

Reissued: 01-Apr-09

Model: AP-C2	Date: 10-Sep-08	No.: RD029001b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Language Install		Prepared by: T.Kiyohara	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.07	<i>D0291496B</i>	<i>April 2009 production</i>
1.04	D0291496A	December 2008 production
1.03	D0291496	1st Mass production.

Version	Modified Points or Symptom Corrected
1.07	<i>Symptom corrected: The LCD display for the [Extended Auto Tray Switching] title is blank. Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish.</i>
1.04	Symptom corrected: The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.
1.03	1st Mass production.

Reissued: 30-Oct-12

Model: AP-C2	Date: 16-Sep-08	No.: RD029002h
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.60:08	D0295117P	November 2012 production	Available
1.59:08	D0295117N	February 2012 production	Available
1.58:08	D0295117M	October 2011 production	Available
1.57:08	D0295117L	January 2011 production	Available
1.56:08	D0295117K	July 2009 production	Available
1.55:08	D0295117J	June 2009 production	Available
1.54:08	D0295117H	March 2009 production	Available
1.53:08	D0295117G	December 2008 production	Available
1.52 :08	D0295117F	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
1.60:08	Minor Change
1.59:08	Minor Change
1.58:08	Other changes: Minor bug correction.
1.57:08	Symptom corrected: Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy. 1. The customer sets "Staple" on the printer driver and makes two or more copies. 2. Paper end occurs on the final page or near the end of the 1st copy. Other change: 1. Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RD029-059 for more details. 2. When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job.

Reissued: 30-Oct-12

Model: AP-C2	Date: 16-Sep-08	No.: RD029002h
Version	Modified Points or Symptom Corrected	
1.56:08	Other changes: The occurrence conditions of SC548 (fusing unit rotation error) were changed so that it is triggered only when the abnormal signal is detected 4 times consecutively (previously, it was triggered with just one detection).	
1.55:08	Symptom corrected: 1. A print job is interrupted by the following errors, and then after the errors are cleared, SC990 or SC819 occur. - The paper full condition occurs during a Booklet job. - The toner End condition occurs. 2. Jam 17 occurs frequently after recovering staple jam.	
1.54:08	Symptom corrected: 1. If a firmware update fails on a machine option that does not have the boot region change function, following this, the firmware update recovery cannot be performed. Other changes: 2. The occurrence conditions for SC142 were optimized in order to eliminate unnecessary occurrences.	
1.53:08	Symptom corrected: (Minor corrections applied).	
1.52:08	1st Mass production	

Reissued: 28-Nov-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029003q
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.03	<i>D0295580</i>	<i>October 2013 production</i>	<i>Available</i>
2.02	D0295562Z	July 2013 production	Available
2.01	D0295562Y	March 2013 production	Available
2.00	D0295562X	March 2012 production	Available
1.25	D0295562W	December 2011 production	Available
1.24	D0295562V	August 2010 production	Available
1.23	D0295562T	December 2009 production	Available
1.22	D0295562S	October 2009 production	Available
1.21	D0295562R	July 2009 production	Available
1.20	D0295562Q	May 2009 production	Available
1.19	D0295562P	May 2009 production	Available
1.18	D0295562N	March 2009 production	Available
1.17	D0295562M	February 2009 production	Available
1.16	D0295562L	January 2009 production	Available
1.15	D0295562K	December 2008 production	Available
1.13	D0295562H	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
2.03	<i>Symptom corrected: [Embedded RC Gate]: @Remote auto calls (such as service calls, supply calls, alarm calls) are not sent from the device if engine-related SC errors occur frequently within a short period of time.</i>
2.02	Symptom corrected: @Remote auto calls, such as SC calls, toner calls, alarm calls, and others are not sent from the device if engine-related SC errors occur frequently within a short period of time.
2.01	Symptom corrected: - SC899 occurs after the machine recovers from Energy Saver Mode - Operation panel stalls and it will be unable to change any wireless LAN setting if wireless LAN setting is wrong.

Reissued: 28-Nov-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029003q
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support firmware v8.33 or later - If the Auto Logout timer is On, there will be a memory leak occurring everytime a user logs in to the device. - Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock). - If left for more than 5 minutes on one of the various login-related screens, the operation panel might be freeze. - The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer. - If User Code authentication is enabled or if "External Optional Counter Type" != 0, accounts locked by the "Lock out" setting (SP-5413-1) are not locked out of WIM. - Although the "Logout Using Card" function of Card Authentication Package v2 is turned on, the user cannot log out when he or she swipes the card. - If the password of a stored file is changed when the following setting is enabled, the device might stall: System Settings > Administrator Tools > Extended Security > Enhance File Protection
2.00	Minor change
1.25	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The original and ADF are not detected after the machine recovers from Energy Saver Mode. 2. SC816-38/90. 3. The machine does not stop scanning if the originals were of different sizes (mixed size scanning). 4. Scan to Folder (SMB) does not work when specifying the destination's IP address.
1.24	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Paper is not supplied to the LCT (tandem tray) when paper runs out, even though the switch for limitless paper feed (SP5195-01) had been enabled. 2. The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader.
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the optional FAX unit and VM cards are installed, once the machine switches to Energy Saver mode, it cannot recover and the operation panel display remains blank. 2. If the optional Printer, FAX unit, and multiple SDK applications are installed, the Printer feature does not function when the machine recovers from Energy Saver mode.
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena. <ul style="list-style-type: none"> - "User Entry ID" is always displayed as "0x00000000". - "User Code /User Name" is appeared as garbage characters.

Reissued: 28-Nov-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029003q
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Version	Modified Points or Symptom Corrected
	<p>Note: To fix this problem, System firmware (version 1.22 or later), WebUapl firmware (version 1.08 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> 2. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 3. The submission of multiple jobs containing at least 50 pages each, might result in a reboot with an error message (SC990) displayed on the operation panel. This was a very infrequently occurring problem (~.01%). 4. Separation of CMY and K parts of images might occur if the same image is used on multiple pages with different orientations. This only affected stored jobs to which margin adjustments (operation panel setting) had been applied. 5. If a batch of A3 print jobs is followed by a batch of A4 print or copy jobs, the contents of the A4 and A3 jobs might be combined and printed on the same A3 paper. This only affected color jobs and jobs are sent to device without collate function. 6. The printer application will stall if any of the following situations are encountered: <ul style="list-style-type: none"> - A print job is submitted while another print job is already being processed by the device. - A print job is submitted while the TWAIN driver is scanning. 7. A scan initiated by TWAIN might fail if a print job is already being processed by the device. 8. Scan to NCP fails if all of the following conditions met: <ul style="list-style-type: none"> - The destination is specified using the IP address. - The Novell server and the device are in different subnets. - The subnet routers filter SLP multicasts. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p> <ol style="list-style-type: none"> 9. Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p> <ol style="list-style-type: none"> 10. If Enhance File Protection is enabled, the device might stall. This could only happen if at least one of the following occurred: <ul style="list-style-type: none"> - A job was submitted for storage on the HDD (Locked Print, etc.) - The password of a previously stored job was changed. - A job was captured using ScanRouter or edited using DeskTopEditor for Production. 11. If a paper jam occurs when printing a job sent from an EFI controller, SC990 is displayed after the jam is cleared and the job restarted.
1.21	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged in the CSV file that downloaded via WebImageMonitor and in the Web Smart Device Monitor's Access Log List when a user tries and fails due to the password policy to change their password. 2. Some Lockout entries in the Access log are missing information when viewed in Web SmartDeviceMonitor Ver2.

Reissued: 28-Nov-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029003q
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Version	Modified Points or Symptom Corrected
	<p>3. An admin login/logout will be logged every time the administrator accesses a new WIM page. Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), WebUapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</p> <p>4. An admin login/logout will be logged every time an Auto Email Notification or On-demand Email Notification is sent. Note: To fix this problem, System firmware (version 1.21 or later) and Websys firmware (version 1.10 or later) need to be applied to the device.</p> <p>5. The Access Log records a password change if the Program/Change Administrator screen is opened via WIM and the OK button is pressed.</p> <p>6. If a new UserCode is added to the addressbook via WIM, a password change is recorded (Web Image Monitor > Access Log > "Password Change"), even though UserCodes don't have passwords. This only occurred using either UserCode Authentication or no User Authentication whatsoever.</p> <p>7. The Scanner application will stall if the privileges of a Stored File (Scanner application function) are changed. This only occurs if the Access Log is enabled.</p> <p>Other changes:</p> <p>1. The following logs can log in Access Log in WIM.</p> <ul style="list-style-type: none"> - File Access Privilege Change - Administrator Change - Address Book Change <p>Note: For displaying these settings in WIM, System firmware (ver 1.21 or later), WebUapl (version 1.08 or later), and Printer (version 1.21 or later) and Websys firmware (version 1.10 or later) needs to be applied to the device.</p> <p>2. The device is able to log the downloading (using WIM or Desktop Binder) of scanned documents from the MFP HDD. Note: Requires System firmware (version 1.21 or later) and NFA firmware (Ver.1.03 or later).</p> <p>3. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</p>
1.20	<p>Symptom corrected: SC816 occurs when the machine enters Auto Off mode from the Ready condition. Note: This only occurs on machines with System/Copy ver1.18 installed.</p>
1.19	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. "Update done" is not displayed after the SubSystem firmware update is completed. 2. The following paper sizes were missing from the operational panel and WIM displays: 8K Landscape, 16K Portrait, 16K Landscape.
1.18	<p>Symptom corrected:</p>

Reissued: 28-Nov-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029003q
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"> 1. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 2. If a user logs in and out repeatedly to the device using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter, the device might stall. <p>Other Changes:</p> <ol style="list-style-type: none"> 1. The PM parts alert message will no longer be displayed inside Web Image Monitor.
1.17	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Quickly inserting then immediately removing USB memory from the USB2.0/SD Slot option for Scan to Multimedia results in the device stalling with a SC819 error. <p>Other changes:</p> <p>The PM alert will not be displayed inside Web Image Monitor.</p> <p>Important: To support this change/feature, install this version of System/Copy plus all of the following firmware: Printer firmware ver 1.17 or later</p>
1.16	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the main power is turned off during a firmware update, "Please wait" is displayed and the machine cannot be rebooted. 2. Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card." 3. Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor > Access Log > "Firmware: Structure". 4. The device might stall when a large number of jobs (150 or more) are printed continuously. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Support Color Controller E-5100 2. Scan to Email now removes trailing dots (I.e. xxxx.com.) from destination email addresses.
1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). Note: The fix requires that NCS firmware version 8.25 or later be applied to the device. 2. Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" > "Start Date/Time" and "End Date/Time" fields are blank. 3. Firmware updates using an SD card might fail. This was an infrequently occurring problem and could often be overcome by simply trying the update again. 4. The device will not display warnings about IPv6 address collisions if the optional Gigabit Ether network board is installed. 5. MFP might not recognize USB devices if they are installed while the MFP is

Reissued: 28-Nov-13

Model: AP-C2		Date: 16-Sep-08	No.: RD029003q
Version	Modified Points or Symptom Corrected		
	<p>in use.</p> <ol style="list-style-type: none"> 6. Continuous printing of IPDS jobs for 5-6 hours results in the error message "Functional problem detected." being displayed on the operation panel. This is recorded in the error log as an SC687 error. 7. Mismatched Entry ID and User Name in Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" log. 8. If the login name or password used for LDAP Authentication contain extended ASCII characters (ie. umlaut), authentication will fail. 9. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait". 10. Minor bug corrections (SP mode). 11. SC672 occurs when the original is scanned by the ARDF for jobs using the STR (Suspend To RAM) function. <p>Other changes</p> <ol style="list-style-type: none"> 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> 2. The following setting was added to SP5-894-001 for the Optional Counter Interface Unit Type A (20 pin). Pattern 2: B/W copy, Full Color copy, B/W print, Full Color print 		
1.13	1st Mass production		

Reissued: 21-Nov-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029004i
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.24.3	D0295572K	September 2011 production	Available
1.24.2	D0295572J	December 2010 production	Available
1.24.1	D0295572H	December 2010 production	Available
1.24	D0295572G	August 2010 production	Available
1.22	D0295572F	October 2009 production	Available
1.21.1	D0295572E	October 2009 production	Available
1.21	D0295572D	July 2009 production	Available
1.17	D0295572C	February 2009 production	Available
1.12	D0295572B	December 2008 production	Available
1.11	D0295572A	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
1.24.3	<p>Symptom corrected: <i>If main power supply OFF/ON is carried out in the state where the picture remains before capture transmission, fault will occur.</i></p> <p>Other changes: <i>The number of limited open files.</i></p>
1.24.2	<p>Other Changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p>
1.24.1	<p>Symptom corrected: 1. If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and one of the below listed Job Types is used, incomplete jobs (jobs that are canceled mid-job) will still be saved to the MFP hard disk and retained until the next reboot.</p> <p>Job Types:</p>

Reissued: 21-Nov-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029004i
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> - Sample Print - Hold Print - Locked Print - Stored Print - Store and Print <p>2. Incomplete jobs might be sent by the MFP to capture servers such as ScanRouter or eCabinet.</p>
1.24	<p>Symptom corrected:</p> <p>1. Jobs not containing any PJP commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.).</p>
1.22	<p>Symptom corrected:</p> <p>1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.</p>
1.21.1	<p>Symptom corrected:</p> <p>1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.</p> <p>2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back.</p>
1.21	<p>Other changes:</p> <p>1.</p> <ul style="list-style-type: none"> - Using SmartDeviceMonitor for Client, only authenticated users can stop, reset or restart any other user's jobs. - PCL fonts and forms cannot be downloaded to devices that have "Permit Firmware Structure Change" disabled. <p>2.</p> <ul style="list-style-type: none"> - Logs can be downloaded from WIM (Configuration > Download Logs). - The following operations are logged in the Access log. <ul style="list-style-type: none"> a. Web Image Monitor Auto Logout b. File Access Privilege Change c. Administrator Change d. Address Book Change <p>These can be displayed in the Access Log menu.</p> <ul style="list-style-type: none"> - Some new items have been added to the Access Log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), WebUapl (version 1.08), and Printer (version 1.21).</p> <p>Symptom corrected:</p> <p>1. Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs.</p> <p>2. The administrator's user name will not be recorded in the job log when the administrator generates a Print Configuration page.</p> <p>3. An admin login/logout will be logged everytime the administrator accesses a new WIM page.</p> <p>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Web Uapl firmware (version 1.08 or later) and</p>

Reissued: 21-Nov-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029004i
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Version	Modified Points or Symptom Corrected
	Printer firmware (version 1.21 or later) needs to be applied to the device. 4. Jobs including the "@PJM DEFAULT" environment variable RESOLUTION or BITSPERDOT result in an SC997 error.
1.17	Symptom corrected: 1. If Bypass Tray Setting Priority is "Driver/Command Settings", jobs sent to the bypass tray, that contain a Paper Type definition, will cause the bypass tray's Paper Thickness setting to be overwritten with "Plain Paper". Other changes: The PM alert will not be displayed inside Web Image Monitor. Important: To support this change/feature, install this version of Printer plus all of the following firmware: System_Copy firmware ver 1.17 or later
1.12	1. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List. 2. Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.
1.11	1st Mass production

Reissued: 27-Mar -13

Model: AP-C2	Date: 16-Sep-08	No.: RD029005f
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date
<i>F.17</i>	<i>D0295560K</i>	<i>March 2013 production</i>
F.16	D0295560J	December 2011 production
F.15	D0295560H	August 2010 production
F.14	D0295560G	October 2009 production
F.13	D0295560F	February 2009 production
F.12	D0295560E	December 2008 production
F.11	D0295560D	November 2008 production
1.10	D0295560C	1st Mass production

Version	Modified Points or Symptom Corrected
<i>F.17</i>	<i>Corrected symptom SC816-49</i>
F.16	Symptom corrected: 1. SC816-38 occurs. 2. SC816-90 occurs. 3. The machine does not detect the status of the ADF (e.g., opening/closing of the ADF, loading of an original) after recovering from Sleep Mode.
F.15	Minor bug correction
F.14	Symptom corrected: SC816 occurs if a PC connected to the printer by a USB cable enters or recovers from Standby mode (low power mode) while the printer is in STR mode (Energy Saver mode).
F.13	Symptom corrected: 1. The MFP might not reply to an IPv6 ping while in Energy Saver mode.
F.12	Symptom corrected: 1. An SC816 might be displayed on the operation panel or the device will stall if it receives a ping or ARP while in Energy Saver mode. 2. The device is unable to stay in Energy Saver mode if the On Board NIC is disabled (SP5-985-001 = 0).
F.11	Minor bug correction
1.10	1st Mass production

Reissued: 10-Dec-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029006g
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>07.00.00</i>	<i>D0295569J</i>	<i>December 2014 production</i>	<i>Available</i>
06.00.00	D0295569H	March 2013 production	Available
05.00.00	D0295569G	August 2010 production	Available
04.00.00	D0295569F	March 2009 production	Available
03.00.00	D0295569E	January 2009 production	Available
02.00.00	D0295569D	December 2008 production	Available
01.11.01	D0295569C	November 2008 production	Available
01.10.00	D0295569B	1st Mass production.	Available

Version	Modified Points or Symptom Corrected
<i>07.00.00</i>	<i>Symptom corrected:</i> <i>1. SC899 may occur.</i> <i>2. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.</i>
06.00.00	Bug corrected for Japanese model only
05.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
04.00.00	Symptom corrected: 1. If the operator presses the Reset key a number of times while viewing the Stored Files screen, the thumbnails for received FAX files (stored files) disappear from the display. 2. In cases where the symptom above occurs, the FAX function will freeze if the operator tries to view the third page onward.
03.00.00	Support Color Controller E-5100
02.00.00	Minor bug correction.
01.11.01	Minor bug correction.
01.10.00	1st Mass production.

Reissued: 18-Sep-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029007f
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date
8.33	D0295563J	March 2013 production
8.31	D0295563H	December 2011 production
8.30	D0295563G	September 2010 production
8.27	D0295563F	October 2009 production
8.25	D0295563E	January 2009 production
8.16.1	D0295563D	1st Mass production

Version	Modified Points or Symptom Corrected
8.33	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length. - Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote. - If "CNAME" is specified as the destination folder, ScanTo Folder will abort. - If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail. - Cannot scan to shared folders in Windows 8 and Windows Server 2012. - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v2.01 or later</p>
8.31	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. An httpd timeout has been implemented to prevent Web ImageMonitor lockups that sometimes occurred when applications accessed the MFP by http. 2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.

Reissued: 18-Sep-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029007f
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Version	Modified Points or Symptom Corrected
	<ol style="list-style-type: none"> 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected. 4. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. 5. If SSDP = Active (Web ImageMonitor > Configuration > Network Security), a high load on the CPU might result in Web ImageMonitor locking up. 6. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed). 7. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7. 8. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle. 9. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults. 10. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent. 11. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port. 12. Scan to SMB fails if the both of the following conditions are met. <ul style="list-style-type: none"> - Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name. - One or more octets in the destination's IPv4 address contain leading zeros.
8.30	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SDK/J applications might not be able to recognize some supported USB devices. 2. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP. 3. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails. 4. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 5. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 6. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 7. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). 8. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 9. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue,

Reissued: 18-Sep-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029007f
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Version	Modified Points or Symptom Corrected
	<p>the supported group name length will be increased to 40 bytes.</p> <ol style="list-style-type: none"> 10. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. 11. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 12. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. 13. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted. 14. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. 15. MFPs with an EFI controller cannot be discovered by WSD. <p>Other changes: SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.11 or later has also been applied to the device.</p> <ol style="list-style-type: none"> 1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form. 2. Web Image Monitor now shows the certificate's key length in: <ul style="list-style-type: none"> - Configuration > Security > Device Certificate > Details 3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS 4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS 5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers. 6. Unable to Scan to SMB to a destination that is not specified using an FQDN. 7. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 8. Windows Authentication fails if the username or password includes lower-case European characters.

Reissued: 18-Sep-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029007f
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Version	Modified Points or Symptom Corrected
	<p>9. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p>
<p>8.27</p>	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. 2. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. 3. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec. 4. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). 5. If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours. <ol style="list-style-type: none"> 1) The network might become unresponsive. 2) User Tools can be accessed but configuration changes will not be applied. 3) Application buttons on the operation panel might become unresponsive.
<p>8.25</p>	<p>Support Color Controller E-5100</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The following error message will be displayed if an incompatible USB device is connected. <p>Incompatible USB device has been connected. Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> 2. If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted. 3. The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g). 4. LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error. <p>Note: This problem will not affect Netware 6.5 SP7 if the patch "iprntnw65sp7b.zip" has been installed. http://download.novell.com/Download?buildid=HsQQ9fMHax0~</p> <ol style="list-style-type: none"> 5. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP. 6. IPP print jobs are cancelled. This happened very infrequently. 7. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 8. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). <p>Note: The fix requires that System firmware version v1.15 or later be applied to</p>

Reissued: 18-Sep-14

Model: AP-C2	Date: 16-Sep-08	No.: RD029007f
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Version	Modified Points or Symptom Corrected
	the device. 9. - Scan to SMB is unable to send documents to a hostname containing 2byte characters. - Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. 10. Scan to USB/SD supports media formatted as superfloppy (media formatted without a partition table). 11. Very infrequently, USB flash drives or SD cards will not be recognized by the device at startup. 12. Repeatedly inserting and removing a USB device might result in an SC819 error. This is caused by a memory leak and will only occur if the power has not been recycled.
8.16.1	1st Mass production

Reissued: 27-Jan-12

Model: AP-C2	Date: 16-Sep-08	No.: RD029008d
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<i>04.00.00</i>	<i>D0295564F</i>	<i>December 2011 production</i>
03.00.00	D0295564E	August 2010 production
02.00.00	D0295564D	February 2009 production
01.11.00	D0295564C	November 2008 production
01.10.00	D0295564B	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>04.00.00</i>	<i>Minor change</i>
03.00.00	Symptoms corrected: IP-FAX functions (both sending and receiving) do not work under the following conditions: - The other machine does not support or cannot use IP-FAX - The connection refusal packet from the other machine arrives after the response time-out has expired
02.00.00	Symptom Corrected: 1. The PC FAX job history cannot be accessed after a PC FAX transmission is sent by the FAX Transmitter.
01.11.00	Minor bug correction.
01.10.00	1st Mass production.

Reissued: 07-May-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029009f
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<i>01.25</i>	<i>D0295570K</i>	<i>March 2013 production</i>
01.24	D0295570J	August 2010 production
01.23	D0295570H	October 2009 production
01.22	D0295570G	July 2009 production
01.21	D0295570F	February 2009 production
01.20	D0295570E	January 2009 production
01.19	D0295570D	December 2008 production
01.17	D0295570C	1st Mass production

Version	Modified Points or Symptom Corrected
<i>01.25</i>	<i>Symptom corrected: WSD scanning a color jpg results in any subsequently scanned BW TIFFs being output as PDFs.</i>
01.24	Other changes: WSD Scanner (Push Type) now supports Windows 7/Windows 2008 Server R2. Notice: Due to Windows 7/Windows 2008 Server R2 spec changes, WSD Scanner (Push Type) jobs that are in-progress can no longer be manually cancelled from the PC side. Symptom corrected: 1. A scan configured to output a Multi-page TIFF might have actually output a PDF. This only occurred if both of the following conditions were met: - Scanner operation panel > Send Settings > Compression (Gray Scale/Full Color) > OFF - Scanner operation panel > Scan Settings > Scan Type > Auto Color Select 2. The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader.
01.23	Symptom corrected: 1. Scan to NCP fails if all of the following conditions met: - The destination is specified using the IP address. - The Novell server and the device are in different subnets. - The subnet routers filter SLP multicasts.

Reissued: 07-May-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029009f
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Version	Modified Points or Symptom Corrected
	<p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p> <ol style="list-style-type: none"> Scan to NCP fails or takes long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy. <p>Note: Requires System firmware (version 1.22 or later) and Scanner firmware (version 01.23 or later).</p>
01.22	<p>Other changes:</p> <ol style="list-style-type: none"> Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and either of NFA (version 1.03).</p>
01.21	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication. The Job log displayed by WSDM contains the wrong "User Code/User Name", "User Entry ID" and "User display name" for scanner jobs that were sent from the document server. This only occurred using either UserCode Authentication or Basic Authentication.
01.20	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Some characters are printed out incorrectly on the Scanner Sending History on machines for certain regions.
01.19	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The scanner will stall "Updating the destination List. Please wait..." will be displayed on the operation panel. This occurs if the device's address book is updated via ScanRouter while the device is in Sleep Mode.
01.17	1st Mass production

Reissued: 06-Dec-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029010e
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date
1.12	<i>D0295565H</i>	<i>December 2011 production</i>
1.11	D0295565G	September 2010 production
1.10	D0295565F	July 2009 production
1.09	D0295565E	May 2009 production
1.08	D0295565D	February 2009 production
1.07	D0295565C	1st Mass production

Version	Modified Points or Symptom Corrected
1.12	<i>Other changes</i> <i>Web ImageMonitor wording errors in Chinese language.</i>
1.11	Other changes: SSL-related changes: Note: The new fields will only appear if Network Support firmware version 8.30 or later has also been applied to the device. <ol style="list-style-type: none"> When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form. Web Image Monitor now shows the certificate's key length in: <ul style="list-style-type: none"> - Configuration > Security > Device Certificate > Details Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS
1.10	Other changes: <ol style="list-style-type: none"> Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being

Reissued: 06-Dec-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029010e
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Version	Modified Points or Symptom Corrected
	<p>recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log.</p> <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</p> <p>2.</p> <ul style="list-style-type: none"> - Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM. - Log entries with future dates (as the result of a change of the device clock) are now recorded in logs downloaded via WIM. - The overwriting of a log entry is now logged. Old entries are overwritten if the maximum number of entries has been reached. <p>Maximum number of entries: Access Log (with HDD): 6000 Access Log (without HDD): 500 Job Log (with HDD): 2000 Job Log (without HDD): 500</p> <p>3. Entries in the Result column of logs downloaded via WIM, are now worded differently.</p> <p>4.</p> <ul style="list-style-type: none"> - Logs can be downloaded from WIM (Configuration > Download Logs). - The following operations are logged in the Access log. <ul style="list-style-type: none"> a. Web Image Monitor Auto Logout b. File Access Privilege Change c. Administrator Change d. Address Book Change <p>These can be displayed in the Access Log menu.</p> <ul style="list-style-type: none"> - Some new items have been added to the Access Log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), WebUapl (version 1.08) and Printer (version 1.21).</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. An admin login/logout will be logged every time an Auto Email Notification or On-demand Email Notification is sent. <p>Note: To fix this problem, System firmware (version 1.21 or later) and Websys firmware (version 1.10 or later) need to be applied to the device.</p> <ol style="list-style-type: none"> 2. An admin login/logout will be logged every time the administrator accesses a new WIM page. <p>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Web Uapl firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</p>
1.09	<p>Symptom corrected: The following paper sizes were missing from the operational panel and WIM displays: 8K Landscape, 16K Portrait, 16K Landscape.</p> <p>Note: To display this item, System/Copy firmware (version 1.19 or later) needs to be applied to the device.</p>
1.08	<p>Symptom corrected: Minor bug correction</p>

Reissued: 06-Dec-11

Model: AP-C2		Date: 16-Sep-08	No.: RD029010e
Version	Modified Points or Symptom Corrected		
1.07	1st Mass production		

Reissued: 08-Jul-09

Model: AP-C2	Date: 16-Sep-08	No.: RD029011a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web Uapl		Prepared by: M. Kumagai	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.08	<i>D0295566D</i>	<i>July 2009 production</i>
1.07	D0295566C	1st Mass production.

Version	Modified Points or Symptom Corrected
1.08	<p><i>Symptom corrected:</i></p> <p><i>1. An admin login/logout will be logged every time the administrator accesses a new WIM page.</i></p> <p><i>Note: To fix this problem, System firmware (version 1.21 or later), Websys firmware (version 1.10 or later), Equal firmware (version 1.08 or later) and Printer firmware (version 1.21 or later) needs to be applied to the device.</i></p> <p><i>Other changes:</i></p> <p><i>1. The following logs can log in Access Log in WIM.</i></p> <ul style="list-style-type: none"> - <i>File Access Privilege Change</i> - <i>Administrator Change</i> - <i>Address Book Change</i> <p><i>Note: For displaying these settings in WIM, System firmware (ver 1.21 or later), WebUapl (version 1.08 or later), and Printer (version 1.21 or later) and Websys firmware (version 1.10 or later) needs to be applied to the device.</i></p> <p><i>2. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs was already recorded individually in the Job log.</i></p> <p><i>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and NFA (version 1.03).</i></p>
1.07	1st Mass production.

Reissued: 13-Jan-10

Model: AP-C2	Date: 16-Sep-08	No.: RD029012c
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RTB Reissue

The items in bold italics have been corrected.

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

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

US Models

Version	Program No.	Effective Date
<i>1.09</i>	<i>D0291491D</i>	<i>December 2009 production</i>
1.08	D0291491C	April 2009 production
1.05	D0291491B	December 2008 production
1.03	D0291491A	1st Mass production

EU Models

Version	Program No.	Effective Date
<i>1.09</i>	<i>D0291492D</i>	<i>December 2009 production</i>
1.08	D0291492C	April 2009 production
1.05	D0291492B	December 2008 production
1.03	D0291492A	1 st Mass production

ASI TWN Models

Version	Program No.	Effective Date
<i>1.09</i>	<i>D0291493B</i>	<i>December 2009 production</i>
1.07	D0291493A	December 2008 production
1.03	D0291493	1 st Mass production

CHN Models

Version	Program No.	Effective Date
<i>1.09</i>	<i>D0291457A</i>	<i>December 2009 production</i>
1.07	D0291457	1 st Mass production

KOR Models

Version	Program No.	Effective Date
<i>1.09</i>	<i>D0291459A</i>	<i>December 2009 production</i>
1.07	D0291459	1 st Mass production

Reissued: 13-Jan-10

Model: AP-C2	Date: 16-Sep-08	No.: RD029012c
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US Models

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.
1.08	Symptom corrected: The LCD display for the [Extended Auto Tray Switching] title is blank. Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish.
1.05	Symptom corrected: 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.
1.03	1st Mass production.

EU Models

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.
1.08	Symptom corrected: The LCD display for the [Extended Auto Tray Switching] title is blank. Affected languages: German, French, Italian, Spanish, Dutch, Swedish, Norwegian, Polish, Portuguese, Czech, Hungarian, Finnish, Russian, Danish, Catalan, Turkish.
1.05	Symptom corrected: 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.
1.03	1st Mass production.

Reissued: 13-Jan-10

Model: AP-C2	Date: 16-Sep-08	No.: RD029012c
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ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.
1.07	Symptom corrected: 1. The following error message will be displayed if an incompatible USB device is connected. Incompatible USB device has been connected. Check the USB device. Note: To display this message, System firmware (version 1.15 or later), NCS firmware (version 8.25 or later), LCDC firmware (EU/NA: version 1.05 or later, Asia: version 1.07 or later) and Language firmware (version 1.04 or later) needs to be applied to the device.
1.03	1st Mass production

CHN Models

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.
1.07	1st Mass production

KOR Models

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.
1.07	1st Mass production

Reissued: 07-May-13

Model: AP-C2	Date: 16-Sep-08	No.: RD029013c
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date
1.04	D0295567F	March 2013 production
1.03	D0295567E	July 2009 production
1.02	D0295567D	December 2008 production
1.01	D0295567C	October 2008 production
1.00	D0295567B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - <i>If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</i> - <i>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.</i> - <i>The device fails to transfer the job log or the access log to the Web SmartDeviceMonitor server or Remote communication Gate S Pro. It affected if a control character was included in the log.</i>

Reissued: 07-May-13

Model: AP-C2		Date: 16-Sep-08	No.: RD029013c
Version	Modified Points or Symptom Corrected		
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Result column in the "Scanner: Stored File Sending" log is blank when viewed as CSV file downloaded via WebImageMonitor. 2. Result column in the "Scanner: Stored File Sending" log is blank when viewed in the Web SmartDeviceMonitor Access Log List. 3. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. <p>Note: Requires System firmware (version 1.21 or later) and NFA firmware (version 1.03 or later).</p> <p>Other Changes:</p> <ol style="list-style-type: none"> 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. <p>Note: Requires the following firmware versions (or later): System (version 1.21), Websys (version 1.10), Scanner (version 01.22), WebUapl (version 1.08), and either of NFA (version 1.03).</p>		
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 3. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect. 		
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If an Internet fax and On-demand E-mail Notification are received while the device is in energy saver mode, an SC672 will occur. 		
1.00	1st Mass production.		

Model: AP-C2	Date: 16-Sep-08	No.: RD029014
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Subject: Firmware Release Note: RPCS		Prepared by: T.Kiyohara	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
3.7.5.2.1	D0295574A	1st Mass production.

Version	Modified Points or Symptom Corrected
3.7.5.2.1	1st Mass production.

Model: AP-C2	Date: 16-Sep-08	No.: RD0029015
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Subject: Firmware Release Note: Option PctBrdg		Prepared by: T.Kiyohara	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.00	D4135534A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production.

Reissued: 05-Jan-17

Model: AP-C2	Date: 16-Sep-08	No.: RD029016f
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D0255580G</i>	<i>December 2016 production</i>	<i>Available</i>
1.05	D0255580F	October 2011 production	Available
1.04	D0255580E	December 2010 production	Available
1.03	D0255580D	August 2010 production	Available
1.02	D0255580C	October 2009 production	Available
1.01	D0255580B	June 2009 production	Available
1.00	D0255580A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>If a PCL5 job contains a picture frame that is drawn by HP/GL2, unexpected lines might be printed or some lines might be missing. (GFPR#RA09020002, GFPR#RA10050003, GFPR#RE13090003)</i> <i>When printing a PCL job that contains black and white image, part of the image might be blacked out. (GFPR#RE15020026)</i>
1.05	<p>Other changes</p> <ol style="list-style-type: none"> If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep). White backgrounds of 1200 or 600 dpi images are printed in color. The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely). Characters or symbols missing from the printouts of jobs containing HP-GL/2.

Reissued: 05-Jan-17

Model: AP-C2	Date: 16-Sep-08	No.: RD029016f
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Version	Modified Points or Symptom Corrected
	<p>5. Objects out of position in PCL5 jobs containing HP-GL/2 and macro.</p> <p>6. Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'Ä'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed.</p> <p>7. Image rotation might result in parts of a page being blacked out.</p>
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages. A device stall might occur if using a very specific combination of font types.
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> PCL jobs containing images might be printed slowly. PCL5e/c jobs are canceled if all of the following conditions are met: <ul style="list-style-type: none"> The job specifies that a custom paper size by drawn from the bypass tray. "User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size" is something other than "Custom size" Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs.
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The PCL Configuration/Font Page prints with missing characters. After a PCL5 job is printed, all subsequent PCL6 jobs will be output to the same tray as the PCL5 job. This continues until the device is rebooted. PCL6 jobs that used finishing options were unaffected. Part of pentagon shaped graphics not printed. Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper. Jobs submitted using a Windows or MacOS driver were not affected.
1.00	1st Mass production

Model: AP-C2	Date: 16-Sep-08	No.: RD0029017
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Subject: Firmware Release Note: Option PCL Font		Prepared by: T.Kiyohara	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.02	D0255589	1st Mass production.

Version	Modified Points or Symptom Corrected
1.02	1st Mass production.

Model: AP-C2	Date: 16-Sep-08	No.: RD0029018
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Subject: Firmware Release Note: Font EXP		Prepared by: T.Kiyohara	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.03	D0255588	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	1st Mass production.

Reissued: 24-Mar-16

Model: AP-C2	Date: 16-Sep-08	No.: RD029019e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>08.00.00</i>	<i>D3935570H</i>	<i>April 2016 production</i>	<i>Available</i>
07.00.00	D3935570G	January 2012 production	Available
06.00.00	D3935570F	January 2011 production	Available
05.00.00	D3935570E	January 2010 production	Available
04.04.00	D3935570D	November 2008 production	Available
03.00.00	D3935570C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>08.00.00</i>	<i>Symptom corrected: If an error, for example, 14-30 occurs during folder transfer, the machine may not recover from the error nor report the error.</i>
07.00.00	Symptoms corrected: 1. The machine stalls while forwarding the image to the FAX folder. 2. An image problem occurs when receiving a JBIG (B) FAX from a Xerox machine.
06.00.00	Symptom corrected: A line interrupt error occurs when receiving a FAX from a specific FAX server due to an RTC misdetection.
05.00.00	Symptom corrected: Sometimes, the machine cannot receive a FAX while in Energy Saver Mode.
04.04.00	Minor bug correction.
03.00.00	1st Mass production

Reissued: 01-Sep-11

Model: AP-C2	Date: 16-Sep-08	No.: RD029020c
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RTB Reissue

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

Subject: Firmware Release Note: PS3/PDF		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>1.03</i>	<i>D4135532D</i>	<i>October 2011 production</i>
1.02	D4135532C	January 2010 production
1.01	D4135532B	July 2009 production
1.00	D4135532A	1st Mass production

Version	Modified Points or Symptom Corrected
<i>1.03</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall.</i> <i>If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts might be used instead. (GFPR#RE10070014)</i> <i>PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</i>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed.
1.00	1st Mass production

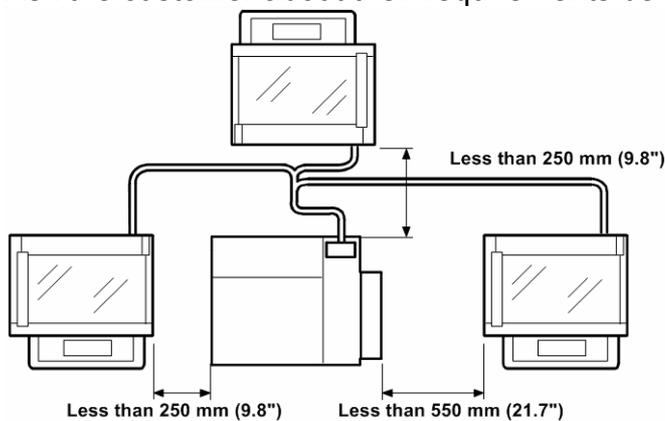
Model: Model Ap-C2		Date: 18-Nov-08	No.: RD029021
Subject: Installation of Scanner Accessibility Option Type 5000		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB has been issued to announce the Scanner Accessibility for Model AP-C2 Installation release information.

Installation Requirements

General Requirements

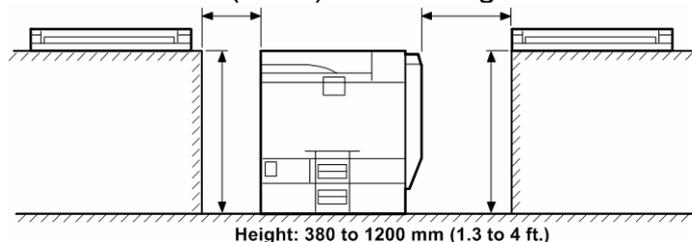
- Install the scanner on a solid base.
- Do not install the scanner in areas where the unit can fall down when the ADF cover is opened.
- Make sure you install the unit in area that allows easy access for operation.
- Ask the customer about their requirements before you install the unit.



b838i199

Specific Requirements

- The scanner cable should not touch the floor.
- The cables should not hang free where they can become entangled with other equipment or furniture such as a wheelchair.
- The unit should be positioned within 380 to 1220 mm (1.3 to 4 ft.) above the floor.
- The scanner should be positioned as follows:
Within 250 mm (9.8") from the left and rear side of the main unit
Within 550 mm (21.7") from the right side of the main unit

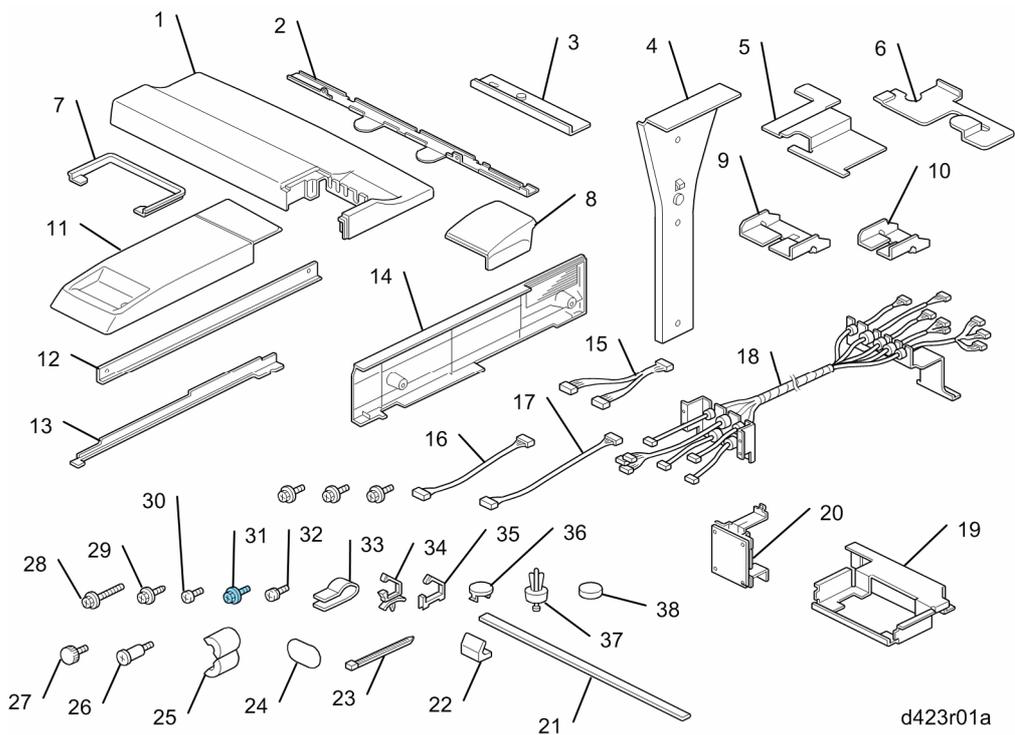


b838i120

Accessory Check

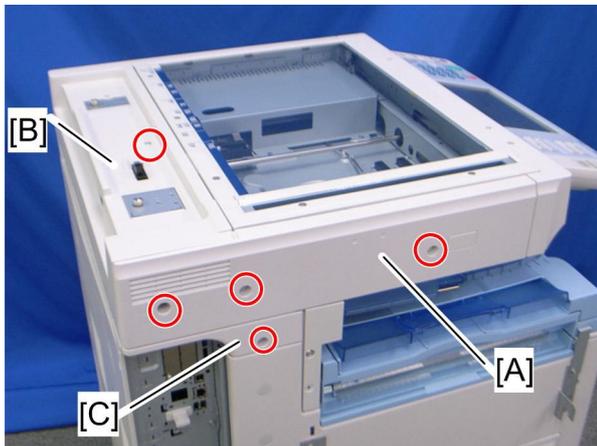
Check the accessories and their quantities against the following list.

