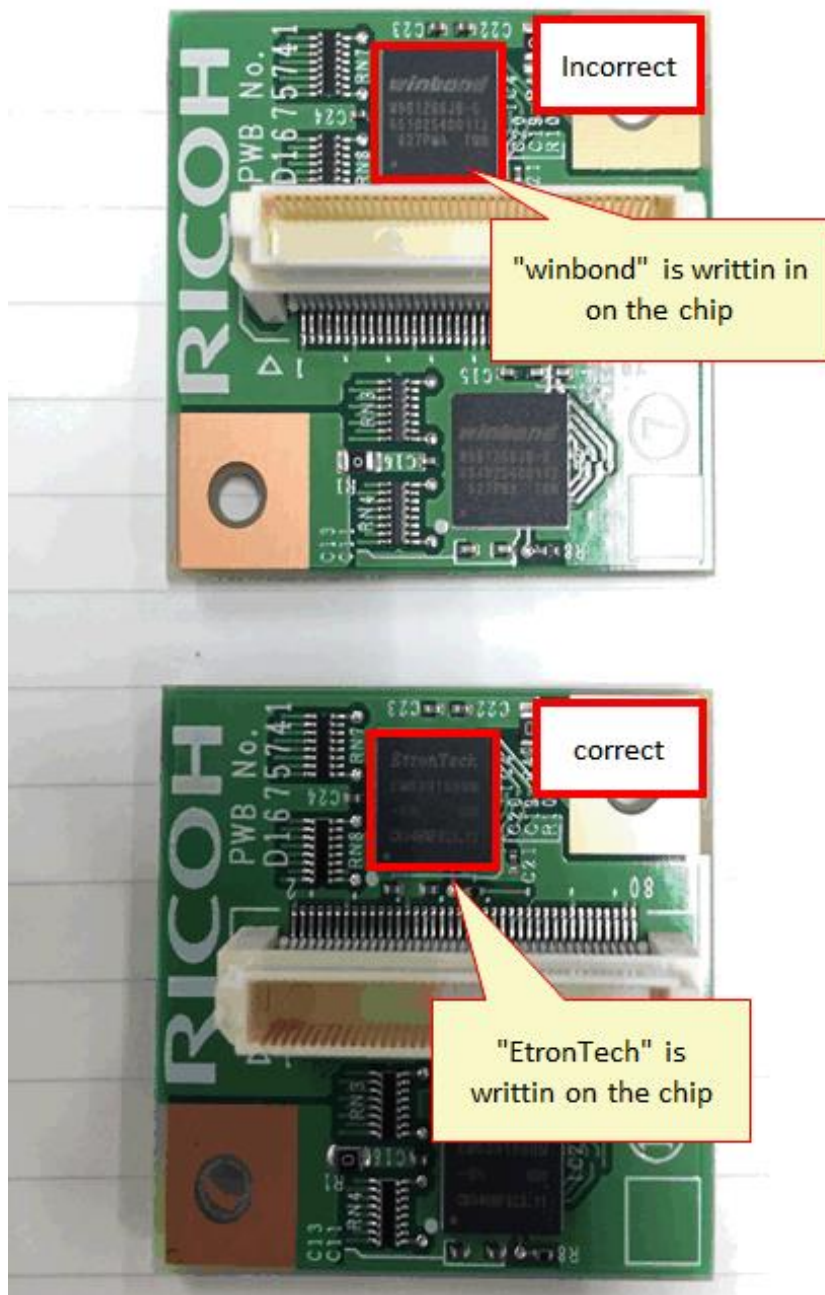
Reissued: 17-Jan-17

Model: MET-C2yz	Date: 17-Jan-17	No.: RD244022a

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

RICOH

Model: MET-C2yz	Date: 17-Jan-17	No.: RD244022a

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 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). Capture 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 HDD under the conditions described above.

RICOH

Model: MET-C2yz	Date: 17-Jan-17	No.: RD244022a

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-C2yz	Date: 27-Jan-17	No.: RD244023

Subject: SC121-00	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

SC121-00 and a squeaking noise occur when the scanner carriage moves while taking a copy using the exposure glass.

Affected models: Met-C2yz (D243/D244)

CAUSE

Not enough grease is applied to the side surface of the guide rod. As a result, there is friction between the scanner carriage and guide rod on both sides.

NG   Bearing   **OK**

Grease

Guide rod

Not enough grease is applied to the side surface of the guide rod.

Spread some of the grease that is already applied to the top of the guide rod to both sides of the guide rod.

SOLUTION

Production line

The grease application process was revised so that enough is applied to the side surfaces of the guide rod since 9 Oct 2017.

In the field

Spread some of the grease that is already applied to the top of the guide rod to both sides of the guide rod, where contact is made with the bearings.

> **IMPORTANT:** Spread the grease with your finger or a piece of paper. DO NOT use a screw driver, because this may damage the guide rod.

Before
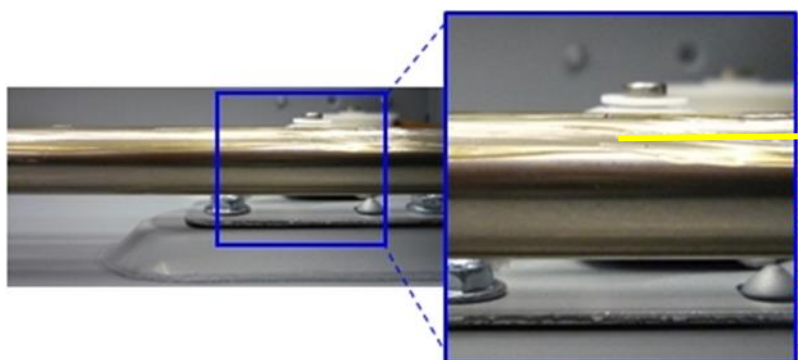
AFTER
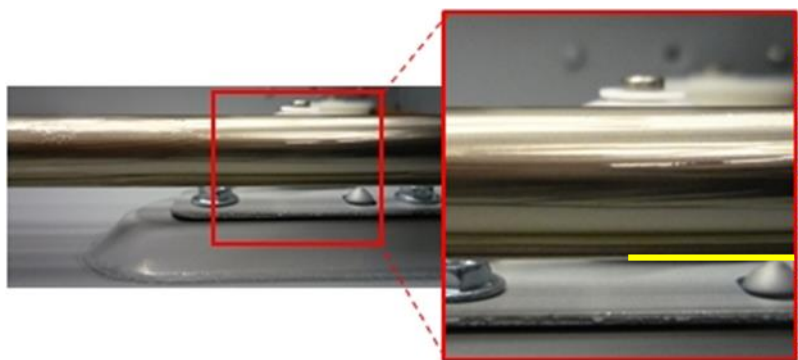
Affected Numbers

Destination.	Model	Product Code	Affected Serial Number	Number
NA	MP C2004	D243-17	G746R510001~G746RA10399	4,508
	MP C2504	D244-17	G756R510001~G756RA10314	3,190
TWN	MP C2004	D243-19	G746R920001~G746R920030	30
	MP C2504	D244-19	G756R920001~G756R920022	22
EU	MP C2004	D243-27	G746R530001~G746RA30487	9,274
	MP C2504	D244-27	G756R530001~G756R930589	1,900
	MP C2004	D243-65	G746R540001~G746R940168	494
	MP C2504	D243-95	G746R560001~G746R960588	3,230
AP	MP C2004	D243-29	G746R550001~G746R950572	3,420
	MP C2504	D244-29	G756R540001~G756R940088	1,444

RICOH

Technical Bulletin

Model: MET-C2yz	Date: 10-Feb-17	No.: RD244026

Subject: Troubleshooting SC860-00	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

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	D2395506L	December 2016 production

.

Model: MET-C2yz	Date: 3-Feb-17	No.: RD244024

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:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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-C2yz	Date: 3-Feb-17	No.: RD244024

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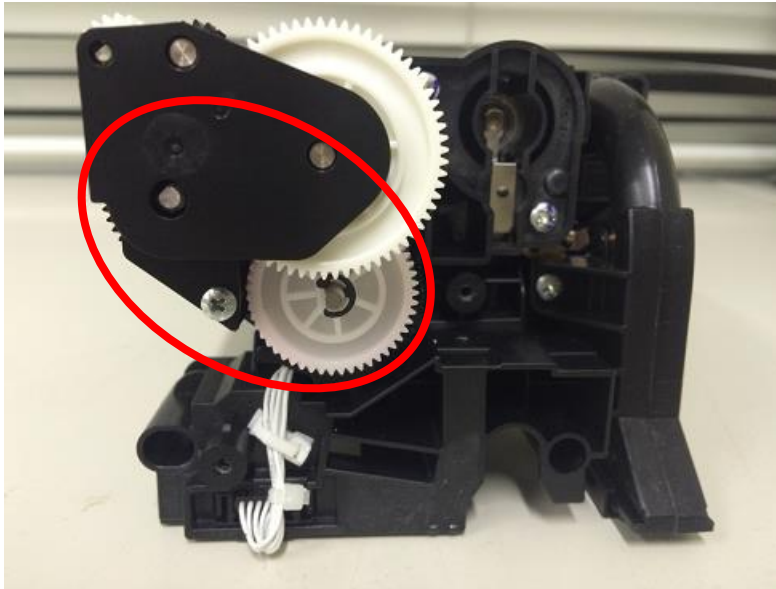
Note: For Metis-P2ce, the PCDU front cover needs to be released before rotating the gears.

Technical **B**ulletin

Model: MET-C2yz	Date: 3-Feb-17	No.: RD244024

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-C2yz	Date: 3-Feb-17	No.: RD244025

Subject: New bottom right cover	Prepared by: Y.Ino
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

PROBLEM

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

Model: Metis-C2yz	Date: 3-Feb-17	No.: RD244025

SOLUTION

Procure and install the cover [A] below.

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

Model: Met-C2yz	Date: 10-Feb-17	No.: RD244027

Subject: Trouble shooting SC720-83 / Important notice during finisher installation	Prepared by: T.Kiyohara
From: Field Quality Management Group1, FQM Dept.	

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

IMPORTANT NOTICE DURING INSTALLATION

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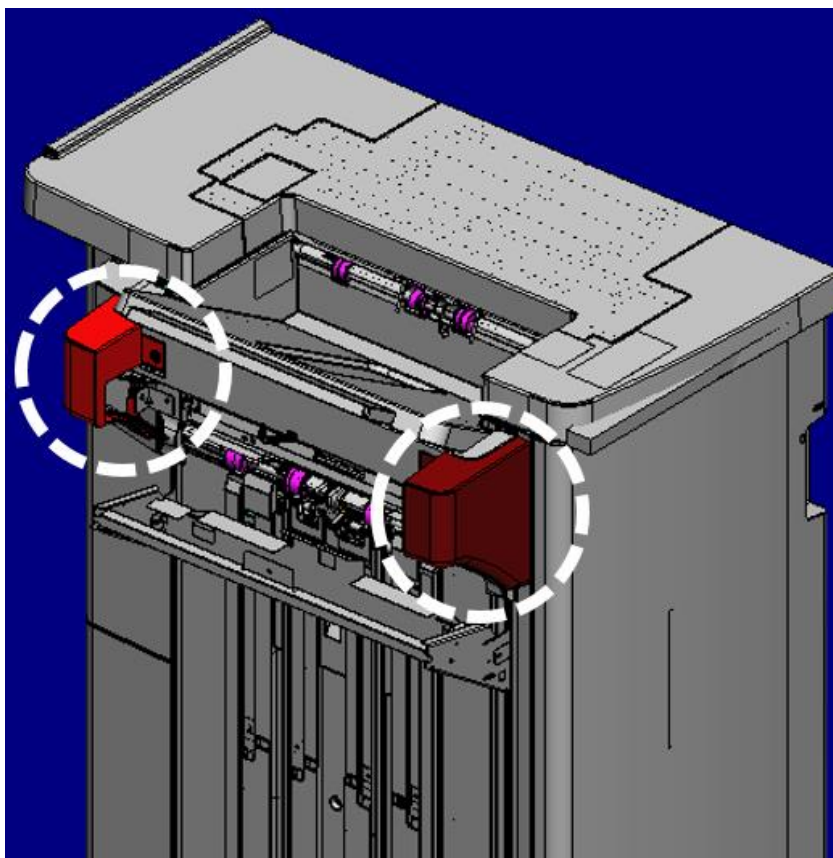
SYMPTOM

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

Model: Met-C2yz	Date: 10-Feb-17	No.: RD244027

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.

Broken piece of exterior
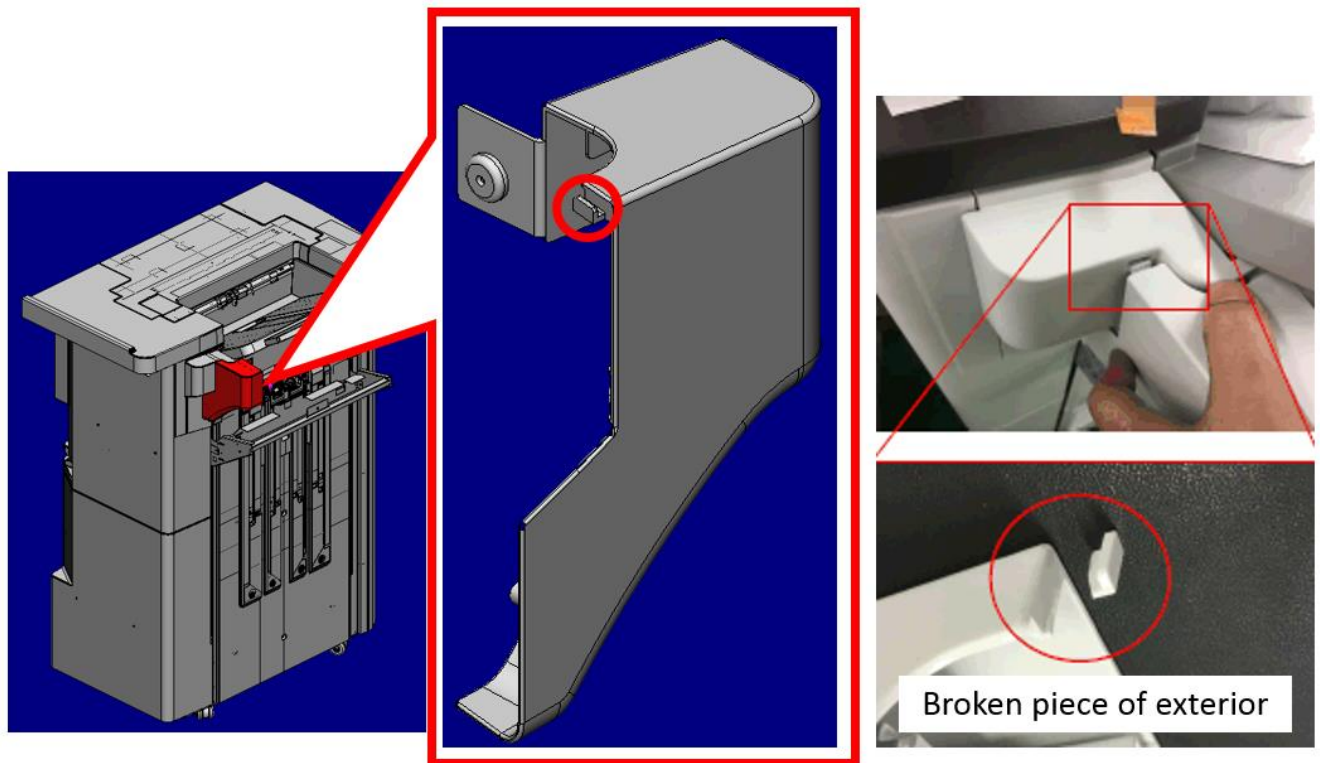
Fig.1

Model: Met-C2yz	Date: 10-Feb-17	No.: RD244027
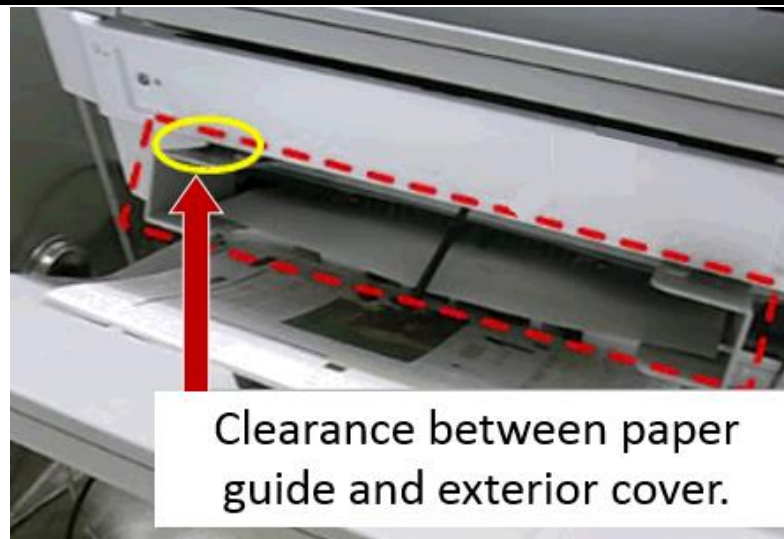
Fig.2

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.
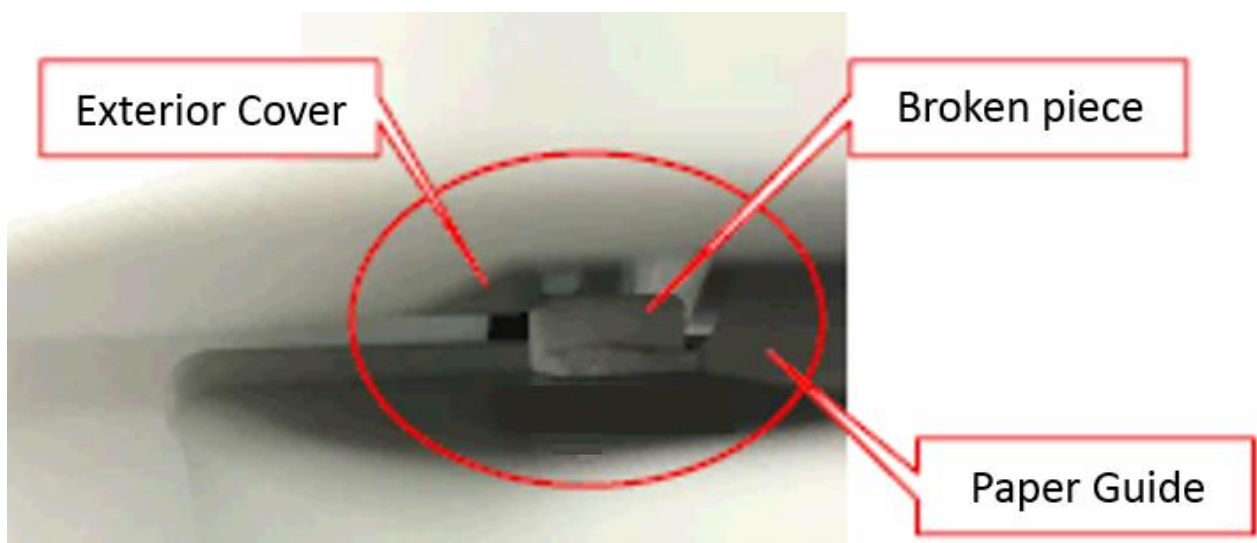
Note:

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

Modification date: TBA

RICOH

Technical Bulletin

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

Subject: Field Service Manual correction	Prepared by: Y.Ino
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Please apply the following 6 corrections to your Field Service Manual.

