

Reissued: 26-Dec-12

Model: V-C2	Date: 15-Nov-07	No.: RD014001o
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RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: C. Shimaji	
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
<i>1.55:01</i>	<i>D0145402P</i>	<i>December 2012 production</i>	<i>Not available</i>
1.54:01	D0145402N	July 2011 production	Not available
1.53:01	D0145402M	December 2010 production	Not available
1.52:01	D0145402L	May 2010 production	Not available
1.51:01	D0145402K	October 2009 production	Not available
1.50:01	D0145402J	June 2009 production	Not available
1.08:01	D0145402H	January 2009 production	Available
1.07:01	D0145402G	December 2008 production	Available
1.06:01	D0145402F	August 2008 production	Available
1.05:01	D0145402E	June 2008 production	Available
1.04:01	D0145402D	April 2008 production	Available
1.03:01	D0145402C	January 2008 Production	Available
1.02:01	D0145402B	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.

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Reissued: 26-Dec-12

Model: V-C2	Date: 15-Nov-07	No.: RD014001o
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Version	Modified Points or Symptom Corrected
1.55:01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Paper stuck between the drawer unit and PFU may tear when the drawer unit is pulled out, in cases where a fusing jam has occurred with paper fed from Tray 1. A noise can be heard if paper is fed from Trays 1, 2, or 3, and SP1-903-005 (Bypass Thick Mode) is enabled. Bug related the following SC fixed. <ul style="list-style-type: none"> Development Intake Fan Error : SC536(Y), SC537(C), SC538(M), SC539(K) Development intake fan error : SC570
1.54:01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The printer might stall with "Printing..." displayed on the operation panel if 2 jobs in a row are stapled or punched.
1.53:01	<p>Symptom Corrected:</p> <p>Pages are printed out in the wrong order (two print jobs are mixed together and printed out) under the following conditions.</p> <ul style="list-style-type: none"> The same paper size is loaded in the two paper trays with the same orientation (paper feed direction) Two duplex print jobs 2 or more pages long are sent to the printer The Paper End condition occurs while feeding paper for the first job <p>IMPORTANT: This firmware version has combination with other firmware. Please refer to the related RTB#RD014076c.</p>
1.52:01	<p>Symptom Corrected:</p> <ol style="list-style-type: none"> Paper Jam occurs in the finisher under the following conditions When the multi-jobs (one is stapled job and the other one is normal job) are sent from multi-PC at the same time. The incorrect accounting behavior when the external coin-operated device is installed with. <p>IMPORTANT: This firmware version has combination with other firmware. Please refer to the related RTB#RD014076c.</p>
1.51:01	<p>Symptom Corrected;</p> <ol style="list-style-type: none"> The bug that "toner cartridge setting error" is occurred when NVRAM clear is performed on D078/D079 copier were corrected. <p>IMPORTANT: This firmware version has combination with other firmware. Please refer to the related RTB#RD014076c.</p>
1.50:01	<p>IMPORTANT NOTICE:</p> <p>If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Engine firmware (ver. 1.50:01, ProgramNo. D0145402J) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI</p>

Reissued: 26-Dec-12

Model: V-C2	Date: 15-Nov-07	No.: RD014001o
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Version	Modified Points or Symptom Corrected																																																				
	<p>controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Engine firmware (ver. 1.05:01, ProgramNo. D0145402J), be sure to install the following all firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier, even though the Fax Option is not sold for D078/D079 copier) 2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note: 1. This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. 2. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66.</p> <p>Symptom Corrected: 1. Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 2. Supports use of the BK5010 and GBC StreamPunch III with the D014/D015/D078/D079 copiers.</p> <p>Other changes: 1. The following setting was added to SP5-894-001 for the Optional Counter Interface Unit Type A (20 pin). 2: B/W copy , Full Color copy , B/W print , Full Color print</p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079
Firmware:	Version:	Program No.:	Note:																																																		
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Language Install	2.02	D0145451C	for D014/D015/D078/D079																																																		

Reissued: 26-Dec-12

Model: V-C2		Date: 15-Nov-07	No.: RD014001o
Version	Modified Points or Symptom Corrected		
1.08:01	<p>Symptom Corrected or Improvement:</p> <ol style="list-style-type: none"> 1. Supports Color Controller E-8100. 2. Supports D078/D079 copier. 3. Copier mode only: When the customer selects the User Color (one of the Edit/Color function), the actual printed out color is differ from the Sample Color, which is printed out by "Print Sample of User Color" button. <p>NOTE: This version does NOT support Plockmatic BK5010 and GBC Stream Punch III. It means that Plockmatic BK5010 and GBC stream Punch III can NOT be used with Color Controller E-8100.</p>		
1.07:01	<p>Symptom Corrected or Improvement:</p> <ol style="list-style-type: none"> 1. SC544 (Heating roller thermistor (center) error 3.) or SC564(Heating roller non-contact thermistor error 3.) appears mistakenly when the lower drawer unit is pulled out during the main power switch is turned ON. 		
1.06:01	<p>Symptom Corrected or Improvement:</p> <ol style="list-style-type: none"> 1. After the main power switch OFF/ON, the SP settings for Z-Folding position are canceled. 2. Jam occurs in Mail Box under the following condition ("B&W" AND "single face" AND "B4 size with punch") 3. Toner density condition may abnormal after the jam occurs. 		
1.05:01	<p>Symptom Corrected or Improvement:</p> <ol style="list-style-type: none"> 1. Improved the image quality of ACC pattern detection. 2. The machine does not print if the power is turned ON while the SR4020 front cover is open. 3. The results of developer setup execution (SP3812) shows "4(Failed)"mistakenly for the color, whose developer has not been set upped. Actually, the developer setup has not been failed for the color, whose developer has not been set upped. 4. An SP error occurs when the Copy Connector Type 3260 is used. 5. The detection accuracy of SC622 (PFB connection error) was improved. 		
1.04:01	<p>Other changes:</p> <ol style="list-style-type: none"> 1. BK toner density control was improved. 2. Fusing unit temperature control was improved. 3. The default settings of drum charge-related SP modes were changed. 4. The default settings of image transfer-related SP modes were changed. 		
1.03:01	Minor bug corrections		
1.02:01	1st Mass production		

Reissued: 17-May-16

Model: V-C2	Date: 15-Nov-07	No.: RD014002h
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Fax		Prepared by: K. Hamada	
From: 1st Tech Service Sect., MFP/Printer Tech Service D			
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
<i>06.00.00</i>	<i>D0145773F</i>	<i>May 2016 production</i>
05.00.00	D0145773E	September 2010 production
04.00.00	D0145773D	May 2009 production
03.00.00	D0145773C	December 2008 production
02.00.01	D0145773B	February 2008 production
01.00.00	D0145773A	1st Mass production

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
<i>06.00.00</i>	<i>Symptom corrected: 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>
05.00.00	Symptom corrected: 1. Received FAX documents cannot be printed out under the following conditions. a. Cover feeder is installed with D014/D015/D078/D079 copier. b. Papers are set on the tray of Cover feeder. 2. Received FAX documents stored in memory cannot be printed out if the FCU is reset.
04.00.00	IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Fax firmware (ver.04.00.00 Program No. D0145773D) until a corresponding new version of system software is installed on E-7100/E-8100. If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set.

Reissued: 17-May-16

Model: V-C2	Date: 15-Nov-07	No.: RD014002h
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Version	Modified Points or Symptom Corrected																																																				
	<p>Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Fax firmware (ver. 04.00.00, ProgramNo. D0145773D), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note:</p> <p>1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <p>1. This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17.</p> <p>2. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66.</p> <p>Symptom Corrected:</p> <p>1. Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers.</p> <p>2. Sometimes, thumbnails are not displayed properly.</p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
Firmware:	Version:	Program No.:	Note:																																																		
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Engine	1.50:01	D0145402J	for D014/D015/D078/D079																																																		
03.00.00	Minor bug correction																																																				

Reissued: 17-May-16

Model: V-C2		Date: 15-Nov-07	No.: RD014002h
Version	Modified Points or Symptom Corrected		
02.00.01	Symptom corrected: 1. The sender's information is not set if the user logs in from the Easy Operation screen. Other changes: 2. Supports the "Destination Confirmation Before Sending" function.		
01.00.00	1st Mass production		

Reissued: 01-Apr-16

Model: V-C2	Date: 15-Nov-07	No.: RD014003f
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: FCU		Prepared by: Y. Miyamoto	
From: 2nd Tech Service Sect., MFP/Printer Tech Service D			
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 **FCU**.

Version	Program No.	Effective Date
07.00.00	D3565570H	April 2016 production
06.00.00	D3565570G	June 2011 production
05.00.00	D3565570F	January 2010 production
04.00.00	D3565570E	October 2008 production
03.00.00	D3565570D	September 2008 production
02.00.00	D3565570C	August 2008 production
01.01.00	D3565570B	1st Mass production

Version	Modified Points or Symptom Corrected
07.00.00	Symptom corrected: If "Forwarding setting of Reception File Setting" is enabled and a fax received is transferred to a folder, an error (code: 14-30) occurs and the fax is falsely deleted.
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; The reliability of FAX transmission in energy saver mode has been improved.
04.00.00	Minor bug correction
03.00.00	Symptom Corrected or Improvement: The reliability of E-mail transmission has been improved.
02.00.00	Symptom corrected: 1. "Transmission Result by E-mail" does not function. 2. E-mail is sent without title and Cover Sheet when LanFax (PC base fax) is used. 3. During receiving V34, fax is disconnected and Power Failure Report is printed out. 4. Error Code 6-21 occurs very often when LanFax(PC base fax) is used. This leads to receiving cover page from pc-based fax server over and over. 5. When transferring the memory, the memory is transferred always with PDF format even though the TIFF format is selected.
01.01.00	1st Mass production

Reissued: 17-Jun-09

Model: V-C2	Date: 15-Nov-07	No.: RD014004g
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Network DocBox		Prepared by: H.Matsui	
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 **Network DocBox**.

Version	Program No.	Effective Date
2.02	D0145771E	May 2009 production
1.03	D0145771D	October 2008 production
1.02	D0145771C	May 2008 production
1.01	D0145771B	March 2008 production
1.00	D0145771A	1st Mass production.

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
2.02	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Network DocBox firmware (ver. 2.02, ProgramNo. D0145771E) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Network DocBox firmware (ver. 2.02, ProgramNo. D0145771E), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p>

Reissued: 17-Jun-09

Model: V-C2	Date: 15-Nov-07	No.: RD014004g
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Version	Modified Points or Symptom Corrected																																																				
	<p>Note:</p> <p>1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier, even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. <i>Invalid margin adjustments made to 12x18 pages (Landscape) via WIM, resulted in the error "An unknown error has occurred". The correct error message should have been "Selected paper size and Margin Adjustment can not be set together."</i> <p>Note: <i>To fix this problem, Web Support firmware (version 1.31 or later), Network DocBox firmware (version 2.02 or later) and Web Uapl firmware (version 1.07 or later) need to be applied to the device.</i></p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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OpePanel.EXP_EUR	2.02	D0145454D	Note 2																																																		
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Engine	1.50:01	D0145402J	for D014/D015/D078/D079																																																		
1.03	<ol style="list-style-type: none"> Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 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. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect. 																																																				
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The web service might stall if the device settings are changed via WIM or the 																																																				

Reissued: 17-Jun-09

Model: V-C2	Date: 15-Nov-07	No.: RD014004g
Version	Modified Points or Symptom Corrected	
	Operation Panel at the same time as ScanRouter is accessing the device.	
1.01	Symptom corrected: The device might stall if the Transfer Log setting is enabled without the power cycle.	
1.00	1st Mass production.	

Reissued: 18-Sep-14

Model: V-C2	Date: 06-Mar-08	No.: RD014005i
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Network Support		Prepared by: T. Mimura	
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 Support**.

Version	Program No.	Effective Date	Availability of RFU
7.17	D0145767J	June 2013 production	Available
7.16	D0145767H	September 2010 production	Available
7.14	D0145767G	January 2010 production	Available
7.13	D0145767F	January 2009 production	Available
7.11	D0145767E	October 2008 production	Available
7.10.1	D0145767D	May 2008 production	Available
7.08	D0145767C	April 2008 production	Available
7.05.1	D0145767B	February 2008 production	Available
7.03	D0145767A	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
7.17	<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. (GFPE#RC10060010) 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. 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. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults. 9. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.

Model: V-C2	Date: 06-Mar-08	No.: RD014005i
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Version	Modified Points or Symptom Corrected
	<p>10. Scan to SMB fails if the both of the following conditions are met.</p> <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. <p>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.</p> <p>12. 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.</p> <p>13. 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.</p> <p>14. If "CNAME" is specified as the destination folder, ScanTo Folder will abort.</p> <p>15. When NBT is "OFF", Browse list is not shown if touch the Browse Network button on destination folder of Scan to folder.</p> <p>16. Cannot scan to shared folders in Windows 8 and Windows Server 2012.</p> <p>17. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.13 (D0145761P) or later.</p>
7.16	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 2. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 3. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 4. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 5. 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. 6. 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, the supported group name length will be increased to 40 bytes. 7. 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. 8. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 9. 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. 10. 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

Model: V-C2	Date: 06-Mar-08	No.: RD014005i
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Version	Modified Points or Symptom Corrected
	<p>rebooted.</p> <p>11. 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.</p> <p>Other changes: SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.32.1 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: (⌘) 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: (⌘) 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 : (⌘) Configuration > Security > Network Security (↵) Configuration > Security > SSL/TLS 5. Unable to Scan to SMB to a destination that is not specified using an FQDN. 6. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 7. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). 8. 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. 9. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers. 10. Windows Authentication fails if the username or password includes lower-case European characters.
7.14	<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.

Model: V-C2	Date: 06-Mar-08	No.: RD014005i
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Version	Modified Points or Symptom Corrected
	<p>3) Application buttons on the operation panel might become unresponsive.</p> <p>6. Scan to SMB is unable to send documents to a hostname containing 2byte characters.</p> <p>7. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.</p> <p>8. SDK/J applications might not be able to recognize some supported USB devices.</p> <p>9. 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.</p> <p>Other Changes:</p> <p>1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.</p> <p>2. The MFP now supports CIFS, DFS and NTLM v2.</p>
7.13	<p>Other changes:</p> <p>1. Kerberos authentication support for Windows Server 2008.</p> <p>Symptom corrected:</p> <p>1. LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error. 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> <p>2. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.</p> <p>3. IPP print jobs are cancelled. This happened very infrequently.</p> <p>4. 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.</p> <p>5. 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 System firmware version 1.08 or later be applied to the device.</p>
7.11	<p>Other changes</p> <p>#9 Netware settings that are unused by the EFI controller will not be displayed in WIM/telnet if the EFI controller is installed. Note: The fix requires that Websys firmware version 1.08 or later be applied to the device.</p> <p>Symptom corrected:</p> <p>#1 If WPA2 is configured for a device, the Access Log List in WSDM ver 2.x will always show the WPA Encryption Method as TKIP and never as CCMP (AES), regardless of actual settings.</p> <p>#2 SNMP events (Access Violation or Lockout), are not recorded in the Access Log.</p> <p>#3 Jobs submitted using the IE ftp client result in an SC991 error. This only occurs using Windows XP x64.</p> <p>#4</p>

Model: V-C2	Date: 06-Mar-08	No.: RD014005i
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Version	Modified Points or Symptom Corrected
	<p>If the sending of a Scan to Email using SMIME is interrupted (ie. A job is submitted to the printer or the device application is switched before the email has been sent), an SC997 error will occur.</p> <p>#5 When a WSD client boots, the device's WSD service might be stopped.</p> <p>#6 Sending a PJI readback (or ustatus) will result in an SC997. This only occurs if diprint's bidirect is on from telnet.</p> <p>#7 The device might not be able to access the network once the Log collection tool is run.</p> <p>#8 Accessing WIM's Netware or SMB configuration page will cause the web service to stop. This only occurred using the EFI controller. Changing the SMB Computer Name by telnet will cause the telnet service to stop. This only occurred using the EFI controller.</p> <p>#9 Netware servers cannot be browsed from the MFP if the NCP Delivery Protocol is "IPX". This only occurred using the EFI controller. Note: The fix requires that Websys firmware version 1.08 or later be applied to the device.</p> <p>#10 When the device changes into Energy Saver mode, the network connection might be dropped. This results in an SC816 error. Note: The fix requires that SubCPU firmware version 1.08 or later be applied to the device. The MFP might not reply to a DOS ping -l (or UNIX -s) while in Energy Saver mode. Note: The fix requires that SubCPU firmware version 1.08 or later be applied to the device. Pinging the MFP with the -l (or UNIX -s) flag while in Energy Saver mode might result in an SC816 error. Note: The fix requires that SubCPU firmware version 1.08 or later be applied to the device.</p> <p>#11 If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.</p> <p>#12 The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g).</p>

Model: V-C2		Date: 06-Mar-08	No.: RD014005i
Version	Modified Points or Symptom Corrected		
7.10.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If an LPR job is submitted to the device followed by an AppleTalk job, the device will stall. 2. An SC819 error might be shown on the operation panel.f the device is accessed via IPsec repeatedly without a power cycle. 3. An SC997 will be displayed on the Operation Panel of EFI controller based devices if IPv6 network settings are changed. 4. Excessive time lag when the device rejoins the network after exiting Energy Saver Mode. This will occur under either one of the following conditions: <ul style="list-style-type: none"> - The device is connected to a hub that uses the spanning tree protocol. - The device is connected via Wireless LAN. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The device supports Windows server 2008 DHCPv6 server. 		
7.08	<ol style="list-style-type: none"> 1. The device might not be able to reboot via WIM after the device's date/time is decremented to an earlier date/time using WIM. 2. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 3. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) 4. Web SmartDeviceMonitor shows the IP addresses of TWAIN clients in reverse. Example: 192.168.1.10 ==> 10.1.168.192 		
7.05.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SC991 appears when performing the interrupt printing by FTP. 2. If @Remote and FTP are enabled, the ftpd module will fail when the device is powered on. 		
7.03	1st Mass production		

Reissued: 25-Oct-10

Model: V-C2	Date: 15-Nov-07	No.: RD014006f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: RFax		Prepared by: T. Toriumi	
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 **RFax**.

Version	Program No.	Effective Date
<i>04.00.00</i>	<i>D0145768D</i>	<i>September 2010 production</i>
03.00.00	D0145768C	May 2009 production
02.00.00	D0145768B	March 2008 production
01.00.01	D0145768A	1st Mass production

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
<i>04.00.00</i>	<i>Symptom Corrected: Document will stay "not transmit" for IP-FAX, and IP-FAX cannot be used at all.</i>
03.00.00	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of RFax firmware (ver. 03.00.00, ProgramNo. D0145768C) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Remote Fax firmware (ver. 03.00.00, ProgramNo. D0145768C), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p>

Reissued: 25-Oct-10

Model: V-C2	Date: 15-Nov-07	No.: RD014006f
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Version	Modified Points or Symptom Corrected																																																				
	<p>Note:</p> <p>1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier, even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <p>1. This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17.</p> <p>2. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66.</p> <p>Symptom corrected:</p> <p>1. Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers.</p> <p>2. The PC FAX job history cannot be viewed.</p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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Reissued: 24-Aug-10

Model: V-C2	Date: 15-Nov-07	No.: RD014008j
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Web Support		Prepared by: T.Toriumi	
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 has been issued to announce the firmware release information for the **Web Support**.

Version	Program No.	Effective Date
<i>1.32.1</i>	<i>D0145769H</i>	<i>September 2010 production</i>
1.31	D0145769G	May 2009 production
1.09.1	D0145769F	January 2009 production
1.08	D0145769E	October 2008 production
1.06	D0145769D	April 2008 production
1.05	D0145769C	February 2008 production
1.03	D0145769B	December 2007 production
1.02	D0145769A	1st Mass production.

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
<i>1.32.1</i>	<p><i>SSL-related changes:</i> <i>Note: The new fields will only appear if Network Support firmware version 7.16 or later has also been applied to the device.</i></p> <ol style="list-style-type: none"> <i>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.</i> <i>Web Image Monitor now shows the certificate's key length in:</i> - <i>Configuration > Security > Device Certificate > Details</i> <i>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:</i> - <i>Configuration > Security > Network Security</i> - <i>Configuration > Security > SSL/TLS</i>

Reissued: 24-Aug-10

Model: V-C2		Date: 15-Nov-07	No.: RD014008j																																																				
Version	Modified Points or Symptom Corrected																																																						
	<p>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 :</p> <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>																																																						
1.31	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Web Support firmware (ver. 1.31, ProgramNo. D0145769G) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Web Support firmware (ver. 1.31, ProgramNo. D0145769G), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note:</p> <p>1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier, even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <thead> <tr> <th>Firmware:</th> <th>Version:</th> <th>Program No.:</th> <th>Note:</th> </tr> </thead> <tbody> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </tbody> </table> <p>Note:</p>			Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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Reissued: 24-Aug-10

Model: V-C2		Date: 15-Nov-07	No.: RD014008j
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom Corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. Invalid margin adjustments made to 12x18 pages (Landscape) via WIM, resulted in the error "An unknown error has occurred". The correct error message should have been "Selected paper size and Margin Adjustment can not be set together." <p>Note: To fix this problem, Web Support firmware (version 1.31 or later), Network Docbox firmware (version 2.02 or later) and Web Uapl firmware (version 1.07 or later) need to be applied to the device.</p>		
1.09.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Some of the Device Settings menu items are not displayed correctly in WIM. Instances of WIM configured to display English and Japanese were unaffected. 		
1.08	<p>Other changes: Netware settings that are unused by the EFI controller will not be displayed in WIM/telnet if the EFI controller is installed. Note: The fix requires that NCS firmware version 7.11 or later be applied to the device.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> The web service might stall if the IPsec menu is accessed and the Encryption Algorithm setting = "Cleartext". Configuration > Security > IPsec > Encryption Key Auto Exchange Settings are not saved if configured via WIM. The web service will stall if more than 130 User Certificates are stored in the Address Book without a powercycle. Netware servers cannot be browsed from the MFP if the NCP Delivery Protocol is "IPX". This only occurred using the EFI controller. Note: The fix requires that NCS firmware version 7.11 or later be applied to the device. If WIM's Encryption Key Auto Exchange Settings page is left open for 30 minutes, the web service will stop and an SC672 error will occur. 		
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again. Note: To fix this issue, Websys firmware ver 1.06 or later, WebUapl firmware ver 1.04 or later and Printer firmware ver 1.04 or later needs to be applied. Web Image Monitor contained wrong wording or message. <ol style="list-style-type: none"> Wrong error message given for S/MIME: Configuration > Security > Device Certificate (Wrong) E-mail address of certificate does not match the Administrator E-mail address. (Correct) E-mail address of certificate is not entered or does not match the Administrator E-mail address. Access Log mislabelled: Configuration > Device Settings > Logs 		

Reissued: 24-Aug-10

Model: V-C2	Date: 15-Nov-07	No.: RD014008j
Version	Modified Points or Symptom Corrected	
	3. (Wrong) All Logs Deletion 4. (Correct) HDD format 5. Web Image Monitor displays "This device is currently in use by other functions. Please try again later". A reboot of the device is needed to use WIM again.	
1.05	Minor bug correction.	
1.03	Minor bug correction.	
1.02	1st Mass production.	

Reissued: 17-Jun-09

Model: V-C2	Date: 15-Nov-07	No.: RD014009f
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web Uapl		Prepared by: H.Matsui	
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
1.07	D0145770D	May 2009 production
1.04	D0145770C	April 2008 production
1.03	D0145770B	February 2008 production
1.02	D0145770A	1st Mass production.

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
1.07	<p>IMPORTANT NOTICE: <i>If the EFI Fiory controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Web Uapl firmware (ver. 1.07, ProgramNo. D0145770D) until a corresponding new version of system software is installed on E-7100/E-8100.</i> <i>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver 1.10 or newer as a set.</i> Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Web Uapl firmware (ver. 1.07, ProgramNo. D0145770D), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for</p>

Reissued: 17-Jun-09

Model: V-C2		Date: 15-Nov-07	No.: RD014009f																																																				
Version	Modified Points or Symptom Corrected																																																						
	<p>D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. <i>Invalid margin adjustments made to 12x18 pages (Landscape) via WIM, resulted in the error "An unknown error has occurred". The correct error message should have been "Selected paper size and Margin Adjustment can not be set together."</i> <p>Note: <i>To fix this problem, Web Support firmware (version 1.31 or later), Network DocBox firmware (version 2.02 or later) and Web Uapl firmware (version 1.07 or later) need to be applied to the device.</i></p>			Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again. Note: To fix this issue, Websys firmware ver 1.06 or later, WebUapl firmware ver 1.04 or later and Printer firmware ver 1.04 or later needs to be applied. 																																																						
1.03	Minor bug correction.																																																						
1.02	1st Mass production.																																																						

Model: v-c2	Date: 15-Nov-07	No.: RD014010
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Subject: Firmware Release Note: Font Exp		Prepared by: H.Matsui	
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
1.02	D0135759A	1st Mass production.

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

Reissued: 12-Jun-10

Model: V-C2	Date: 15-Nov-07	No.: RD014011g
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: LCDC		Prepared by: T.Toriumi	
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 **LCDC**.

For US models (D014-17/ D015-17/ D078-17/ D079-17)

Version	Program No.	Effective Date
<i>2.03</i>	<i>D0145453E</i>	<i>January 2010 production</i>
2.02	D0145453D	June 2009 production
1.04	D0145453C	May 2008 production
1.03	D0145453B	February 2008 production
1.01	D0145453A	1st Mass production

For EU models (D014-26/ D014-27/ D014-66/ D015-26/ D015-27/ D015-66)

Version	Program No.	Effective Date
<i>2.03</i>	<i>D0145454E</i>	<i>January 2010 production</i>
2.02	D0145454D	June 2009 production
1.04	D0145454C	May 2008 production
1.03	D0145454B	February 2008 production
1.01	D0145454A	1st Mass production

For US models (D014-17/ D015-17/ D078-17/ D079-17)

Version	Modified Points or Symptom Corrected
<i>2.03</i>	<p><i>Symptom corrected:</i> <i>When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</i></p> <p><i>IMPORTANT:</i> <i>This firmware version has a combination with other firmware. Refer to the related Release Note issued by RTB#RD014076c.</i></p>
2.02	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of OpoPanel.EXP_USA firmware (ver. 2.02, ProgramNo. D0145453D) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set.</p>

Reissued: 12-Jun-10

Model: V-C2	Date: 15-Nov-07	No.: RD014011g
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Version	Modified Points or Symptom Corrected																																																
	<p>Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of OpePanel.EXP_USA firmware (ver. 2.02, ProgramNo. D0145453D), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier) 2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Symptom corrected: 1. Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 2. When the display is changed to a new screen, a blinking item from the previous screen is still visible. 3. The wrong paper size is displayed inside a Copier alert message.</p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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For EU models (D014-26/ D014-27/ D014-66/ D015-26/ D015-27/ D015-66)

Version	Modified Points or Symptom Corrected
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Reissued: 12-Jun-10

Model: V-C2	Date: 15-Nov-07	No.: RD014011g
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Version	Modified Points or Symptom Corrected																																																
2.03	<p>Symptom corrected: When the machine recovers from energy saver or Off/sleep mode, the LCD may not display any more.</p> <p>IMPORTANT: This firmware version has a combination with other firmware. Refer to the related Release Note issued by RTB#RD014076c.</p>																																																
2.02	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of OpePanel.EXP_EUR firmware (ver. 2.02, ProgramNo. D0145454D) until a corresponding new version of system software is installed on E-7100/E-8100. If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of OpePanel.EXP_EUR firmware (ver. 2.02, ProgramNo. D0145454D), be sure to install the following firmware version(or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier, even though the Fax Option is not sold for D078/D079 copier) 2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <thead> <tr> <th>Firmware:</th> <th>Version:</th> <th>Program No.:</th> <th>Note:</th> </tr> </thead> <tbody> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </tbody> </table> <p>Symptom corrected: 1. Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 2. When the display is changed to a new screen, a blinking item from the</p>	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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Reissued: 12-Jun-10

Model: V-C2	Date: 15-Nov-07	No.: RD014011g
Version	Modified Points or Symptom Corrected	
	previous screen is still visible.	
	3. The wrong paper size is displayed inside a Copier alert message.	
1.04	Symptom corrected: Wording correction in the jam clear animated instructions (D1/E1 knob).	
1.03	Minor bug corrections (English and French).	
1.01	1st Mass production	

Reissued: 08-Apr-11

Model: V-C2	Date: 15-Nov-07	No.: RD014012h
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Option PCL		Prepared by: T.Toriumi	
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 **Option PCL**.

Version	Program No.	Effective Date
1.06	<i>D3785913F</i>	<i>May 2011 production</i>
1.05	D3785913E	September 2010 production
1.04	D3785913D	September 2009 production
1.03	D3785913C	May 2009 production
1.02	D3785913B	January 2008 production
1.01	D3785913A	1st Mass production.

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
1.06	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>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.</i> <i>Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).</i> <i>When a page object is superimposed over another, the overlapping portions of the objects might be printed in black even if they were not black objects.</i> <i>PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.</i> <i>A macro that is only supposed to be printed on the first page of a job might also be printed on subsequent pages.</i> <i>A device stall might occur if using a very specific combination of font types.</i>
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> PCL jobs containing images might be printed slowly.

Reissued: 08-Apr-11

Model: V-C2	Date: 15-Nov-07	No.: RD014012h
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Version	Modified Points or Symptom Corrected
	<p>2. PCL5e/c jobs are canceled if all of the following conditions are met:</p> <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" <p>3. Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs.</p> <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 2. 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. 3. 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. 4. Part of pentagon shaped graphics not printed. <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>
1.03	<p>IMPORTANT NOTICE:</p> <p>If the EFI Fiory controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Option PCL firmware (ver. 1.03, ProgramNo. D3785913C) until a corresponding new version of system software is installed on E-7100/E-8100.</p> <p>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Option PCL firmware (ver. 1.03, ProgramNo. D3785913C), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier) 2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines

Reissued: 08-Apr-11

Model: V-C2	Date: 15-Nov-07	No.: RD014012h
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Version	Modified Points or Symptom Corrected																																																				
	<p>which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom Corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
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Reissued: 06-Jan-12

Model: V-C2/Be-C1.5	Date: 15-Nov-07	No.: RD014013a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3 Font		Prepared by: T.Toriumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.04	D3775915A	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
1.04	<i>Support for Model Be-C1.5 (D154)</i> 1st Mass production

Reissued: 01-Sep-11

Model: V-C2	Date: 15-Nov-07	No.: RD014014e
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3/PDF		Prepared by: T. Toriumi	
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
1.05	<i>D3785908F</i>	<i>October 2011 production</i>
1.04	D3785908E	May 2011 production
1.03	D3785908D	December 2009 production
1.02	D3785908C	July 2009 production
1.01	D3785908B	May 2009 production
1.00	D3785908A	1st Mass production

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
1.05	<i>Symptom corrected:</i> <i>1. PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</i> <i>2. Images in PDF Direct jobs might be missing or out of place.</i>
1.04	Symptom corrected: 1. If printing a PDF Direct job containing embedded fonts that have the same name but are actually different fonts, characters will be garbled. 2. If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall. 3. 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.
1.03	Symptom corrected: 1. Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.
1.02	Symptom corrected: 1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed.