No.	Description	O'ty
1	Top Rear Cover	1
2	Cable Bracket Cover	1
3	Top Right Cover	2
4	Left Scanner Stay	1
5	Right Bottom Plate	1
6	Left Bottom Plate	1
7	Cable Bracket Cover	1
8	Cable Cover	1
9	Left Stopper	1
10	Right Stopper	1
11	Top Right Cover	1
12	Right Bracket	1
13	Left Bracket	1
14	Scanner Right Cover	1
15	BICU I/F Harness	1
16	Operation Panel I/F Harness	1
17	MB I/F Harness	1
18	Cable Bracket Unit	1
19	Operation Panel I/F Board	1
20	MB I/F Board	1
21	Gasket – Scanner Frame	1
22	Gasket – Scanner Lens	1
23	Cable Band	1
24	Seal – Bottom	1
25	Ferrite Core	6
26	Shoulder Screw (only for installing key counter)	4
27	Adjuster	2
28	Screw 2 – Tapping: M3 x 8	1
29	Screw – Tapping: M3 x 6	4
30	Screw – Tapping: M4 x 8	1
31	Screw – Tapping: M4 x 16	1
32	Screw – Tapping: M3 x 8	1
33	Screw – Round: M3 x 6	1
34	Screw – Tapping: M3 x 8 (blue)	1
35	Screw – Round: M4 x 8	1
36	Screw-Round: M4 x 8	3
37	Rubber Leg	3
38	Spacer	2

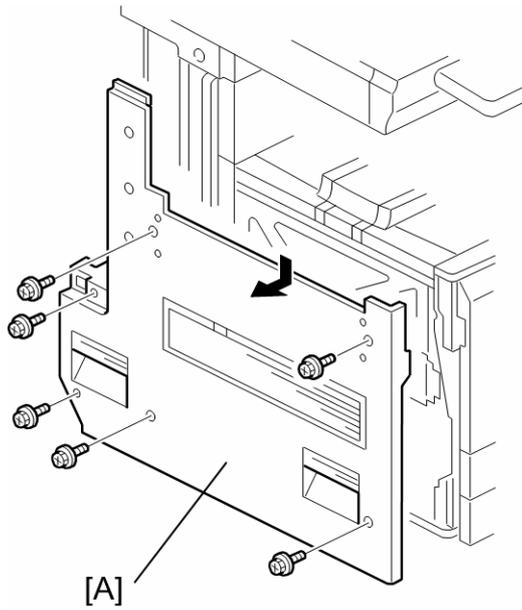


Removal Procedure

Covers



1. Scanner left cover [A] (🔧 x 3)
2. Slide the scanner rear cover [B] to the left side, and then remove it (🔧 x 1, hook x 2).
3. Left rear cover [C] (🔧 x 1)



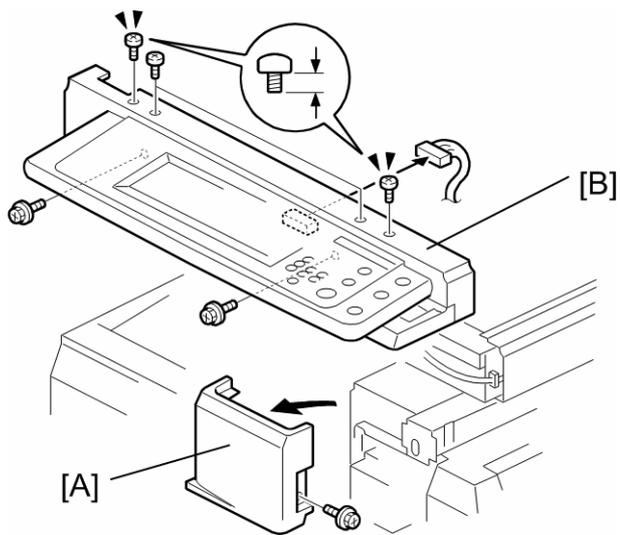
b838r201

4. Left cover [A] (🔩 x 6)



d009r990

- 5. Scanner right cover [A] (🔩 x 2)
- 6. Right top cover [B] (🔩 x 1)



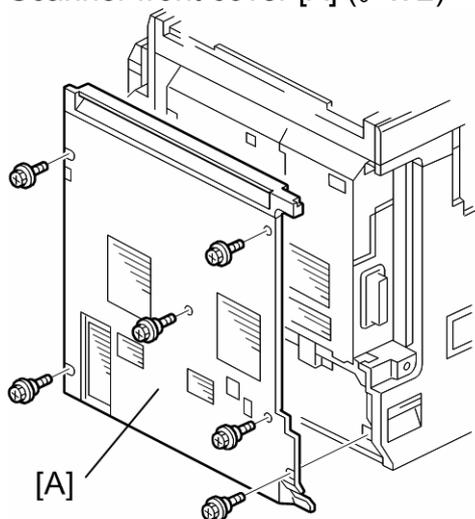
b222r157

7. Front right cover [A] (🔩 x 1)
8. Operation panel with the scanner front cover [B] (🔩 x 6, M3 x 3: bind screw x 2, M3 x 5: bind screw x 2 on the top of the scanner front cover, M3 x 8: tapping screw x 2 on the bottom of the scanner front cover)



b838r514

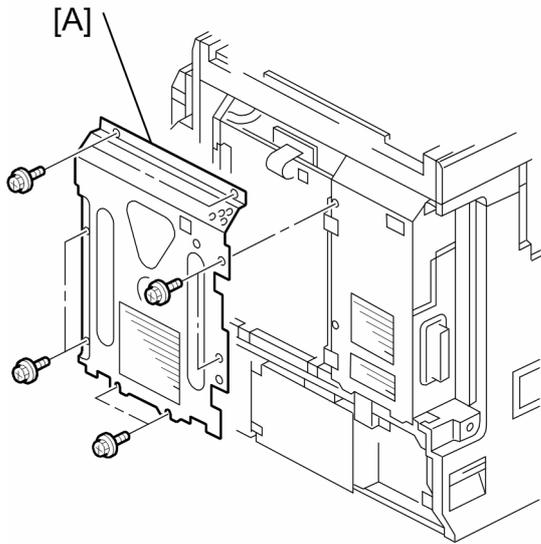
9. Scanner front cover [A] (🔩 x 2)



b838r102b

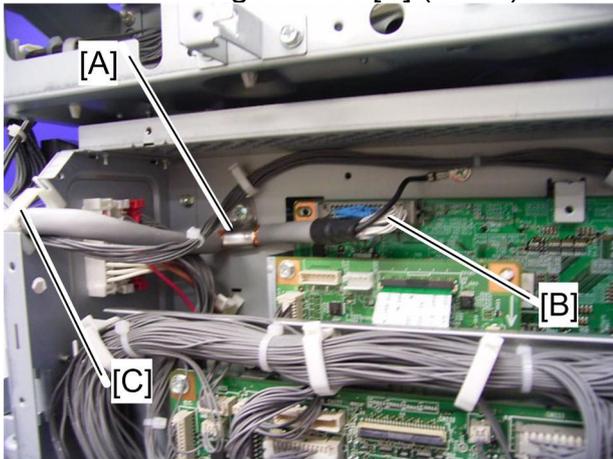
10. Rear cover [A] (🔩 x 6)

Scanner Unit



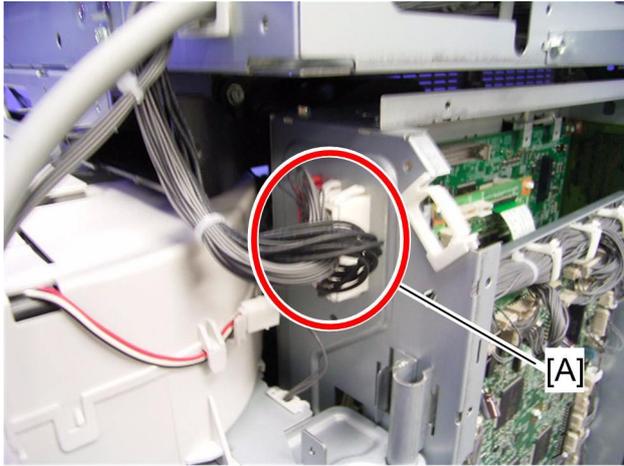
b838r107

1. Controller box right cover [A] (⚙ x 8)



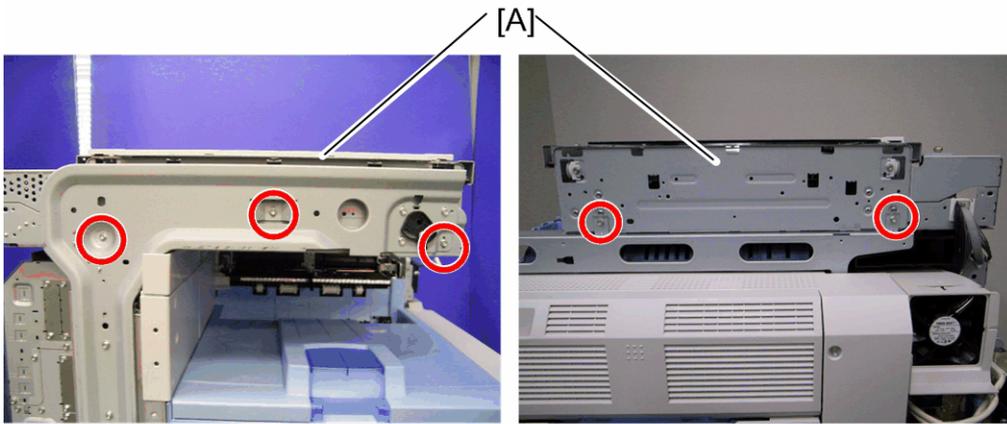
b838r901a

2. Remove the clamp plate [A] (⚙ x 1).
3. Disconnect the scanner I/F cable [B] from the connector (CN103) on the BICU (⚙ x 1, ground cable x 1).
4. Release the clamp [C].



b838r903a

5. Disconnect the three connectors [A] on the controller box.



b838r902

6. Scanner unit [A] (⚙ x 5: right side x 2, left side x 3)

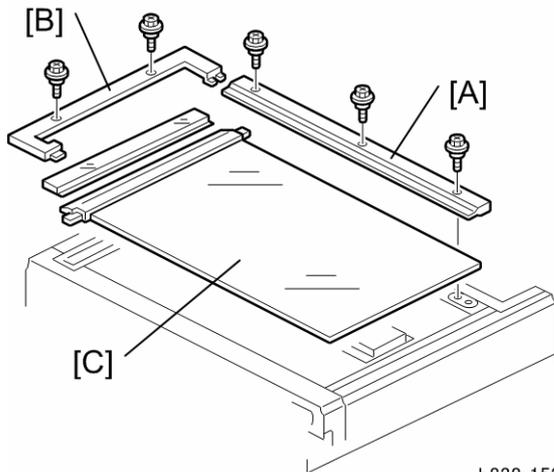


b838r904

7. Scanner left stay [A] (⚙ x 3)

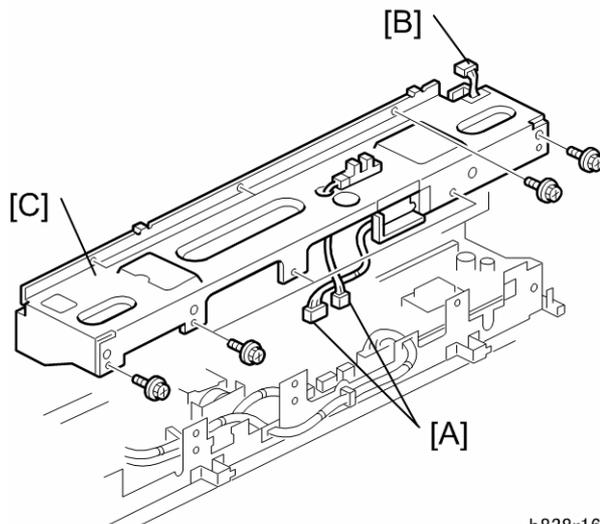
Connecting Procedure

Scanner Unit



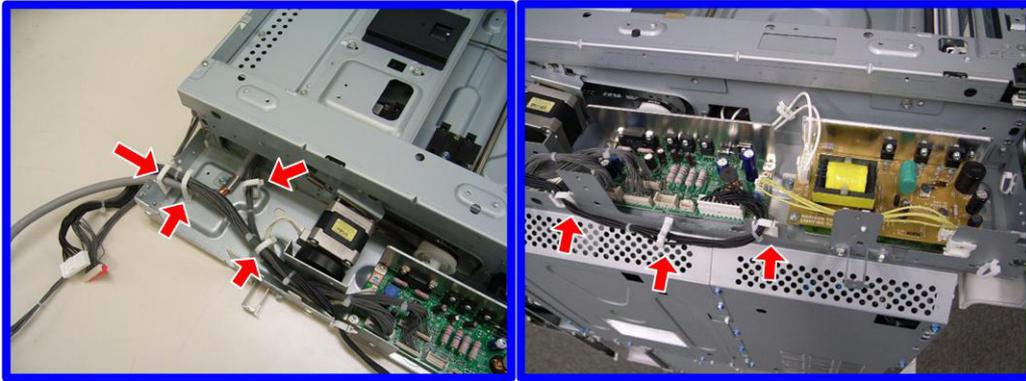
b838r153

1. Rear scale [A] (⌀ x 3; stepped screw)
2. Glass cover [B] (⌀ x 2; stepped screw)
3. Exposure glass with the left scale [C]



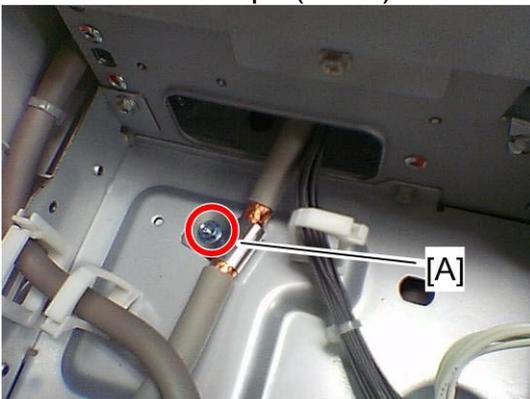
b838r160

4. Disconnect the connectors [A] (CN312, CN318) from the SIO.
5. Disconnect the scanner HP sensor connector [B].
6. Scanner rear frame [C] (⌀ x 8)



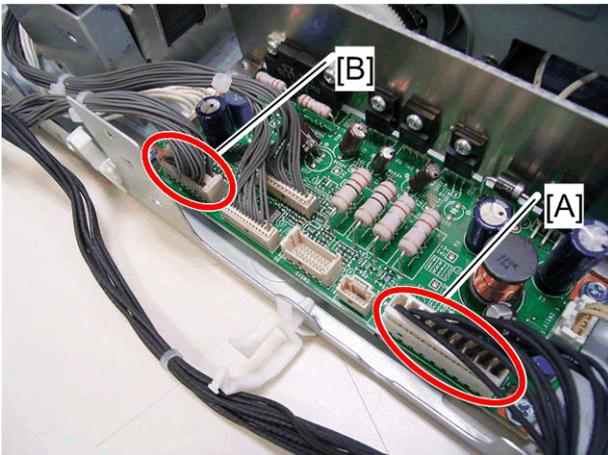
b838r905

7. Release the clamps (🔧 x 7).



b838r906

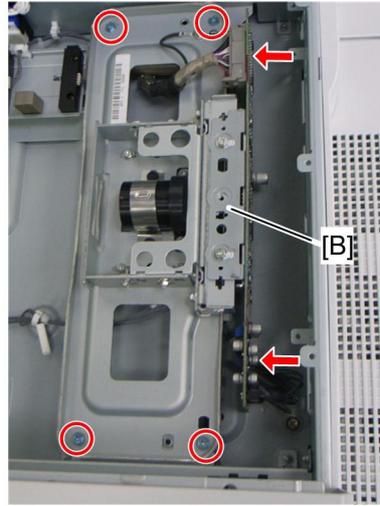
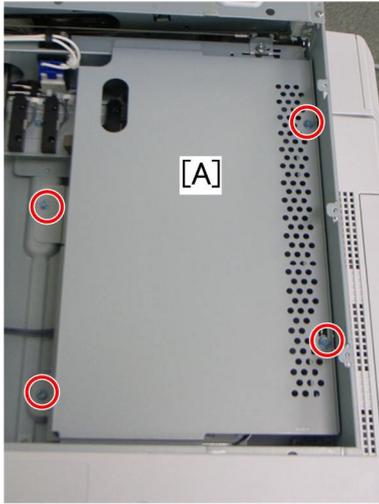
8. Remove the clamp [A] for the scanner I/F cable (🔧 x 1). This clamp will be used later.



b838r907

9. Disconnect the BICU interface harness [A] (CN310 on the SIO), and then remove it.

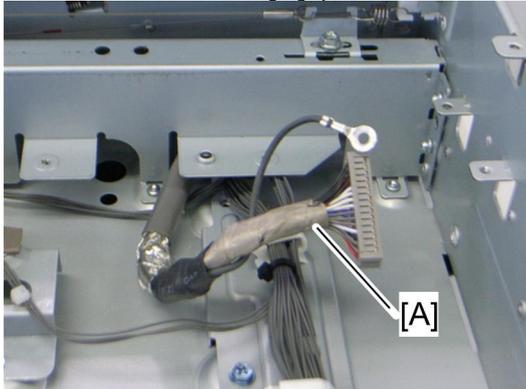
10. Disconnect the power supply harness [B] (CN311 on the SIO), and then remove it.



d027r109a

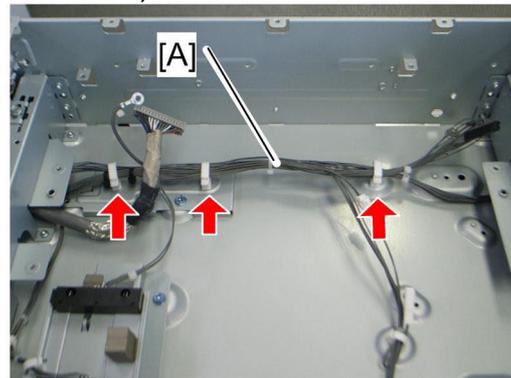
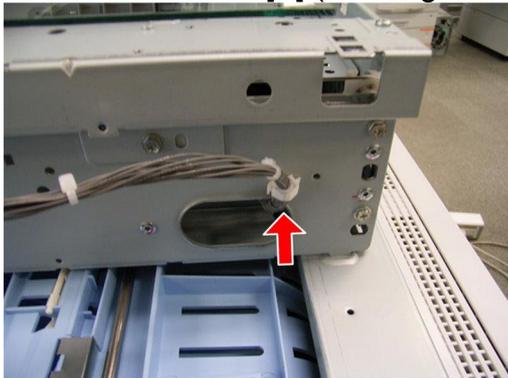
11. SBU cover bracket [A] (🔩 x 4)

12. Sensor board unit [B] (🔩 x 4, 📡 x 2, ground cable x 1)



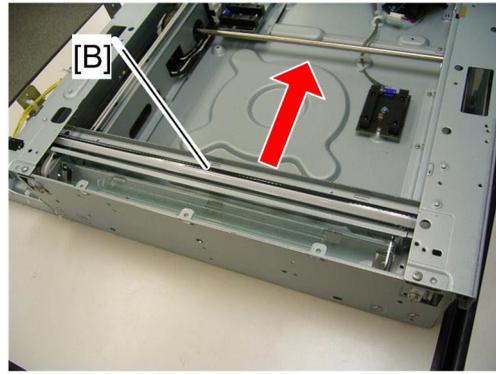
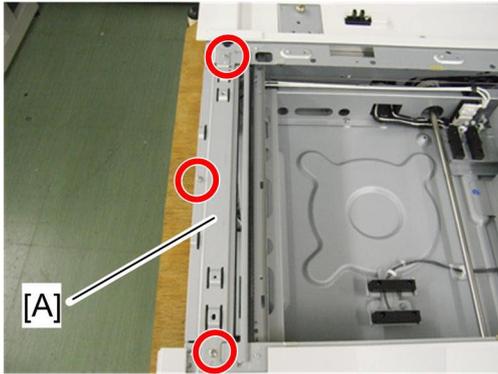
d423r908

13. Scanner I/F cable [A] (🔩 x 1, ground cable x 1)



d423r909

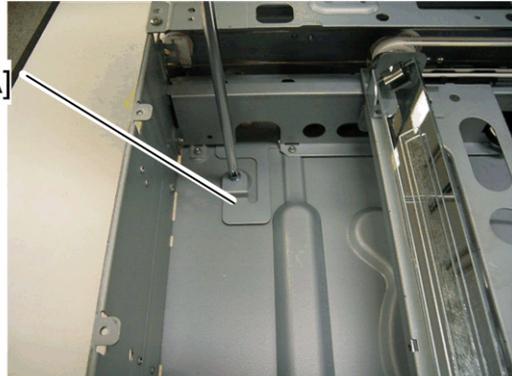
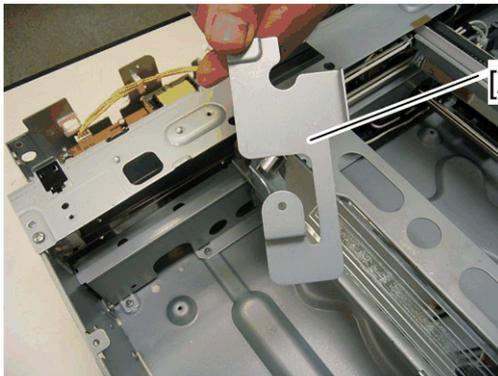
14. Operation panel I/F harness [A] (🔩 x 4)



d009r910

15. Scanner left stay [A] (🔩 x 3)

16. Move the scanner carriage [B] to the center position.



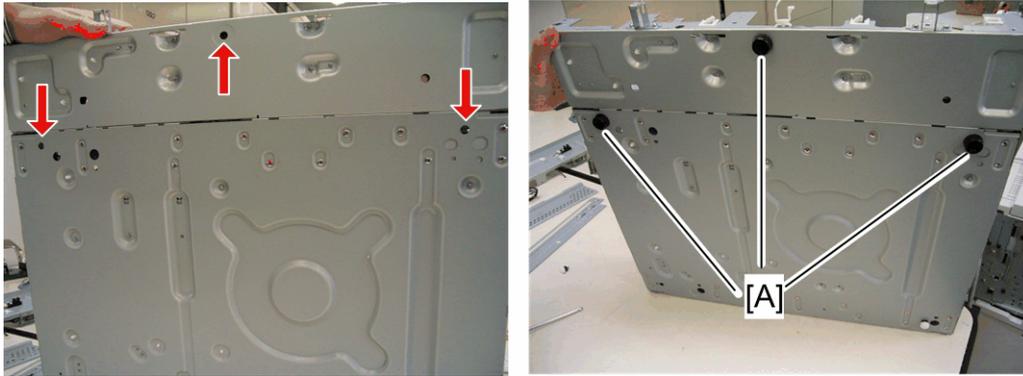
b838r911

17. Install the left bottom plate [A] in the place as shown (🔩 x 1; M3 x 6 blue screw).



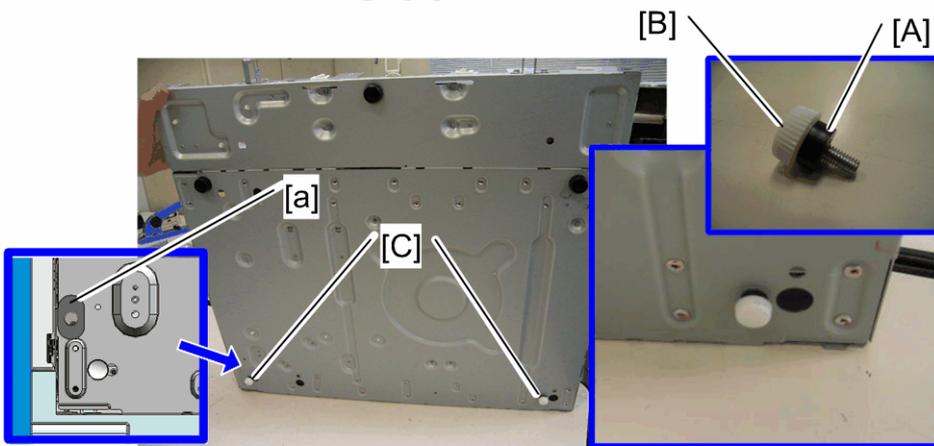
b838r912

18. Install the right bottom plate [A] in the place as shown (🔩 x 1, M3 x 6 blue screw).



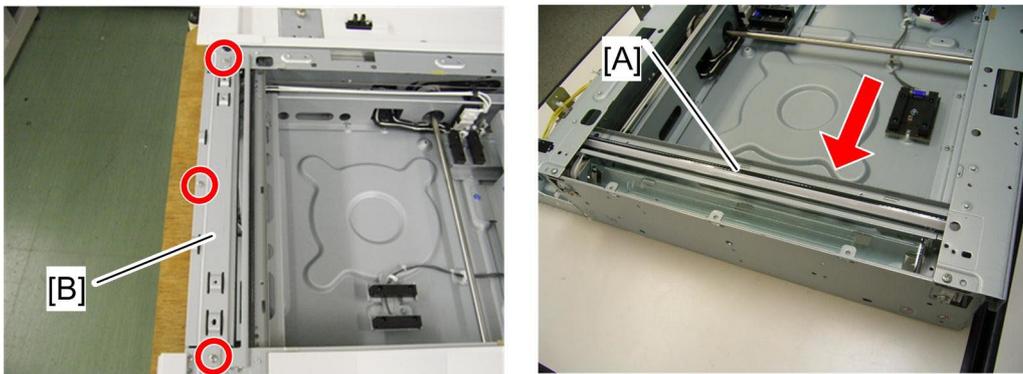
b838r913

19. Install the three rubber legs [A] in the bottom of the scanner unit.



b838r914

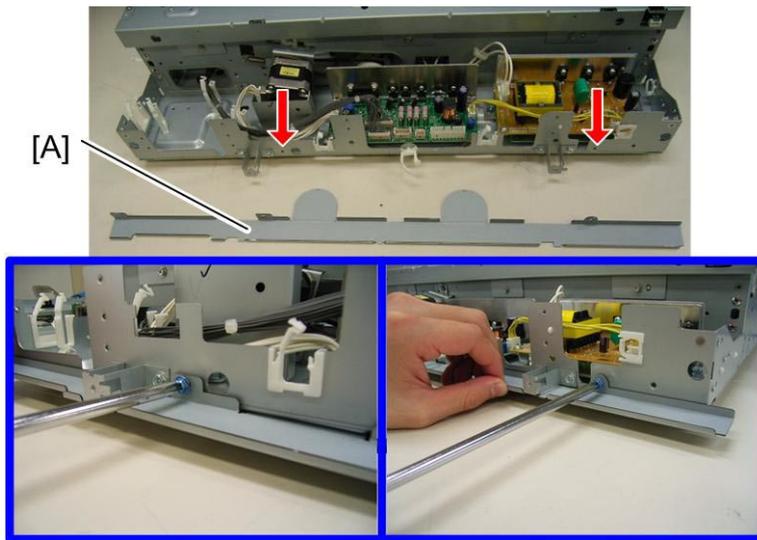
20. Install the two spacers [A], adjusters [B] and seal [a] on the bottom [C] of the scanner unit.



d009r915

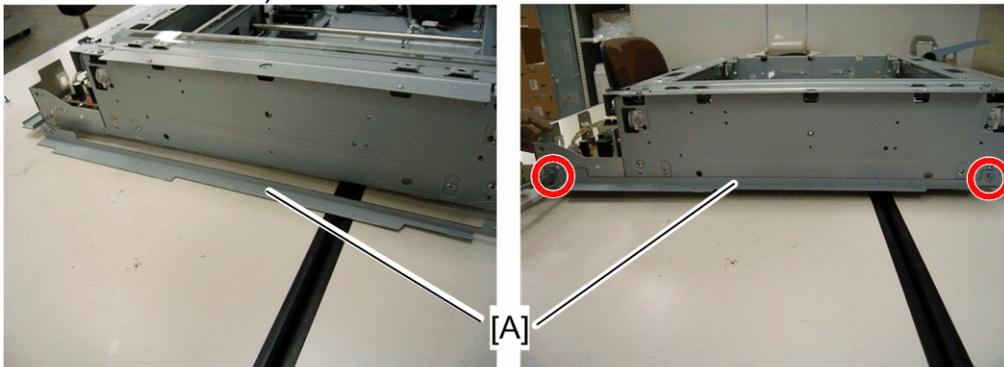
21. Move the scanner carriage [A] to its home position.

22. Reinstall the scanner left stay [B] (⚙️ x 2).



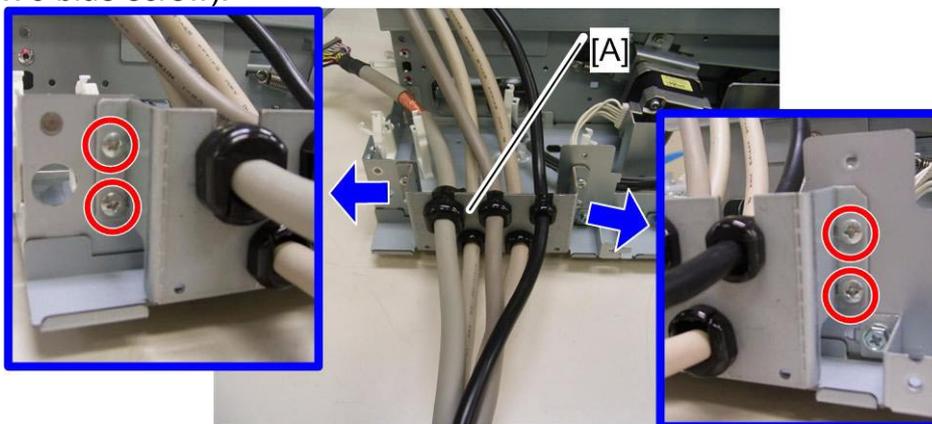
b838r916

23. Attach the rear bracket [A] to the outside of the scanner rear frame (⚙ x 2; M3 x 6 blue screw).



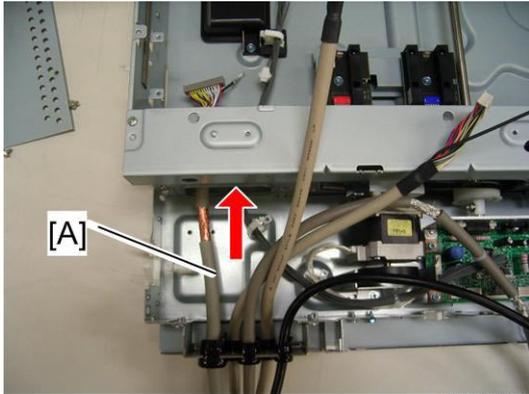
b838r917

24. Attach the left bracket [A] to the outside of the scanner left frame (⚙ x 2; M3 x 6 blue screw).



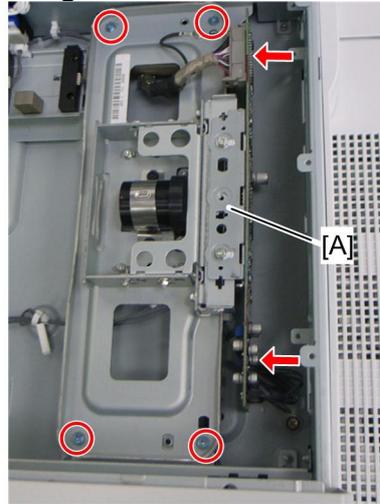
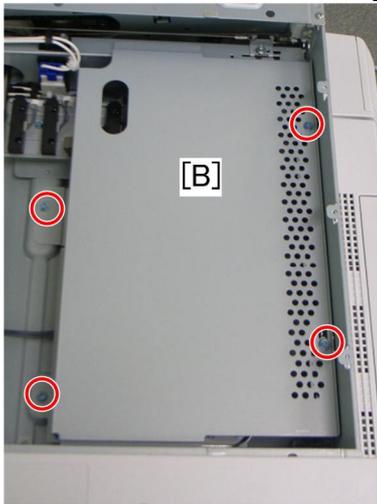
b838r920

25. Attach the cable bracket [A] to the rear right of the scanner unit (⚙ x 4; screw-round M3 x 6).



b838r921

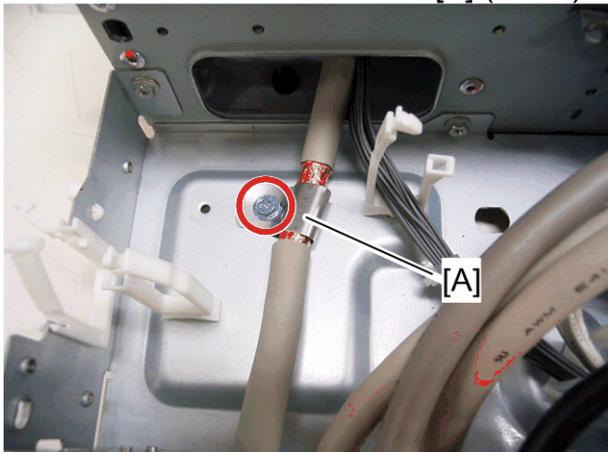
26. Put the scanner I/F cable [A] through the cutout in the scanner rear frame.



d027r109b

27. Attach the sensor board unit [A] (⚙️ x 4, 📡 x 2, ground cable x 1)

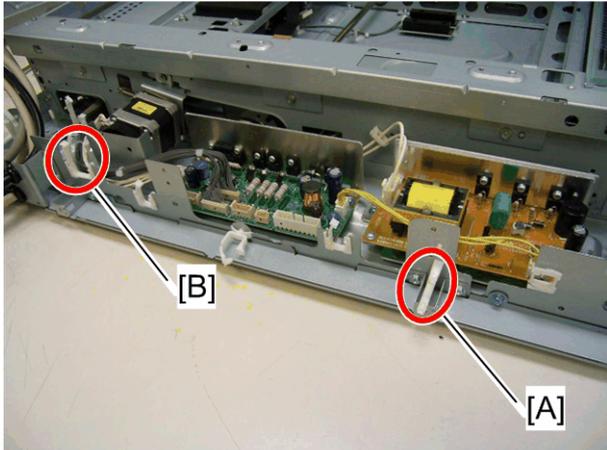
28. Attach the SBU cover bracket [B] (⚙️ x 4)



b838r922

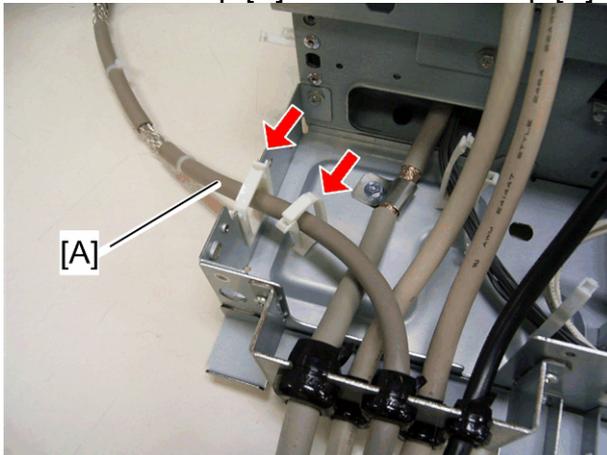
29. Remove the wrap on the scanner I/F cable.

30. Attach the clamp [A] (this clamp was removed in step 8) to the scanner I/F cable and then secure it (⚙️ x 1; M3 x 6 blue screw).



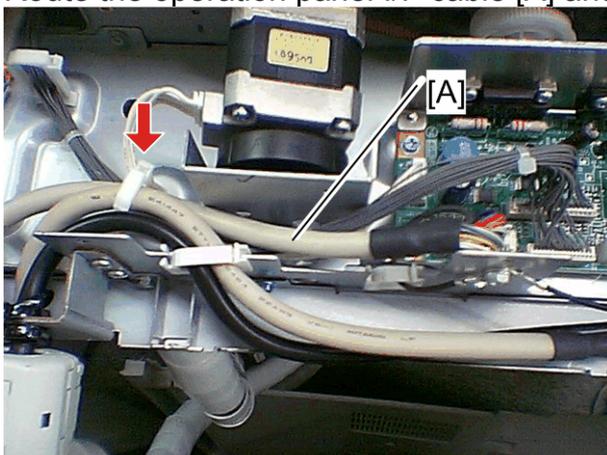
b838r923

31. Install the clamp [A] and saddle clamp [B] as shown (🔧 x 2).



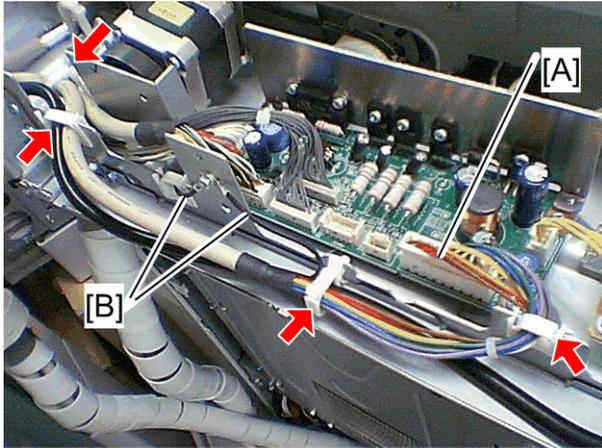
b838r924

32. Route the operation panel I/F cable [A] and clamp it (🔧 x 2).



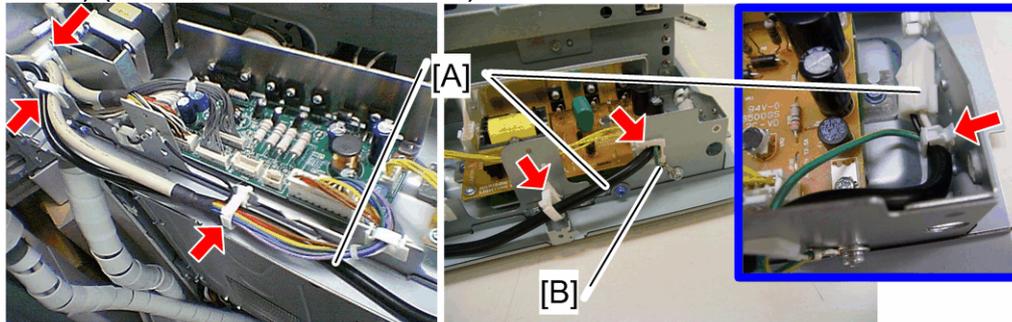
b838r925

33. Route and connect the BICU interface cable [A] to CN311 on the SIO (🔧 x 1).



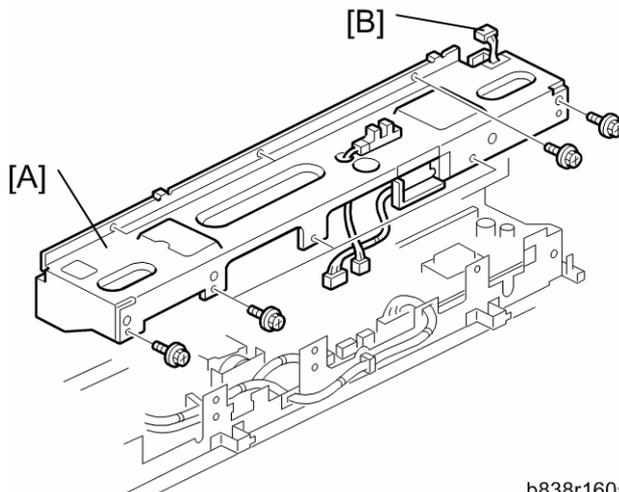
b838r926

34. Route and connect the power supply cable [A] to CN310 on the SIO (⚙ x 4).
35. Secure two ground cables [B] (BICU interface cable and power supply cable) (⚙ x 1; M3 x 6 blue screw).



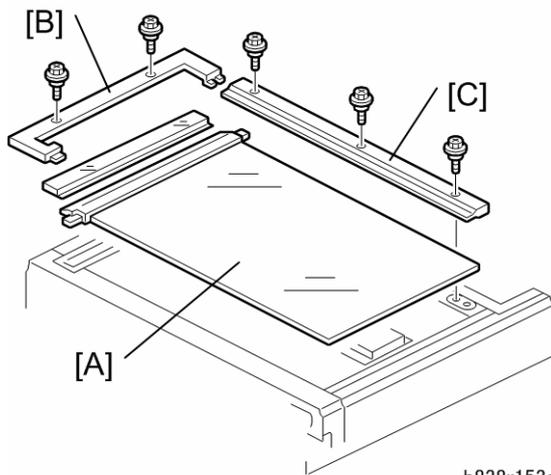
b838r927

36. Route the heater relay cable [A] as shown and secure the ground cable [B] (⚙ x 6, ⚙ x 1, screw-round M4 x 8).



b838r160a

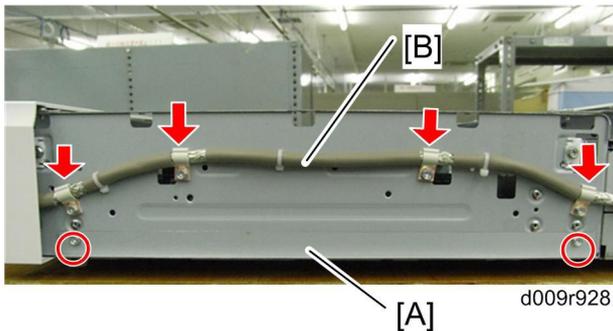
37. Reinstall the scanner rear frame [A] (⚙ x 8, ⚙ x 2).
38. Connect the harness [B] to the scanner HP sensor.



b838r153a

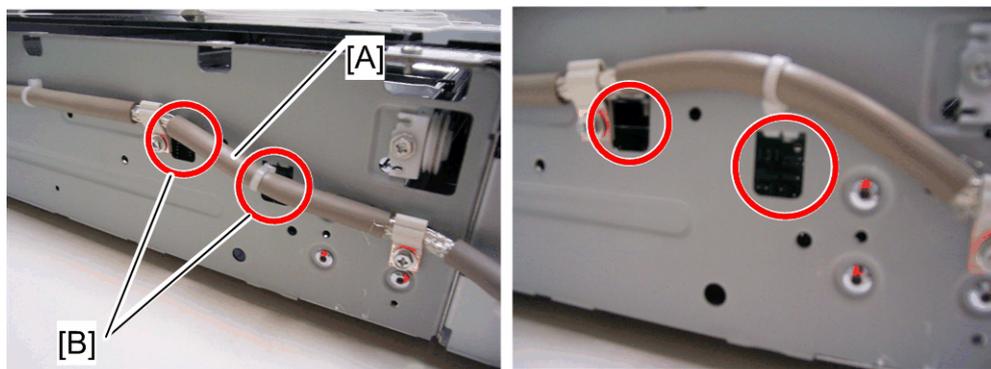
39. Reinstall the exposure glass with left scale [A].
40. Reinstall the glass cover [B] (stepped screw x 2).
41. Reinstall the rear scale [C] (stepped screw x 3).

Operation Panel



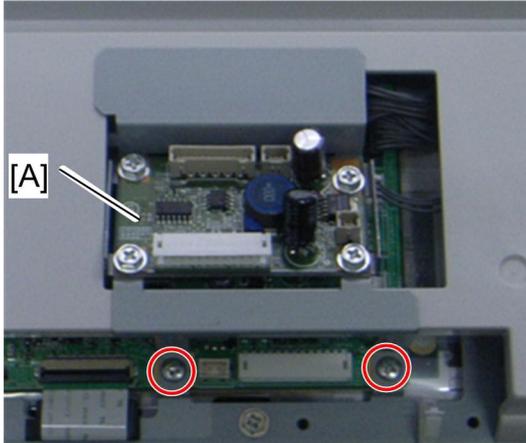
d009r928

1. Attach the right bracket [A] to the outside of the scanner left frame (⚙ x 2: M3 x 6 blue screw).
2. Route and attach the operation panel I/F cable [B] to the outside of the scanner right frame with four plate clamps (⚙ x 4).



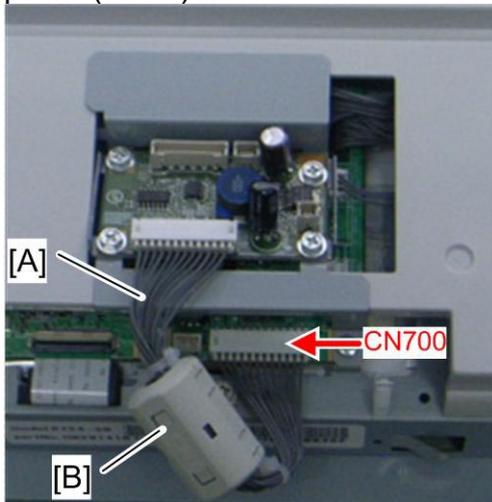
b838r934

Make sure that the operation panel I/F cable [A] does not cover the three cutouts [B].



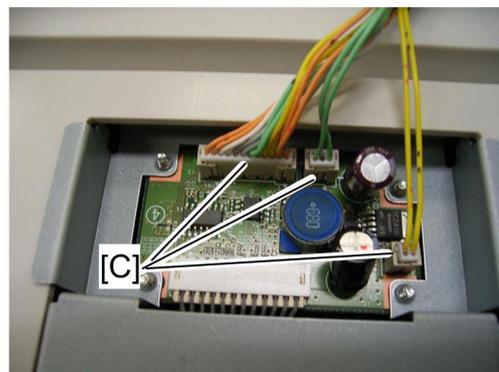
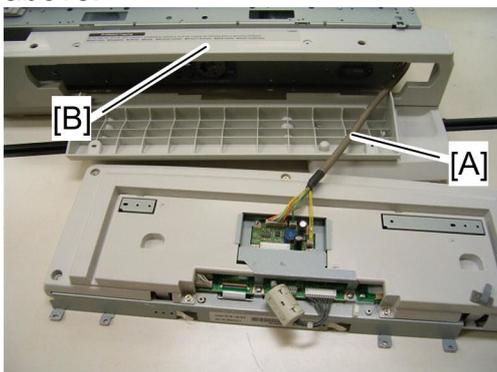
d009r992

3. Attach the operation panel interface board [A] at the bottom of the operation panel (⌀ x 2).



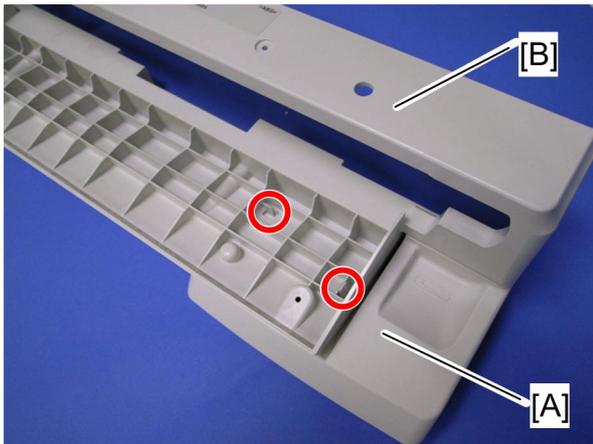
d009r991

4. Connect the harness [A], and then attach the core [B] (RFC-8) as shown above.



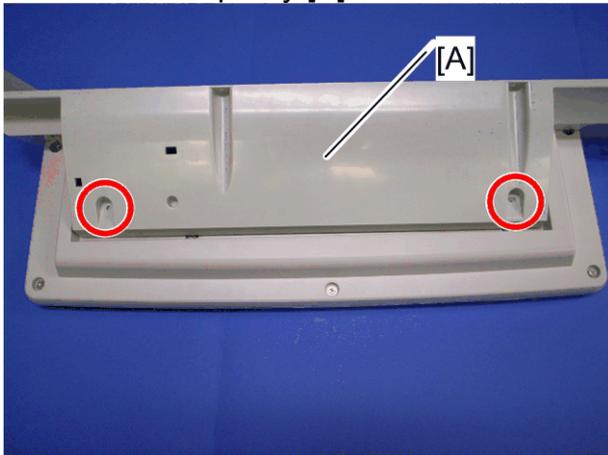
b838r931a

5. Put the operation panel I/F cable [A] through the scanner front cover [B].
6. Connect the three connectors [C] of the operation panel I/F cable to the operation panel interface board.



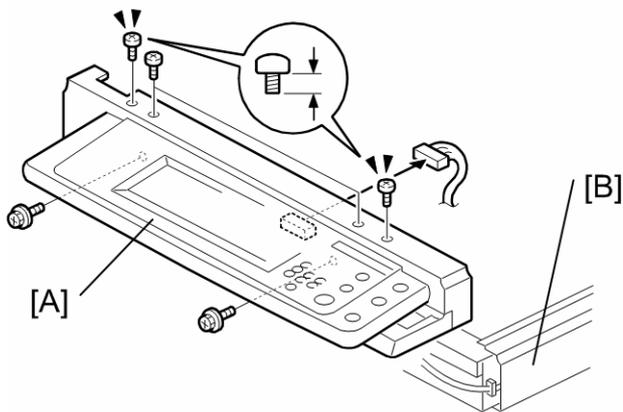
b838r956

7. Remove the clip tray [A] from the scanner front cover [B].



b838r933

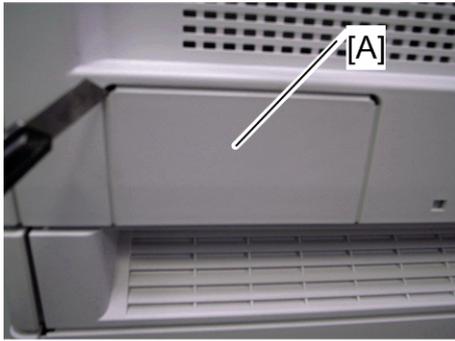
8. Attach the scanner front cover [A] to the operation panel (⚙️ x 2).



b838r157

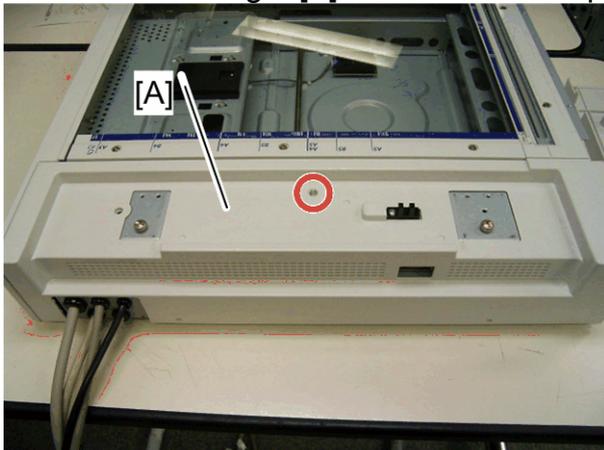
9. Reinstall the operation panel with the scanner front cover [A] in the scanner front frame (⚙️ x 6; M3 x 3: bind screw x 2, M3 x 5: bind screw x 2 on the top of the scanner front cover, M3 x 8 tapping screw x 2 on the bottom of the scanner front cover).
10. Reinstall the scanner right cover [B] (⚙️ x 2).

Harness Bracket Attachment



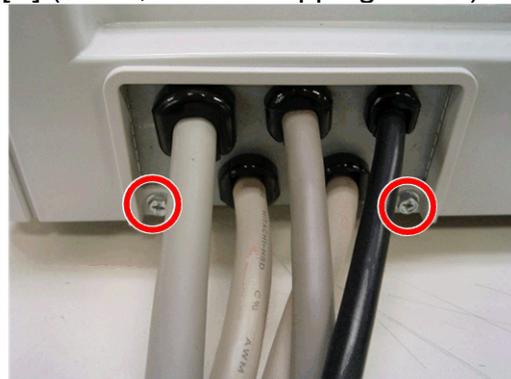
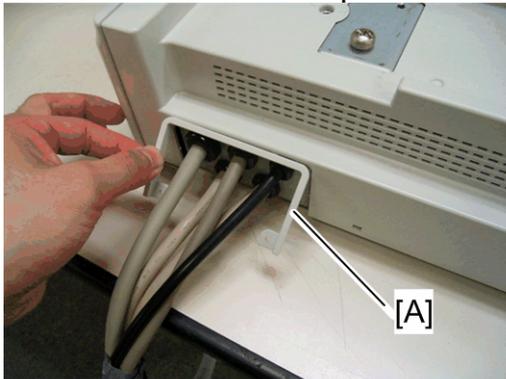
b838r935

1. Cut off the rear right [A] of the scanner top rear cover with a cutter.



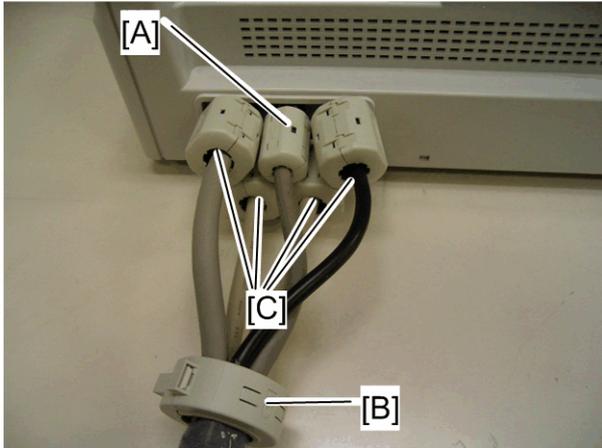
b838r936

2. Reinstall the scanner top rear cover [A] (⚙ x 1; M3 x 8: tapping screw).



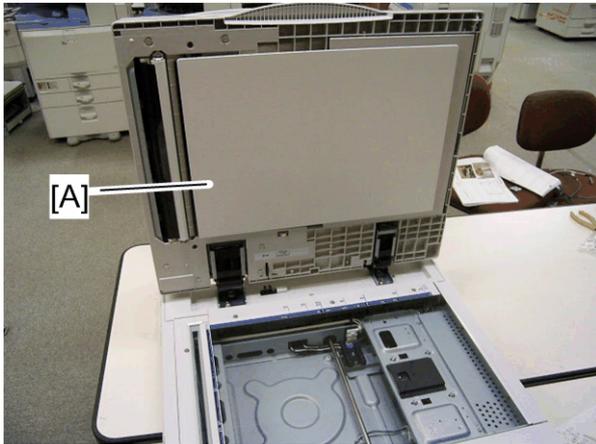
b838r937

3. Install and attach the cable bracket cover [3] (⚙ x 2; M3 x 8 tapping screw).
4. Install the new scanner right cover (No. 14) from the accessories (⚙ x 2; M3 x 8 tapping screw).