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

Correction 1

SP5759 was deleted in the following models: D243 / D244

Top Page > Appendices > Controller SP Mode Tables > Controller SP Tables-5 > SP5-XXX (Mode)

~~5759~~	~~[Machine Limit Count]~~		
~~5-759-001~~	~~Machine Limit Count Setting~~	~~*CTL~~	~~[0 or 1 / **0** / 1]~~
~~5-759-061~~	~~Full Color Limit Count~~	~~*CTL~~	~~[0 to 99999999 / 0 / 1]~~
~~5-759-062~~	~~Mono Color Limit Count~~	~~*CTL~~	~~[0 to 99999999 / 0 / 1]~~

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

Correction 2

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

Item	Spec.
Paper Size:	Main unit upper tray (1st tray): A4 LEF/LT LEF Main unit lower tray (2nd tray): 12.6″x17.7″/12″x18″ to A6 SEF Bank lower tray: 12.6″x17.7″/12″x18″ to A5 LEF Tandem LCT: A4 LEF/LT LEF Side set LCT: A4 LEF/B5 LEF/LT LEF Bypass tray: 12.6″x17.7″/12″x18″/320x457mm to A6 SEF Custom size Width: 90 mm to 320 mm (Bypass – Copy) Length: 148 mm to 457.2 mm (Bypass – Fax and Printer) In case Width: 90mm to 305mm, Length: 148mm to 1260mm In case Width: 305.1mm to 320mm, Length: 148 mm to 599.9 mm

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

Correction 3

Top Page > Appendices > Specifications > Machine Specifications > Printer Specifications

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Item	Spec.	
Print Size:	Fixed size: Max. A3 SEF (297 x 420mm), 12 x 18 SEF (304.8 x 457.2mm) Custom: Max. **320 x 599.9 mm (bypass tray) or 305 x 1260 mm (bypass tray)**	

| Model: MET-C2yz | Date: 14-Feb-17 | No.: RD244028 |

Correction 4

Top Page > Main Chapters > Detailed Descriptions > Guidance for Those Who are Familiar with Predecessor Products > Changes from the Previous Machine > Feed / Transport Part

----

Items	MP C3003/C3503/C4503/ C5503/C6003	MP C3004/C3504/C4504/ C5504/C6004
Bypass tray / Banner counter*	–	The following SSPs are used to control banner counter; • SP5-104-101: Banner Count Setting • SP5-104-102: Banner Count Threshold

Note: The count-up method can be changed by using these new SSPs and the A3/DLT Double Count SP (SP5104-001). Set these SSPs and SP to the values assigned by the sales representative.

	Case 1 Counts up 1 for every size.	Case 2 Counts up 1 for sizes up to 391 and 2 for sizes over 391mm.	Case 3 Counts up 1 for sizes up to 488mm and 2 for sizes over 488mm.	Case 4 Counts up 1 for sizes up to 399mm, 2 for sizes between 399 and 488mm, and an additional count every 200mm beyond 488mm.	Case 5 Counts up 1 for sizes up to 399mm, 2 for sizes between 399 and 488mm, and an additional count every 350mm beyond 488mm.
SP5-104-001	0 (OFF)	1 (ON)	0 (OFF)	1 (ON) *Default*	1 (ON)
SP5-104-101 (SSP)	0 (OFF)	0 (OFF)	1 (ON)	1 (ON) *Default*	1 (ON)
SP5-104-102 (SSP)	Not used (Any value is OK.)	Not used (Any value is OK.)	0	200 *Default*	350

RICOH

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

Case 1: Customized setting
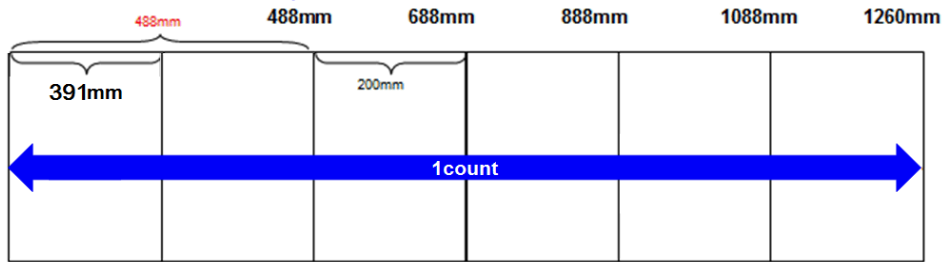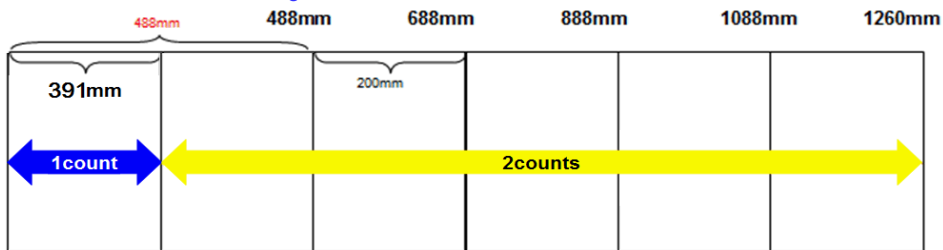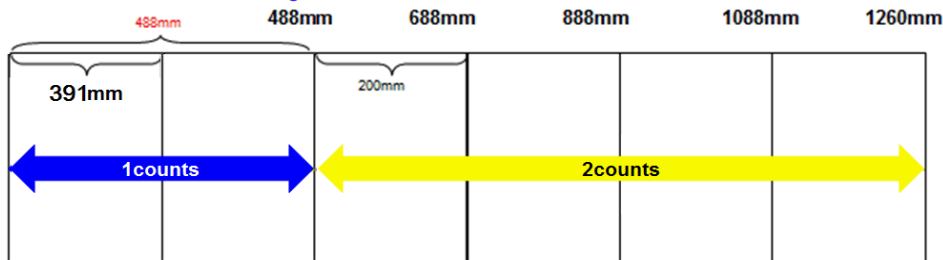
488mm · 488mm · 688mm · 888mm · 1088mm · 1260mm
391mm · 200mm · 1count

Case 2: Customized setting

488mm · 488mm · 688mm · 888mm · 1088mm · 1260mm
391mm · 200mm · 1count · 2counts

Case 3: Customized setting

488mm · 488mm · 688mm · 888mm · 1088mm · 1260mm
391mm · 200mm · 1counts · 2counts

Case 4: *Default*

488mm · 488mm · 688mm · 888mm · 1088mm · 1260mm
391mm · 200mm · 1count · 2counts · 3counts · 4counts · 5counts · 6counts

Case 5: Customized setting

488mm · 488mm · 1260mm
391mm · 350mm · 1count · 2counts · 3counts · 4counts · 5counts · 6counts
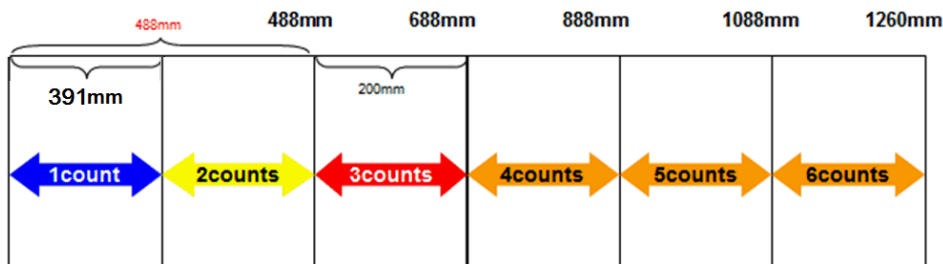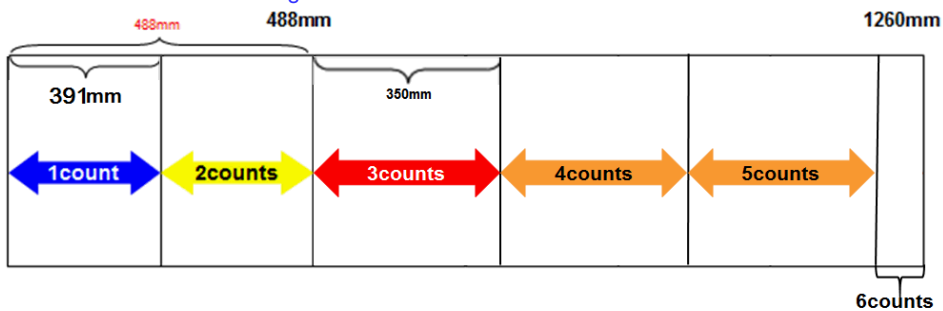
Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

Correction 5

Top Page > Main Chapters > Replacement and Adjustment > Image
Adjustment > Adjustment by Changing the Machine's Profile Setting > Procedure to
Change the Profile Setting

Desired tone (color gamut)	SP to change	Value to select
2009 Spring model or earlier		00000001 [01H]
2009 Autumn to 2011 Spring model	SP1-001-002	00010000 [10H]
2011 Autumn model or later		00000000 [00H]
Fuji Xerox products **(See Note below.)**	SP1-001-001	~~10000000~~ ~~[80H]~~ 01000000 [40H]

Note:
Colors reproduced with color profiles of Xerox products can be reproduced with the 'Deep' (or 'Sharp') setting on the driver. When applying the Deep or Sharp setting, the default color profile does not have to be replaced with a Xerox color profile. (The 'Sharp' setting has a slightly lighter tone than the 'Deep' setting.)

How to change the color profile to that of a 2009 Spring or earlier model

1. **Go to SP1-001-002.**

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

2. **Input '0' and '#'.**
   (If the profile is changed to a Xerox profile, input '6' and '#' in SP1-001-001.)

| SP Mode(Service) | Open All | Close All | | SP Direct | X-XXX-XXX | Exit |

1001 ▼ Bit Switch	Group ▲	PRINTER : SP-1-001-002

Bit Switch
Bit Switch 2 Settings

```
1   Bit Switch 1 Settings
2   Bit Switch 2 Settings          Page
3   Bit Switch 3 Settings           ▲
4   Bit Switch 4 Settings          Line        (7) [00000001] (0)   [01H]
5   Bit Switch 5 Settings           ▲
6   Bit Switch 6 Settings           ▼              Initial  00000000     [00H]
7   Bit Switch 7 Settings          Line
8   Bit Switch 8 Settings           ▼
9   Bit Switch 9 Settings          Page
10  Bit Switch A Settings           ▼
                                   Group       ↑PrevPage  ↓NextPage
```

3. **Exit the SP mode.**

4. **Turn the machine power OFF and then ON, to apply the change.**

Correction 6

Top Page > Main Chapters > Replacement and Adjustment > Image Adjustment > **Gray Color Adjustment**

Gray Color Adjustment

Met-C2's gray composed of cyan, magenta, yellow, and black is slightly reddish while Ap-C3's is slightly bluish. If you wish to modify the gray to appear bluish like Ap-C3, do the following.

> **Step1. Change SP1-102-001 from 0 (1200dpi, 2-bit) to 3 (600dpi, 2-bit). (See Note 1.)**

> **Step2. Change SP1-104-023 from 15 to 18. (See Note 2.)**

> **Step3. Change S1-104-043 from 15 to 13.**

> **Step4. Execute SP1-105-001.**

> **Step5. Exit the SP mode and power cycle the machine OFF/ON.**

> **Note 1:**

> **The above is for printing in 600dpi 2-bit. For other resolutions, set SP1102-001 according to the desired dpi as shown below and then do Steps 2~5.**

>> **SP 1102-001**

>> **0: 1200dpi 2-bit (about 4800dpi x 1200dpi)**

>> **1: 1200dpi 1-bit (about 1200dpi x 1200dpi)**

>> **2: 600dpi 4-bit (about 9600dpi x 600dpi)**

>> **3: 600dpi 2-bit (about 2400dpi x 600dpi)**

>> **4: 600dpi 1-bit (600dpi x 600dpi; printer driver default resolution)**

> **Side effect:**

> **Reddish colors may appear pale. To ease this side effect, set SP1-104-043 to 14 or 13.**

> **Note 2:**

> **Colors will slightly differ with each machine. Adjust the density of cyan in SP 1104-023 as necessary.**

Correction 7

Top Page > Main Chapters > Replacement and Adjustment > Image Transfer Unit > Image Transfer Cleaning Unit > Replacement

----

Replacement

~~5 Put toner on the image transfer belt.~~
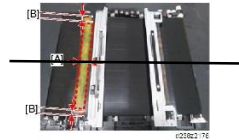
~~[A]: 20mm or more~~

~~[B]: About 5mm~~

~~↓ Note~~

- ~~It is not necessary to specify the color of the toner, though yellow toner is used in the above example.~~

6 **Attach the image transfer cleaning unit.**

~~7 Attach the image transfer cleaning unit.~~

7 **Put toner on the image transfer belt.**
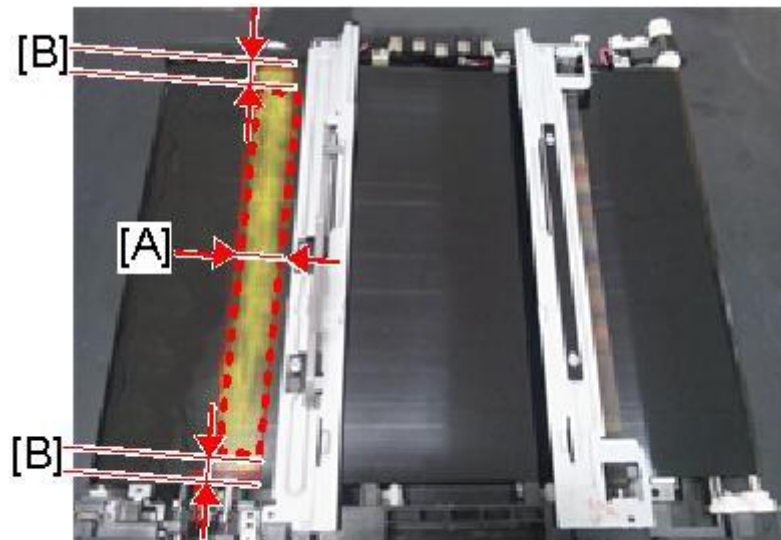
d238z2176

[A]: 20mm or more

[B]: About 5mm

Model: MET-C2yz	Date: 14-Feb-17	No.: RD244028

↓ Note

- **It is not necessary to specify the color of the toner, though yellow toner is used in the above example.**

Reissued : 7-Mar-17

Model: Met-C2yz	Date: 21-Feb-17	No.: RD244029a

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

Important Notice about 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.

RICOH

Technical **B**ulletin

PAGE: 2/2

Reissued : 7-Mar-17

Model: Met-C2yz	Date: 21-Feb-17	No.: RD244029a

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-C2yz	Date: 21-Feb-17	No.: RD244032

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:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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-C2abyz (D238/D239/D243/D244)

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	D2395506J	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-C2yz	Date: 21-Feb-17	No.: RD244032

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).

RICOH

Technical Bulletin

Model: MET-C2yz	Date: 23-Feb-17	No.: RD244030

Subject: FSM correction - SMC list card save function		Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

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

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".
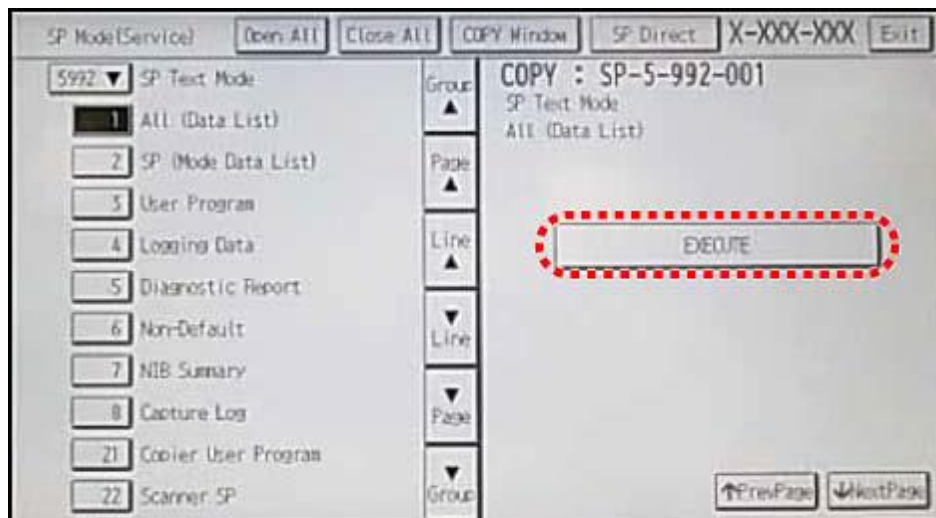
d1440127

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-C2yz	Date: 23-Feb-17	No.: RD244031

Subject: Important note about machine installtionlation	Prepared by: T.Kiyohara
From: Field Quality Management Group1, FQM Dept.	

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

IMPORTANT NOTE ABOUT MACHINE INSTALLATION

● Make sure to do the following when installing the machine:

   Hold the grip of the right rear cover as shown in **Fig. 2** (**CORRECT**).

   Insert your fingers **all the way up and inside the grip.**

● If you do not, the right cover will break, as shown in Fig. 4.
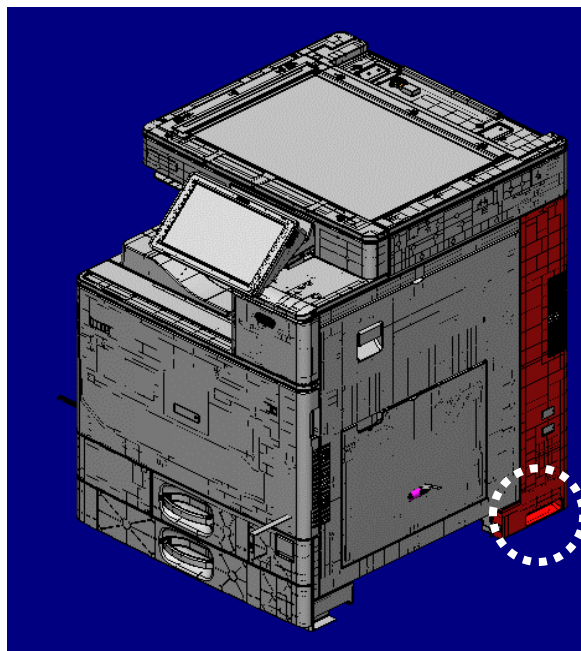
Figure1 right rear cover

Figure.2 Correct

Figure.3 Incorrect

Figure.4 Broken right rear cover

RICOH

Technical Bulletin

PAGE: 1/1

Model: MET-C2yz	Date: 24-Feb-17	No.: RD244033

Subject: Field Service Manual correction -specification	Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

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-C2yz	Date: 14-Mar-17	No.: RD244035

Subject: The Caution is displayed at the machine installation	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

The following error is displayed at machine installation.