Reissued: 01-Sep-11

Model: V-C2		Date: 15-Nov-07	No.: RD014014e
Version	Modified Points or Symptom Corrected		
1.01	Supports Ring Binder RB5000 used with D014/D015/D078/D079 copier.		
1.00	1st Mass production		

Reissued: 08-Apr-11

Model: V-C2	Date: 15-Nov-07	No.: RD014015n
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RTB Reissue

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

Subject: Firmware Release Note: Printer		Prepared by: T.Toriumi	
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 **Printer**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.13</i>	<i>D3765902L</i>	<i>May 2011 production</i>	<i>Not available</i>
1.12	D3765902K	December 2010 production	Not available
1.11	D3765902J	September 2010 production	Not available
1.10	D3765902H	October 2009 production	Not available
1.09.1	D3765902G	September 2009 production	Not available
1.09	D3765902F	May 2009 production	Not available
1.07	D3765902E	November 2008 production	Available
1.04	D3765902D	April 2008 production	Available
1.03	D3765902C	March 2008 production	Available
1.02	D3765902B	January 2008 production	Available
1.00.1	D3765902A	1st Mass production	Available

Note: Definition of Availability of RFU

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

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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
<i>1.13</i>	<p><i>Symptom corrected:</i></p> <p><i>1. If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and one of the below listed Job Types is used, any of the following might happen:</i></p> <ul style="list-style-type: none"> - <i>Jobs that should be deleted will be retained on the MFP hard disk.</i> - <i>Jobs stored on the hard disk might be inadvertently deleted.</i> - <i>Printing of jobs stored on the hard disk might result in an SC997.</i> <p><i>Job Types:</i></p> <ul style="list-style-type: none"> - <i>Sample Print</i>

Reissued: 08-Apr-11

Model: V-C2		Date: 15-Nov-07	No.: RD014015n
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none"> - Hold Print - Locked Print - Stored Print - Store and Print <p>2. PS jobs with a large number of images might be unexpectedly reset.</p>		
1.12	<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 PJI USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p> <p>IMPORTANT: This firmware version has combination with other firmware. Please refer to the related RTB#RD014076c.</p>		
1.11	<p>Symptom corrected: Jobs not containing any PJI 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> <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>		
1.10	<p>Symptom corrected: 1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.</p> <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>		
1.09.1	<p>Symptom corrected: 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. 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. 3. Jobs including the "@PJI DEFAULT" environment variable RESOLUTION or BITSPERDOT result in an SC997 error.</p> <p>IMPORTANT: This firmware version has combination with other firmware. Refer to relating Release Note issued by RTB#RD014076c.</p>		
1.09	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Printer firmware (ver. 1.09, ProgramNo. D3765902F) until a corresponding new version of system software is installed on E-7100/E-8100. If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Printer firmware (ver. 1.09, ProgramNo. D3765902F), be sure to install the following firmware version (or newer) together as</p>		

Reissued: 08-Apr-11

Model: V-C2		Date: 15-Nov-07	No.: RD014015n																																																				
Version	Modified Points or Symptom Corrected																																																						
	<p>a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note:</p> <p>1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 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. 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. Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs. The service call status icon is displayed in WIM for minor communication issues. <p>Note: To fix this problem, System firmware (version 1.10 or later) and Printer firmware (version 1.09 or later) need to be applied to the device.</p>			Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
Firmware:	Version:	Program No.:	Note:																																																				
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Engine	1.50:01	D0145402J	for D014/D015/D078/D079																																																				
1.07	<p>Symptom corrected:</p> <p>Storing a large number of jobs to the device HDD might cause the device to stall. If User Authentication is enabled, all job types that store jobs on the HDD contribute to</p>																																																						

Reissued: 08-Apr-11

Model: V-C2		Date: 15-Nov-07	No.: RD014015n
Version	Modified Points or Symptom Corrected		
	this problem. Otherwise, only Document Server jobs contribute to the problem.		
1.04	<p>Symptom corrected:</p> <p>1. If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again.</p> <p>Note: To fix this issue, Websys firmware ver 1.06 or later, WebUapl firmware ver 1.04 or later and Printer firmware ver 1.04 or later needs to be applied.</p>		
1.03	Minor bug correction.		
1.02	Minor bug correction.		
1.00.1	1st Mass production		

Model: v-c2	Date: 15-Nov-07	No.: RD014016
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Subject: Firmware Release Note: Option PCL Font		Prepared by: H.Matsui	
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
1.01	D3785911A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	1st Mass production.

Reissued: 25-Oct-10

Model: V-C2	Date: 03-Dec-07	No.: RD014017g
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Scanner		Prepared by: T. Toriumi	
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 **Scanner**.

Version	Program No.	Effective Date
<i>01.08</i>	<i>D3765903E</i>	<i>October 2010 production</i>
01.07	D3765903D	May 2009 production
01.06	D3765903C	May 2008 production
01.05	D3765903B	February 2008 production
01.04	D3765903A	1st Mass production

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
<i>01.08</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>A scan configured to output a Multi-page TIFF might actually output a PDF. This only occurs if both of the following conditions are met:</i> <ul style="list-style-type: none"> <i>Scanner operation panel > Send Settings > Compression (Gray Scale/Full Color) > OFF</i> <i>Scanner operation panel > Scan Settings > Scan Type > Auto Color Select</i> <i>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.</i> <i>Scan to NCP fails if all of the following conditions are met:</i> <ul style="list-style-type: none"> <i>The destination is specified using an IP address.</i> <i>The Novell server and the device are in different subnets.</i> <i>The subnet routers filter SLP multicasts.</i> <p><i>Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.08 or later).</i></p>

Reissued: 25-Oct-10

Model: V-C2		Date: 03-Dec-07	No.: RD014017g																																																				
Version	Modified Points or Symptom Corrected																																																						
	<p>4. Scan to NCP fails or takes a 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. Note: Requires System firmware (version 1.12 or later) and Scanner firmware (version 01.08 or later).</p>																																																						
01.07	<p>IMPORTANT NOTICE: If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Scanner firmware (ver. 01.07, ProgramNo. D3765903D) until a corresponding new version of system software is installed on E-7100/E-8100. If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set. Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Scanner firmware (ver. 01.07, ProgramNo. D3765903D), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier) 2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <thead> <tr> <th>Firmware:</th> <th>Version:</th> <th>Program No.:</th> <th>Note:</th> </tr> </thead> <tbody> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Language Install</td> <td>2.02</td> <td>D0145451C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </tbody> </table> <p>Note: 1. This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17.</p>			Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Language Install	2.02	D0145451C	for D014/D015/D078/D079	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
Firmware:	Version:	Program No.:	Note:																																																				
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Engine	1.50:01	D0145402J	for D014/D015/D078/D079																																																				

Reissued: 25-Oct-10

Model: V-C2		Date: 03-Dec-07	No.: RD014017g
Version	Modified Points or Symptom Corrected		
	<p>2. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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 2. 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. 		
01.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. (TechMail#RC080246) 		
01.05	<p>Other changes:</p> <p>The message "Processing...Please wait." will be displayed on the operation panel while Scan to E-mail via S/MIME is processing.</p>		
01.04	1st Mass production		

Model: V-C2	Date: 7-Dec-07	No.: RD014018
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Subject: Halo effect in GW controller		Prepared by: H.Matsui	
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"/> Other ()		

SYMPTOM

Images printed by the GW controller show the "halo" effect in 2-bit mode (1800x600dpi) and in 4-bit mode (9600x600dpi).

Note:

- This symptom is most visible when text is overlaid onto halftone areas in the above-mentioned modes. The greater the difference in image density between this text and the halftone area, the more noticeable the halo effect is.
- This symptom is also noticeable to the user when the mode is changed to 2-bit mode. This is because the default dithering pattern for 2-bit mode is designed to improve gradation, but makes the halo effect more visible.
- This symptom is a product limitation for this model, as announced in the SLG (User/Sales/Service Remarks #12).

SOLUTION

Note: The following solution is only effective when using the GW controller.

There are two ways to reduce the halo effect:

- 1) Print out the image using 1-bit mode (600x600dpi) instead, or
- 2) Change the dither pattern used in 2-bit mode (1800x600dpi).

Note: As mentioned above, the default dither pattern for 2-bit mode is for improving gradation. However, there is one more dither pattern that can be selected, which reduces the halo effect ("Low halo effect dither").

See the procedure below.

Model: V-C2	Date: 7-Dec-07	No.: RD014018
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Procedure for changing the dither pattern used in 2-bit mode

Do the following to manually change the dither pattern used in 2-bit mode to the “Low halo effect dither” pattern.

1. Make sure the Printer/Scanner firmware is Ver1.00.1 (D3765902A) or newer.
2. Execute **SP5801-008** (Memory Clear Printer Application).
 - Note:** When you execute this SP, the following will be reset to the factory settings:
 - The gamma curve, which was adjusted at the last Printer ACC
 - All SP-1xxx settings in Printer SP mode, which includes SP1104 (Gamma Adjustment) and SP1106 (Toner Limit).
3. When “Completed. You have to reboot.” is displayed, turn the machine power switch OFF and ON.
4. Access **Printer SP1001-002**.
5. Press the “6” key, and then the “#” key on the operation panel.
 - Note:** The LCD display will change as follows:

Before (default):	00000000 (0) [00H]
After (low halo effect dither):	01000000 (0) [40H]
6. Exit Printer SP mode, and then turn the main power switch OFF and ON.
7. Execute Printer ACC using Test Pattern 2 (1800X600dpi).

- Note:**
- As a result of this procedure, when the user selects 2-bit mode (1800x600dpi) in the printer driver, the low halo effect dither pattern will be automatically applied.
 - To change the dither pattern for 2-bit mode back to the default pattern, execute SP5801-008 (Memory Clear Printer Application). Then, turn the main power switch OFF and ON.

Dither pattern example:



Factory default dither pattern



Low halo effect type dither pattern

Model: V-C2		Date: 11-Dec-07	No.: RD014019
Subject: Service Manual Correction		Prepared by: H. Matsui	
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"/> Other ()		

The Service Manual of installation section for the **DOS Unit Type H [D377-06]** was corrected as follows:

Check the accessories and their quantities against the table below.

1. P227-228

Change the following descriptions:

Accessory Check

Check the accessories and their quantities against the table below.

Description	Q'ty
1. Data Overwrite Security SD Card	1
2. Operating Instructions CD-ROM	1
3. Comments Sheet (17 languages)	2

Item number description: "3," has been corrected to "3."

2. P228: Before You Begin the Procedure

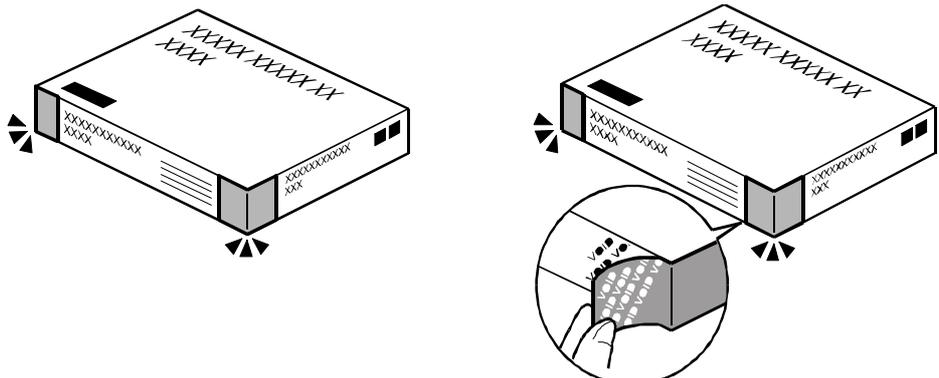
DELETE the following descriptions:

- If you install any version other than "Type H", you will have to replace the NVRAM and do this installation procedure again.

3. P229: Seal Check and Removal

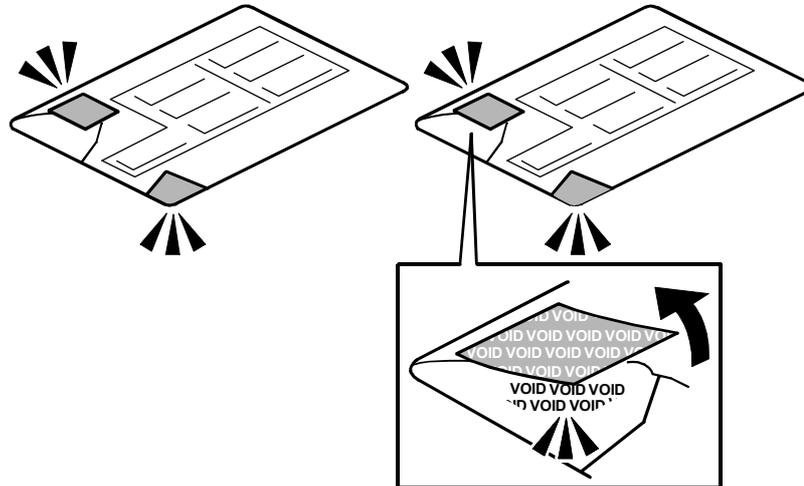
The illustration of package has been corrected.

Incorrect:



Model: V-C2	Date: 11-Dec-07	No.: RD014019
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Correct:



DELETE the following descriptions:

- Make sure that the number and "Type" are correct [Type H, D377]. If you install the incorrect version of this application, the NVRAM must be replaced.

4. P230: Installation Procedure

Incorrect:

14. Check the diagnostic report.

- Under [ROM NO./Firmware Version] you should see the correct number for this option displayed "HDD Format Option".
- Under [Loading Program] you should see "GW1a_zoffyx:(number)". The number in the report must be match. (The ROM number and firmware version number change after the firmware has been upgraded).

Correct:

14. Make sure the ROM number and firmware version in area [a] of the diagnostic report are the same as those in area [b].

- Area [a]: "ROM Number/Firmware Version" – "HDD Format Option"
- Area [b]: "Loading Program" - "GW4a_zoffyx"

Diagnostic Report:	"ROM No. / Firmware Version" [a]	"Loading Program" [b]
DataOverwriteSecurity Unit	HDD Format Option: D3775902A / 1.01x	GW4a_zoffyx: D3775902A / 1.01x

Model: V-C2	Date: 11-Dec-07	No.: RD014019
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5. P231:

DELETE the following description:

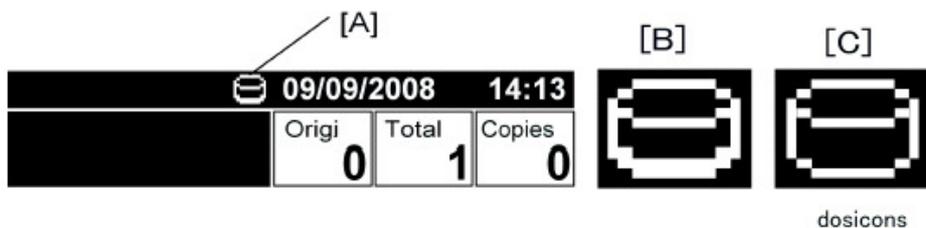
- If the ROM numbers or version numbers do not match, this means that the DOS unit type was incorrect (not "Type D").
- If the numbers do not match:
 - (1) Obtain the correct SD card: Data Overwrite Security D377 Type H
 - (2) Replace the NVRAM on the controller board.
 - (3) Insert the Type correct SD card in the lower slot.
 - (4) Do the DOS unit installation procedure again.

Check Operation of the DOS Application

Replace the illustration and explanations.

Incorrect:

2. Exit User Tools.
3. Check the display and make sure that the overwrite erase icon [A] is displayed.

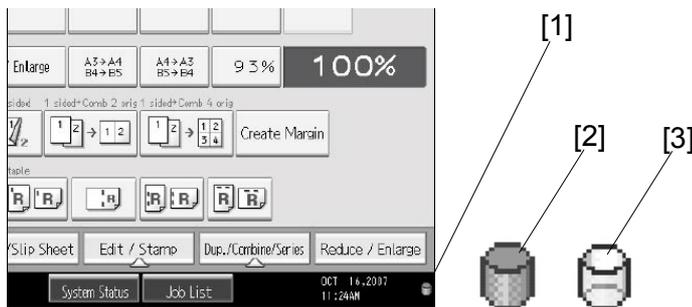


5. Check the overwrite erase icon.

- The icon [B] changes to [C] when job data is stored in the hard disk.
- The icon resumes its normal shape [B] after a data overwrite has completed.

Correct:

2. Exit User Tools.
3. Check the display and make sure that the overwrite erase icon [1] is displayed.



5. Check the overwrite erase icon.

- The icon [2]: This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
- The icon [3]: This icon is lit when there is no temporary data to be overwritten.

Reissued: 17-Jun-09

Model: V-C2	Date: 14-Dec-07	No.: RD014020f
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Language Install		Prepared by: H.Matsui	
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 **Language Install**.

Version	Program No.	Effective Date
2.02	D0145451C	June 2009 production
1.04	D0145451B	May 2008 production
1.03	D0145451A	February 2008 production
1.02	D0147278	1st Mass production

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Version	Modified Points or Symptom Corrected
2.02	<p>IMPORTANT NOTICE: <i>If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update this version of Language Install firmware (ver. 2.02, ProgramNo. D0145451C) until a corresponding new version of system software is installed on E-7100/E-8100.</i> <i>If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set.</i> Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.</p> <p>IMPORTANT: When you update to this version of Language Install firmware (ver. 2.02, ProgramNo. D0145451C), be sure to install the following firmware version (or newer) together as a set, otherwise the machine will not function correctly. Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.</p> <p>Note: 1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for</p>

Reissued: 17-Jun-09

Model: V-C2	Date: 14-Dec-07	No.: RD014020f
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Version	Modified Points or Symptom Corrected																																																				
	<p>D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)</p> <p>2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)</p> <table border="0"> <tr> <td>Firmware:</td> <td>Version:</td> <td>Program No.:</td> <td>Note:</td> </tr> <tr> <td>System/Copy</td> <td>1.09</td> <td>D0145761K</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Remote Fax</td> <td>03.00.00</td> <td>D0145768C</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Uapl</td> <td>1.07</td> <td>D0145770D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Web Support</td> <td>1.31</td> <td>D0145769G</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Network DocBox</td> <td>2.02</td> <td>D0145771E</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Fax</td> <td>04.00.00</td> <td>D0145773D</td> <td>for D014/D015/D078/D079</td> </tr> <tr> <td>Printer</td> <td>1.09</td> <td>D3765902F</td> <td>for D014/D015 only</td> </tr> <tr> <td>Scanner</td> <td>01.07</td> <td>D3765903D</td> <td>for D014/D015 only</td> </tr> <tr> <td>Option PCL</td> <td>1.03</td> <td>D3785913C</td> <td>for D014/D015 only</td> </tr> <tr> <td>OpePanel.EXP_USA</td> <td>2.02</td> <td>D0145453D</td> <td>Note 1</td> </tr> <tr> <td>OpePanel.EXP_EUR</td> <td>2.02</td> <td>D0145454D</td> <td>Note 2</td> </tr> <tr> <td>Engine</td> <td>1.50:01</td> <td>D0145402J</td> <td>for D014/D015/D078/D079</td> </tr> </table> <p>Note:</p> <ol style="list-style-type: none"> This firmware is for the following models only: D014-17/D015-17/D078-17/D079-17. This firmware is for the following models only: D014-26/D014-27/D014-66/D015-26/D015-27/D015-66. <p>Symptom Corrected:</p> <ol style="list-style-type: none"> Supports use of the Ring Binder RB5000 with the D014/D015/D078/D079 copiers. 	Firmware:	Version:	Program No.:	Note:	System/Copy	1.09	D0145761K	for D014/D015/D078/D079	Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079	Web Uapl	1.07	D0145770D	for D014/D015/D078/D079	Web Support	1.31	D0145769G	for D014/D015/D078/D079	Network DocBox	2.02	D0145771E	for D014/D015/D078/D079	Fax	04.00.00	D0145773D	for D014/D015/ D078/D079	Printer	1.09	D3765902F	for D014/D015 only	Scanner	01.07	D3765903D	for D014/D015 only	Option PCL	1.03	D3785913C	for D014/D015 only	OpePanel.EXP_USA	2.02	D0145453D	Note 1	OpePanel.EXP_EUR	2.02	D0145454D	Note 2	Engine	1.50:01	D0145402J	for D014/D015/D078/D079
Firmware:	Version:	Program No.:	Note:																																																		
System/Copy	1.09	D0145761K	for D014/D015/D078/D079																																																		
Remote Fax	03.00.00	D0145768C	for D014/D015/ D078/D079																																																		
Web Uapl	1.07	D0145770D	for D014/D015/D078/D079																																																		
Web Support	1.31	D0145769G	for D014/D015/D078/D079																																																		
Network DocBox	2.02	D0145771E	for D014/D015/D078/D079																																																		
Fax	04.00.00	D0145773D	for D014/D015/ D078/D079																																																		
Printer	1.09	D3765902F	for D014/D015 only																																																		
Scanner	01.07	D3765903D	for D014/D015 only																																																		
Option PCL	1.03	D3785913C	for D014/D015 only																																																		
OpePanel.EXP_USA	2.02	D0145453D	Note 1																																																		
OpePanel.EXP_EUR	2.02	D0145454D	Note 2																																																		
Engine	1.50:01	D0145402J	for D014/D015/D078/D079																																																		
1.04	Symptom corrected: Wording correction in the jam clear animated instructions (D1/E1 knob).																																																				
1.03	Minor bug corrections (all languages).																																																				
1.02	1st Mass production																																																				

Model: V-C2		Date: 10-Jan-08	No.: RD014021
Subject: SP3-501-003 setting		Prepared by: Y. Ikeda	
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

Toner Leakage occurs.

CAUSE

When V-C2 performs Process Control at the first power-on, V-C2 may excessively supply toner to the development unit, causing toner to leak from the development unit.

SOLUTION

At the next service visit, set SP 3-501-003 to "0".

SP Number	Set to:	Default:	Display
3-501-003	0	1	Select ProCon/ Density Adj Mode

Note: Machines manufactured before December 2007 require this resetting of SP 3-501-003 to "0". This setting has already been done for all machines manufactured since January 2008.

The serial numbers of machines requiring this setting are as follows:

V-C2a: M79711xxxxx - M79712xxxxx

V-C2b: M80711xxxxx - M80712xxxxx

Model: V-C2		Date: 23-Jan-08	No.: RD014022
Subject: Developer Bottle Setting		Prepared by: Y.Ikeda	
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 (supplement for S/M)	

This is supplementary information concerning the developer bottle setting procedure.

SYMPTOM

The developer spills out of the developer bottle when the “Filling the PCU Units with Developer” procedure is performed.

Note: This procedure is on pg. 79 of the Service Manual (“Installation, Copier D014/D015, Installation, Filling the PCU Units with Developer”).

CAUSE

The developer bottle is not locked into place when it is attached. This creates a gap between the developer bottle and PCU.

SOLUTION

Before pulling the heat seal from the developer bottle (procedure #7) and filling the PCU units with developer, completely set the developer bottle on the PCU unit.

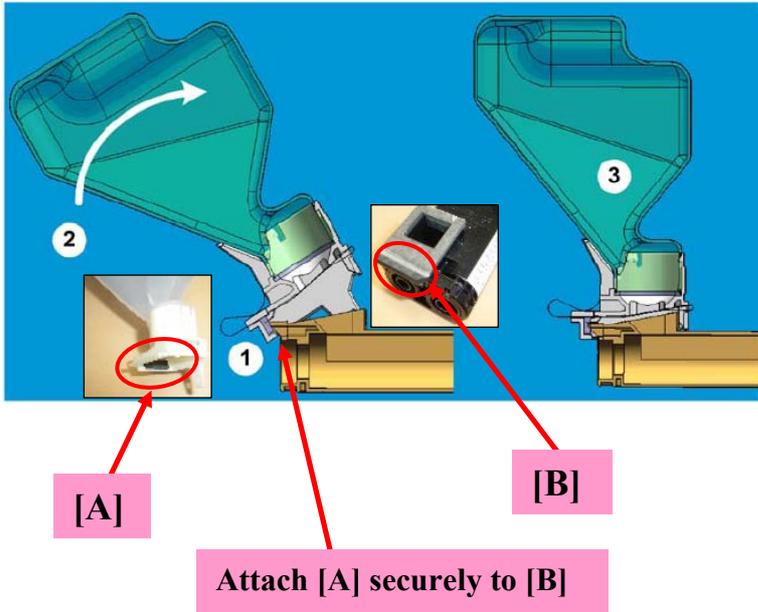
Important:

- Be sure that there is no gap between the developer bottle and PCU unit.
- **See the IMPORTANT POINTS and PROCEDURE below.**

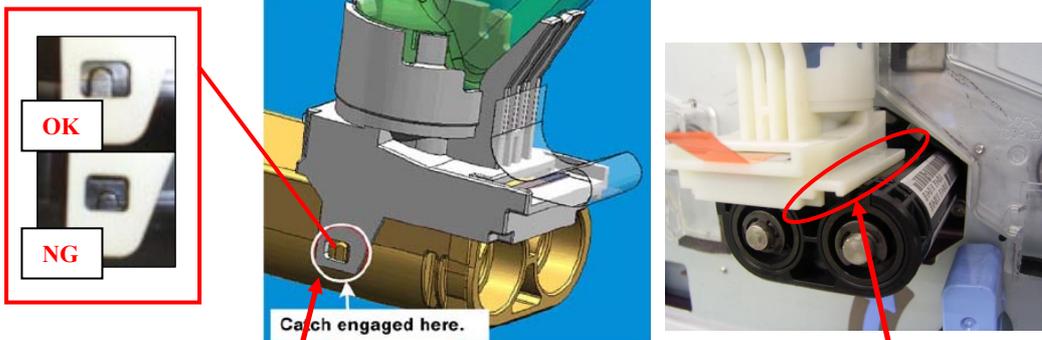
Model: V-C2	Date: 23-Jan-08	No.: RD014022
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Important Points for Mounting the Developer Bottle on the PCU

- Attach the bottle in the order shown (1-2-3).
- Make sure to attach [A] securely to [B].



- Check the two items described below.

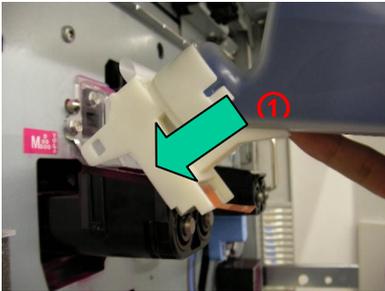


1) Make sure the neck of each bottle snaps and locks into place

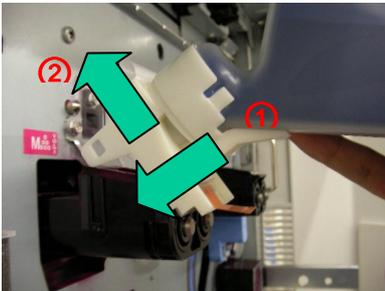
2) Make sure there is no gap between the developer bottle and PCU.

Procedure for Mounting the Developer Bottle on the PCU

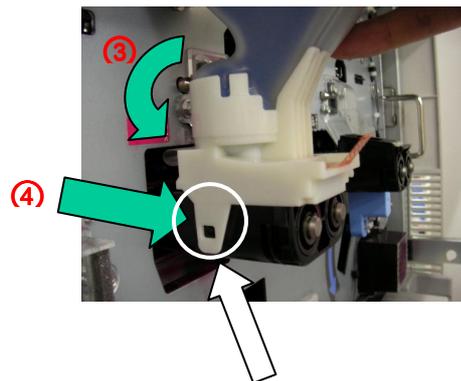
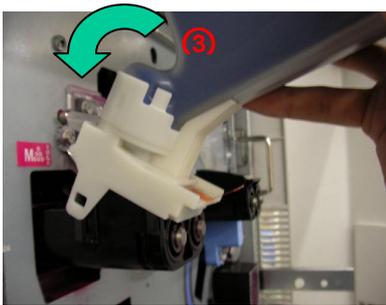
1. Rest the neck of the developer bottle on the PCU, as shown in the photo.



2. While maintaining the contact between the neck of the developer bottle and the PCU, slide the neck upward in the direction of the arrow marked "2".



3. Rotate the developer bottle up, in the direction of the arrow marked "3", and lock the neck of the bottle into the PCU.

**Important:**

Check this tab and make sure the bottle is locked in place. If it is not locked in place, push the neck of the bottle in the direction of the arrow marked "4" until it locks.

Model: V-C2

Date: 23-Jan-08

No.: RD014022

4. Hold the developer bottle with one hand, as shown. Then, remove the heat seal by pulling it out of the developer bottle.



5. Do **Sp3814-***** and **Sp3815**.
Important: Do not touch the developer bottle while the machine is performing these SPs.
6. After the developer bottle is completely empty, remove it.

Model: V-C2	Date: 12-Feb-08	No.: RD014023
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Subject: Requirements for installing peripherals		Prepared by: H.Matsui	
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 ()		

Requirements for Attaching the LCT and Cover Interposer to the D014/D015 Copier

1. LCT (B473-17/27)

Use the **PROM: Printed Circuit Board: MAUI** marked with P/N **B4735153** or newer. (B473 Parts Catalog, pg. 17, #1)

Cut-in S/N:

B473-17: J4475300394 (May 2007 production)

B473-27: J4470400276 (April 2007 production)

2. Cover Interposer CI5000 (B835-17)

1) Use cover interposer firmware **ver02.030:26** (P/N B8355510A) or newer.

- Cut-in S/N (B835-17): **L6271100001** (November 2007 production)

2) 12" guide plates (guide plates and screws) for D014/D015 should be included.

- Cut-in S/N (B835-17): **L6270400094** (April 2007 production)

NOTE: 12" guide plates (guide plates and screws) for D014/D015 are available as service parts.

B4682196 (Guide Plate Upper) 1pc

B8352191 (Guide Plate Lower) 1pc

04513006N (M3X6 screw) 2pcs

Important:

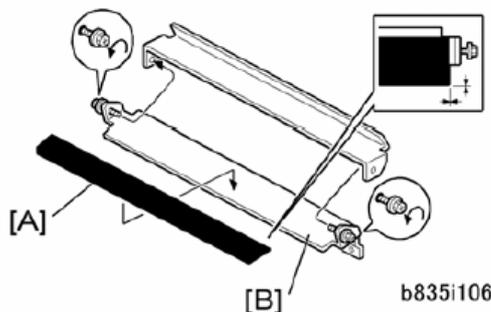
According to the configurations, attach the black Mylar [A] (included with the CI5000) to the 13" guide plate [B]:

Configuration 1: Mainframe + CI5000 + ZF4000 + SR4020 or SR5000

Use the 13" guide plate [B] included with the Z-Folding Unit ZF4000.

Configuration 2: Mainframe + CI5000 + SR5000

Use the 13" guide plate [B] included with the Finisher SR5000.



Model: V-C2		Date: 14-Feb-08	No.: RD014024
Subject: Specification: Main Frame D014/D015: Copying: Power		Prepared by: Y. Ikeda	
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 electrical current requirements in the Service Manual (**in bold below**) were corrected as follows:

7. Specifications

Main Frame D014/D015

Copying

Power	NA	D014: 120V 60 Hz 20A D015: 208 to 240V 50 60 Hz 12A
	EU/AP	D014: 220V to 240V 50-60 Hz 12A

Model: V-C2	Date: 21-Feb-08	No.: RD014025
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Subject: Conductive Grease		Prepared by: H.Matsui	
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"/> Other ()		

Important Information about the Grease for the Development Unit Sleeve Shaft

1) To improve the image quality on the D014/D015, use the following new grease when you lubricate the development unit sleeve shaft:

Grease-KS660B P/N: **D0149800**

Note: This new grease is conductive, and is completely different from any of the existing types (e.g. Grease-KS660, Silicone Grease 501, Grease Barierta-S552R). The existing types are not conductive.

2) This new grease, Grease-KS660B, is specially designed for use on the **D014/D015**. NEVER use this new grease on the B132/B181/B200.

3) In accordance with this change, the Service Manual was changed as follows:

- **Add** new grease to the table as follows (pg. 245, Symbol Key for Tables):

L	Lubrication required: ● Grease-KS660B (D0149800)
---	--

- **Add** the new item to the PM table as follows (pg. 246, PM Table):

PCU

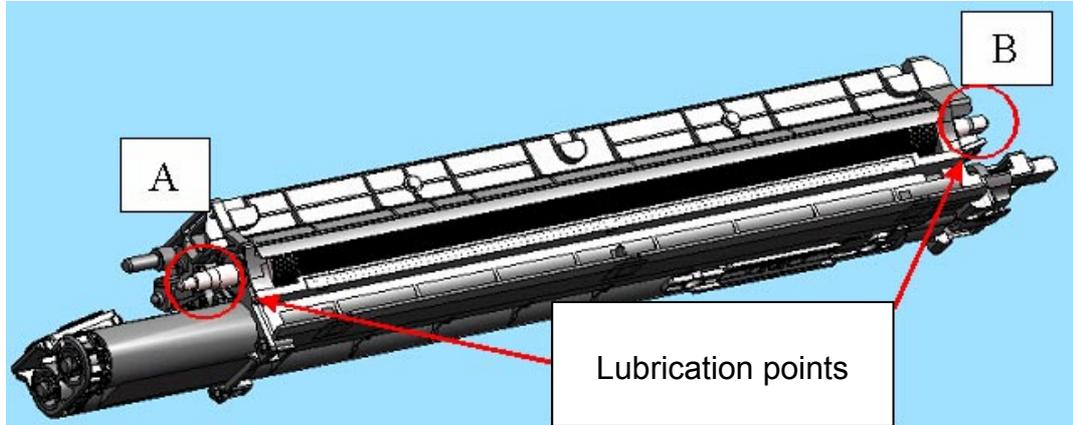
	150K	200K	300K	400K	450K	600K	Note
Development Unit	L						Lubricate the development sleeve shaft with Grease-KS660B .