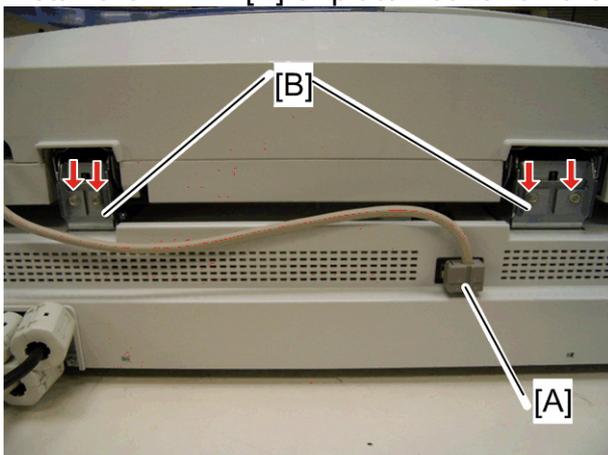
b838r938

5. Install the core [A] (RFC-9) on the operation panel I/F cable, ring core [B] (TFCM-41-27-16) to the bound cables and the cores [C] (RFC-13) on the other cables.



b838r939

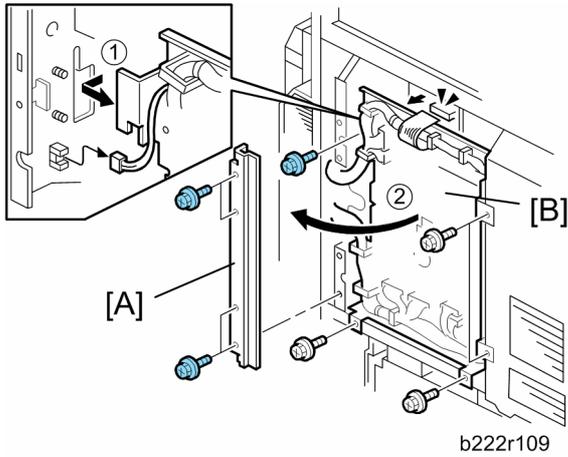
6. Install the ARDF [A] or platen cover on the scanner unit (stud screw x 2).



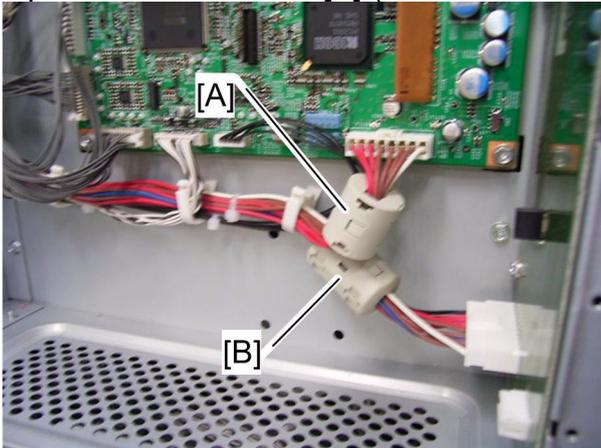
b838r940

7. Connect the ARDF I/F cable [A] to the connector of the scanner unit.
8. Install the right and left stoppers [B] on the ARDF hinges (2 x 2 each; M3 x 16 tapping screw).

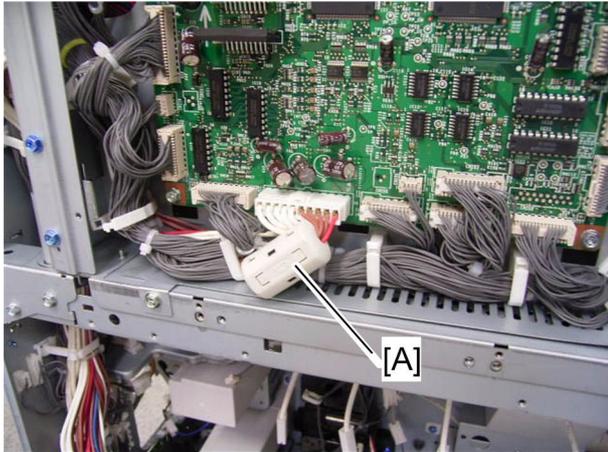
Mainframe



1. Controller box stay [A] (⚙ x 4)
2. Open the IOB bracket [B] (⚙ x 5, flat cable x 1, 📏 x 1).



3. Install the core [A] (TFC16816) on the harness of CN110 (on the BICU) and the core [B] (RFC-8) on the harness of CN540 (on the MB).
4. Close the IOB bracket.
5. Reinstall the controller box stay.



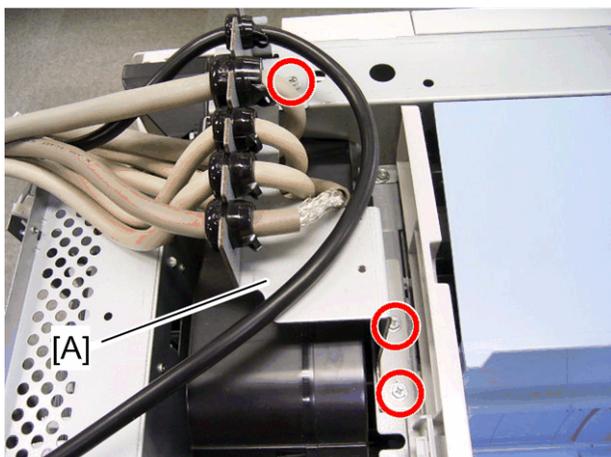
b838r942a

6. Install the core [A] (RFC-5) on the brown and red harnesses of CN201 (on the IOB).



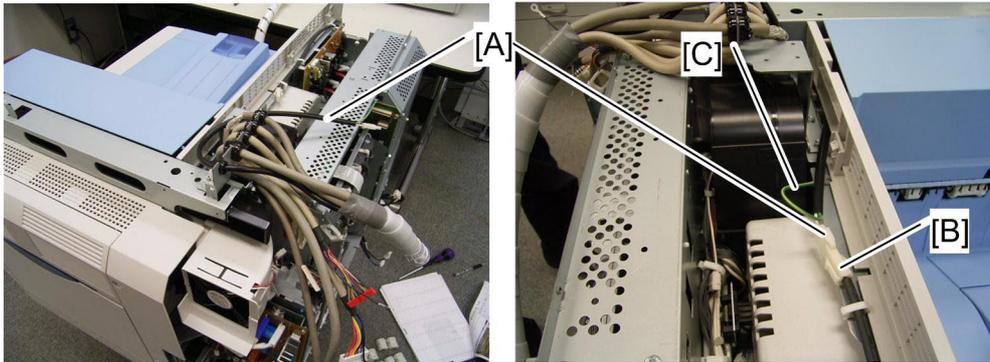
b838r943a

7. Install the core [A] (RFC-13) on the power supply cables on the IH inverter.



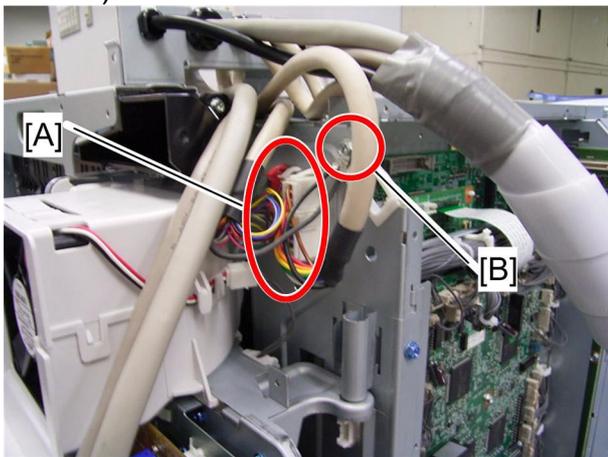
b838r944

9. Install the cable bracket [A] in the rear frame of the mainframe (⌀ x 3, M3 x 6 tapping screw).



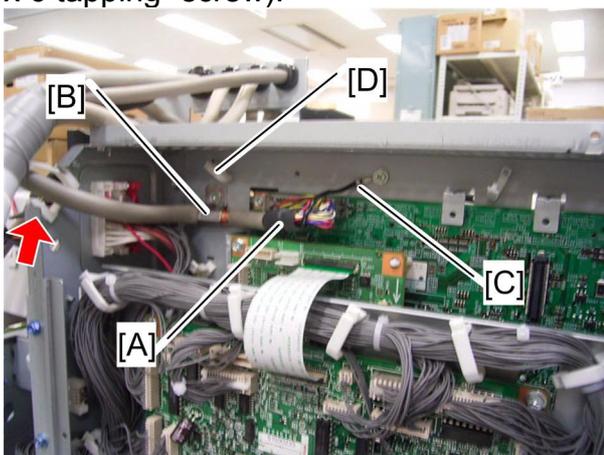
b838r945a

10. Route the heater relay cable [A] and connect it to the heater cable [B] (🔧 x 1).
11. Secure the ground cable of the heater relay cable [C] (🔧 x 1: round screw M4 x 8).



b838r946a

12. Connect three connectors [A] and secure the two ground cables (🔧 x 2; M3 x 6 tapping -screw).



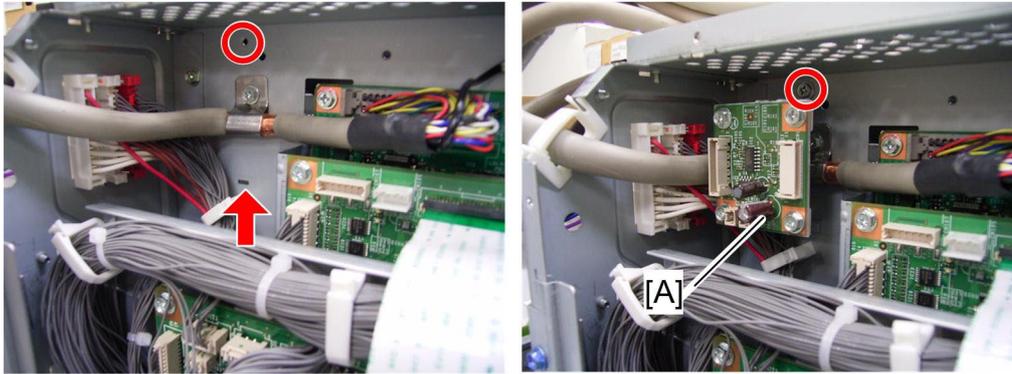
B838r947a

13. Route the scanner I/F cable [A] and connect it to CN107 (on the BICU) (🔧 x 1).

14. Secure the scanner I/F cable with the clamp [B] (⌀ x 1; M3 x 6 tapping screw) and the ground cable [C] (⌀ x 1; M3 x 6 tapping screw).

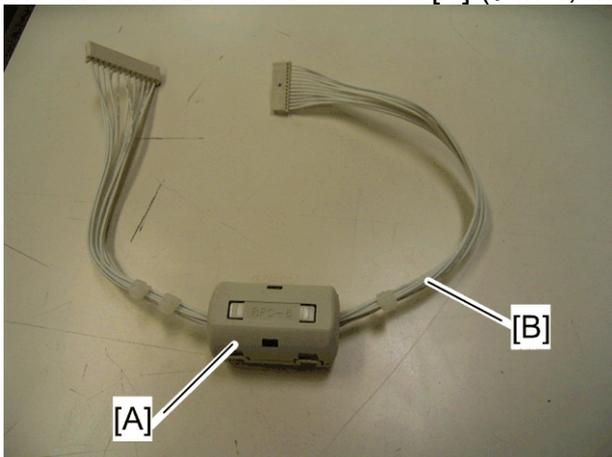
Note

Push firmly the scanner cable into the connector to prevent interference between the cable and the controller box.



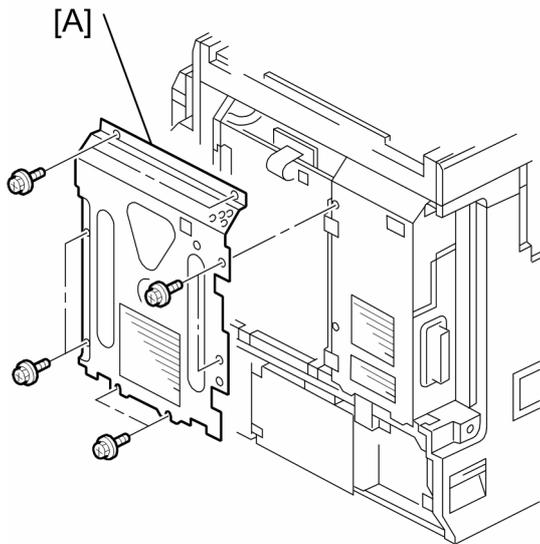
b838r948a

15. Install the MB interface board [A] (⌀ x 1; M3 x 6 tapping screw).



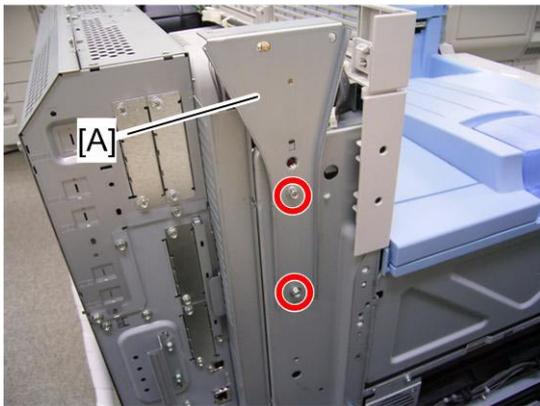
b838r949

16. Install the core [A] (RFC-8) in between the binds on the long relay harness [B].



b838r107

17. Reinstall the controller box right cover [A] (⚙ x 8)



b838r951

18. Install the left scanner stay [A] (⚙ x 2; M4 x 6 tapping screw) in the left side of the main machine.

19. Reinstall the left cover (⚙ x 6).

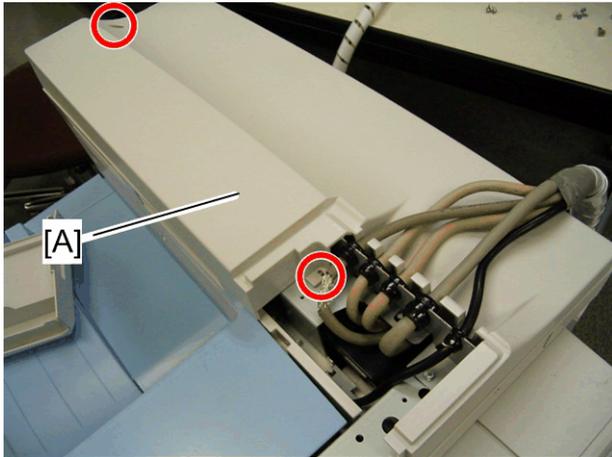
20. Reinstall the left rear cover (⚙ x 1).

21. Reinstall the right top cover (⚙ x 1).

22. Reinstall the rear cover (⚙ x 6).

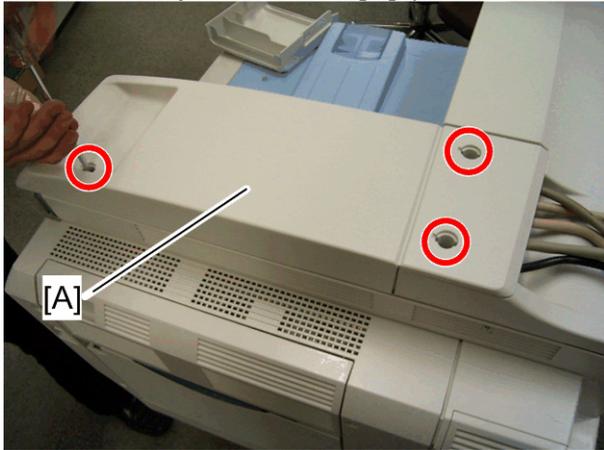
⚙ Note

If you install the key counter, first refer to "Installation for Key Counter".



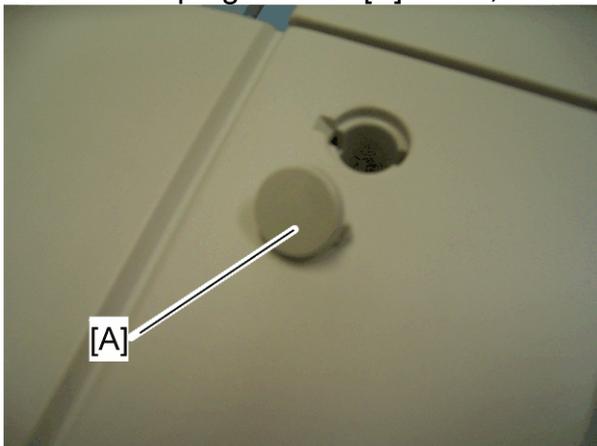
b838r952

23. Install the top rear cover [A] (⚙️ x 2; M3 x 8 tapping screw).



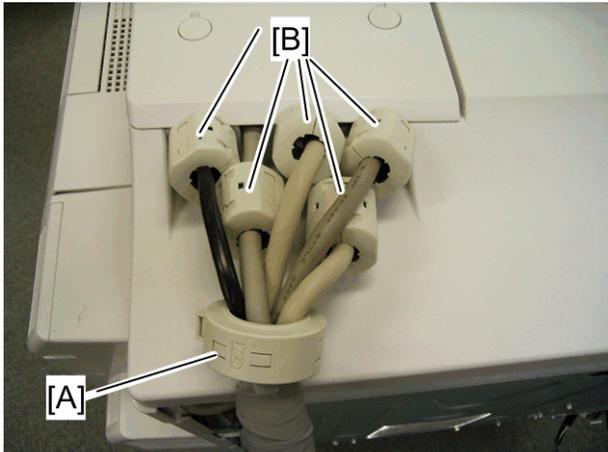
b838r953

24. Install the top right cover [A] (⚙️ x 3; M3 x 8 tapping screw).



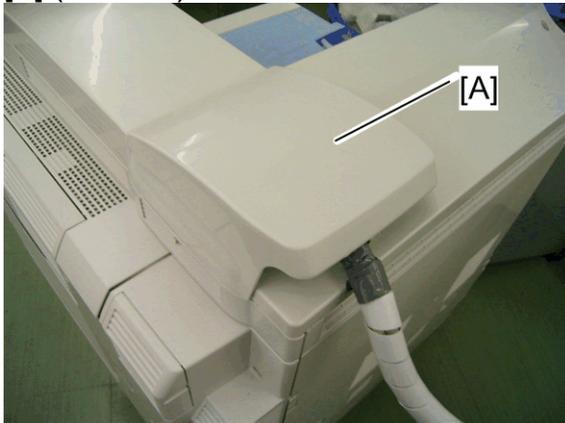
b838r954

25. Attach the three caps [A] to the screw holes on the top right cover.



b838r955

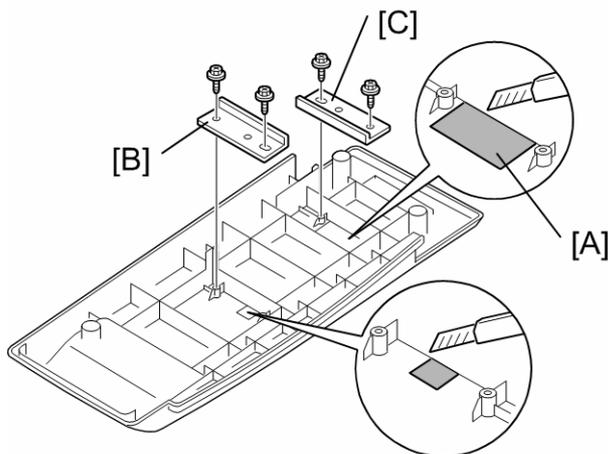
26. Install the ring core [A] (TFCM-41-27-16) on the bound cables and the cores [B] (RFC-13) on the other cables.



b838r957

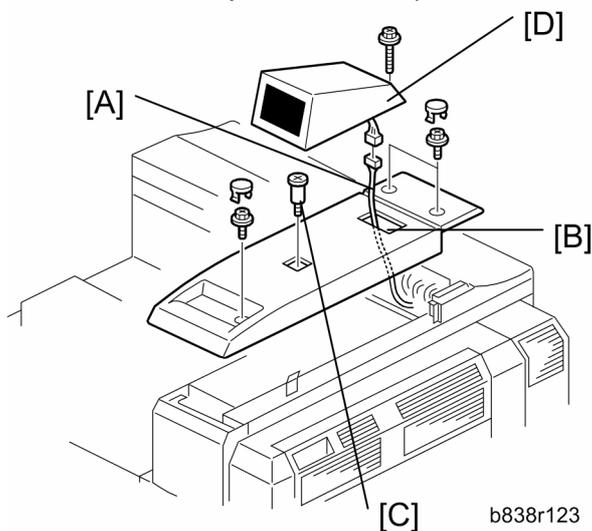
27. Install the cable cover [A] on the top rear cover.
28. Follow the "**Installation Requirements**" to place the scanner accessibility unit for safety.
29. After installation, adjust the scanner image. (☛ "Copy Adjustment" > "Scanning" in the chapter "Replacement and Adjustment" of the Model AP-C2 Service Manual)

Installation for Key Counter



b838r121

1. Cut off and remove the parts [A] with a cutter.
2. Attach the key counter front bracket [B] and rear bracket [C] to the reverse side of the top right cover.
3. Put the key counter harness into the machine.
4. Connect the key counter harness to the connector at the right side of the controller box.
5. Install the top rear cover (☛ "Connecting Procedure for Mainframe")



b838r123

6. Put the key counter harness [A] through the cutout [B].
7. Install the top right cover in the machine and attach the caps to the screw holes (steps 24 and 25 in "Mainframe").
8. Install the stud screw [C].
9. Install the key counter [D] (⚙ x 1, ⚙ x 1).

For details about installing the key counter, refer to the "**Service Manual for D027/D029**".

Model: Model Ap-C2		Date: 16-Jan-09	No.: RD029022
Subject: Important notes for installing the Color Controller E-5100		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-5100 with Model Ap-C2.

Approved Firmware for the Model Ap-C2 for connection with the E-5100 Controller

Make sure that the firmware modules for Model Ap-C2 are upgraded as follows at the E-5100 installation.

System/Copy: 1.16 or newer

Network Support (NIB): 8.25 or newer

Scanner: 01.20 or newer

Fax: 03.00.00 or newer

Remote Fax: 01.11.00 or newer

Network Doc Box: 1.02 or newer

SubSystem: F.12 or newer

OpePanel.EXP (LCDC) NA: 1.05 or newer

OpePanel EXP (LCDC) EU: 1.05 or newer

OpePanel EXP (LCDC) ASI_TWN: 1.07 or newer

Language Install: 1.04 or newer

FCU: 04.04.00 or newer

Model: Model Ap-C2

Date: 16-Jan-09

No.: RD029022

SP mode setting for E-5100 Controller

As written in the service manual, the following SP value of Model Ap-C2 must be changed at the E-5100 installation.

SP#: 5193-001Value: **1** (Default:0)

*The valid external controller will be specified as "Fiery controller".

SP#: 5895-001Value: **1** (Default:0)

*This setting disables the pre-installed GW printer feature.
GW printer must be disabled when using E-5100.

Model: Model Ap-C2		Date: 16-Jan-09	No.: RD029023
Subject: Operating Guide for the Log Tool for Color Controller E-5100		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Introduction

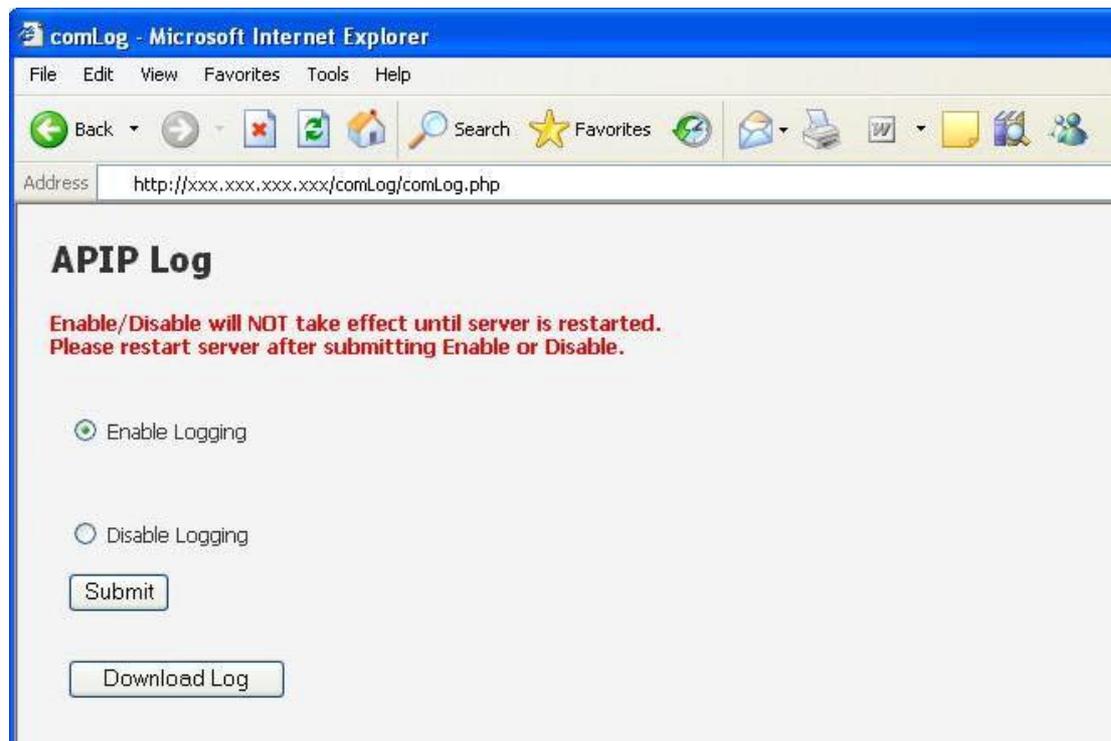
This document describes the Log Tool available for the E-5100 controller. This Log Tool is embedded in the controller, and has a web interface. Therefore you do not have to install an additional application on your client PC.

Using this Log Tool, an APIP (Application Interface Protocol) log file will be generated by the selected device at your customer's site. By sending this log file to EFI (via RCL), it becomes much easier to analyze the symptom/problem.

This document explains how to activate and collect the log, as well as some limitations of the tool.

Accessing the web interface

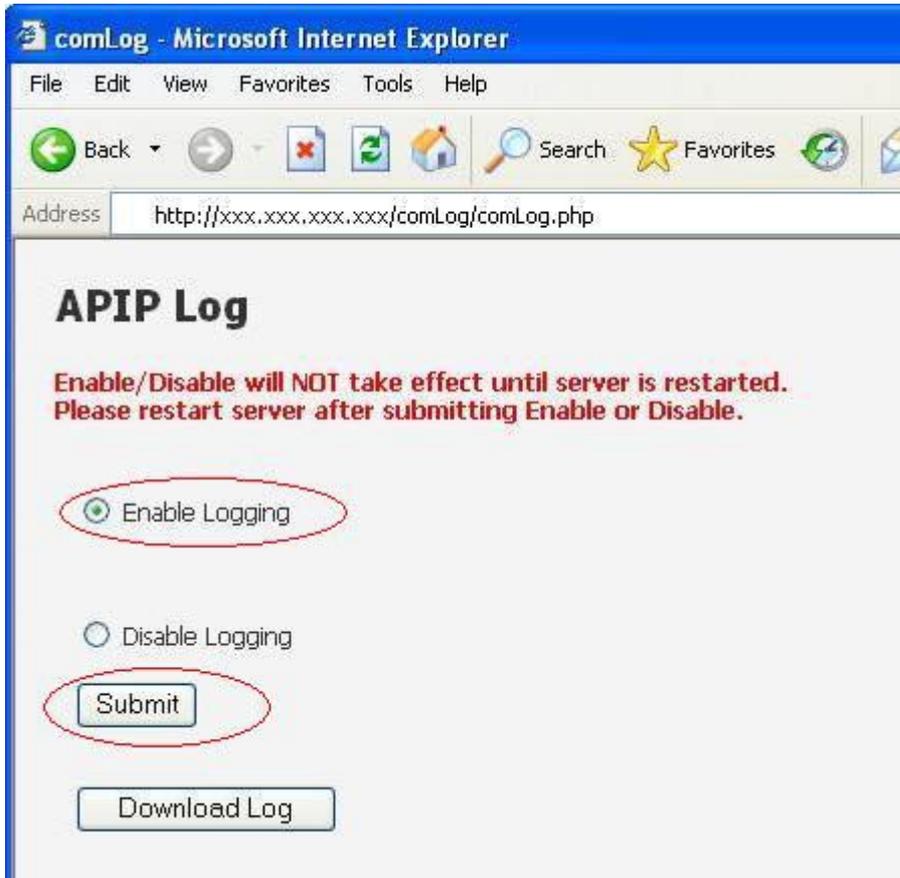
To access the web interface, open the following URL in your browser:
<http://<E-5100 ip#>/comLog/comLog.php>



Model: Model Ap-C2	Date: 16-Jan-09	No.: RD029023
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Enabling APIP logging

After the web page is loaded, there will be an option to enable or disable the APIP log. Clicking the submit button is required for the selected option to take effect.



Note

After clicking Submit, **the E-5100 should be restarted** to enable the logging mechanism.

Model: Model Ap-C2

Date: 16-Jan-09

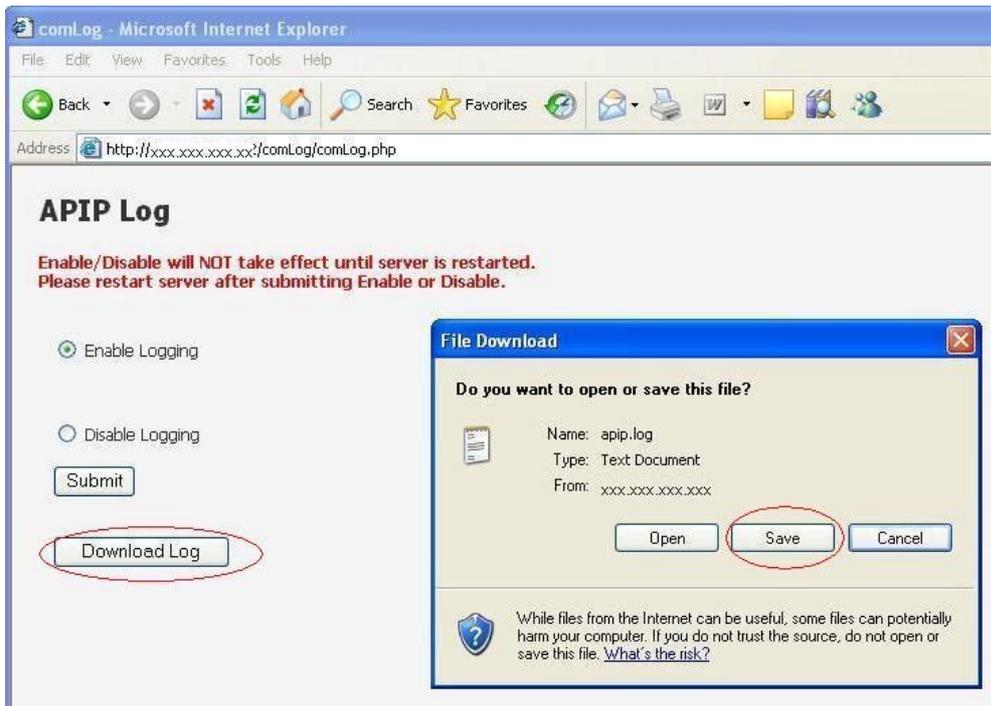
No.: RD029023

Downloading the APIP log file

The log file is stored on the E-5100. To access the log, you need to download it from the E-5100 to your PC after log collection has finished.

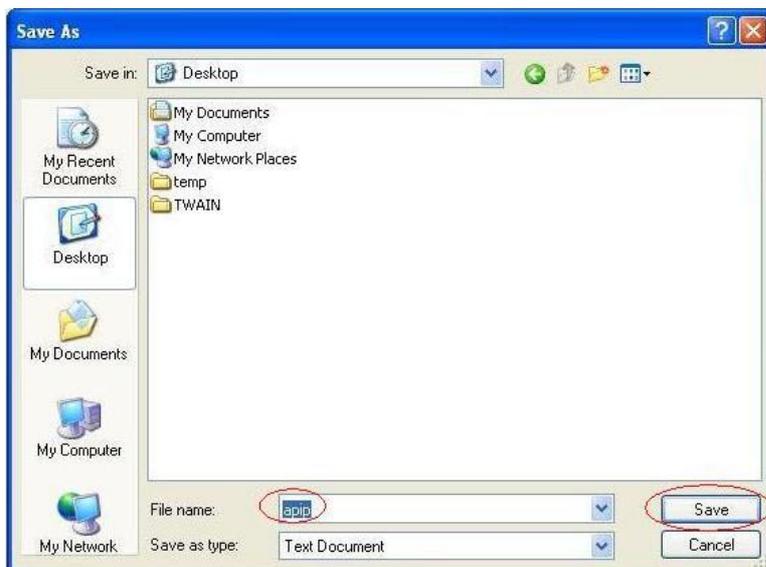
Procedure

1. Click the “Download Log” button.



2. Click the “Save” button in the “File Download” window.

3. Decide the folder and filename and then click the “Save” button.



Model: Model Ap-C2

Date: 16-Jan-09

No.: RD029023

Disabling logging

Note

After collecting the log file with this tool, please do not forget to disable logging. The logging mechanism will negatively affect the E-5100's performance. Also, the log file will quickly fill up any available disk space (maximum=1.2GB).

Procedure

1. Select Disable Logging
2. Click the Submit button
3. **Restart the E-5100 (Do not forget, as the change in status will not occur until the restart.)**

Limitations

Before using this log tool at your customer's site, please understand the following limitations:

1. Log data is automatically cleared when the E-5100 restarts.

This limitation means that it is impossible to collect a log when a problem causes the E-5100 to hang or freeze.

2. The log generated will fill up all available disk space within approximately 2 days of logging.

This means that if the symptom/problem occurs rarely or unpredictably, it is not recommended to collect a log using this tool.

Typical usage for this tool

EFI has designed the log tool for the following Field Technician workflow:

1. Visit a customer site.
2. Enable the log tool.
3. Reproduce the customer's claim.
4. Download the log file.
5. Disable the log tool.
6. Reboot the E-5100.
7. Leave the customer site.

Model: Model AP-C2		Date: 17-Mar-09	No.: RD029024
Subject: Scanner SP update		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The following SP were added to the service manual.

1011	[Org count Disp]	*CTL	[0 or 1 / 0 / -]
1011 1	Selects the original counter display. 0: Displays remaining memory for the original scanning.. 1: Displays original counter.		
1012	[UserInfo release]	*CTL	[0 or 1 / 1 / -]
1012 1	Clear the following settings: Address, Sender, Text / Subject, Filename		
1013	[Multimedia Function Setting]	*CTL	[0 or 1 / 0 / -]
1013 1	On or off multimedia function		

Model: Model Ap-C2		Date: 3-Apr-09	No.: RD029025
Subject: Patch Release for E-5100 V.1.0 (1-10W3WT.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-10W3WT.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-10W3WT.ps	Under some conditions, printing may not start if the copier is in energy save mode.

Note:

This patch is pre-installed from the 1st lot of mass-production units. Therefore, this patch must be installed only when system re-installation is performed.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **D4797551.exe.exe** until you get the **1-10W3WT.ps** file.
2. Download/Import the patch file "**1-10W3WT.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-10W3WT**".

Model: Model Ap-C2		Date: 3-Apr-09	No.: RD029026
Subject: Patch Release for E-5100 V.1.0 (1-11R3T4.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-11R3T4.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-11R3T4.ps	<ul style="list-style-type: none"> • Printing stops when sending a fax and printing a job at the same time. • Some texts are overlapping each other. • When printing a very large job to the Document Server, no alert message is displayed on the copier panel. • Printed Docs and held jobs cannot be opened from Webtools.

Prerequisite(s):

None

Patch Update Procedure

1. Extract **D4797552.exe** until you get the **1-11R3T4.ps** file.
2. Download/Import the patch file "**1-11R3T4.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-11R3T4**".

Model: Model AP-C2		Date: 8-Apr-09	No.: RD029027
Subject: SP5887		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The following description was corrected.

5887	[SD Get Counter] DFU		
	<p>This SP determines whether the ROM can be updated. This SP sends a text file to an SD card inserted in SD card Slot 2 (lower slot). The operation stores. The file is stored in a folder created in the root directory of the SD card called SD_COUNTER. The file is saved as a text file (*.txt) prefixed with the number of the machine.</p>		
001	-	*CTL	<ol style="list-style-type: none"> 1. Insert the SD card in SD card Slot 2 (lower slot). 2. Select SP5887 then touch [EXECUTE]. Touch [Execute] in the message when you are prompted.

Model: Model Ap-C2		Date: 10-Apr-09	No.: RD029028
Subject: HDD failure in some lots of Color Controller E-5100		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

A problem was found in some lots of Color Controller E-5100.
The affected units need to be corrected as described in this bulletin.

Symptom:

Various unexpected symptoms may occur when the controller attempts to access the inaccessible space of the HDD of the Color Controller E-5100.

Possible symptoms (which are already experienced or being reported):

- 1) Booklet job not printed.
- 2) Controller cannot boot up (worst case)
- 3) When the remaining HDD space is very small, the print job may access inaccessible space, causing many kinds of unexpected behavior.

Reason:

The E-5100 has an 80GB HDD with system software and a patch (1-10W3WT) pre-installed.

Because the HDD image (system software + patch) was duplicated incorrectly (from an 82GB size golden master HDD) at the factory, the controller believes that there is 82GB, but 2GB of this is inaccessible.

In this situation, because the HDD in the Fiery Controller units are behaving incorrectly as 82GB HDDs (although the actual size is 80GB), if the controller attempts to access the inaccessible 2GB space, the controller may not work correctly.

Notes:

This problem is caused by the method of duplicating the HDD image at the factory.
Therefore it is already confirmed that the problem can be solved by system re-installation.

- 1) No problem with the system software program. (This is not a software bug)
- 2) No problem with the system software DVD set (provided as service parts).
- 3) No problem with the HDD as hardware

Model: Model Ap-C2

Date: 10-Apr-09

No.: RD029028

Countermeasure of this problem:

A correct size of golden master HDD with system software and patch pre-installed was created and is currently used for duplication from the March 2009 mass-production run.

So therefore, products from March 2009 (S/N V61951xxxxx) are not affected at all.

S/N list of affected units:

Among Jan 2009 and Feb 2009 products, some lots of the units are affected. Please refer to the page at the end of this bulletin.

Information of reworked units at the factory:

Among January and February products, some lots are already reworked by the factory and are working correctly.

For the following products, the reworked units have a blue dot on the carton box (near the bar-codes):

2009 January production (S/N prefix: V60949xxxxx)

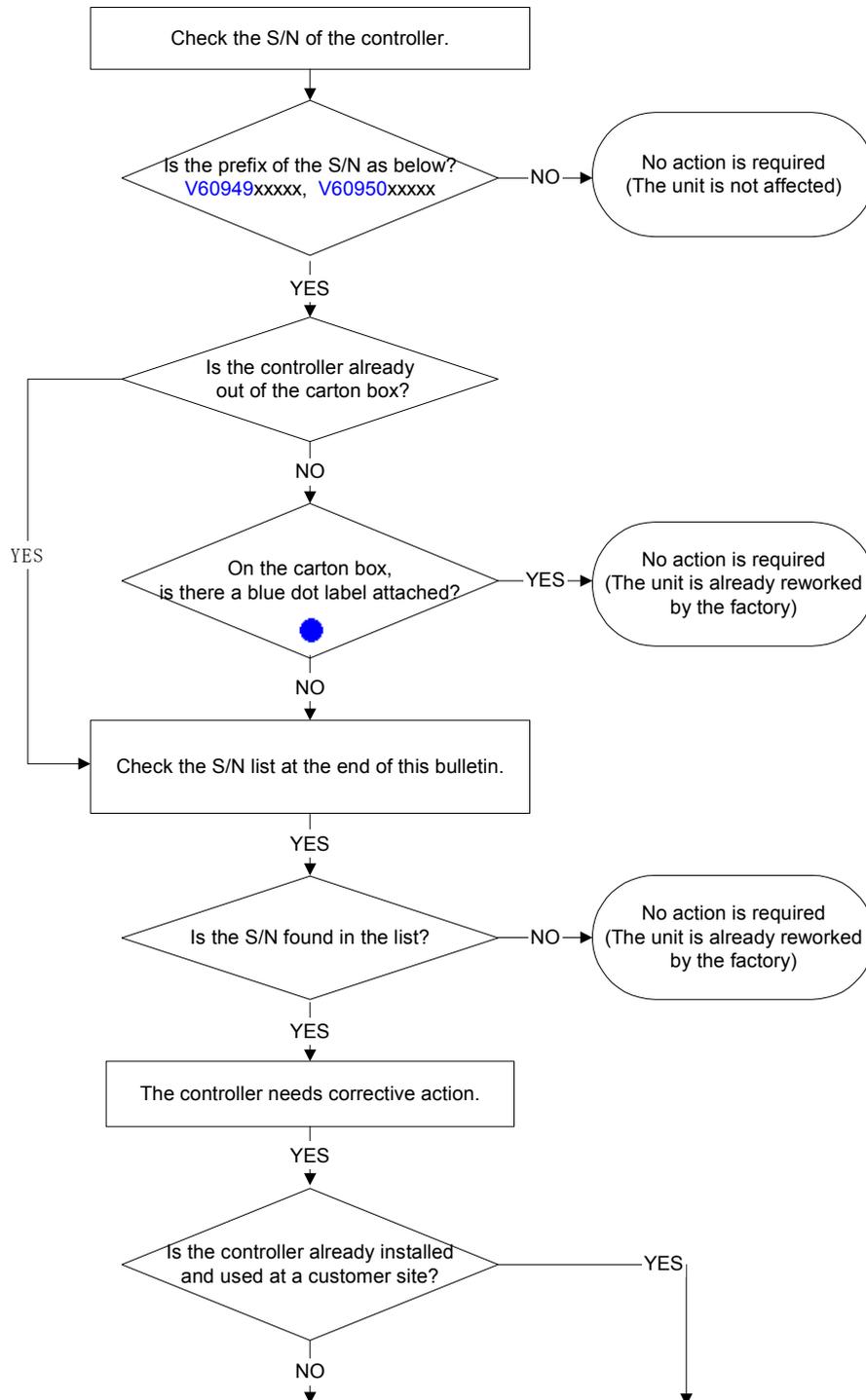
2009 February production (S/N prefix: V60950xxxxx)

2009 March production (S/N prefix: V60951xxxxx)



Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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Overview of required action:



Corrective Action:
At the Fiery Controller installation, perform some special work steps between normal installation work steps as shown below:

- 1) Normal Work: Hardware installation, connection
- 2) Special Work: Re-install the system software of the controller
- 3) Normal Work: Initial Setup (starting from language selection)
- 4) Special Work: Apply a patch "1-10W3WT" to the controller
- 5) Print a Configuration Page to check the result

Corrective Action:
Make a special visit to the customer site and do the following as a corrective action:

- 1) Print a Configuration Page
- 2) Make backups of customer's settings and data/fonts
- 3) Re-install the system software of the controller
- 4) Restore the customer's settings and data/fonts
- 5) Apply a patch "1-10W3WT" to the controller
- 6) Print Configuration Page to check the result

Procedures for the Corrective Action:

Items to prepare

1. **E-5100 System Software DVD set (P/N D4807050)**

2. **Patch 1-10W3WT.ps**

This 1-10W3WT.ps patch was installed from the 1st lot of E-5100, therefore, after system re-installation, please make sure to apply this patch. If other patches are found in your firmware download site, also apply those patches to update the controller to the latest version.

3. **A Windows XP/2000/Vista computer ("PC") with:**

- DVD drive, built in or attached
- Support for 100BaseTX or 1000BaseT
- Command WorkStation installed

4. **Ethernet Network Cable**

A cross-over cable (if connecting the network cable directly between your PC and controller), or a straight cable (if connecting the network cable to a hub).

A. For units which are affected but not yet installed at the customer site.

At the controller installation, please perform some additional corrective work between normal installation works as below:

1 **Normal Work: Hardware Installation.**

As instructed in the *Installation Procedure* document (pages 1 to 8), unpack the E-5100 and connect it to the copier.

2 **Special Work: System Re-installation.**

(For details of the system re-installation steps, please also check the service manual)

2.1 Start your PC and be ready to use the DVD drive.

While waiting for your PC to boot up, connect the network cable between your PC and the controller.

2.2 Insert the system software DVD in the DVD drive.

2.3 Navigate to the DVD drive and double-click the icon for the Installer.exe file, if it does not start automatically.

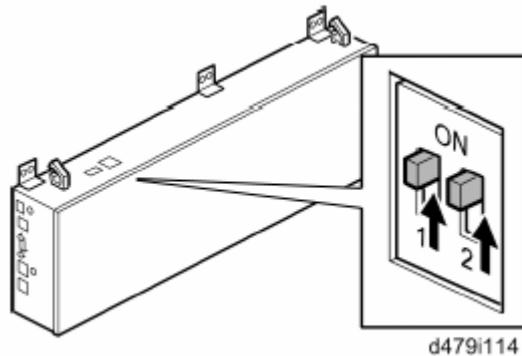
2.4 Click **Next** at the Welcome screen.

Read the Software License Agreement and click the **"I Agree"** checkbox if you

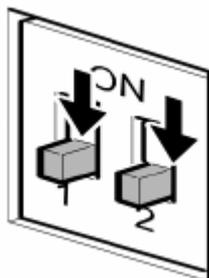
Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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wish to continue the installation process, then click **Next**.

- 2.5 At the Connection Type screen, make sure Ethernet is selected. Click **Next** to advance to the Confirmation screen.
- 2.6 Disconnect all cables (USB power cable and Gigabit Ethernet cable) from the Fiery controller connector panel, except for the AC power cord cable.
- 2.7 Set the Fiery controller service switches to the service mode position: ON



- 2.8 Turn the AC power switch of the Fiery controller to ON.
- 2.9 Wait 10 seconds, then click **Next** on the PC screen.
- 2.10 At the Installation screen, click **Next** to commence the installation. Wait while the files are copied and installed.
 - The progress is slow at first.
 - For most computers, you must wait approximately 6-7 min.
 - Do not click Cancel.
- 2.11 When the screen shows that the installation has finished successfully, click **Next**, then do the following:
 - 1). Remove the System Software DVD from the PC.
 - 2). Turn the AC power switch of the Fiery controller to OFF.
 - 3). Set the service switches to the normal position (not ON).



- 4). Disconnect the cross-over cable
- 5). Click the **Next** button.
- 2.12 Click **Finish** in the Confirmation screen.
- 2.13 Reconnect all cables that you removed earlier from the Fiery controller panel.

Model: Model Ap-C2

Date: 10-Apr-09

No.: RD029028

3 **Normal Work: Initial Setup**

As instructed in the *Installation Procedure* document (pages 9 to 13), perform the startup and initial setup, and then verify the connection of the controller.

4 **Special Work: Patch 1-10W3WT.ps installation**

- 4.1 Print the configuration page and confirm that the IP address of the controller is correct.
- 4.2 Connect the PC to the network.
- 4.3 Launch *Command WorkStation*.
- 4.4 Input the IP address and make a connection to the Fiery Controller.
- 4.5 Download/Import the patch file “1-10W3WT.ps” with Command Workstation to the “Direct” queue.
- 4.6 Please wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
- 4.7 From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
- 4.8 Wait until the Fiery has come to idle and print out the configuration page.
- 4.9 Verify the **Update Info** section. It should contain the patch number “1-10W3WT”.