Affected models: Met-C2abcdeP2ce (D238/D239/D240/D241/D242/M0AL/M0AM)
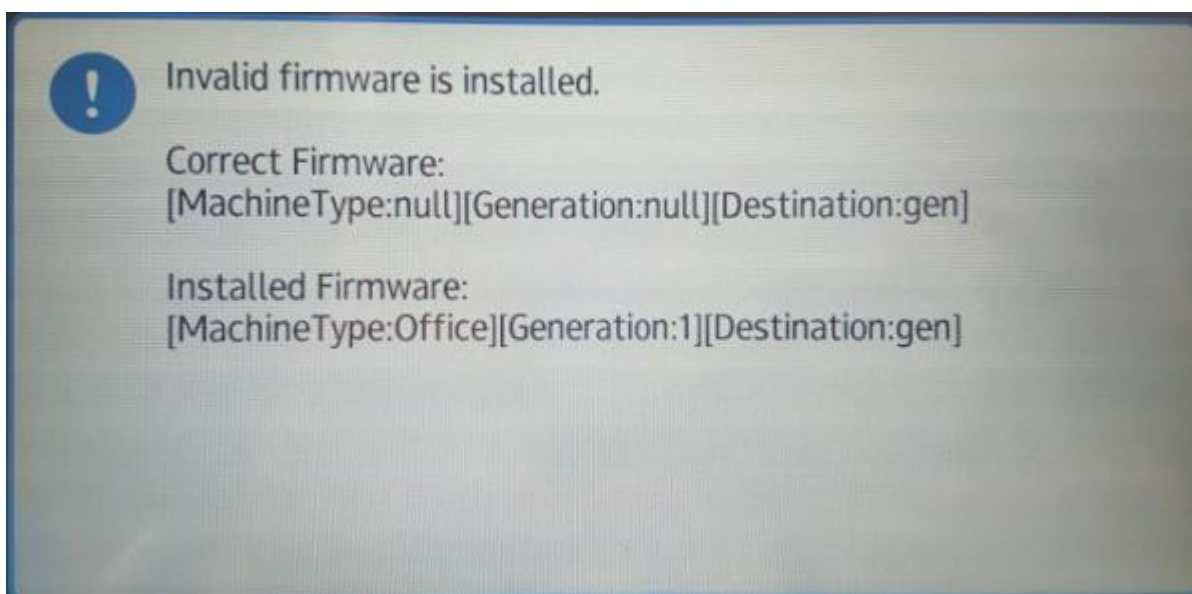
CAUSE

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.

Model: MET-C2yz	Date: 14-Mar-17	No.: RD244035

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-C2yz	Date: 7-Mar-17	No.: RD244034a

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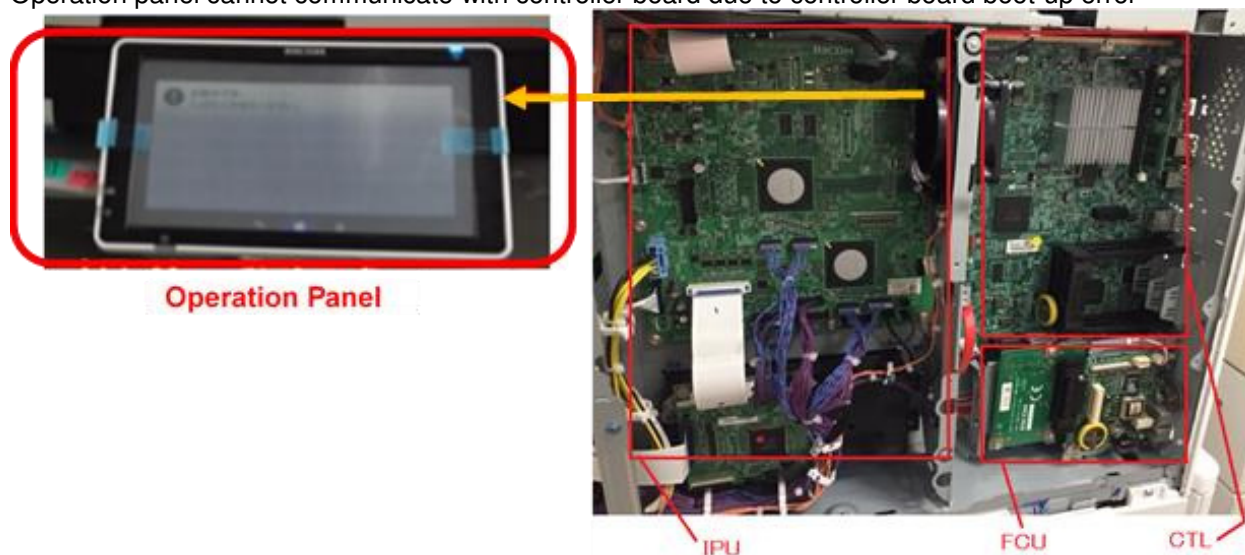
Operation Panel

Figure 1: Operation panel, IPU and Controller / FCU

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

```
                      ┌─────────────────────────┐
                      │    SC672-XX occurs      │
                      └─────────────────────────┘
                                  │
  ┌────────────────────────────────────────────────────────────────┐
  │ LED (POSTCODE 8) and BIOS/OS LED on the controller board is     │
  │ blinking once every second. See 'A' below                       │
  └────────────────────────────────────────────────────────────────┘
        Yes                                          No
  ┌──────────────────────────┐      ┌──────────────────────────────┐
  │ 1. Re-connect the USB    │      │ LED (POSTCODE 1 to 8) on the  │
  │    cable.                │      │ Controller board are lit      │
  │ 2. Replace the USB cable.│      │ constantly.                   │
  │ 3. Replace the Sub PCB   │      │        *See 'B' below         │
  │    for SOP.              │      │                               │
  │ 4. Replace the Main PCB  │      │                               │
  │    for SOP.              │      │                               │
  │      *See 'C' below      │      │                               │
  └──────────────────────────┘      └──────────────────────────────┘
        Yes                                    No
  ┌──────────────────────────┐
  │ Check the status of the  │
  │ memory on the controller │
  │ board.   *See 'D' below  │
  └──────────────────────────┘
     Yes              No
  ┌───────────┐  ┌───────────────┐   ┌──────────────────────────┐
  │ Replace   │  │ Clear the     │   │    Power OFF/ON          │
  │ the memory│  │ CMOS on the   │   │         or               │
  │           │  │ controller    │   │ Replace the controller   │
  │           │  │ board         │   │ board.                   │
  │           │  │ *See 'E' below│   │                          │
  └───────────┘  └───────────────┘   └──────────────────────────┘
```

Reissued:15-Mar-17

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

Parts	How to determine the cause
USB cable	LEDs on the controller board blinks once every second
Main PCB for SOP, Sub PCB for SOP *See 'G 'below*	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
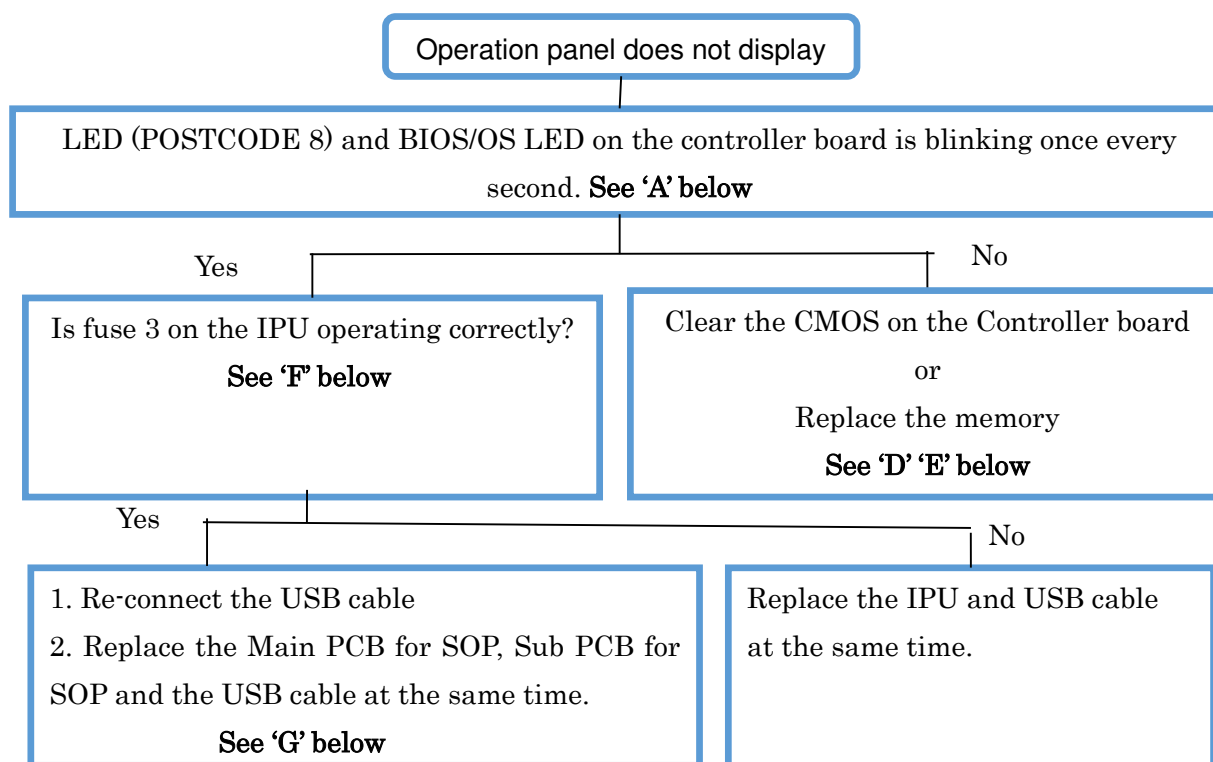
```
              Operation panel does not display

   LED (POSTCODE 8) and BIOS/OS LED on the controller board is blinking once every
                          second. See 'A' below

        Yes                                          No

Is fuse 3 on the IPU operating correctly?    Clear the CMOS on the Controller board
          See 'F' below                                    or
                                                  Replace the memory
                                                   See 'D' 'E' below

   Yes                              No

1. Re-connect the USB cable           Replace the IPU and USB cable
2. Replace the Main PCB for SOP, Sub PCB for   at the same time.
SOP and the USB cable at the same time.
          See 'G' below
```

Parts	How to determine the cause
USB cable	LEDs on the controller board blink once every second
Main PCB for SOP, Sub PCB for SOP	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

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

[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.
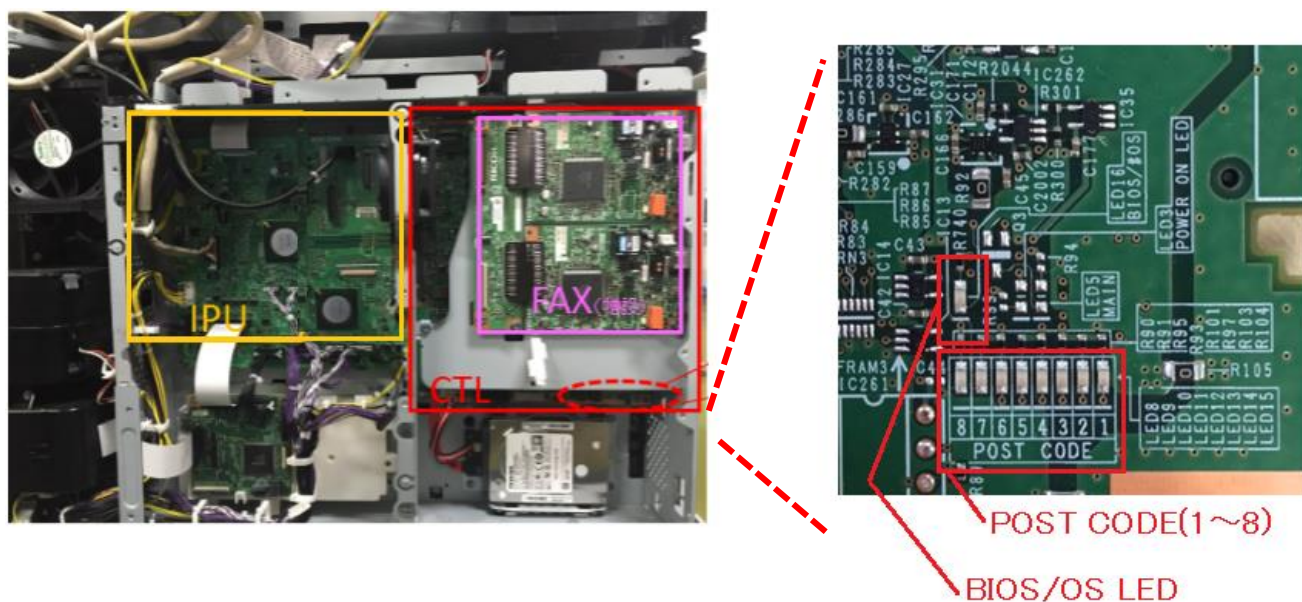
Figure 2: LED /POSTCODE AREA on the CTL
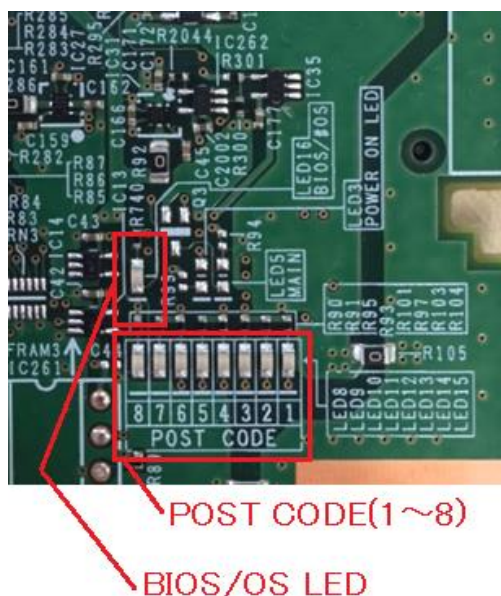
Figure 3: POST CODE LEDs 1 to 8 and BIOS/OS LED on the CTL

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a
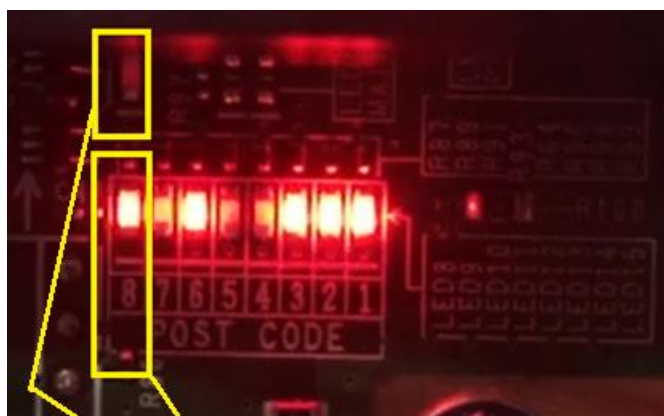
POST CODE_8 Blinking

LED（BIOS/OS LED）Blinking

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

No.	Note
LED	For CPU - 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	1. For self-diagnosis code (BIOS). 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. *Note: When a DIMM connection failure, defective CMOS, or defective BIOS occurs, postcode LEDs 1-8 are lit constantly.*
BIOS/OS LED	- LED is **lit** when the BIOS is running. - LED **blinks** when the OS is running.

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

[C]: Reconnecting and replacing the USB cable

1. Release the clamp, and then make the cable straight [A].
2. Remove the bracket [B].
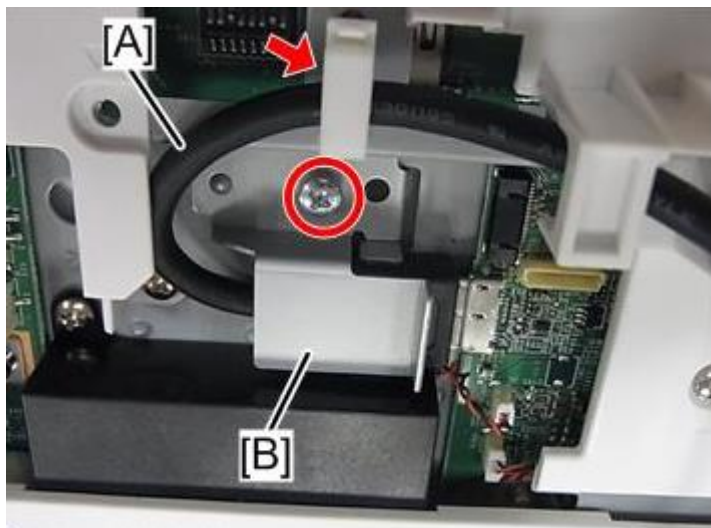
3. Re-connect the USB cable between IPU board and operation panel.
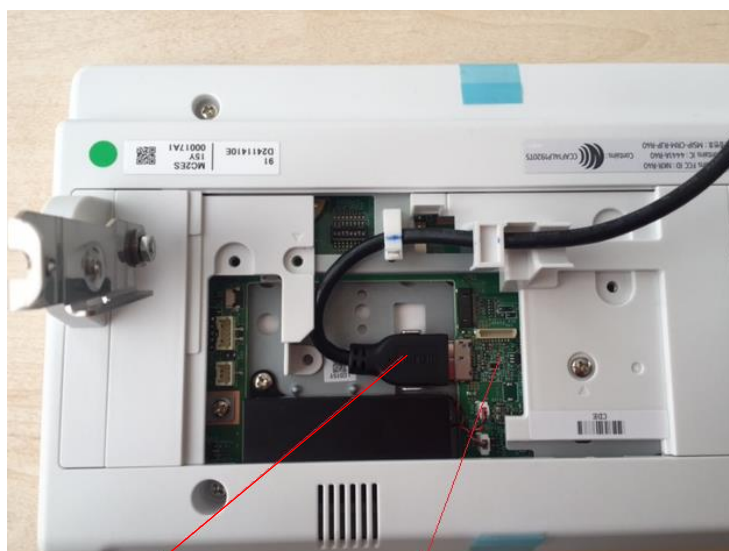
PCB:SUB:PROGRAM:ASS'Y

CABLE: OPERATION SUB-UNIT:USB3.0

Figure 6: USB connector (Operation panel)

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a
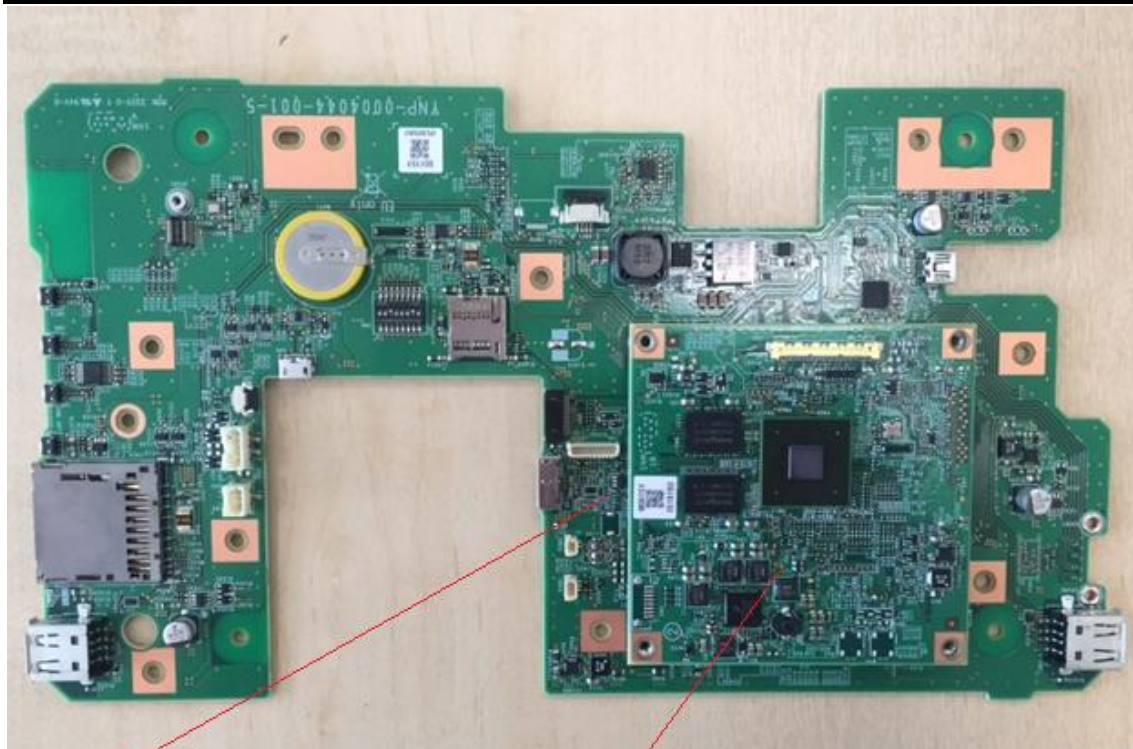
PCB:SUB:PROGRAM:ASS'Y   PCB:MAIN:PROGRAM:ASS'Y