"L": "Lubrication required" (see symbol key for PM table).

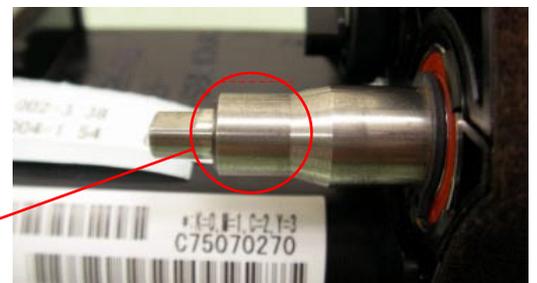
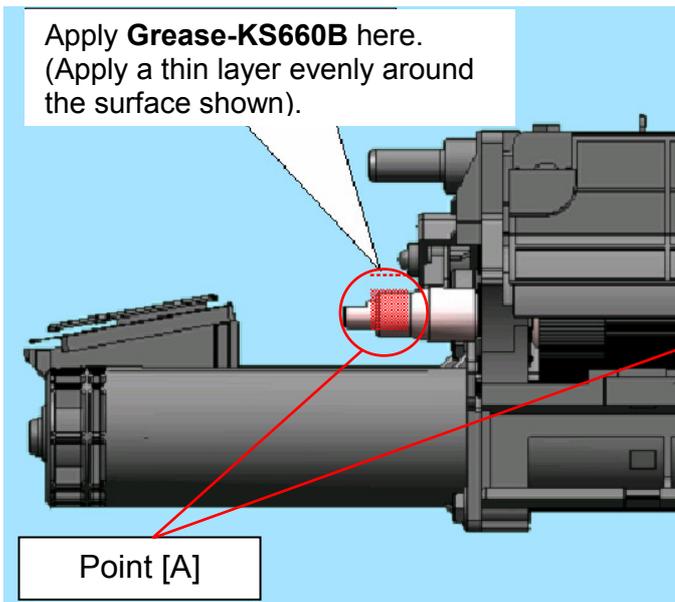
Model: V-C2	Date: 21-Feb-08	No.: RD014025
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- **Add** the new illustration as follows (pg. 255, Lubrication Points):

Development Unit

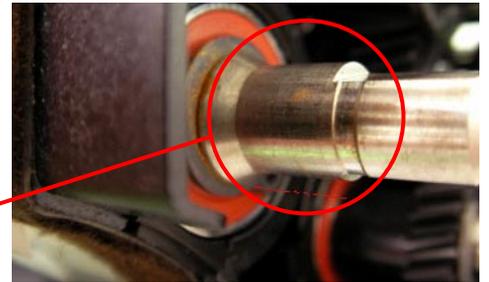
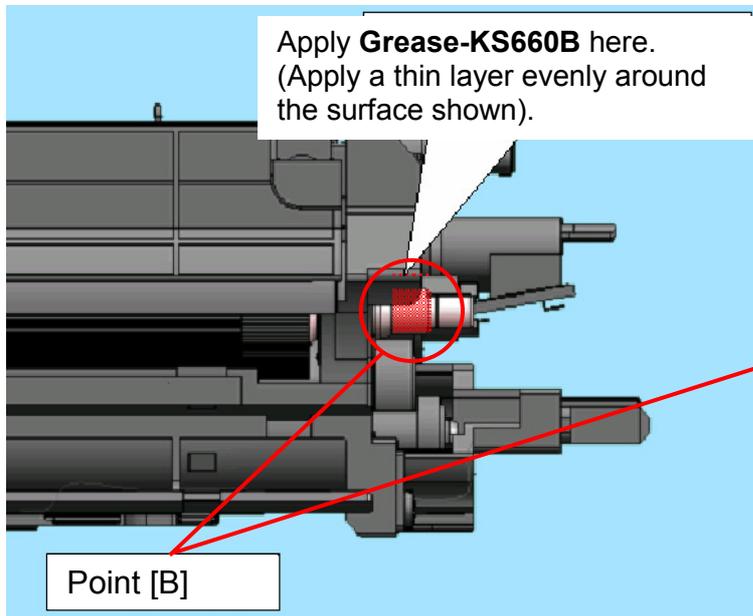


Enlarged view of lubrication point [A]



Model: V-C2	Date: 21-Feb-08	No.: RD014025
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Enlarged view of lubrication point [B]



Model: V-C2	Date: 25-Feb-08	No.: RD014026
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Subject: Punch Unit PU5000(B831) installation procedure		Prepared by: H.Matsui	
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"/> Other ()		

D014/D015 Service Manual correction:

Replace the Installation Procedure for the **B831 Punch Unit** (pg. 170-175) with the procedure in this RTB.

Note: The procedure in this RTB is the same as the one contained in the B234/B235/B236 Service Manual.

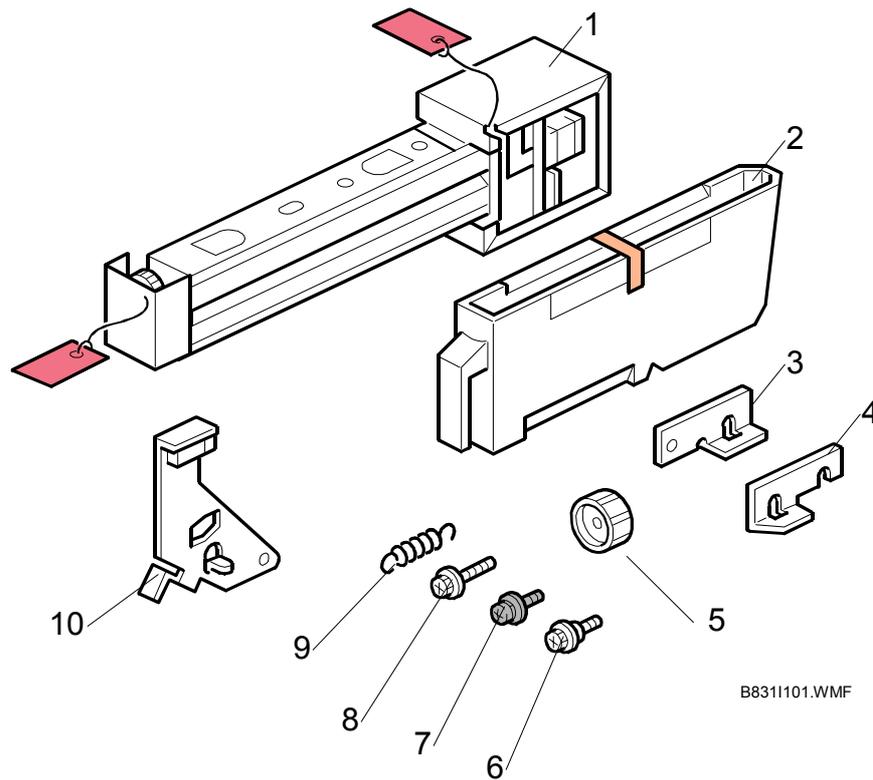
Model: V-C2	Date: 25-Feb-08	No.: RD014026
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Punch Unit PU5000 (B831)

Accessories

Check the quantity and condition of the accessories in the box against the following list:

Description	Q'ty
1. Punch Unit.....	1
2. Punch Waste Collection Hopper.....	1
3. Spacer (1 mm).....	2
4. Spacer (2 mm).....	1
5. Knob.....	1
6. Step Screw.....	1
7. Screw (M4 x 6) Black.....	1
8. Screw (M3 x 10).....	2
9. Spring.....	1
10. Sensor Arm and Sensor.....	1



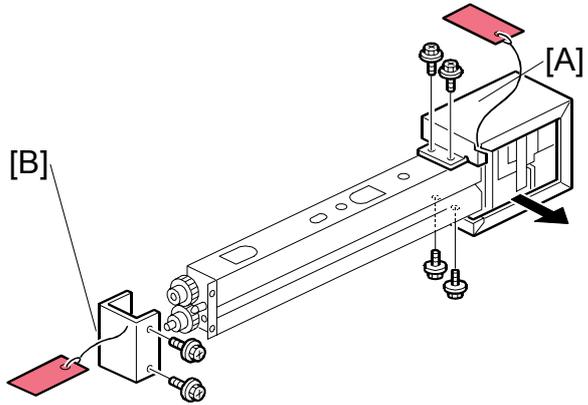
B8311101.WMF

Model: V-C2	Date: 25-Feb-08	No.: RD014026
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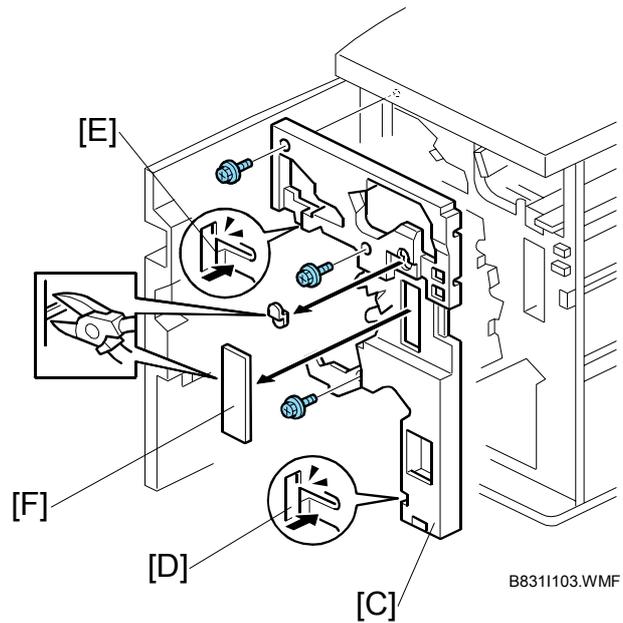
Installation

Important!

- This punch unit is for the B830 (SR5000) finisher only.



B8311102.WMF

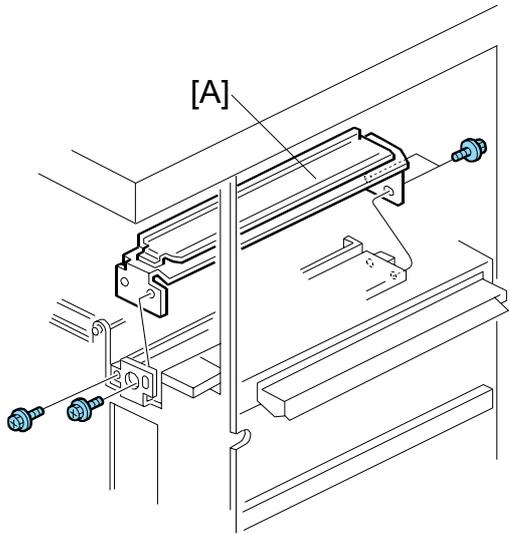


B8311103.WMF

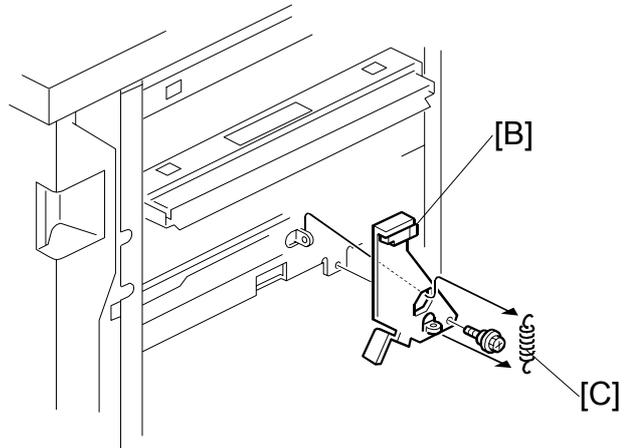
⚠ CAUTION
Switch the machine off and unplug the machine before starting the following procedure.

1. If the finisher is connected to the machine, disconnect it.
2. Open the front door and remove the rear cover (Screw x 2 screws).
3. Unpack the punch unit and remove the motor protector plate [A] (Screw x 4, Step screw x1).
4. Remove the cam lock plate [B] (Screw x 1).
5. Remove the inner cover [C] (Screw x 3).
6. Behind the inner cover at [D] and [E], press the lock tab to the right to release the inner cover from the frame.
7. Remove the plastic knockouts [F].

Model: V-C2	Date: 25-Feb-08	No.: RD014026
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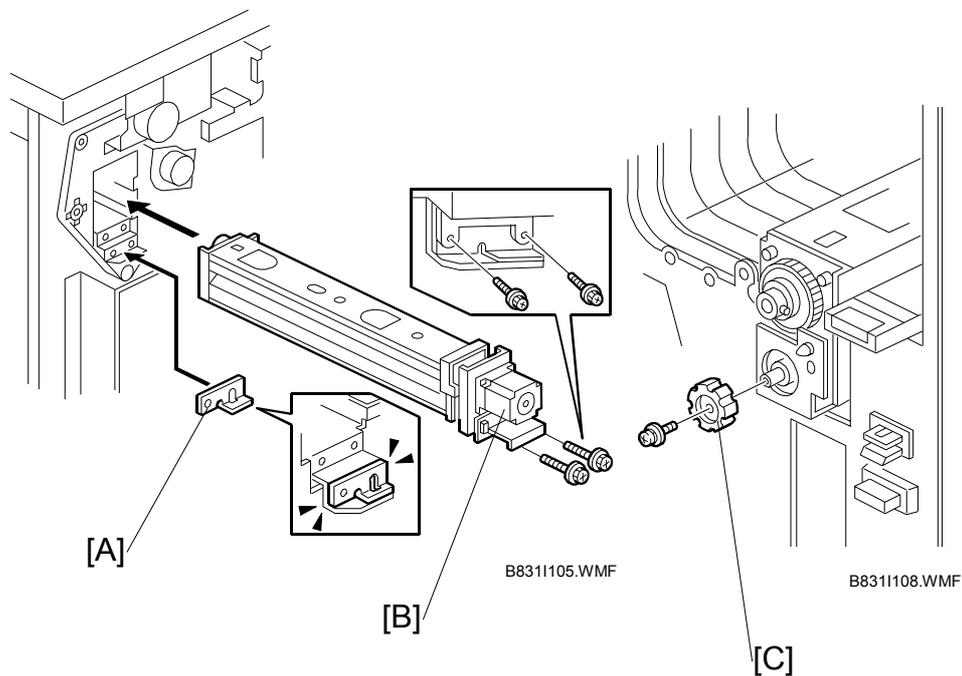
B8311104.WMF



B8311106.WMF

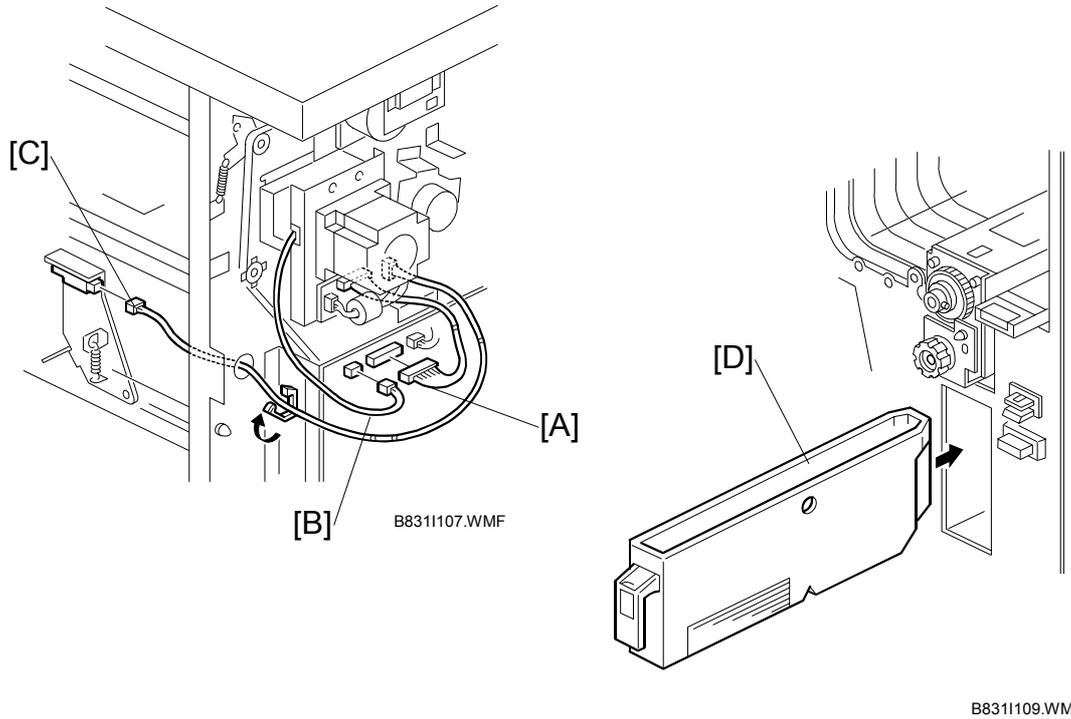
8. Remove the paper guide [A] (Screw x 4).
9. Install the sensor arm [B] (Screw x 1, small step screw (M3 x 4)).
NOTE: Make sure that the sensor arm swings freely on the step screw.
10. Attach the spring [C].

Model: V-C2	Date: 25-Feb-08	No.: RD014026
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11. Position the 2 mm spacer [A] and attach the punch unit [B] (Screw x 2, M3 x 10).
12. Use one of the screws removed from the motor protector plate to fasten the remaining two spacers to the frame as shown.
NOTE: These extra spacers can be used to adjust the position of the punch holes (front to rear, across the page).
13. At the front, fasten the punch unit knob [C] (Screw x 1).

Model: V-C2	Date: 25-Feb-08	No.: RD014026
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14. Connect the PCB harness connector [A] to **CN135** of the finisher PCB and to **CN600** of the punch unit PCB.
15. Connect the harness [B] to **CN136** of the finisher PCB.
16. Connect the single end of the hopper full sensor connector cable [C] to the hopper full sensor on the arm (Connector x 1, Clamp x 2).
NOTE: No special DIP switch settings are required for this punch unit. A signal from the punch identifies itself by sending a signal to the copier.
17. Slide the punch waste collection hopper [D] into the finisher.
18. Re-attach the inner cover and rear cover.
19. Close the front door and re-connect the finisher to the machine.

Reissued: 07-Jan-09

Model: V-C2	Date: 06-Mar-08	No.: RD014027a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: animation		Prepared by: H.Matsui	
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 **animation**.

Version	Program No.	Effective Date
2.3	<i>D0145772C</i>	<i>October 2008 production</i>
2.2	D0145772B	1st difference patch.

Version	Modified Points or Symptom Corrected
2.3	<p><i>Other changes:</i></p> <p><i>Animated instructions for clearing E jam has been modified concerning the LED blinking with the finisher.</i></p> <p><i>IMPORTANT:</i></p> <ol style="list-style-type: none"> <i>1. Make sure to install this firmware with System/Copy to V1.08 (D0145761J) or newer, together as a set.</i> <i>2. Each version of Animation firmware is released as a separate patch. Therefore, it does not contain any of the changes made to the previous versions. To apply all the changes made up to the present, you must install each version individually without skipping every previous version. ("Version 2.3" is the 2nd release of Animation firmware).</i>
2.2	<p>Other changes:</p> <p>Animated instructions for clearing Q1 jams were added.</p> <p><i>IMPORTANT:</i></p> <ol style="list-style-type: none"> <i>1. Make sure to install this firmware with System/Copy to V1.03 (D0145761D) or newer, together as a set.</i> <i>2. Each version of Animation firmware is released as a separate patch. Therefore, it does not contain any of the changes made to the previous versions. To apply all the changes made up to the present, you must install each version individually without skipping every previous version. ("Version 2.2" is the first release of Animation firmware).</i>

Model: V-C2		Date: 6-Mar-08	No.: RD014028
Subject: Service Manual Revision		Prepared by: Y.Ikeda	
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 ()	

Change: The Service Manual was changed as follows:
Reason: Service manual correction.

Service Manual

7. Specifications

Electrical Components

Copier

HARD DISKS		
HDD1	Hard Disk Drives	The HDDs hold temporary files spooled for processing and also store permanent files for the document server application.
HDD2		2nd HDD in a set of 2

Notes: Deleted HDD3 and HDD4.

LAMPS		
L2	Heating Roller Fusing Lamp 3 (Center)	Heats only the center of heating roller. (NA, EU: 700W)
L3	Heating Roller Fusing Lamp 2 (Ends)	Heats only the ends of heating roller. (NA, EU: 700W)
L4	Heating Roller Fusing Lamp 1 (Main)	Heats the entire heating roller end to end. (NA VC2a: 250W) (NA VC2b, EU: 600W)
L5	Pressure Roller Fusing Lamp	Heats the pressure roller. (NA, EU: 400W)

Model: V-C2	Date: 6-Mar-08	No.: RD014028
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MOTORS		
M13	Fusing Unit Fan Motor: Lower	Cools the fusing unit.
M24	Belt Cleaning Fan	Cools the upper area of the transfer unit where the PCUs contact the ITB.
M31	Potential Sensor Fan	Circulates air around the potential sensors inside the copier to keep them cool.
M36	Development Motor: Y	Drives the Y development unit.
M37	Development Motor: C	Drives the C development unit.
M38	Development Motor: M	Drives the M development unit.
M39	Development Motor: K	Drives the K development unit.
M59	Development Intake Fan – K	Cools the K development unit.
M60	Development Intake Fan – M	Cools the M development unit.
M61	Development Intake Fan – C	Cools the C development unit.
M62	Development Intake Fan – Y	Cools the Y development unit.
M63	Drum Cleaning Motor (Y)	Drives the Y drum cleaning rollers
M64	Drum Cleaning Motor (C)	Drives the C drum cleaning rollers
M65	Drum Cleaning Motor (M)	Drives the M drum cleaning rollers
M66	Drum Cleaning Motor (K)	Drives the K drum cleaning rollers.

Model: V-C2	Date: 6-Mar-08	No.: RD014028
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M67	Charge Wire Cleaner Motor	Drives the corona wire cleaning pad to the front and back to clean the charge corona wire of the K_PCU. The wire cleaner motor switches on at power on and at the end of every job.
M68	Ozone Removal Fan	Draws in air containing ozone.
M69	Drive Ventilation Fan	Cools the drive area near the fusing unit.
M70	Ozone Exhaust Fan	Draws air from around the drums and blows it through the ozone filter.
M71	PTR Lift Motor	Raises the PTR so it is pressing against the bias roller above only during paper transfer and separation, and lowers the PTR when the machine is not operating.
M72	Fusing Pressure Release Motor	Pulls and pushes the pressure roller to separate it from and press it against the hot roller. The pressure roller is a soft sponge roller that would warp out of shape if it were allowed to press against the hot roller while the machine is idle.
M73	HDD Cooling Fan Motor	Cools the HDDs.
M74	CPU Fan	Cools the CPU on the Controller Board.

Notes: Added M59–M74.

PCBS		
PCB34	SCNB	Scanner Connector Board. Harnesses from the SBU run into and out of the SCNB, reducing the number of harnesses from 2 to 1
PCB35	OPU (Operation Panel)	Controls the operation panel.

Notes: Deleted PCB36 and PCB37.

Model: v-C2	Date: 6-Mar-08	No.: RD014028
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SENSORS		
S3	ITB Lift Sensor (Full Color)	This sensor switches the ITB lift motor off when the ITB comes into contact the drums of the color PCUs.
S38	Internal Temperature Sensor	Located near the Y_PCU, this thermistor monitors the internal temperature of the machine.
S61	ITB Lift Sensor (BW)	This sensor switches the ITB lift motor off when the ITB comes into contact the drum of black PCU.
S62	Fusing Pressure Release Sensor	Pulls and pushes the pressure roller to separate it from and press it against the hot roller. The pressure roller is a soft sponge roller that would warp out of shape if it were allowed to press against the hot roller while the machine is idle.
S67/S68	Laser Unit Temperature Sensor	Reads the temperature in the optics unit. The results are used in the MUSIC process.
S80	Original Length Sensor -3	APS4 holds one original length sensor under the exposure glass. The detection combination of this sensor and other sensors determines the length of the original on the exposure glass positioned for SEF.
S81	Encoder	Monitors the encoder wheel in the ITB drive motor unit.
S82	PTR Contact Sensor	Detects when the PTR is lifted or lowered.
S83	ITB Position Sensor	Monitors the speed of the ITB.

Notes: Added S80–S83.

Model: V-C2	Date: 6-Mar-08	No.: RD014028
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SOLENOIDS		
SOL16	Charge Cleaning Solenoid: Y	Raises and lowers the Y charge roller cleaning roller.
SOL17	Charge Cleaning Solenoid: C	Raises and lowers the C charge roller cleaning roller.
SOL18	Charge Cleaning Solenoid: M	Raises and lowers the M charge roller cleaning roller.
SOL19	Duplex Inverter Solenoid	Operates the duplex inverter junction gate.

Notes: Added SOL16–SOL19. Delete SOL12.

SWITCHES		
SW6	Interlock SWs	Front door upper left.

Notes: Added SW6.

THERMISTORS		
TH4	Heating Roller Center Thermistor	Monitors the surface temperature of the heating roller center and breaks the circuits to the fusing lamps if the heating roller overheats. This is a non-contact themistor.
TH5	Heating Roller End Thermistor	Monitors the surface temperature of the heating roller end and breaks the circuits to the fusing lamps if the heating roller overheats. This is a non-contact themistor.

Notes: Added TH4 and TH5.

THERMOSTATS		
TS1/TS2	Thermostats (Pressure Roller)	Monitors the temperature of the pressure roller and cuts the circuit if the pressure roller fusing lamp overheats.
TS3/TS4	Thermostats (Fusing Belt)	Monitors the temperature of the fusing belt and cuts the circuit if the heating roller fusing lamp overheats.

Notes: Deleted TS5.

Model: V-C2	Date: 6-Mar-08	No.: RD014028
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**POINT-to-POINT Diagram
D014/D015 Electrical Component Layout (3/3)**

Symbol	Name	Index No.	P to P	Page
Sensors				
S67/S68	Laser Unit Temperature Sensor	18	D9	2/4
S69	Toner End Sensor: M	66	C1	2/4
S70	Toner End Sensor: K	62	C1	2/4
S71	Toner End Sensor - Y	74	B1	2/4
S72	Toner End Sensor - C	71	B1	2/4
S73	Scanner HP Sensor	2	B5	2/4
S74	Original Width Sensors	14	A5	2/4
S75	Original Length Sensor - 1	12	A5	2/4
S76	Original Length Sensor -2	11	B5	2/4
S77	Accordion Jam Sensor	197	C8	1/4
S78	Fusing Exit Sensor	198	C8	1/4
S79	LCT Relay Sensor	75	F2	2/4
S80	Original Length Sensor -3	5	B5	2/4
S81	Encoder	138	C3	2/4
S82	PTR Contact Sensor	172	C4	3/4
S83	ITB Position Sensor	45	D9	3/4
S84	Toner End Sensor: M	66	C1	2/4

Notes: Added S67/S68–S83.

Model: V-C2	Date: 6-Mar-08	No.: RD014028
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Symbol	Name	Index No.	P to P	Page
Lamps				
L2	Heating Roller Fusing Lamp 3 (Center)	195	B8	1/4
L3	Heating Roller Fusing Lamp 2 (Ends)	195	B8	1/4

Motors				
M32	Cooling Fan Motor	148	D6	2/4
M33	Circulation Fan Motor	147	D6	2/4
M70	Ozone Exhaust Fan	150	C6	3/4
M71	PTR Lift Motor	171	D4	3/4
M72	Fusing Pressure Release Motor	174	D5	3/4
M73	HDD Cooling Fan Motor	225	A4	4/4
M74	CPU Fan	226	A4	4/4

Notes: Added M70–S74.

HDDs				
HDD1	HDD1	223	B4	4/4
HDD2	HDD2	224	B4	4/4

Model: V-C2	Date: 6-Mar-08	No.: RD014029
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Subject: Requirements for using USB		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Requirements for the USB I/F on the D014/D015 Copier

Overview

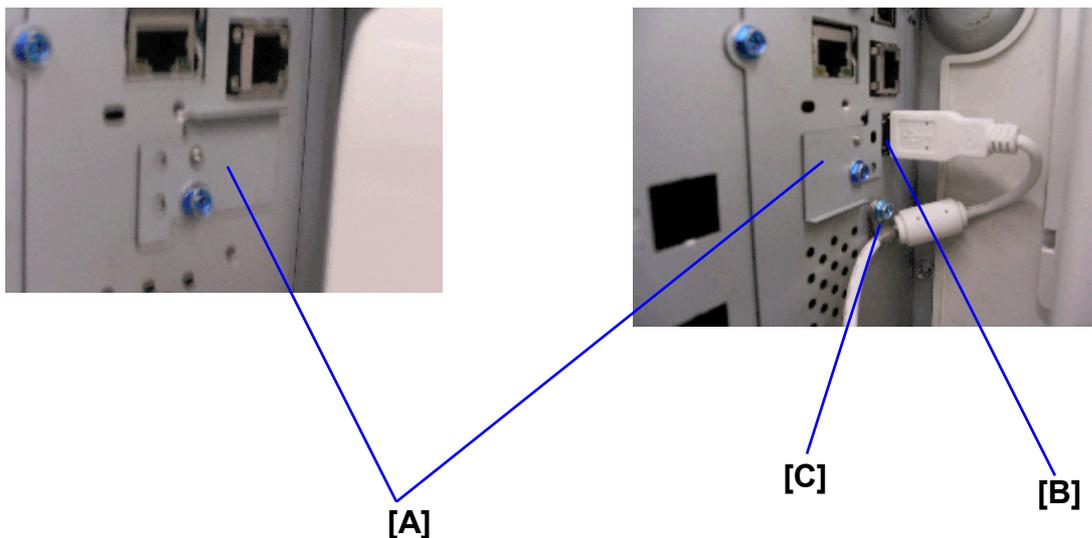
- The USB I/F on the rear face of the machine is covered by a small bracket ([A] in the photo below).
- Use the procedure below to uncover the I/F and enable the USB device.

Procedure

1. Loosen the screw and turn the bracket [A] 180 degrees, so that the USB I/F [B] is uncovered. Then, fasten the bracket in this position.
2. Connect the USB cable.
3. Fix the cable in place using a nylon clamp [C] (1 screw), as shown.
Note: The nylon clamp is available as a service part (P/N 11050323).
4. Set **SP5985-002** (On board USB Device Setting) to a value of "1" to enable the USB device. Then, turn the main power OFF/ON.
Note: On the D014-66 and D015-66, this SP mode is already set to "1" by default.

SP5985-002: On board USB Device Setting

Model Type:	Default setting:	Setting to Enable the USB device:
D014-17/27/26 D015-17/27/26	0 (disabled)	1
D014-66 D015-66	1 (enabled)	1



Model: V-C2	Date: 7-Mar-08	No.: RD014030
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Subject: Requirements for using Gigabit Ethernet/Copy Connector		Prepared by: H.Matsui	
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 checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware Requirements for the Gigabit Ethernet Type B (D377-21) or Copy Connector Type 2105 (B328-11)

If you install the Gigabit Ethernet Type B (D377-21) or Copy Connector Type 2105 (B328-11) option on the D014/D015 copier, make sure to install all of the following firmware, **together as a set:**

All machines:

- System/Copy **V1.03** (D0145761D) or newer
- Scanner **V01.05** (D3765903) or newer
- Animation **V2.2** (D0145772B) or newer

Only machines with the Printer function:

- Printer **V1.03** (D3765902C) or newer
- Network Support **V7.05.1** (D0145767B) or newer
- Web Support **V1.05** (D0145769C) or newer
- Web Uapl **V1.03** (D0145770B) or newer
- Network DocBox **V1.01** (D0145771B) or newer

Only machines with the Fax function:

- Fax **V02.00.01** (D0145773B) or newer
- Remote Fax **V02.00.00** (D0145768B) or newer

Model: Model V-C2		Date: 21-Apr-08	No.: RD014031
Subject: SC816		Prepared by: H. Matsui	
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 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

Please add the following to your Service Manuals:

Pg. 440

SC816	B	Error in STR (Suspend To RAM) control ASIC *GW	
		An error is detected in the signal from the ASIC which controls the STR (Suspend To RAM) function.	ASIC (controller board) defective. Turn the main switch OFF/ON. If the SC still appears, replace the controller board.