B. For units which are affected and are already installed and used at the customer site.

Please make a special visit to the customer site and do the following:

1 **Print the configuration page and keep it until you finish the recovery.**

2 **Make backups of customer settings, data/fonts, etc.**

2.1 **Use the Backup/Restore feature of Command WorkStation.**

- 2.1.1 Print the configuration page and confirm the IP address of the controller.
- 2.1.2 Connect the PC to the network.
- 2.1.3 Launch *Command WorkStation*.
- 2.1.4 Input the IP address and make a connection to the Fiery Controller.
- 2.1.5 From the main menu, select Server > SetUp > Server > Backup / Restore
- 2.1.6 Choose Configure > Server > **Backup / Restore**.
- 2.1.7 Click **Backup Fiery Settings**.
- 2.1.8 In the dialog box that appears, accept the default file name or type a new name for the backup file.
- 2.1.9 Click **Save**.

Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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With this feature, the following can be backed up.

- All system settings with the exception of
 - Server name - allows backup and restore between the same model
 - Date/time - time zone information is backed up/restored
- Imposition templates saved in the default directory for these files on the Fiery controller
- Address books
- Virtual Printer settings
- Users and Groups information (login names and passwords)
- Custom spot colors
- Job Log

2.2 Backup Fonts.

If needed, back up the fonts which the customer has downloaded to the controller. (From the Command WorkStation main menu, select Server > Manage Font)

2.3 Backup of Queued Jobs/Archived jobs in the Fiery Controller HDD.

If needed, back up the Queued Jobs and Archive Jobs from the Fiery controller HDD to the client PC by using *Command WorkStation*.

Queued jobs in the Hold queue can be archived and saved to the client PC by *Command WorkStation*. For jobs in the printed queue, if backup is needed, move the job to the hold queue before making archives.

For archived jobs in the Fiery controller HDD, if backup is needed, move the archived job to the hold queue once and archive it to the client PC.

3 Perform System Re-installation

(For details of the system re-installation steps, please also check the service manual)

3.1 Shut Down the Controller.

From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”

3.2 While waiting for the controller to shut down, start your PC and be ready to use the DVD drive.

3.3 While waiting for your PC to boot up, connect the network cable between your PC and controller.

3.4 Insert the system software DVD in the DVD drive.

3.5 Navigate to the DVD drive and double-click the icon for the Installer.exe file, if it does not start automatically.

3.6 Click **Next at the Welcome screen.**

Read the Software License Agreement and click the “**I Agree**” checkbox if you wish to continue the installation process, then click **Next**.

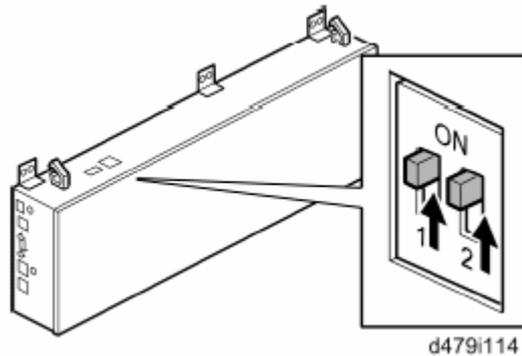
3.7 At the Connection Type screen, make sure Ethernet is selected. Click Next to advance to the Confirmation screen.

3.8 Disconnect all cables (USB power cable and Gigabit Ethernet cable) from the

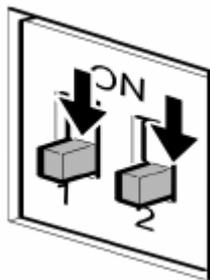
Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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Fiery controller connector panel, except the AC power cord cable.

3.9 Set the Fiery controller service switches to the service mode position: ON.



- 3.10 Turn the AC power switch of the Fiery controller to ON.
- 3.11 Wait 10 seconds, then click **Next** on the PC screen.
- 3.12 At the Installation screen, click **Next** to commence the installation. Wait while the files are copied and installed.
 - The progress is slow at first.
 - For most computers, you must wait approximately 6-7 min.
 Do not click Cancel.
- 3.13 When the screen shows that the installation has finished successfully, click **Next**, then do the following:
 - 1). Remove the System Software DVD from the PC.
 - 2). Turn the AC power switch of the Fiery controller to OFF.
 - 3). Set the service switches in the normal position (not ON).



- 4). Disconnect the cross-over cable
 - 5). Click the **Next** button.
- 3.14 Click **Finish** at the Confirmation screen.
 - 3.15 Reconnect all cables that you removed earlier from the Fiery controller panel.
 - 3.16 Turn the main power switch of the copier to ON.
 - 3.17 Turn the AC power switch of the Fiery controller to ON.
 - 3.18 Allow startup to proceed without interruption while you watch the service LEDs on

Model: Model Ap-C2

Date: 10-Apr-09

No.: RD029028

the top panel of the Fiery controller.

- 3.19 When the service LEDs remain at '00', go to the copier operation panel and press the **Fierydriven** key. 'Please wait' may be shown on the copier operation panel.
- 3.20 The language selection screen is shown. (If this screen is not shown, then press the **Fierydriven** key again.)
- 3.21 Select the desired language, and touch "**Continue**".
 - English / Dutch / Spanish / Italian / German / French

If you selected "**English**" at the language selection screen, you are prompted to select the Measurement Units. Select either "**US**" or "**Metric**", and then touch "**Continue**".

- 3.22 Wait for a short time, then press the **Fierydriven** key on the operation panel. Repeat if necessary until "Please wait" no longer appears.
- 3.23 If the customer was using a static IP address, then IP address configuration is needed before the next stage of the corrective action.
 - 3.23.1 Press the Fiery tab to access Setup, and press Setup in the Fiery menu screen.
 - 3.23.2 You are asked to enter the administrator password. (The default password is "Fiery.1".)
 - 3.23.3 Set the IP address by referring to the old configuration page.
 - 3.23.4 Reboot the Fiery Controller.

4 Restore the settings and data that were previously backed up

4.1 Use the Backup/Restore feature of Command WorkStation.

- 4.1.1 Print the configuration page and check the IP address of the controller.
- 4.1.2 Connect the PC to the network.
- 4.1.3 Launch *Command WorkStation*.
- 4.1.4 Input the IP address and make a connection to the Fiery Controller.
- 4.1.5 From the main menu, select Server > SetUp > Server > Backup / Restore
- 4.1.6 Choose Configure > Server > **Backup / Restore**.
- 4.1.7 Click **Backup Fiery Settings**.
- 4.1.8 In the dialog box that appears, type the name of the configuration settings file or select it from the list.
- 4.1.9 Click **Open**
Now the backed up settings, etc, are restored.

4.2 Restore Fonts

Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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If fonts were backed up, then restore them.

(From the Command WorkStation main menu, select Server > Manage Font)

4.3 Restore Queued Jobs, Archived Jobs

If Queued jobs or Archived jobs were backed up, restore them

(From the Command WorkStation main menu, select File > Import > Archived Job)

4.4 Manual configuration that was not backed-up.

From Command WorkStation, the following items which were not backed up must be configured manually. (From the main menu, select Server> General)

- 1) Server Name
- 2) Administrator Password
- 3) System Date and Time.

5 Patch 1-10W3WT.ps installation

- 5.1 Print the configuration page and check the IP address of the controller.
- 5.2 Connect the PC to the network.
- 5.3 Launch *Command WorkStation*.
- 5.4 Input the IP address and make a connection to the Fiery Controller.
- 5.5 Download/Import the patch file "1-10W3WT.ps" with Command Workstation to the "Direct" queue.
- 5.6 Please wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
- 5.7 From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
- 5.8 Wait until the Fiery has come to idle and print out the configuration page.
- 5.9 Verify the **Update Info** section. It should contain the patch number "1-10W3WT".

Model: Model Ap-C2	Date: 10-Apr-09	No.: RD029028
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S/N list of affected units

Below is an S/N list of affected units which were once shipped out from factory. However, some of the units are already returned to the factory and reworked or is currently being reworked.

For the reworked units, a blue dot label ● is attached on the carton box. So, if the S/N is found in the below table, but the carton box has ● attached, then corrective action is not needed at installation.

D479-01 (US)

V6094900001	V6094900011	V6094900021	V6094900031	V6095000014
V6094900002	V6094900012	V6094900022	V6094900032	V6095000015
V6094900003	V6094900013	V6094900023	V6094900033	
V6094900004	V6094900014	V6094900024	V6094900034	
V6094900005	V6094900015	V6094900025	V6094900035	
V6094900006	V6094900016	V6094900026	V6095000003	
V6094900007	V6094900017	V6094900027	V6095000005	
V6094900008	V6094900018	V6094900028	V6095000006	
V6094900009	V6094900019	V6094900029	V6095000007	
V6094900010	V6094900020	V6094900030	V6095000013	

D479-02 (EU)

V6094900086	V6094900096	V6094900107	V6094900118	V6094900129
V6094900087	V6094900097	V6094900108	V6094900120	V6094900130
V6094900088	V6094900098	V6094900109	V6094900121	V6094900131
V6094900089	V6094900099	V6094900110	V6094900122	V6094900132
V6094900090	V6094900101	V6094900111	V6094900123	V6094900133
V6094900091	V6094900102	V6094900112	V6094900124	V6094900134
V6094900092	V6094900103	V6094900113	V6094900125	
V6094900093	V6094900104	V6094900114	V6094900126	
V6094900094	V6094900105	V6094900115	V6094900127	
V6094900095	V6094900106	V6094900117	V6094900128	

D479-02 (AP)

V6094900116	V6095000072	V6095000087
V6094900119	V6095000073	V6095000088
V6095000062	V6095000077	V6095000089
V6095000063	V6095000078	V6095000090
V6095000064	V6095000079	V6095000091
V6095000065	V6095000080	V6095000093
V6095000066	V6095000081	V6095000097
V6095000067	V6095000082	
V6095000069	V6095000085	
V6095000070	V6095000086	

Reissued:30-Apr-09

Model: Model AP-C2	Date: 28-Feb-09	No.: RD029029b
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RTB Reissue

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

Subject: Touch panel problem		Prepared by: T.Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

Note: This issue affects machines with the following serial numbers.

Model Name	Destination	Code	Serial Number
AFICIO MP C4000	Apollon - C2c EU GER (RPL)	D02727	~V1292500283
MP C4000/AFICIO MP C4000	Apollon - C2 c AA GER	D02729	~V1287110000
AFICIO MP C5000/MP C5000	Apollon - C2 d E U GER (RPL)	D02927	~V1392500008
AFICIO MP C5000/MP C5000	Apollon - C2 d A A G E R	D02929	~V1387110000
MP C4000/AFICIO MP C4000	Apollon - C2c NA	D02717	See Page 7
AFICIO MP C5000/MP C5000	Apollon - C2d N A	D02917	See Page 8
C4040G / LD540CG / Aficio C4000G	Apollon - C2c N A GSA	D02757	See Page 9
C5050G / LD550CG / Aficio C5000G	Apollon - C2d N A GSA	D02957	See Page 9

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION

In the field: Replace the touch panel (**see the procedure below**).

Service parts: The adhesive was changed to one that will not expand under conditions of standard office environments.

Old Part Number	New Part Number	
D0291494:	D0299900	Touch Panel: W-VGA:FU

Model: Model AP-C2

Date: 10-Apr-09

No.: RD029029

SOLUTION**In the field:**

Replace the touch panel (**see the procedure below**).

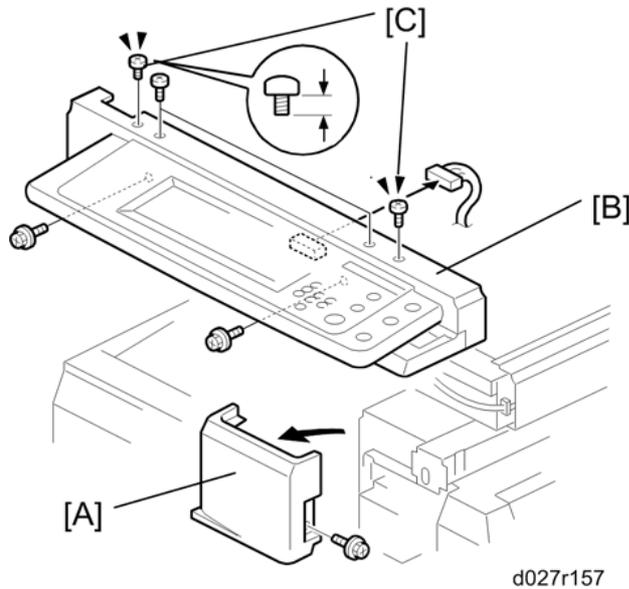
Service parts:

The adhesive was changed to one that will not expand under conditions of standard office environments.

Old Part Number	New Part Number	
D0291494:	D0299900	Touch Panel: W-VGA:FU

Touch Panel Replacement Procedure

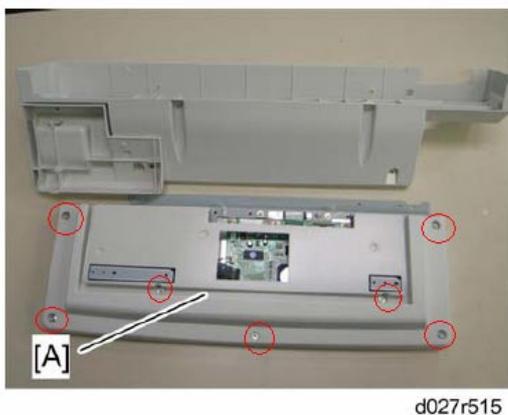
1. Open the right door.
2. Front right cover [A] (screw x 1)
3. Operation panel with the scanner front cover [B] (screw x 6, harness x 1).



4. Scanner front cover [A] (screw x 2)



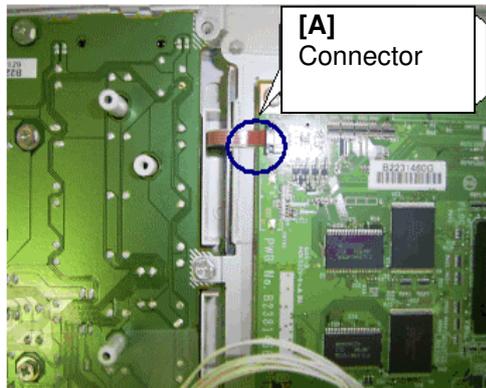
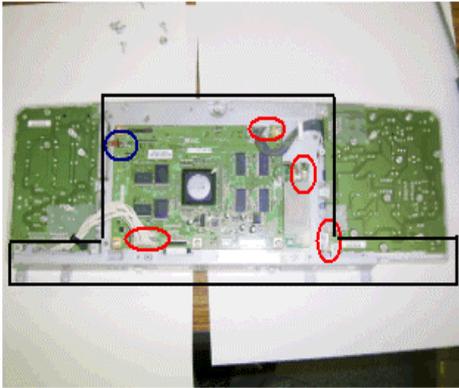
5. Operation panel [A] (screw x 7).



Model: Model AP-C2	Date: 10-Apr-09	No.: RD029029
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Push the connector **[A]** to the left, and then remove the flat cable.

- Remove the two boards inside the black frame in the photo on the left (screw x 10, connector x 5, tape x3).



Touch panel + LCD

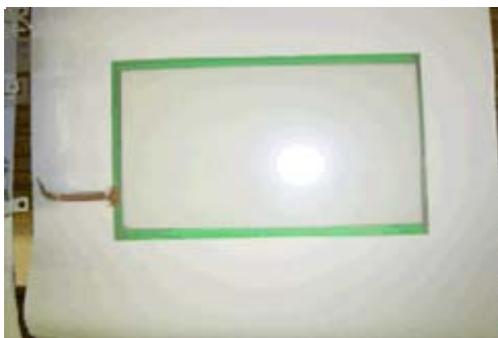


Rear side



Front side

- Remove the old touch panel from the LCD.
Note: The touch panel is attached to the LCD.
- Attach the new touch panel (P/N **B2231484**) to the LCD.
Important: Only replace the touch panel. Do not replace the LCD.



- Re-assemble the operation panel unit in the reverse order of the steps above.
- Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Model: Model AP-C2

Date: 10-Apr-09

No.: RD029029

Touch Panel Position Adjustment

Notes:

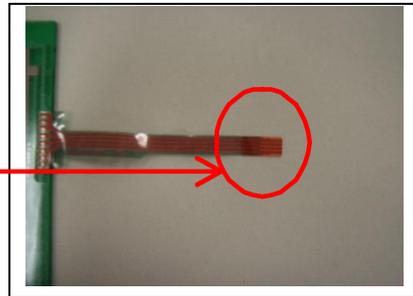
- It is necessary to calibrate touch panel at the following times:
- When you replace the operation panel.
- When you replace the controller board.
- When the touch panel detection function does not operate correctly

Do not use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

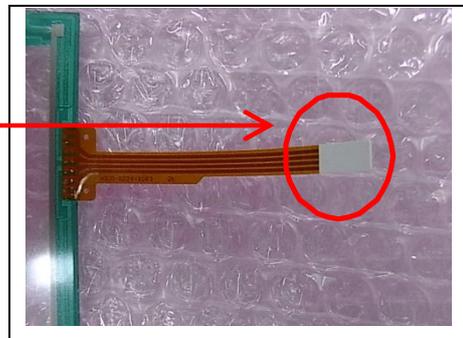
1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.
2. On the touch screen press "Touch Screen Adjust" (or press o).
3. Use a pointed (not sharp) tool to press the upper left mark .
4. Press the lower right mark when " " shows.
5. Touch a few spots on the touch panel to make sure that the marker "+" shows exactly where the screen is touched.
6. Press Cancel. Then start from Step 2 again if the "+" mark does not show where the screen is touched.
7. Press [#] OK on the screen (or press #) when you are finished.
8. Touch [#] Exit on the screen to close the Self-Diagnostic menu. Save the calibration settings.

Model: Model AP-C2	Date: 10-Apr-09	No.: RD029029
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How to distinguish the new parts from the old parts



Old parts:
The tip of the electrode is **brown**.



New parts:
The tip of the electrode is **white**.

Model: Model AP-C2

Date: 10-Apr-09

No.: RD029029

D027-17 Serial #
V1285700018~V1286000156
V1286000163
V1286000165~V1286000168
V1286000175~V1286000222
V1286000227~V1286000242
V1286000250
V1286000251
V1286000252
V1286000254
V1286000256
V1286000257
V1286000261
V1286000288
V1286000289
V1286000294~V1286000297
V1286000320
V1286000321
V1286000327
V1286000329
V1286000330
V1286000332
V1286000334~V1286000345
V1286000347~V1286000357
V1286000425
V1286000582~V1286000597
V1286000644
V1286000661
V1286000678~V1286000681
V1286000688~V1286000693
V1286000700~V1286000705
V1295000276~V1295000279
V1295000281~V1295000311
V1295000338~V1295000388
V1295000488~V1295000702
V1295000707~V1295000714
V1295000716~V1295000819

Model: Model AP-C2	Date: 10-Apr-09	No.: RD029029
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D029-17 Serial #	
V1385700044~V1386000340	V1386000894
V1386000342	V1386000895
V1386000347	V1386000896
V1386000348	V1386000912~V1386000925
V1386000377~V1386000380	V1386000948
V1386000387	V1394900181
V1386000388	V1395000082~V1395000089
V1386000407~V1386000432	V1395000097~V1395000149
V1386000436	V1395000228~V1395000272
V1386000438	V1395000350~V1395000411
V1386000443	V1395000416~V1395000431
V1386000444	V1395000436~V1395000454
V1386000446	V1395000468~V1395000479
V1386000449	V1395000484~V1395000491
V1386000450	V1395000498~V1395000569
V1386000487~V1386000492	V1395000574~V1395000577
V1386000494~V1386000502	V1395000579~V1395000610
V1386000523	V1395000887~V1395000918
V1386000524	
V1386000527	
V1386000528	
V1386000529	
V1386000530	
V1386000544	
V1386000553	
V1386000554	
V1386000555	
V1386000560	
V1386000561	
V1386000563	
V1386000580~V1386000668	
V1386000671~V1386000681	
V1386000758	
V1386000759	
V1386000766~V1386000769	
V1386000808	
V1386000812	
V1386000837	
V1386000851	
V1386000890~V1386000897	
V1386000891	
V1386000892	
V1386000893	

Model: Model AP-C2

Date: 10-Apr-09

No.: RD029029

D027-57 Serial #

V1285901017~V1286000160

V1286000272

V1286000280~V1286000283

D029-57 Serial #

V1385900001~V1386000228

V1386000473

V1386000474

V1386000478

V1386000497

Model: Model AT/AP-C2		Date: 13-Apr-09	No.: RD029030
Subject: Important notes for new unit detection mechanism of the new fusing unit		Prepared by: T.Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Note About New unit detection mechanism of the complete fusing unit

For the complete fusing units, there is no new unit detection mechanism. Therefore, it is necessary to reset PM counters.

SP mode setting

As written in the Field service manual, the following SP value of Model AT/AP-C2 must be changed at the new complete fusing unit installation.

SP#: **SP7-804-019**
 Value: **1** (Default: 0)

Procedure

Before Removing the old PM Parts

1. Enter the SP mode.
2. Output the SMC logging data with SP5-990-004.
3. Set the SP3902-014 to "1" before you turn the power off. Then, the machine will reset the PM counters automatically.
4. Exit the SP mode.

After installing the new PM parts

1. Turn on the main power switch.
2. Output the SMC logging data with SP5-990-004 and check the counter values.
3. Make sure that the PM counters for the replaced units are "0" with SP7-803. If the PM counter for a unit was not reset, then reset that counter with **SP 7-804-019**.
4. Make sure that the exchange counter counts up with SP7-853.
5. Make sure that the counters for the previous units (SP7-906) on the new SMC logging data list (from step 2 above) are equal to the counters (SP7-803) for these units on the previous SMC logging data list (the list that was output in the "Before removing the old parts" section).
6. Make sure that the unit replacement date is updated with SP7-950.

Reissued:18-Mar-11

Model: Model AP-C2	Date: 14-Apr-09	No.: RD029031b
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RTB Reissue

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

Subject: Preventing Fax Transmission to the Wrong Destination		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input checked="" type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

The following shows you how to use the User Parameter Switch to set features that prevent a fax from being sent to the wrong destination. If users want to use these features, please advise administrator level users of the following information.

Note: The Facsimile Reference for the Operating Instructions contains explanations of these features, but not the methods for setting them.

1. Re-entering a fax number to confirm the destination

- Enter the fax number again to confirm that the destination is correct. Transmission is disabled if the confirmation fax number does not match the first fax number. This function helps prevent faxes from being sent to the wrong destination.
- ~~User Parameter Switch 16, Bit 7 to 4 (default setting: 0000)~~
- **User Parameter Switch 22, Bit 7 to 4 (1 to 15 times)**
 1. Prompt users more than once for the destination
 - How many times will the user have to input the destination: User parameter switch 22, bits 7 to 4 (1 to 15 times)
 - To disable this feature, set all 4 bits to 0.
 - Cannot be used from the Simplified Display
 2. Display the entered destination prior to transmission
 - Enable/disable: User parameter switch 17, bit 4
 - Does not work with manual dial or on-hook dial
 - Cannot be used from the Simplified Display

Settings table:

Bit 7	Bit 6	Bit 5	Bit 4	Setting
0	0	0	0	0 (OFF)
0	0	0	1	1
0	0	1	0	2

Reissued:18-Mar-11

Model: Model AP-C2	Date: 14-Apr-09	No.: RD029031b
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Bit 7	Bit 6	Bit 5	Bit 4	Setting
0	0	1	1	3
0	1	0	0	4
0	1	0	1	5
0	1	1	0	6
0	1	1	1	7
1	0	0	0	8
1	0	0	1	9
1	0	1	0	10
1	0	1	1	11
1	1	0	0	12
1	1	0	1	13
1	1	1	0	14
1	1	1	1	15

2. Displaying the Destination Prior to Transmission

- To prevent documents being sent to the wrong destination, users can configure the machine to display the destination again after it has been entered and before the file is sent.
- ~~User Parameter Switch 11, Bit 4 (default setting: 0)~~
- **User Parameter Switch 17, Bit 4 (default setting: 0)**
0: OFF, 1: ON

3. Disabling broadcasting

- To avoid accidentally specifying multiple destinations, users can disable broadcasting. They cannot specify group destinations if they disable broadcasting. They can specify only one address at a time.
- ~~User Parameter Switch 11, Bit 1 (default setting: 0)~~
- **User Parameter Switch 17, Bit 1 (default setting: 0)**
You cannot specify group destinations if you disable broadcasting. You can specify only one address at a time.

0: OFF, 1: ON

Model: Ap-C2		Date: 1-May-09	No.: RD029032
Subject: Jam17 occur continually at registration roller		Prepared by: T. Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

After Paper Jam 62 occurs for the first time, Paper Jam 17 occurs continually at the registration roller and Bridge Transport when **Ap-C2d (D029)** is installed with **SR790**

Note: When Jam 17 occurs, the paper stops at the registration roller, and is not creased. Since this symptom does not occur under normal usage conditions, we are unable to estimate the occurrence rate. It only has the potential to occur when the paper slips.

CAUSE

Software bug of the SR790

SOLUTION

Temporary Countermeasure:

- Main Power on/off
- Finisher door open and close

Permanent Countermeasure

- Replace the Finisher ROM (B4089450)
As this is an X/O modification, the old parts cannot be used

Production line

- After the April 2009 production, this new part has already been applied.

Action in the field

- Replace the ROM with the new one at the next service visit.

Model: Ap-C2

Date: 1-May-09

No.: RD029032

Affected Units

This issue affects SR790 units with the following serial numbers which are installed on the Ap-C2d .

Model Name	V/Hz	Destination	Code	Serial Number
SR790	-	North America, Europe, Asia, China	B408-50	From first unit produced to S/N J1097604504

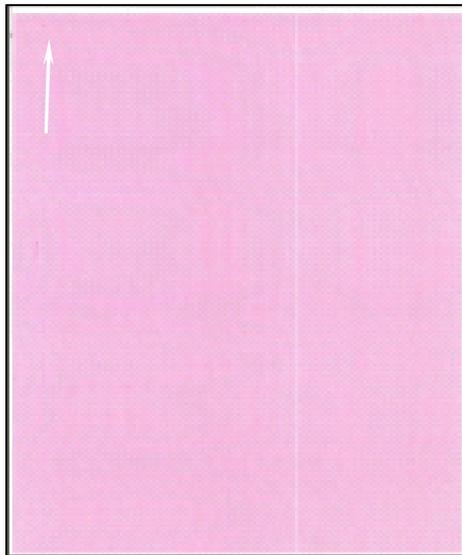
Note: Modified units have a circular blue seal attached as shown below, which is visible when the front door of the SR790 is opened (for two or three production months).



Model: Model AP-C2		Date:12-May-09	No.: RD029033
Subject: White line		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

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



CAUSE

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

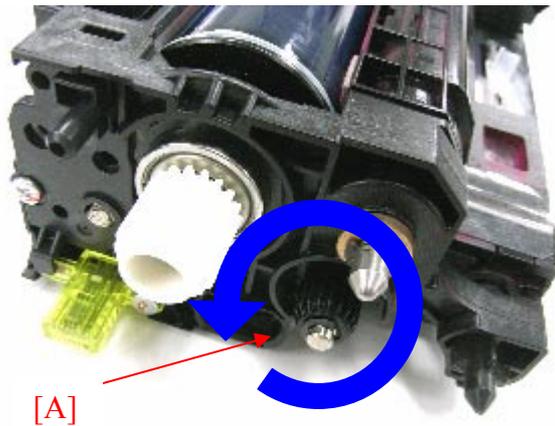
SOLUTION

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

Important:

- Use a shield glass cleaner
 - Make sure to remove all the toner from the glass (the toner for this model tends to stick to surfaces very strongly).
3. Print out the 2-by-2 sample again, and check the image quality. If this does not solve the symptom, do the steps on the next page.

Model: Model AP-C2	Date:12-May-09	No.: RD029033
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4. Rotate the development gear **five cycles** or more.

Note:

- One cycle is 5-7x counterclockwise + 5-7x clockwise.
- The gear can be easily rotated using the following joint:
[AB03000 JOINT:DEVELOPMENT]



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

Model: AP-C2		Date: 14-May-09	No.: RD029034
Subject: SC816		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

SC816 may occur while the machine is in Auto Off mode if System firmware ver1.18 is installed.

CAUSE

Firmware bug with System firmware ver1.18.

SOLUTION

Production line

The System firmware was modified to correct this issue (**ver1.20**).

Applied from: Late April 2009 production

Action in the field

- Temporary solution:

Turn the main switch OFF/ON.

Important: Make sure to do the permanent solution as well, since this symptom may recur if you only do the temporary solution.

- Permanent solution:

Update the System firmware to **ver1.20 or later**.

Model: Ap-C2		Date: 2-Jun-09	No.: RD029035
Subject: A, B, C Jam indicated together but there is no jam		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The machine indicates A, B, C Jam all together continually or at two or three paper ejection intervals, but there is no jam (paper is resting inside the machine, but is not jammed).

Note: This symptom does not occur when the machine turns on; it occurs after the machine has been running continuously.



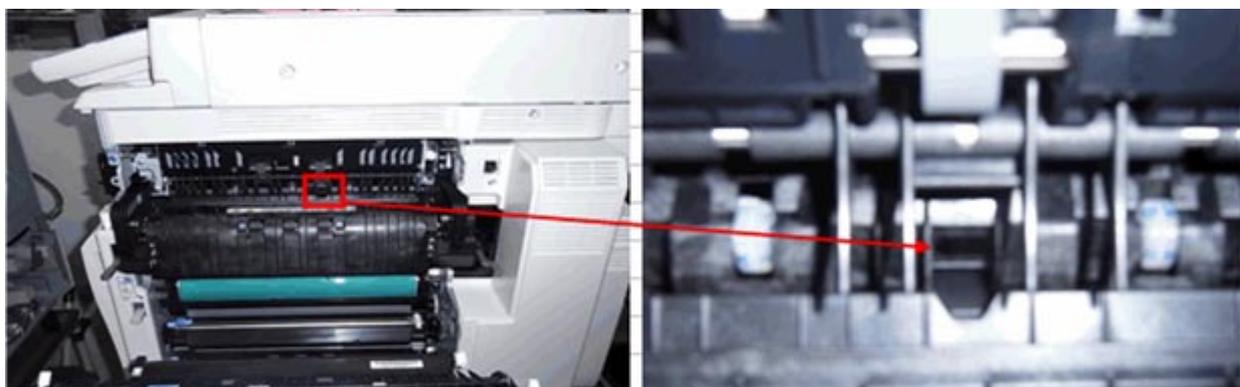
CAUSE

A specific lot of the Paper Exit Sensor is faulty.

Some parts of the sensor fall off if the machine is running continuously and the temperature of the fusing unit rises.

As the result of the above, the sensor detects a "No paper" condition continuously even if there is paper in the paper feed path.

Therefore, when the machine expects to detect paper at the sensor (based on the paper feed timing), paper is not detected, and the machine indicates an A, B, and C Jam.



Model: Ap-C2

Date: 2-Jun-09

No.: RD029035

Affected Units

This problem affects the following serial numbers of Ap-C2c / C2d.

Model Name	Code	Serial Number
Ap-C2c	D027-29	V1296210305 to V1296210323
	D027-27	V1292701319 to V1292800223
Ap-C2d	D029-27	V1392700759 to V1392800225

SOLUTION**Production line**

- After the March 2009 production, the factory started a new method of sensor testing.

Action requirement in the field

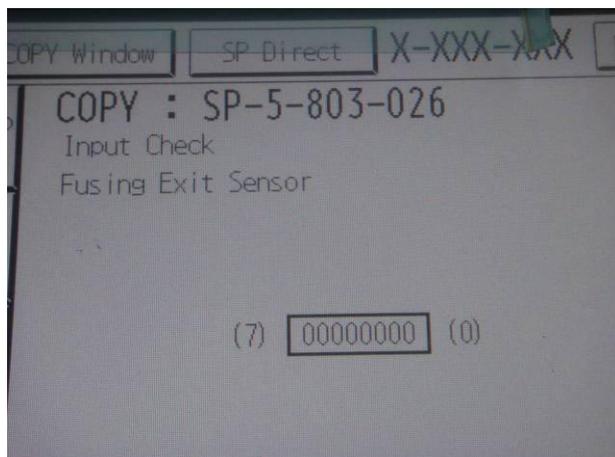
- Replace the Paper Exit Sensor (AW010127) if the following SP input value is not correct.

Note: 1) The parts stock at the local SPC is already changed to correctly-working parts.
2) You must check if the sensor is faulty or not with the following procedure.

Check procedure for a faulty sensor

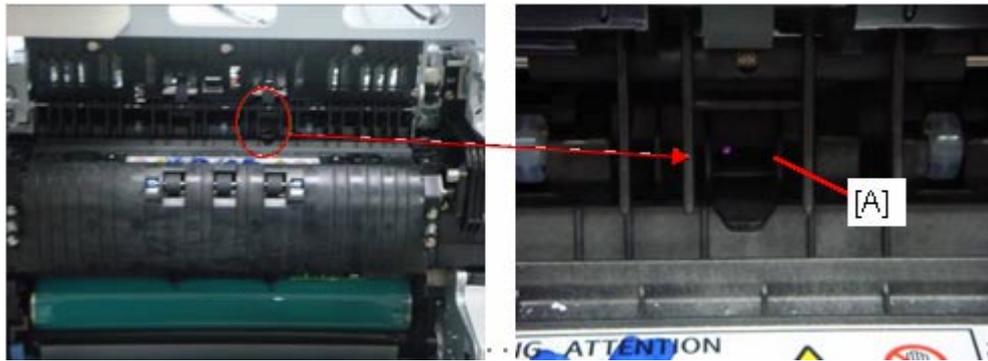
Important: Check this if A, B, and C Jams all occurred together.

1. Open the duplex unit.
2. Enter SP5803-026.



Model: Ap-C2	Date: 2-Jun-09	No.: RD029035
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3. Check the input value with and without paper.



Sensor check condition	SP5803-026 Input Check value	
	Normal Sensor	Faulty Sensor
(a) If the paper exit sensor [A] is covered with paper	00000001	00000000
(b) If the paper exit sensor [A] is not covered with paper	00000000	00000000

4. Replace the paper exit sensor if the value is “**00000000**” in condition (a).

Note: The paper exit sensor is not faulty if the value is “00000001” in condition (a).

Model: Model Ap-C2		Date: 19-June-09	No.: RD029036
Subject: Patch Release for E-5100 V.1.0 (1-12JNTD.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-12JNTD.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-12JNTD.ps	The configuration page does not print and the engine shows a functional problem message when printing the configuration page after the engine wakes up from energy saver mode and if the trays don't have the appropriate paper size to print the config page.

Prerequisite(s):

Before this patch is applied, the following patch should already be applied on the system.

- 1-10W3WT

Patch Update Procedure

1. Extract **D4797553.exe** until you get the **1-12JNTD.ps** file.
2. Download/Import the patch file "**1-12JNTD.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12JNTD**".

Model: Model Ap-C2		Date: 19-June-09	No.: RD029037
Subject: Patch Release for E-5100 V.1.0 (1-12PHDE.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-12PHDE.ps** for Color Controller E-5100 System version 1.0.

Please apply this patch at the next service visit.

Patch File	Issue(s)
1-12PHDE.ps	<p>Some custom color profile settings are not saved.</p> <p>Details If the custom color profile settings (input/output values) for the following three modes are edited and saved using the Profile Manager, the settings will be reset to their initial values when the controller is rebooted.</p> <ul style="list-style-type: none"> • Quick • Full (Source GCR) • Full (Output GCR) <p>1) The settings will be saved and applied to print jobs until the controller is rebooted. 2) The files containing the custom color profiles still exist on the hard drive. Only the values are reset. 3) This issue only occurs with the three modes mentioned above. The settings for Master mode are not reset.</p>

Steps to reproduce

1. Launch CommandWorkStation and connect to the Fiery.
2. Select Server => Manage Color.
3. Click on the Profile Manager.
4. Select any of the profiles from the list under Simulation and click the edit button.
5. From the Edit Mode, select any mode except "Master".
6. Enter Input = "50" and Output = "30", and then click the Add button.
7. Click the Save button, and save as any name.
8. Click the Save and Done button to exit the edit window.
9. Close ColorWiseProTool.

Model: Model Ap-C2	Date: 19-June-09	No.: RD029037
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10. Select Server => Reboot Server.
11. After the server comes back to idle, repeat steps 1-5.
12. Note the input and output values.

Result

The input and output values entered in step 6 are not saved.

Important Note

Before applying this patch:

If the customer has edited/saved any color profiles since the last time the controller was rebooted, ask him/her for permission to move the profile settings to a hard disk on a client PC. Then, after you apply the patch, ask for permission to restore the profile settings to the controller hard disk.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

1. Extract **D4797554.exe** until you get the **1-12PHDE.ps** file.
2. Download/Import the patch file "**1-12PHDE.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12PHDE**".

Model: Model Ap-C2		Date: 17-Jul-09	No.: RD029039
Subject: Patch Release for E-5100 V.1.0 (1-12HHQL.ps)		Prepared by: C.Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-12HHQL.ps** for Color Controller E-5100 System version 1.0.

Patch File	Specification Change
1-12HHQL.ps	Before: 1-sheet booklet job cannot be folded. After: 1-sheet booklet job can be folded.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

1. Extract **D4797555.exe** until you get the **1-12HHQL.ps** file.
2. Download/Import the patch file "**1-12HHQL.ps**" with Command Workstation to the "Direct" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-12HHQL**".

Model: Model AP-C2		Date: 04-Aug-09	No.: RD029040
Subject: SC824 : Service manual revision		Prepared by: T.Kiyohara	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The following SP was added to the Service manual.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
824	D	[1401] Self-diagnosis error: Standard NVRAM The controller cannot recognize the standard NVRAM installed or detects that the NVRAM is defective.
		<ul style="list-style-type: none"> • Loose connection • Defective standard NVRAM • Defective controller
		<ol style="list-style-type: none"> 1. Check the standard NVRAM is firmly inserted into the socket. 2. Replace the NVRAM. 3. Replace the controller

Model: Ap-C2		Date: 5-Aug-09	No.: RD029041
Subject: Duplex jam or Z-fold jam		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB applies only to the **AP-C2d**.

SYMPTOM

A duplex jam or Z-fold jam may occur if a duplex print job is performed

Note:

- This symptom only occurs on the Ap-C2d (50cpm model).
- This symptom has a greater tendency to occur under low-temperature conditions.
- Once the symptom occurs, it will continue to occur.

CAUSE

The motor torque of duplex bypass motors from a specific lot was higher than the specification maximum. This increased the level of vibration during motor rotation, which led to resonance when the vibration reached a certain frequency. Eventually, this caused the motor to disengage and rotate in idle.

SOLUTION

Production line

The following changes were made from June 2009 production of Ap-C2d mainframes:

1. Wheels were added to the motor pulley to minimize resonance as provisional countermeasure.
2. An extra check was added to further ensure that the motor torque does not exceed the specification maximum and change to the new parts number as permanent countermeasure.

Note: The motor after above additional check does not contain additional wheel in line 1.

Action requirement in the field

Replace the duplex bypass motor with the following new part: **P/N B2232745**

IMPORTANT:

- The harness wiring around the motor was also changed, so make sure to replace the motor **in accordance with the procedure on the next page**.
- The service parts stock at SPC Japan has been replaced with the new motors.

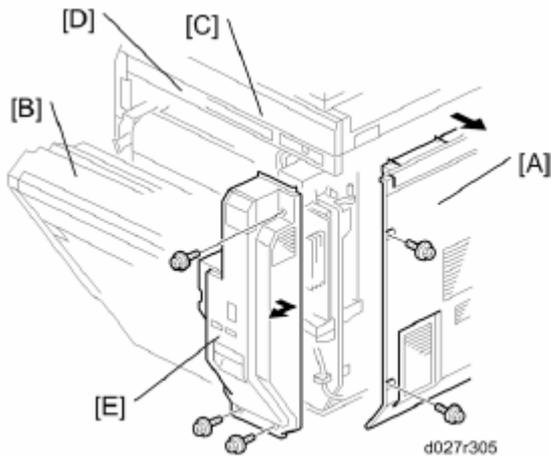
Model: Ap-C2	Date: 5-Aug-09	No.: RD029041
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Affected Units

This issue affects the following Ap-C2d mainframes:

Model Name	Code	Serial Number
Ap-C2d	D029-17	V1395300884 to V1395400695
	D029-19	(No affected units)
	D029-21	V1396500001 to V1396500004
	D029-27	(No affected units)
	D029-28	(No affected units)
	D029-29	V1396510001 to V1396510030

Duplex/Bypass Motor Replacement Procedure

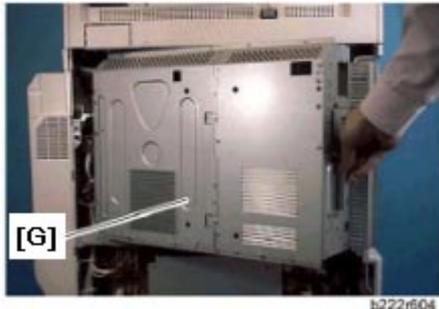


1. Remove the rear cover [A] (screw x 6).
2. Open the right door [B].
3. Remove the scanner right cover [C] (screw x 2).
4. Remove the right top cover [D] (screw x 1).
5. Remove the right rear cover [E] (screw x 3).
6. Release the front link [F] (clamp x1) while the right cover is still open.



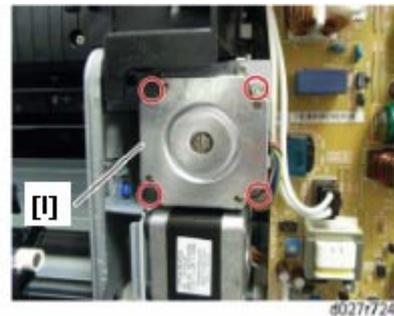
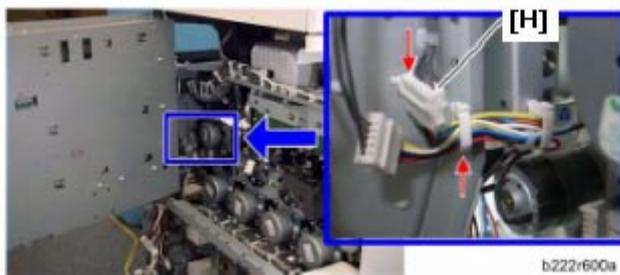
Model: Ap-C2	Date: 5-Aug-09	No.: RD029041
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7. Open the controller box [G] (screw x 6).



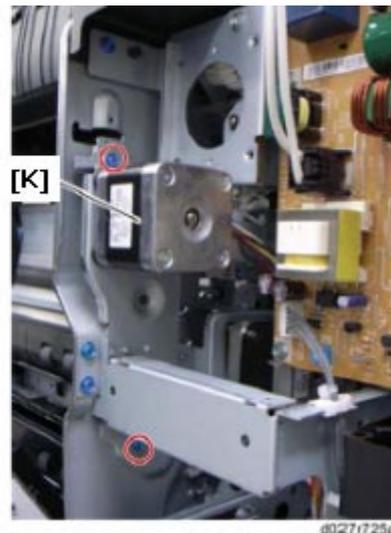
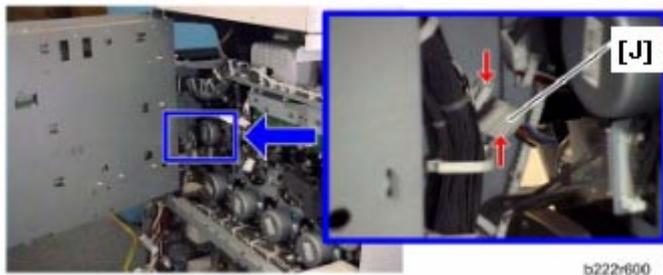
8. Disconnect the connector [H] (connector x 1).

9. Remove the pressure roller contact motor [I] (screw x 4).



10. Disconnect the connector [J] (connector x 1).

11. Remove the duplex by-pass motor with bracket [K] (screw x 2).



12. Attach the new duplex by-pass motor (P/N B2232745) with bracket [K] (screw x 2).

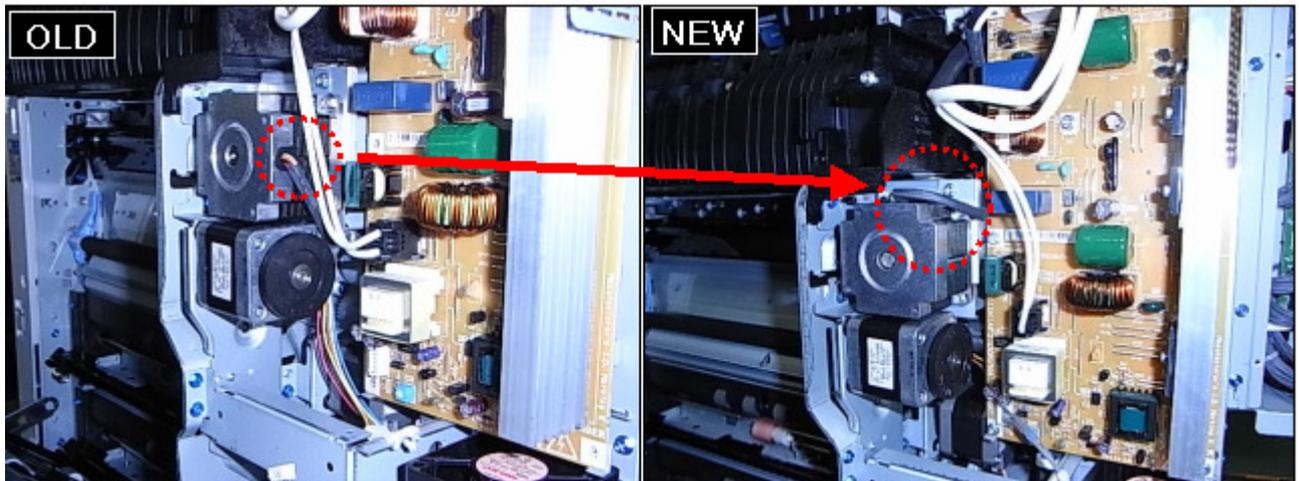
Model: Ap-C2

Date: 5-Aug-09

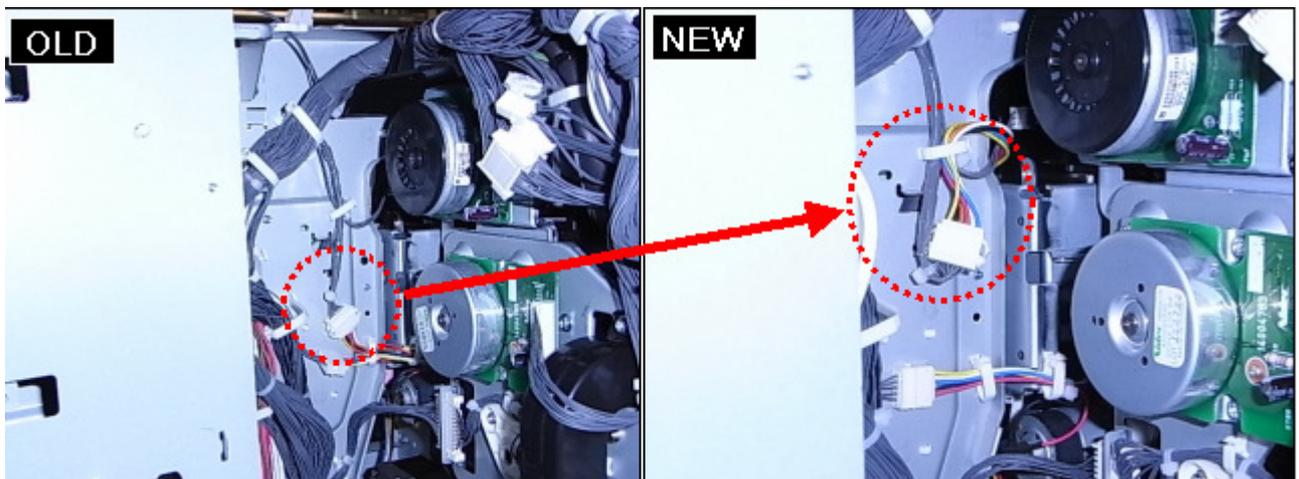
No.: RD029041

13. Attach the pressure roller contact motor [I] (screw x 4) in the “NEW” orientation shown below.

Important: Make sure that the opening in the pressure contact motor for the harness is **facing up** (and not right). This is to prevent the harness from touching the wheel of the duplex bypass motor.