Figure 7: PCB for the operation panel

Figure 8: USB connector (IPU)

Reissued:15-Mar-17

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

[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-C2yz	Date: 7-Mar-17	No.: RD244034a

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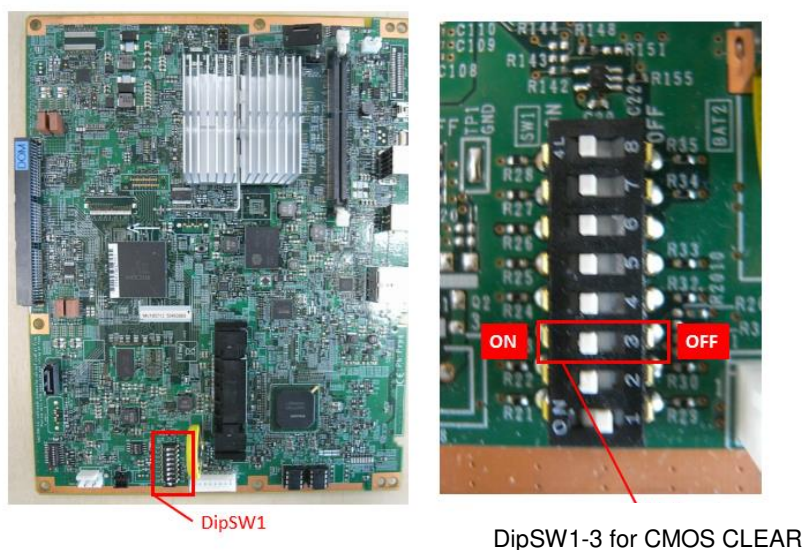
Figure 11: Dip switch (CTL) for MP C2004/2504/3004/3504/

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

DipSW1-3 for CMOS CLEAR
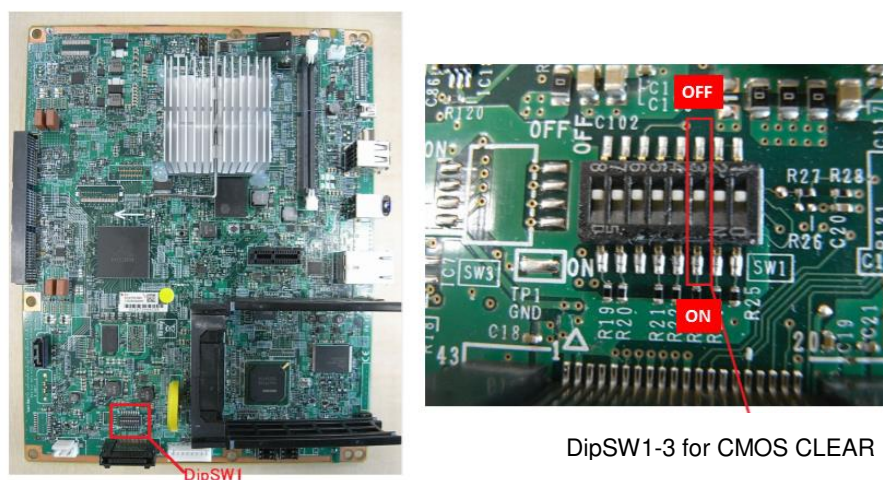
Figure 12: Dip switch (CTL) for MPC MP C4504/5504/6004

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

[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

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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)

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

5. Remove the rear cover [A] (screws x4)
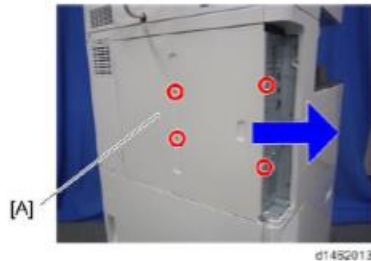
6. Remove the scanner rear cover [A] (screws x 3)

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)

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

9. Remove the CIS cable [A].

SPDF (screws x 2, harnesses x1)   ARDF (screws x 2, harnesses x1)
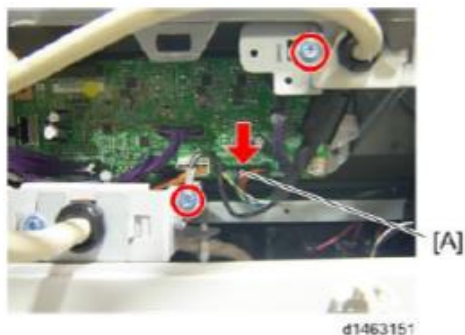
10. Remove the ADF (screws x 2)
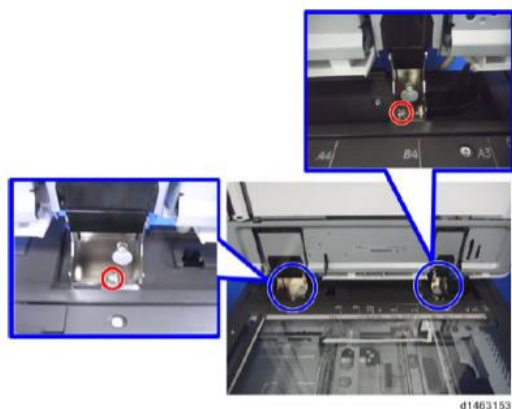
Important: When you re-attach the ARDF later, make sure to attach the right hinge screw on the left side.

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

Reissued:15-Mar-17

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

12. Remove the scanner front cover [A] (screws x 2)
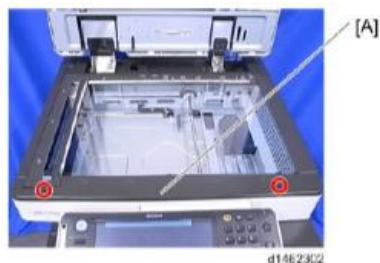
13. Remove the scanner left cover [A] (screws x 2)
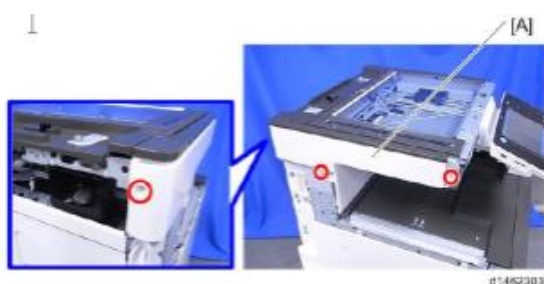
14. Remove the operation panel upper cover [A].
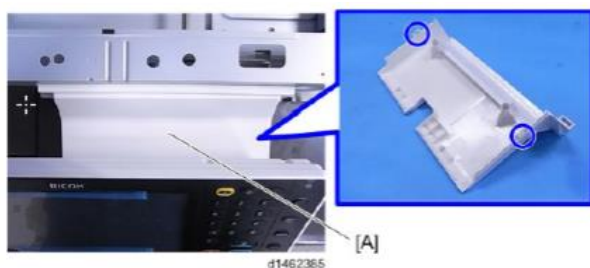
15. Remove the USB cable connecter [A] (screws x1, clamps x2)
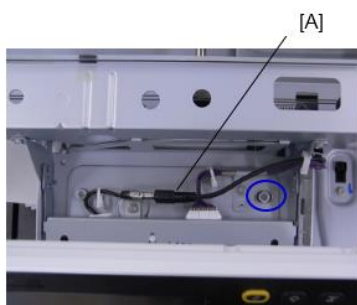
Reissued:15-Mar-17

Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

16. Remove the two screws.

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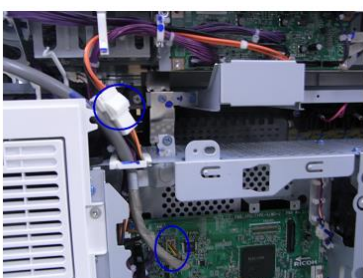
18. Remove the scanner unit [A] (screws x 11)

[A]

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.
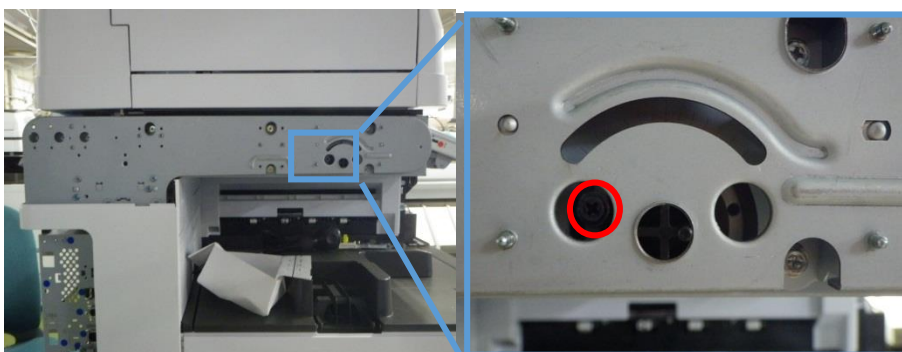
Model: MET-C2yz	Date: 7-Mar-17	No.: RD244034a

19. Remove the USB cable (clamp x5)
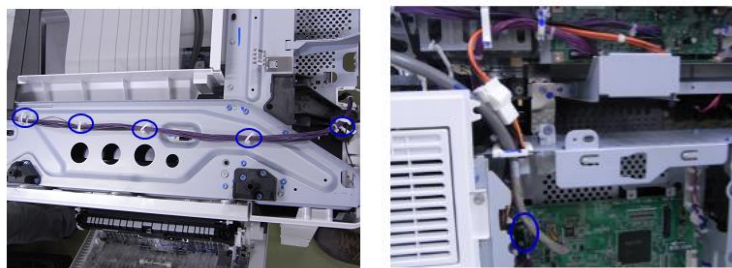
Important

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.

RICOH

Technical Bulletin
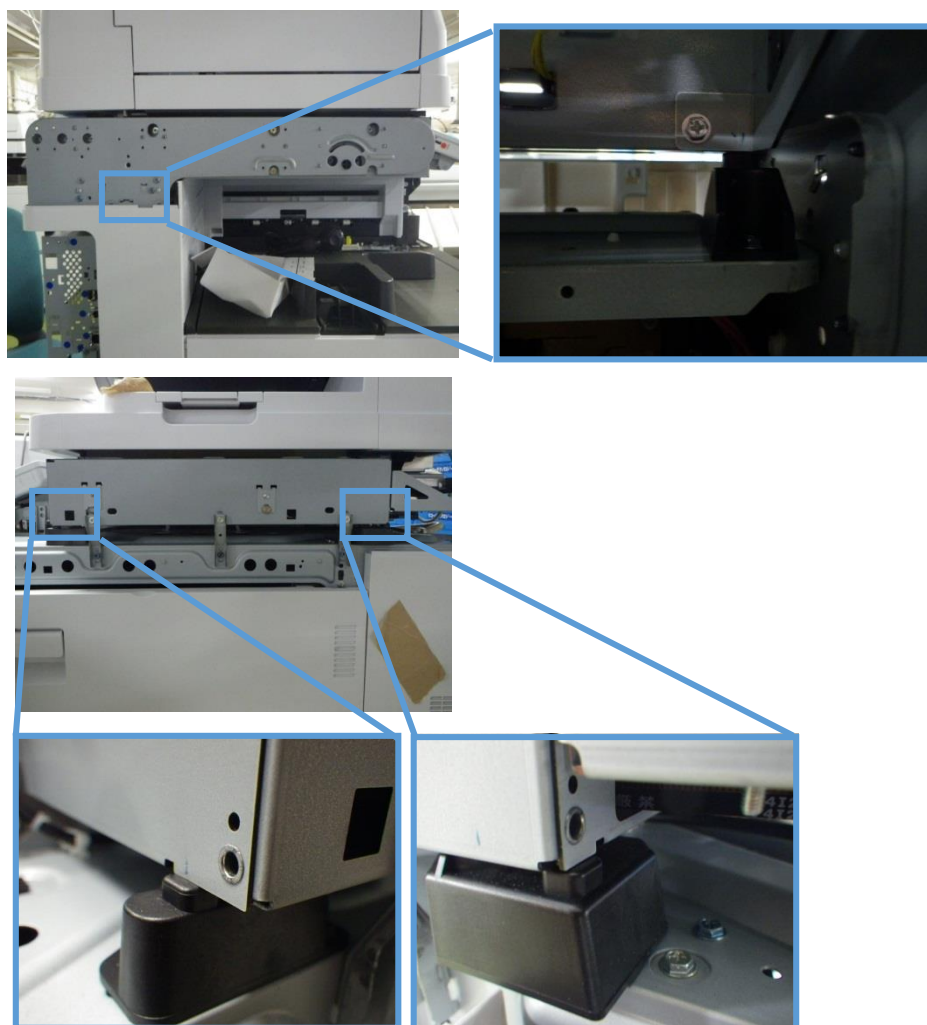
Reissued: 02-Mar-17

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

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

RICOH

Technical **B**ulletin

PAGE: 1/1

Model: MET-C2yz	Date: 30-Mar-17	No.: RD244036

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

Reissued: 12-May-17

Model: MET-C2yz	Date: 3-Apr-17	No.: RD244037a

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ 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.
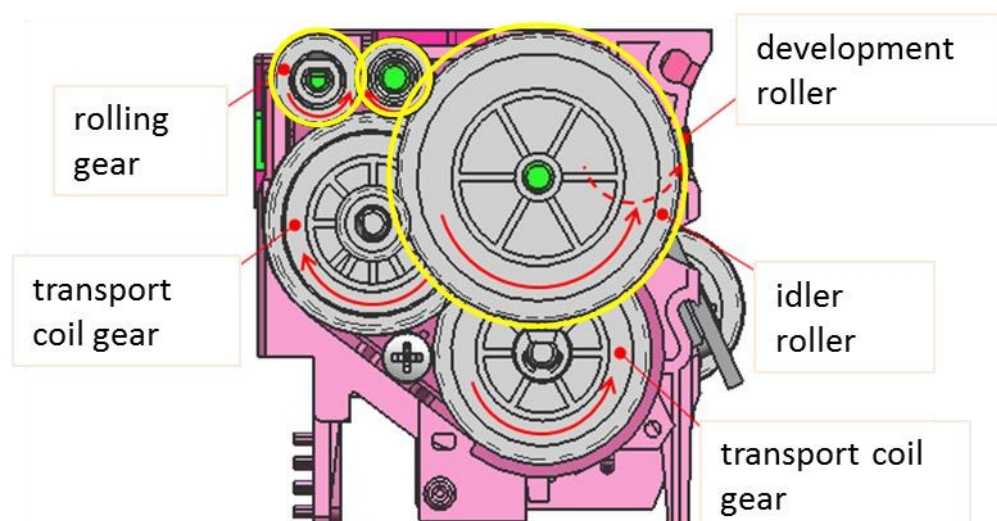
How to identify whether the automatic winding mechanism is installed

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-C2yz | Date: 3-Apr-17 | No.: RD244037a |

CUT-IN SERIAL NUMBERS:

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

RICOH　　　**T**echnical **B**ulletin

PAGE: 1/1

Model: MET-C2yz	Date: 6-Apr-17	No.: RD244038

Subject: JAM 21 occurs	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

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)

Jam 21

CAUSE

The paper support guide was incorrectly installed.

Incorrect — Paper Support Guide

Correct — Paper Support Guide
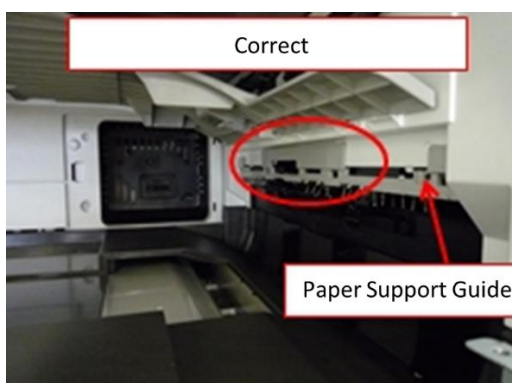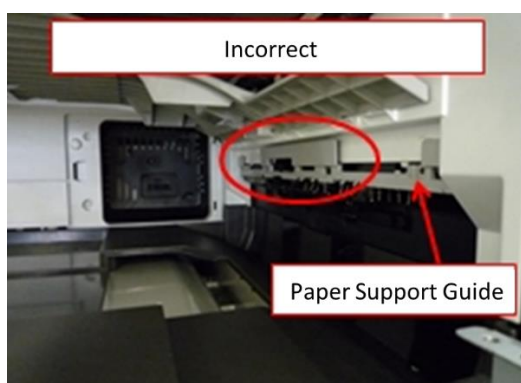
SOLUTION

● 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.

RICOH

Technical **B**ulletin

Reissued: 19-Sep-17

Model: MET-C2yz	Date: 21-Apr-17	No.: RD244039c

RTB Reissue

The items in ~~strikethrough~~ are cancelled, because the model doesn't have the mechanism.