Note: STR is a newly-added feature of the D014/D015 copier, which further minimizes energy consumption while the machine is in Energy Saver mode.

Model: Model V-C2		Date: 9-May-08	No.: RD014032
Subject: Important notes for installing the Color Controller E-7100		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

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-7100 for the Model V-C2.

Approved Firmware for the Model V-C2 for connection with the E-7100 Controller

Make sure that the firmware modules for Model V-C2 are upgraded as follows at the E-7100 installation.

System/Copy: Version 1.04E03 or newer

Engine: Version 1.04 or newer

LCDC: Version 1.03 or newer

Web Support: Version 1.06 or newer

SP mode setting for E-7100 Controller

As written in the installation guide or service manual, the following SP value of Model V-C2 must be changed at the E-7100 installation.

SP#: 5193-001

Value: **1** (Default:0)

Model: Model V-C2		Date: 9-May-08	No.: RD014033
Subject: Operating Guide for the Log Tool for Color Controller E-7100		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

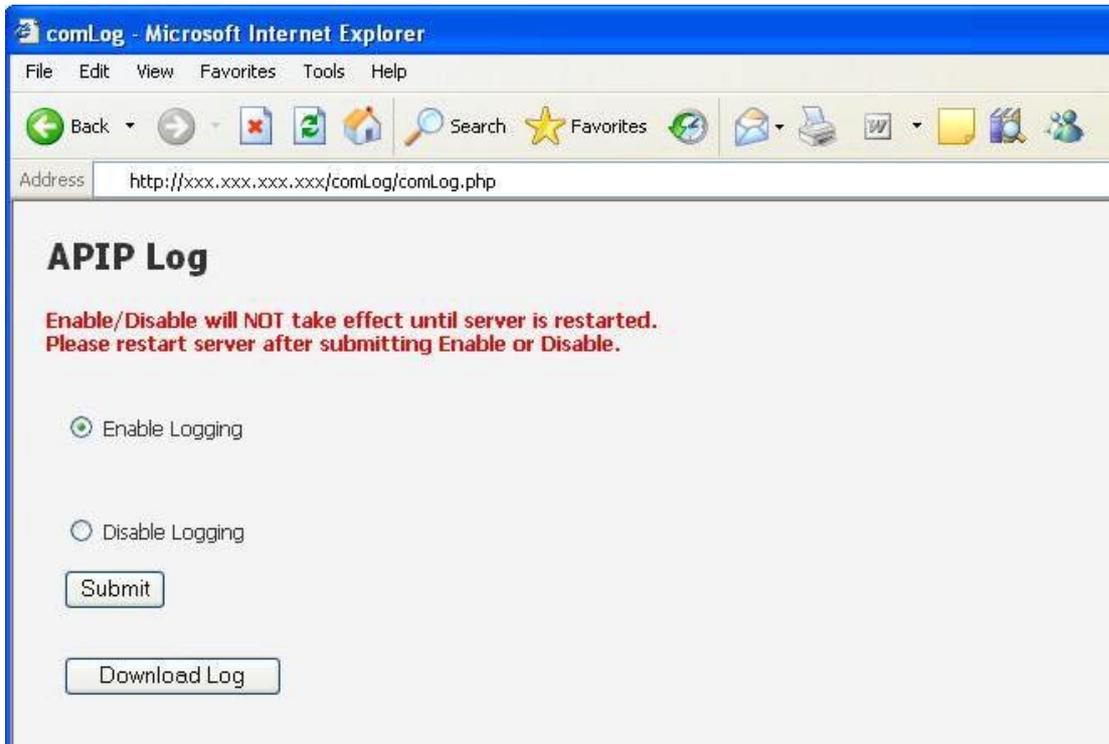
This document describes the Log Tool available for the E-7100 controller. This Log Tool is embedded in the controller, and has a web interface. Therefore you do not have to install an additional application on your client PC.

Using this Log Tool, the 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

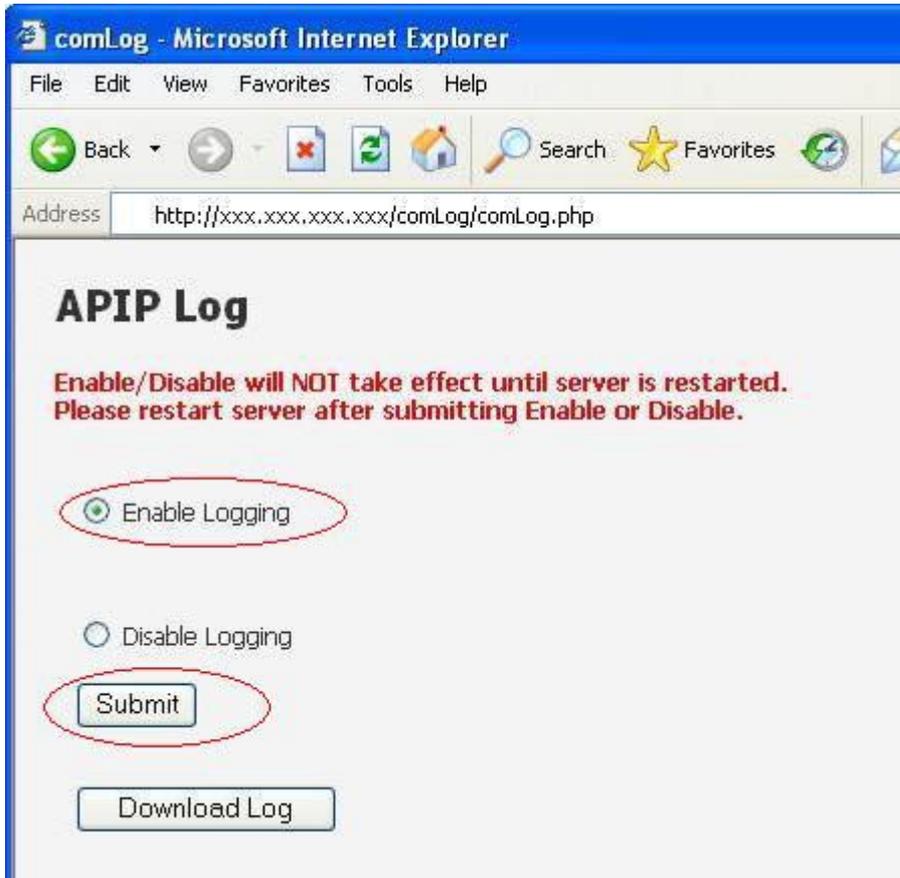
To access the web interface, open the following URL in your browser:
<http://<E-7100 ip#>/comLog/comLog.php>



Model: Model V-C2	Date: 9-May-08	No.: RD014033
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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-7100 should be restarted** to enable the logging mechanism.

Model: Model V-C2

Date: 9-May-08

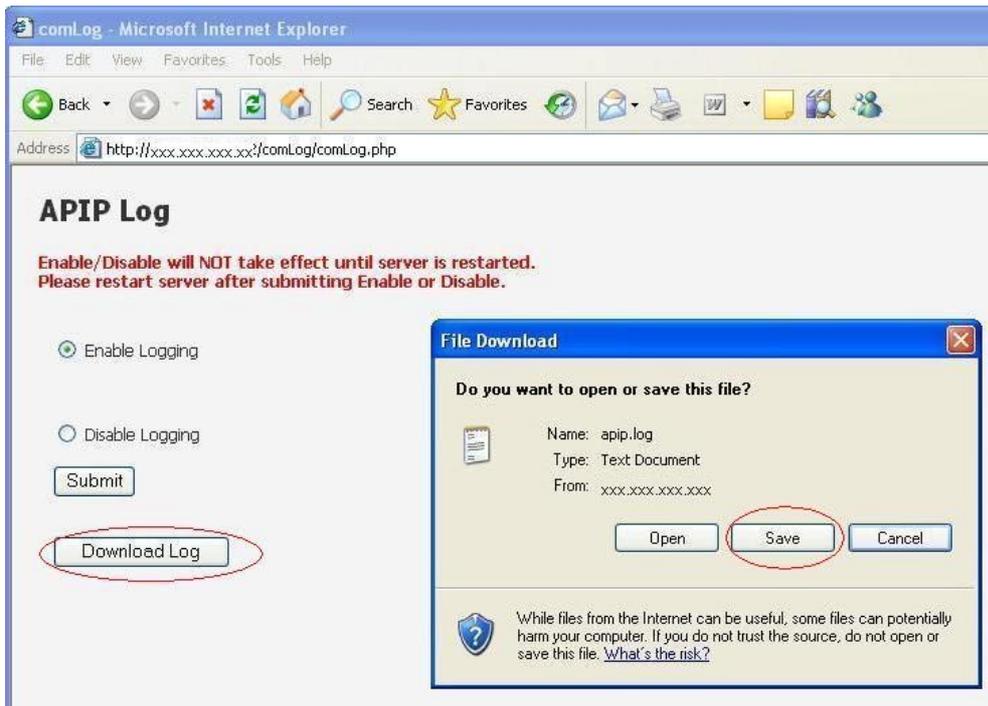
No.: RD014033

Downloading the APIP log file

The log file is stored on the E-7100. To access the log, you need to download it from the E-7100 to your PC after log collection has finished.

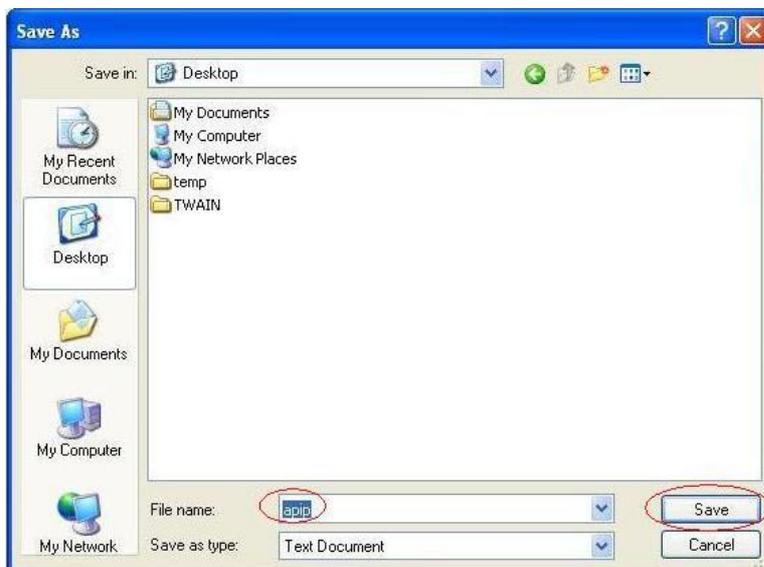
Procedure

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 V-C2

Date: 9-May-08

No.: RD014033

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-7100'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-7100 (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-7100 restarts.

This limitation means that it is impossible to collect a log when a problem causes the E-7100 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 problem.
4. Download the log file.
5. Disable the log tool.
6. Reboot the E-7100.
7. Leave the customer site.

Model: Model V-C2		Date: 15-May-08	No.: RD014034
Subject: Missing SC8xx Information		Prepared by: H. Matsui	
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 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

Please add the following to your Service Manuals:

From Pg. 440 -

816	B	<p>Error in STR (Suspend To RAM) control ASIC *GW</p> <p>Error is detected in the signal from the ASIC, which controls the STR (Suspend To RAM) function.</p>	<p>ASIC (controller board) defective.</p> <p>Turn the main switch OFF/ON. If the SC still appears, replace the controller board.</p>
-----	---	--	---

Note: STR is a newly-added feature of the D014/D015 copier, which further minimizes energy consumption while the machine is in Energy Saver mode.

851	B	<p>IEEE 1394 I/F error</p> <p>Driver setting incorrect and cannot be used by the 1394 I/F.</p>
		<p>Not supported by this machine</p> <ul style="list-style-type: none"> ▪ NIB (PHY), LINK module defective; change the Interface Board ▪ Controller board defective

853	B	<p>Wireless LAN Error 1</p> <p>During machine start-up, the machine can get access to the board that holds the wireless LAN, but not to the wireless LAN card (Bluetooth).</p>
		<ul style="list-style-type: none"> ▪ Wireless LAN card missing (was removed)

854	B	<p>Wireless LAN Error 2</p> <p>During machine operation, the machine can get access to the board that holds the wireless LAN, but not to the wireless LAN card (Bluetooth).</p>
		<ul style="list-style-type: none"> ▪ Wireless LAN card missing (was removed)

Model: Model V-C2	Date: 15-May-08	No.: RD014034
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855	B	Wireless LAN error 3
		An error is detected in the wireless LAN card (802.11a/g, g or Bluetooth).
		<ul style="list-style-type: none"> ▪ Wireless LAN card defective ▪ Wireless LAN card connection incorrect
856	B	Wireless LAN error 4
		An error was detected in the wireless LAN card (Bluetooth).
		<ul style="list-style-type: none"> ▪ Wireless LAN card defective ▪ PCI connector (to the mother board) loose
857	B	USB I/F Error
		The USB driver is not stable and caused an error.
		<ul style="list-style-type: none"> ▪ Bad USB card connection Replace the controller board
860	B	HDD startup error at main power on
		<ul style="list-style-type: none"> ▪ HDD is connected but a driver error is detected. ▪ The driver does not respond with the HDD within 30 s.
		<ul style="list-style-type: none"> ▪ HDD is not initialized ▪ Label data is corrupted ▪ Defective HDD Initialize the HDD with SP5832-001.
866	B	SD card error 1: Confirmation
		The machine detects an electronic license error in the application on the SD card in the controller slot immediately after the machine is turned on. The program on the SD card contains electronic confirmation license data. If the program does not contain this license data, or if the result of the check shows that the license data in the program on the SD card is incorrect, then the checked program cannot execute and this SC code is displayed.
		<ul style="list-style-type: none"> ▪ Program missing from the SD card ▪ Download the correct program for the machine to the SD card
867	D	SD card error 2: SD card removed
		The SD card in the slot is removed while the machine is on.
		Insert the SD card, then turn the machine off and on.

Model: Model V-C2	Date: 15-May-08	No.: RD014034
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868	D	SD card error 3: SC card access
		An error occurs while an SD card is used.
		<ul style="list-style-type: none"> ▪ SD card not inserted correctly ▪ SD card defective ▪ Controller board defective <p>Note: If you want to try to reformat the SC card, use SD Formatter Ver 1.1.</p>

870	B	Address book data error
		The address book data cannot be read from the HDD, SD card or flash ROM on the controller where it is stored, or the data read from the media is defective.
		<ul style="list-style-type: none"> ▪ Software defective: Turn the machine off/on. If this is not the solution for the problem, then replace the controller firmware. ▪ HDD defective.
		<p>More Details</p> <ul style="list-style-type: none"> ▪ Do SP5846-046 (Initialize All Setting & Addr Book) to reset all address book data. ▪ Reset the user information with SP5832-006 (HDD Formatting– User Information). ▪ Replace the HDDs.

872	B	HDD mail receive data error
		<ul style="list-style-type: none"> ▪ The machine detects that the HDD is not operating correctly at power on. ▪ The machine detects that the HDD is not operating correctly (can neither read nor write) while processing incoming email.
		<ul style="list-style-type: none"> ▪ HDD defective ▪ The machine is turned off while the HDD is being accessed. <p>Do SP5832-007 to format the mail RX data on the HDD.</p>

873	B	HDD mail send data error
		An error is detected on the HDD immediately after the machine has been turned on, or power has been turned off while the machine has used the HDD.
		<ol style="list-style-type: none"> 1. Do SP5832-008 (Format HDD – Mail TX Data) to initialize the HDD. 2. Replace the HDD

Model: Model V-C2	Date: 15-May-08	No.: RD014034
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876	CTL	Log Data Error
	D	An error is detected in the handling of the log data at power on or during machine operation. This can be caused by switching the machine off while it is operating.
-001		Log Data Error 1
		<ul style="list-style-type: none"> ▪ Damaged log data file in the HDD Initialize the HDD with SP5832-004.
-002		Log Data Error 2
		<ul style="list-style-type: none"> ▪ HDD encryption unit not installed 1. Ask the customer's administrator to disable the HDD encryption setting with a user tool. Install the HDD encryption unit.
-003		Log Data Error 3
		<ul style="list-style-type: none"> ▪ Invalid log encryption key due to defective NVRAM data 1. Initialize the HDD with SP5832-004. 2. Ask the customer's administrator to disable the HDD encryption setting with a user tool.
-004		Log Data Error 4
		<ul style="list-style-type: none"> ▪ Unusual HDD encryption function due to defective NVRAM data Initialize the HDD with SP5832-004.
-005		Log Data Error 5
		<ul style="list-style-type: none"> ▪ Installed a NVRAM or HDD which was used in another machine 1. Reinstall the previous NVRAM or HDD. Initialize the HDD with SP5832-004.
-099		Log Data Error 99
		<ul style="list-style-type: none"> ▪ Other than the above causes Ask your supervisor.

877	B	HDD DataOverwriteSecurity SD card error
		The 'all delete' function cannot be executed but the DataOverwriteSecurity Unit is installed and activated.
		<ul style="list-style-type: none"> ▪ Defective SD card ▪ SD card not installed 1. Replace the NVRAM and then install the new SD card. 2. Check and reinstall the SD card.

878	D	TPM system authentication error
		The system firmware is not authenticated by TPM (security chip).
		<ul style="list-style-type: none"> ▪ Incorrect updating for the system firmware ▪ Defective flash ROM on the controller board Replace the controller board.

Model: Model V-C2

Date: 15-May-08

No.: RD014034

880	B	File Format Converter (MLB) error
		A request to get access to the MLB is not answered within the specified time.
		<ul style="list-style-type: none">▪ MLB defective, replace the MLB

Model: Model V-C2		Date: 15-May-08	No.: RD014035
Subject: Missing SC9xx Information		Prepared by: H. Matsui	
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 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

Please add the following to your Service Manuals:

From Pg. 446 -

900	D	Electrical total counter error
		The total counter contains something that is not a number.
		<ul style="list-style-type: none"> ▪ NVRAM incorrect type ▪ NVRAM defective ▪ NVRAM data scrambled ▪ Unexpected error from external source

920	B	Printer error 1
		An internal application error was detected and operation cannot continue.
		<ul style="list-style-type: none"> ▪ Software defective; turn the machine off/on, or change the controller firmware ▪ Insufficient memory

921	D	Printer font error
		A necessary font is not found in the SD card.
		<ul style="list-style-type: none"> ▪ A necessary font is not found in the SD card. ▪ The SD card data is corrupted.

990	D	Software error 1
		The software performs an unexpected function and the program cannot continue.
		<ul style="list-style-type: none"> ▪ Software defective, re-boot

Model: Model V-C2	Date: 15-May-08	No.: RD014035
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991	C	Software error 2
		The software performs an unexpected function. However, unlike SC990, recovery processing allows the program to continue.
		<ul style="list-style-type: none"> ▪ Software defective, re-boot

In order to get more details about SC990 and SC991:

- 1) Execute SP7403 or print an SMC Report (SP5990) to read the history of the 10 most recent logged errors.
- 2) If you press the zero key on the operation panel with the SP selection menu displayed, you will see detailed information about the recently logged SC990 or SC991, including the software file name, line number, and so on.

NOTE:

1) is the recommended method, because another SC could write over the information for the previous SC.

997	B	Software Error 3: Cannot select application function
		An application does not start after the user pushed the correct key on the operation panel.
		<ul style="list-style-type: none"> ▪ Software bug ▪ A RAM or DIMM option necessary for the application is not installed or not installed correctly.

998	D	Software Error 4: Application cannot start
		Register processing does not operate for an application within 60 s after the machine power is turned on. No applications start correctly, and all end abnormally.
		<ul style="list-style-type: none"> ▪ Software bug ▪ A RAM or DIMM option necessary for the application is not installed or not installed correctly.

Model: Model V-C2		Date: 20-May-08	No.: RD014036
Subject: ID sensor cleaning		Prepared by: H. Matsui	
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

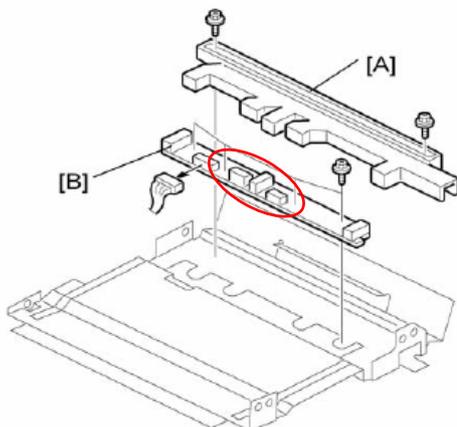
SYMPTOM

1. Light image density.
2. SC418 (LED error during Vsg adjustment) is logged many times.
3. The result of the Process Control Self-check is "22222222".

CAUSE

The ID sensor or MUSIC sensor is wiped with a dry cloth during machine maintenance in the field. As a result, static electricity builds up on the sensor and attracts toner particles.

MUSIC and ID Sensors



Service Manual, pg. 339

d014r332

Model: Model V-C2	Date: 20-May-08	No.: RD014036
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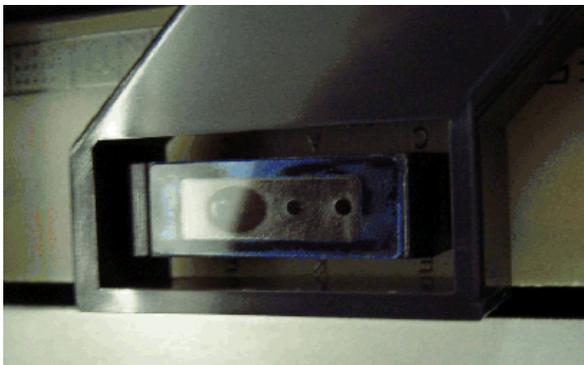
SOLUTION

Wipe the process control ID sensor and MUSIC sensor with a **DAMP** cloth (alcohol), as described in the Service Manual.

Important:

- **Never** wipe the ID sensor or MUSIC sensor with a **DRY** cloth. If you do, the surface of the sensor will attract toner particles, which triggers one of the above symptoms.
- **Always** make sure to wipe the sensors with a **DAMP** cloth (alcohol), as mentioned in the Service Manual.

Sensors after cleaning:



Process control ID sensor



MUSIC ID sensor

PM Table, Service Manual, pg. 247

TRANSFER UNITS

	150K	300K	450K	600K	Note
ITB Unit					
ITB (Image Transfer Belt)				R	
ITB Unit Rollers		I		C	Wipe with dry cloth
ITB Encoder Sensor		C			Wipe with damp cloth (alcohol)
ID and MUSIC Sensors		C			Wipe with damp cloth (alcohol)

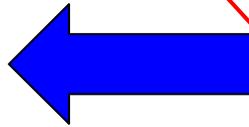
Model: Model V-C2		Date: 20-May-08	No.: RD014037
Subject: Toner Dropping		Prepared by: H. Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

SYMPTOM

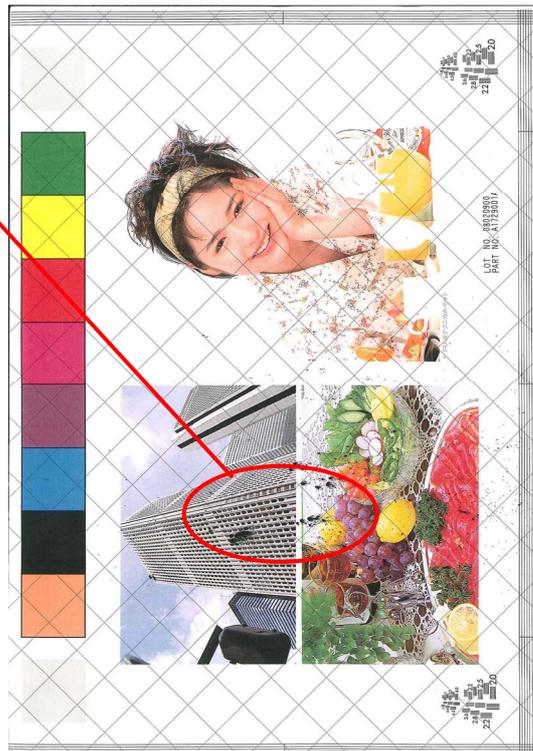
- 1. Toner drops on to the paper.
- 2. In the worst case, in addition to #1 above, SC455 (PTR motor error) occurs.

Note: The estimated occurrence rate on the affected machines (see below) is about 2%.

Toner dropping



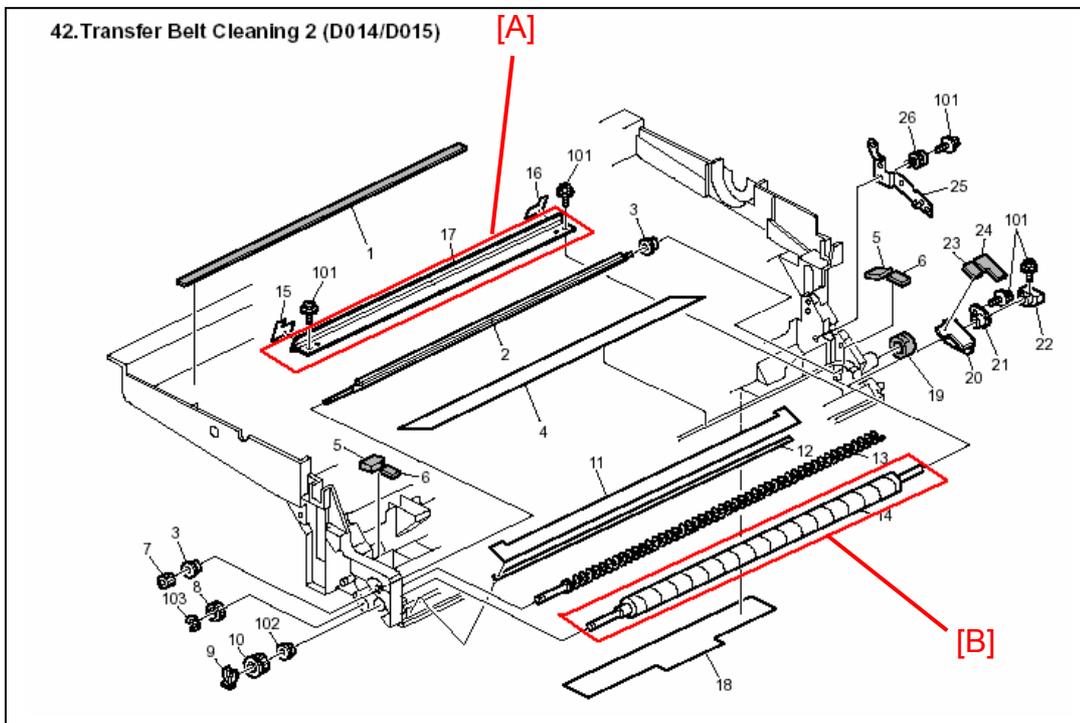
Paper Feed Direction



Model: Model V-C2	Date: 20-May-08	No.: RD014037
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CAUSE

A manufacturing error in the brush scraper [A] causes damage to the ITB cleaning brush [B].



D014/D015 Parts Catalog, pg. 100

SOLUTION

If the symptom is reported on one of the affected machines, replace the ITB cleaning unit [C] with the modified part: P/N **D0149901**.

Note: For the replacement procedure, see the Service Manual.

[C]



Model: Model V-C2

Date: 20-May-08

No.: RD014037

AFFECTED MACHINES

The following machines may contain the defective brush scraper:

Model	Range of Affected S/N:
D014-17	M7980300001 to M7980400346
D014-26	M7980400729 to M7980400738
D014-27	M7980300339 to M7980400851
D014-66	M7980300423 to M7980400974
D015-17	M8080300001 to M8080400105
D015-26	M8080400193 to M8080400200
D015-27	M8080300048 to M8080400245
D015-66	M8080300117 to M8080400332

Reissued: 13-Jun-08

Model: Model V-C2	Date: 23-May-08	No.: RD014038b
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RTB Reissue

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

Subject: SC866(SD card error 1)		Prepared by: H. Matsui	
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

SC866 (SD Card Error 1: Confirmation) occurs when installing an SD card option if the System/Copy firmware is older than Ver1.05.

CAUSE

Due to a firmware bug (System/Copy), the machine cannot authenticate the SD card.

Note: There is nothing wrong with the SD card or application itself. The problem is with the System/Copy firmware.

SOLUTION

If you want to install an SD card option, and there is a blue circle on the option box (see below), update the System/Copy firmware to Ver1.05 (D0145761F) or newer before you install the option.

(If, for some reason, the symptom occurs with options that do not have a blue circle on the option box, try the same action. Update to Ver1.05 or newer).

INFORMATION:

Cut-in S/No. of D014/D015 copier, which has System/Copy firmware to Ver1.05 (D0145761F) or newer.

<i>Model</i>	<i>Cut-in S/No.</i>	<i>Note</i>
<i>D014-17</i>	<i>M7980500333</i>	
<i>D014-26</i>	<i>M79806XXXX</i>	
<i>D014-27</i>	<i>M7980500634</i>	
<i>D014-66</i>	<i>M79806XXXX</i>	
<i>D015-17</i>	<i>M8080500056</i>	
<i>D015-26</i>	<i>M80806XXXX</i>	
<i>D015-27</i>	<i>M8080500215</i>	
<i>D015-66</i>	<i>M80806XXXX</i>	

Reissued: 13-Jun-08

Model: Model V-C2	Date: 23-May-08	No.: RD014038b
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Blue circle mark on option boxes:



Reissued: 13-Jun-08

Model: Model V-C2	Date: 23-May-08	No.: RD014038b
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SD Card Options

The symptom may occur when you install any of the following options on machines that contain System/Copy firmware older than Ver1.05.

Option Name	Code
Printer/Scanner Unit Type C7500	D376-17/22/27/69
File format Converter Type E	D377-04
Data Overwrite Security Unit Type H	D377-06
VM Card Type F	D377-10/11/12
Browser Unit Type D	D377-17
PostScript 3 Unit Type C7500	D378-02/03/04

Model: Venus-C2		Date: 9-Jun-08	No.: RD014039
Subject: Patch Release for E-7100 V.1.0 (1-XP7ST.ps)		Prepared by: Chisato 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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-XP7ST.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-XP7ST.ps	<ul style="list-style-type: none"> • Group Membership will be blank after Active Directory group is added. • A Harmony layer error occurs after Domain groups are added and removed. • In the Configuration page, black overprint shows as "KOVPRTRCCTRL" • The Dutch system can't print PS/PCL Test Page, Font List, Color Chart and Control Panel Map.

Prerequisite(s):

- None

Patch Update Procedure

1. Extract D3807551.exe until you get the 1-XP7ST.ps file.
2. Download/Import the patch file "1-XP7ST.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-XP7ST".

Reissued: 30-Jun-08

Model: Model V-C2	Date: 13-Jun-08	No.:RD014040a
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RTB Reissue

An illustration has been added to the table.

Subject: Missing Booklet Adjust SP		Prepared by: H. Matsui	
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 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

SYMPTOM:

SP6109 (Adjust Booklet Fold Position) and SP6110 (Adjust Booklet Stapling Position) do not exist.

CAUSE:

Firmware bug.

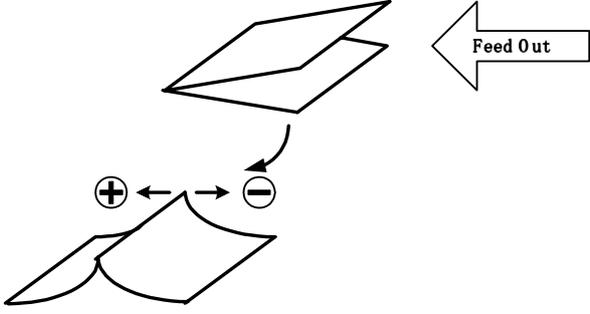
SOLUTION:

Upgrade the following firmware **as a set**.