14. Change the harness clamps to the “NEW” orientation shown below.

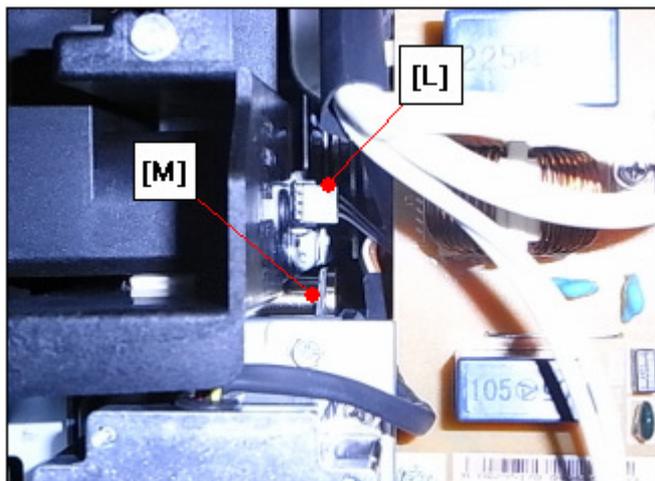


Model: Ap-C2

Date: 5-Aug-09

No.: RD029041

15. Make sure that the harness is not touching the sensor [L] or shaft [M].



Model: AP-C2		Date: 06-Oct-09	No.: RD029042
Subject: Powder Dust from Ozone filter		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

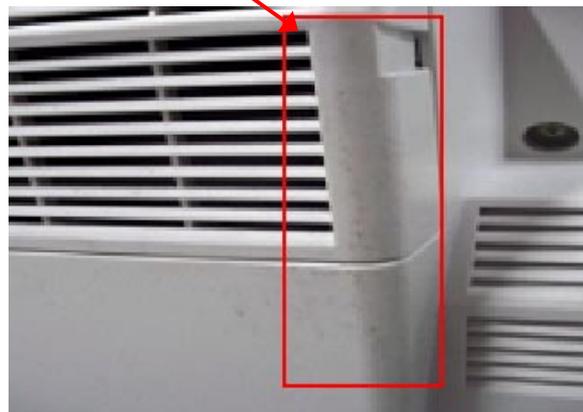
At machine installation, black-colored powder/dust appears around the areas shown below.

Note:

1. This powder/dust is harmless to the human body.
2. This issue does not affect machine performance or the ozone filtering performance of the ozone filter.



Example

**CAUSE**

Due to a slight defect with ozone filters from some lots, conditions during the shipping process allowed more powder/dust to exit the machine than usual near the ozone filter (D0291278).

Model: AP-C2

Date: 06-Oct-09

No.: RD029042

SOLUTION**Production line:**

The production process and production inspections were improved to minimize such defects and then detect any that may occur.

Action in the field

If the symptom occurs, remove the part shown below and tap the ozone filters to remove any powder/dust built up on the filter surface, and then clean the filters.



Note: The serial numbers of the affected machines will be announced in a reissue of this RTB.

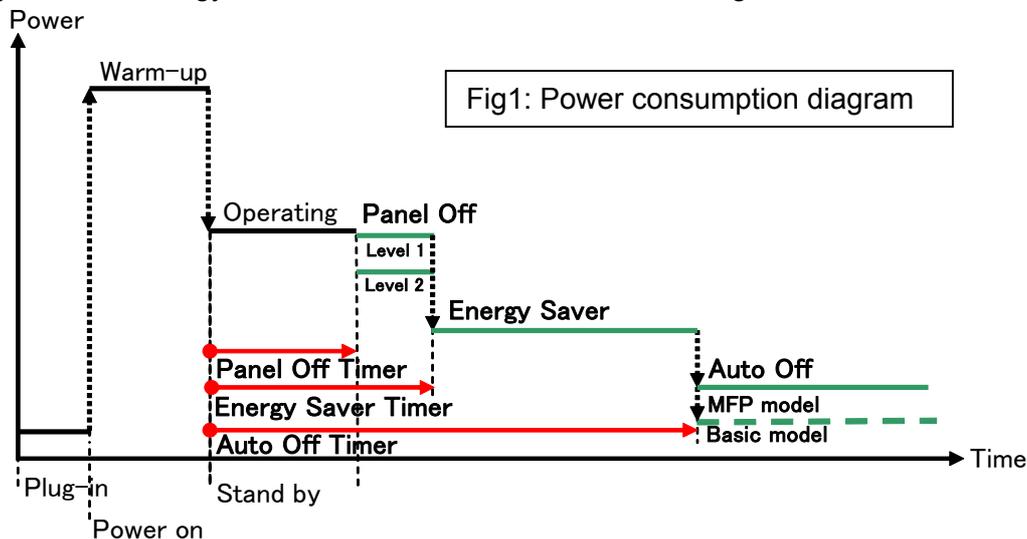
Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2		Date: 18-Nov-09	No.: RGene036
Subject: Recommended Eco Mode setting (for Europe/Middle East/Africa only)		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

1. Recommended Ricoh Eco Mode settings

Ricoh products are designed to help our customers to reduce their power consumption. The following table shows Ricoh recommended setting values for Panel off timer, Energy saver timer and Auto off timer for energy saving.

Model	Panel Off Timer		Energy Saver Timer		Auto Off Timer		Reduction ratio for power consumption	
	Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time		
B&W	S-C4	-	-	10 sec	1 min (Factory default)	10sec (C4/C4SPF) 7 sec (C4F)	77%~86%	
	K-C3	-	-	10 sec		10 sec	74%~85%	
	PR-C1	-	-	10 sec		10 sec	83%	
	R-C5	1 min (Factory default)	0 sec	-		-	10 sec	72%~81%
	AI-C1	-	0 sec	-		-	10 sec	66%
B2C	Di-C1	<ul style="list-style-type: none"> 1 min Level2 (Factory default) 	5.9 sec	-	-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
	AT-C2	<ul style="list-style-type: none"> 1 min (Factory default) Change from Level1 (default) to Level2 See Note 	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	<ul style="list-style-type: none"> 1 min Level1 (Factory default) 	5.4 sec	Change from 15 min (default) to 1 min See Note	5.5 sec	45 min (Factory default)	31 sec(C1c) 49 sec(C1d)	24%

Note: We cannot change the default settings to be the recommended settings, because we already took the Energy Star certification with the default settings.



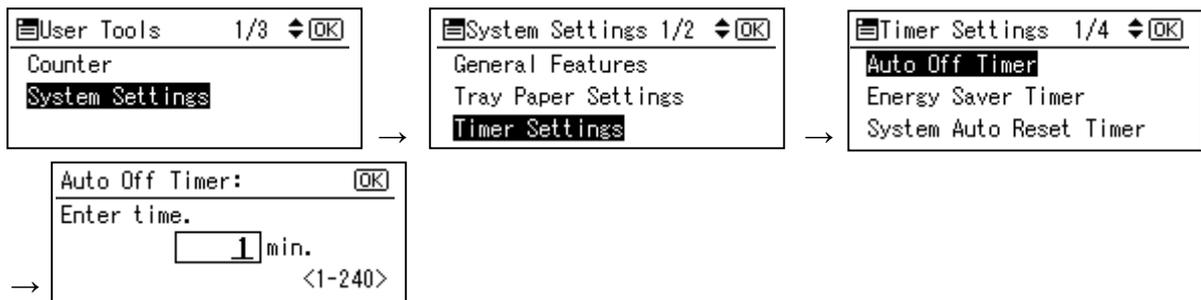
Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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2. Eco Mode setting procedure
2.1 B/W models

Model S-C4, K-C3, PR-C1

■ **Timer Setting Procedure:**

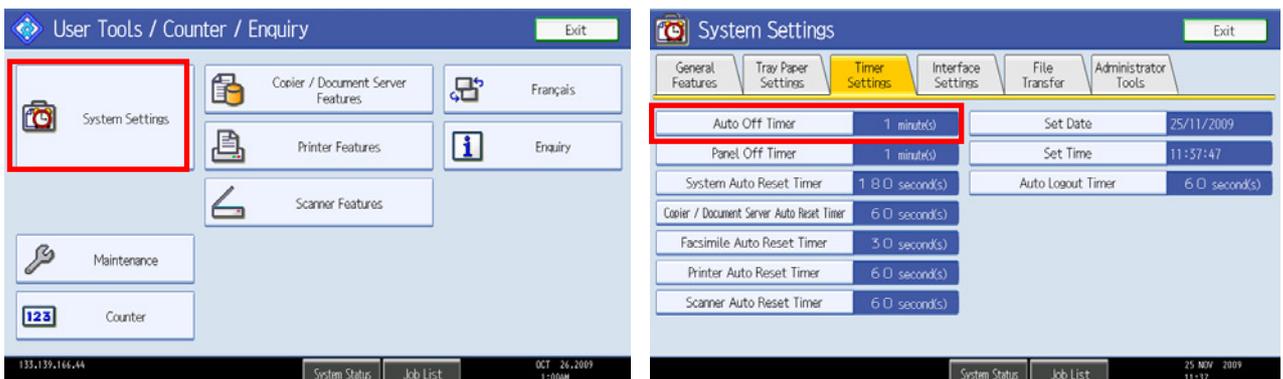
- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model R-C5

■ **Timer Setting Procedure:**

- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)

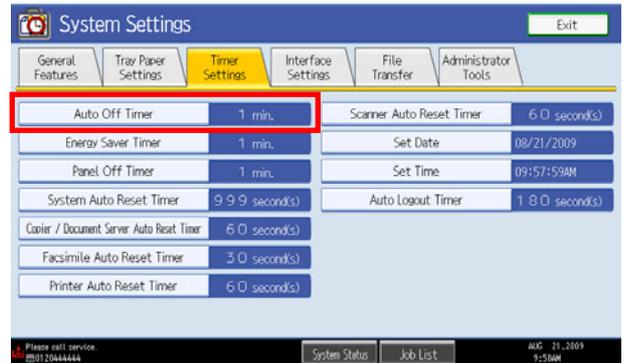
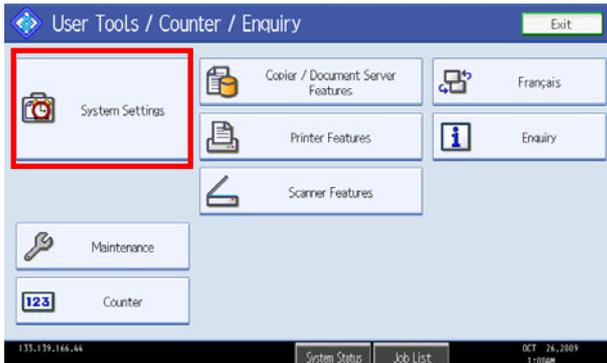


Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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Model AL-C1

■ **Timer Setting Procedure:**

- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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2.2 Color models

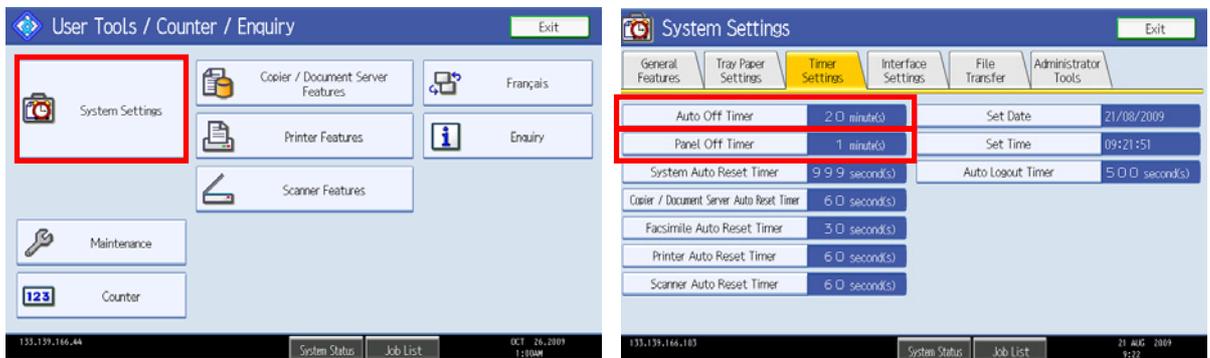
Model Di-C1

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.
(Refer to table on page 1/9)

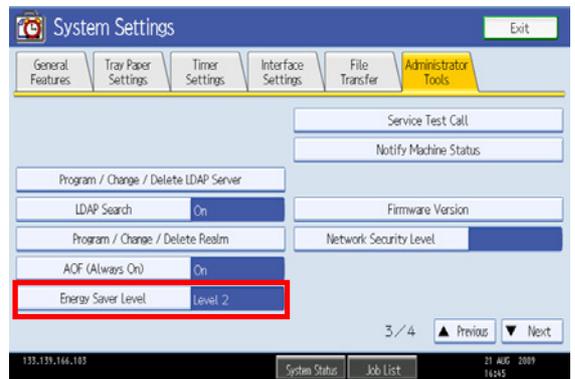
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings
→ Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2 (factory default setting).



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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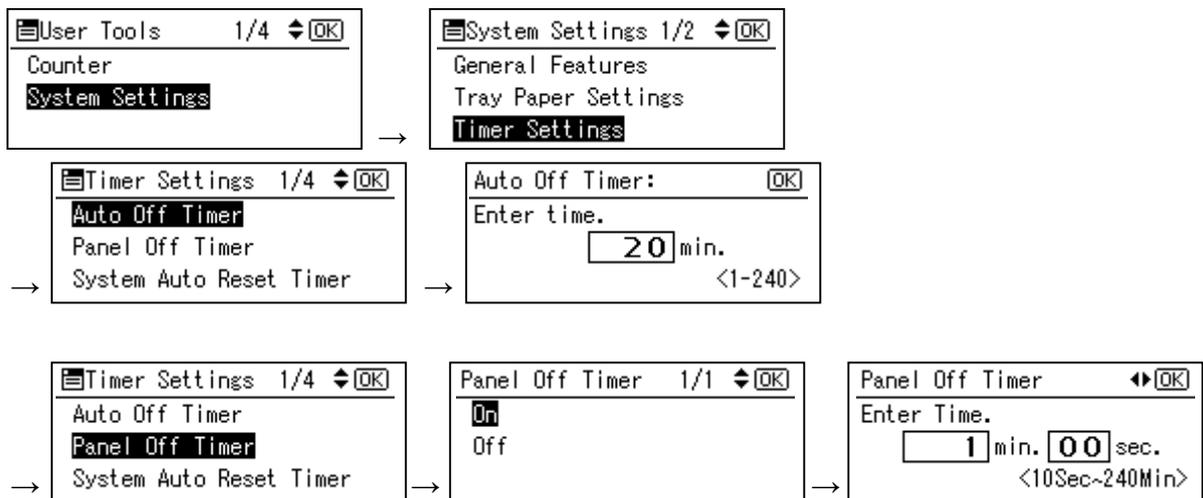
Model Di-C1L

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.

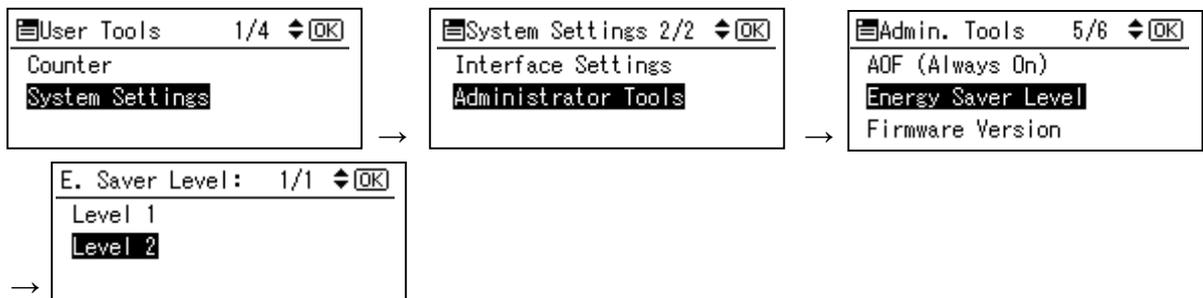
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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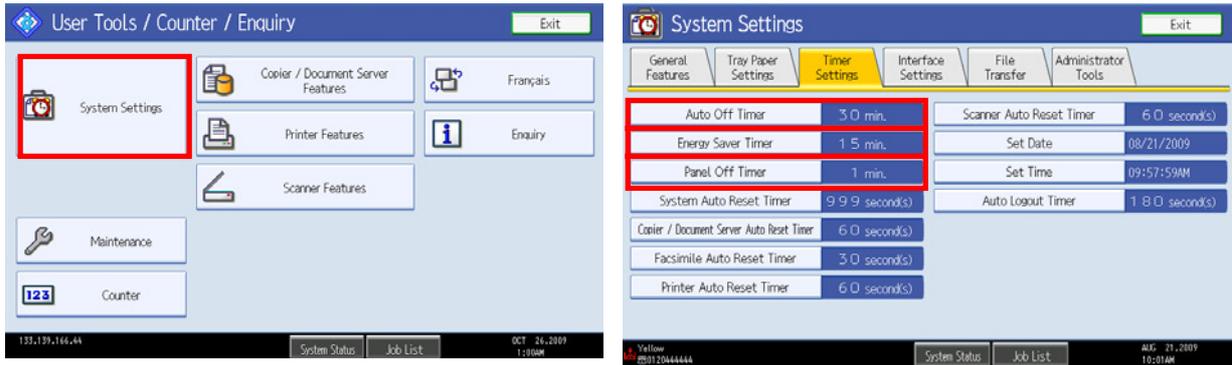
Model AT-C2

■ **Timer Setting Procedure:**

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

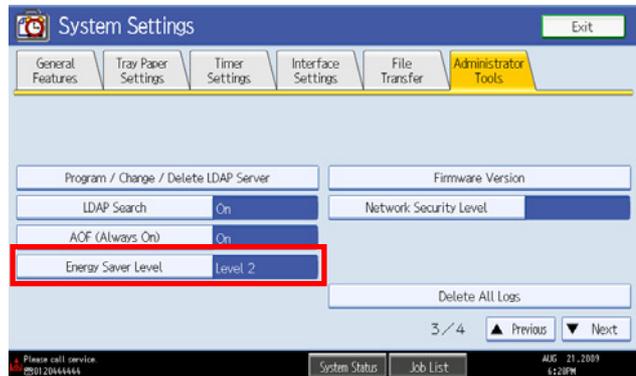
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ **Panel Off timer (Energy Saver Level) on setting Procedure:**

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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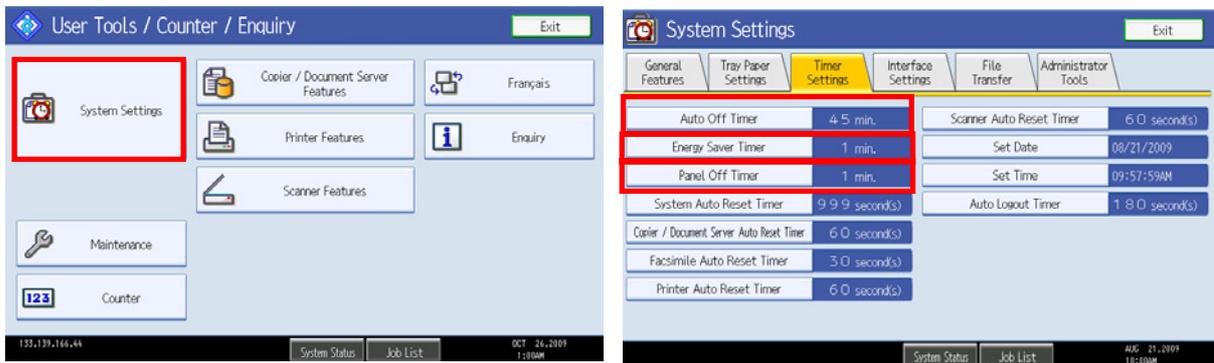
Model AP-C2

■ **Timer Setting Procedure:**

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

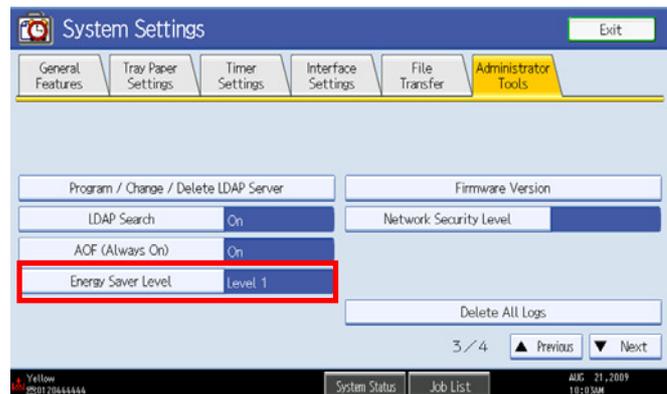
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ **Panel Off timer (Energy Saver Level) on setting Procedure:**

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 1, change the setting to Level 1 (factory default setting).



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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3. Power consumption

Model Name	Panel Off Timer			Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting		Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	
S-C4				1	21.6	Keep Factory Default	1	0.6	Keep Factory Default	86
S-C4 F				1	30.2		1	4.8		77
S-C4 SPF				1	25.5		1	5.0		77
K-C3a				1	40		1	1.0		85
K-C3b				1	40		1	1.0		85
K-C3cd				1	40		1	0.7		74
PR-C1				1	34.3		1	0.7		83
R-C5b CS	1	161	Keep Factory Default				1	5.6	Keep Factory Default	77
R-C5c CS	1	161					1	5.6		72
R-C5b	1	154					1	1.1		81
R-C5c	1	154					1	1.1		76
AI-C1b	1	143					1	5.7		66

Model Name	Panel Off Timer				Energy saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	
Di-C1La	2	1	126	Keep Factory Default				20	4.7	Keep Factory Default	40
Di-C1Lc	2	1	126					30	4.7		38
Di-C1a	2	1	131					20	5.2		42
Di-C1c	2	1	131					30	5.2		41

Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AT-C2a	1	1	210	Change to Level2	Keep Factory Default	173	15	106	Keep Factory Default	30	4.3	Keep Factory Default	35
AT-C2b	1	1	216	Change to Level2		171	15	104		30	4.3		37

Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AP-C2c	1	1	141	Keep Factory Default	Keep Factory Default	135	15	135	Change to 1 min	45	2.9	Keep Factory Default	24
AP-C2d	1	1	141				15			45	2.9		24

Note 1: Percentage reduction in power consumption when using the recommended settings, compared with the maximum setting of 240 minutes.
The actual reduction in power consumption will vary depending on the customer's usage conditions (e.g. ACV, P/J, option configuration, etc.) and installation environment (e.g. temperature and humidity conditions).

Reissued: 08-Jun-10

Model: DF 3010	Date: 29-Sep-06	No.: RB222016d
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RTB Reissue

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

Subject: Firmware Release Note: ADF		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
15.000:15	B8025603B	November 2009 production
12.00	B8025603	July 2007 production
11.05	B8025602A	July 2007 production.
10.00	B8025602	1st Mass production

Version	Modified Points or Symptom Corrected
15.000:15	Symptom corrected: Machine indicates E-40 when a firmware version older than V14 is downloaded. <i>Important: Must refer to RTB#RD029046 or RTB#RD009046 before updating this firmware if the ARDF is installed on the AP-C2 and AI-C1.</i> Note: 1).Engine firmware (AP-C2: version 1.53:09 / AI-C1: version 1.06:05 or later) needs to be applied to fix this issue. <i>2).This problem does not occur on the AP-C1</i>
12.00	Other change: Minor bug correction
11.05	Other changes: Supports the Alex-C1. Important: To use the DF3010 on the Alex-C1, make sure to install this firmware or a newer version.
10.00	1st Mass production

Model: AP-C2		Date: 18-Feb-10	No.: RD029043
Subject: LCD panel does not indicate		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The LCD may remain blank when the machine recovers from Energy Saver or Off/Sleep Mode.

CAUSE

A bug in the LCDC firmware control program causes a fuse mounted on the operation panel LCD board to short out.

SOLUTION

Production line:

The LCDC firmware was modified to correct the bug.

Applied from: December 2009 production.

In the field:

Proactive measures

Update the LCDC firmware to the following versions or later at the next site visit.

Region	Version	Program No.	Pre-installed from:
US Models	1.09	D0291491D	December 2009 production
EU Models	1.09	D0291492D	December 2009 production
ASI_TWN Models	1.09	D0291493B	December 2009 production
CHN Models	1.09	D0291457A	December 2009 production
KOR Models	1.09	D0291459A	December 2009 production

If the symptom is reported:

1. Replace the operation panel LCD board.
2. If the LCDC firmware is older than the versions listed in the table above, install the new version.

Note: When you update the firmware, you may need to re-install the language firmware as well.

Affected units

From the beginning of mass production through the end of November 2009 production

Model: AP-C2		Date: 24-May-10	No.: RD029044
Subject: MAC Address Change Notification		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

MAC Address Change Notification

Overview:

- The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.
- The part number of the PCB used on D027/D029 was changed as follows:

Old Part Number	New Part Number	Description	I/C
D4425723	D4425724	Controller: PCB for D027	O/O
D4435723	D4435724	Controller: PCB for D029	O/O

New MAC address affected:

Model	Code	Production Line
AP-C2c/d	D027/D029-17	Nov at REI
AP-C2 c/d	D027/D029-27	Nov at RIF
AP-C2 c/d	D027/D029-29	Nov at RAI

Connection issues and solutions:

- MFP/LPs that use the new MAC address have connection issues with the following Ricoh software products:

SmartDeviceMonitor for Admin/SmartDeviceMonitor for Admin V8/Accounting Report Package

1. The User Management Tool and the Addressbook Management Tool do not work.
2. Printing jobs and machine status cannot be reset.
3. The MFP/LP's NIB password cannot be changed.
4. The NIB Setting Tool does not work.

SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client

Automatic protocol/port number specification does not work when adding the SmartDeviceMonitor port.

Web Smart DeviceMonitor

The device is detected as another vendor's product.

Model: AP-C2

Date: 24-May-10

No.: RD029044

RC Gate S

The device is detected as another vendor's product.

Model: AP-C2	Date: 24-May-10	No.: RD029044
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- The issues described above have been resolved by the following update versions, which have already been released to the field. If any of these issues occur, update to the following version(s) or newer:

Product Name	Version	Web Release date *
SmartDeviceMonitor for Admin V7	V7.4.3.0	Oct. 23, 2009
DeskTopBinder SmartDeviceMonitor for Client	V8.7.5.0	Oct. 23, 2009
DeskTopBinder lite	V5.4.1.1	Nov. 06, 2009
Web SmartDeviceMonitor	V02.07.00-04	Dec. 25, 2009
RC Gate S	V01.01.03	Dec. 10, 2009
SmartDeviceMonitor for Admin V8	V8.1.1.0	Nov. 06, 2009
SmartDeviceMonitor Accounting Report Package	V1.1.1.0	Nov. 06, 2009

Other important notes:

- The controller firmware was also modified in order to support both the old and new MAC addresses. System FW version **1.22** and newer support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.
- PCBs that contain the old MAC address will still be available under the following P/N , but the quantities are **very limited**. Therefore, only order this board **if the customer needs to continue using the old firmware** (such as a customized version of firmware) when the PCB breaks.

Model	Part Number	Description
AP-C2c	D4425726	Controller: PCB for D027
AP-C2d	D4435726	Controller: PCB for D029

For regular parts replacement, please order the board containing the new MAC address, and advise the customer to update the utility as necessary.

Reissued:04-Jul-11

Model: AP-C2	Date: 02-Jun-10	No.: RD029045a
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RTB Reissue

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

Subject: Power pack board		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change: The power pack PCB was deleted from service parts.

Reason: To optimize cost performance.

Note: There are a few machines in the field with this PCB already installed. Removing this PCB does not affect the function of the power pack.

IMPORTANT: Do the procedure on the next page to prevent possible occurrence of ***SC204***.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AZ300060		POWER PACK:D:AT/AP-C2	1-0	X/X			
D0294561	D0294562	HARNESS:SECOND:TRANSFER UNIT	1-1	As a set			
D0296317	D0296331	GROUND WIRE:POWER PACK	1-1				
	D0296287	PLATE:GROUND WIRE	0-2				

U011.Duplex

[A]: AZ300060
-> Deleted

[B]: D0296287
-> Added for interconnection of GND harness (D0296331).

Reissued:04-Jul-11

Model: AP-C2

Date: 02-Jun-10

No.: RD029045a

PROCEDURE

1. **Remove D0296289 (TERMINAL:SEPARATION), circled in red below.**

Note: You do not need to keep this part.



2. **Make sure the screw for the ground plate, circled in red below, is properly tightened.**



Reissued:04-Jul-11

Model: AP-C2	Date: 02-Jun-10	No.: RD029045a
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Cut-in Serial Numbers

Model	Code	Serial Number	Note
AT-C2a	D023-27	V1484500067	
AP-C2c	D027-27	V1283300195	
AP-C2d	D029-27	V1383300051	

Note: For all other models, the part has already been removed from the beginning of mass-production.

Model: AP-C2		Date: 08-Jun-10	No.: RD029046
Subject: Important notice about firmware update		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The “E-40” error occurs when the firmware is updated to V14 (B8025603A).

See Ap-C1
RTB 16c

Note:

- This symptom does not occur on units that already have V14 pre-installed. It only occurs when updating to V14 in the field.
- V14 was released on the firmware download site, but it was immediately removed when this issue was discovered.

CAUSE

Firmware bug with V14

SOLUTION

Update the firmware to **V15** using the procedure below.

Procedure for Updating to V15

Important: Before you begin this procedure, make sure to install the following Engine firmware.

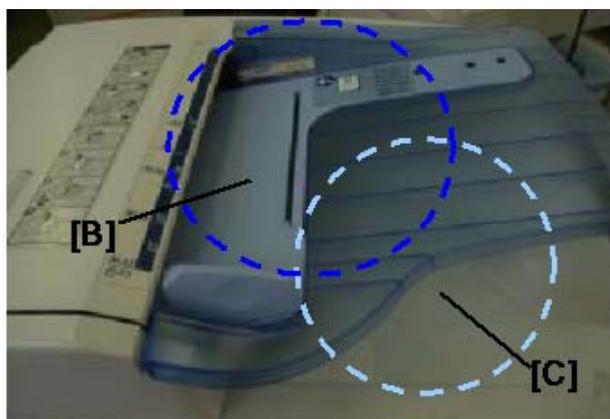
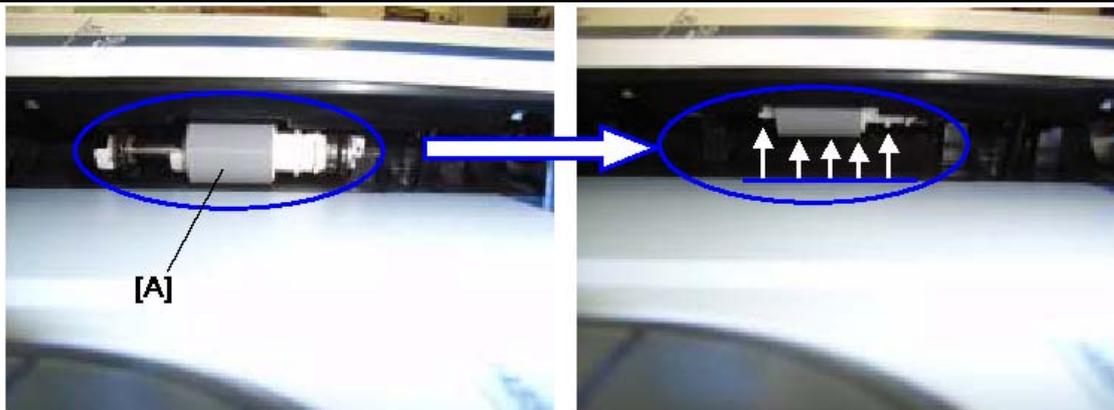
AP-C2: **V1.53:09** or later

1. If the pick-up roller is in the lower position shown in the left photo [A], open and close the left cover to raise the roller to the upper position.
2. Make sure there is no paper inside the ADF, on the original feed table [B], or on the original exit table [C].

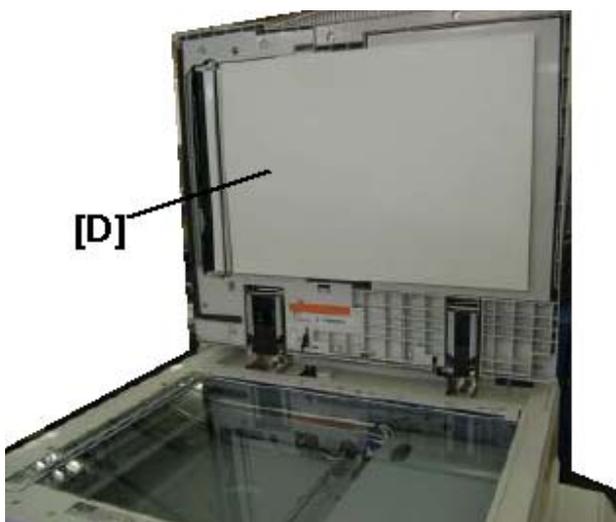
Model: AP-C2

Date: 08-Jun-10

No.: RD029046



3. Open the ADF main cover [D] as shown below, and leave it open while you update the firmware in Step 4.
4. Update the firmware to V15.



Model: Model Ap-C2		Date: 09-Jun-10	No.: RD029047
Subject: Patch Release for E-5100 V.1.0 (1-132B53.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-132B53.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-132B53.ps	PCL soft font reverts to system font in the middle of the job.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

1. Extract **D4797556.exe** until you get the **1-132B53.ps** file.
2. Download/Import the patch file “**1-132B53.ps**” with Command Workstation to the “**Direct**” queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “**1-132B53E**”.

Model: Model Ap-C2		Date: 09-Jun-10	No.: RD029048
Subject: Patch Release for E-5100 V.1.0 (1-13L3E9.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-13L3E9.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-13L3E9.ps	Some pages in Mixed Media that should be printed in duplex are printing in simplex.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

1. Extract **D4797557.exe** until you get the **1-13L3E9.ps** file.
2. Download/Import the patch file "**1-13L3E9.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-13L3E9E**".

Model: Model Ap-C2		Date: 09-Jun-10	No.: RD029049
Subject: Patch Release for E-5100 V.1.0 (1-15RAUU.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-15RAUU.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-15RAUU.ps	Some problem with Calibration is corrected.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

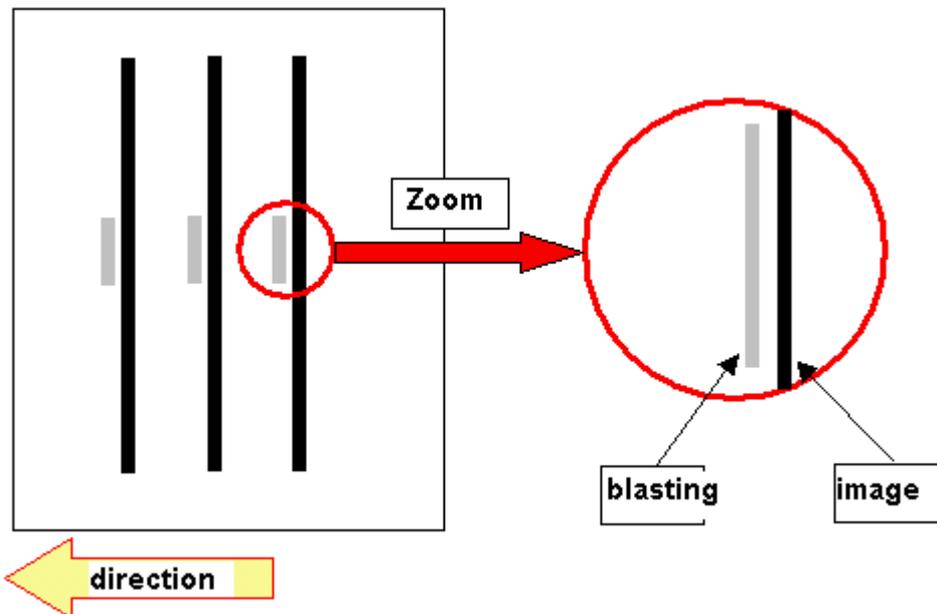
1. Extract **D4797558.exe** until you get the **1-15RAUU.ps** file.
2. Download/Import the patch file “**1-15RAUU.ps**” with Command Workstation to the “**Direct**” queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “**1-15RAUUE**”.

Model: AP-C2		Date: 24-Aug-10	No.: RD029050
Subject: Toner blasting image		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Toner blasting appears just ahead of the image along the paper feed direction.

Location of toner blasting



Occurrence conditions

- Occurs only with black and white printing
- Occurs mainly at the center of the image but sometimes at the side edges.

CAUSE

Related to paper transfer roller bias

SOLUTION

- Action required in the field

1. Change the paper transfer roller bias.
SP 2-403-001 Plain: Bias Sep DC: Plain: 1st
34 -> 50

NOTE: This will slightly increase the visibility of grainy images in solid image areas.

Model: AP-C2

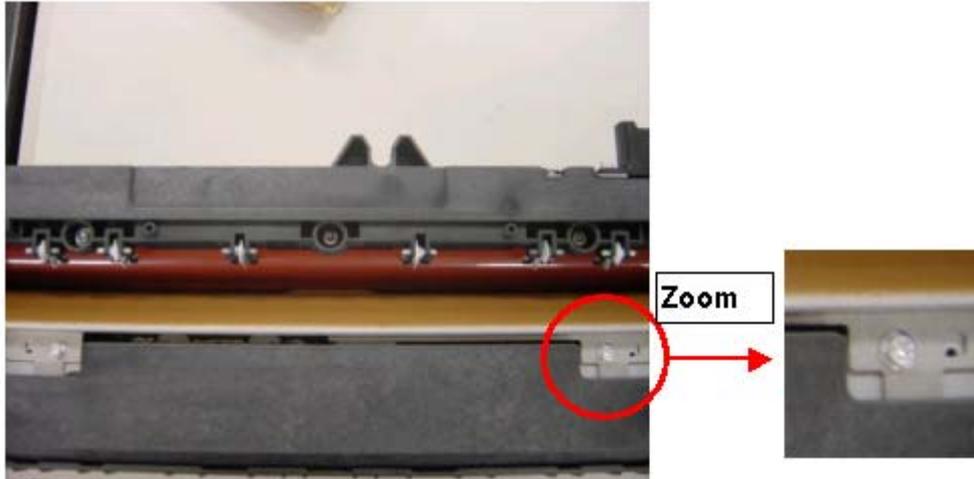
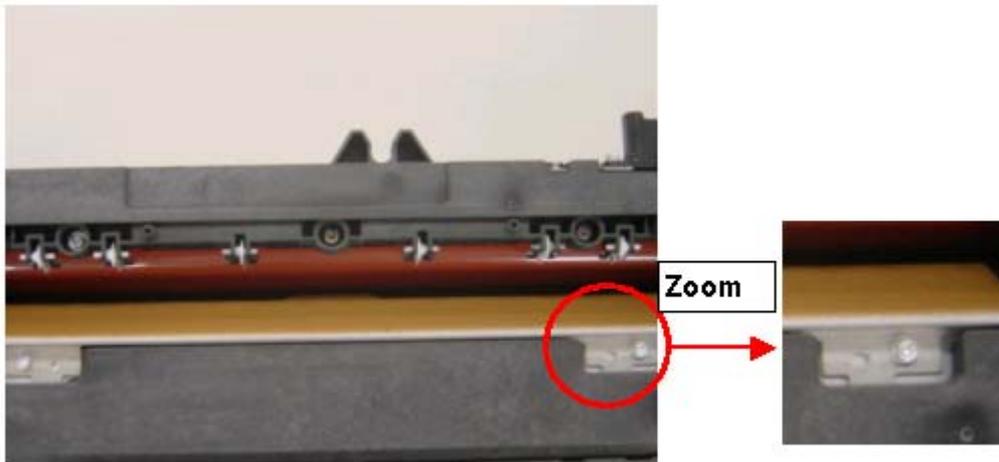
Date: 24-Aug-10

No.: RD029050

2. Change the position of the fusing guide plate.

- Change the position of the screw shown below, and then move the guide plate toward the pressure roller.

After this screw position is changed, in some cases, earth worms (slight wrinkling) may occur with the first print made of the day.

Before the position of guide plate screw is changed**After the position of guide plate screw is changed**

The position of the screw hole is shown below.



Model: AP-C2	Date: 24-Aug-10	No.: RD029050
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- Countermeasure

The fusing guide plate has changed to further solve the problem on Sep mass production.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0294132	D0294145	Fusing Entrance Guide Plate	1	X/O	-	-	-

NOTE: The new part has been applied on '09 Dec production.

Model: AP-C2		Date: 24-Aug-10	No.: RD029051
Subject: IH inverter improvement		Prepared by: N. Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0295172	D0295173	INVERTOR: IH: EU	1-1	X/O	-	-	-

This part number is the 3DPC.

Change

A capacitor on the IH inverter has been changed.

Reason

The following issue can occur.

Symptom

A fuse on the PSU can blow out at the following times.

- Main switch ON
- Front door or duplex unit close

Cause

A broken element on the IH inverter.

Temporary blackout can cause over voltage. As the result, it causes the element to break.

Solution

Action required at the field

Change the IH inverter.

Countermeasure on mass production

The new part has been implemented on 2009 Nov mass production.

Model: AP-C2		Date: 25-Aug-10	No.: RD029052
Subject: SC548		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

SC548 (Fusing unit rotation error)

Note: This SC often occurs while the fusing unit is warming up from a standby condition.

CAUSE

- 1) Engine firmware bug
- 2) An excessive load is placed on the fusing unit's rotating parts
- 3) The fusing unit or rotation detection sensor was not attached correctly

SOLUTION

- 1) Engine firmware bug:
Update the firmware to the following version or newer.

Note: This firmware version improves the accuracy with which the machine detects fusing unit rotation. See RTB #RD029002d for details.

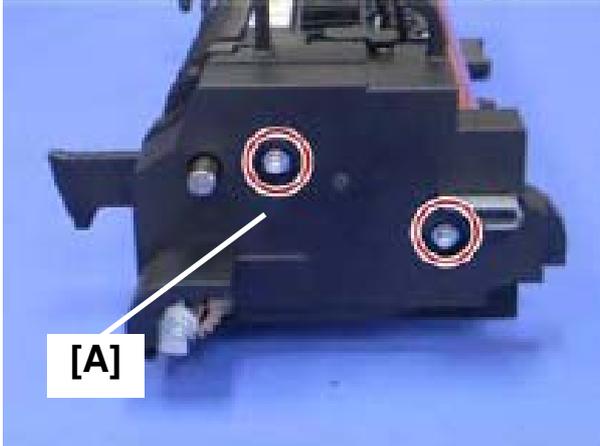
Version	Program No.	Effective Date
1.56:08	D0295117K	July 2009 production

- 2) Excessive load on the fusing unit's rotating parts:
Use **Procedure A** below to check the loads on the fusing unit's rotating parts.
- 3) The fusing unit or rotation detection sensor was not attached correctly
Use **Procedure B** below to check the attachment condition of the fusing lock levers and rotation sensor.

Model: AP-C2	Date: 25-Aug-10	No.: RD029052
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Procedure A: Checking the loads on the fusing unit's rotating parts

1. Remove the fusing unit.
2. Remove the fusing rear cover [A] on the drive side of the fusing unit.



3. Check the gears on both the fusing unit and mainframe sides.
 - If there are any shavings (i.e. dust generated by contact between the gears) around the gears, clean the gears and the areas around them.



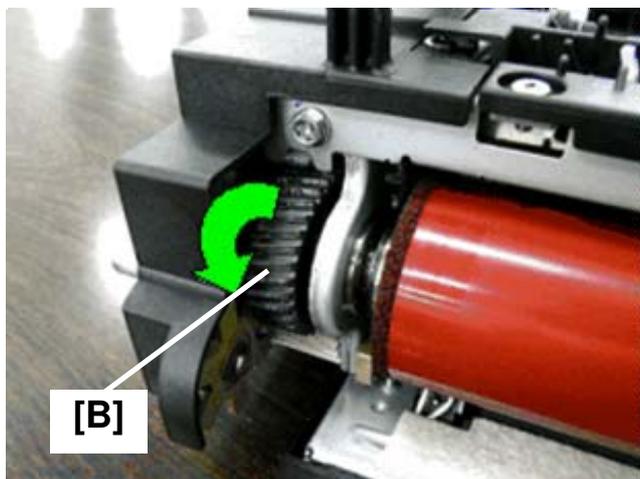
Model: AP-C2

Date: 25-Aug-10

No.: RD029052

4. Rotate the gear [B] manually in the direction shown in the photo below.

- If it is hard to rotate the gear, replace the fusing unit.



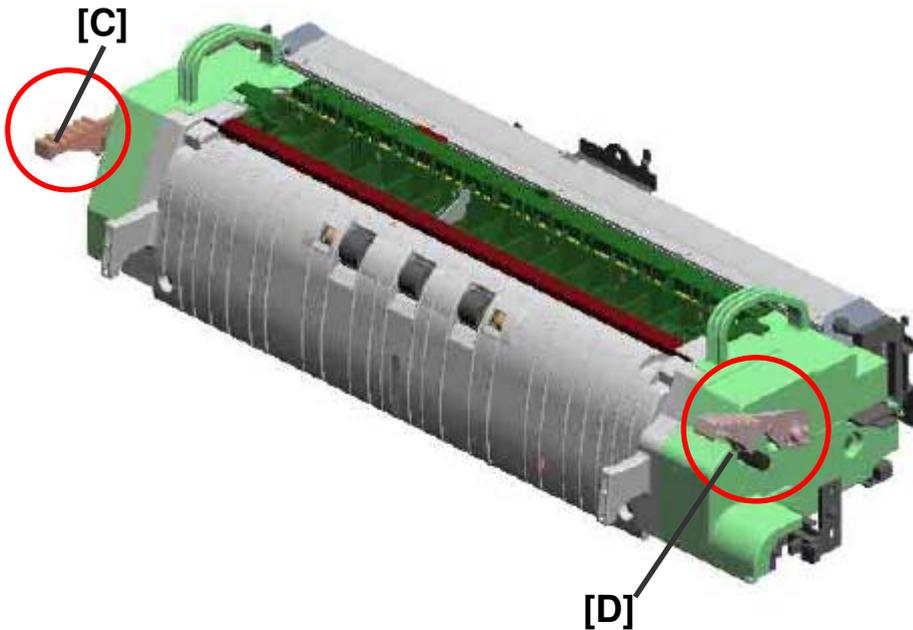
Model: AP-C2

Date: 25-Aug-10

No.: RD029052

Procedure B: Checking the attachment condition of the fusing lock levers and rotation detection sensor

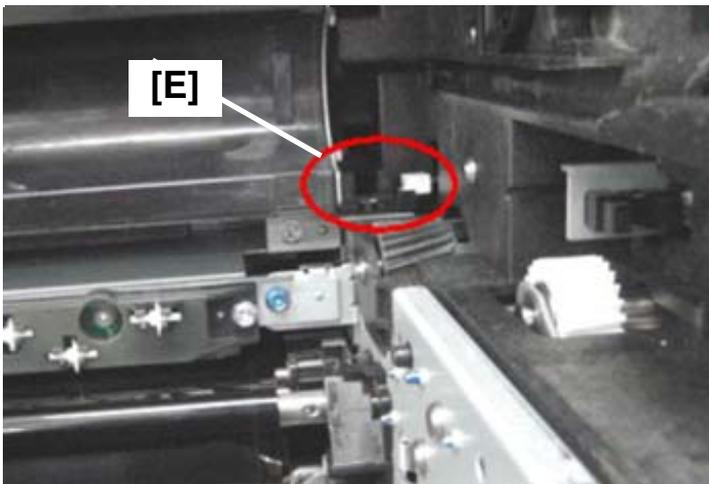
1. Check the fusing lock levers on both sides of the fusing unit ([C], [D]), and replace the part(s) if they are broken



[C]: G0524696 (RIGHT FUSING LOCK LEVER)

[D]: G0524697 (LEFT FUSING LOCK LEVER)

2. Check the rotation detection sensor [E], and reattach it if it is loose or tottering.



Reissued:22-Sept-10

Model: AP-C2	Date: 30-Aug-10	No.: RD029053a
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RTB ReissueThe items in ***bold italics*** were corrected or added.