Subject: Knocking mechanism for the Development unit	Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

~~**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.~~
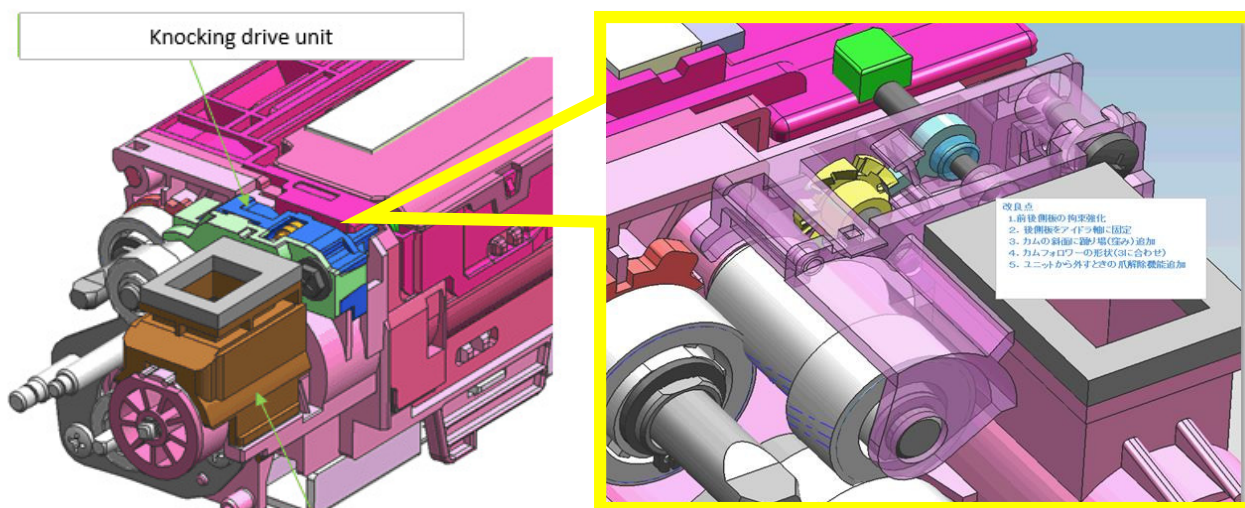
~~**Figure.1**~~
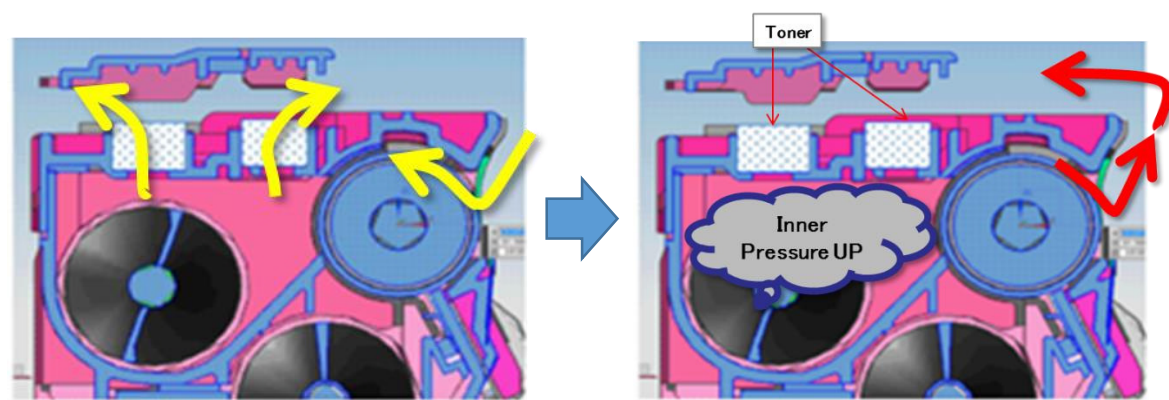
Reissued: 19-Sep-17

Model: MET-C2yz	Date: 21-Apr-17	No.: RD244039c

Fig.2 At first, air flow as shown by   Fig.3 Toner blasting occurs
        the yellow arrows

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.
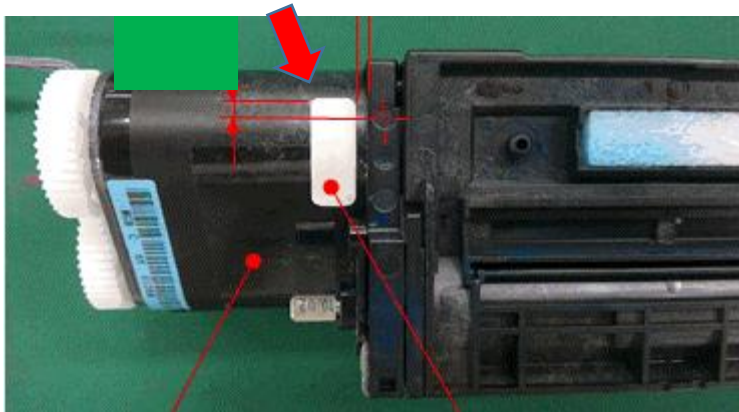
Reissued: 19-Sep-17

Model: MET-C2yz	Date: 21-Apr-17	No.: RD244039c

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: 19-Sep-17

Model: MET-C2yz	Date: 21-Apr-17	No.: RD244039c

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.

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	*TBA*	*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	*TBA*	*PCDU:C:MPC4504/C5504/C6004:EXP*	*1*	*O/O*
D2422276	*TBA*	*PCDU:M:MPC4504/C5504/C6004:EXP*	*1*	*O/O*
D2422277	*TBA*	*PCDU:Y:MPC4504/C5504/C6004:EXP*	*1*	*O/O*
D2423060	*TBA*	*DEVELOPMENT UNIT:K:MPC3004-C6004*	*1*	*O/O*
D2423061	*TBA*	*DEVELOPMENT UNIT:C:MPC4504/C5504/C6004*	*1*	*O/O*
D2423062	*TBA*	*DEVELOPMENT UNIT:M:MPC4504/C5504/C6004*	*1*	*O/O*
D2423063	*TBA*	*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	*TBA*	*DEVELOPMENT UNIT:K:MPC3004-C6004*	*1*	*O/O*

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Technical Bulletin

PAGE: 5/5

Reissued: 19-Sep-17

Model: MET-C2yz	Date: 21-Apr-17	No.: RD244039c

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-C2yz	Date: 26-Apr-17	No.: RD244040

Subject: JAM14 and 16 on DF3090	Prepared by: T. Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM:

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	
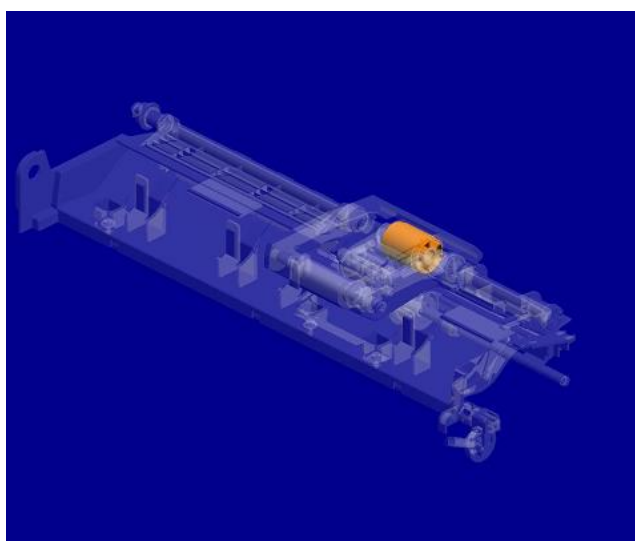
Model: MET-C2yz	Date: 26-Apr-17	No.: RD244040

Procedure

1. Remove the feed unit

d578r502

2. Remove the feed belt cover
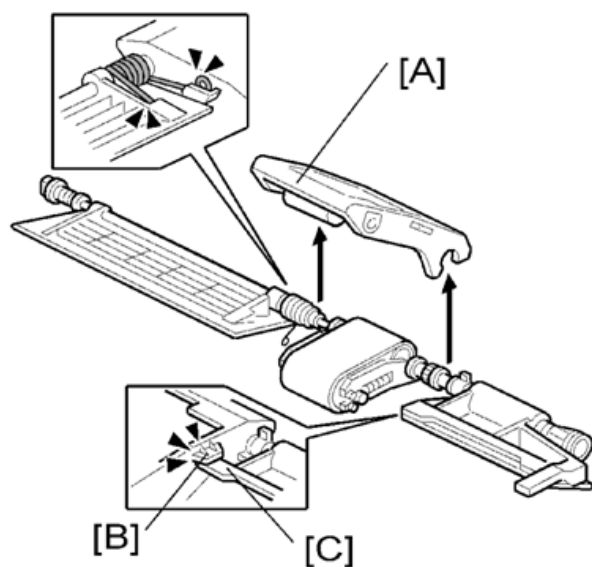
3. Remove the belt tension unit
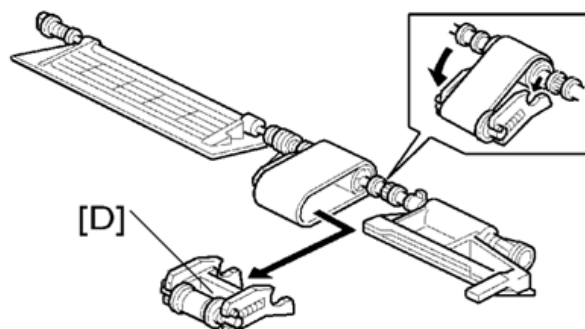
Model: MET-C2yz	Date: 26-Apr-17	No.: RD244040

4. Remove the paper feed belt .
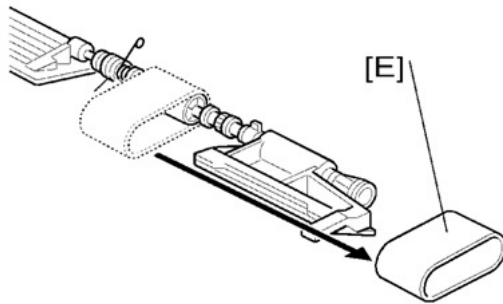
5. Remove the drive roller (paper feed guide, spring, bearing, E-ring and bearing).
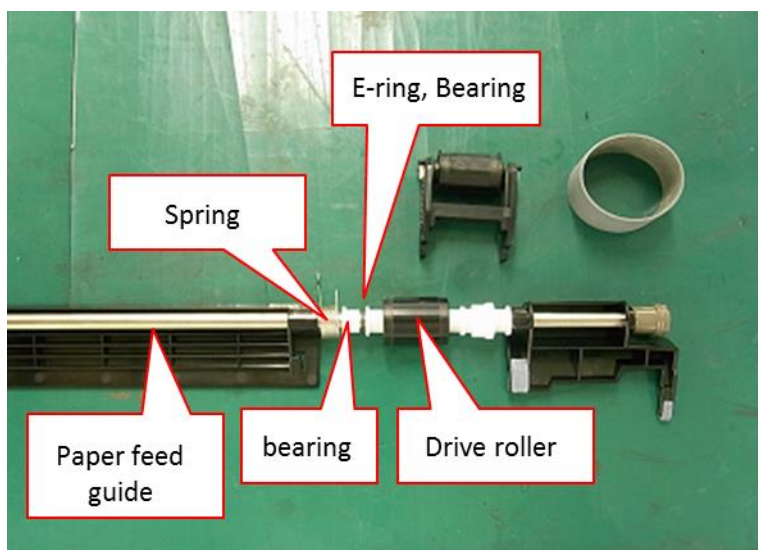
Model: MET-C2yz	Date: 28-Apr-17	No.: RD244041

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

In   area, the fuse is damaged gradually.

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	-

RICOH # Technical Bulletin

Model: MET-C2yz	Date: 22-May-17	No.: RD244042

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

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

Notification

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

Background

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

Example:

AP-C3   MET-C2

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

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

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.

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

Reissued: 7-Sep-17

Model: Met-C2yz	Date: 31-Aug-17	No.: RD244043a

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

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

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

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

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

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

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

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

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

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

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

1. Turn OFF the machine main power.

2. Insert the same SD card.

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

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: Met-C2yz	Date: 11-Sep-17	No.: RD244044

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

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

IMPORTANT Notice about Legacy UI Firmware

v1.18 and "Package_ALL"

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

    Note: These versions are no longer released/available.

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

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

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

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

Technical **B**ulletin

PAGE: 1/1

Model: Met-C2yz	Date: 11-Sep-17	No.: RD244045

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

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

IMPORTANT Notice about Network Support Firmware

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

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

   Note: These versions are no longer released/available.

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

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

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

- To avoid this:

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

Technical **B**ulletin

PAGE: 1/1

Model: Met-C2yz	Date: 12-Sep-17	No.: RD244046

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

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

IMPORTANT Notice about "Package_ALL" Firmware

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

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

   Note: These versions are no longer released/available.

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

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

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

● To avoid this:

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

RICOH

Model: Met-C2yz	Date: 13-Sep-17	No.: RD244047

Subject: FSM correction: SP5061-002 Toner Near End alert message	Prepared by: T.Kiyohara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Service Manual Correction:

The descriptions *in bold italic* have been added:

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

SP5-XXX (Mode)

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

Note 1:

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

Model	Firmware	version	P/N	Firmware	version	P/N
Met-C2.1 abyz	System/ Copy	1.04.1	D0AD5550C	Animation	1.02	D0AD5564B
Met-C2.1 cde		1.04.1	D0AF5550C		1.02	D0AF5564B
Met-C2 abyz		1.14	D2395550W		1.04	D2395564H
Met-C2 cde		1.14	D2425550W		1.04	D2425564H
Met-C1 abyz		1.28	D1475575G	OpePanel	1.09 for USA_ASI_KOR	D1471438H
					1.12 for EUR_CHN_TWN	D1471490L
Met-C1 Cde		1.32	D1495569H		1.09 for USA_ASI_KOR	D1501438H
					1.13 for EUR_CHN_TWN	D1491490P
Met-C1ab_ch		3.20	D1465575G	LegacyUIData2nd	1.07	D1501428G
Met-C1cde_ch		3.22	D1485533J			
Met-C1yz_ch		2.20	D1765550Z	animation	16.0	D1765564F

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

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

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

Note 2:

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

Note 3:

SP5061-002 only controls the toner near end display on the operation panel. WIM, @Remote, and e-mail notification of toner near end are not controlled by SP5061-002.
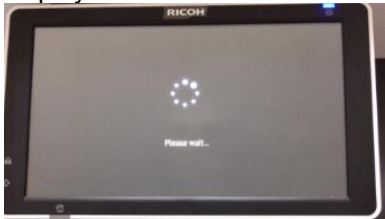
Model: MET-C2yz	Date: 20-Sep-17	No.: RD244048a

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

Troubleshooting for the Smart Operation Panel

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on.	HW	The Smart Operation Panel cannot be supplied with electrical power.	1. Reconnect the USB cable between the IPU and the Smart Operation Panel 2. Replace the USB cable. 3. Replace the 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

Components to Check during Troubleshooting

1. Main board

2. Sub board

3. USB cable

4. Connection between USB cable and main board
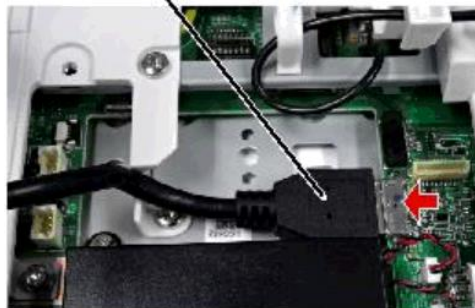
5. Connection between USB and IPU
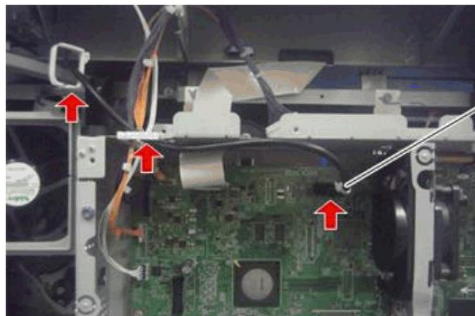
Model: MET-C2yz	Date: 20-Sep-17	No.: RD244048a

6. LCD unit
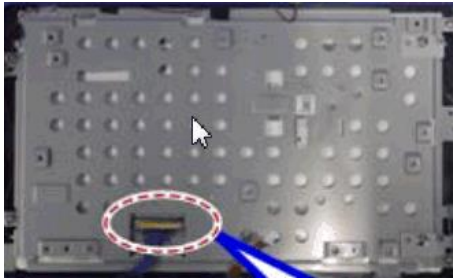
7. LCD I/F cable

Reissued: 10-Jan-18

Model: MET-C2yz	Date: 4-Oct-17	No.: RD244049b

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

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

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

SYMPTOM

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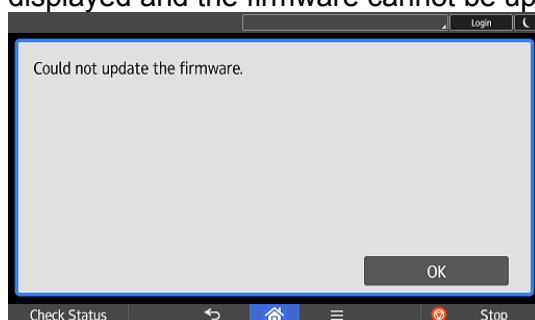
2. When users try to update the firmware from the Streamline NX v3 and Device Manager NX Pro/Enterprise, the firmware cannot be updated and Error Code 4 which means unsupported device is recorded:

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

Reissued: 10-Jan-18

Model: MET-C2yz	Date: 4-Oct-17	No.: RD244049b
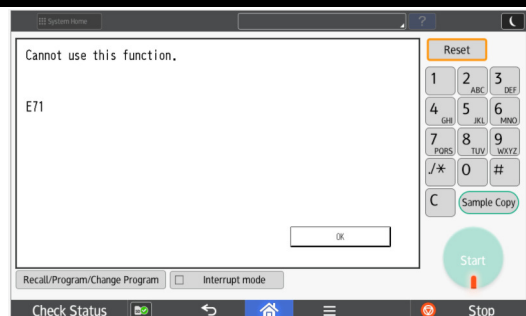
- *E71: Network communication error occurs at the reserved date/time of the package firmware update from the network.*

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.

Technical **B**ulletin

PAGE: 1/1

Model: MET-C2yz	Date: 18-Oct-17	No.: RD244050

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

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

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

4 types of anti-condensation heaters are available as service parts for the following components:
- Mainframe tray
- Optional tray (PB3150, PB3210,PB3220,PB3160, PB3230,PB3170)
- PCU
- Scanner

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

	Part description	P/N for EU/AP/CHN (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-C2yz	Date: 18-Oct-17	No.: RD244051

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

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

This bulletin is targeted to NA/TW models.

4 types of anti-condensation heaters are available as service parts for the following components:
- Mainframe tray
- Optional tray (PB3150, 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-C2yz	Date: 28 -Nov-17	No.: RD244052a

RTB Reissue

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

Subject: Part catalog correction: Guide plate for PB3150/PB3160/PB3170/PB3230	Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing Dept.	
Classification:	☐ Troubleshooting ☒ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☐ Other ( ) ☐ Tier 2 ☐ Tier 0.5
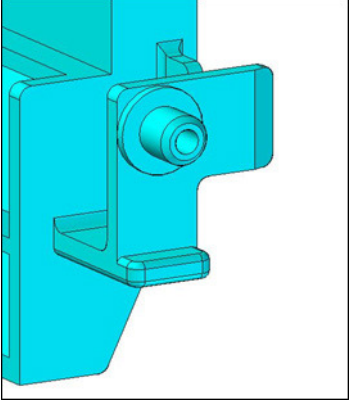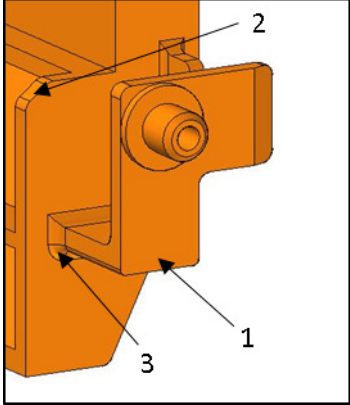
Parts catalog correction1

Affected model: D694 (Paper Feed Unit: PB3150)

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

Change: The shape of the guide plate was changed.
Reason: To further strengthen and prevent breaking of the guide plate.