System/Copy firmware to **Ver1.05 (D0145761F)** or newer

Engine firmware to **Ver1.04:01(D0145402D)** or newer.

Please add the following information concerning SP6109 and SP6110 to your Service Manual:

6109	Book Fold Adj	Adjust Booklet Fold Position
		This SP corrects the folding position when paper is stapled and folded.
001	A3 SEF	[-3~+3/0.2 mm] + Value: Shifts staple position toward the crease. - Value: Shifts staple position away from the crease. 
002	B4 SEF	
003	A4 SEf	
004	B5 SEF	
005	DLT SEF	
006	LG SEF	
007	LT SEF	
008	12"x18"	
009	Custom Size	

B132S924.WMF

Reissued: 30-Jun-08

Model: Model V-C2	Date: 13-Jun-08	No.:RD014040a
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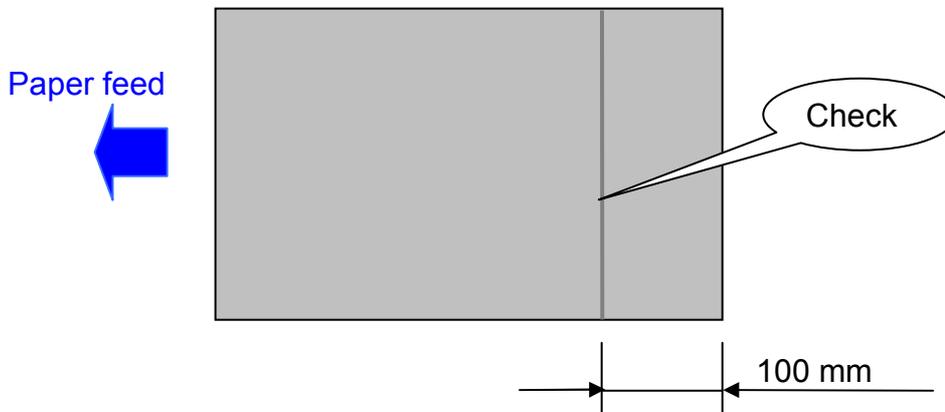
6110	Book Staple Adj	Adjust Booklet Stapling Position
		This SP corrects the stapling position of the booklet stapler when paper is stapled and folded.
001	A3 SEF	[-3~+3/0.2 mm] + Value: Shifts staple position toward the crease. - Value: Shifts staple position away from the crease.
002	B4 SEF	
003	A4 SEF	
004	B5 SEF	
005	DLT SEF	
006	LG SEF	
007	LT SEF	
008	12" x 18"	
009	Custom	

Model: V-C2		Date: 18-Jun-08	No.: RD014041
Subject: SP1-008-xxx		Prepared by: Y. Ikeda	
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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Banding occurs at about 100mm from the trailing edge.

Note: This occurs more easily with thick paper.



CAUSE

The paper vibrates slightly when the trailing edge is released by the registration roller.

SOLUTION

Adjust the value of SP1-008-001 and 002 (see the procedure below).

Model: V-C2	Date: 18-Jun-08	No.: RD014041
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Procedure for Adjustment

1. Update the Engine firmware to **v1.04 or newer**.
2. Check the paper thickness setting when the banding occurs (Thick 1, Thick 2, or Thick 3).
3. Decrease the value of **SP1-008-001 or -002** by 1, depending on this paper thickness setting.

	V-C2a	V-C2b
SP1-008-001	Thick 1	Thick 1 Thick 2
SP1-008-002	Thick 2 Thick 3	Thick 3

4. Print out some copy/print samples and check to see if the banding occurs.
 - If the banding still occurs, do Step 3 and Step 4 again.
 - If the width of the band increases, do Step 3 and Step 4 again, but **increase** the SP value.

Reissued: 19-Aug-08

Model: Model V-C2	Date: 7-Jul-08	No.: RD014042a
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RTB Reissue

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

Subject: SC566		Prepared by: H. Matsui	
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 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

Please add the following to your Service Manuals:

Pg. 422

SC566	A	Heating Roller non-contact thermistor 3	
		Thermistor detects a temperature less than 0 degrees more than 3 times.	1. Do SP5810 to cancel the SC fusing code. 2. <i>Hot Roller Thermistor (Service manual page 805, call-out#1) is disconnected, broken.</i>

Model: Model V-C2		Date: 18-Jul-08	No.: RD014043
Subject: Incorrect Toner End Message		Prepared by: H. Matsui	
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

"(C, M, Y, or K) toner is almost empty" or "(C, M, Y, or K) toner is empty" is displayed on the operation panel when a brand new toner cartridge is installed. Then, if you install this toner cartridge on another machine, "INDEPENDENT SUPPLIER TONER CARTRIDGE HAS BEEN SET" is displayed.

CAUSE

Developer Fill (SP3814) or Developer Setup (SP3811) was not completed correctly.

1. "(C, M, Y, or K) toner is almost empty" or "(C, M, Y, or K) toner is empty" :

The D014/D015 copier does not perform toner supply until both SP3814 (Execute Developer Fill) and SP3811 (Developer Setup) have been completed correctly. This design is intentional, to ensure that SP3811 (Developer Setup) is performed correctly. The reason for this is to avoid an incorrect Developer Setup following a failed Developer Filling (there is not enough developer inside the development unit).

If the D014/D015 copier is used under these conditions, toner will NOT be supplied to the toner hopper. In other words, no toner will go into the toner hopper during copying or printing. This triggers the toner Near End condition, even though a lot of toner remains inside the toner cartridge.

2. "INDEPENDENT SUPPLIER TONER CARTRIDGE HAS BEEN SET"

If another brand new toner cartridge is installed under the conditions explained in #1, "Toner near end" appears again. This is because the D014/D015 copier cannot perform toner supply.

Once the toner Near End condition is triggered, this information is written in the ID chip on the toner cartridge. As a result, this brand new toner cartridge is identified as "independent supplier toner" or "unknown toner". This is true even when the cartridge is then used in another machine, or a machine whose NV-RAM or VBICU board has been replaced.

Model: Model V-C2

Date: 18-Jul-08

No.: RD014043

SOLUTION

Perform the Developer Setup according to the following procedure.

For brand new machines:

- 1) Make sure to perform "Filling the PCU with Developer" (Service Manual, pg. 79-88) using SP3814-001, and also the developer bottle setting and confirmation of developer setting results using SP3815-001 (Service Manual, pg. 82). These two procedures are very important. **See related RTBs #RD014022 (Developer Bottle Setting) and #RD014044 (Developer Fill).**
- 2) Secondly, it is also very important to perform "Initializing Developer and Toner" (Service Manual, pg. 86-88) using SP3811-001.

For machines on which this symptom has already occurred:

Please perform the Developer Setup according to the following procedure.

Status confirmation:

1. Check if SP3815-001 (Developer Fill: Disp Result) displays "1111" (successful all colors).
Note: "1" = successful, "4" = not done "9" = failed, "7" = developer already exists
2. Check if SP3817-001 to 004) displays "0".
Note: This value should be "0".
"0" = Developer filling disabled (developer filling completed successfully)
"1" = Developer filling enabled (developer filling not completed yet)
3. Check if SP3812-001 (Dev. Setup execute results) displays "1111" (successful all colors).

If any of the above (1, 2, or 3) displays an unsuccessful result, **try the following procedure:**

1. Replace the toner cartridge with a brand new one.
Note: Once "Toner End" or "Toner Near End" appears, the Toner End flag is written to the ID chip on the toner cartridge. So, after that, this cartridge cannot be used anymore.
2. Replace the developer for all colors with new ones. Follow the procedure on pg. 298-316 of the Service Manual.
Important: Make sure to perform "Filling the PCU with Developer" (Service Manual, pg. 79-88) using SP3814-001, and also the developer bottle setting and confirmation of developer setting results using SP3815-001 (Service Manual, pg. 82). These two procedures are very important. **See related RTBs #RD014022 (Developer Bottle Setting) and #RD014044 (Developer Fill).**

Model: Model V-C2	Date: 18-Jul-08	No.: RD014043
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As mentioned on pg. 87-88 of the Service Manual, make sure to do the following SPs:

1) SP3811-001 (Developer Setup:All).

Note: It is very important to perform the "Initializing Developer and Toner" (Service Manual, pg. 86-88) correctly using SP3811-001.

2) SP3812-001 (Developer Setup result)

Note: If "1111"(KMCY) is displayed, this means SP3811-001 was executed correctly.

3) SP3821-001 (Process Control result)

Note: For each color, there is a two-digit code, in the order of K, M, C, Y. A display of "10" means that process control was completed correctly. If "10101010" is displayed, it means that process control was completed successfully for all four colors.

Model: Model V-C2		Date: 18-Jul-08	No.: RD014044
Subject: Failed Developer Fill (SP3814)		Prepared by: H. Matsui	
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

"FAILED" is displayed immediately after hitting the execute button when you try to perform SP3814 (developer fill).

CAUSE

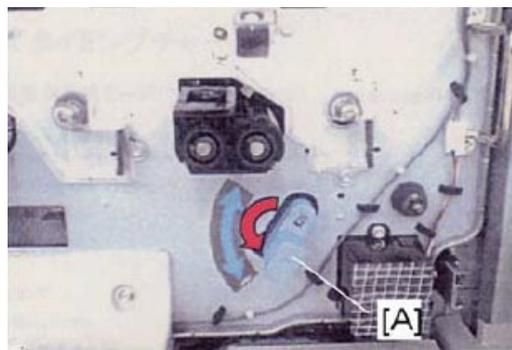
1. The fusing unit has not been warmed up to the Ready condition yet, OR
2. The ITB release lever is set to the upper position.

Note:

1. The engine cannot start rotating when the fusing temperature is still low.
2. If SP3814 is executed while this lever is set to the upper position, the machine will refuse the execution and display "FAILED". This is because the ITB contacts the OPC drums when this lever is set to the upper position. If SP3814 is executed under these conditions, the OPC drums will be damaged (there is no developer inside the development unit yet).

SOLUTION

1. Execute SP3814 **after the machine beeps twice**. (This means that the fusing temperature has reached Ready condition level).
2. Make sure that the ITB release level [A] is at the **lower position** when you execute SP3814.



Important: After you execute SP3814, set the ITB release lever to the upper position. This is necessary in order to execute SP3811 (developer set up). See the Service Manual, pg. 83, Step 18.

Model: V-C2	Date: 18-Jul-08	No.: RD014045
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Subject: "G104 Yellow Toner" and "Zinc Stearate"		Prepared by: H.Matsui	
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"/> Other ()	<input type="checkbox"/> Tier2	

Important Information about a New Service Part:

G104 YELLOW TONER (D0159500) and ZINC STEARATE (D0159501)

- These are new service parts consisting of G104 Yellow Toner and Zinc Stearate. Use them for the PCU lubricant brush roller of the D014/D015 copier.
- Change the Service Manual as shown below.

1. Add the following to the table (pg. 245, Symbol Key for Tables):

L	Lubrication required: <ul style="list-style-type: none"> ● G104 YELLOW TONER (D0159500) ● ZINC STEARATE (D0159501)
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2. Add the Note in the table (in bold) and description below (pg. 246, PM Tables):

PCU

	150K	200K	300K	400K	450K	600K	Note
Lubricant Brush			R (Y,C,M)	R (K)			After replacement, apply "G104 Yellow Toner" and "Zinc Stearate".

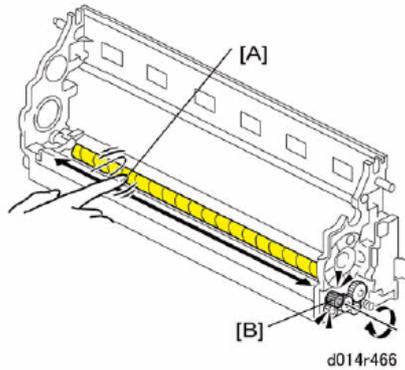
"R": Replacement required

1. Place a sheet of clean paper on a flat surface.
2. Pour a small amount of G104 Yellow Toner (D0159500) from its bottle onto the paper.
3. Pour a small amount of Zinc Stearate (D0159501) from its bottle onto the paper.
4. Mix the G104 Yellow Toner and Zinc Stearate together evenly.

NOTE:

Do not use the D014/D015 yellow toner instead of G104 yellow toner, because it contains developer that could damage the drum and ITB.

Model: V-C2	Date: 18-Jul-08	No.: RD014045
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While rotating the gear [B] in the direction of the arrow shown, use your finger to apply the **Mixed Powder of G104 Yellow Toner and Zinc Stearate** across the surface of the PCU lubricant brush roller [A].

IMPORTANT:

1. Use a brush to apply the powder if one is available.
2. Only use this mixed powder for the **PCU lubricant brush roller** of the **D014/D015** copier. Never apply this powder to another part or another model.

Model: Model V-C2		Date: 18-Jul-08	No.: RD014046
Subject: SC670		Prepared by: H. Matsui	
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 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

Please add the following to your Service Manuals:

Pg. 425

SC670	D	Engine startup error	
		1. Engine does not respond within 30s after power on. 2. Engine down detected suddenly during power on and warm up.	1. VBCU installation incorrect. 2. VBCU defective. 3. Sudden communication reset occurred between the VBCU and the controller.

Reissued: 27-Oct-10

Model: V-C2	Date: 09-Oct-08	No.: RD014047d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Sub CPU		Prepared by: T. Toriumi	
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 ()	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
1.11	D0145751G	October 2010 production
1.10	D0145751F	September 2009 production
1.09	D0145751E	January 2009 production
1.08	D0145751D	October 2008 production
1.07	D0145751C	July 2008 production

Version	Modified Points or Symptom Corrected
1.11	Minor bug correction.
1.10	Modified Points or Symptom Corrected 1. SC816 after the PC is recovering from or going to stand-by condition during the STR condition, when the PC is connected through USB connector.
1.09	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). 3. The MFP might not reply to an IPv6 ping while in Energy Saver mode.
1.08	Symptom corrected: When the device changes into Energy Saver mode, the network connection might be dropped. This results in an SC816 error. Note: The fix requires that NCS firmware version 7.11 or later be applied to the device. The MFP might not reply to a DOS ping -l (or UNIX -s) while in Energy Saver mode. Note: The fix requires that NCS firmware version 7.11 or later be applied to the device. Pinging the MFP with the -l (or UNIX -s) flag while in Energy Saver mode might result in an SC816 error. Note: The fix requires that NCS firmware version 7.11 or later be applied to the device.
1.07	SC816 at main switch is turned ON or switching the network path.

Model: Model V-C2		Date: 1-Aug-08	No.: RD014048
Subject: SD card slot number		Prepared by: H. Matsui	
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

Service Manual Correction:

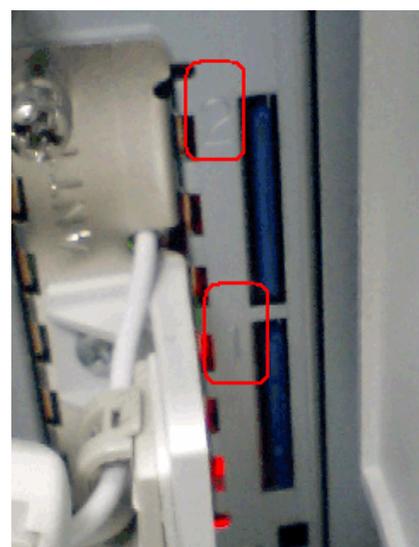
All pages and explanations concerning the SD card slot numbers were corrected as follows:

- Slot #2 (upper slot) is the "Option Slot".
- Slot #1 (lower slot) is the "Service Slot".

Pg. 206 (slot number and option type):

Upper Slot Slot#2 Option Slot	<ul style="list-style-type: none"> • Browser Unit (D377) • Data Overwrite Security (D377) • HDD Encryption Unit (D377) • PostScript3 (D378) • Printer/Scanner Unit (D376)
Lower Slot Slot#1 Service Slot	<ul style="list-style-type: none"> • VM Card (D377) <p>Also used as the Service Slot for firmware updates, moving applications to another SD card with SP5873 (Apli Move).</p>

Note: The decal and numbers engraved on the controller box are correct (see below):



Model: Venus-C2		Date: 27-Aug-08	No.: RD014049
Subject: Patch Information of E-7100 V.1.0 (1-TTAGD.ps)		Prepared by: Chisato 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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

Symptom:

For some E-7100 units, when printing the configuration sheet, unknown patch (not released patch) **1-TTAGD** may be shown in the patch name list.
 However, 1-TTAGD.ps is not delivered through the firmware download site.

Cause:

“1-TTAGD” is a one-time-only patch which upgrades the BIOS version to Ver.1.1.0.
 For the E-7100 units in which the BIOS version is below 1.1.0, the patch “1-TTAGD.ps” is applied during the mass-production run at the factory.

In the field (after the shipment of E-7100 to the field), 1-TTAGD does not need to be applied.

Also, when the field technician performs system software re-installation, it is not necessary to apply “1-TTAGD.ps”.

This is the reason why “1-TTAGD.ps” is not available at the firmware download site.

Model: Venus-C2		Date: 27-Aug-08	No.: RD014050
Subject: Patch Release for E-7100 V.1.0 (1-XT6UU.ps)		Prepared by: Chisato 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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-XT6UU.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-XT6UU.ps	<ul style="list-style-type: none"> • (Mac OS) When the PS driver is installed with Direct queue, accessories are not detected automatically. • (Windows) PS driver: Although "Update Fiery Driver When Opened" is selected, the configuration will not be updated, even when the finisher configuration has been changed. • When the default file type is set to "jpeg", the start button may stay red and it is not possible to start to scan. • SC991 occurs. • E-mail scan message will not be displayed on the operation panel after the e-mail scan is executed. • When selecting a printed job from the job list on the 2nd page, printed job information in the "Main" tab may not be displayed. • The values of preset mode become wrong when the default value of the file format is set. • When clearing an ADF original jam and attempting to scan the original by placing it on the exposure glass, the controller may freeze while indicating "Scanning...". • When the Fiery Scan was executed while another function (such as copier, document server) was using the scanner, the message "Cannot Scan. Scanner is Currently in use by another function" will appear but after that the Model V-C2 will not be able to enter to the "Sleep mode". • When the Fiery Scan has been canceled and the Model V-C2 has entered to the "Sleep mode", it's not possible to scan after the Model V-C2 has resumed from the "Sleep mode".

Prerequisite(s):

Please apply the following patch before installing 1-XT6UU:

- 1-XP7ST.ps

Patch Update Procedure

1. Extract D3807552.exe until you get the 1-XT6UU.ps file.

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2. Download/Import the patch file "1-XT6UU.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-XT6UU".

Model: Venus-C2		Date: 27-Aug-08	No.: RD014051
Subject: Patch Release for E-7100 V.1.0 (1-YNOXH.ps)		Prepared by: Chisato 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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-YNOXH.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-YNOXH.ps	<ul style="list-style-type: none"> • A booklet, staple job prints without folding and stapling.

Prerequisite(s):

Please apply the following patch before installing 1-YNOXH:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807553.exe until you get the 1-YNOXH.ps file.
2. Download/Import the patch file “1-YNOXH.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 E-7100 operation panel, reboot the system.

Command Workstation: select “Shut Down” and then “Reboot System”
E-7100 operation panel: select “Restart Fiery” and then “Restart System”

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “1-YNOXH”.

Model: Venus-C2		Date: 29-Oct-08	No.: RD014052
Subject: E-7100 Service Manual Correction		Prepared by: Chisato 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 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 ()	<input type="checkbox"/> Tier2	

Please apply the following revisions **highlighted in red** to your E-7100 Service Manual.

Section 5: Troubleshooting

LED Diagnostic Codes

During startup, the E-7100 advances through a standard diagnostic sequence. Each diagnostic code flashes rapidly on the LED display during this sequence until the E-7100 reaches the Idle condition. In the Idle condition, the LED display shows the 00 code. This shows that the E-7100 is in normal operation mode. The E-7100 may flicker or drift from 00 during normal operation, but it will always return to 00.

If the LED display stops on a diagnostic code before the E-7100 completes the boot up process, one or more diagnostic tests may have failed. Look up the diagnostic code in the following table to determine the troubleshooting actions that you should take.

Note

A component may be faulty without an error code being displayed. Also, it is possible for an error code to indicate a defective component but that component may not be defective. Use the error codes only as a guide for what to investigate further.

Overview Initial Checklist

Try the following procedures if the E-7100 is hanging up on a diagnostic code.

1: Rebooting the E-7100

When the E-7100 is already ON and hanging up on a diagnostic code, reboot the E-7100 properly to see if the problem persists. Results are unpredictable when the E-7100 is rebooted incorrectly.

1. Press and hold the soft power button until the E-7100 turns off.
2. Wait a full 30 seconds.
3. Press (but do not hold) the soft power button.
4. Wait to see if the E-7100 reaches idle.

2: Checking the components

Always check the unit for visible problems.

1. Check the interior for foreign objects.

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2. Check the cables to make sure they are intact, with no visible damage, and that each is the correct cable, and correctly installed.
3. Check all connectors for visible damage.
4. Check the replaceable parts for visible damage, and that each is the correct part and correctly installed.

3: Turn on the E-7100 Power

After you reassemble the unit, turn on the E-7100 power properly to see if the problem persists. Results are unpredictable when the E-7100 power is turned on incorrectly.

1. Connect the AC power cord to the AC power outlet.
2. Toggle the AC power switch to the ON position.
3. Wait a full 30 seconds.
4. Press (but do not hold) the soft power button.

Wait to see if the E-7100 reaches the idle status.

LED Diagnostic Code Tables

*1: Try in the listed order. If the problem persists, try the next one.

LED diagnostic Code	Details (Possible cause, Suggested action *1)
Any specific code not listed in this table that the machine hangs up on before the system reaches idle status.	<ul style="list-style-type: none"> ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Clear CMOS using the following procedure: <ol style="list-style-type: none"> 1) Turn off the controller and unplug the AC power cord. 2) Open the controller and remove the battery from the motherboard. 3) Wait a full 5 minutes. 4) Re-install the battery. 5) Reassemble the E-7100 and turn the power on properly (☛ Overview Initial Checklist). 2. If you have checked all cables, connections, and components (☛ Overview Initial Checklist) 3. Replace the motherboard.
00	<p>When the E-7100 is idle and in operational mode, the LED display shows 00. If the LED display shows 00 but the E-7100 is not functioning properly, one or more components may be at fault depending on the problems you are experiencing with the E-7100 (☛ Errors and Suggested Actions for symptoms)</p> <ul style="list-style-type: none"> ▪ Battery missing or defective ▪ Chassis fan missing or defective

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LED diagnostic Code	Details (Possible cause, Suggested action *1)
	<ul style="list-style-type: none"> ▪ CPU and/or CPU cooling assembly defective ▪ HDD defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. If date/time cannot be set or are slow, replace the battery. 2. If no air or fan noise is evident at the fan, replace the fan. 3. Replace the HDD 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard.
40	<ul style="list-style-type: none"> ▪ Video board defective ▪ CPU defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Replace the video board 2. Replace the CPU 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard
2A	<ul style="list-style-type: none"> ▪ DIMM defective ▪ Video board defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Check the DIMM(s) and reseal them to remove oxidation on the connectors. 2. Replace the video board. 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard.
D7, D8	<ul style="list-style-type: none"> ▪ DIMM defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Check the DIMM(s) and reseal them to remove oxidation on the connectors. 2. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 3. Replace the motherboard.

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LED diagnostic Code	Details (Possible cause, Suggested action *1)
One of the following: 31, 3B, 52, D3, D4, D5, D9, E1, E2, E3, E4, E5, E6, E7, E8, EC, ED, EE, EF	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ DIMM missing, defective, or in the wrong slot ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <p>Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist).</p> <ol style="list-style-type: none"> 1. Check this DIMM is in the correct (outer) slot. 2. Reseat them to remove oxidation on the connectors. 3. Replace the DIMM. 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard.
One of the following: 07, 08, 20, 37, A7, B1, C0, C1, C2, C3, C4, C5, C6, C7, D0, D1, DA	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ CPU defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <p>Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist).</p> <ol style="list-style-type: none"> 2. Replace the CPU. 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard.
04	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard battery is defective or dead. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 2. Replace the battery. 3. Replace the motherboard.
05, 38, 90, 2E, 8C, 8E	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ Video board is incorrectly installed in the PCI slot. ▪ Video board defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective

Model: Venus-C2	Date: 29-Oct-08	No.: RD014052
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LED diagnostic Code	Details (Possible cause, Suggested action *1)
	<ol style="list-style-type: none"> 1. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 2. Reinstall the video board. 3. Replace the video board. 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard.
EA, EB	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ HDD is faulty. ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 2. Reconnect the power and SATA data cables to the HDD. 3. Replace the SATA data cable. 4. Replace the HDD. 5. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 6. Replace the motherboard.
FF	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ Service switches are set to Service mode. ▪ DIMM missing or defective ▪ HDD defective ▪ CPU missing or defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard missing or defective <ol style="list-style-type: none"> 1. Make sure the E-7100 service switches are set to Normal mode (away from "ON"). 2. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 3. Reconnect the power and SATA data cables to the HDD. 4. Replace the HDD. 5. Replace the CPU. 6. Check the DIMM. For details, see the Action for code C1 (above). 7. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up

Model: Venus-C2	Date: 29-Oct-08	No.: RD014052
LED diagnostic Code	Details (Possible cause, Suggested action *1)	
	on before the system reaches idle status) 8. Replace the motherboard.	

Model: V-C2		Date: 27-Nov-08	No.: RD014053
Subject: Undo Procedure for the SD Card		Prepared by: T.Toriumi	
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"/> Other ()		

The Service Manual was corrected as follows.

Note: Words in **bold** were corrected.

Undo Procedure for the SD Card (pg. 212-213)

UNDO EXEC

1. Turn the main switch off.
2. Put the SD card with the applications in the **upper slot**.
3. Put the original destination SD card (the one stored in the front door) into the **lower slot**.

NOTE

• The SD card in the **lower slot** must be the original SD card of the application you want to move from the **upper slot** to the **lower slot**. You cannot use any blank SD card in the **lower slot**. The application will be moved only to the original SD card.

4. Turn the main switch on.
5. Go into the SP mode and do SP5873-2 (Undo Exec)
6. Follow the messages on the operation panel to complete the procedure.
7. Turn the main switch off.
8. Remove the SD cards from the slots.
9. Turn the main switch on.

Model: Model V-C2		Date: 1-Dec-08	No.: RD014054
Subject: SC544 or 564 appears mistakenly		Prepared by: H. Matsui	
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

SC544 (Heating roller thermistor (center) error 3) or SC564 (Heating roller non-contact thermistor error 3) **may** appear mistakenly while the lower drawer unit is out. This symptom occurs only in limited lots of the D014/D015 copier. See the defective lot number table attached to this RTB. (Even for the defective lot numbers, this symptom will **NOT** appear 100%)

NOTE:

While the lower drawer unit is out, electrical power for the fusing unit is disconnected. Therefore, SC544 or SC564 should not appear actually. However, these SC **may** appear mistakenly. Because the fusing unit has no power, this incorrect SC544 or SC564 is not the actual thermistor error.

CAUSE

For the defective lot machines, the detection margin of SC544 and SC564 in the power supply unit is a little bit small compared with the design target. Therefore, the incorrect SC544 or SC564 **may** appear even though the electrical power for the fusing unit is disconnected.

SOLUTION

For the defective lot machines, upgrade the Engine firmware to the following version or newer at the machine installation or the next service visit.

- Firmware type: Engine
- Version: 1.07:01 or newer.
- Program No.: D0145402G or newer.

After the December 2008 production, this version or newer has already been applied.

Model: Model V-C2	Date: 1-Dec-08	No.: RD014054
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DEFECTIVE UNITS:

Code: D014-17

Model: Ricoh Aficio MP C6000, Gestetner MP C6000, Lanier LD260c, Savin C6055

Destination: Noth America

Total Qty of defective units: 42

No.	Code	S/No.
1	D01417	M7981000567
2	D01417	M7981000568
3	D01417	M7981000569
4	D01417	M7981000570
5	D01417	M7981000571
6	D01417	M7981000573
7	D01417	M7981000574
8	D01417	M7981000575
9	D01417	M7981000578
10	D01417	M7981000579
11	D01417	M7981000580
12	D01417	M7981000581
13	D01417	M7981000582
14	D01417	M7981000590
15	D01417	M7981000592
16	D01417	M7981000593
17	D01417	M7981000594
18	D01417	M7981000595
19	D01417	M7981000596
20	D01417	M7981000597
21	D01417	M7981000598
22	D01417	M7981000599
23	D01417	M7981000601
24	D01417	M7981000603
25	D01417	M7981000604
26	D01417	M7981000605
27	D01417	M7981000607
28	D01417	M7981000609
29	D01417	M7981000610
30	D01417	M7981000613
31	D01417	M7981000614
32	D01417	M7981000616
33	D01417	M7981000617
34	D01417	M7981000618
35	D01417	M7981000619
36	D01417	M7981000620
37	D01417	M7981000622
38	D01417	M7981000624

Model: Model V-C2	Date: 1-Dec-08	No.: RD014054
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No.	Code	S/No.
39	D01417	M7981000625
40	D01417	M7981000628
41	D01417	M7981000630
42	D01417	M7981000631

Code: D014-27

Model: Ricoh Aficio MP C6000, NRG MP C6000, Lanier MP C6000

Destination: Europe/Asia Pacific and others

Total Qty of defective units: 78

No.	Code	S/No.
1	D01427	M7981001602
2	D01427	M7981001604
3	D01427	M7981001608
4	D01427	M7981001611
5	D01427	M7981001612
6	D01427	M7981001613
7	D01427	M7981001614
8	D01427	M7981001615
9	D01427	M7981001616
10	D01427	M7981001618
11	D01427	M7981001619
12	D01427	M7981001620
13	D01427	M7981001621
14	D01427	M7981001622
15	D01427	M7981001623
16	D01427	M7981001624
17	D01427	M7981001625
18	D01427	M7981001626
19	D01427	M7981001627
20	D01427	M7981001628
21	D01427	M7981001629
22	D01427	M7981001630
23	D01427	M7981001631
24	D01427	M7981001632
25	D01427	M7981001633
26	D01427	M7981001634
27	D01427	M7981001635
28	D01427	M7981001636
29	D01427	M7981001637
30	D01427	M7981001639
31	D01427	M7981001640
32	D01427	M7981001641
33	D01427	M7981001645
34	D01427	M7981001646

Model: Model V-C2

Date: 1-Dec-08

No.: RD014054

No.	Code	S/No.
35	D01427	M7981001647
36	D01427	M7981001648
37	D01427	M7981001649
38	D01427	M7981001650
39	D01427	M7981001651
40	D01427	M7981001652
41	D01427	M7981001653
42	D01427	M7981001654
43	D01427	M7981001655
44	D01427	M7981001656
45	D01427	M7981001657
46	D01427	M7981001658
47	D01427	M7981001659
48	D01427	M7981001660
49	D01427	M7981001661
50	D01427	M7981001662
51	D01427	M7981001663
52	D01427	M7981001664
53	D01427	M7981001665
54	D01427	M7981001668
55	D01427	M7981001669
56	D01427	M7981001672
57	D01427	M7981001673
58	D01427	M7981001674
59	D01427	M7981001675
60	D01427	M7981001677
61	D01427	M7981001678
62	D01427	M7981001679
63	D01427	M7981001680
64	D01427	M7981001682
65	D01427	M7981001683
66	D01427	M7981001684
67	D01427	M7981001685
68	D01427	M7981001686
69	D01427	M7981001687
70	D01427	M7981001688
71	D01427	M7981001689
72	D01427	M7981001690
73	D01427	M7981001691
74	D01427	M7981001694
75	D01427	M7981001695
76	D01427	M7981001696
77	D01427	M7981001697
78	D01427	M7981001698

Model: Model V-C2

Date: 1-Dec-08

No.: RD014054

Code: D015-17

Model: Ricoh Aficio MP C7500, Gestetner MP C7500, Lanier LD275c, Savin C7570

Destination: North America

Total Qty of defective units: 18

No.	Code	S/No.
1	D01517	M8081000165
2	D01517	M8081000167
3	D01517	M8081000168
4	D01517	M8081000169
5	D01517	M8081000170
6	D01517	M8081000171
7	D01517	M8081000172
8	D01517	M8081000173
9	D01517	M8081000174
10	D01517	M8081000175
11	D01517	M8081000176
12	D01517	M8081000177
13	D01517	M8081000178
14	D01517	M8081000179
15	D01517	M8081000180
16	D01517	M8081000181
17	D01517	M8081000182
18	D01517	M8081000183

Model: V-C2	Date: 05-Dec-08	No.: RD014055
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Subject: Firmware Release Note: Engine		Prepared by: H.Matsui	
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 **Engine**.