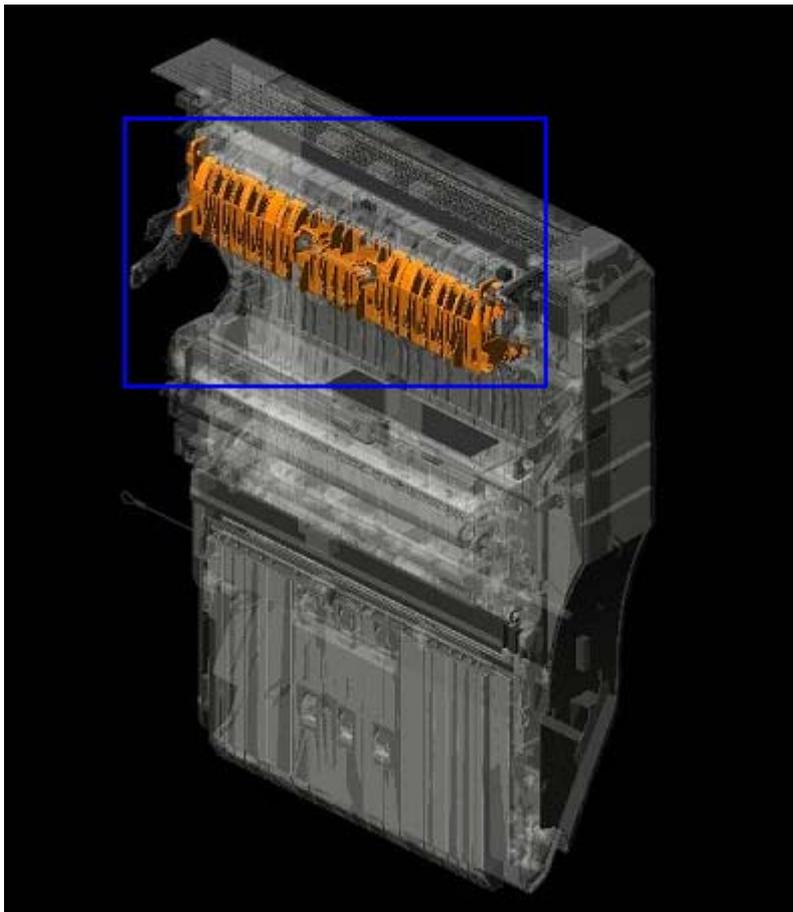
Subject: Toner blasting image <i>Duplex Jam</i>		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification :	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

JAM 64 or 67 occurs in the duplex unit.

CAUSE

High temperature and a mechanical load cause the fusing entrance guide plate to bend.



Reissued:22-Sept-10

Model: AP-C2	Date: 30-Aug-10	No.: RD029053a
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SOLUTION

Replace the guide plate with the new part shown below.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0294491	D0294492	Fusing Entrance Guide Plate	1	X/O	-	-	-

Note: This change was applied to machines in production from October 2009.

Change: A stay was added inside the guide plate.

Reason: To further strengthen the stay.

Model: Model AP-C2	Date: 15-Sept-10	No.: RD029055
Subject: SC82x : Service manual revision		Prepared by: M. Kumagai
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()	

The following SP was added to the Service manual.

Note: SC824 was added in RTB#RD029040

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
821	D	[0B00] ASIC error The write-&-verify check error has occurred in the ASIC.
		<ul style="list-style-type: none"> Defective ASIC device
		Replace the controller board.
	D	[0B06] ASIC detection error The I/O ASIC for system control is not detected.
		<ul style="list-style-type: none"> Defective ASIC Defective North Bridge and PCI I/F
		Replace the controller board.
	D	[0D05]
		Self-diagnosis error: ASIC The CPU checks if the ASIC timer works correctly compared with the CPU timer. If the ASIC timer does not function in the specified range, this SC code is displayed.
		<ul style="list-style-type: none"> System firmware problem Defective RAM-DIMM Defective controller
	D	[50A1]
		Video bridge device (ASIC) error 1 The CPU does not detect the video bridge device.
		<ul style="list-style-type: none"> Defective I/F between the video bridge device and controller

Model: Model AP-C2	Date: 15-Sept-10	No.: RD029055
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
		<p>[50A2] Video bridge device (ASIC) register error 1 The CPU detects the video bridge device, but detects error data from the video bridge device.</p>
		<ul style="list-style-type: none"> Defective I/F between the video bridge device and controller

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
822	D	<p>[3003] Check performed only when HDD is installed:</p> <p>1.HDD device busy for over 31 s. 2.After a diagnostic command is set for the HDD, but the device remains busy for over 6 s.</p>
		<ul style="list-style-type: none"> HDD defective HDD harness disconnected, defective Controller board defective
	D	<p>[3004] No response to the self-diagnostic command from the ASIC to the HDDs.</p>
		<ul style="list-style-type: none"> HDD defective

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
823	D	<p>Self-diagnostic error: NIB</p>
		<p>[6101] MAC address check sum error The result of the MAC address check sum does not match the check sum stored in ROM</p>
		<p>[6104] PHY IC error The PHY IC on the controller cannot be correctly recognized.</p>
		<p>[6105] PHY IC loop-back error An error occurred during the loop-back test for the PHY IC on the controller.</p>

Model: Model AP-C2	Date: 15-Sept-10	No.: RD029055
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
826	D	<p>Self-diagnostic Error: RTC/optional NVRAM</p> <p>[1501] The one second counted by the RTC is different from the one second counted by the CPU on the controller</p> <ul style="list-style-type: none"> Defective the RTC device
	D	<p>[15FF]</p> <p>The RTC device is not detected.</p> <ul style="list-style-type: none"> Defective the RTC device NVRAM without RTC installed Discharged backup battery

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
827	D	<p>Self-diagnostic error: Standard SDRAM DIMM</p> <p>[0201] Verification error</p> <p>Error detected during a write/verify check for the standard RAM (SDRAM DIMM).</p> <ul style="list-style-type: none"> Loose connection Defective SDRAM DIMM Defective controller

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
828	D	<p>Self-diagnostic error: ROM</p> <p>[0101] Check sum error 1</p> <p>The boot monitor and OS program stored in the ROM DIMM is checked. If the check sum of the program is incorrect, this SC code is displayed.</p>

Model: Model AP-C2	Date: 15-Sept-10	No.: RD029055
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No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
829	D	Self-diagnostic error: Optional RAM [0301] Verification error Error detected during a write/verify check for the optional RAM (SDRAM DIMM).
		<ul style="list-style-type: none"> • Loose connection • Defective SDRAM DIMM • Defective controller
		<ol style="list-style-type: none"> 1. Turn the main switch off and on. 2. Replace the SDRAM DIMM. 3. Replace the controller.
	D	[0302] Memory structure data error The memory structure data error for the optional RAM (SDRAM DIMM) is detected when the self-diagnostic is executed.
		<ul style="list-style-type: none"> • Defective RAM DIMM • Defective SPD ROM on RAM DIMM • Defective 12C bus
		Replace the RAM DIMM.

Model: AP-C2		Date: 24-Sept-10	No.: RD029056
Subject: Y Toner End is not cleared		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

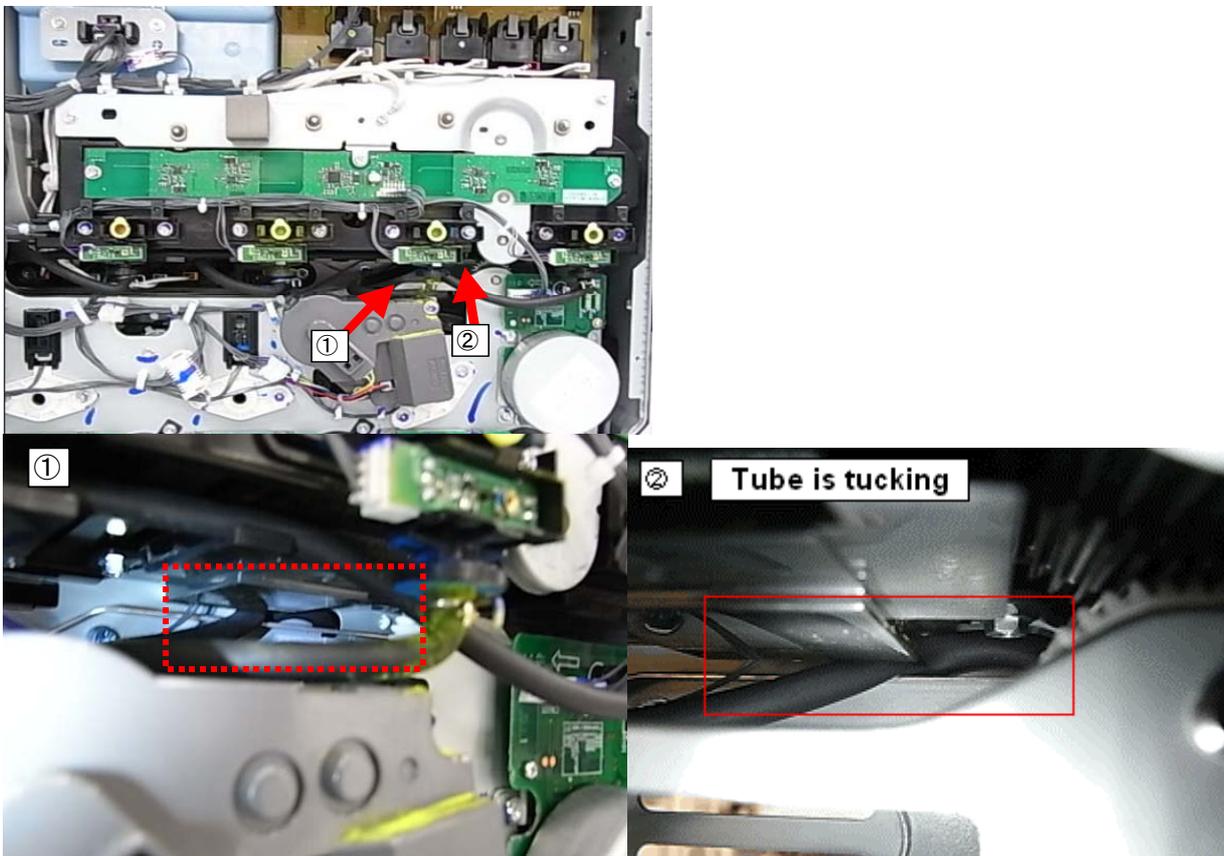
“Toner End” is indicated for Y toner, even though there is still toner left inside the bottle.

Note:

- This occurs when the machine is installed, when the value of the FC counter is under 1000.
- This condition does not clear when the Y toner bottle is replaced with a new one.

CAUSE

The toner supply unit was not attached correctly to the machine at the factory. As a result, the Y toner supply tube is tucked between the frame of the machine and toner supply unit (see the picture below). Toner gets clogged inside the tube over time, eventually triggering the Toner End condition.



Model: AP-C2	Date: 24-Sept-10	No.: RD029056
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Affected Units

This issue affects the following AP-C2c/C2d mainframes.

Model Name	Code	Serial Number	Note
Ap-C2c	D027-17	V1205401091 to V1205600715	May - June 2010 production (RAI)
	D027-27	V1203100305 to V1203200481	
	D027-19	V1206600001 to V1206600002	
	D027-29	V1206510055 to V1206510254 V1206610001 to V1206610073	
Ap-C2d	D029-17	V1305400501 to V1305500927	
	D029-27	V1303100100 to V1303200195	
	D029-19	V1306600001 to V1306600002	
	D029-29	V1306510096 to V1306510331	

SOLUTION

Production line:

The production line inspection was made more strict, so that the tube will not get tucked between the frame and the supply unit.

Applied from: Aug 5, 2010 production

In the field:

Check the condition of the Y toner supply tube. Replace the Y pump unit assembly if the tube is tucked between the machine frame and supply unit.

See the procedure on the next page

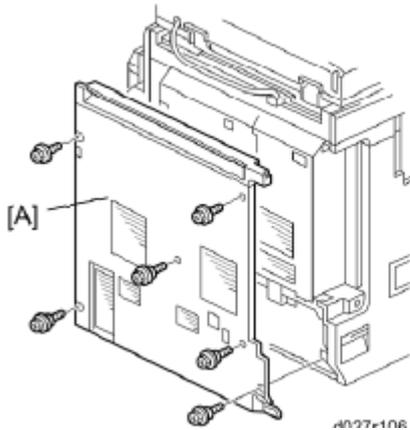
New part number	Description
D0293222	Pump unit Y

Model: AP-C2

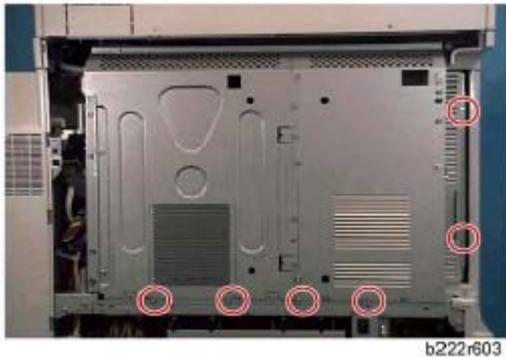
Date: 24-Sept-10

No.: RD029056

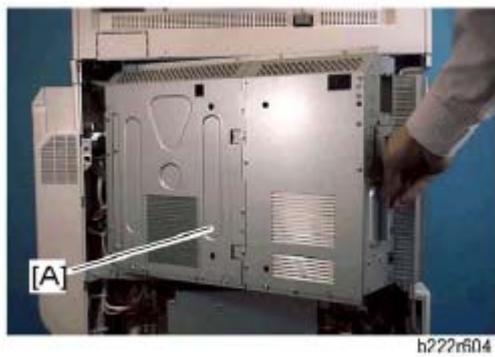
1. Remove the rear cover (screw x 6).



2. Remove the screws circled in red below (screw x 6).

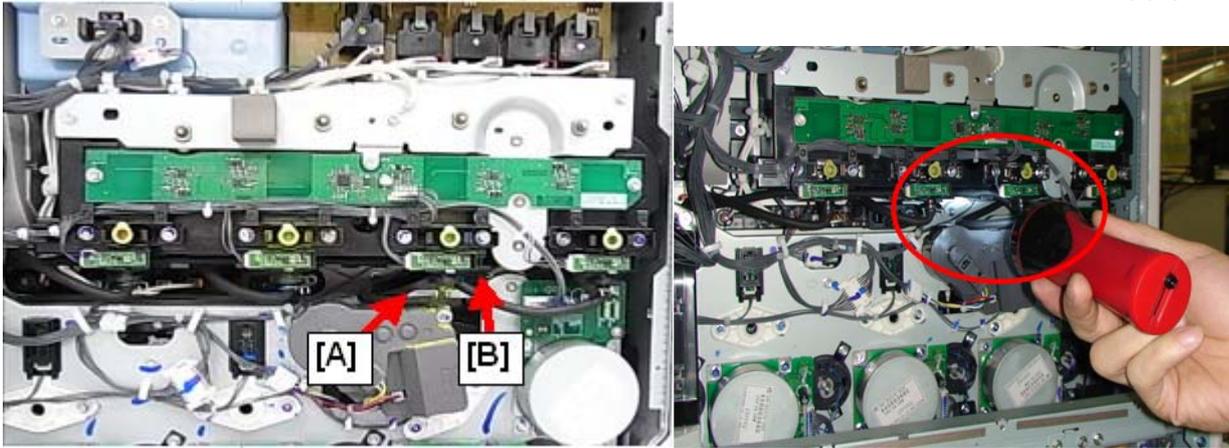


3. Open the controller box.

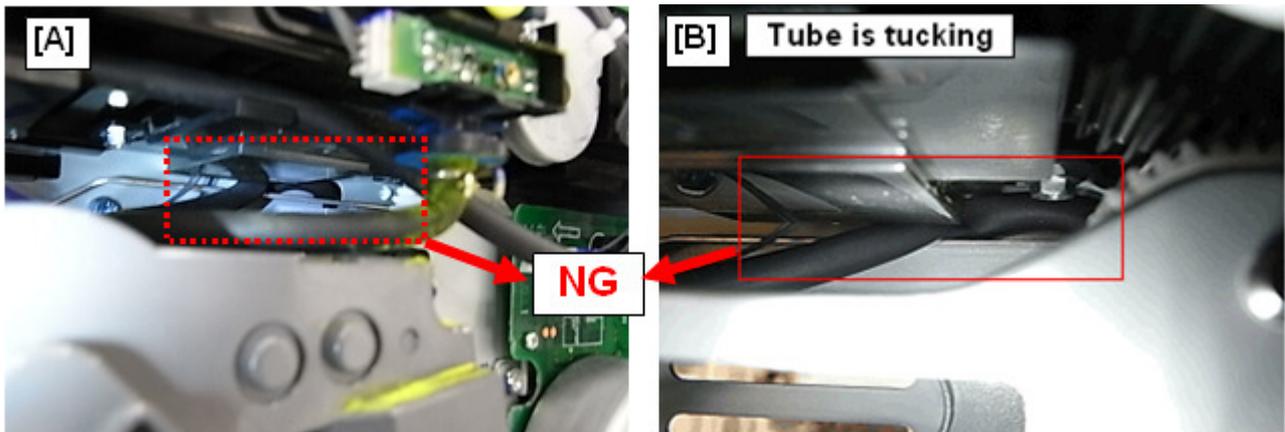


Model: AP-C2	Date: 24-Sept-10	No.: RD029056
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4. Shine a light on points [A] and [B], and check the condition of the Y toner supply tube.



5. If the Y toner supply tube is tucked between the toner supply unit and the machine frame, shown in the photo below with [A] or [B], replace the Y pump unit (including the toner supply tube).



Model: AP-C2

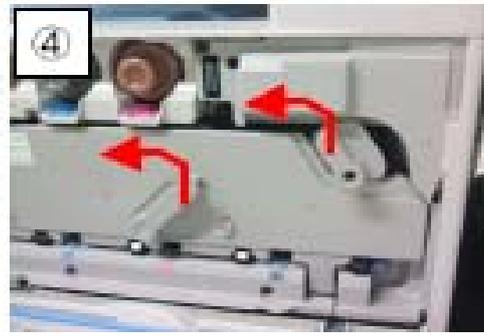
Date: 24-Sept-10

No.: RD029056

6. Open the duplex unit



7. Open the front cover and PCU cover.



8. Remove the ITB unit

Important: Be careful not to damage the belt of the unit.

Model: AP-C2

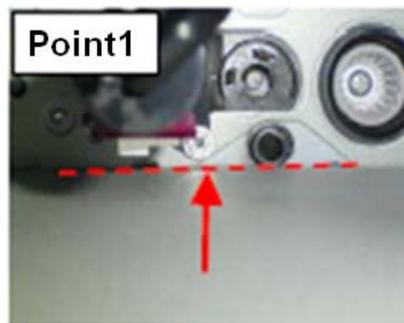
Date: 24-Sept-10

No.: RD029056

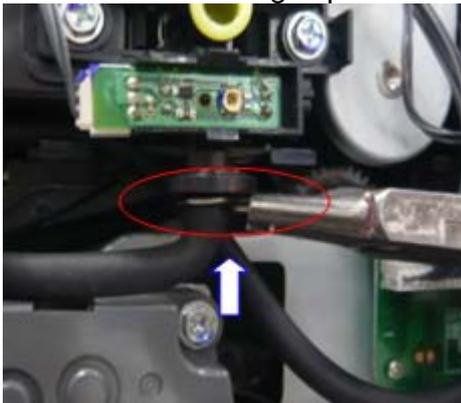
9. Put a piece of paper inside the machine as shown in the photo. This is to prevent the screw and toner from dropping inside the machine.

Important:

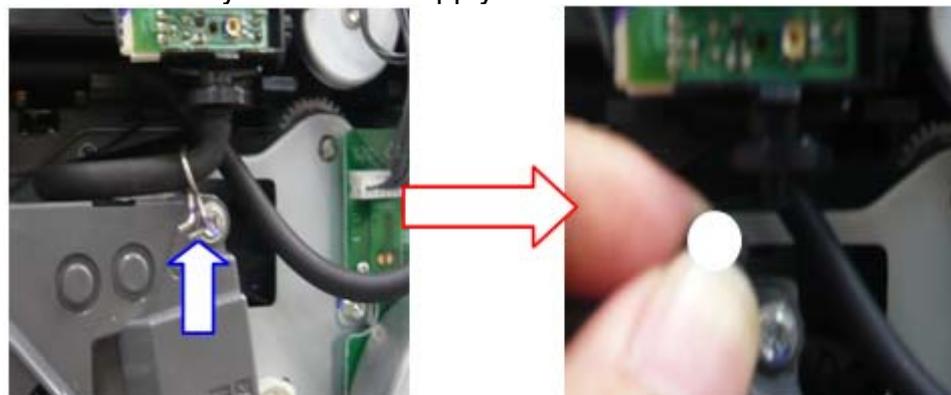
- 1) Make sure that the paper is parallel with the rear frame ("Point 1").
- 2) Make sure screws and other foreign objects cannot drop into the writing unit ("Point 2").



10. Remove the ring clip on the Y toner supply unit with a pair of tweezers.

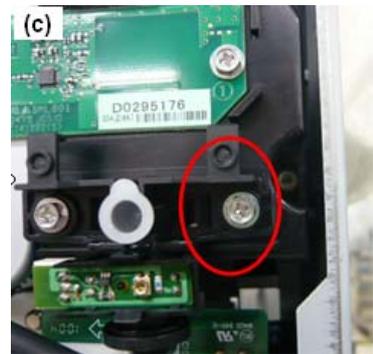
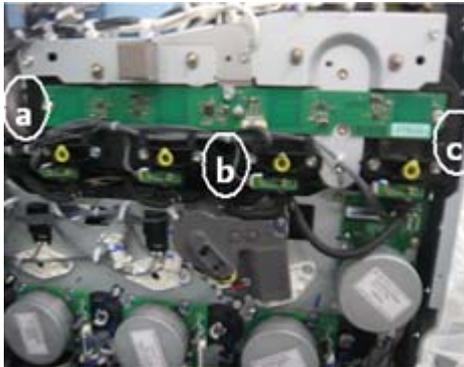


11. Pull out the yellow toner supply tube..



Model: AP-C2	Date: 24-Sept-10	No.: RD029056
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12. Remove the three screws shown below (“a”, “b”, and “c”).



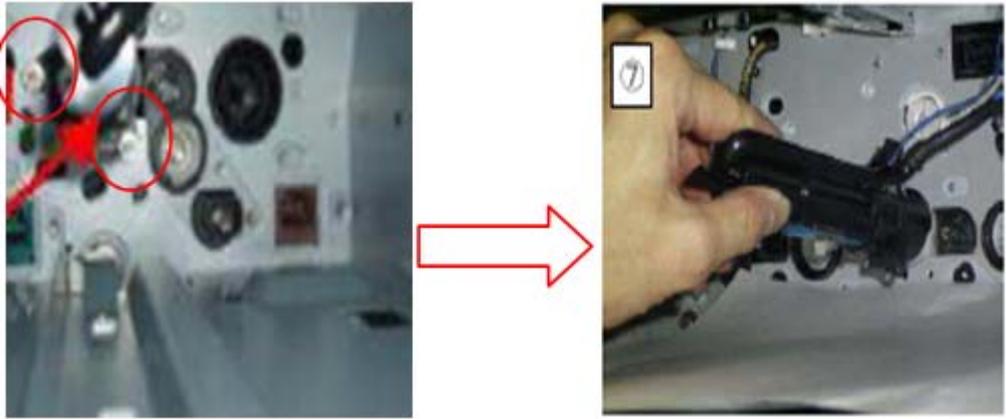
13. Push the tube inside the machine.



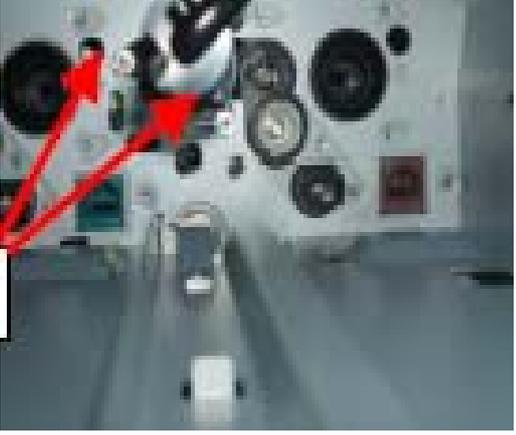
]

Model: AP-C2	Date: 24-Sept-10	No.: RD029056
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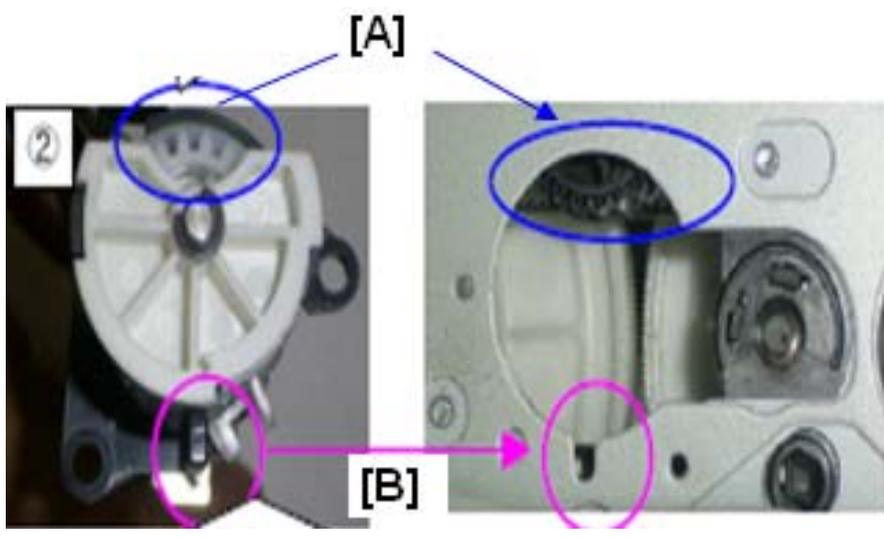
14. Remove the Y pump unit together with the toner supply tube (screw x 2).



15. Attach the Y pump unit (screw x 2).



Important: If it is difficult to attach them in the correct position, attach the rotation gear [A] first. Confirm that the concavity and convexity of [B] are correct, as shown in the photo below.



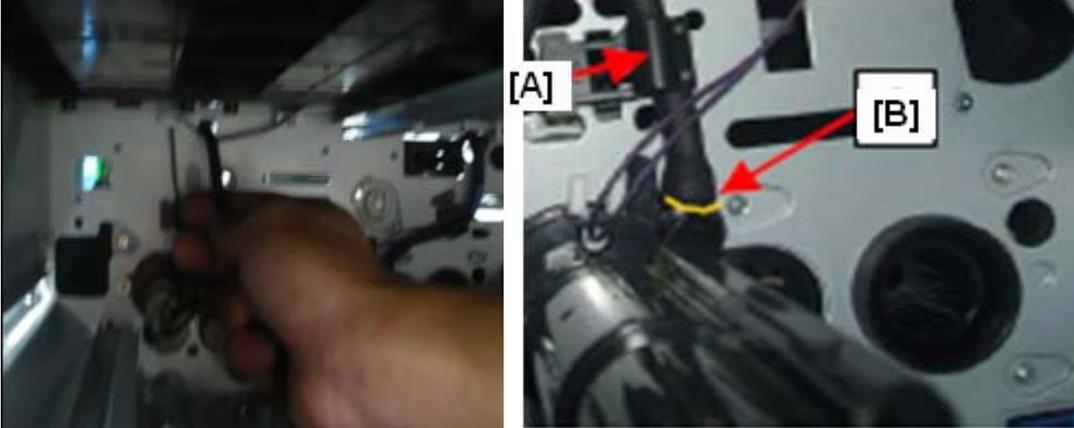
Model: AP-C2

Date: 24-Sept-10

No.: RD029056

16. Run the tube from the front side to the rear side.

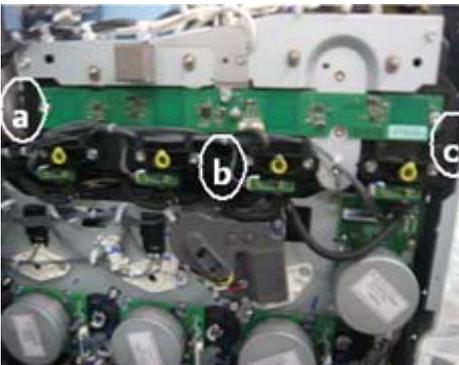
Important: Make sure to attach the harness [B] to the white clamp, and the toner supply tube [A] to the black clamp.



17. Pull out the toner supply tube from the front to the rear side of the machine.



18. Attach the three screws shown below ("a", "b", and "c").

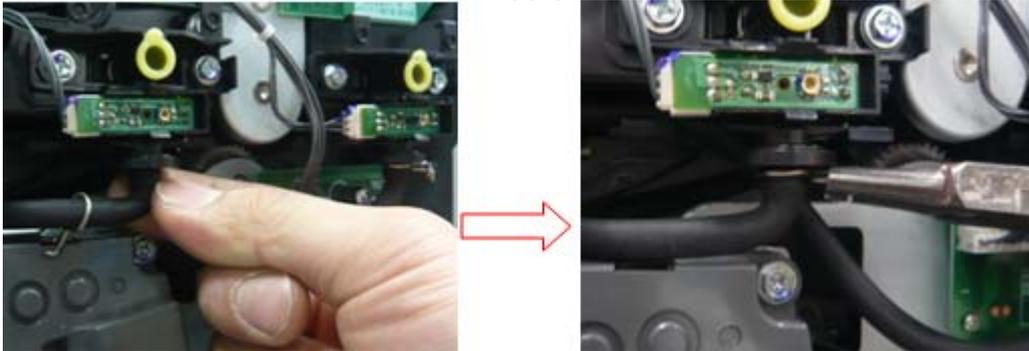


Model: AP-C2

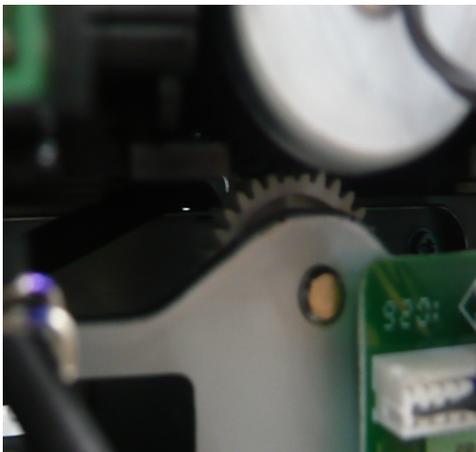
Date: 24-Sept-10

No.: RD029056

19. Connect the tube to the toner supply unit, and then adjust the position.



Important: Make sure that the tube is not tucked or folded. Also, make sure that the gear does not touch the tube.



Reissued:18-Jan-11

Model: AP-C2	Date: 22-Dec-10	No.: RD029057a
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RTB Reissue

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

Subject: Dirty edges on open side with Booklet printing		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

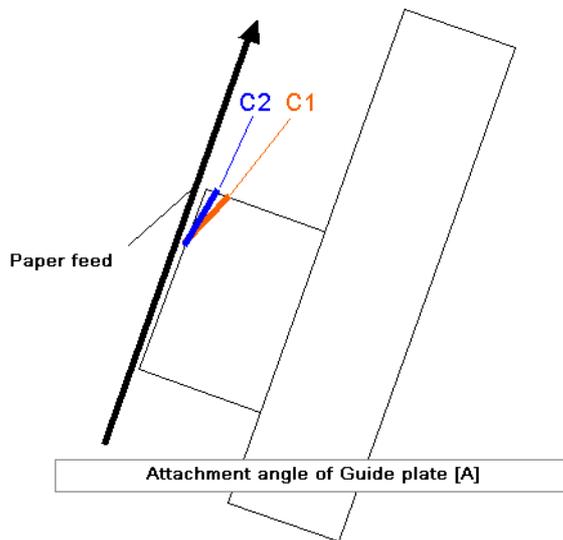
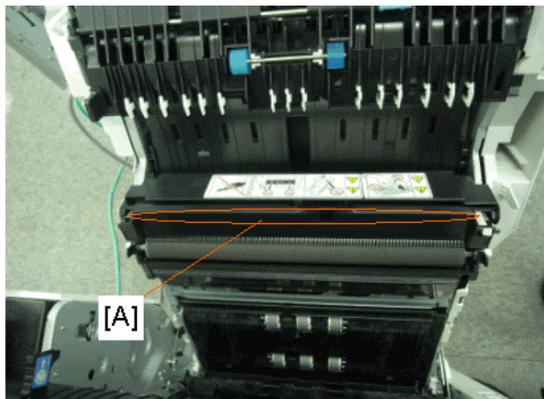
The open-side edges of Booklet stacks are dirty with toner/dust.

CAUSE

When Booklet prints are made, due to the attachment angle of the guide plate [A] shown below, toner and/or dust may build up on the plate and get transferred to the edge of the paper.

Note:

- This symptom does not occur on the AP-C1, because the attachment angle of the guide plate is different than on the AP-C2. This is because the guide plate angle was improved from C1 to prevent images from becoming too “grainy”.



Reissued:18-Jan-11

Model: AP-C2	Date: 22-Dec-10	No.: RD029057a
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SOLUTION

Temporary solution:

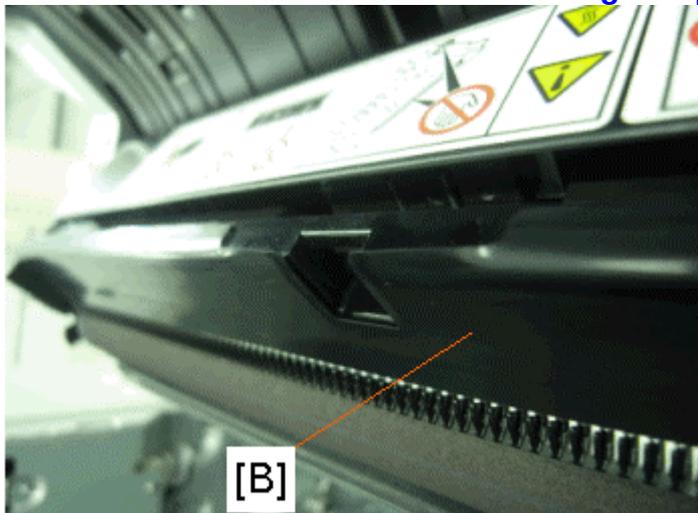
1. **Change the gamma setting to the values shown in the table below.**

Note: This reduces the amount of toner adherence, which reduces the amount of dirtying on the paper edges.

SP No	Default:	Change to:
SP3611-009	0.9	0.75
SP3611-010	0.85	0.80
SP3611-011	0.85	0.80
SP3611-012	0.85	0.80
SP3501-001	0.444	0.4
SP3501-002 to 004	0.444	0.42
SP3223-10	9.5	9.0

Important: After you change these settings, print out some samples and check them with the customer. This is because as a side effect of these settings, the image density may decrease slightly.

2. **Remove the black decal from the guide plate [B].**



Important: 1). *You must remove residual glue on the guide plate after removing the above decal [B].*

2). Even though removing this decal will minimize the amount of toner that sticks to the guide plate, toner blasting may occur more easily at about 60K-80K. If this happens, replace the guide plate.

Reissued:18-Jan-11

Model: AP-C2

Date: 22-Dec-10

No.: RD029057a

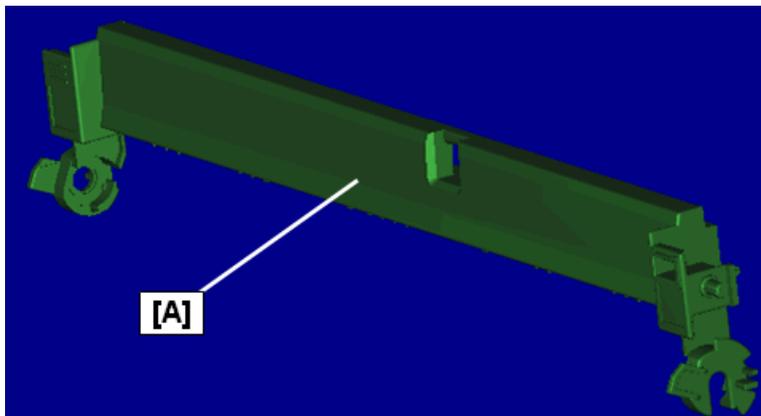
Permanent solution:

Replace the paper transfer roller (PTR) unit with the one shown below.

Note:

- This PTR unit is provided to the field for use on the MP C4501/5501.
- The material of the guide plate [A] in this unit was changed. As a result, it is harder for toner to build up on the surface of the plate, which minimizes stack dirtying.

Important: DO NOT install this PTR unit on the AT-C2. This is because toner blasting will likely occur due to the difference in fusing process.

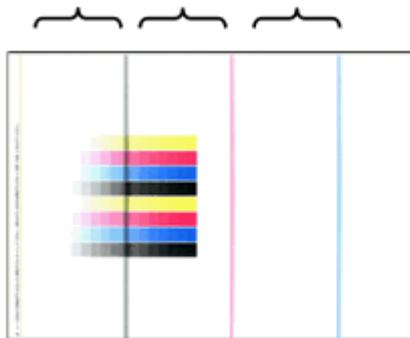
D0896204 (TRANSFER/SEPARATION UNIT:D088/D089:ASS'Y)

Model: AP-C2		Date: 24-Dec-10	No.: RD029058
Subject: 110mm interval vertical black and color line image		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Vertical black or colored lines appear at intervals of 110mm (the pitch of the drum unit).

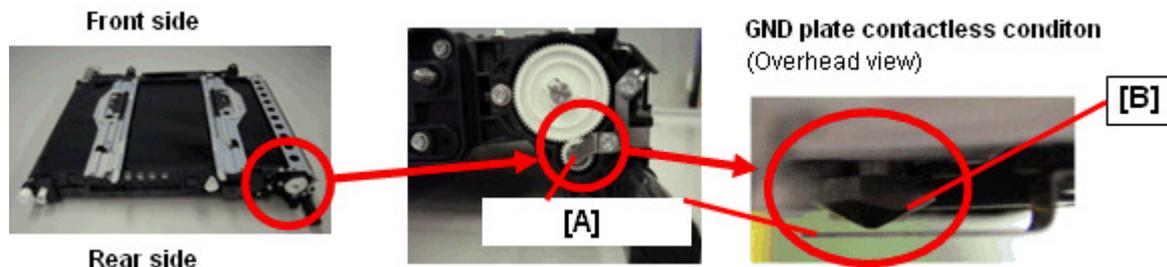
110mm interval vertical line
(Drum unit interval)



← Paper feed direction

CAUSE

Sometimes, the GND plate at the rear side of the ITB cleaning unit [A] does not touch the lubrication application shaft [B]. As a result, a minor electrical leak occurs, which can trigger electrical noise. Sometimes, this effect appears as lines at 110mm intervals.



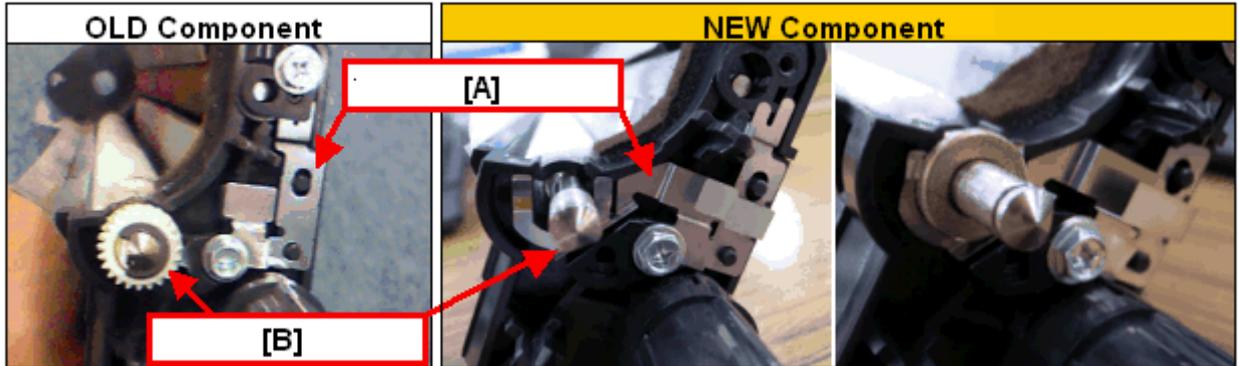
Model: AP-C2	Date: 24-Dec-10	No.: RD029058
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SOLUTION

Production line:

- The shape of the GND plate [A] was changed so that there is another contact point between the GND plate and the lubricant application shaft [B].

Applied from: January 2010 production



Cut-in serial numbers

Because this model has been discontinued, there are no units in the field in which this modification was reflected on the production line.

In the field:

- If this symptom is reported, replace the ITB cleaning unit or GND plate with the following new parts:

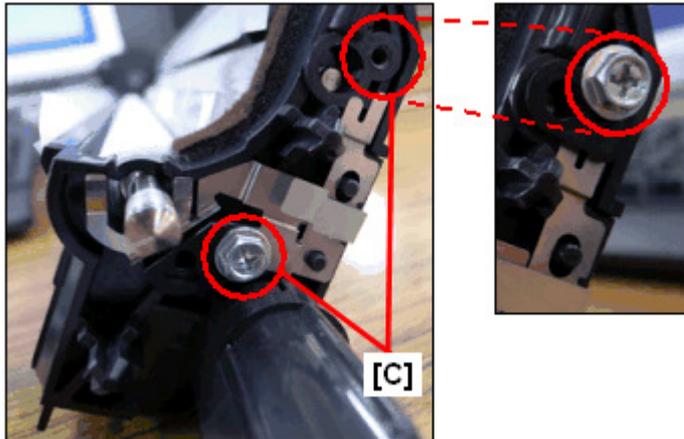
Old parts number	New parts number	Description	Q'ty	Int	Page	Index
D0296027	D0296028	CLEANING UNIT:INTERMEDIATE TRANSFER:ASS'Y	1	X/O		
	D0296197	GROUND PLATE:BRUSH ROLLER:BELT CLEANING	1			

Note:

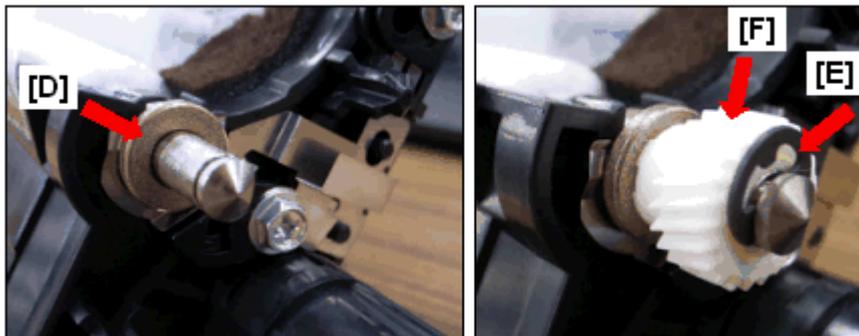
- 1) This GND plate was registered as a service part for this symptom.
- 2) If you only replace the GND plate, use the procedure on the next page.

GND Plate Attachment Procedure

1. Attach the screw x 2 [C].



2. Attach the bushing x 1 [D], gear x 1 [F], and E-ring x1 [E].



3. Make sure that the GND plate [A] and bushing [D] are touching each other.



Reissued:14-Jan-11

Model: AP-C2	Date: 01-Sept-10	No.: RD029054a
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RTB Reissue

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

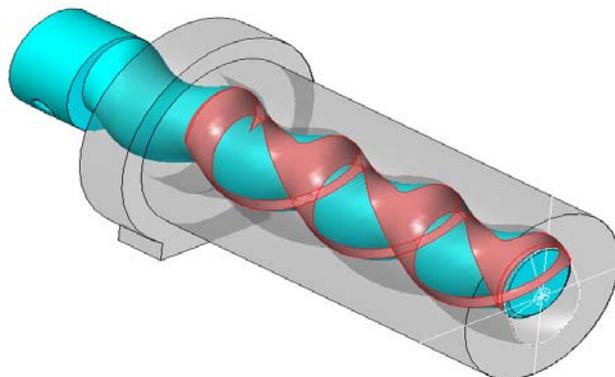
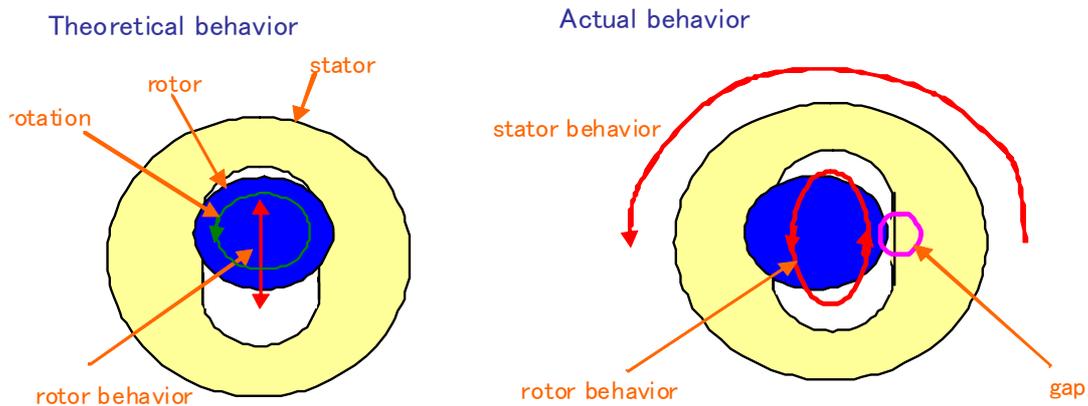
Subject: Not-toner end recover		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The "Toner End" display is not cleared when the toner bottler is replaced.

CAUSE

The rotor inside the pump unit moves in an elliptical pattern (instead of straight up and down), as shown in the illustration on the right below. This causes a gap to form between the rotor and stator. As a result, toner is not supplied correctly from the toner bottle to the development unit, and the machine incorrectly detects the Toner End condition.