	Old D1492721	New D6942721
Shape		 1. Deleted stopper 2. Changed angle regulation 3. Strengthened part

Reissued: 19-Mar-18

Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

Angle	
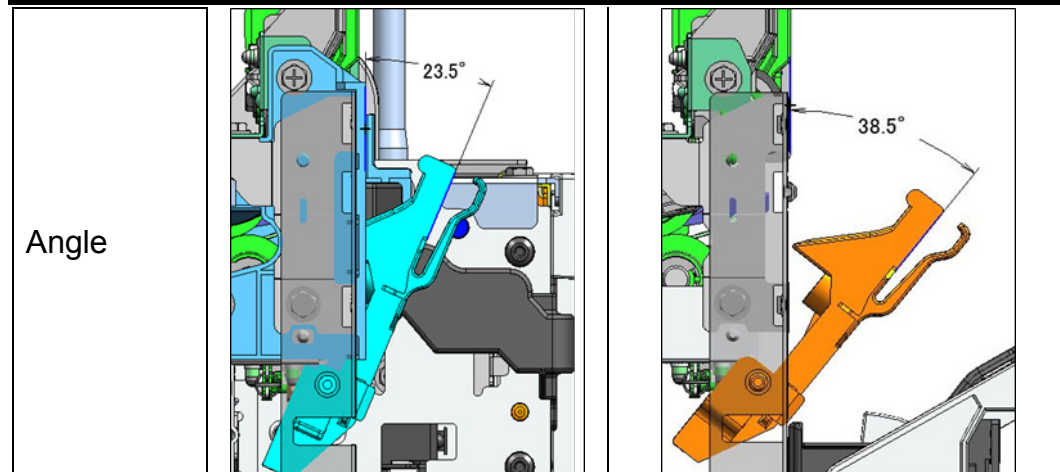
Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

Procedure:

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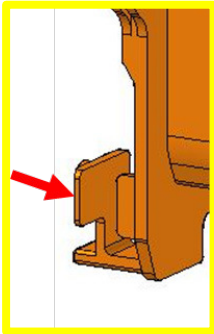
2. Attach the guide plate by sliding it toward the right hole.

3. Hook the guide plate.

Reissued: 19-Mar-18

Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

Parts catalog correction 2
Affected model: D693 (Paper Feed Unit: PB3160)

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

Change: Added cushions and changed the shape of the guide plate.
Reason: To further strengthen and prevent breaking of the guide plate.

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

Procedure for UPPER GUIDE PLATE ASSYS

1. Remove the upper guide plate.
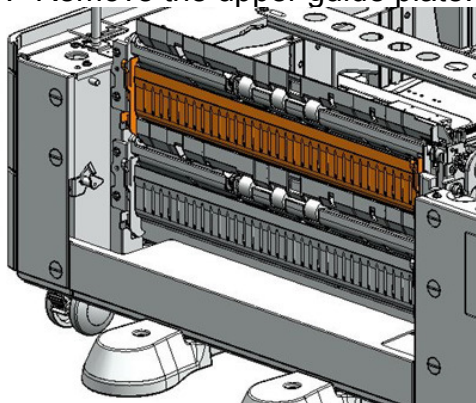
2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).
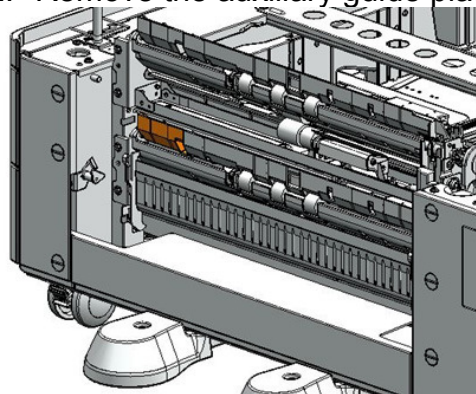
Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

3. Attach the cushion.
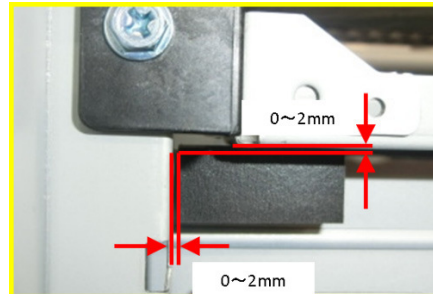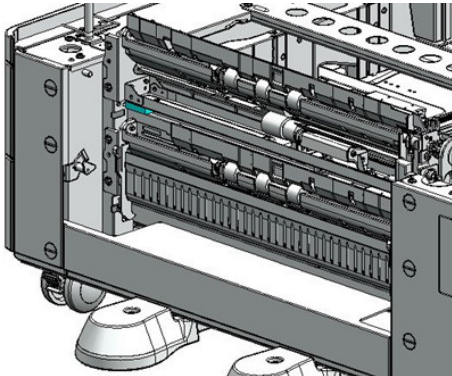
4. Attach the auxiliary guide plate for the lower guide plate (screw x1).
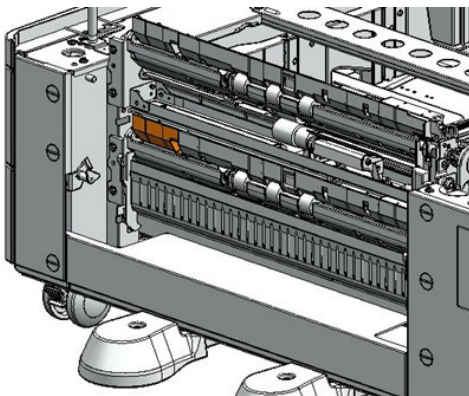
5. Attach the upper guide plate.
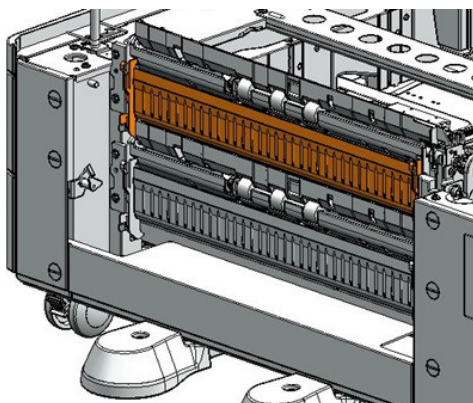
Reissued: 19-Mar-18

Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

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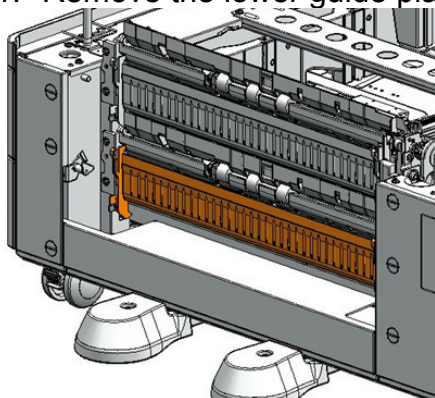
2. Attach the cushion.
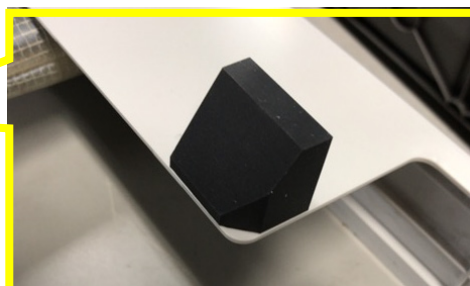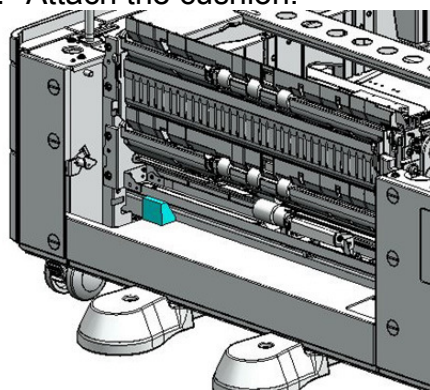
3. Attach the lower guide plate.

Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a
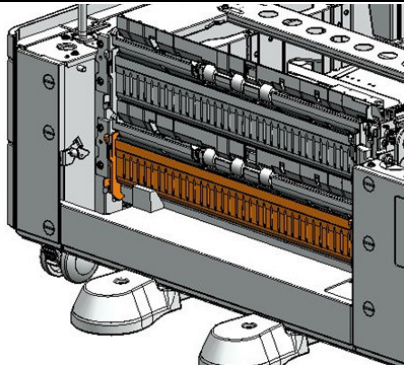
Parts catalog correction 3
Affected model: D695 (LCIT: PB3230/PB3170)

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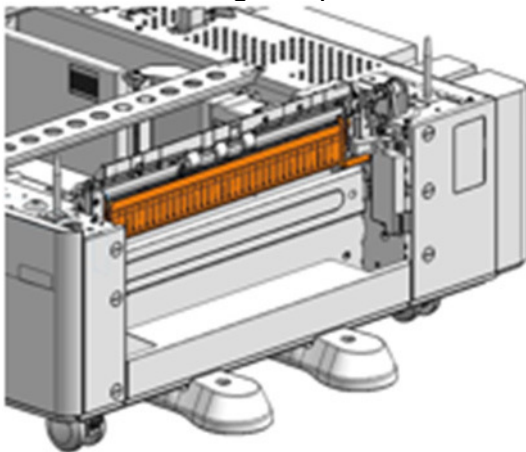
2. Remove the double tape from the guide stopper.
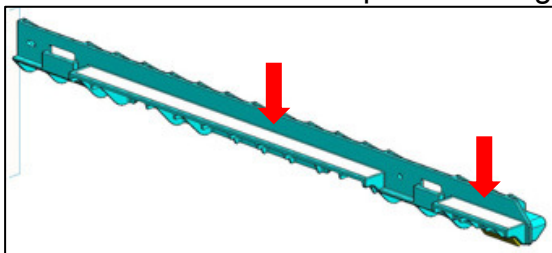
Reissued: 19-Mar-18

Model: Met-C2yz	Date: 28 -Nov-17	No.: RD244052a

3. Attach the guide stopper.

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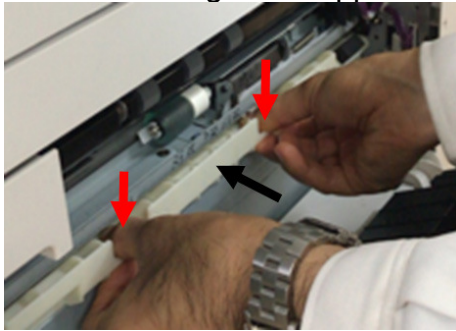
5. Attach the guide plate stopper.

6. Attach the guide stopper plate.

7. Attach the guide plate.

Model: MET-C2yz	Date: 12-Dec-17	No.: RD244053

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

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

SYMPTOM

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

CAUSE

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

SOLUTION

1. Check the grounding of the belt cleaning unit on ITB unit.
2. Replace the belt cleaning unit.
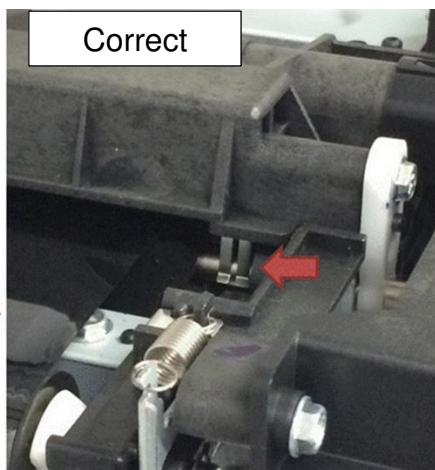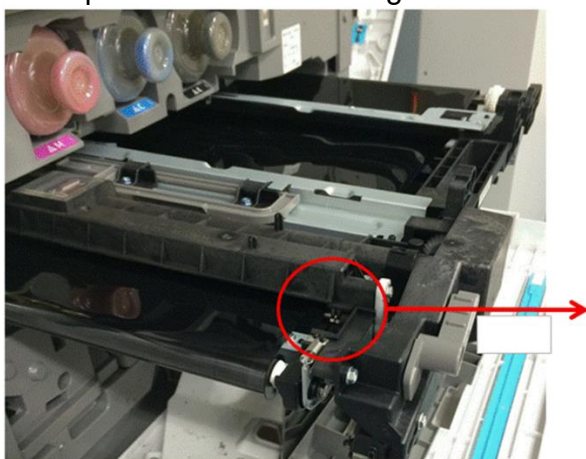
3. Check the grounding of the paper transfer roller.
4. Replace the paper transfer roller.

RICOH

Technical Bulletin

PAGE: 1/1

Model: Met-C2yz	Date: 16-Jul-19	No.: RD244054

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

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

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

Old part number	New part number	Description	Q'ty	Int
D2385620	D2385687	PCB:MET-C2A:SERVICE:EXP	1	O/O
D2385624	D2385688	PCB:MET-C2B:SERVICE:EXP	1	O/O
D2385628	D2385695	PCB:MET-C2Y:SERVICE:EXP	1	O/O
D2385629	D2385696	PCB:MET-C2Z:SERVICE:EXP	1	O/O

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

D2395535M   -> D2395536

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

Subject: Installation Procedure of Enhanced Security HDD	Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing Dept.	

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

Service Manual Correction:

The descriptions *in bold italic* have been added:

Installation Procedure

⚠ CAUTION

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

🡇 Note ( )

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

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

[A]

⚙ x7   d238m1007
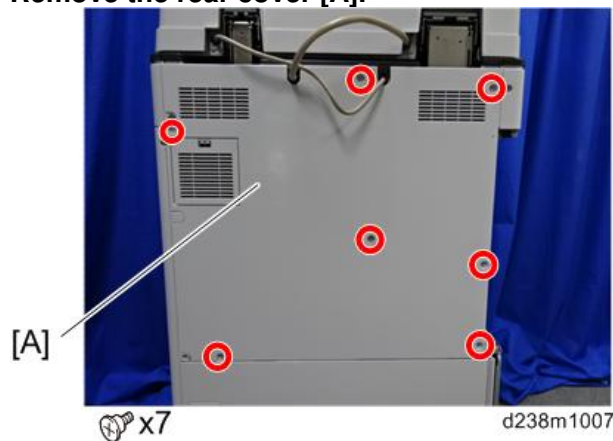
2. **Remove the controller box cover [A].**
   Red Circle: Remove / Blue Circle: Loosen
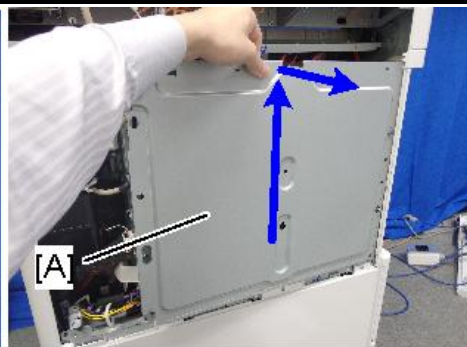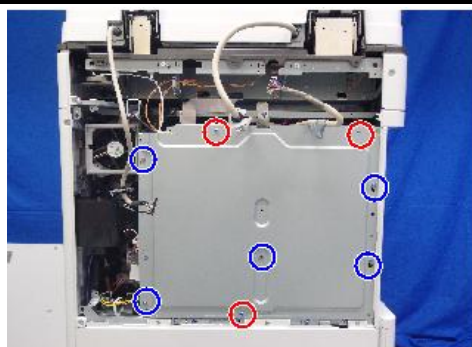
d238m0614

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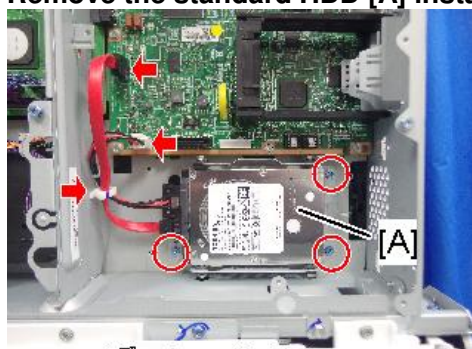
x3, x1, x2　　d238m0669

4. Separate the standard HDD from the bracket.

x4　　d238m0670

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

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

d191b0077

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

d191b0078

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

d191b0079

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

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

After Installing the HDD

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

   Hard Disk is replaced.
   Format Hard Disk.
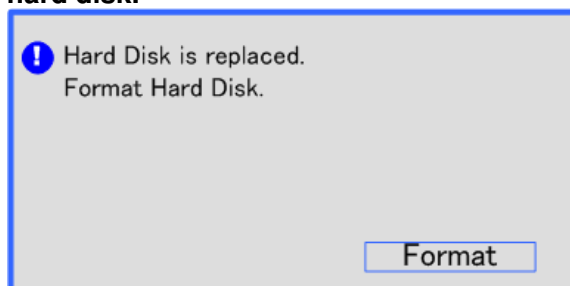
   Format

   d191b0081

2. **Touch [Format].**

   Formatting Hard Disk...
   Please wait, also make sure that the main power
   switch is not turned off.
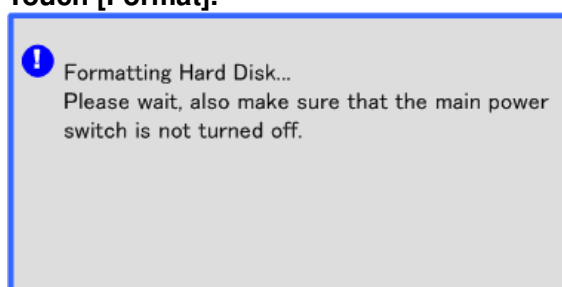
   d191b0082

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

   ⭐ Important

   - Do not touch the power switch while the hard disk format is in progress. Wait for the machine to tell you that the formatting is finished.

   Hard Disk is formatted.
   Turn the main power switch off then on.
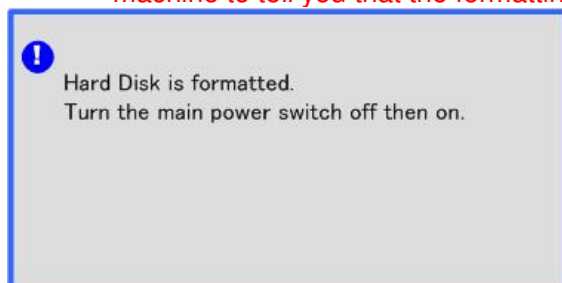
   d191b0083

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

   ⭐ Important

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

SP descriptions

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

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

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

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

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

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

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

Service Manual Revision.

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

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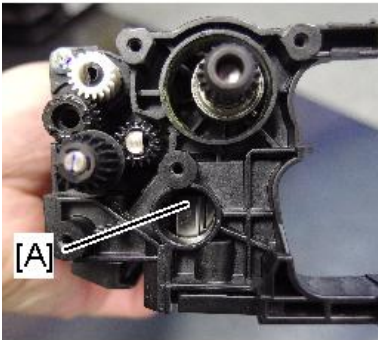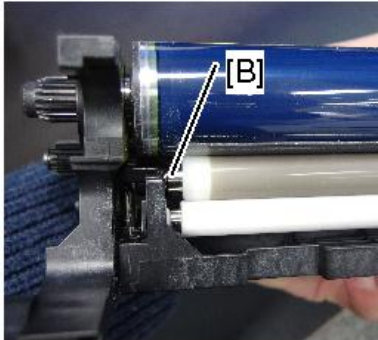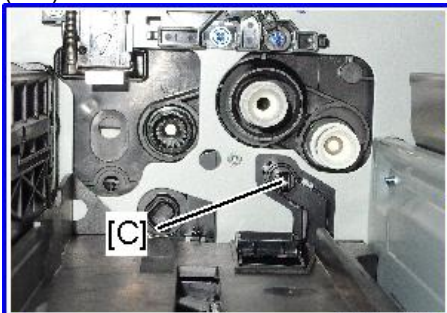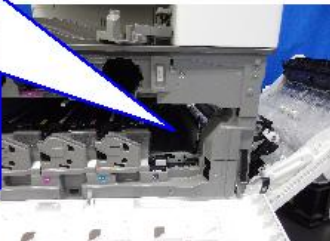
SC300 (Engine: Charge, Development)

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

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

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

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

d238m0900

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

d238m0901

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

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

Reissued: 29-Oc-18

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

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

IMPORTANT Notice about FAX Firmware v11.00.00 *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
FAX	*12.00.00*	*D2395557Q*	*Met-C2 abyz*
FAX	*12.00.00*	*D2425557Q*	*Met-C2cde*

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

        [EU]

        After update, the above symptom occurs at power on.