Version	Program No.	Effective Date
1.05b:01	D0145402E_CS6594	December 5, 2008

Version	Modified Points or Symptom Corrected
1.05b	<p>This version supports Plockmatic BK5010 and GBC Stream Punch III.</p> <p>NOTE: This Engine firmware is the custom-built version, which is specially designed for the D014/D015 copier with Plockmatic BK5010 or GBC Stream Punch III. Therefore, please use this Engine firmware ONLY for the machines which are used with Plockmatic BK5010 or GBC Stream Punch III.</p> <p>For the D014/D015 copier without Plockmatic BK5010 or GBC Stream Punch III, use normal Engine firmware "Version 1.07:01 (D0145402G) or newer.</p>

Model: V-C2	Date: 15-Dec-08	No.: RD014056
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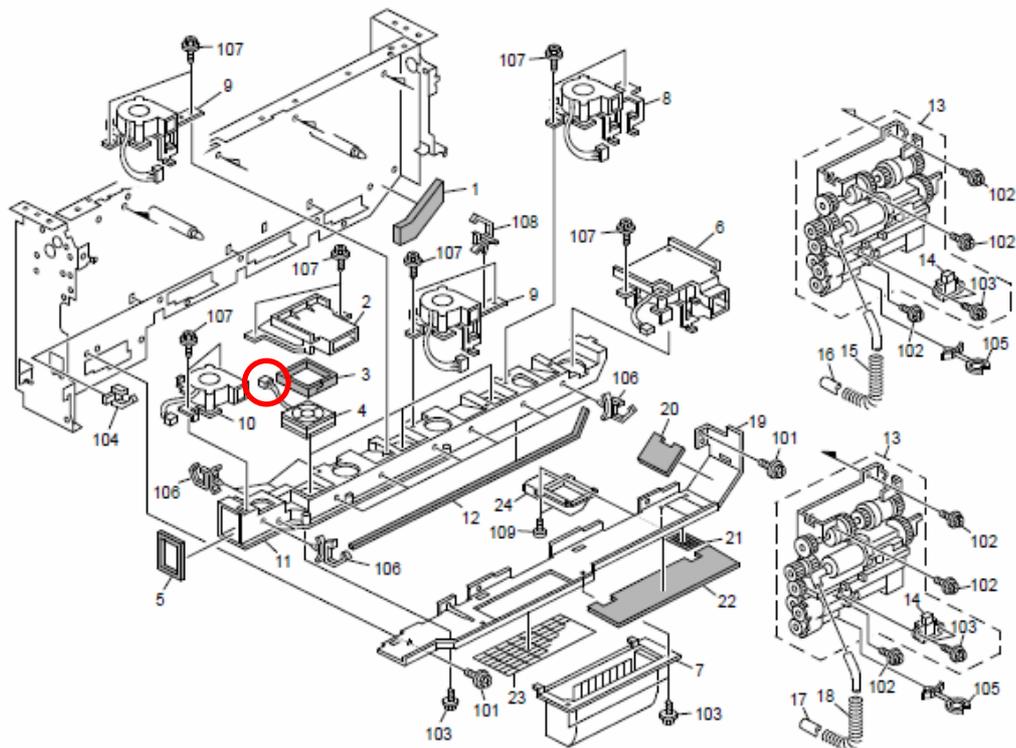
Subject: D014/D015 Fan Motor Disconnected		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

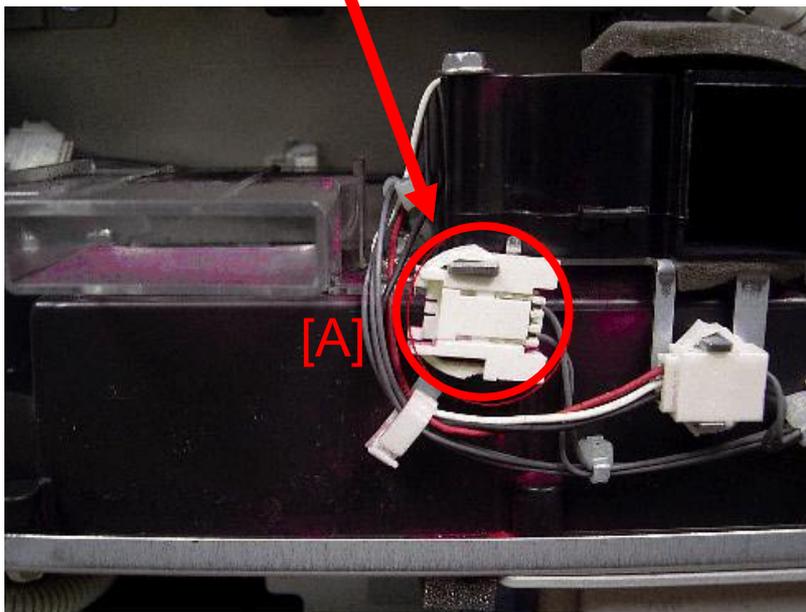
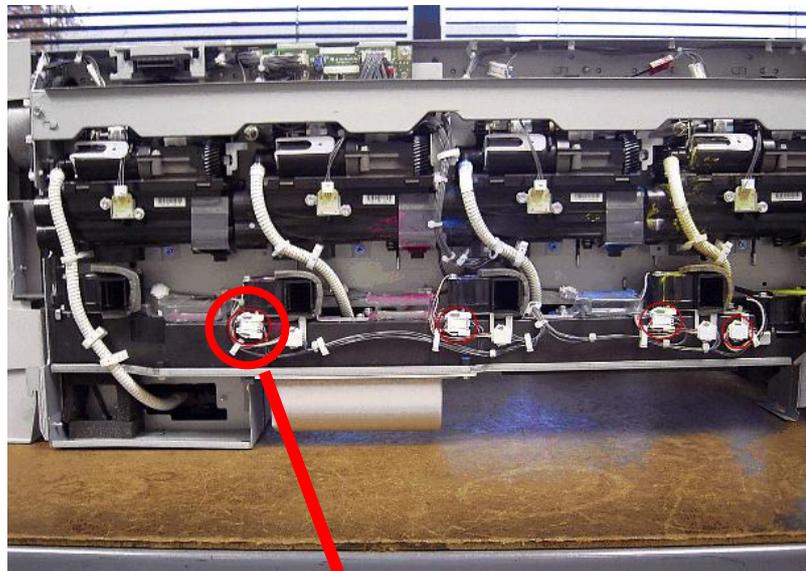
The connector for the Black PCU Fan Motor (Parts Catalog pg.80, Callout No.4) is disconnected on brand new machines.

Note: The connectors for the C, M, & Y PCU Fan Motor are connected.

32.Tonner Supply 2 (D014/D015)



Model: V-C2	Date: 15-Dec-08	No.: RD014056
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Model: V-C2

Date: 15-Dec-08

No.: RD014056

CAUSE

This connector is disconnected on purpose on all D014/D015 copiers from the beginning of mass production, for the following reason:

A certain amount of toner scatters inside the machine, which is normal. However, sometimes, the black PCU cooling fan blows some of this toner onto the ID sensor. This can generate an SC error.

Note: This does not happen with the PCU fan motors for the other colors, because these fans are located far from the ID sensor.

SOLUTION

Simply make sure to leave the black PCU fan motor **disconnected** (Do not connect the motor connector [A]).

Model: Venus-C2	Date:16-Dec-08	No.: RD014057
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Subject: SC636		Prepared by: T.Toriumi	
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"/> Other ()		

Following information has been added in the service manual.

No.	Symptom	Possible Cause/Countermeasure
636	SD Card Error	
	Expanded authentication module error	
-001	B 1. There is no expanded authentication module in the machine. 2. The SD card or the expanded authentication module file is broken. 3. There is no DESS module in the machine.	1. Install the correct SD card or expanded authentication module file. 2. Install the DESS module.
	Version error	
-002	B 1. The version of the expanded authentication module is not correct.	1. Install the correct expanded authentication module file.

Model: Model V-C2		Date: 19-Dec-08	No.: RD014058
Subject: Important notes for installing the Color Controller E-8100		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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 Pro (D078/D079) + Color Controller E-8100

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-8100 with Model V-C2.

Approved Firmware for the Model V-C2 for connection with the E-8100 Controller

Make sure that the firmware modules for Model V-C2 are upgraded as follows at the E-8100 installation.

- Engine:** 1.08 or newer
- System/Copy:** 1.08 or newer
- Network Support (NIB):** 7.10.1 or newer
- Remote Fax (RFax):** 2.00.00 or newer
- Web Support (WebSystem):** 1.06 or newer
- WebUapl:** 1.04 or newer
- Network DocBox (Net File):** 1.02 or newer
- FAX:** 2.00.01 or newer
- Sub CPU (GW1a_subcpu):** 1.07 or newer
- A4/LT LCT RT43:** 1.51 or newer
- ADF:** 1.30:11 or newer
- Mail Box CS391:** 1.03 or newer
- Z-Folding Unit ZF4000:** 2.13B or newer
- Cover Interposer Tray Typ3260:** 1.01 or newer
- Cover Interposer CI5000:** 2.030 or newer

Model: Model V-C2

Date: 19-Dec-08

No.: RD014058

SP mode setting for E-8100 Controller

As written in the service manual, the following SP value of Model V-C2 must be changed at the E-8100 installation.

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

Reissued: 22-Dec-08

Model: Model V-C2	Date: 19-Dec-08	No.: RD014059a
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RTB Reissue

The illustration which indicates the sharp edges has been revised.

Subject: Important notes when accessing the side panels of the Color Controller E-8100		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 checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

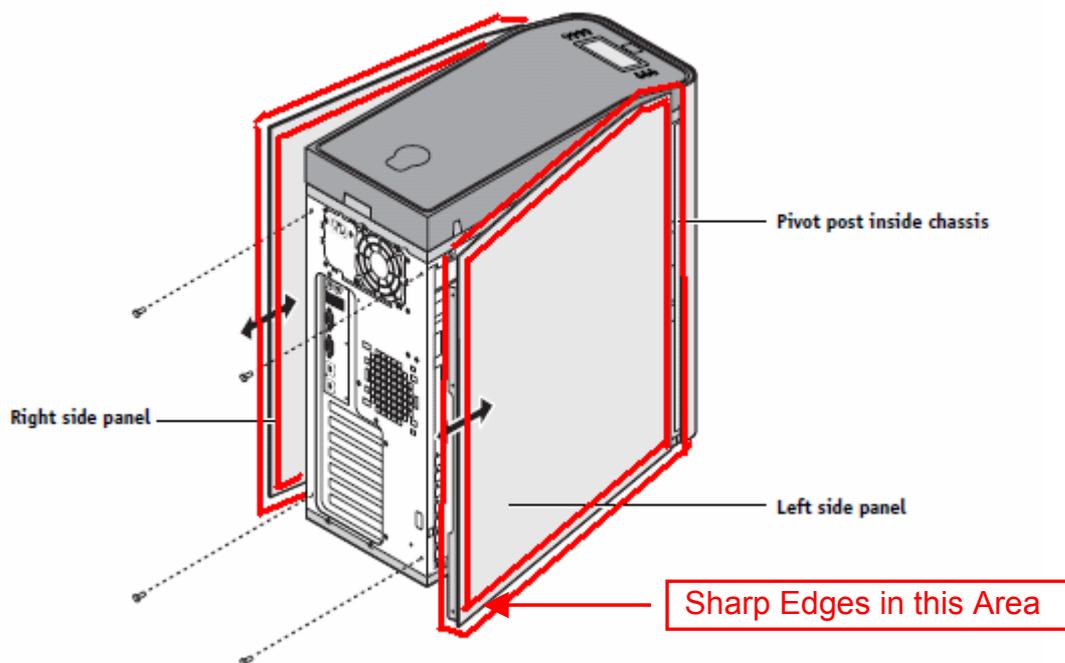
Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 Pro (D078/D079) + Color Controller E-8100

The following is an important note when accessing the side panels of the Color Controller E-8100.

Caution:

When removing the left and/or right side panels for parts replacement or troubleshooting, be very careful with the sharp edges of the side panels.



Model: Model V-C2		Date: 25-Dec-08	No.: RD014060
Subject: Operating Guide for the Log Tool for Color Controller E-8100		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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 Pro (D078/D079) + Color Controller E-8100

Introduction

This document describes the Log Tool available for the E-8100 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, the 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.

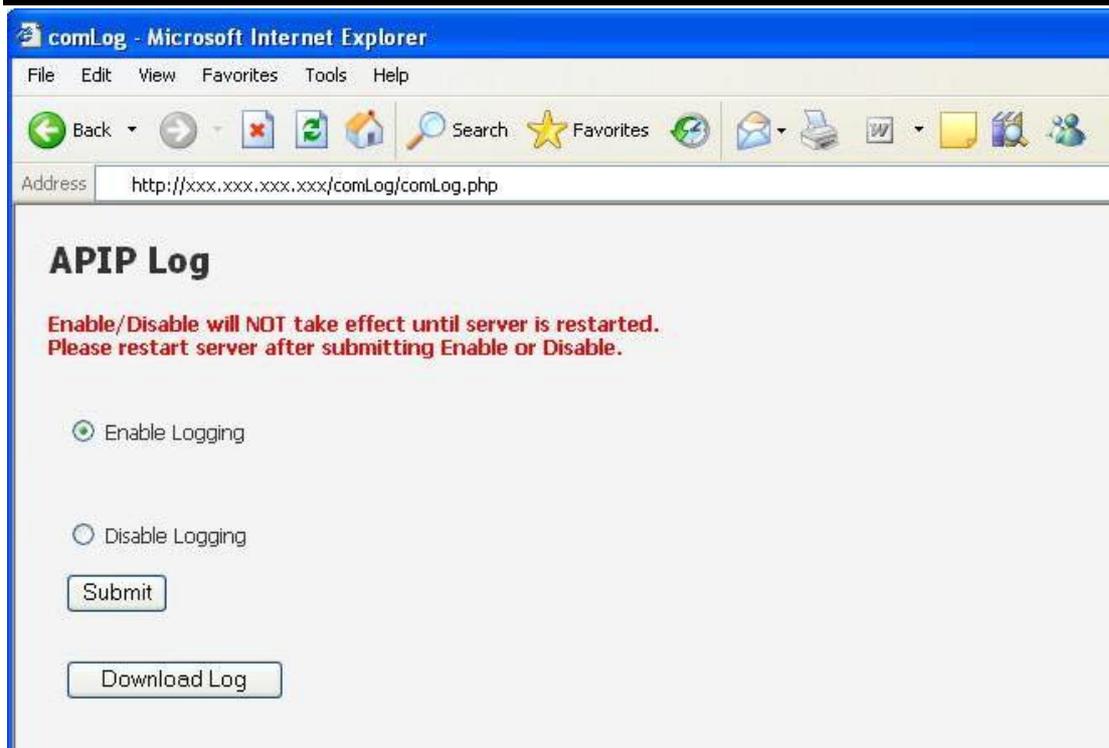
Accessing the web interface

To access the web interface, open the following URL in your browser:
<http://<E-8100 ip#>/comLog/comLog.php>

Model: Model V-C2

Date: 25-Dec-08

No.: RD014060



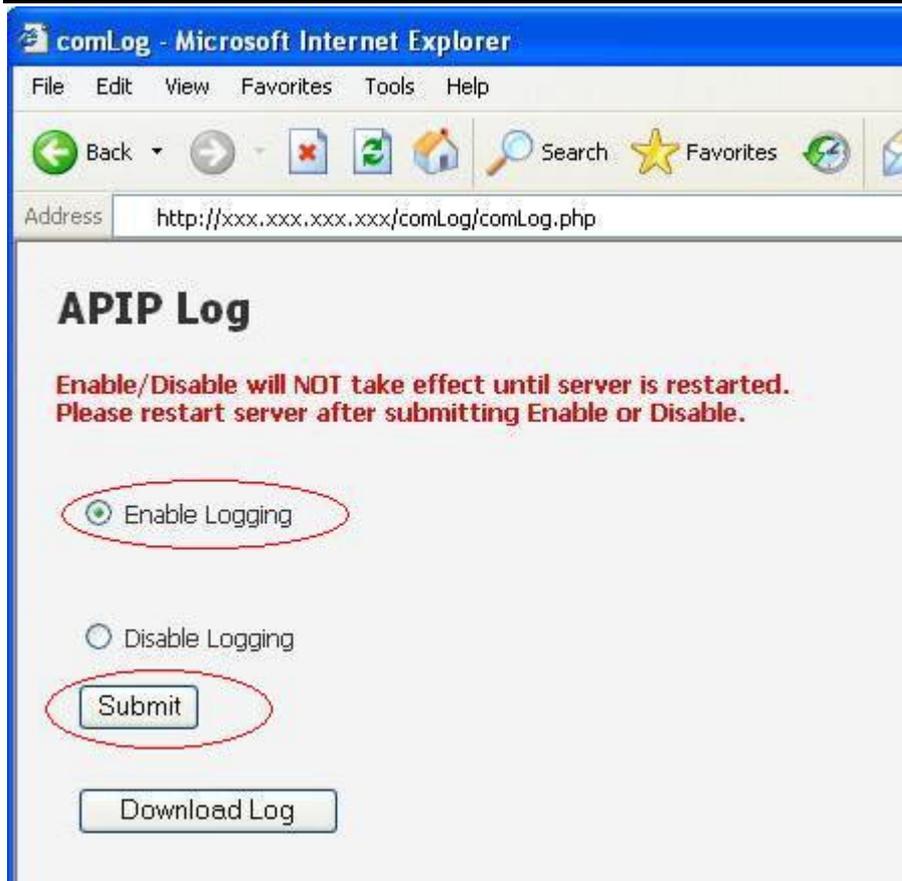
Enabling APIP logging

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.

Model: Model V-C2

Date: 25-Dec-08

No.: RD014060

**Note**

After clicking Submit, **the E-8100 should be restarted** to enable the logging mechanism.

Model: Model V-C2

Date: 25-Dec-08

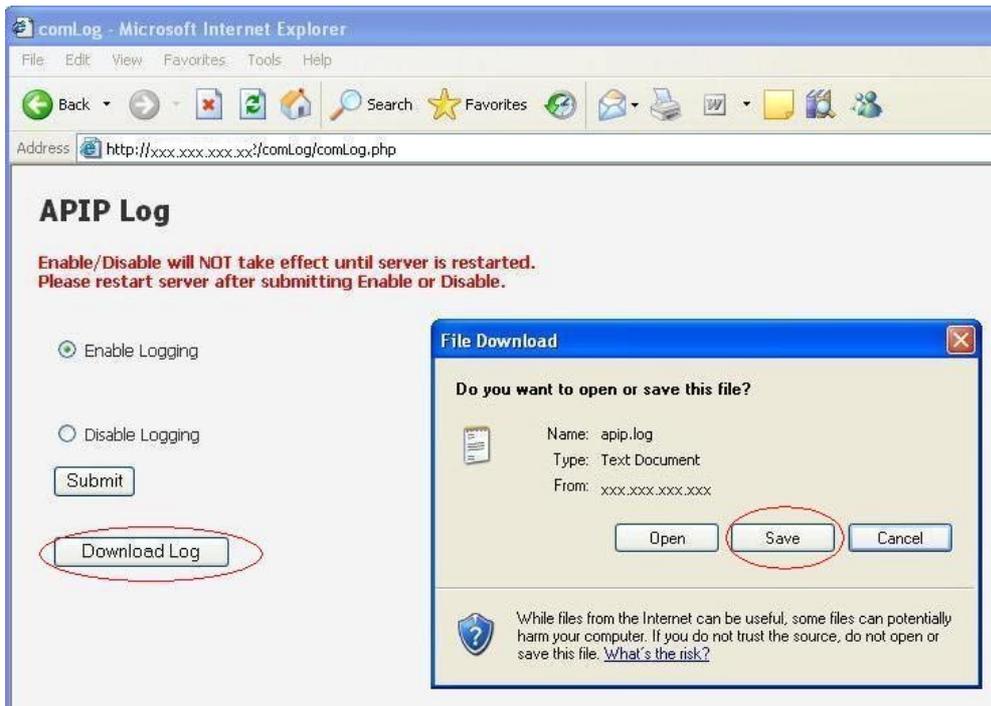
No.: RD014060

Downloading the APIP log file

The log file is stored on the E-8100. To access the log, you need to download it from the E-8100 to your PC after log collection has finished.

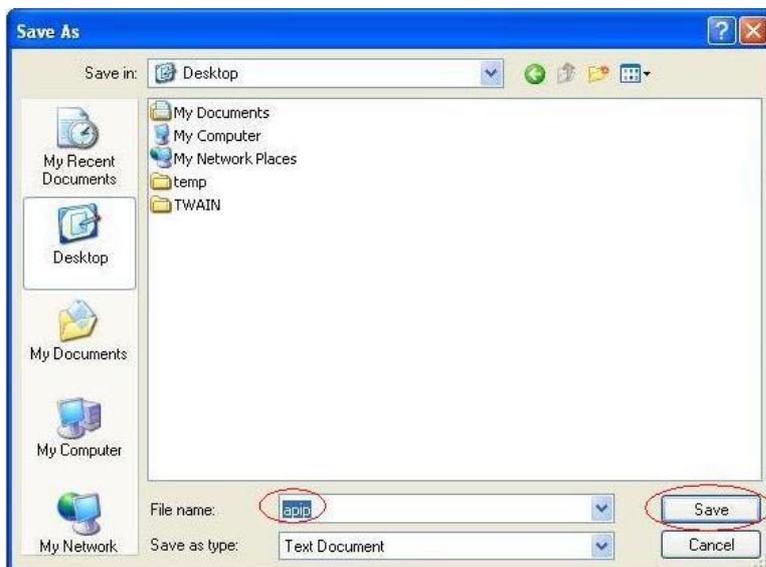
Procedure

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 V-C2

Date: 25-Dec-08

No.: RD014060

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-8100'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-8100 (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-8100 restarts.

This limitation means that it is impossible to collect a log when a problem causes the E-8100 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 problem.
4. Download the log file.
5. Disable the log tool.
6. Reboot the E-8100.
7. Leave the customer site.

Model: V-C2	Date:20-Jan-09	No.: RD014061
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Subject: GBC-SPIII		Prepared by: T.Toriumi	
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"/> Other ()		

SYMPTOM

The punching feature cannot be used when printing out a **duplex** job using the **PCL5c/PCL6** driver while the GBC-SPIII is installed.

NOTE:

Single side printing jobs have no problem.
RPCS and PCS drivers have no problem.

CAUSE

Program bug in the PCL printer driver for the D014/D015

SOLUTION

This issue will be solved with the release of the new Ring Binder RB5000 for the D014/D015 in April 2009 or later.

Reissued:2-Mar-09

Model: Model V-C2	Date: 12-Feb-09	No.: RD014062a
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RTB Reissue

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

Subject: Description for Board Slots		Prepared by: H. Matsui	
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

Service Manual Correction:

Please correct your service manual as follows.

Page 205-206

Description for board slots #13 and #14.

Incorrect:

No.	Name	Description
13	Line 2	Jack for a 2nd line connection to Fax Interface Unit (D357) (G3) when this option is installed.
14	Line 3	Not used. (G4 is not available for installation outside Japan at this time.)

Correct:

No.	Name	Description
13	Line 2	Jack for a <i>2nd</i> line connection to G3 Interface Unit Type C7500 (D357) when this option is installed.
14	Line 3	Jack for a <i>3rd</i> line connection to G3 Interface Unit Type C7500 (D357) when this option is installed.

Reissued: 22-Dec-10

Model: Model V-C2	Date: 09-Mar-09	No.: RD014063b
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RTB Reissue

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

Subject: Printer Service Mode		Prepared by: T.Toriumi	
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 ()		

D014/D015 Service Manual correction:

Please add the following information to Section.5 “Service Tables” of the D014/D015 Service Manual (pg.736).



Printer Service Mode

SP1-XXX (Service Mode)

1001	[Bit Switch]			
1001 1	Bit Switch 1 Settings	Adjusts the bit switch settings. DFU		
1001 2	Bit Switch 2 Settings			
1001 3	Bit Switch 3 Settings			
1001 4	Bit Switch 4 Settings			
1001 5	Bit Switch 5 Settings			
1001 6	Bit Switch 6 Settings			
	bit 0-6	DFU		
	bit 7	<i>Timing of the PjL Status ReadBack (JOB END) when printing multiple collated copies.</i>	Disabled	Enabled
		<i>This bitsw determines the timing of the PjL USTATUS JOB END sent when multiple collated copies are being printed. 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.</i>		

Reissued: 22-Dec-10

Model: Model V-C2	Date: 09-Mar-09	No.: RD014063b
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1001 7	Bit Switch 7 Settings	
1001 8	Bit Switch 8 Settings	

1003	[Clear Setting]	
1003 1	Initialize Printer System	Initializes settings in the "System" menu of the user mode.
1003 3	Delete Program	*This SP is for Japan model only.

1004	[Print Summary]	
1004 1	Print Summary	Prints the service summary sheet (a summary of all the controller settings).

1005	[Display Version]	
1005 1	Disp. Version	Displays the version of the printer application.

1006	[Sample/Locked Print]	0: Linked, 1: On
1006 1	Enables and disables the document server. When you select "0," the document server is enabled or disabled in accordance with Copy Service Mode SP5-967. When you select "1," the document server is enabled regardless of Copy Service Mode SP5-967.	

1101	[Data Recall]	
	Recalls a set of gamma settings. This can be either a) the factory setting, b) the previous setting, or c) the current setting.	
1101 1	Factory	
1101 2	Previous	
1101 3	Current	
1101 4	ACC	

1102	[Resolution Setting]	
	Selects the printing mode (resolution) for the printer gamma adjustment.	
1102 1	2400x600 Photo , 1800x600 Photo, 600 x 600 Photo, 2400x600 Text, 1800x600, Text, 600x600 Text	

1103	[Test Page]	
	Prints the test page to check the color balance before and after the gamma adjustment.	

Reissued: 22-Dec-10

Model: Model V-C2	Date: 09-Mar-09	No.: RD014063b
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1103 1	Color Gray Scale
1103 2	Color Pattern

1104	[Gamma Adjustment]	
	Adjusts the printer gamma for the mode selected in the "Mode Selection" menu.	
1104 1	Black: Highlight	[0 to 30 / 15 / 1/step]
1104 2	Black: Shadow	
1104 3	Black: Middle	
1104 4	Black: IDmax	
1104 21	Cyan: Highlight	
1104 22	Cyan: Shadow	
1104 23	Cyan: Middle	
1104 24	Cyan: IDmax	
1104 41	Magenta: Highlight	
1104 42	Magenta: Shadow	
1104 43	Magenta: Middle	
1104 44	Magenta: IDmax	
1104 61	Yellow: Highlight	
1104 62	Yellow: Shadow	
1104 63	Yellow: Middle	
1104 64	Yellow: IDmax	

1105	[Save Tone Control Value]	
	Stores the print gamma adjusted with the "Gamma Adj." menu item as the current setting. Before the machine stores the new "current setting", it moves the data currently stored as the "current setting" to the "previous setting" memory storage location.	
1105 1	Save Tone Control Value	

1106	[Toner Limit]	
	Adjusts the maximum toner amount for image development.	
1106 1	Toner Limit Value	[100 to 400 / 260 / 1 %/step]
	*This SP is DFU, so please don't change the default setting.	

Model: V-C2 Pro		Date: 10-Mar-09	No.: RD014064
Subject: V-C2a/b Pro Series (D078/79) (US market only)		Prepared by: JD.Kasamoto	
From: PPBG QA/Service Planning 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

The Pro C550EX and Pro C700EX will be launched in the US, aiming at the production printing market. Please find below some of the key points for preparing to service these products.

1. Spare Parts

Listed below are the unique spare parts for the Pro series compared with the current V-C2a/b (D014/15) series. Please add the following to your current V-C2a/b (D014/15) parts catalog.

Page	Index No.	Part No.	Description	Q'ty per Assembly
23	28	D0461468	KEYTOP:BLANK:BLG-C1	1
23	*	D0787201	OPERATION SUB-UNIT:PRO:NA:ASS'Y	1
25	1	D0787450	ADF:ASS'Y	1
27	33	B6522384	ORIGINAL TABLE:BEHIND	1

2. Toner Interchangeability

There is no toner interchangeability between the V-C2a/b series and the V-C2a/b Pro series.

The toner bottles for these products are not compatible, because they are shaped differently.

3. Service Documentations

There are no mechanical and firmware differences between the V-C2a/b series and the V-C2a/b Pro series other than the items listed above.

For this reason, a unique version of both the Service Manual and Parts Catalog will not be released for V-C2a/b Pro series.

Model: V-C2	Date:17-Mar-09	No.: RD014065
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Subject: SD Card slot number		Prepared by: T.Toriumi	
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"/> Other ()		

D014/D015 Service Manual Revision

Please replace pages 208-209, 211-213, 225-226, 373-374, 386, 608-609, 624, and 636 with the following.

Note: The SD card slot numbers were corrected. These areas appear below in ***bold and italic***.

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Pg. 208, 209

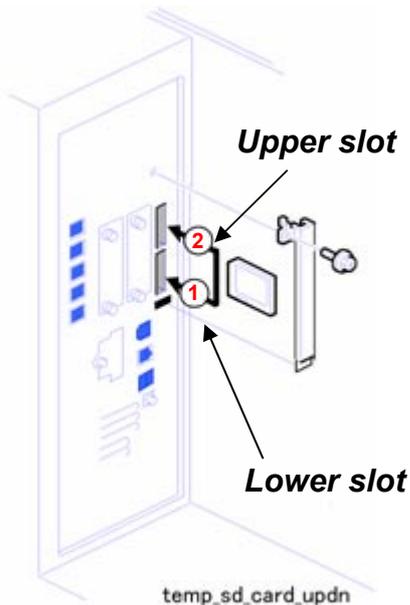
No.	Slot	Code	Option
①	Slot B	B826	Bluetooth
②	Slot B	D377	File Format Converter
③	Slot B	B679	IEEE1284
④	Slot B	D377	IEEE802.11a/g
⑤	Slot A	B328	Copy Connector
⑥	Slot C	D377	Gigabit Ethernet* ¹
		B828	Copy Data Security Unit Type F (not shown, is attached to the IPU inside the controller box.)

*1: The EFI (Fiery) controller is connected through Gigabit Ethernet.

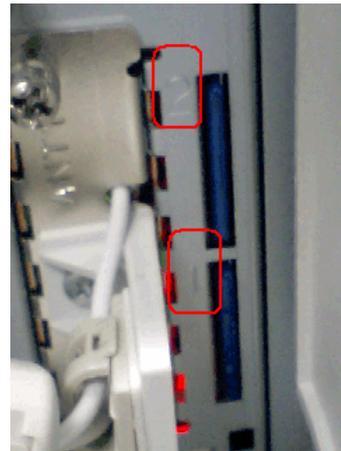
Note

- Items ① to ⑤ must be in the same slot. Only one of these cards can be installed at the same time.

SD Card Applications



Note: The decal and numbers engraved on the controller box (see below).



The following applications are available on SD cards.

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No.	Name	SD Card Slot.
D377	Browser Unit Type D (See Note-3)	Slot 1 (lower slot)
D377	Data Overwrite Security Unit Type H	Slot 2 (upper slot)
D377	HDD Encryption Unit Type a (See Note-3)	Slot 1 (lower slot)
D378	PostScript 3	Slot 2 (upper slot)
D376	Printer/Scanner GM-2190	Slot 2 (upper slot)
D377	VM Card Type E (See Note-1)	Slot 1 (lower slot)

Note:

1. The VM Card must be inserted in the **Slot 1 (lower slot)**. This is because it requires about 22 MB of disk space, and cannot be merged onto the SD card in the upper slot if that card already contains all the other applications.
2. If the customer needs more than one application in the upper slot, the applications must be moved to one SD card. (See "Moving Applications to One SD Card" in this section)
3. **Slot 1 (lower slot)** is used for installing the Browser Unit, HDD Encryption unit, VM card or for service only (for example, updating the firmware).