Pump unit

Reissued:14-Jan-11

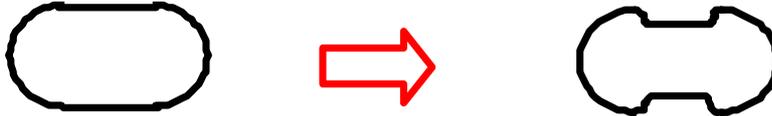
Model: AP-C2

Date: 01-Sept-10

No.: RD029054a

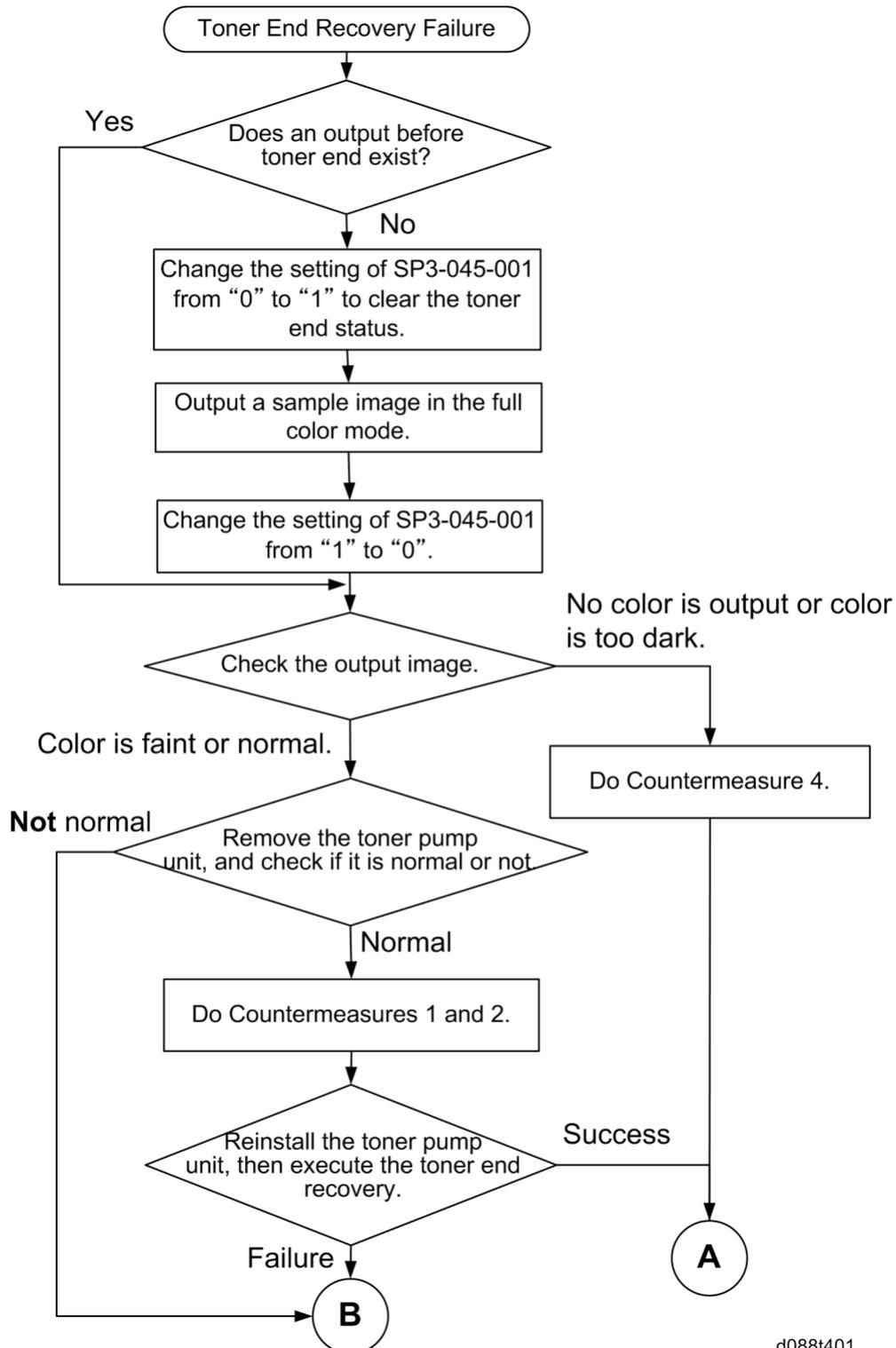
SOLUTION**Production line:**

The shape of the stator was changed as follows, which prevents a gap from forming between the rotor and stator.

**In the field:**

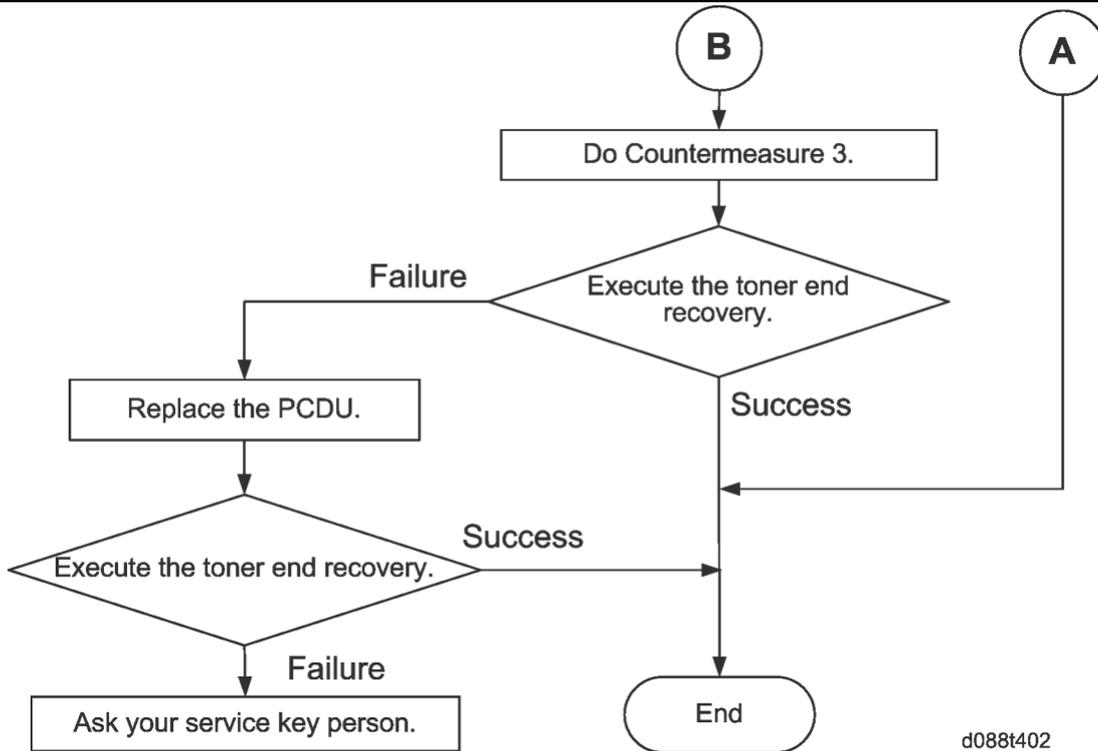
Follow the flowchart on the next page and take the recommended action.

Model: AP-C2	Date: 01-Sept-10	No.: RD029054a
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Reissued:14-Jan-11

Model: AP-C2	Date: 01-Sept-10	No.: RD029054a
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d088t402

Countermeasure 1

1. Check the toner supply tube.
2. If it is bent or disconnected, straighten it out or connect it correctly.

Countermeasure 2

1. Remove the toner bottle for the color on which the symptom occurs.
2. Disconnect the toner supply tube from the toner pump unit.
3. Remove the toner that is blocked in the toner supply tube with a vacuum cleaner.

Reissued:14-Jan-11

Model: AP-C2	Date: 01-Sept-10	No.: RD029054a
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Countermeasure 3

Replace the toner pump unit.

Note: This is to prevent the pump unit from becoming damaged with time.

Old part number	New part number	Description	Q' ty	Int
D0293201	D0293221	Pump unit BK	1	X/O
D0293202	D0293222	Pump unit Y	1	X/O
D0293203	D0293223	Pump unit C	1	X/O
D0293204	D0293224	Pump unit M	1	X/O

Cut-in serial numbers:

Model Name	Code	Serial Number	Product month
Model AP-C2c	D027-17	V1205500931~	From July 2010 RAI production
	D027-19	V1206600001~	
	D027-21	V1206600003~	
	D027-27	V1203100610~	
	D027-28	V1206600023~	
	D027-29	V1206610001~	
Model AP-C2d	D029-17	-	
	D029-19	V1306600001~	
	D029-21	V1306600003~	
	D029-27	V1303100398~	
	D029-28	-	
	D029-29	V1306610001~	

Important: You MUST identify the root cause using the flow chart and check the cut-in serial number before you replace the above pump units. If the root cause is different, the symptom will reoccur within a short period.

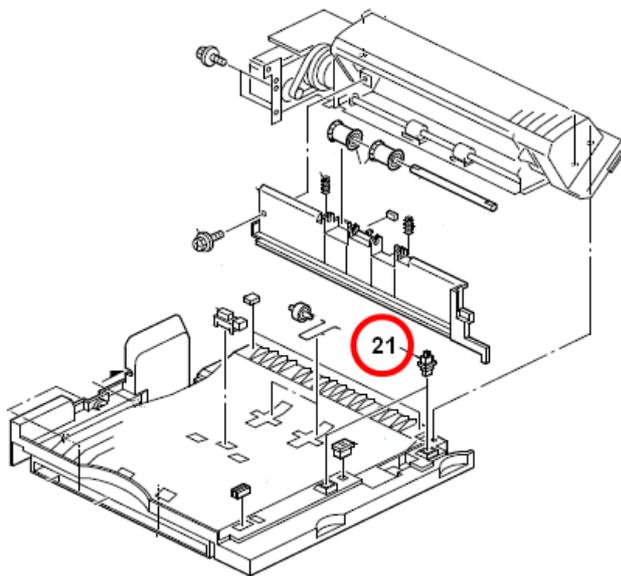
Countermeasure 4

Replace the PCU.

Model: AP-C2		Date: 06-Jan-11	No.: RD029059
Subject: Jam 1 (Cover open) occurs frequently in the bridge unit.		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Symptom

Jam 1 (Cover open) occurs frequently in the BU3030 Bridge unit.
 If you replace the push switch in the red circle below, this symptom occurs again.



Cause

Because of the following two reasons, the push switch mistakenly detects a “cover open” when paper exits

- 1) The contact finish on the push switch wears with time, causing an unstable signal from the sensor, and this causes most of the false detection errors during continuous paper feed.
- 2). Detection timing of the push switch was designed to be very short and strict, because of the situation described above in cause 1).

Solution

Install the following **Engine Firmware** version or later, in which the push switch detection timing is changed.

Model	Version	Program No.	Effective Date
AP-C2	1.57:08	D0295117L	January 2011 production
AT-C2	1.56:09	D0255117K	January 2011 production

Model: Model Ap-C2		Date: 14-Jan-11	No.: RD029060
Subject: Patch Release for E-5100 V.1.0 (2010_Nov)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (4 patches in total) for Color Controller E-5100 System version 1.0.

Folder Name	Patch File Name	File Size	Installation
2010_Nov	1-146B7B.ps	69,902 B	Not Exclusive These 4 patches can be downloaded together and controller reboot is required only once.
	1-16SPP7.ps	168,054 B	
	1-16TZRR.ps	13,508,507 B	
	1-16TBEA.ps	2,915,550 B	

Important Note:

Keep the order of patches to be applied as shown in the table above. If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. Separator page setting does not work correctly.
2. Scan to SMB does not work correctly with the particular steps.
3. A line changes when printed by setting of 2-up.
4. Character disappears at random when an EPS file is printed with a particular setting.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Preparation before installation:

1. Extract **D4797559.exe**.
2. Check that the 2010_Nov folder, which consists of 4 patches, is created. (Refer to the table on the top of this page.)

Model: Model Ap-C2

Date: 14-Jan-11

No.: RD029060

Patch Update Procedure:

1. Download/Import the patch files "**1-146B7B.ps**", "**1-16SPP7.ps**", "**1-16TZRR.ps**", "**1-16TBEA.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
4. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch numbers [1-146B7B], [1-16SPP7], [1-16TZRR], and [1-16TBEA].

Reissued:11-Nov-11

Model: AP-C2	Date: 25-Jan-11	No.: RD029061a
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RTB Reissue

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

Subject: SC202 / SC203 / SC204 or LCD panel does not boot up.		Prepared by: M. Kumagai	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

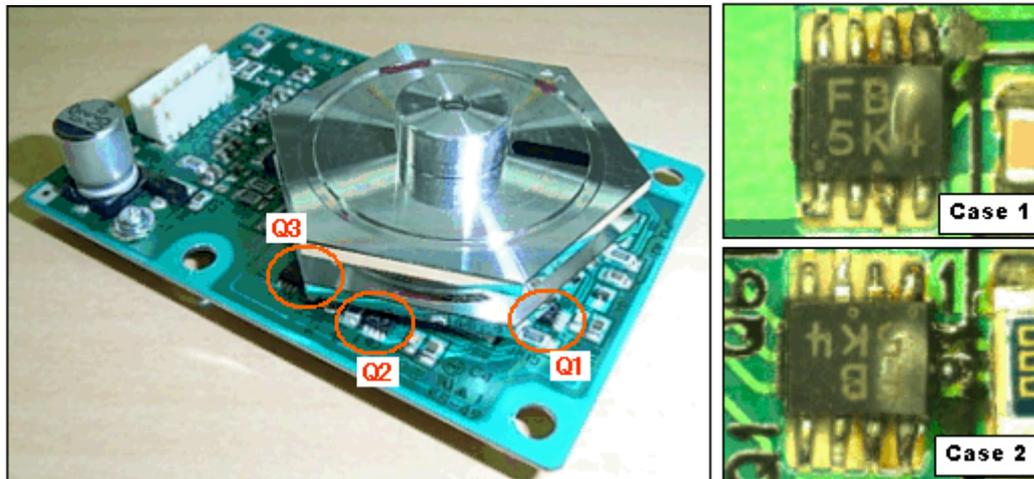
SYMPTOM

- SC202, SC203, or SC204 occurs, or
- The LCD panel does not boot up (nothing is displayed, and only the Standby LED is lit)

CAUSE

Under certain temperature fluctuation cycles, the soldering on the polygon mirror motor cracks, breaking the circuit on the board.

Note: The circuit breaks in the three areas circled in red below.



SOLUTION

If the symptom occurs in machines produced before the cut-in serial numbers, replace the polygon mirror motor with the new part shown in the table.

Important: Make sure to check the serial number against the cut-in serial numbers listed below.

Note: This new motor has been modified to improve performance under specific temperature cycles.

Reissued:11-Nov-11

Model: AP-C2	Date: 25-Jan-11	No.: RD029061a
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Old part number	New part number	Description	Q' ty	Int	Page	Index
AX060318	AX060396	DC POLYGON MIRROR MOTOR:24W	1	X/O		

Cut-in serial numbers:

Model Name	Code	Serial Number	Product month
Model AP-C2c	D027-17	<i>Product discontinued</i>	From November July 2010 RAI production
	D027-19	V1207200001~	
	D027-21	V1207100001~	
	D027-27	<i>Product discontinued</i>	
	D027-28	V1216300001~	
	D027-29	<i>Product discontinued</i>	
Model AP-C2d	D029-17	<i>Product discontinued</i>	
	D029-19	V1307100001~	
	D029-21	V1307100005~	
	D029-27	<i>Product discontinued</i>	
	D029-28	V1316300001~	
	D029-29	V1307110001~	

Note: We will update the above blank SN as soon as final SN is available for each local factory.

Model: AP-C2		Date: 26-Jan-11	No.: RD029062
Subject: Printer Service Mode		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The items in ***bold italics*** have been added to the D027/D029 Service Manual.

Please add the following information to Section 5 “Service Tables” of the D027/D029 Service Manual (pg.469).

Printer Service Mode

SP1-XXX (Service Mode)

1001	Bit Switch		
006	Bit 6 DFU	-	-
	Timing of the PjL Status ReadBack (JOB END) when printing multiple collated copies.	0: Disabled	1: Enable
	This bit switch determines the timing of the PjL USTATUS JOB END sent when multiple collated copies are being printed.		
bit 7	0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job.		
	1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.		

Model: AP-C2		Date: 03-Feb-11	No.: RD029063
Subject: Parts information for fuses on the PSU board.		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following parts were not available in the parts catalog and P to P.

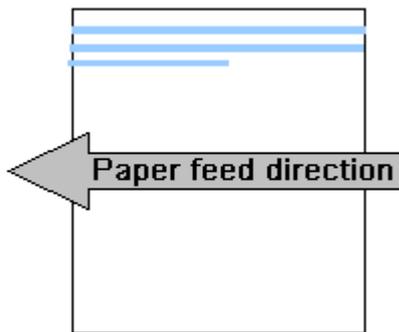
Parts number list of FUSE on the PSU Board

	Parts number
FU_1	11071166
FU_2	11071186
FU_3	11071222
FU_4	11071222
FU_5	11071229
FU_6	11071225
FU_7	11071216
FU_8	11071216
FU_9	11071216
FU_10	11071216
FU_11	11071216
FU_12	11071216
FU_13	11071229

Model: AP-C2		Date: 21-Feb-11	No.: RD029064
Subject: Horizontal black lines, color lines / Dirty background		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Horizontal black or colored lines, dirty background



CAUSE

Dirty charge roller

Mechanism:

1. Increased electrical resistance on the charge roller surface from toner/powdered lubricant and paper dust that had built up on this surface, coupled with:
2. Increased electrical resistance on the charge roller surface precipitated by low-temperature conditions (around 15C)

Important: If the machine is installed under a potential low temperature environment, check the PM counter (Pages) and PM counter (Rotation %) at the next service visit.

- If the PM counter (Pages) is before 120k and the PM Counter (Rotation %) is before 100%, clean the charge roller surface (Refer to the procedure as from the next page).
 - If the PM counter (Pages) is already over 120k or the PM Counter (Rotation %) is already over 100%, replace the drum unit itself.
- Otherwise, we may have these symptoms frequently during winter.

Model: AP-C2	Date: 21-Feb-11	No.: RD029064
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ACTION

1. Check the values of the following counters:

PM Counter (Pages):

SP7-803-02 (BK) / SP7-803-03 (M) / SP7-803-04 (C) / SP7-803-05 (Y)

PM Counter (Rotation %):

SP7-803-61 (BK) / SP7-803-62 (M) / SP7-803-63 (C) / SP7-803-64 (Y)

- If the Pages counter is at **120k or higher**, **OR** the Rotations counter is at **100% or higher**, replace the drum unit. If you do not have a drum unit available, clean the charge roller and then replace the drum unit at a later date.
- However, if the Pages counter is below 120k and the Rotations counter below 100%, clean the charge roller (**See the procedure below**).

2. If you cleaned the charge roller in Step 1, but this did not solve the issue, replace the drum unit.

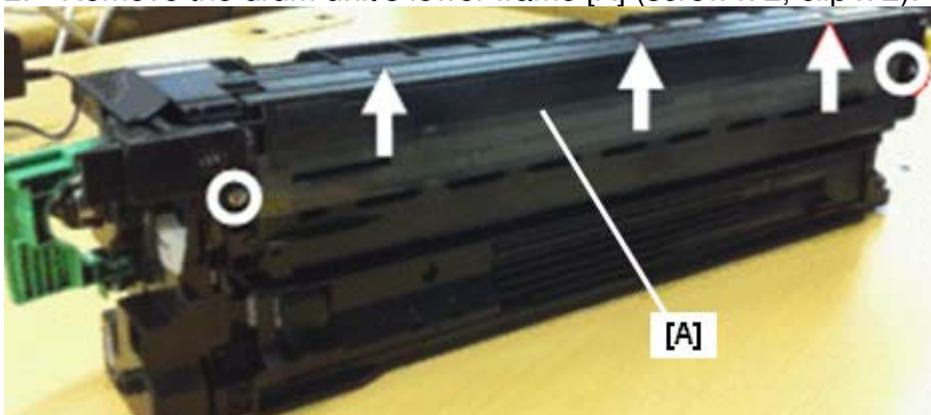
Note: Cleaning the charge roller may not be effective in some user environments.

Procedure for cleaning the charge roller

IMPORTANT:

- 1) As mentioned above, if you need to replace the drum unit but do not have one available, clean the charge roller now and replace the drum unit 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.

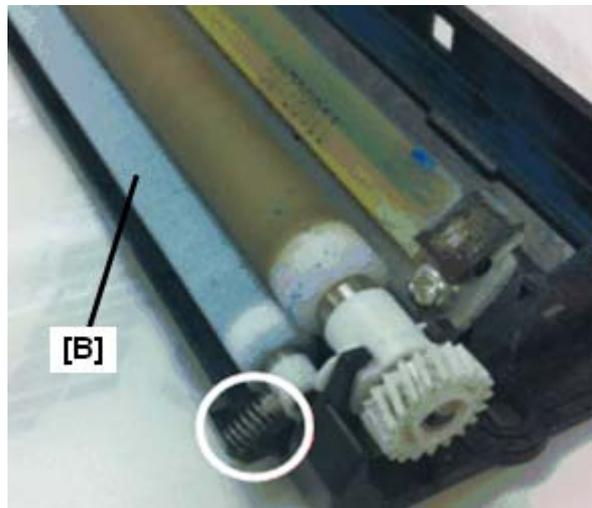
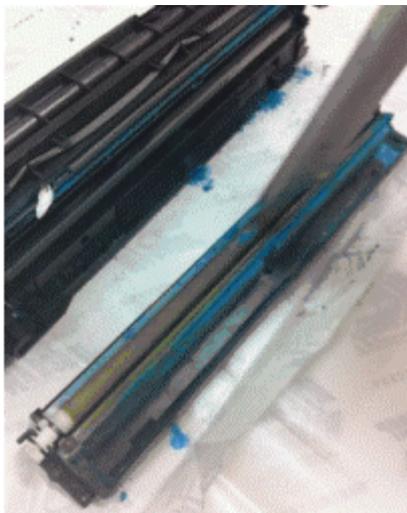
1. Remove the drum unit from the machine.
2. Remove the drum unit's lower frame [A] (screw x 2, clip x 2).



Note: This photo shows the drum unit after the lower frame has been removed.



3. Remove the toner and lubricant that has built up around the **charge roller**.
Note: This can be done most easily using a vacuum cleaner.



IMPORTANT:

- 1) Be careful **not to touch** the lubricant blade or the surface of the OPC drum.
- 2) **Do not use a vacuum** cleaner to clean the **cleaning roller [B]**. This is because the material of the roller's surface is very delicate. Using a vacuum cleaner may create dust that can then drop inside the unit.

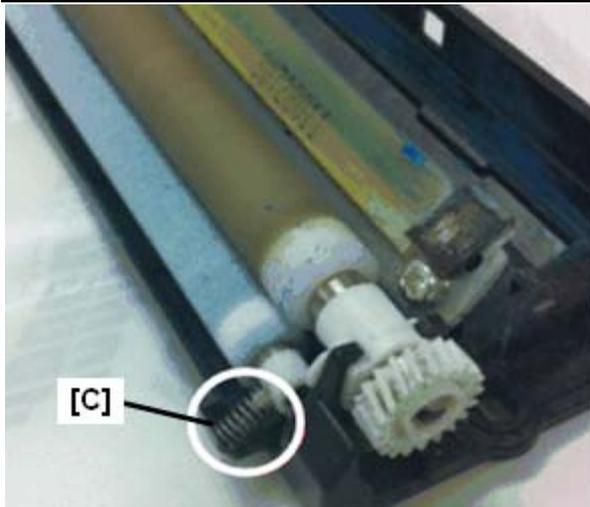
4. Remove the spring [C] located near the edge of the cleaning roller [B].

Important: Do not re-attach this spring, because the dust/dirt on the surface of the cleaning roller may be transferred to the surface of the charge roller again.

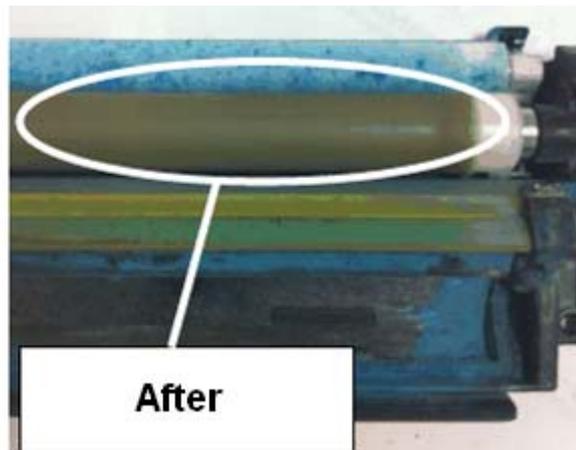
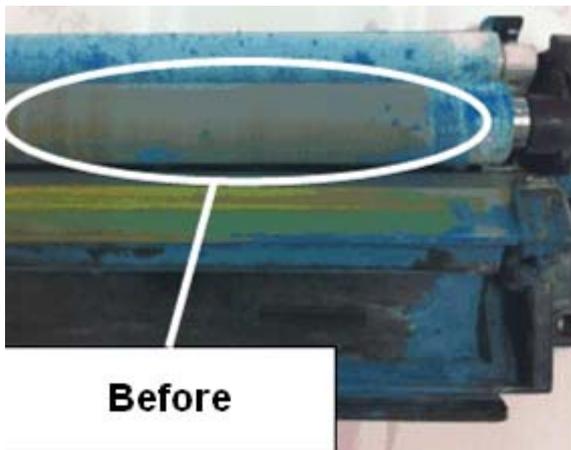
Model: AP-C2

Date: 21-Feb-11

No.: RD029064



5. Clean the surface of the charge roller by rotating the roller while wiping it with a water-damp cloth.



- When you clean the roller surface:

Model: AP-C2	Date: 21-Feb-11	No.: RD029064
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- Be sure to wipe the surface gently. If you wipe it too strongly, parts of the roller's surface layer may peel off (The white layer underneath will be visible).

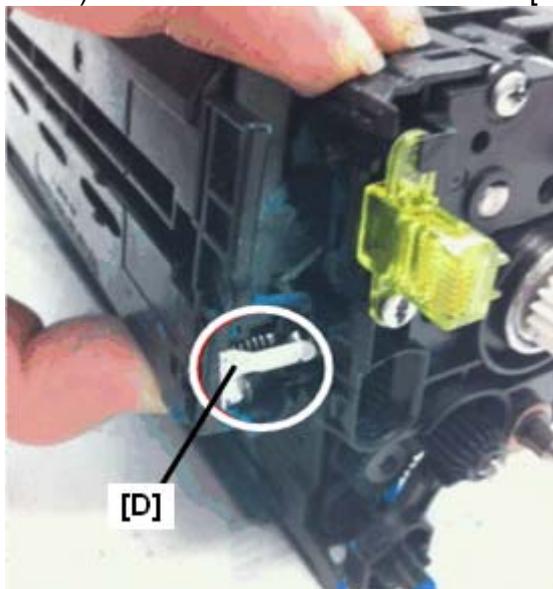


- DO NOT use alcohol on the cloth. This will cause irreversible damage to the roller surface, so only use a water-damp cloth.
- Make sure that the Melanin roller does not get wet at all during this procedure.

6. Re-attach the lower frame to the drum unit [A] (screw x 2, clip x 2).

Important:

- 1) Attach the rear side of the drum unit first, since the attachment position of the rear side is fixed (standardized).
- 2) Make sure that the terminal [D] does not get bent.



Model: AP-C2	Date: 21-Feb-11	No.: RD029064
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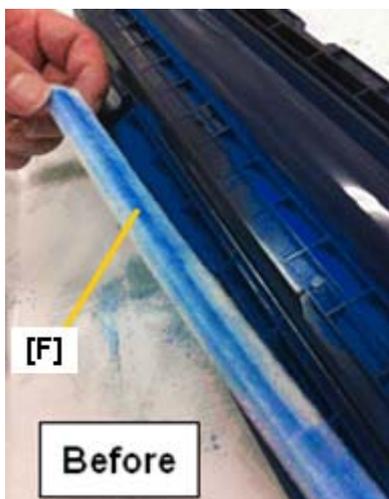
7. Remove the filter cover [E] (clip x 5).



8. Remove the filter [F] and then clean the area around the filter.

Important:

- It is not necessary to clean the filter completely. Clean it until it looks like the filter in the “After” photo below.
- DO NOT tilt the drum unit. If you do, a large amount of toner/developer will adhere to the surface. Under these conditions, the proper air compression cannot be maintained, which will cause toner blasting.

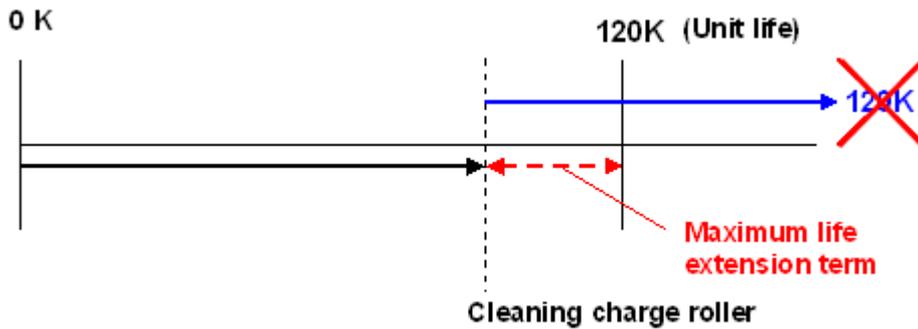


Model: AP-C2	Date: 21-Feb-11	No.: RD029064
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9. Reinstall the drum unit, and then print out the following grayscale charts to check the image quality.
- SP2109-003-20 Gray scale (vertical)
 - SP2109-003-21 Gray scale (vertical)

Important:

- If the unit is near its lifetime, there will be other parts inside the unit that have already experienced a certain amount of wear (cleaning blade, etc.). Therefore, after cleaning the charge roller surface, the dirtying will occur again sooner that it would with a completely new unit. (See the illustration below). The maximum amount that the unit life could be extended would be the equivalent of **120K** prints.

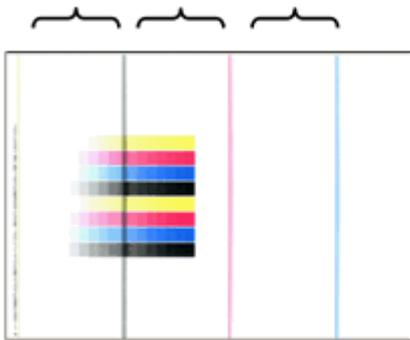


Model: AP-C2		Date: 24-Feb-11	No.: RD029065
Subject: 110mm interval vertical black and color line image		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

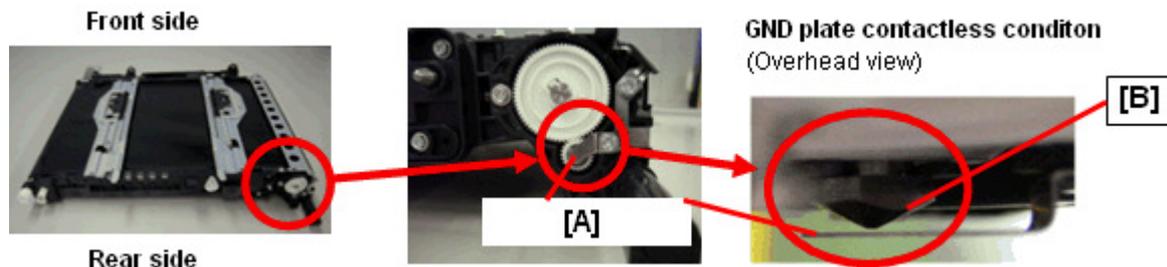
Vertical black or colored lines appear at intervals of 110 mm (the pitch of the drum unit).

110mm interval vertical line
(Drum unit interval)



CAUSE

Sometimes, the GND plate at the rear side of the ITB cleaning unit [A] does not touch the lubrication application shaft [B]. As a result, a minor electrical leak occurs, which can trigger electrical noise. Sometimes, this effect appears as lines at 110 mm intervals.



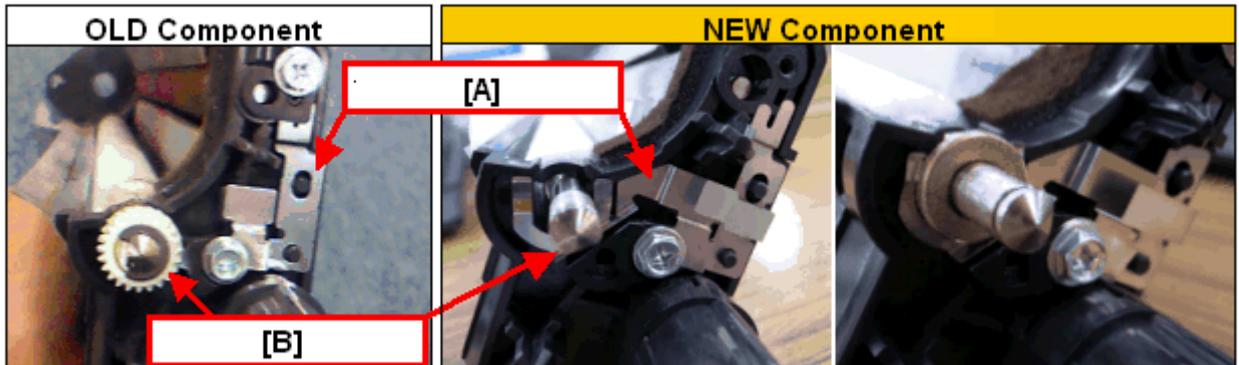
Model: AP-C2	Date: 24-Feb-11	No.: RD029065
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SOLUTION

Production line:

- The shape of the GND plate [A] was changed so that there is another contact point between the GND plate and the lubricant application shaft [B].

Applied from: March 2009 production



Cut-in serial numbers

Model Name	Code	Serial Number
Ap-C2c	D027-17	
	D027-19	V1206300001~
	D027-21	V1206300006 ~
	D027-27	
	D027-28	V1206300028~
	D027-29	V1306310001~
Ap-C2d	D029-17	
	D029-19	V1306300001~
	D029-21	V1306300007~
	D029-27	
	D029-28	V1306300040~
	D029-29	V1306310001~

In the field:

- If this symptom is reported, replace the ITB cleaning unit or GND plate with the following new parts:

Old parts number	New parts number	Description	Q'ty	Int	Page	Index
D0296027	D0296028	CLEANING UNIT:INTERMEDIATE TRANSFER:ASS'Y	1	X/O		
	D0296197	GROUND PLATE:BRUSH ROLLER:BELT CLEANING	1			

Model: AP-C2

Date: 24-Feb-11

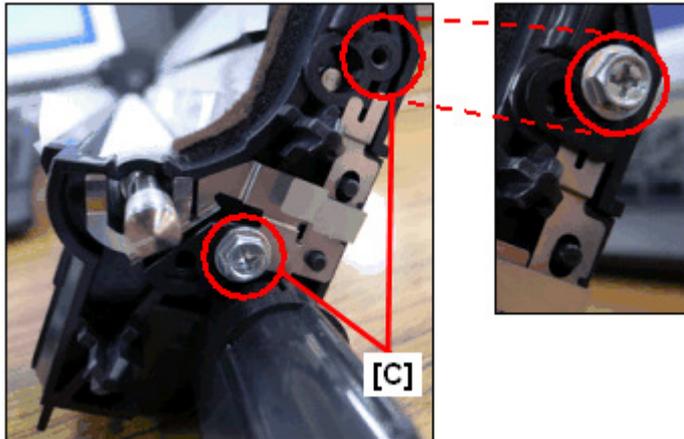
No.: RD029065

Note:

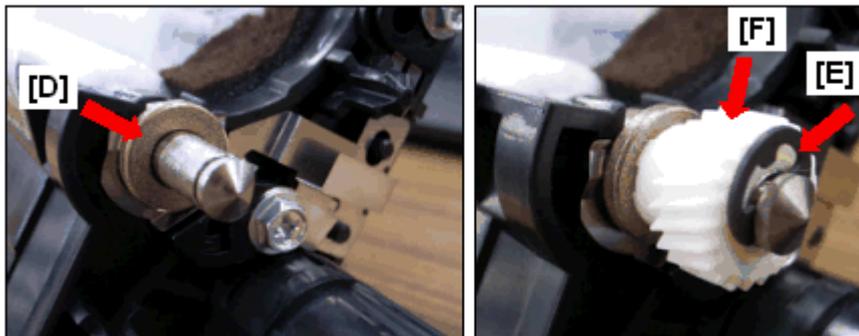
- 1) This GND plate was registered as a service part for this symptom.
- 2) If you only replace the GND plate, use the procedure on the next page.

GND Plate Attachment Procedure

1. Attach the screw x 2 [C].



2. Attach the bushing x 1 [D], gear x 1 [F], and E-ring x1 [E].



3. Make sure that the GND plate [A] and bushing [D] are touching each other.



Model: Model Ap-C2		Date: 29-Mar-11	No.: RD029066
Subject: Patch Release for E-5100 V.1.0 (1-17KPZO.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-17KPZO.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-17KPZO.ps	Gradation images print incorrectly with setting Composite Overprint: ON

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD
- 1-16TBEA

Patch Update Procedure

1. Extract **D4797560.exe** until you get the **1-17KPZO.ps** file.
2. Download/Import the patch file "**1-17KPZO.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-17KPZOE**".

Reissued:30-Mar-11

Model: Model Ap-C2	Date: 29-Mar-11	No.: RD029067a
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RTB Reissue

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

Subject: Patch Release for E-5100 V.1.0 (1-17KPKV.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-17KPKV.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-17KPKV.ps	<i>Alignment Page cannot be printed out on any paper except "Plain" paper.</i>

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Patch Update Procedure

1. Extract **D4797561.exe** until you get the **1-17KPKV.ps** file.
2. Download/Import the patch file "**1-17KPKV.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-17KPKV**".

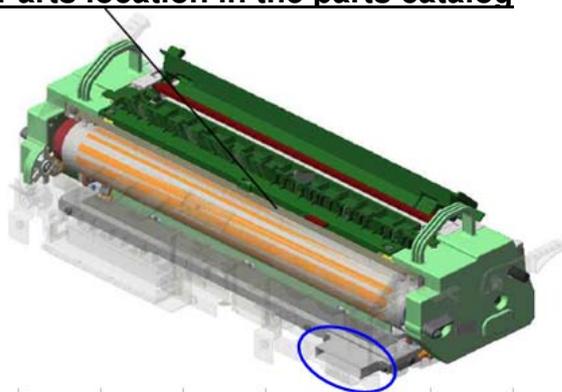
Model: AP-C2		Date: 30-Mar-11	No.: RD029068
Subject: Parts catalog correction (Fusing connector)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The following parts (Drawer connector and harness ass'y) were missing from the parts catalog, and P to P

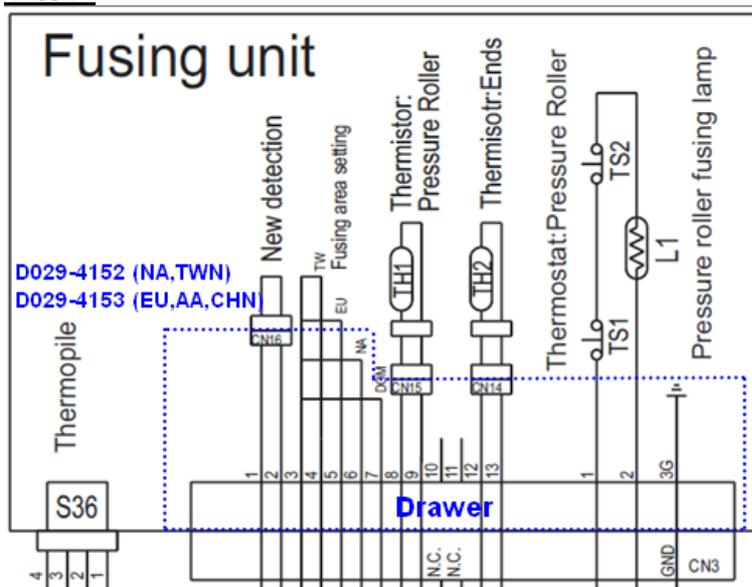
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0294152	HARNESS:FUSING UNIT:NA	1				
	D0294153	HARNESS:FUSING UNIT:EU	1				

*New index

Parts location in the parts catalog



P to P



Model: AP-C2		Date: 18-Apr-11	No.: RD029069
Subject: Service manual revision (SC681)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Service Manual Revision

The areas in **bold** were added.

No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
681	001 ~ 005	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Poor connection with harness that connects RFID controller board and BCU board ▪ Defective RFID controller board. ▪ Defective BCU board ▪ Electrical noise
	061 ~ 064	D	<ul style="list-style-type: none"> ▪ Check the connection of the harness that runs between the RFID controller board and BCU board. ▪ Check the connection of the GND line for the ITB unit. ▪ Check the physical condition of this harness and replace it if it is damaged. ▪ Replace the RFID controller board. ▪ Replace the BCU board
			RFID: Communication error due to the following:
071 ~ 074	D	<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Defective RFID controller board ▪ Electrical noise 	
		<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ Replace the BCU board ▪ Replace the RFID controller board. 	
		RFID: Communication error due to the following:	
081 ~ 164	D	RFID: Communication error due to the following:	

Model: AP-C2	Date: 18-Apr-11	No.: RD029069
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No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Electrical noise
			<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ If the SC still occurs, see note below.

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
**1	BK
**2	M
**3	C
**4	Y

- For sub codes 081–164:

In some cases, replacing the toner cartridge may not clear the SC. If this happens, the cause is probably a board or harness defect, which affects all four colors.

In such cases:

- Check the physical condition of the harness that connects RFID controller board and BCU board. If it is damaged, replace it.
- Check the physical condition of the RFID controller board and BCU board. If they are damaged, replace them.

Model: Model Ap-C2		Date: 28-Apr-11	No.: RD029070
Subject: Patch Release for E-5100 V.1.0 (2011_May)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (5 patches in total) for Color Controller E-5100 System version 1.0.

Folder Name	Patch File Name	File Size	Installation
1st	1-17YHQ3.ps	22,620 bytes	Not Exclusive These 5 patches can be downloaded together and controller reboot is required only once.
	1-185XQN.ps	40,421 bytes	
	1-184MVK.ps	68,236 bytes	
	1-185WRE.ps	2,637,847 bytes	
	1-18S4Y1.ps	2,620,345 bytes	

Important Note:

Keep the order of patches to be applied as shown in the table above. If some of the patches were not applied, or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. SC990 error occurs when calibrating a Dutch Fiery server.
2. Cyan color is not printed, when the job is printed with the default settings.
3. PS error occurs while processing a specific file.
4. PS error occurs when printing certain PDF files using the PS driver.
5. The Job List is not displayed in chronological order on the panel.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-10W3WT
- 1-11R3T4
- 1-12JNTD

Preparation before installation:

1. Extract **D4797562.exe**.
2. Check that 1st folder which consists of 5 patches is created. (Refer to the table on the top of this page.)

Model: Model Ap-C2

Date: 28-Apr-11

No.: RD029070

Patch Update Procedure:

1. Download/Import the patch file "**1-17YHQ3.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-185XQN.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest of the patch files "**1-184MVK.ps**", "**1-185WRE.ps**", "**1-18S4Y1.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch numbers [**1-17YHQ3**],[**1-185XQN**],[**1-184MVK**],[**1-185WRE**], and [**1-18S4Y1**]

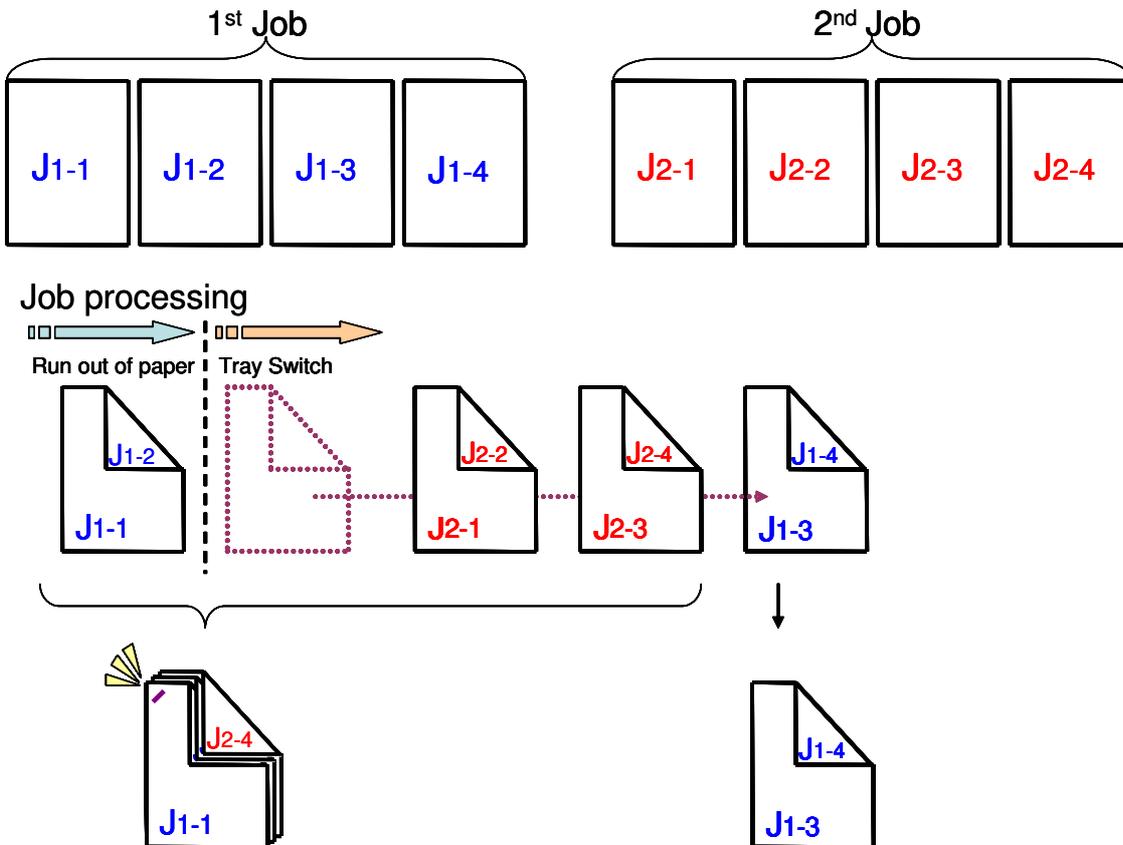
Model: AP-C2		Date: 13-May-11	No.: RD029071
Subject: Job mixing problem with Duplex, Staple function.		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

When the machine is performing two consecutive print jobs with Stapling, both jobs are stapled together except for the last sheet of the first job. This last sheet is then printed out separately.

Conditions:

- Both jobs are duplex print jobs
- Both jobs are set for Stapling
- Paper runs out during the first job, just before the last duplex sheet is printed out
- At that time, the machine switches to another paper tray via Auto Tray Switch



Model: AP-C2

Date: 13-May-11

No.: RD029071

CAUSE

Engine firmware bug

SOLUTION**Production line**

The Engine firmware was modified as follows.

AP-C2

Version	Program No.	Applied from:
1.57:08	D0295117L	January 2011 production

In the fieldUpdate the **Engine firmware** to the version shown above or newer.

Model: AP-C2		Date: 01-Jun-11	No.: RD029072
Subject: Service manual revision		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Teir 2

Change/ Reason: Detail of the following SP was added to the service manual by field request.

SP1003-001	Note	Clear target items
Initialize Printer System	Clears settings which are related to the printer application in " User Tools ".	<u>User Tools > Printer Features</u> ✓ Maintenance ✓ System ✓ Host Interface ✓ PCL Menu ✓ PS Menu ✓ PDF Menu *1

*1: In the past, PDF Password / PDF Group Password setting up was not cleared.

SP 5801-008	Note	Clear target items
[Memory Clear] Printer Application	Clears settings which are related to the printer application in " User tools " and " SP Mode ". You must back up each SP value before performing this SP mode.	<u>User Tools > Printer Features</u> ✓ Maintenance ✓ System ✓ Host Interface ✓ PCL Menu ✓ PS Menu ✓ PDF Menu <u>SP mode</u> ✓ SP1001-001 to 008 (Bit Switches) ✓ SP1006-001 (Sample/Locked Print) ✓ SP1102-001 (Resolution Setting) ✓ SP1104-001 to 064 (Gamma Adjustment) ✓ SP1106-001 (Toner Limit) ✓ SP5200-001 (Size Detection Off)

Model: AP-C2		Date: 30-Jun-11	No.: RD029074
Subject: Procedure to prevent fusing clatter noise		Prepared by: H.Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

A rattling noise is heard coming from the fusing unit.

CAUSE

Not enough Grease Barrierta (A2579300) was applied to the bearings of the pressure roller. As a result, these bearings may vibrate during the fusing process. This can produce noise when the inside of the bearings touch the pressure roller shaft, or the outside of the bearings touch the bracket.