        [NA, AP, CN]

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

- This occurs because the correct items under the previous version were not included in ver. 11.00.00. *and 12.00.00.*
- To avoid this, install FAX firmware ~~v10.00.00 or older~~ **v13.00.00.** *The*

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

SYMPTOM

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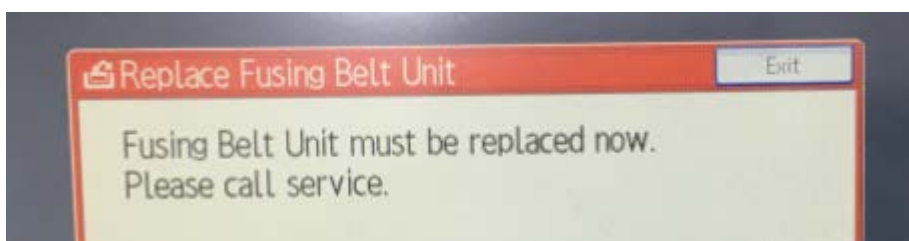
Affected models: Met-C2abcdeyz/Met-C2.1abcdeyz

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

Occurrence situation:

1. The application displayed when the home key is pressed is set.

2. Individual Authentication (User Authentication) is enabled.

3. Copy is selected as the priority application.

4. The fusing unit off mode (energy saving) has been set.

CAUSE

Cheetah System firmware bug.

SOLUTION

Update to the following version or later of Cheetah System.

Firmware	version	P/N
Cheetah System	1.29	D2411425H

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

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

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

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

SYMPTOM

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

CAUSE

This is specification.

SOLUTION

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

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

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

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

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

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

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

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

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

Affected models:

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

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

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

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

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

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

Next Package firmware this problem will be solved.

RICOH

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

IMPORTANT Notice about "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	Firmware	version	P/N
Met-C2 abyz	System/Copy	1.29	D2395535L
Met-C2 cde	System/Copy	1.29	D2395535L
Met-c2.1 abyz	System/Copy	1.15	D0AD5550P
Met-C2.1cde	System/Copy	1.15	D0AD5550P
Cor-C1.5	System/Copy	1.17.1	D2895550W

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

The number of the occurrence
(in Japanese market)
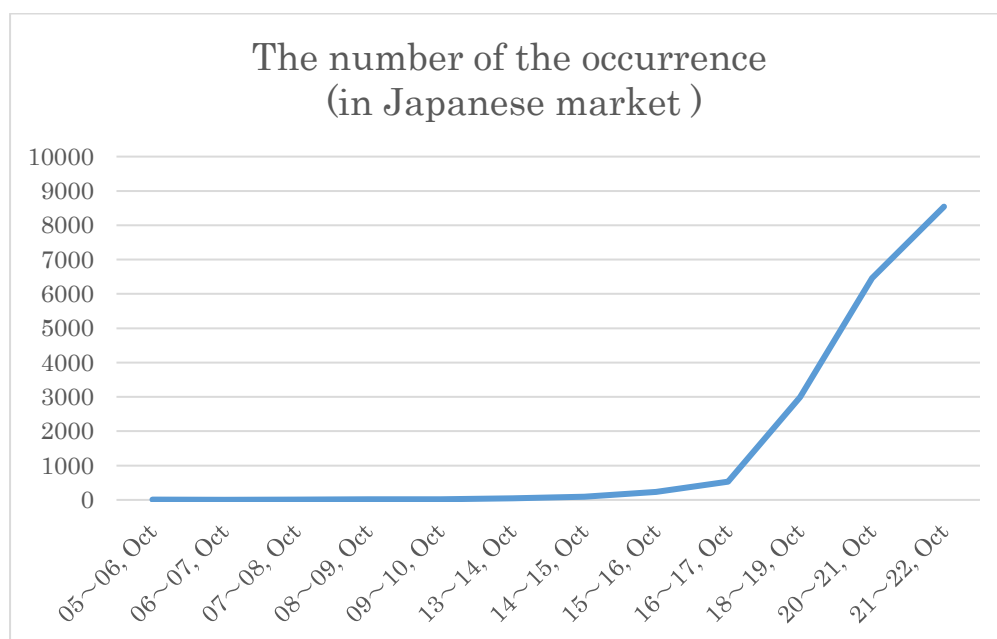
Reissued: 14-Dec-18

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

RTB Reissue
Header is corrected.

Subject: Black Line, Color Line and Dirty Background	Prepared by: T.Kiyohara
From: MFP section, OPOS Product Quality managemt Dept.	

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

SYMPTOM

Horizontal black or full-color lines
Dirty background
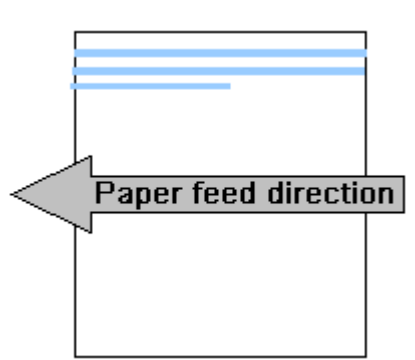
CAUSE:
Dirty charge roller

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

Solution

1. Replace the Charge Roller Unit.

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

See **PROCEDURE** below,

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

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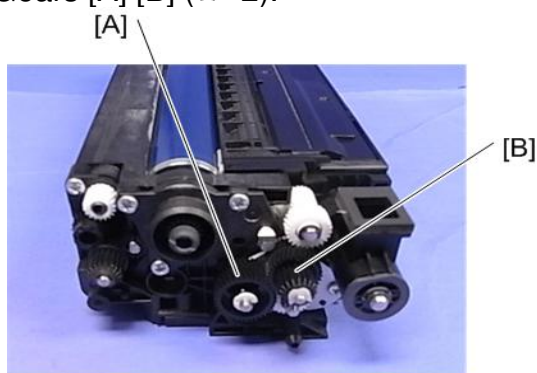
1. Remove the PCDU from the machine.
2. Front end block [A] (🖉×2).

[A]
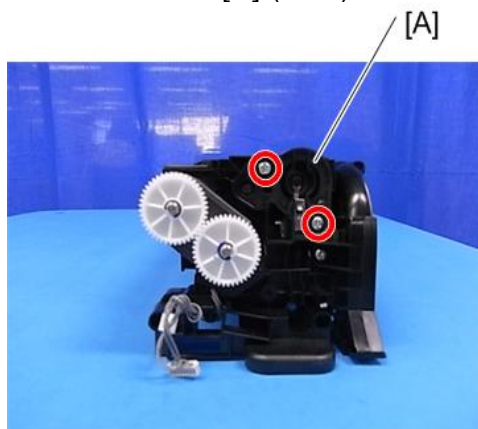
d1462162

3. Rear end block [A] (🖉×1).
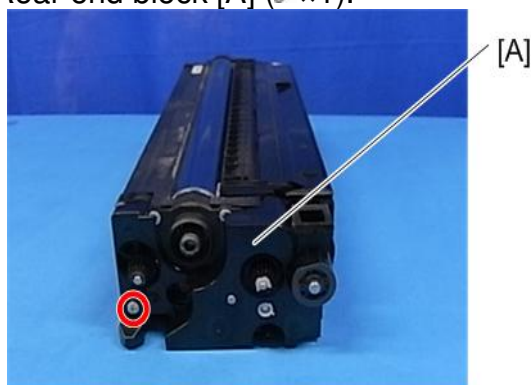
[A]

d1462163

4. Gears [A] [B] (⟨⟩×2).

[A]

[B]

d1462164

Technical Bulletin

Reissued: 14-Dec-18

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

Technical Bulletin

Reissued: 14-Dec-18

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

5. Joint (rear side) [A] (🔩×3).

d1462165
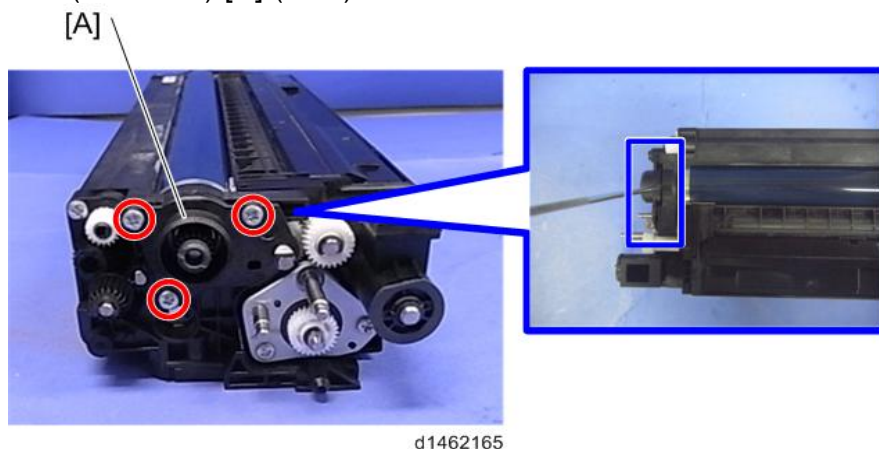
6. Separate the PCU [A] and Development Unit [B].

d1462166

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

8. Replace the charge roller

Technical Bulletin

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

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

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

SYMPTOM

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

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

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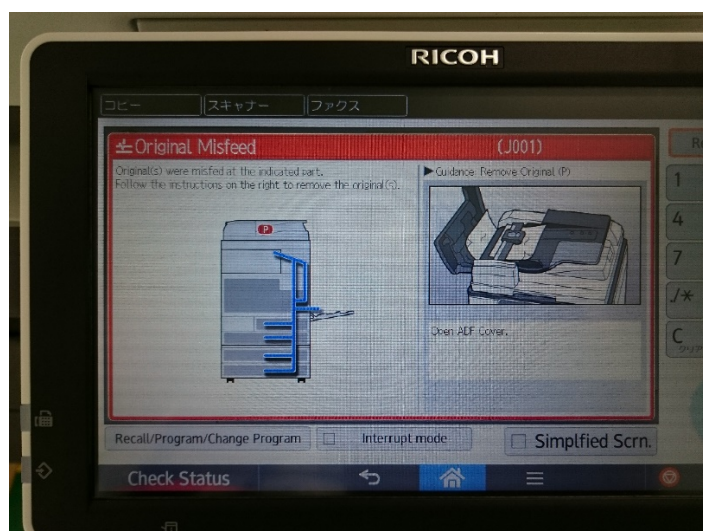
CAUSE:

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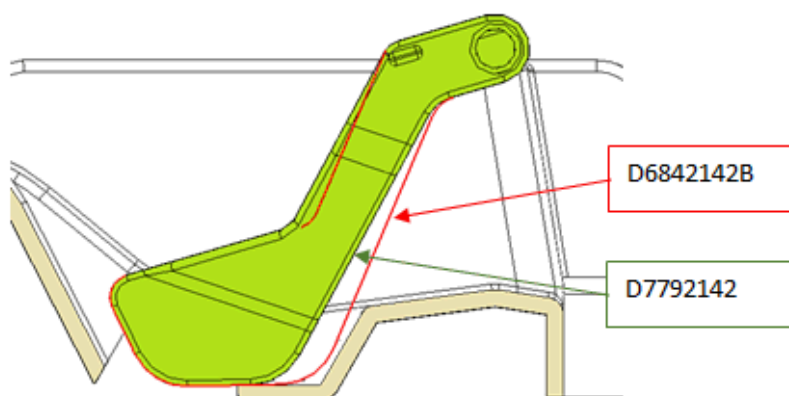
SOLUTION

Production line
The shape of the feeler was changed.

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

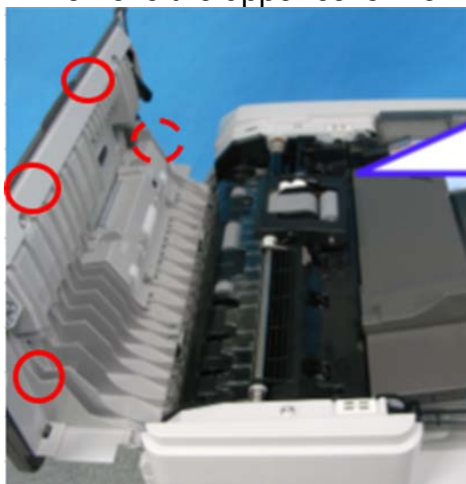| Model: Metis-C2ab	Date: 7-Jan-19	No.: RD239090

D6842142B

D7792142

In the field

Replace the feeler with the modified part.

PROCEDURE

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

2. Remove the feeler.

Technical Bulletin

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

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

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

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

2907	[ACS Setting (FC to Bk)]		
	Adjusts the threshold for moving away the image transfer belt from the color PCUs. This SP moves the image transfer belt away from the color PCUs when the number of B/W image printouts reaches the number of sheets specified with this SP after consecutive full color image printouts in the full color mode. If this SP is set to "0", the image transfer belt does not move away.		
001	Continuous Bk Pages	*ENG	[0 to 10 / 0 / 1 sheet/step]

Technical Bulletin

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

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

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

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

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

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

SOLUTION
Do the following if E235 occurs.

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

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

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

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

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

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.remotesuppor			0.1CUSTOMIZED
LegacyUI type-1	M2a_LegacyUI	D2411439	1.23
LegacyUIData		M0AJ5557B	1.00
ProgramInfoService	M2a_ProgramInfo	D2411438D	1.18
ader Support Plugin	M2a_USBCdPlugin	D2411459	2.12.00
Quick Card Authenticatior	M2a_QuickCdAuth	D2411468	2.12.01
Quick Print Release	M2a_PrinterSJob	D2411446R	1.75
Remote Support			1.0.0.12(1.8.0.79)
Standard IC Card Plugin	M2a_NFCPlugin	D2411452	2.12.00

0.1customised

Technical **B**ulletin

PAGE: 1/2

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

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

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

SYMPTOM

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

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

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

How to read the lot number of the development unit:

First 3 digits: Factory line number

4th digit: Color
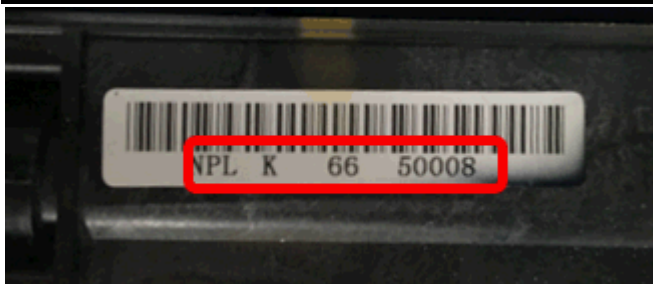
5th digit: Production year

6th digit: Production month

7th to 11th: Production number

Ex: June 2016 production.

Technical Bulletin

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

CAUSE:

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

SOLUTION

Replace the hopper and development unit at the same time.

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

Reissued : 25-Jun-19

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

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

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

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

SYMPTOM

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

Affected models:

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

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

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

CAUSE

Paper dust and toner attaches to the reverse roller. If the attraction strength between sheets of paper is too large, the ability of the paper to separate is decreased.

SOLUTION

If the symptom occurs, do the following:

1. Update the SPDF firmware to the following version.

    Note: This will suppress the slight rotation of the reverse roller that is generated when the paper feed motor is stopped.

No	Model	Firmware	P/N
1	SPDF DF3100	ADF_SINAI-E Ver.01.050:061.34	D3B05550G

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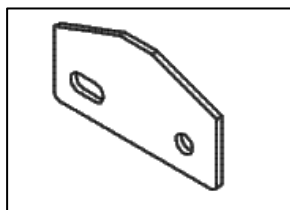
    See PROCEDURE below.

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

Reissued : 25-Jun-19

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

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	**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).

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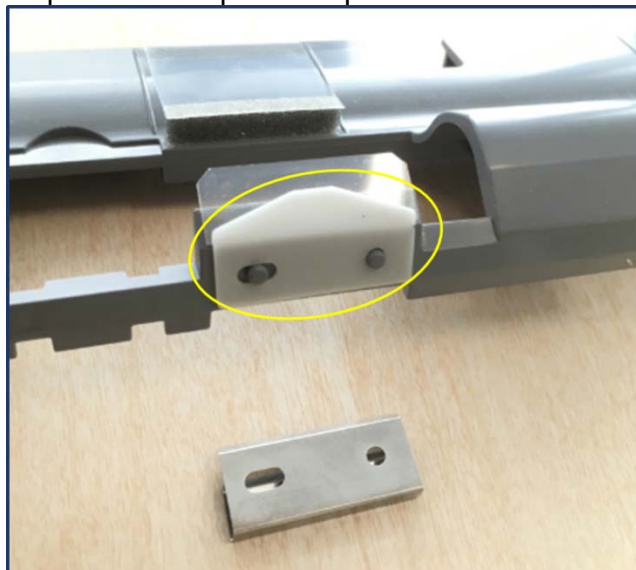
RICOH
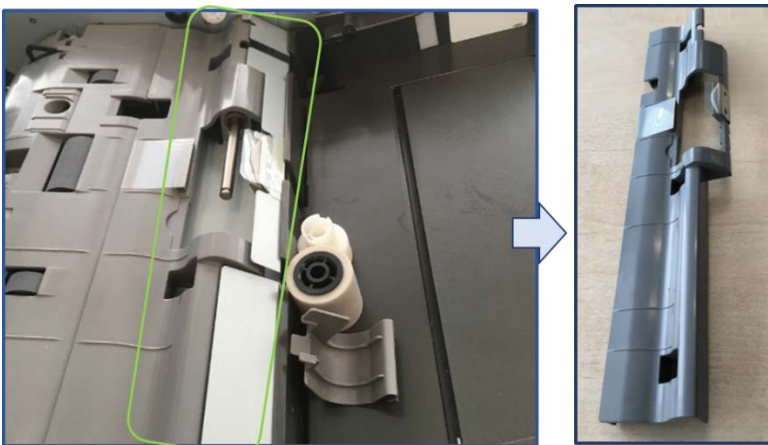
Model: Metis-C2abcdeyz/C2.1abcdeyz	Date: 10-Mar-19	No.: RD239094b

4. Remove the separation pad cover.

5. Replace the separation pad.

Model: Metis-C2abcde/C2.1 abcde/P2cde		Date: 4-Apr-19	No.: RD239095
Subject: The developer leakage at the center		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

SYMPTOM

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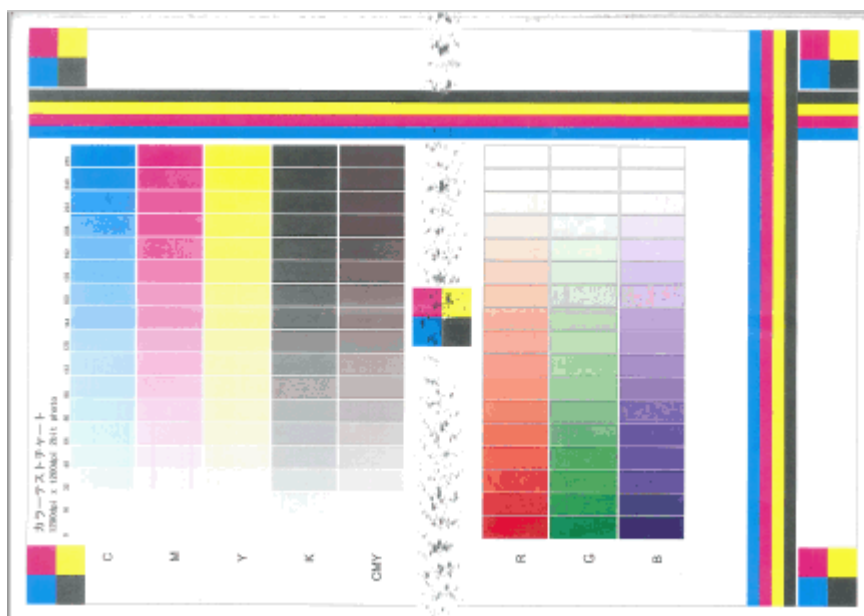
Affected models:
Met-C2/C2.1 ab (Bk)
Met-C2/C2.1 cde (Bk, C, M, Y)
Met-P2ce (Bk, C, M, Y)