Handling DIMMs and SD Cards

⚠ WARNING

- Always turn the machine off and disconnect the machine power cord before you install a controller option.

⚠ CAUTION

- To prevent damage to the controller box, always work carefully. Never put your hand or a tool into the box when you remove the controller box or install an option.
- To prevent damage to the circuits on the boards, always touch a metal surface to remove static charge from your hands before you handle a board.

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Pg. 211–213

- Lower slot. Insert VM card application in this slot. This slot is also used for firmware update.

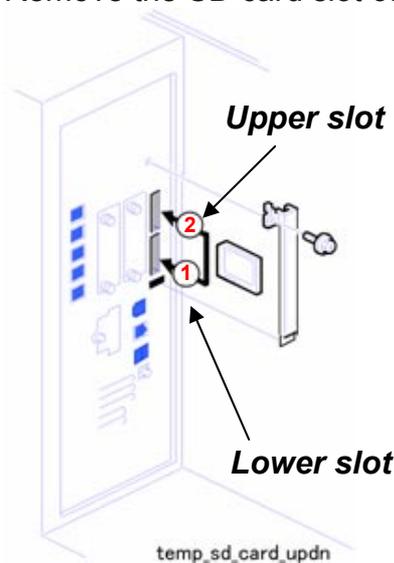
Here are some important points you should keep in mind about SD cards and their applications:

- The data necessary for authentication is transferred with the application program to the target SD card.
- Do not use an SD card if it has previously been used with a computer. Correct operation is not guaranteed if such an SD card is used.
- The SD card is the only evidence that the customer is licensed to use the application program. The service technician may occasionally need to check the SD card and its contents to solve problems. Although copied SD cards are disabled for use, they must be stored in the machine door for future use and reference. (See "Storing SD Application Cards on Site" in this section)
- A licensing agreement prohibits copying of a PostScript3 SD card. However, you can move other applications to the PS3 SD card.
- Once an SD card has been used to hold several applications, it should not be used for any other purpose.

Moving Applications

Do this procedure to put more than one application on one SD card.

1. Turn off the copier.
2. Remove the SD card slot cover (Two Screws).



3. Insert the Source SD card in **Slot 1 (lower slot)**. This card contains the application that you want to move to the other SD card.

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 **Note**

- The PostScript3 SD card cannot be the source card because it cannot be copied.
4. Put the Target SD card in **Slot 2 (upper slot)**.
 5. Open the front door.
 6. Turn the copier on.
 7. Go into the SP mode and do SP5873-1.
 8. Follow the instructions on the display and touch "Execute" to start copying.
 9. When the display tells you copying is completed, touch "Exit".
 10. Turn the copier off.
 11. Remove the Source SD card from the **Slot 1 (lower slot)**, and leave the target SD card in the **Slot 2 (upper slot)**.
 12. Turn the copier on.
 13. Go into the User Tools mode and confirm that all the applications on the SD card in the **Slot 2 (upper slot)** are enabled.
User Tools> System Settings> Administrator Tools> Firmware Version> Next (5/5)
 14. Turn the copier off again, then:
 - Reattach the SD card slot cover.
 - Remove the cover from the front door, and store the SD card that was copied. (See "Storing SD Application Cards on Site" in this section)

The SD card must be stored with the machine for these reasons:

- Once an SD card has been copied, it can no longer be used. But it must be stored in the front door to serve as proof of purchase by the customer.
- Also, at a later time the stored SD cards can be restored to full use with SP5873-2 (described in the next section).
- Before you put the card in the front cover, label it so that it can be easily identified.

Undo Exec

1. Turn the main switch off.
2. Put the SD card with the applications in the **Slot 2 (upper slot)**.
3. Put the original destination SD card (the one stored in the front door) into the **Slot 1 (lower slot)**.

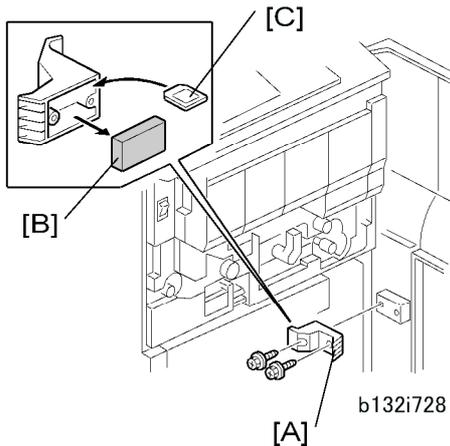
 **Note**

- The SD card in the upper slot must be the original SD card of the application you want to move from **Slot 2 (upper slot)** to **Slot 1 (lower slot)**. You cannot use any blank SD card in **Slot 1 (lower slot)**. The application will be moved only to the original SD card.
4. Turn the main switch on.

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5. Go into the SP mode and do SP5873-2 (Undo Exec)
6. Follow the messages on the operation panel to complete the procedure.
7. Turn the main switch off.
8. Remove the SD cards from the slots.
9. Turn the main switch on.

Storing SD Application Cards on Site



15. Open the front door.
16. Remove the cover [A] on the door (Two Screws).
17. Remove the block [B].
18. Store the SD cards [C] inside the cover.
19. Attach the cover to the machine.

Printer/Scanner D376 and Interface Unit

Accessories

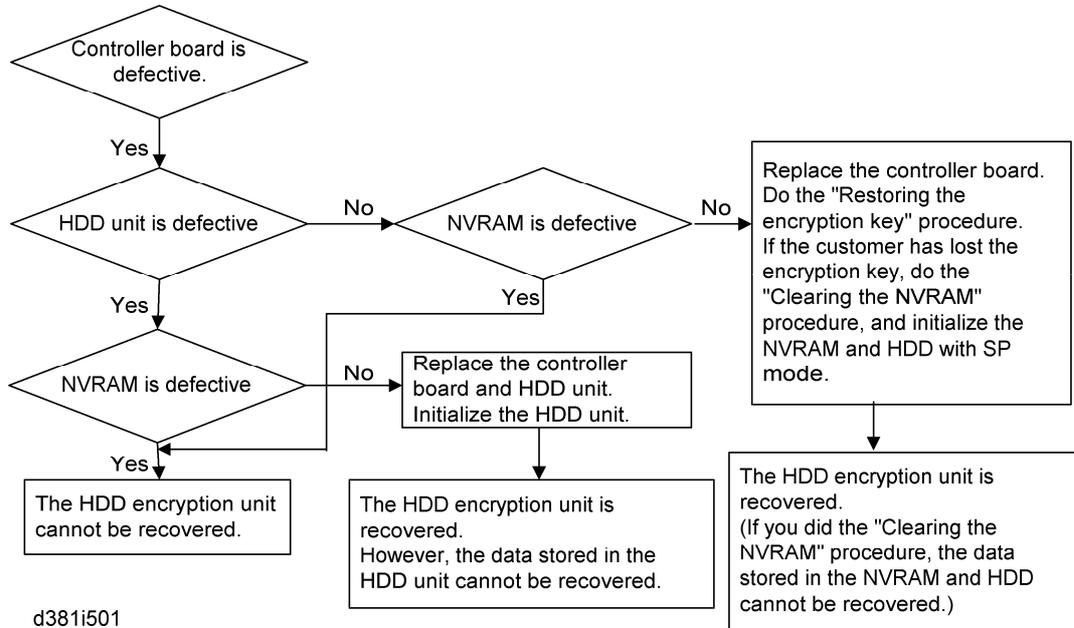
Check the accessories and their quantities against this list.

	Description	Qty
1.	Scanner/Printer SD Card (D376)	1
2.	Key Top Assembly	1

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Pg. 225– 226

Recovery from a Device Problem



Restoring the encryption key

When replacing the controller board for a model in which the HDD encryption unit has been installed, updating the encryption key is required.

1. Prepare an SD card which is initialized.
2. Make the "restore_key" folder in the SD card.
3. Make an "nvrām_key.txt" file in the "restore_key" folder in the SD card.
4. Ask an administrator to input the encryption key (this has been printed out earlier by the user) into the "nvrām_key.txt" file.
5. Remove only the HDD unit.
6. Turn on the main power switch.
7. Confirm that the prompt on the LCD tells you to install the SD card (storing the encryption key) in the machine.
8. Turn off the main power switch.
9. Insert the SD card that contains the encryption key into **Slot 1 (lower slot)**.
10. Turn on the main power switch, and the machine automatically restores the encryption key in the flash memory on the controller board.
11. Turn off the main power switch after the machine has returned to normal status.

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12. Remove the SD card from **Slot 1 (lower slot)**.
13. Reinstall the HDD unit.

Clearing the NVRAM

When replacing the controller board for a model in which the HDD encryption unit has been installed and a customer has lost the encryption key, clearing the NVRAM is required to recover the HDD encryption unit.

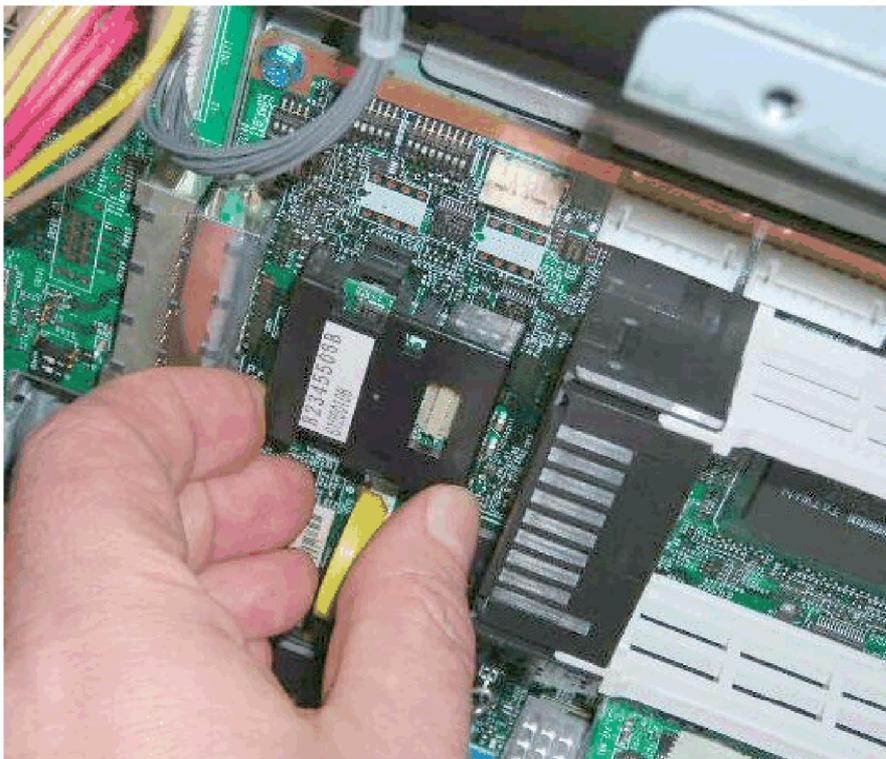
1. Prepare an SD card which is initialized.
2. Make the "restore_key" folder in the SD card.
3. Make an "nvram_key.txt" file in the "restore_key" folder in the SD card.
4. Input "nvclear" into the "nvram_key.txt" file.
5. Turn on the main power switch.
6. Confirm that the prompt on the LCD tells you to install the SD card (storing the encryption key) in the machine.
7. Turn off the main power switch.
8. Insert the SD card that contains "nvclear" into **Slot 1 (lower slot)**.
9. Turn on the main power switch, and the machine automatically restores the encryption key in the flash memory on the controller board.
10. Turn off the main power switch after the machine has returned to normal status.
11. Remove the SD card from **Slot 1 (lower slot)**.
12. Turn on the main power switch.
13. Initialize the NVRAM (SP5801-001) and HDD unit (SP5832-001) with SP mode.
14. The user must enable the HDD encryption unit with a user tool.

Pg. 373– 374

Upload NVRAM Data to SD Card

1. Do SP5990 001 to print the SMC report.
2. Turn the copier main power switch off.
3. Insert an SD card in **Slot 1 (lower slot)**.
4. Execute SP5824 to upload the data to the SD card.
5. Switch the machine off and disconnect the power cord.

Replace NVRAM



temp_1022

1. Remove the old NVRAM.
2. Attach the new NVRAM.

Download NVRAM Data from SD Card

1. Turn the copier main power switch off.
2. Put the SD card with the NVRAM data into **Slot 1 (lower slot)**.

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3. Open the front door of the copier.
 4. Turn the copier main power switch on.
If the NVRAM is new, SC195 (Machine Serial Number Error) may appear. If this occurs:
 - Enter the SP mode and do SP5801 001 to reset the memory to the defaults (All).
 - Switch the machine off/on and start from Step 1.
- ★ Important**
- If SC195 occurs the serial number must be input. You must contact your technical supervisor.
5. Execute SP5825 to download the data uploaded from the old NVRAM.
 6. Switch the machine off and remove the SD card.
 7. Switch the machine on, then do SP5990-1 to print another SMC report.
 8. Compare this new SMC report with the report you printed in Step 1. If any of the SP settings are different, enter the SP settings of the first report.
 9. Execute SP5907 and enter the brand and model name of the machine for Windows Plug & Play capability.

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Pg. 386

Firmware Update

Before You Begin...

Always obey these rules when handling and using SD cards:

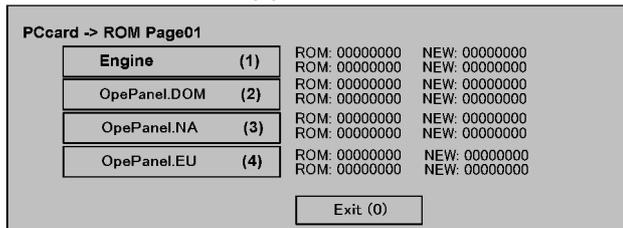
- Never connect or remove an SD card with the machine on.
- Never turn the power off while the machine is downloading data from an SD card.
- The SD card is a precision item. Use it carefully. Do not keep the card in a location where there is high temperature, high humidity, or light from the sun.
- Handle SD cards carefully to avoid bending, scratching, or dropping them.
- If a power failure occurs during the firmware update, turn the machine power off/on without removing the SD card. The firmware update procedure should start again.

Firmware Update Procedure

1. Obtain the System SD card.
2. Disconnect the network cable and other interface cables. This prevents outside interference caused by data transfers to the machine while the software is being uploaded.
3. Turn the main switch off.
4. Remove the SD card slot cover (One Screw).
5. Insert the SD card into **Slot 1 (lower slot)**.
6. Open the front door of the copier. This prevents generation of electrical noise from motors during the update procedure.

You will see "Please Wait" then "Preparing to start firmware update."

The first screen appears after about 90 sec.



d014r912

7. Check the notations to the right.
 - "ROM" tells you the module number and version of the currently installed software.
 - "NEW" tells you the module number and version of software on the SD card in **Slot 1 (lower slot)**.

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Pg. 608–609

		-12005	@Remove communication prohibited
		-12006	Confirmation requested again after confirmation completed.
		-12007	Different numbers were used for registration and confirmation.
		-12008	Update certification failed because device was in use.
	Error Caused by Response from GW URL	-2385	Attempted dial up overseas without the correct international prefix for the telephone number.
		-2387	Not supported at the Service Center
		-2389	Database out of service
		-2390	Program out of service
		-2391	Two registrations for same device
		-2392	Parameter error
		-2393	External RCG not managed
		-2394	Device not managed
		-2395	Box ID for external RCG is illegal
		-2396	Device ID for external RCG is illegal
-2397	Incorrect ID2 format		
-2398	Incorrect request number format		
209	Inst Clear		
	Releases the machine from its embedded RCG setup.		
250	CommLog Print		
	Prints the communication log.		
5824	NVRAM Data Upload		
	Set the SD card in Slot 1 (lower slot) , then touch [EXECUTE] to upload the NVRAM data to an SD card.		

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	Note: When uploading in this SP mode data, the front door must be open.
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5825	NVRAM Data Download
	Set the SD card in Slot 1 (lower slot) , then touch [EXECUTE] to download data from the card to the NVRAM in the machine. After downloading is completed, remove the card and turn the machine power off and on.

5828	Network Setting
1	IPv4 Address (Ethernet/IEEE 802.11)
	This SP allows you to confirm and reset the IPv4 address for Ethernet and wireless LAN (802.11): aaa.bbb.ccc.ddd
2	IPv4 Subnet Mask (Ethernet/IEEE 802.11)
	This SP allows you to confirm and reset the IPv4 subnet mask for Ethernet and wireless LAN (802.11): aaa.bbb.ccc.ddd
3	IPv4 default Gateway (Ethernet/IEEE 802.11)
	This SP allows you to confirm and reset the IPv4 default gateway used by the network for Ethernet and wireless LAN (802.11): aaa.bbb.ccc.ddd
6	DHCP (Ethernet/IEEE 802.11)
	This SP code allows you confirm and change the setting that determines whether the IP address is used with DHCP on an Ethernet or wireless (802.11) LAN network. [0 to 1 / 1 / 1] 0: Not used (manual setting) 1: Used
021	Active IPv4 Address
	This SP allows you to confirm the IPv4 address that was used when the machine started up with DHCP.
022	Active IPv4 Subnet Mask
	This SP allows you to confirm the IPv4 subnet mask setting that was used when the machine started up with DHCP.

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Pg. 624

	0: Unconfirmed 1: SD Slot 1 2: SD Slot 2 4: USB Flash ROM	20: HDD 30: Nothing
047	Initialize Local Address Book	
	Clears all of the address information from the local address book of a machine managed with UCS.	
048	Initialize Delivery Addr Book	
	Push [Execute] to delete all items (this does not include user codes) in the delivery address book that is controlled by UCS.	
049	Initialize LDAP Addr Book	
	Push [Execute] to delete all items (this does not include user codes) in the LDAP address book that is controlled by UCS.	
050	Initialize All Addr Book	
	Clears everything (including users codes) in the directory information managed by UCS. However, the accounts and passwords of the system administrators are not deleted.	
051	Backup All Addr Book	
	Copies all directory information to the SD card. Do this SP before replacing the controller board or HDD. The operation may not succeed if the controller board or HDD is damaged.	
052	Restore All Addr Book	
	Copies back all directory information from the SD card to the flash ROM or HDD. Upload the address book from the old flash ROM or HDD with SP5846-51 before removing it. Do SP5846 52 after installing the new HDD.	
053	Clear Backup Info.	
	Deletes the address book uploaded from the SD card in Slot 1 (lower slot) . Deletes only the files uploaded for that machine. This feature does not work if the card is write-protected. Note: After you do this SP, go out of the SP mode, turn the power off. Do not remove the SD card until the Power LED stops flashing.	
060	Search Option	
	This SP uses bit switches to set up the fuzzy search options for the UCS local address book.	

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Pg. 636

200	Detect Mem Leak
201	DocSvr Timeout

5887	SD Get Counter
	<p>This SP sends a text file to an SD card inserted in Slot 1 (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> <p>10. Insert the SD card in SD card Slot 2 (lower slot).</p> <p>11. Select SP5887 then touch [EXECUTE].</p> <p>12. Touch [Execute] in the message when you are prompted.</p>

	Personal Information Protect
5888*	<p>Selects the protection level for logs.</p> <p>[0 to 1 / 0 / 1}</p> <p>0: No authentication, No protection for logs</p> <p>1: No authentication, Protected logs (only an administrator can see the logs)</p>

5907	Plug & Play Maker/Model Name
	<p>Selects the brand name and the production name for Windows Plug & Play. This information is stored in the NVRAM. If the NVRAM is defective, these names should be registered again.</p> <p>After selecting, press the "Original Type" key and "#" key at the same time. When the setting is completed, the beeper sounds five times.</p>

5913	Switchover Permission Time
	Print Application Timer
2	<p>Sets the length of time to elapse before allowing another application to take control of the display when the application currently controlling the display is not operating because a key has not been pressed.</p> <p>[3 to 30/1 s]</p>
102	Print Application Set
	No information is available at this time.

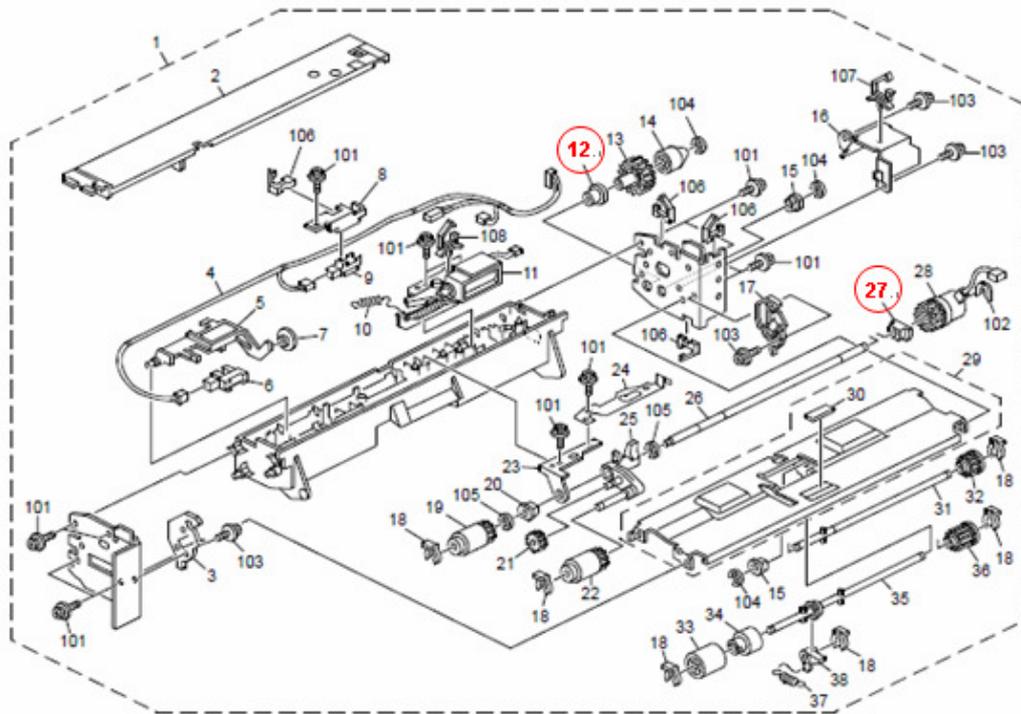
Model: Model V-C2	Date:17-Mar-09	No.: RD014066
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Subject: Parts Catalog Correction		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

22. By-pass Feed 2 (D014/D015)

Part Number	Description	Q'ty	Page	Index	Note
AA083014	One-way Clutch	1	61	12	-
AA083013	Bushing - 8x18x11	1	61	27	-

Change: The following indexes were corrected.



Model: Model V-C2	Date:31-Mar-09	No.: RD014067
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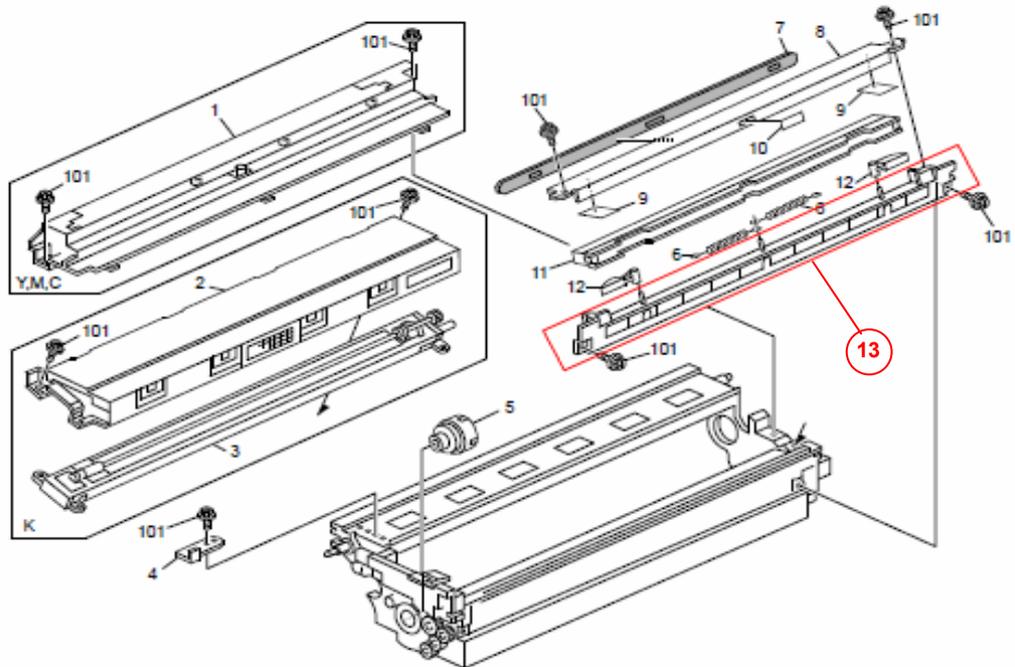
Subject: STAY:PCU:RIGHT:ASS'Y		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

35. PCU 2 (D014/D015)

Old part number	New part number	Description	Q'ty	Page	Index	Note
-	D0142314	STAY:PCU:RIGHT:ASS'Y	1	87	13	New Index

Note: The following part was registered as a service part.

35.PCU 2 (D014/D015)



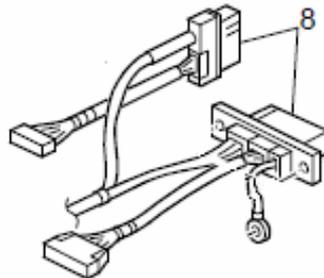
Model: Model V-C2	Date:1-Apr-09	No.: RD014068
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Subject: Harness - PSU		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Notes were added to the “Note” column for the following parts.

69. Drive Section 3 (D014/D015)

Index No.	Part Number	Description	Q'ty	Page	Note
8	D0145371	Harness:PSU:Fusing:100V	1	155	Note 1
8	D0145373	AC/DC Harness - PSU-Fusing 200V	1	155	Note 2
8	D0145374	Harness - PSU 230V	1	155	Note 3



Note:

1. P/N D0145371 is for the D014-17 and D078-17 only.
2. P/N D0145373 is for the D014-26/27/66 only.
3. P/N D0145374 is for the D015-17/26/27/66 and D079-17 only.

Model: Venus-C2		Date: 3-Apr-09	No.: RD014069
Subject: Patch Release for E-7100 V.1.0 (1-ZS1WT.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-ZS1WT.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-ZS1WT.ps	<ul style="list-style-type: none"> 12 x 18 media-size job aborts when Text/Graphics Quality is set to Best

Prerequisite(s):

Please apply the following patches before installing 1-ZS1WT:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807556.exe until you get the 1-ZS1WT.ps file.
2. Download/Import the patch file "1-ZS1WT.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-ZS1WT".

Model: Venus-C2		Date: 3-Apr-09	No.: RD014070
Subject: Patch Release for E-7100 V.1.0 (1-1045L3.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-1045L3.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-1045L3.ps	<ul style="list-style-type: none"> Printed images after the 2nd copy are rotated 90 degrees if printed from Illustrator CS3 on MacOS10.5.

Prerequisite(s):

Please apply the following patches before installing 1-1045L3:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807558.exe until you get the 1-1045L3.ps file.
2. Download/Import the patch file “1-1045L3.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 E-7100 operation panel, reboot the system.

Command Workstation: select “Shut Down” and then “Reboot System”
E-7100 operation panel: select “Restart Fiery” and then “Restart System”

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “1-1045L3”.

Model: Venus-C2		Date: 3-Apr-09	No.: RD014071
Subject: Patch Release for E-7100 V.1.0 (1-10KOCA.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-10KOCA.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-10KOCA.ps	<ul style="list-style-type: none"> When printing PCL data, some characters within the text overlap.

Prerequisite(s):

Please apply the following patches before installing 1-10KOCA:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807559.exe until you get the 1-10KOCA.ps file.
2. Download/Import the patch file "1-10KOCA.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-10KOCA".

Reissued on 7-April-09

Model: Venus-C2	Date: 3-Apr-09	No.: RD014072a
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RTB Reissue

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

Subject: Patch Release for E-7100 V.1.0 (1-10EY92.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-10EY92.ps for Color Controller E-7100 system version 1.0

Patch File	Issue(s)
1-10EY92.ps	<ul style="list-style-type: none"> When printing PCL data, some characters within the text overlap. Booklet job is canceled when the user code = ON.

Prerequisite(s):

Please apply the following patches before installing 1-10EY92:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807560.exe until you get the 1-10EY92.ps file.
2. Download/Import the patch file "1-10KOCA.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "1-10EY92".

Model: Venus-C2		Date: 3-Apr-09	No.: RD014073
Subject: HDD Format Utility 1.1 for E-7100		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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for the HDD format utility 1.1 for Color Controller E-7100

Program Name	Issue(s)
HDD Format Utility Version 1.1	<p>Symptom: Very rarely, the system software installation tool does not format the Fiery's hard drive as expected. "Please wait..." remains on the LCD and the system doesn't come to idle after system installation.</p> <p>Reason: It is found that if the HDD is connected to an SATA port other than SATA0, the HDD may not be formatted when performing the system re-installation. (At the factory, the HDD is connected to SATA0. This situation may happen at the HDD replacement.)</p>

How to use this utility:

1. Extract **D3807588.exe** until you get the **System8eFormat.zip** file.
2. Unzip the "**System8eFormat-v1.1.zip**" file and burn the .ISO image onto a CD media.
3. Connect the client computer with the Fiery using a crossover cable.
4. Switch the dip switch to service mode.
5. Insert the CD you burned in step # 2 into the CD drive of the client computer.
6. Follow the instructions and format the Fiery's hard drive.

Note:

In the middle of the installation procedure, you may see

- "Fiery System Software Installer" indicated as the window title.
- "This installer will install system software on your Fiery" indicated as an explanation.

These are incorrect, so please ignore them.

Model: Model V-C2	Date: 14-Apr-09	No.: RD014074
Subject: Printer SP SP1-001-00*		Prepared by: T.Toriumi
From: 2nd Tech Support Sec. Service Support Dept.		
Classification: <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

D014/D015 Service Manual correction:

Please add the following information to RTB#RD014063a.

SP1-001-00* (Service Mode)

1001	Bit Switch			
001	Bit Switch 1	0	1	Default
	bit 0 DFU (Design or Factory Use)	-	-	0
	bit 1 DFU	-	-	0
	bit 2 DFU	-	-	0
	bit 3 No I/O Timeout	Disabled	Enabled	0
	Enables/Disables MFP I/O Timeouts. If enabled, the MFP I/O Timeout setting will have no affect. I/O Timeouts will never occur.			
	bit 4 SD Card Save Mode	Disabled	Enabled	0
	If this bit switch is enabled, print jobs will be saved to the GW SD slot and not output to paper.			
	bit 5 DFU	-	-	0
	bit 6 DFU	-	-	0
	bit 7 [RPCS,PCL]: Printable area frame border	Disabled	Enabled	0
	Prints all RPCS and PCL jobs with a border around the printable area.			