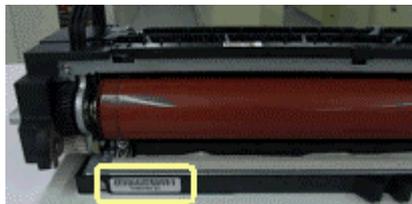
SOLUTION

Production line

The amount of Grease Barrierta applied to the fusing unit bearings was increased.
 Applied from: Mid-September 2010 machine/unit production

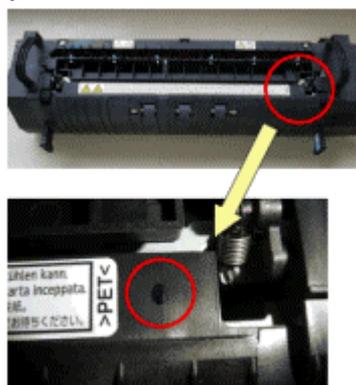
● **Cut-in Serial Numbers:**

Fusing unit: T4400900131
 S/N decal:



● Units produced from mid-October (modified) are marked as shown below:

Fusing unit: T4400900131
 Marked part:



Model: AP-C2

Date: 30-Jun-11

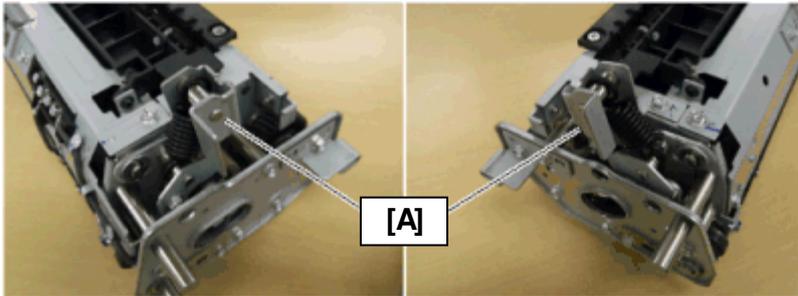
No.: RD029074

In the field

If the symptom is reported, apply Grease Barrierta in accordance with the procedure below.

Procedure for applying Barrierta grease

1. Remove the fusing covers (front side, back side, and right side).
2. Remove the fusing unit actuator gear.
3. Release the fusing pressure lever [A].



4. Remove brackets [B] and [C].

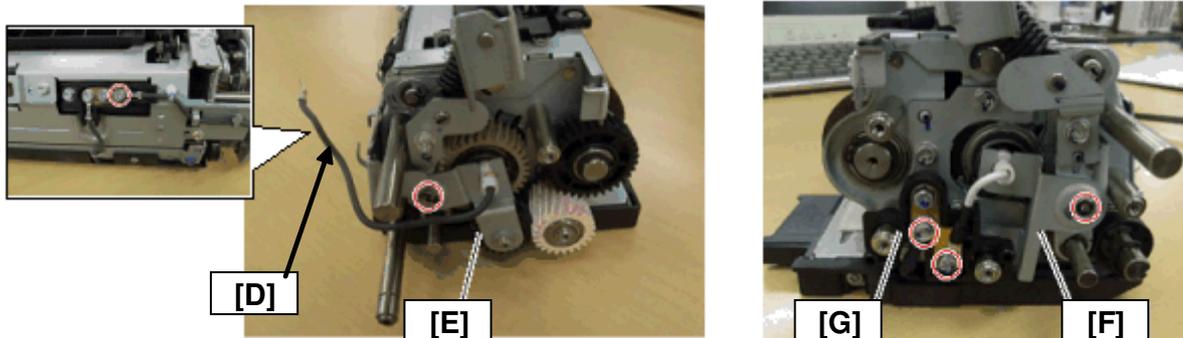


Model: AP-C2

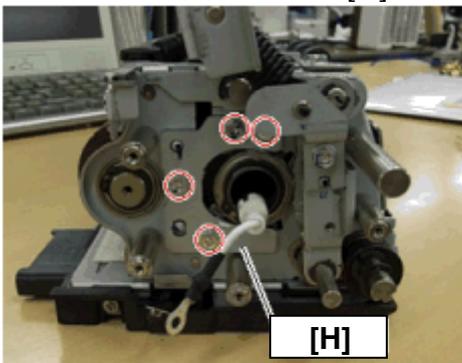
Date: 30-Jun-11

No.: RD029074

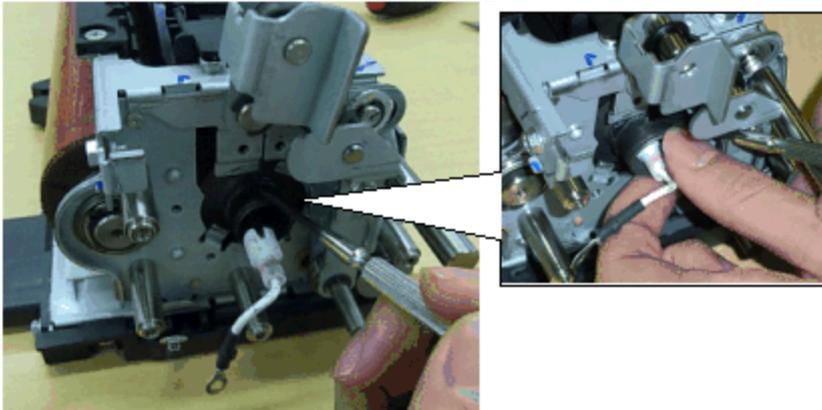
5. Remove the fusing heater harness [D] from the fusing unit.
6. Remove the heater lamp holders ([E], [F]) and the terminal block [G].



7. Remove the bracket [H].

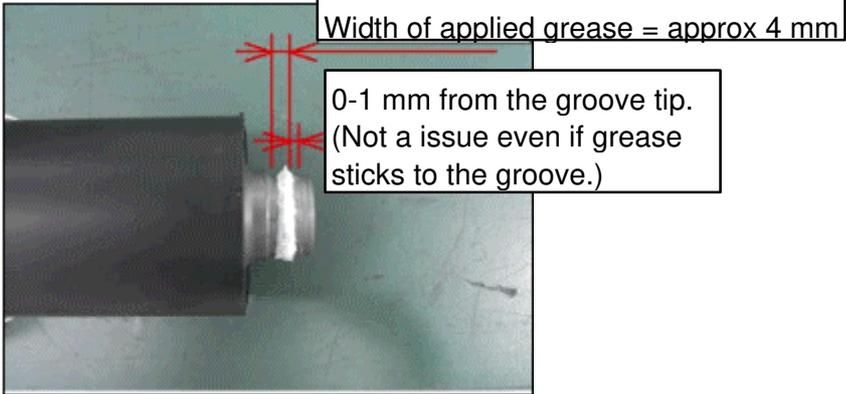


8. Remove the C-ring and bearing from the pressure roller.

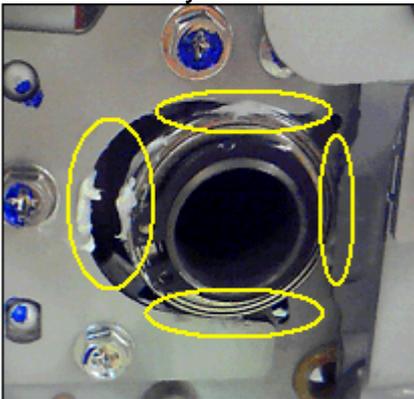


Model: AP-C2	Date: 30-Jun-11	No.: RD029074
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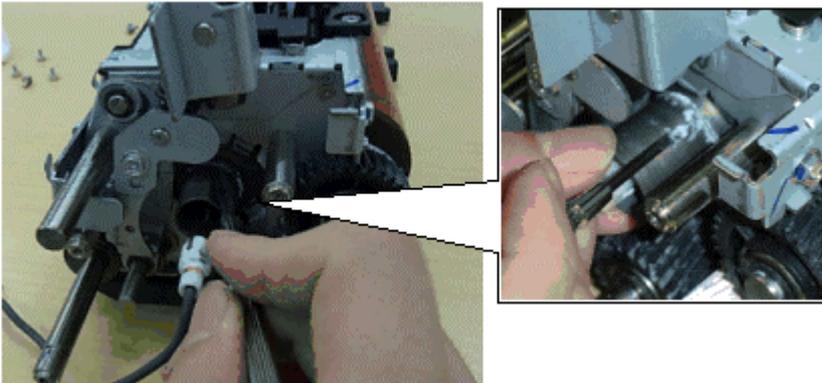
- 9. Apply Grease Barrierta (A2579300) to the shaft of the pressure roller.
Important: Wipe off any grease that gets stuck on the hot roller/heater.



- 10. Apply Grease Barrierta (A2579300) to the areas around the bearing attachment position, circled in yellow below.



- 11. Re-attach the bearing and C-ring.
- 12. Remove the C-ring and bearing from the other side.

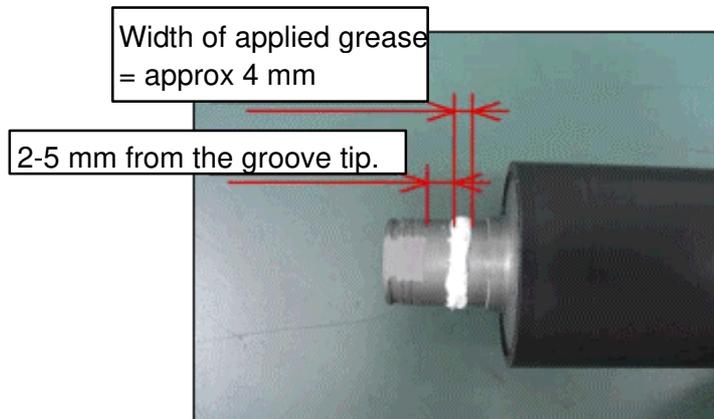


Model: AP-C2

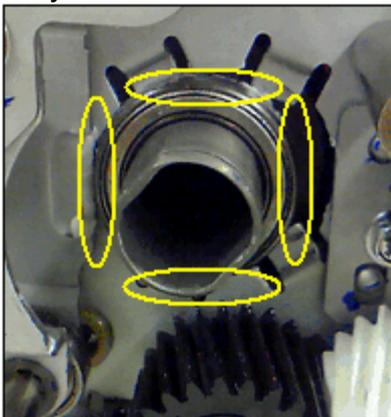
Date: 30-Jun-11

No.: RD029074

13. Apply Grease Barrierta to the shaft of the pressure roller in the same way that you did in Step 9.



14. Apply Grease Barrierta to the areas around the bearing attachment position, circled in yellow below.



15. Re-attach the bearing and C-ring.

Reissued:05-Jul-11

Model: AP-C2	Date: 10-Jun-11	No.: RD029073a
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RTB Reissue

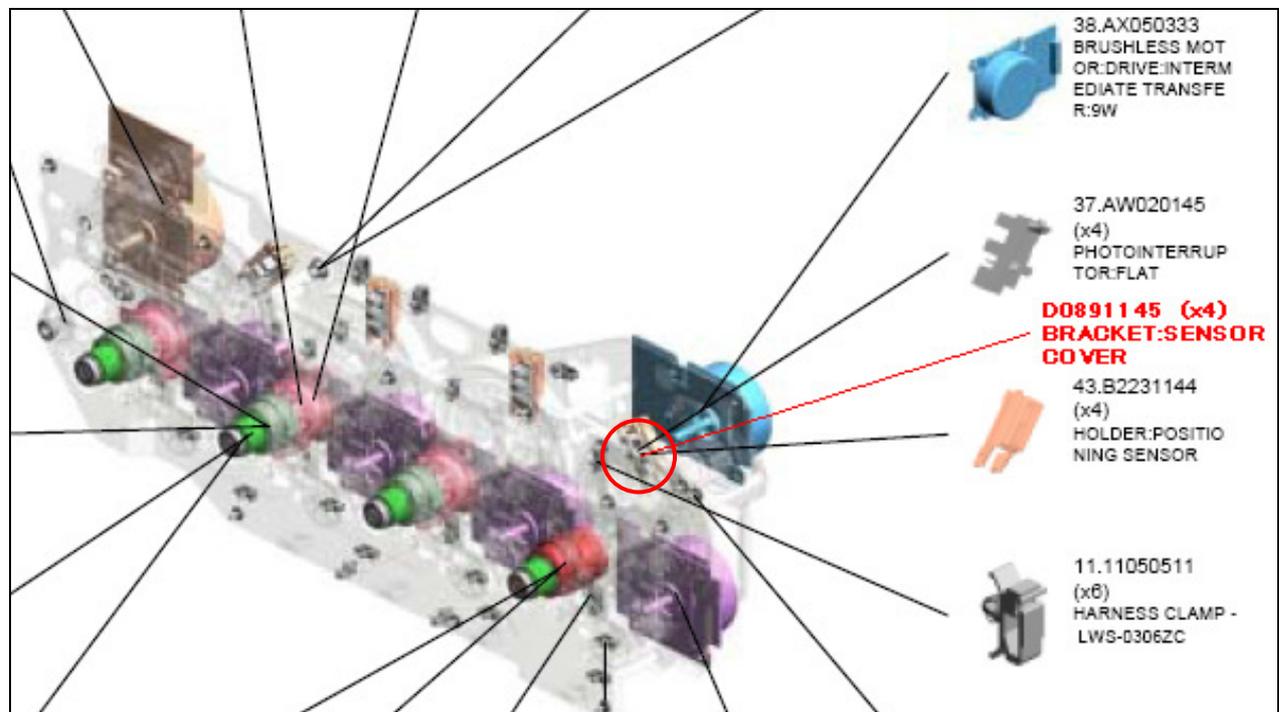
The items in ***bold italics*** were corrected or added.

Subject: New bracket: Sensor Cover		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

New part number	Description	Q'ty	Int	Page	Index	Note
<i>D0891135</i>	<i>POSITIONING SENSOR:DRUM:ASS'Y</i>	4				
D0891145	BRACKET:SENSOR COVER	4				

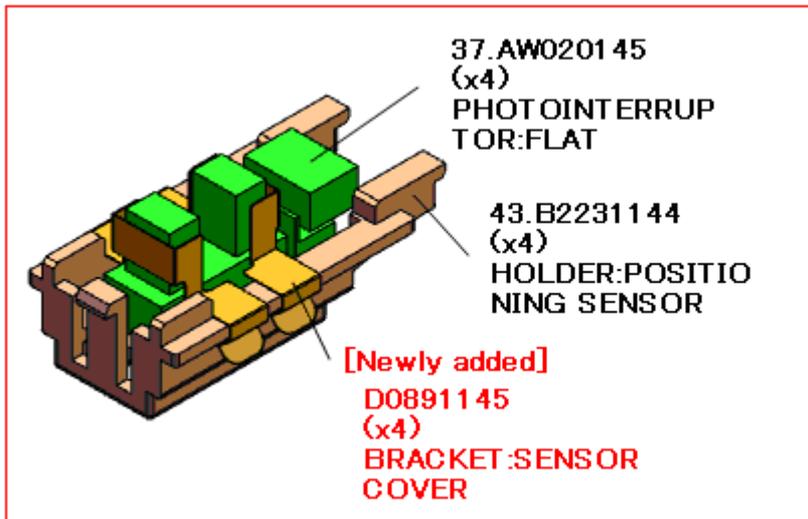
Change: *The phase control positioning sensor ass'y was added as a new part.*
 A sensor cover was added to the phase control positioning sensor.

Reason: To avoid electrostatic influence from drum gear.



Reissued:05-Jul-11

Model: AP-C2	Date: 10-Jun-11	No.: RD029073a
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[Newly added]
D0891135
(x4)
POSITIONING
SENSOR: DRUM :
ASS'Y

Model: AP-C2	Date: 06-Oct-11	No.: RD029075
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Subject: IH inverter broken		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Note: This RTB applies only to regions using a 220/240V rated voltage.

SYMPTOM

The machine does not start up when the main switch is turned on.

CAUSE

FU1 (15A/8A- JPN:NA/EU:AA) on the PSU and the IH inverter break.

- FU1: P/N 11071166
- IH inverter: P/N: D0295173

Note: See the following RTB for the part numbers of each fuse mounted on the PSU.

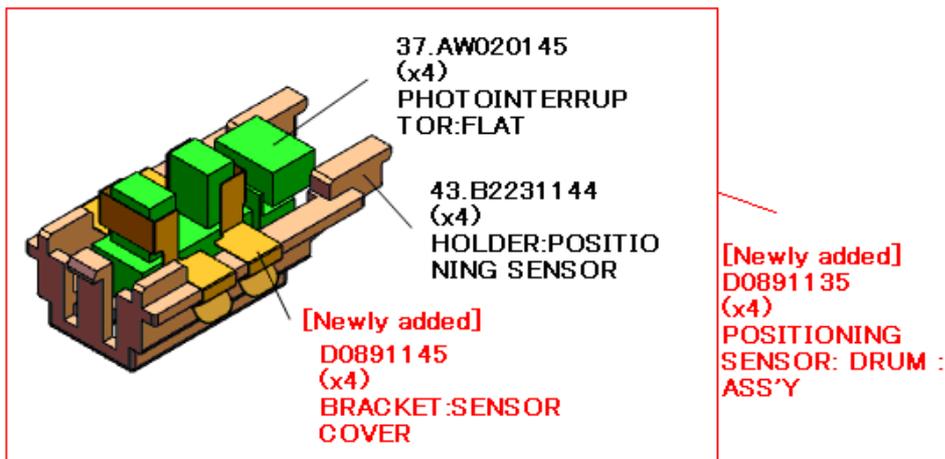


RD029063.doc

SOLUTION

Replace FU1 (fuse 1) on the PSU, the IH inverter, and the drum phase control sensor (X 4).

Drum phase control sensor:



IMPORTANT:

1. When the CPU reaches a condition under which it cannot control the machine, the following symptoms tend to occur.

- SC380-383s, SC670, SC622 or SC492 are logged in the SC history.
- Registration Jam (Jam 17)

2. When you replace the drum phase control sensor, make sure to also **install the bracket cover as well**. (Otherwise, the symptom can recur). This is to prevent the sensor from being affected by electrostatic build-ups, which can affect the CPU's control of the machine.

See the following RTB for more details:



RD029073a.doc

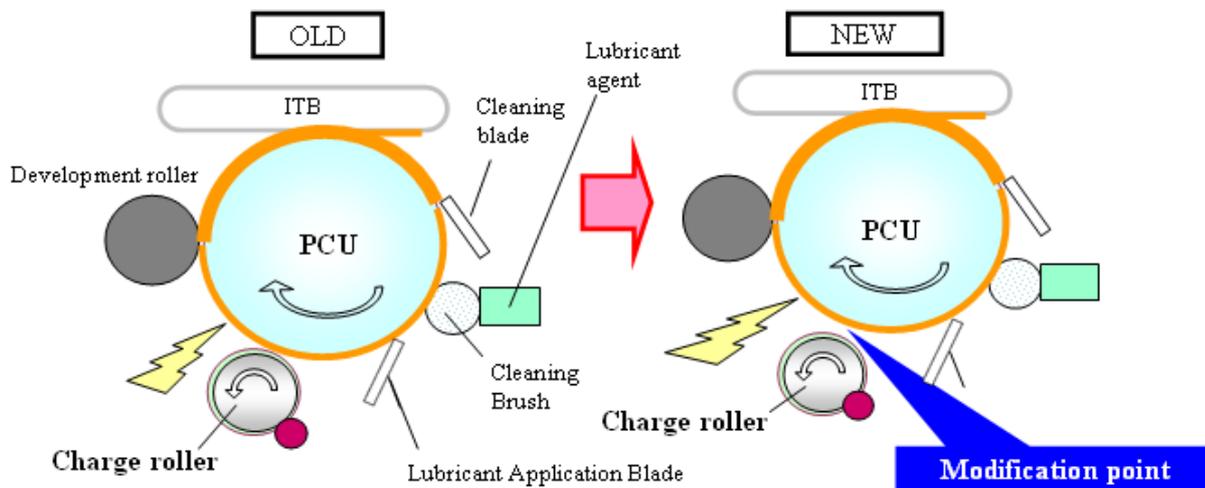
Model: AT/AP-C2		Date: 08-Feb-12	No.: RD029076
Subject: Parts information		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Change: The gap between the BK PCU and charge roller was increased.

Reason: To further minimize the amount of toner particles that can stick to the charge roller surface (which makes it harder for dirty background and black lines to occur).

Note: There is no visual difference between the old and new units, since the gap has only been increased by 15µ.

Old part number	New part number	Description	Q'ty	Int	Page	Index
D0292252	D0292256	PCU:BK:UV:ASS'Y	1	O / O		



Cut-in serial numbers

None, since mass-production of this model has already been discontinued

Model: Model Ap-C2		Date: 12-Mar-12	No.: RD029077
Subject: Patch Release for E-5100 V.1.0 (1-1A241W.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1A241W.ps** for Color Controller E-5100 System version 1.0.

Patch File	Issue(s)
1-1A241W.ps	Full bleed functionality is not working when Scale to Fit is selected.

Before installing “1-1A241W.ps”

- 1 This patch is not exclusive, it can be applied to the server along with other patches concurrently, and one server reboot or restart is sufficient for all patches to take effect on the system.

- 2 The following prerequisites must be installed in the order specified before the 1-1A241W.ps patch is installed:
 - 1-10W3WT
 - 1-11R3T4
 - 1-12JNTD
 - 1-185WRE.

- 3 Do NOT install any of the following patches after installing the **1-1A241W.ps** patch. If you must install any of the following patches, do so before installing the **1-1A241W.ps** patch:
 - 1-16TBEA.

- 4 In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: Model Ap-C2

Date: 12-Mar-12

No.: RD029077

Patch Update Procedure

1. Extract the **D4797563.exe** until you get the **1-1A241W.ps** file.
2. Download/Import the patch file "**1-1A241W.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-1A241W**".

Model: Model Ap-C2		Date: 12-Mar-12	No.: RD029078
Subject: Patch Release for E-5100 V.1.0 (1-1A62NB.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1A62NB.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1A62NB.ps	Patch to Upgrade BIOS to v2.15.

Before installing 1-1A62NB.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. This patch upgrades the BIOS to version 2.15. Reinstallation of System Software will not affect the BIOS version.
3. It is not necessary to apply this patch if the BIOS Version is already 2.15. The BIOS Version can be found in the BIOS Setup section of the Configuration page.

Patch Update Procedure

1. Extract the **D4797564.exe** until you get the **1-1A62NB.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1A62NB.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Confirm that in the BIOS Setup section of the Configuration page, the BIOS Version is **2.15**.

Model: Model Ap-C2		Date: 12-Mar-12	No.: RD029079
Subject: Patch Release for E-5100 V.1.0 (2011_Sep)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (4 patches in total) for Color Controller E-5100 System version 1.0.

Folder Name	Patch File Name	File Size	Installation
1st	1-1AUO7A.ps	108,613 bytes	Not Exclusive These 4 patches can be downloaded together and controller reboot is required only once.
	1-1AYKFH.ps	1,959,754 bytes	
	1-1AYRLJ.ps	781,403 bytes	
	1-1AYP6J.ps	14,008,320 bytes	

Important Note:

Keep the order of patches to be applied as shown in the table above. If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. Job does not print from Print queue when Enable Printed Queue is OFF in Fiery Setup.
2. The image gets cropped for particular file after applying the 1-185XQN patch.
3. When Staple 2 at center is specified, Fiery shows PS error (Range check Error).
4. Image Pattern collapses when trying to Process a file.

Prerequisite(s):

1. Please print out the configuration page. Verify the **System Updates Log** section.
2. The prerequisites listed below must be installed in the order specified before the **1-1AUO7A.ps** and **1-1AYRLJps** patches are applied:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. The prerequisites listed below must be installed in the order specified before the **1-1AYKFH.ps** patch is applied:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
 - 1-185XQN.ps

Model: Model Ap-C2

Date: 12-Mar-12

No.: RD029079

Do NOT install any of the following patches after installing the **1-1AYKFH.ps** patch. If you are required to install any of the patches below, do so before installing the 1-1AYKFH.ps patch:

- 1-185XQN.ps

4. The prerequisites listed below must be installed in the order specified before the **1-1AYP6J.ps** patch is applied:

- 1-10W3WT.ps
- 1-11R3T4.ps
- 1-12JNTD.ps
- 1-185WRE.ps

Preparation before installation:

1. Extract **D4797565.exe**.
2. Check that 1st folder which consists of 4 patches is created.
(Refer to the table on the top of this RTB.)

Patch Update Procedure:

1. Download/Import the patch file "**1-1AU07A.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-1AYKFH.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest of the patch files "**1-1AYRLJ.ps**", and "**1-1AYP6J.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the patch number [**1-1AU07A**], [**1-1AYKFH**], [**1-1AYRLJ**], and [**1-1AYP6J**].

Model: Model Ap-C2		Date: 12-Mar-12	No.: RD029080
Subject: Patch Release for E-5100 V.1.0 (1-1BRJYQ.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1BRJYQ.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1BRJYQ.ps	Patch to address duplex printing issue with PCL5 data.

Before installing 1-1BRJYQ.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1BRJYQ.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps

Patch Update Procedure

1. Extract the **D4797569.exe** until you get the **1-1BRJYQ.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1BRJYQ.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1BRJYQ**.

Model: Model At/Ap-C2	Date: 12-Oct-12	No.: RD025068
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Subject: Paper Exit Unit : Open and Close:Ass'y		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

24. Duplex Unit

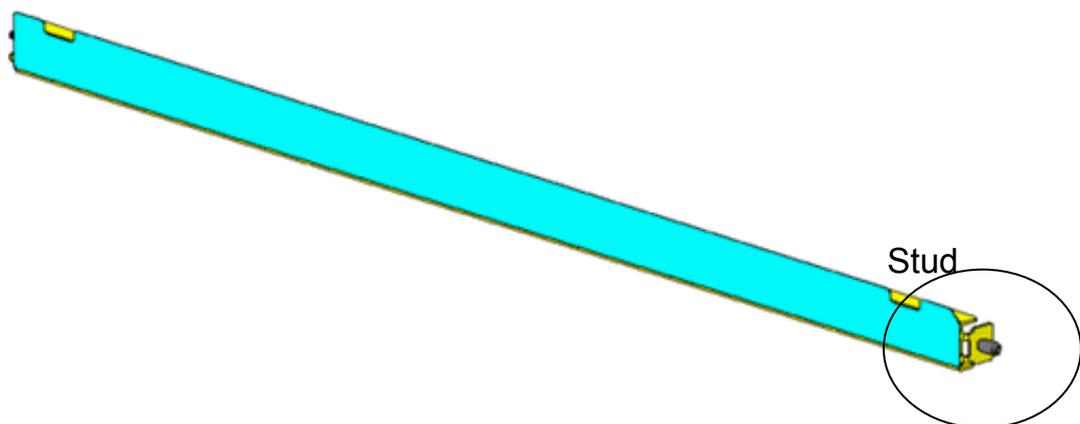
Old part number	New part number	Description	Q'ty	Int	Note
D0294592	D0294580	Paper Exit Unit: Open and Close : ASS'Y	1-1	X/O	-

Changes:

1. The bracket with a screw hole at the front side of the stay was changed to a stud fixture.
2. The torque specification for the screw (still used at the rear side) was changed from $0.7 \pm 0.1 \text{N/m}$ to $0.5 \pm 0.1 \text{N/m}$.
3. This stay is now included in the service parts assembly shown in the table above (see Fig. 2)

Reason: To prevent paper jams by minimizing the range of motion (twisting) of the stay.

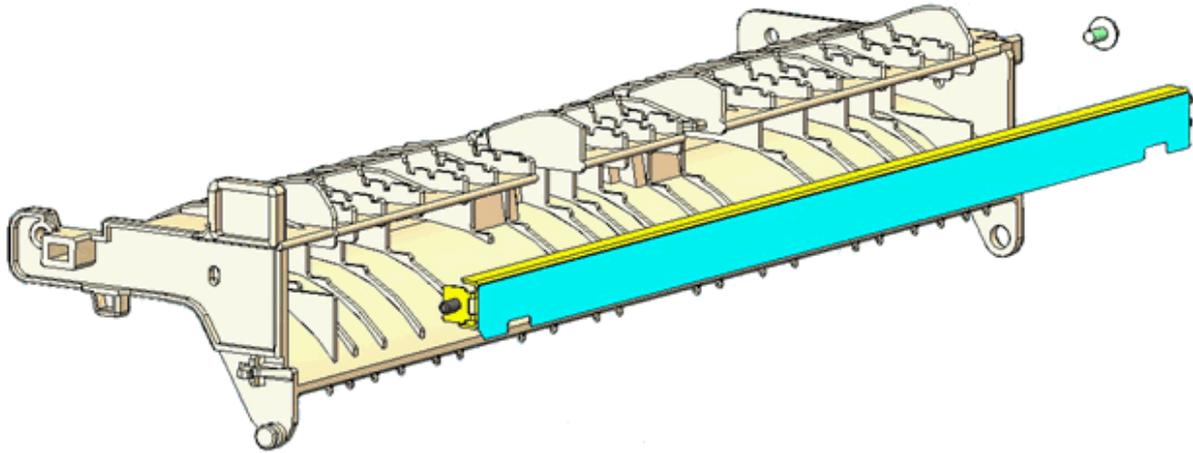
Fig. 1



Model: Model At/Ap-C2

Date: 12-Oct-12

No.: RD025068

Fig. 2 (Paper Exit Unit: Open and Close: ASS'Y)

Model: Model Ap-C2		Date: 22-Nov-12	No.: RD029081
Subject: Patch Release for E-5100 V.1.0 (1-1BK7HB.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1BK7HB.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1BK7HB.ps	· HDD space does not increase after performing Clear Server.

Before installing 1-1BK7HB.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1BK7HB.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract **D4797570.exe** until you get the **1-1BK7HB.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1BK7HB.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1BK7HB**.

Model: Model Ap-C2		Date: 27-Nov-12	No.: RD029082
Subject: Patch Release for E-5100 V.1.0 (1-1AYY0X.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1AYY0X.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1AYY0X.ps	· An error SC991 message appears, after performing Clear Server.

Before installing 1-1AYY0X.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1AYY0X.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. Do NOT install any of the following patch(es) after installing the **1-1AYY0X.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1AYY0X.ps** patch:
 - 1-18S4Y1.ps
4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract **D4797571.exe** until you get the **1-1AYY0X.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1AYY0X.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1AYY0X**.

Model: Model Ap-C2		Date: 25-Dec-12	No.: RD029083
Subject: Patch Release for E-5100 V.1.0 (1-1GB747.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1GB747.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1GB747.ps	· Unable to send Scan data to the Mac OS X 10.7 share location.

Before installing 1-1GB747.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1GB747.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
 - 1-16SPP7.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract **D4797572.exe** until you get the **1-1GB747.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1GB747.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1GB747**.

Reissued: 19-Feb-15

Model: AP-C2	Date: 04-Mar-13	No.: RD029084
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RTB Reissue

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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0256281	D0256282	CASE:AT:ASS'Y	1	X/X	-	-	-
D0296286	D0296288	CASE:TRANSFER ROLLER	1	*1	-	-	-
D0894663 Or D0294664	D0894664	GUIDE PLATE:TRANSFER UNIT:HOLDER	1	X/X	-	-	-
	D0894665	SHAFT:HOLDER:REAR	1	X/X	-	-	-
	04583010N	HEXAGON HEAD TAPPING SCREW:3X10	1	X/X	-	-	-
	D0894666	DRUM STAY:FRONT	1	X/X	-	-	-
	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	X/X	-	-	-

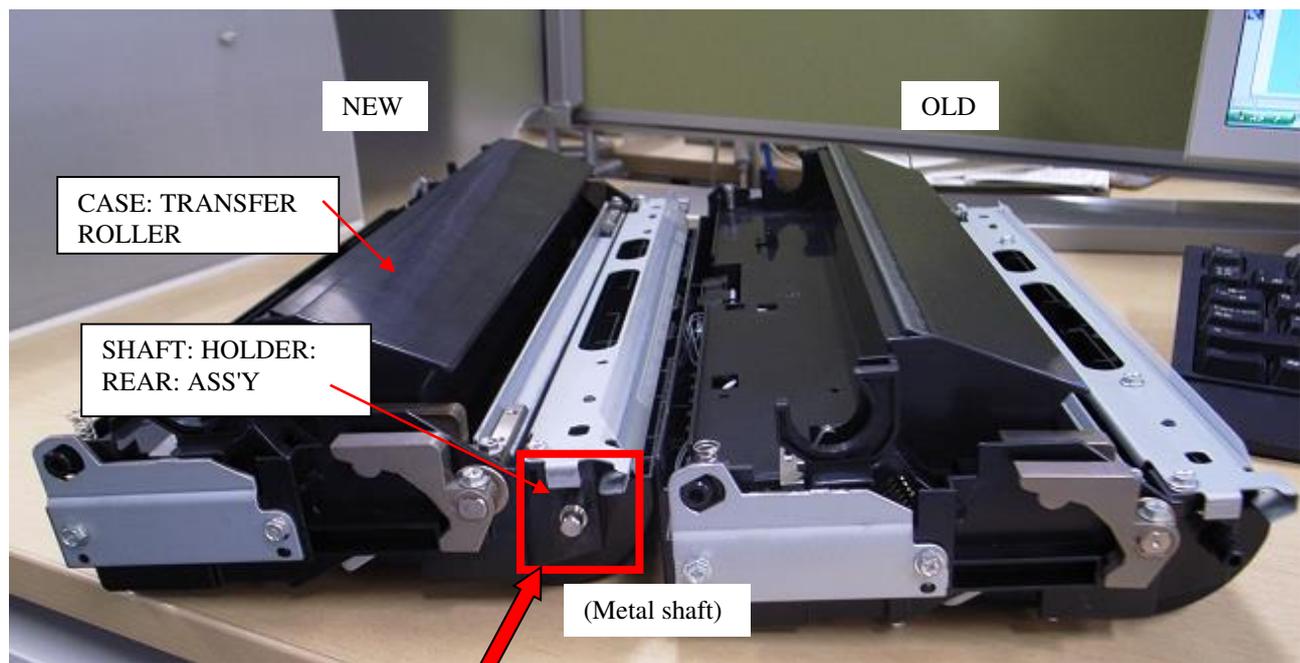
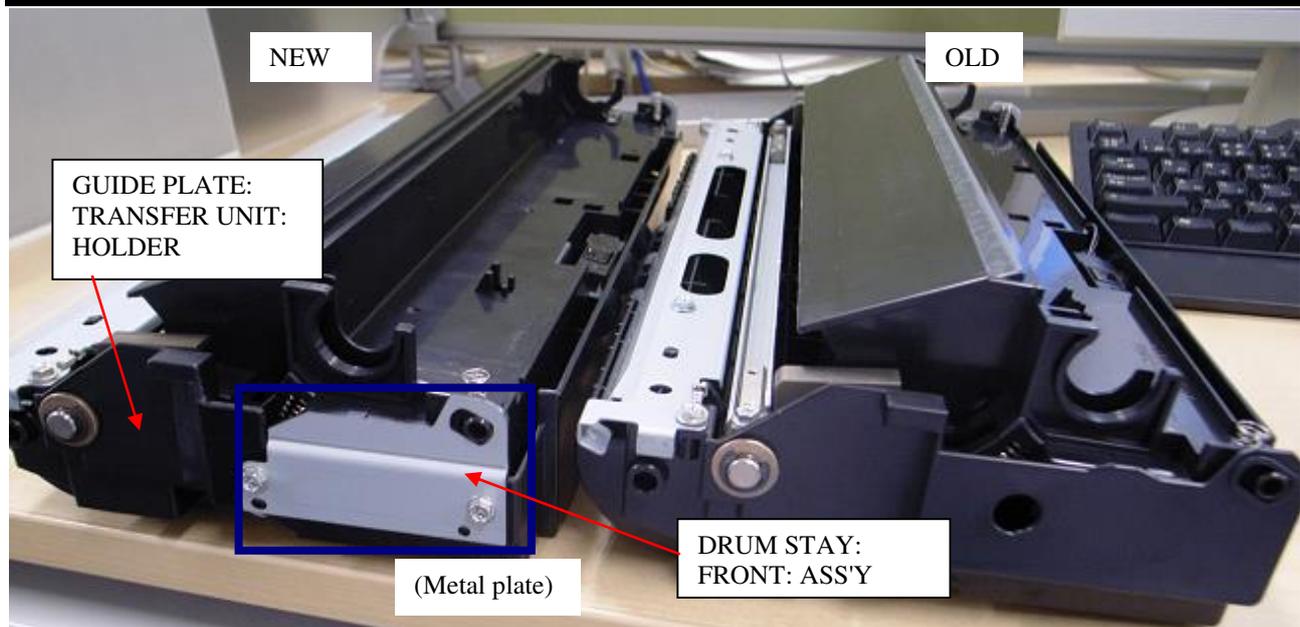
Change: The material of the parts was changed from a resin to a metal.

Reason: To further increase the load-bearing strength of the parts.

Important: Interchangeability is **X/O as a set** (all six parts together). *1: One from the two.

Reissued: 19-Feb-15

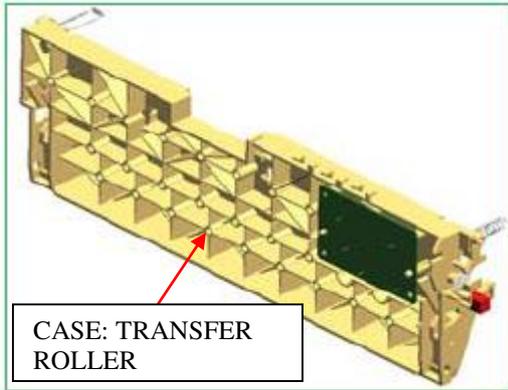
Model: AP-C2	Date: 04-Mar-13	No.: RD029084
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Reissued: 19-Feb-15

Model: AP-C2	Date: 04-Mar-13	No.: RD029084
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Case: AT: Ass'y



Model: General		Date: 26-Feb-13	No.: RGene060
Subject: The System Software reloading error occurs when using HDD(D6504004/D0295795/D0295796)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

Note: Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

CAUSE

The usable storage capacity of the HDD mentioned above was not “capped” to 80GB/160GB before the drives were registered as Service parts.

Note:

- Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

SOLUTION

Service parts:

The usable storage capacity has been capped.

In the field:

If the symptom occurs, replace the HDD with the following:

Model		Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	D5021020 (clipped from 500GB to 80GB)
V-C2 EFI	Color Controller E-7100	D380		
V-C3 EFI	Color Controller E-7200	D502		
At/Ap-C1 EFI	Color Controller E-3000/5000	G878/889		
At/Ap-C2 EFI	Color Controller E-3100/5100	D479/480		
At/Ap-C2.5 EFI	Color Controller E-3200/5200	D557/558		
B-C3 EFI	Printer Controller EB-135	G847		
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651	160GB	D6501020 (clipped from 500GB to 160GB)

Model: AP-C2		Date: 28-Aug-13	No.: RD029085
Subject: Patch Release for E-5100 V.1.0 (1-1GF8GZ.ps)		Prepared by: Y.Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1GF8GZ.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1GF8GZ.ps	- Development counter behavior might be incorrect, when a job is printed from Document Server.

Before installing 1-1GF8GZ.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1GF8GZ.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4797576.exe** until you get the **1-1GF8GZ.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1GF8GZ.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1GF8GZ**.

Model: AP-C2		Date: 28-Aug-13	No.: RD029086
Subject: Patch Release for E-5100 V.1.0 (1-1IQUYY.ps)		Prepared by: Y.Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1IQUYY.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1IQUYY.ps	- A Patch to support Web Configure on Mac OS 10.8.

Before installing 1-1IQUYY.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1IQUYY.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4797577.exe** until you get the **1-1IQUYY.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1IQUYY.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1IQUYY**.

Model: AP-C2		Date: 28-Aug-13	No.: RD029087
Subject: Patch Release for E-5100 V.1.0 (1-1JHC4L.ps)		Prepared by: Y.Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1JHC4L.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1JHC4L.ps	- IE10 Compatibility patch: This patch will address an issue where launching Setup/Configure on Internet Explorer 10, the Setup/Configure window is blank.

Before installing 1-1JHC4L.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. The following prerequisites must be installed in the order specified before the **1-1JHC4L.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D4797578.exe** until you get the **1-1JHC4L.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1JHC4L.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1JHC4L**.

Model: AP-C2		Date: 24-Dec-13	No.: RD029088
Subject: Patch Release for E-5100 V.1.0 (1-1KK4TW.ps)		Prepared by: Y.Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1KK4TW.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
1-1KK4TW.ps	- A Verisign certificate of Web Configure updated.

Before installing 1-1KK4TW.ps

- Known issues listed below, read before installing 1-1KK4TW.ps patch
 - None.
- The following prerequisites must be installed in the order specified before the **1-1KK4TW.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
 - 1-1JHC4L.ps
- Do NOT install any of the following patch(es) after installing the **1-1KK4TW.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1KK4TW.ps** patch:
 - None.
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

- Make sure that the Fiery controller reaches Idle.
- Use Command WorkStation to import the patch file **1-1KK4TW.ps** to the Direct connection.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.

Model: AP-C2

Date: 24-Dec-13

No.: RD029088

5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **1-1KK4TW**.

Model: AP-C2		Date: 03-Sep-14	No.: RD029089
Subject: Patch Release for E-5100 V.1.0 (FIT204583.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **FIT204583.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
FIT204583.ps	Unable to launch Configure window if Java 7u51 is installed.

Before installing FIT204583.ps

1. Known issues listed below, read before installing FIT204583.ps patch
 - None.
2. The following prerequisites must be installed in the order specified before the **FIT204583.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
3. Do NOT install any of the following patch(es) after installing the **FIT204583.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT204583.ps** patch:
 - 1-1KK4TW.ps
 - 1-1IQUYY.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT204583.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.

Model: AP-C2

Date: 03-Sep-14

No.: RD029089

5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT204583**.

Model: AP-C2		Date: 03-Sep-14	No.: RD029090
Subject: Patch Release for E-5100 V.1.0 (FIT210986.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **FIT210986.ps** for Color Controller E-5100 system version 1.0.

Patch File	Issue(s)
FIT210986.ps	Scan To SMB: "General SMB operation error" alert message appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder.

Before installing FIT210986.ps

1. Known issues listed below, read before installing FIT210986.ps patch:
 - Set correct date and time on server as well as client machine before applying the patch for the fix to take effect.
2. The following prerequisites must be installed in the order specified before the **FIT210986.ps** patch is installed:
 - 1-10W3WT.ps
 - 1-11R3T4.ps
 - 1-12JNTD.ps
 - 1-1GB747.ps
3. Do NOT install any of the following patch(es) after installing the **FIT210986.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT210986.ps** patch:
 - None
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT210986.ps** to the Direct queue.

Model: AP-C2

Date: 03-Sep-14

No.: RD029090

3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT210986**.

Model: AP-C2	Date: 9-Mar-15	No.: RD029091
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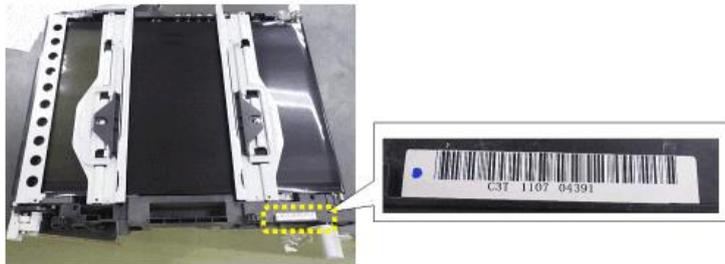
Subject: Refurbished service parts		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information on Refurbished Service Parts

- In accordance with Ricoh's new environmental policies for MFP and printer products, beginning in **April 2015**, additional refurbished parts will be introduced for selected service parts ordered from the SPC. These refurbished parts will be provided as brand-new parts.
- A table of the selected service parts is shown below.
- This is done in order to further strengthen Ricoh's environmental management as well as to improve group profitability.

Note:

- Refurbished parts are inspected on the production line. The same guarantees on quality for brand-new parts apply to refurbished parts.
- Refurbished parts are marked with a blue dot on the label or frame as follows:



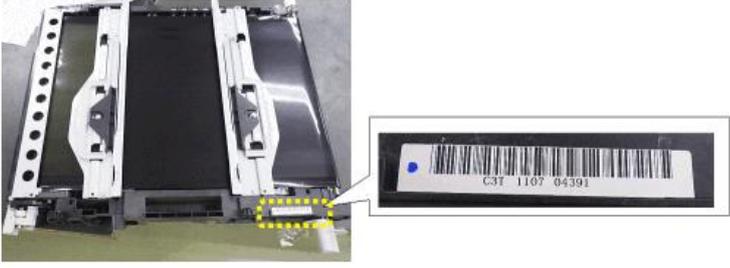
Applicable parts

Part Number	Description	Blue dot marking location
D0254405	PAPER EXIT UNIT:MACHINE OR COPIER:ASS'Y:AT-C2	

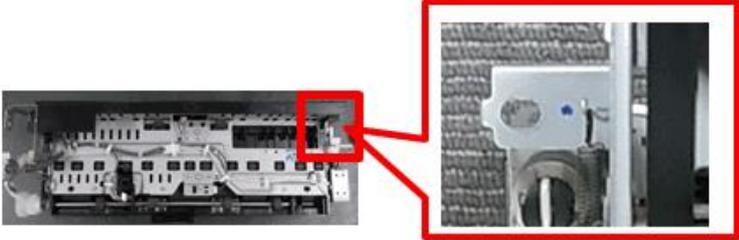
Model: AP-C2

Date: 9-Mar-15

No.: RD029091

D0896011	TRANSFER UNIT:INTERMEDIATE TRANSFER:ASS'Y	 A photograph of the intermediate transfer unit assembly. A callout box points to a barcode label on the right side of the unit. The label contains the text "C3T 1107 04391".
D0876202	TRANSFER/SEPARATI ON UNIT:ASS'Y	 A close-up photograph of the transfer/separation unit assembly, showing a black plastic component with a circular opening and a blue dot.
D0292751	PAPER FEED UNIT:ASS'Y	 A photograph of the paper feed unit assembly. An inset image shows a close-up of a detail on the unit, possibly a sensor or a contact point.
D0252751	PAPER FEED UNIT:ASS'Y	 A photograph of the paper feed unit assembly, identical to the one in the previous row. An inset image shows a close-up of a detail on the unit.

Model: AP-C2	Date: 9-Mar-15	No.: RD029091
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B8021721	STEPPER MOTOR:DC1.76V 3.7W	
D0294405	PAPER EXIT UNIT:MACHINE OR COPIER:ASS'Y: AP-C2	
B8036011	TRAY - EXIT MAIN	 <p>There is ONLY a blue dot marking on the packing label for this part.</p>

Model: AP-C3		Date: 7-Oct-15	No.: RD144089
Subject: Safety caution - Cover of Controller board		Prepared by: K. Yamamotoi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB applies to the **AP/AT-C3, C2.5, C2** and **AP-P1**.

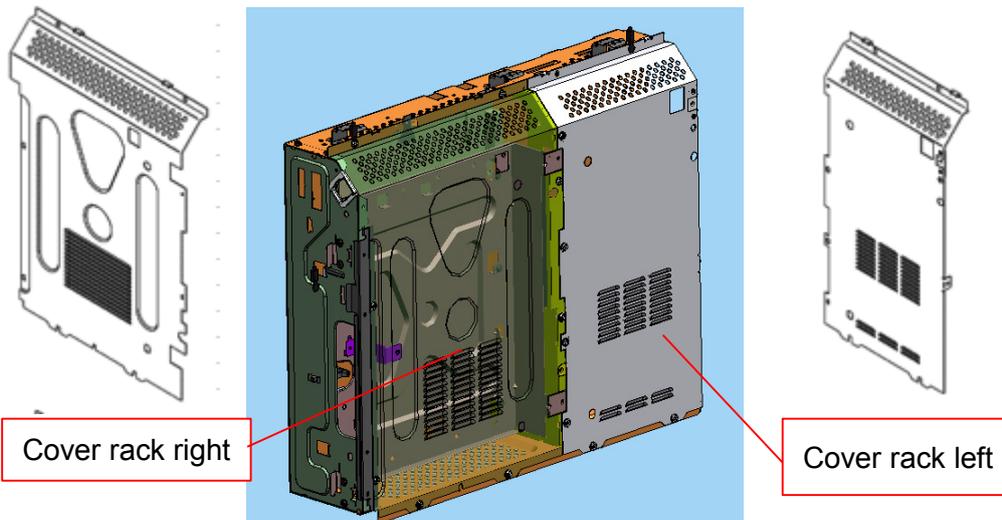
IMPORTANT SAFETY INFORMATION about the Controller Board Cover

Take caution **when removing the controller board cover**, as the edges of the cover are sharp.

AP/AT-C3, C2.5, C2

Cover rack right: D0295811

Cover rack left: D0295810



AP-P2

Cover rack right: G1335811

Cover rack left: G1335810