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

CAUSE

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

SOLUTION

The following sheet was added to the development unit to secure the proper gap between the upper cover and development roller.
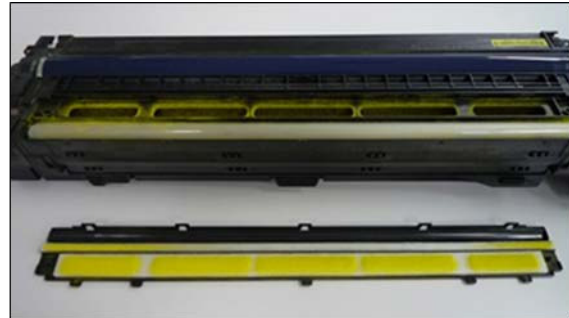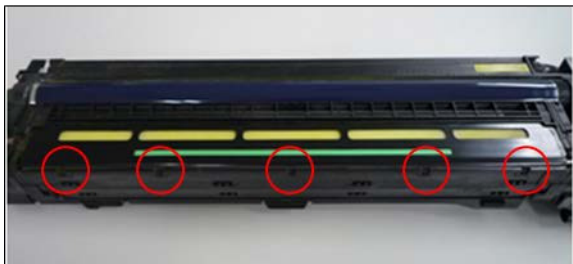
Model: Metis-C2abcde/C2.1 abcde/P2cde	Date: 4-Apr-19	No.: RD239095

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

Mylar

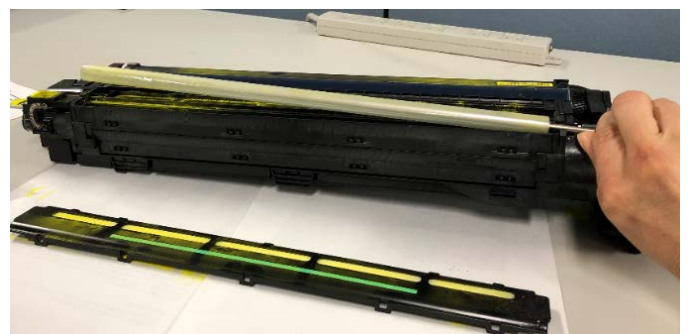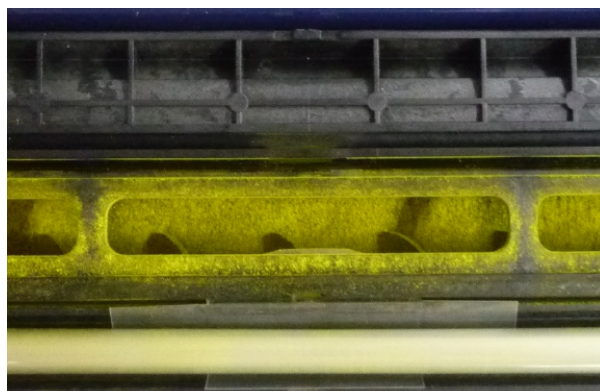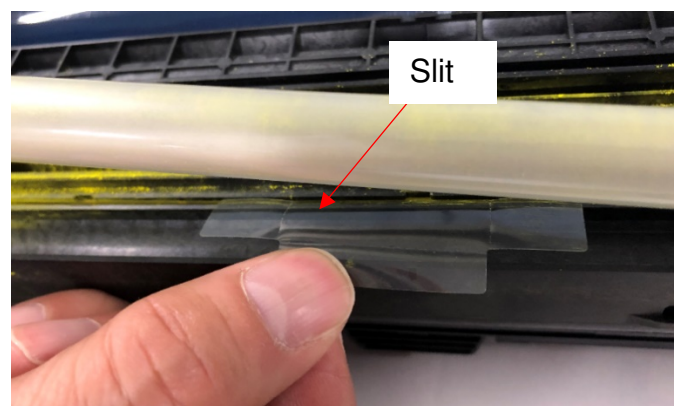| Model: Metis-C2abcde/C2.1 abcde/P2cde	Date: 4-Apr-19	No.: RD239095
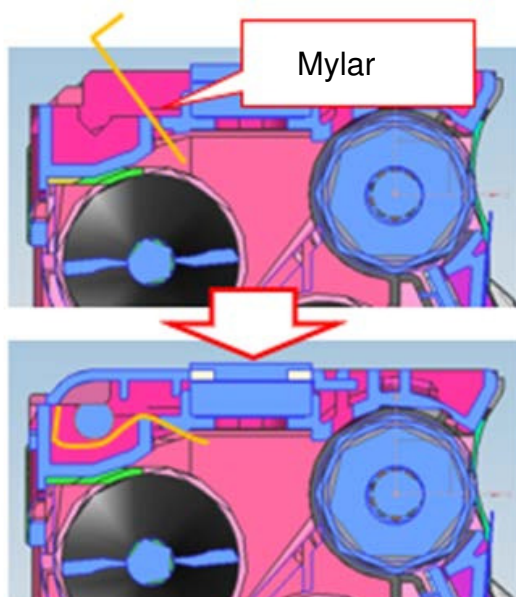
PROCEDURE

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

2. Lift the preset seat shaft.

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

Slit

6. Attach the filter cover.

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

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

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

Service Manual Correction:

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

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

Operation Panel Unit

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

d196z0135

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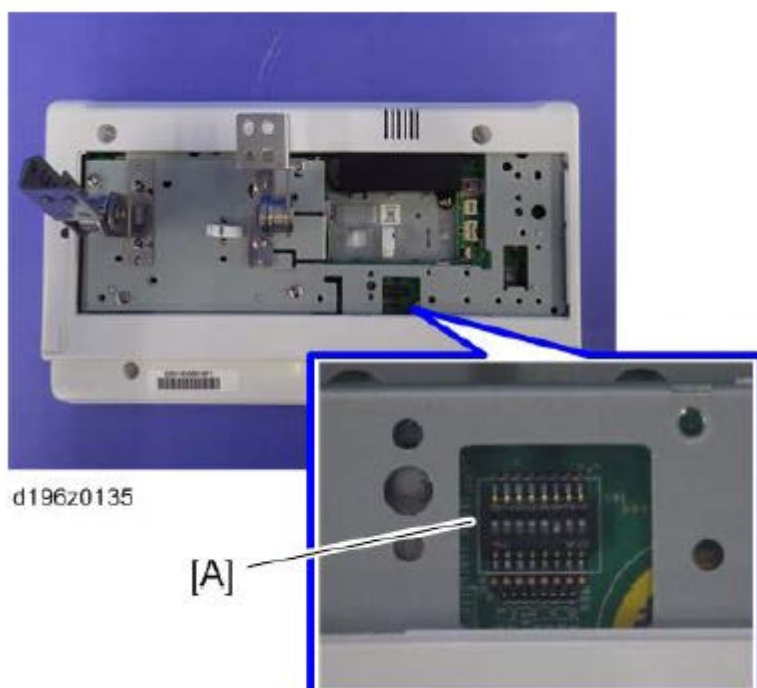
IMPORTANT: Note the DIP switch settings for the old operation panel unit before replacing it, and then apply the same settings to the new Smart Operation Panel. These settings are common to all MFP models.

RICOH

Technical Bulletin

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

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

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

Parts catalog correction

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

Affected models are as follows:

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

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

Old P/N	New P/N	Description	Int	Q'ty	Note
D1492638	D0BQ2638	LINK:PAPER STOPPER:MANUAL FEED	X/X	1	A
D2412638	D0BQ2637	PAPER STOPPER:MANUAL FEED	X/X	1	A
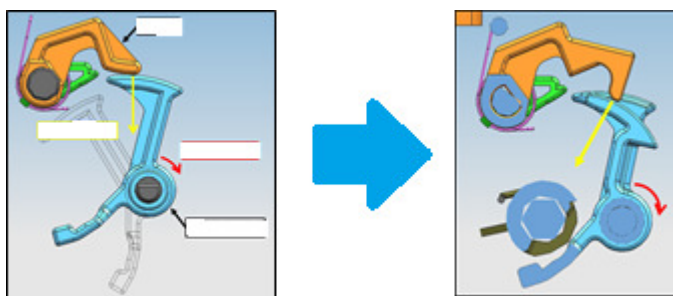
Model: Met-C2abcdeyz/C2.1abcdeyz	Date: 23-Apr-19	No.: RD239096

Affected models:

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

Reissued: 28-Jun-19

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

Reissue

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

Subject: Parts Catalog Correction: Parts Integration of Manual Feed and Duplex unit	Prepared by: Takahiro Tada
From: 1st Tech. Support Sec. Service Support Dept.	

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

Parts catalog correction

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

Affected models are as follows:

<Group A>:

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

<Group B>

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

<Group C>

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

<Group D>

Product Code	Model name
D0BH	C501

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

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

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

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

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

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

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

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

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

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

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
D2022617	D0BQ2623	ARM:PICKUP:MANUAL FEED	X/O	1	B
D2022618	-	SHEET:PICKUP	-	1->0	B
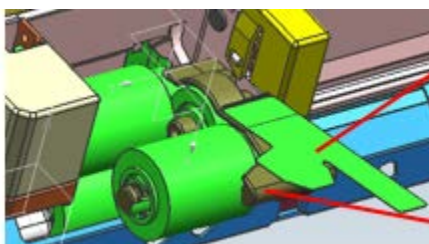
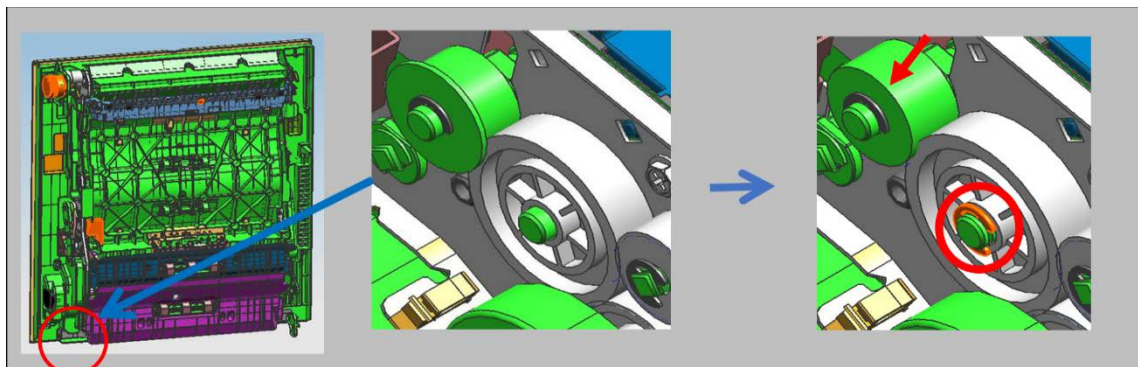| Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:

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

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
08050104	08050104	RETAINING RINGS-E:SILENCER:DIA4	-	2->3	C
D1494770	D0BQ2608	SHAFT:SEPARATOR:DRIVEN:ASS'Y	X/X	1	C
M0BW2615	D0BQ2615	GUIDE PLATE:SEPARATOR:ASS'Y	X/X	1	C
D1492619	D0BQ2619	SHAFT:SEPARATOR:DRIVE:ASS'Y	X/X	1	C
D2412653	D0BQ2653	COIL SPRING:PRESSURE:SEPARATOR	X/X	1	C
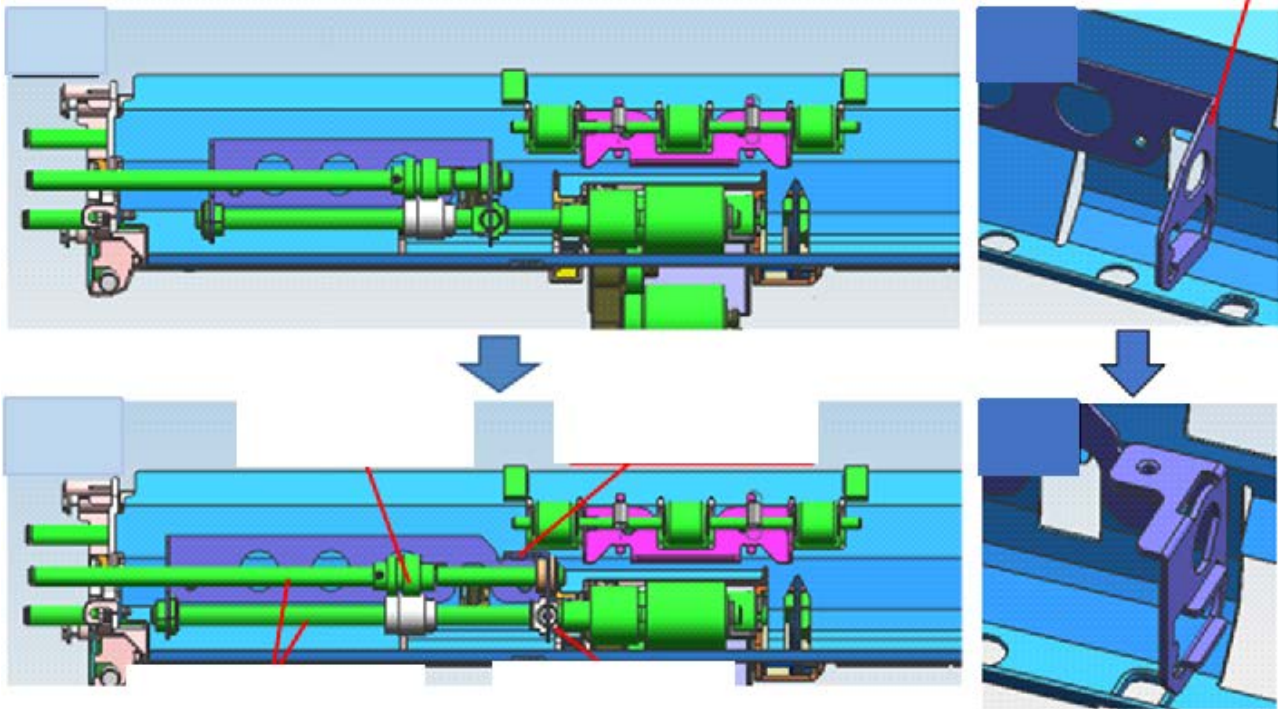
Change 4: There are no protruding parts to hold the gear. An e-ring added to stop the gear in position, and a groove added to the shaft for the e-ring.

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

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

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

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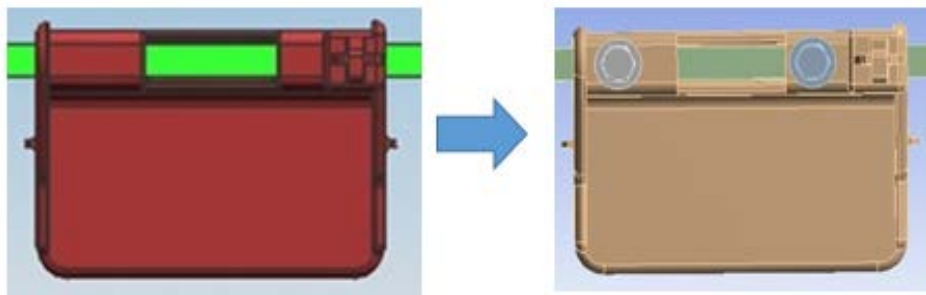
Appendix

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

The part numbers of **<Group C>** not changed.

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

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

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

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

SYMPTOM

Jam 301/303 occurs when using the SR3180.

CAUSE

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

SOLUTION

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

Then do the following:

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

Permanent:
1. Replace the guide (D7662095 => D3FT2090) to reduce the static electricity.
2. Replace the roller shaft (D7662117 => D3FT2117).
   Note: Reliability has been improved with the newer part.

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

RICOH

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

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

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

Parts catalog correction

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

Affected models are as follows:

Product Code	Model name	Product Code	Model name	Product Code	Model name	Product Code	Model name
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504				

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

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

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

Old part	New part
G0652767	D0BQ2785

Shape		

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

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

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

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

SYMPTOM

SC8XX-XX occurs.

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

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

CAUSE

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

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

SOLUTION

Production line:

The HDD cable has been modified since July 2019 production.

In the field:

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

RICOH

Technical Bulletin

PAGE: 1/2

Model: Metis-C2abyz	Date: 1-Nov-19	No.: RD239102

Subject: Parts information – Duct for Development unit	Prepared by: T.Kiyohara
From: Overseas info Sect., OP Product Quality Dept.	

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

Old part number	New part number	Description	Q'ty	Note
D2422379	D0BQ2379	DUCT:GEAR:DEVELOPMENT:SUB-ASS'Y	1	-

Change/Reason: This part has been standardized across the C1, C2, P2, C2.1, and MF3 models.

Important: The new duct is used in the new development unit. If you cannot physically install the new duct (the unit ribs touch the duct), do the **PROCEDURE** below. Also see the **MATRIX** below.

Affected models:

Met-C2.1abyz (D0AC/D0AD/D0AH/D0AJ)

Met-C2abyz (D238/D239/D243/D244)

PROCEDURE

1. Cut off the section circled in red.
2. Attach the duct to the PCDU.

MATRIX

<table>
<tr>
<td rowspan="2" colspan="2"></td>
<td colspan="4">The Duct which is currently installed the machine</td>
</tr>
<tr>
<td>Old Duct #1/2
(D1492392)
(D1492398)</td>
<td>Old Duct #3
(M0AJ2379)</td>
<td>Old Duct #4
(D2422379)</td>
<td>New Duct #5
(D0BQ2379)</td>
</tr>
<tr>
<td rowspan="6">Parts numbers which you have on hand for replacement</td>
<td>Old Development unit (Duct #3 is enclosed.) (D2423064,65,66,67)</td>
<td>**Use enclosed duct #3**</td>
<td>Use original duct #3</td>
<td>Use original duct #4</td>
<td>Use original duct #5</td>
</tr>
<tr>
<td>Old Development unit (Duct #4 is enclosed.) (D2423085,86,87,88)</td>
<td>**Use enclosed Duct #4**</td>
<td>Use original duct #3</td>
<td>Use original duct #4</td>
<td>Use original duct #5</td>
</tr>
<tr>
<td>New Development unit (Duct #5 is enclosed.) (D2423091,92,93,94)</td>
<td>**Modify the enclosed duct #5 (See PROCEDURE above)**</td>
<td>Use original duct #3</td>
<td>Use original duct #4</td>
<td>Use original duct #5</td>
</tr>
<tr>
<td>Old PCU (D2392243/D2422244)</td>
<td>Use original duct #1 or #2</td>
<td>Use original duct #3</td>
<td>Use original duct #4</td>
<td>**Modify the original duct #5 (See PROCEDURE above)**</td>
</tr>
<tr>
<td>New PCU (D2392244/D2422245)</td>
<td>Use original duct #1 or #2</td>
<td>Use original duct #3</td>
<td>Use original duct #4</td>
<td>Use original duct #5</td>
</tr>
</table>