Model: Model V-C2	Date: 14-Apr-09	No.: RD014074
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1001	Bit Switch				
002	Bit Switch 2		0	1	Default
	bit 0	DFU	-	-	0
	bit 1	DFU	-	-	0
	bit 2	Applying a collate Type	Shift Collate	Normal Collate	0
		A collate type (shift or normal) will be applied to all jobs that do not explicitly define a collate type. Note: If #5-0 is enabled, this Bit Switch has no effect.			
	bit 3	[PCL5e/c,PS]: PDL Auto Switching	Enabled	Disabled	0
		Enables/Disables the MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.			
	bit 4	DFU	-	-	0
	bit 5	DFU	-	-	0
	bit 6	Switch dither	Use normal dither	Use alternative dither	0
*Please refer to RTB#RD014018					
bit 7	DFU	-	-	0	

1001	Bit Switch				
003	Bit Switch 3		0	1	Default
	bit 0	DFU	-	-	0
	bit 1	DFU	-	-	0
	bit 2	[PCL5e/c]: Legacy HP compatibility	Disabled	Enabled	0
		Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A".			
	bit 3	DFU	-	-	0
	bit 4	DFU	-	-	0
	bit 5	DFU	-	-	0
	bit 6	DFU	-	-	0
	bit 7	DFU	-	-	0

Model: Model V-C2	Date: 14-Apr-09	No.: RD014074
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1001 Bit Switch					
004	Bit Switch 4		0	1	Default
	bit 0	DFU	-	-	0
	bit 1	DFU	-	-	0
	bit 2	DFU	-	-	0
	bit 3	DFU	-	-	0
	bit 4	DFU	-	-	0
	bit 5	DFU	-	-	0
	bit 6	DFU	-	-	0
	bit 7	DFU	-	-	0

1001 Bit Switch					
005	Bit Switch 5		0	1	Default
	bit 0	<p>Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.</p> <p>If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available Types will depend on the device and configured options.</p> <p>After enabling this Bit Switch the settings will appear under: "User Tools > Printer Features > System"</p>	Disabled	Enabled	0
	bit 1	DFU	-	-	0
	bit 2	DFU	-	-	0
	bit 3	<p>[PS]:PS Criteria</p> <p>Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not.</p>	Pattern3	Pattern1	0
		<p>Increase max number of the stored jobs to 1000 jobs.</p> <p>Changes the maximum number of jobs that can be stored on the HDD (via Job Type setting) to 1000. The default is 100.</p>	Disabled (100)	Enabled (1000)	0
	bit 5	<p>Face-up output</p> <p>All print jobs will be output face-up in the destination tray.</p>	Disabled	Enabled (Face-up)	0
		bit 6	DFU	-	-
	bit 7	DFU	-	-	0

Model: Model V-C2	Date: 14-Apr-09	No.: RD014074
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1001		Bit Switch			
006	Bit Switch 6		0	1	Default
	bit 0	DFU	-	-	0
	bit 1	DFU	-	-	0
	bit 2	DFU	-	-	0
	bit 3	DFU	-	-	0
	bit 4	DFU	-	-	0
	bit 5	DFU	-	-	0
	bit 6	DFU	-	-	0
	bit 7	DFU	-	-	0

1001		Bit Switch			
007	Bit Switch 7		0	1	Default
	bit 0	DFU	-	-	0
	bit 1	DFU	-	-	0
	bit 2	DFU	-	-	0
	bit 3	DFU	-	-	0
	bit 4	DFU	-	-	0
	bit 5	DFU	-	-	0
	bit 6	DFU	-	-	0
	bit 7	DFU	-	-	0

Model: Model V-C2	Date: 14-Apr-09	No.: RD014074
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1001	Bit Switch					
008	Bit Switch 8		0	1	Default	
	bit 0	DFU	-	-	0	
	bit 1	DFU	-	-	0	
	Bit 2	DFU	-	-	0	
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code requiring User Code		Disabled	Enabled (allow BW jobs to print without a user code)	0
		BW jobs submitted without a user code will be printed even if user code authentication is enabled. Note: Color jobs will not be printed without a valid user code.				
	bit 4	DFU	-	-	0	
	bit 5	DFU	-	-	0	
	bit 6	[PS]: Orientation Auto Detect Function		Enabled	Disabled	0
		Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content.				
	bit 7	[PDF]: Orientation Auto Detect Function		Enabled	Disabled	0
Automatically chooses page orientations of PDF jobs (Landscape or Portrait) based on the content.						

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014075c
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RTB Reissue

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

Subject: RB5000 Installation Notice		Prepared by: T.Toriumi	
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 ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Requirements for Installing the RING BINDER RB5000 on the D014/D015/D078/D079 Copier

OVERVIEW

Do the following if you install the RING BINDER **RB5000** on the **D014/D015/D078/D079** Copier:

1. Install the **required firmware** described below
2. Install the **short entrance guide plate** (P/N B468T021) described below

IMPORTANT:

~~**If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT install Ring Binder RB5000 with D014/D015/D078/D079 copier until a corresponding new version of system software is installed on E-7100/E-8100.**~~

Be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver 1.10 or newer as a set.

Regarding the new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be later informed in a separate RTB.

Reissued:19-Jun-09

Model: Model V-C2

Date:30-Apr-09

No.: RD014075c

FIRMWARE REQUIREMENTS

Upgrade all firmware listed in the following tables together as a set.

Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.

IMPORTANT:

- As mentioned below, if you want to update all the firmware together at the same time (batch update), DO NOT include the **inserter** firmware in this batch. Make sure to update the inserter firmware **separately**, by itself. If you do not, firmware update will not be completed correctly.
- ~~Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)~~
- "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014075c
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Required firmware:

Firmware	Version	Program No.	Note:
System/Copy	1.09 or newer	D0145761K or newer	for D014/D015/D078/D079
Remote Fax	03.00.00 or newer	D0145768C or newer	for D014/D015/ D078/D079
Web Uapl	1.07 or newer	D0145770D or newer	for D014/D015/D078/D079
Web Support	1.31 or newer	D0145769G or newer	for D014/D015/D078/D079
Network DocBox	2.02 or newer	D0145771E or newer	for D014/D015/D078/D079
Fax	04.00.00 or newer	D0145773D or newer	for D014/D015/ D078/D079
Printer	1.09 or newer	D3765902F or newer	for D014/D015 only
Scanner	01.07 or newer	D3765903D or newer	for D014/D015 only
Option PCL	1.03 or newer	D3785913C or newer	for D014/D015 only
OpePanel.EXP_USA	2.02 or newer	D0145453D or newer	Note.1
OpePanel.EXP_EUR	2.02 or newer	D0145454D or newer	Note.2
Language Install	2.02 or newer	D0145451C or newer	for D014/D015/D078/D079
Engine	1.50:01 or newer	D0145402J or newer	for D014/D015/D078/D079

Note:

1. This firmware is for the D014-17/D015-17/D078-17/D079-17 model only.
2. This firmware is for the D014-26/D014-27/D014-66/D015-26/D015-27/D015-66 model only.

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014075c
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Required firmware:

Firmware for related peripherals	Version	Program No.	Note:
Ring Binder_B2 (Ring Binder RB5000)	01.060:01 or newer	D3925520C or newer	-
Finisher (SR5000+Finisher Adapter type C)	1.020:09 or newer	D3755104A or newer	-
Insertor (Cover Interposer Tray CI5000/CI5010)	02.071:42 or newer	B8355510F or newer	"Important"

Important:

If you want to update all the firmware together at the same time (batch update), DO NOT include the **insertor** firmware in this batch. Make sure to update the insertor firmware **separately**, by itself. If you do not, firmware update will not be completed correctly.

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014075c
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PARTS REQUIREMENTS: Short Entrance Guide Plate

Make sure that you have the **Entrance Guide Plate: Short (P/N: B468T021, circled in red below)**. Install this and all other necessary parts in accordance with the Ring Binder RB5000 Installation Procedure.

Ring Binder (D392) Installation

Accessories

Check each accessory against the list below to make sure that you have everything.

No.	Item	Q'ty
1.	Docking Bracket	1
2.	Entrance Guide Plate: Long (for D059, D060, D061, D101, D102 or D103.)	1
3.	Entrance Guide Plate: Short (for D014/D015/D078/D079)	1
4.	Sponge Strip	1
5.	Power Cord	1
6.	Ring Opener	1
7.	Ring Supply Level Indicator	1
8.	Tapping Screws (M4 x 14)	4
9.	Tapping Screws (M4 x 6)	4
10.	Leveling Shoes	4
11.	Ground (Earth) Plate	1

d392i100b

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014075c
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Prepare the Finisher for Docking

1. Attach the ground plate [A] (2).
2. Attach the entrance guide plate [B] (2).
 - For D059/D060/D061/D101/D102/D103, use the entrance guide plate: long.
 - **For D014/D015/D078/D079, use the entrance guide plate: short.**
 - For D016/G178, use the entrance guide plate provided with a mainframe (D016 or G178).
3. Remove the tape from the back of the sponge strip [C].
4. Attach the sponge strip to the top edge [D] of the finisher as shown above.

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014076c
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RTB Reissue

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

Subject: Firmware Update Notice		Prepared by: T.Toriumi	
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 ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Requirements for updating firmware on D014/D015/D078/D079 Copier

IMPORTANT NOTICE:

~~**If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update following firmware on D014/D015/D078/D079 copier until a corresponding new version of system software is installed on E-7100/E-8100.**~~

If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver 1.10 or newer as a set.

Regarding the new version system for E-7100/E-8100 will be later informed in a separate RTB.

FIRMWARE UPDATE REQUIREMENTS

Upgrade all firmware listed in the following table (next page) together as a set.

Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.

IMPORTANT:

~~1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079~~

Reissued:19-Jun-09

Model: Model V-C2	Date:30-Apr-09	No.: RD014076c
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copier)

2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)

Required firmware:

Firmware	Version	Program No.	Note:
System/Copy	1.09 or newer	D0145761K or newer	for D014/D015/D078/D079
Remote Fax	03.00.00 or newer	D0145768C or newer	for D014/D015/ D078/D079
Web Uapl	1.07 or newer	D0145770D or newer	for D014/D015/D078/D079
Web Support	1.31 or newer	D0145769G or newer	for D014/D015/D078/D079
Network DocBox	2.02 or newer	D0145771E or newer	for D014/D015/D078/D079
Fax	04.00.00 or newer	D0145773D or newer	for D014/D015/ D078/D079
Printer	1.09 or newer	D3765902F or newer	for D014/D015 only
Scanner	01.07 or newer	D3765903D or newer	for D014/D015 only
Option PCL	1.03 or newer	D3785913C or newer	for D014/D015 only
OpePanel.EXP_USA	2.02 or newer	D0145453D or newer	Note.1
OpePanel.EXP_EUR	2.02 or newer	D0145454D or newer	Note.2
Language Install	2.02 or newer	D0145451C or newer	for D014/D015/D078/D079
Engine	1.50:01 or newer	D0145402J or newer	for D014/D015/D078/D079

Note:

1. This firmware is for the D014-17/D015-17/D078-17/D079-17 model only.
2. This firmware is for the D014-26/D014-27/D014-66/D015-26/D015-27/D015-66 model only.

Reissued:19-Jun-09

Model: Model V-C2/V-C2pro	Date:13-May-09	No.: RD014077b
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RTB Reissue

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

Subject: RTB Correction Notice		Prepared by: T.Toriumi	
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 ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

RTB Correction Notice

OVERVIEW

RTBs listed in the following table (second row) have been revised.

RTBs listed in the following table (third row) have the latest information.

Please correct as mentioned in Note 1, Note 2 and **Note 3** on the next page.

Each RTB has been already revised.

Subject	RTB# which contains wrong info	RTB# which has been revised	RTB# which has latest information
Firmware Update Notice	RD014076a	RD014076b	<i>RD014076c</i>
RB5000 Installation Notice	RD014075a	RD014075b	<i>RD014075c</i>
<i>HDD Unit</i>	<i>RD014078</i>	-	<i>RD014078a</i>
Firmware Release Note: Engine	RD014001h	RD014001i	<i>RD014001j</i>
Firmware Release Note: Fax	RD014002d	RD014002e	<i>RD014002f</i>
Firmware Release Note: Network DocBox	RD014004e	RD014004f	<i>RD014004g</i>
Firmware Release Note: RFax	RD014006c	RD014006d	<i>RD014006e</i>
Firmware Release Note: System/Copy	RD014007l	RD014007m	<i>RD014007n</i>
Firmware Release Note: Web Support	RD014008g	RD014008h	<i>RD014008i</i>
Firmware Release Note: Web Uapl	RD014009d	RD014009e	<i>RD014009f</i>
Firmware Release Note: LCDC	RD014011d	RD014011e	<i>RD014011f</i>
Firmware Release Note: Option PCL	RD014012c	RD014012d	<i>RD014012e</i>
Firmware Release Note: Printer	RD014015f	RD014015g	<i>RD014015h</i>
Firmware Release Note: Scanner	RD014017d	RD014017e	<i>RD014017f</i>
Firmware Release Note: Language Install	RD014020d	RD014020e	<i>RD014020f</i>

Reissued:19-Jun-09

Model: Model V-C2/V-C2pro	Date:13-May-09	No.: RD014077b
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Note. 1

The following description was wrong and should be deleted.

~~“Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)”~~

Note.2

D078/D079 copier doesn't have Fax Option, so the description “D078/D079” was wrong and should be deleted as follows.

Remote Fax [Ⓜ]	03.00.00 or newer [Ⓜ]	D0145768C or newer [Ⓜ]	for [Ⓜ] D014/D015/ D078/D079 [Ⓜ]
Fax [Ⓜ]	04.00.00 or newer [Ⓜ]	D0145773D or newer [Ⓜ]	for [Ⓜ] D014/D015/ D078/D079 [Ⓜ]

Note.3

The text concerning the EFI Fiery controller was corrected as follows.

~~**If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT install Ring Binder RB5000 with D014/D015/D078/D079 copier until a corresponding new version of system software is installed on E-7100/E-8100.**~~

If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver 1.10 or newer as a set.

The new version system for E-7100/E-8100 that will support the Ring Binder RB5000 will be informed later in a separate RTB.

Reissued:06-Jun-11

Model: Model V-C2/C2pro	Date: 15-May-09	No.: RD014078c
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RTB Reissue

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

Subject: HDD Unit		Prepared by: Takeshi Toriumi	
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"/> Other ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

78. Electrical Section 6 (D014/D015/D078/D079)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0145720	D0145721	HDD Unit	1-1	O/O	173	6	<i>Note.3</i>
D0145721	D0815799	HDD Unit	1-1	O/O	173	6	<i>Note.3</i>

Reason: Vendor change

Note:

- ~~1. If this part is required to replace on D014/D015/D078/D079 copier, please be sure to update the system firmware version to 1.08 or newer; otherwise the machine will not function correctly.~~
- ~~2. Please install not new part D0145721 but old part D0145720 on the custom built machine whose system firmware version cannot be upgraded to version 1.08 or newer; otherwise the machine will not function correctly.~~
- 3. Both D0145721 and D0815799 can be installed on D014/D015/D078/D079 copiers whose system firmware cannot be upgraded to the version 1.08 or newer.**

~~Notice:~~

~~When system firmware is updated to version 1.09, please refer to the following related RTB#RD014076c.~~

Reissued:06-Jun-11

Model: Model V-C2/C2pro	Date: 15-May-09	No.: RD014078c
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~~Requirements for updating firmware on D014/D015/D078/D079 Copier~~

~~IMPORTANT NOTICE:~~

~~If the EFI Fiery controller E-7100/E-8100 is connected to customer's machine, DO NOT update following firmware on D014/D015/D078/D079 copier until a corresponding new version of system software is installed on E-7100/E-8100.~~

~~If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver1.10 or newer as a set.~~

~~Regarding the new version system for E-7100/E-8100 will be later informed in a separate RTB.~~

~~FIRMWARE UPDATE REQUIREMENTS~~

~~Upgrade all firmware listed in the following table together as a set.~~

~~Upgrade the firmware listed in the table below together as a set, according to the options that are already installed on the customer's machine.~~

~~IMPORTANT:~~

~~1. Fax and Remote Fax firmware should also be upgraded on all machines regardless of whether the Fax Option is installed on the machine or not. (Not only for D014/D015 copier, but also for D078/D079 copier; even though the Fax Option is not sold for D078/D079 copier)~~

~~2. "Printer", "Scanner" and "Option PCL" should be upgraded ONLY on machines which have the Printer/Scanner Option installed. (D014/D015 copier)~~

~~Required firmware:~~

Firmware	Version	Program No.	Note:
System/Copy	1.09 or newer	D0145761K or newer	for D014/D015/D078/D079
Remote Fax	03.00.00 or newer	D0145768G or newer	for D014/D015/D078/D079
Web Upd	1.07 or newer	D0145770D or newer	for D014/D015/D078/D079
Web Support	1.31 or newer	D0145769G or newer	for D014/D015/D078/D079

Reissued:06-Jun-11

Model: Model V-C2/C2pro	Date: 15-May-09	No.: RD014078c
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Network DocBox	2.02 or newer	D0145771E or newer	for D014/D015/D078/D079
Fax	04.00.00 or newer	D0145773D or newer	for D014/D015/D078/D079
Printer	1.09 or newer	D3765902F or newer	for D014/D015 only
Scanner	01.07 or newer	D3765903D or newer	for D014/D015 only
Option PCL	1.03 or newer	D3785913C or newer	for D014/D015 only
OpnPanoL.EXP_USA	2.02 or newer	D0145453D or newer	Note.1
OpnPanoL.EXP_EUR	2.02 or newer	D0145454D or newer	Note.2
Language Install	2.02 or newer	D0145451C or newer	for D014/D015/D078/D079
Engine	1.50:01 or newer	D0145402J or newer	for D014/D015/D078/D079

Note:

- ~~1. This firmware is for the D014-17/D015-17/D078-17/D079-17 model only.~~
- ~~2. This firmware is for the D014-26/D014-27/D014-66/D015-26/D015-27/D015-66 model only.~~

Reissued: 1-Apr-10

Model: V-C2	Date: 05-Jun-09	No.: RD014079a
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RTB Cancellation/Reissue:

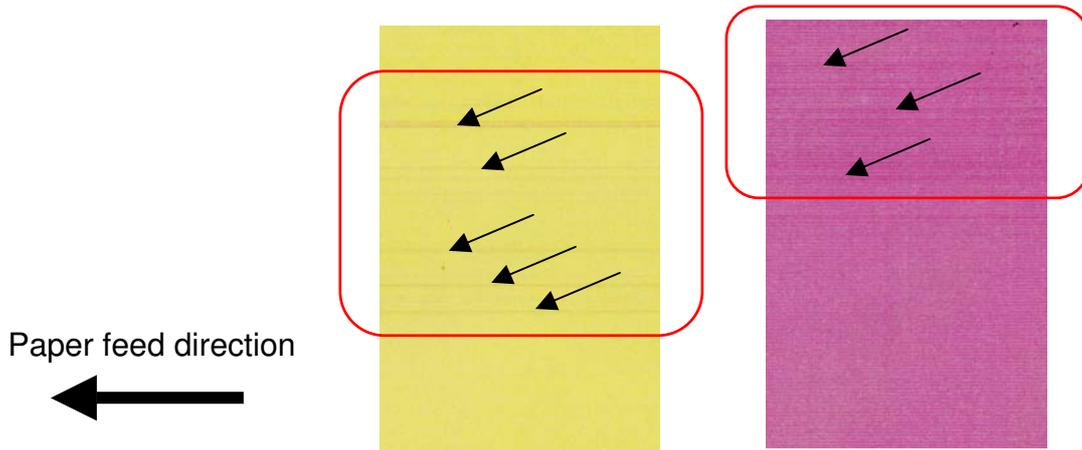
RTB #RD014079 has been cancelled and replaced with this RTB (as nearly all of the contents have been modified).

Subject: White lines on the surface of the Charge Roller		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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"/> Other ()		

SYMPTOM

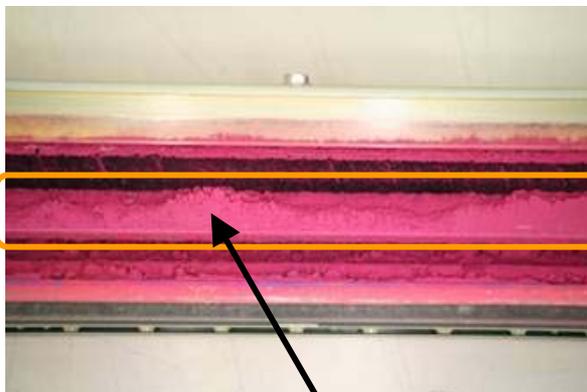
Straight lines appear along the sub-scan direction.

Note: This does not occur with the black PCU.

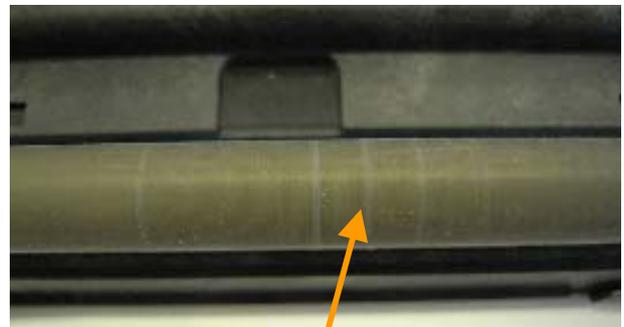


CAUSE

Under low-temperature/low-humidity conditions, a mixture of lubricant powder and toner leaks out from the lubricant supply blade. As a result, white lines are produced on the surface of the charge roller.



Mixture of lubricant powder and toner



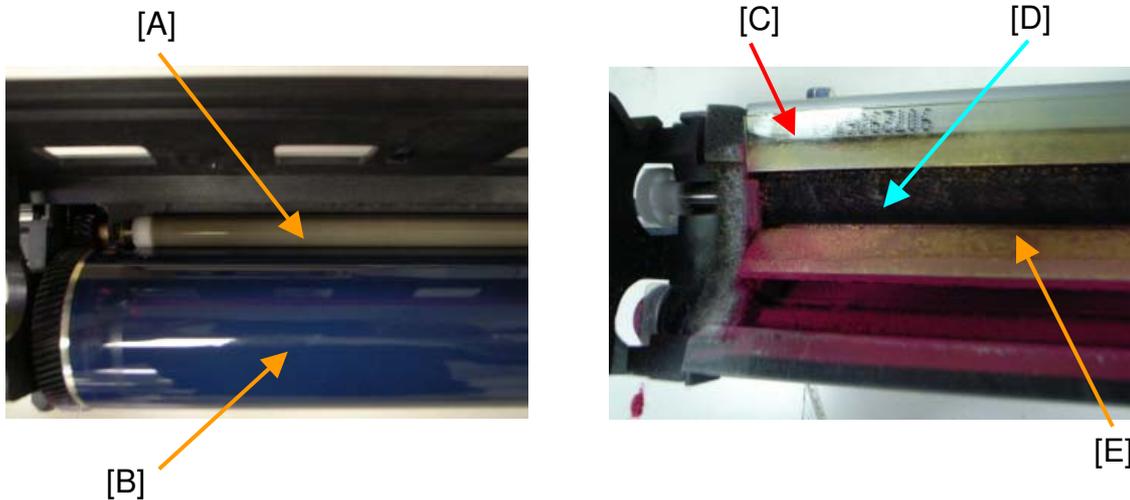
White Lines

Reissued: 1-Apr-10

Model: V-C2	Date: 05-Jun-09	No.: RD014079a
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ACTION

If the symptom is reported, clean the charge roller [A], lubricant supply blade [C], and drum cleaning blade [E] using the procedure below.

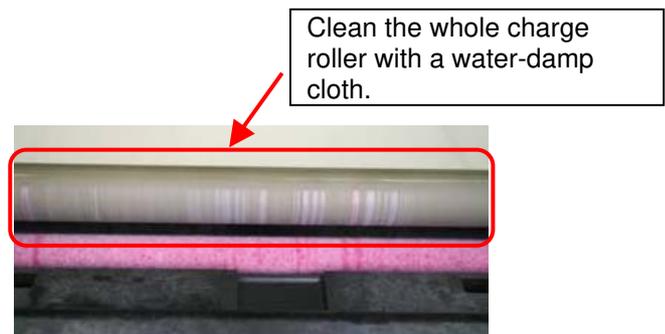
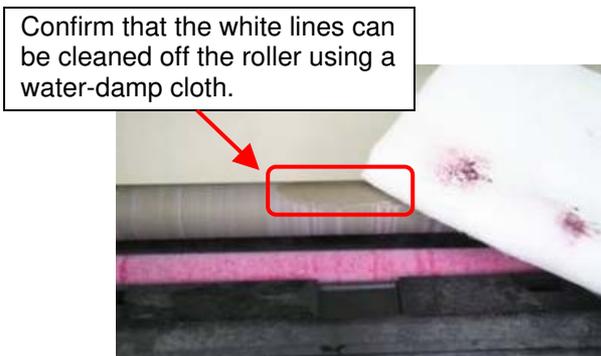


Cleaning procedure

1. Remove the PCU that contains the charge roller on which the symptom is occurring.
2. Remove the development unit from the PCU.
3. Remove the charge roller unit [F], and then remove the charge roller [A] from the unit.
4. Clean charge roller as described below:



- 1) **First**, wipe the drum charge roller gently with a clean, **dry** cloth to remove any dust.
Important: Be careful not to scratch the roller surface with the dust on the roller.
- 2) **After doing this**, wipe the roller with a cloth that is **damp with water**.
Important: DO NOT use alcohol or a solvent on the cloth.



Reissued: 1-Apr-10

Model: V-C2	Date: 05-Jun-09	No.: RD014079a
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3) After you clean the white lines off the roller, wipe the roller with a clean, **dry** cloth.

Important:

- Make sure that dust does not get reattached to the roller surface.
- If you cannot clean the charge roller as shown in the photo below (white lines are completely removed), replace the charge roller.



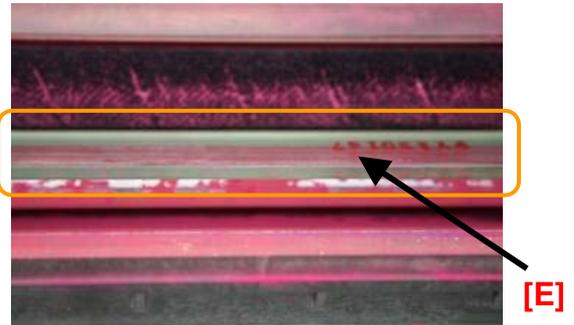
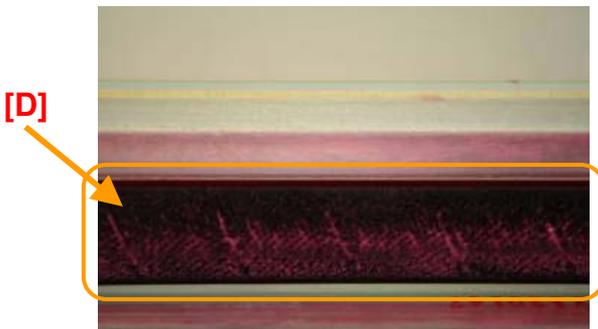
White lines can be cleaned off the surface using a dry cloth

4) Wait for the drum charge roller to dry.

5. Remove the OPC drum.

6. Clean the area around the lubricant supply brush [D] with a vacuum cleaner.

Important: Do not touch the edge of the drum cleaning blade with the vacuum nozzle. If you do, this may damage the blade.



7. Clean the lubricant supply blade [C] and drum cleaning blade [E] gently with your finger. This is to remove the lubricant powder/toner mixture from the blade's surface.

Important:

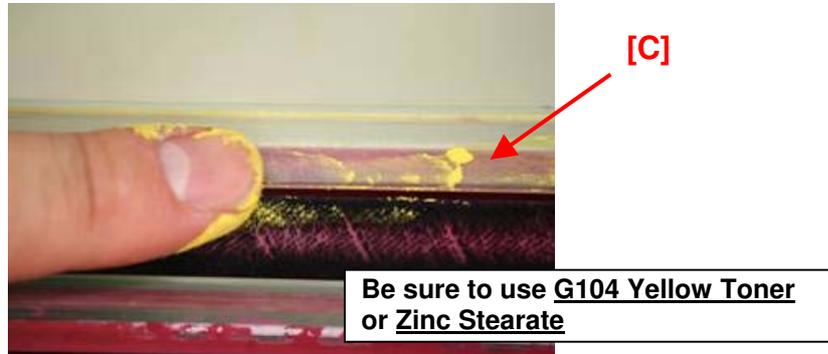
- **Clean your finger** before you do this step.
- If you accidentally damage the blades with your finger, replace the blades.



Reissued: 1-Apr-10

Model: V-C2	Date: 05-Jun-09	No.: RD014079a
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- 8. Lubricate the lubricant supply blade [C] with a mixture of “**G104 Yellow Toner (P/No.D0159500)**” or “**Zinc Stearate (P/No.D0159501)**”.



Important: When using yellow toner, only use “**G104 Yellow Toner**”. Do not use the yellow toner from the D014/D015/D078/D079 toner cartridge. This is because this toner contains carrier, which will damage the OPC drum.

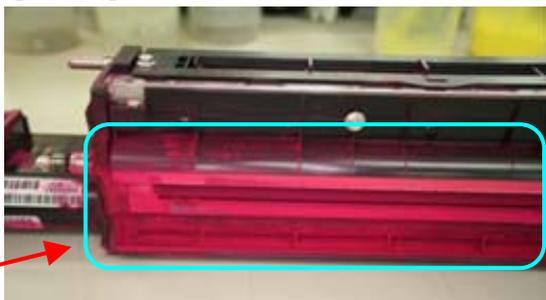
- 9. Reattach the OPC drum to the PCU.
- 10. Reattach the charge roller unit to the PCU.
- 11. Reinstall the drum unit and development unit.

Important:

- If the development unit is dirty as shown below, clean the area around the development sleeve [G] with a vacuum cleaner.
- If the drum unit is dirty with toner as follows, clean it with a vacuum cleaner.

Development unit

[Before]



[After]

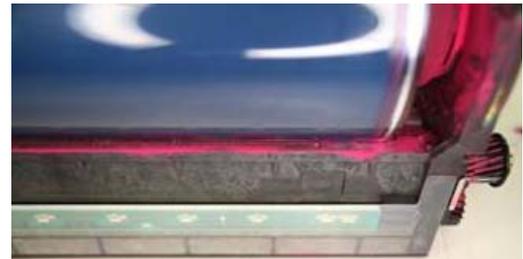


Drum unit

[Before]



[After]



- 12. Reinstall the PCU.

Model: V-C2	Date:10-Jun-09	No.: RD014080
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Subject: NOTICE when "Full Bleed" printing is selected		Prepared by: H. Matsui	
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"/> Other ()		

This RTB applies to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

SYMPTOM

The following can occur when “Full Bleed Printing” is selected in the printer driver.

1. The ITB cleaning blade wears out earlier than the target yield.
2. A wrapping jam occurs inside the fusing unit.

CAUSE

When Full Bleed Printing is selected, the entire area of the ITB is used for image transfer. Therefore:

1. If "Full Bleed Printing" is selected, the entire of the ITB area will be used for image transfer. It means that the toner will remain on the ITB outside of the paper transferring area after the paper transfer, especially when the image registration is skewed.
2. If "Full Bleed Printing" is selected, there can be no margin on the leading edge of the first printed side. If the customer makes the manual duplex prints from the bypass tray, there can be no margin on the leading edge of the first printed side. As a result, when the second side is then printed, the paper tends to wrap around the pressure roller.

SOLUTION

1. Advise the customer to use the “Full Bleed Printing” setting in the printer driver only when necessary (in all other cases, use “Normal Printing”).
2. Advise the customer not to feed paper from the bypass tray manually that has already been printed onto using “Full Bleed Printing” and it has no margin on the leading edge of the first printed side.

Model: V-C2	Date: 11-Jun-09	No.: RD014081
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Subject: "Full Bleed" printing from Color Controller E-7100/E-8100.		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"/> Other ()		

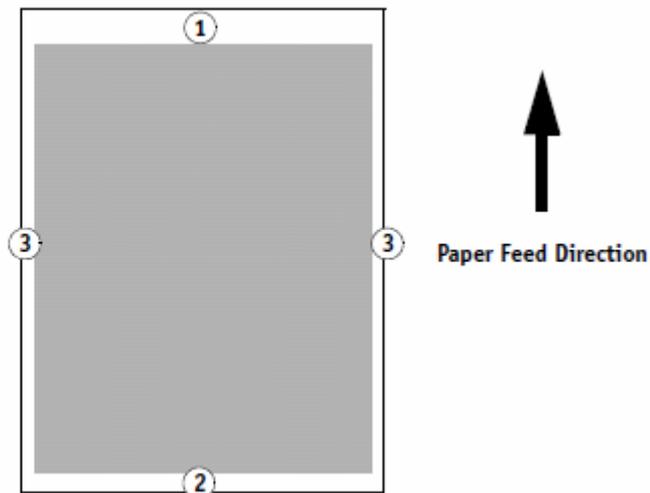
This RTB applies to the following models:

RE	Model V-C2 (D014 / D015) + Color Controller E-7100 Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-7100 Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 (D014 / D015) + Color Controller E-7100 Model V-C2 Pro (D078/D079) + Color Controller E-8100

SYMPTOM

Even when "Full Bleed" is selected in the printer driver for the Color Controller E-7100 or E-8100 as the paper size for printing, margins appear on all four edges of the printout.

- 1 Leading edge: 4.2mm
- 2 Trailing edge: 2.0mm
- 3 Side edge: 1.5mm



CAUSE

When printing out a job from these controllers, by specification, the Erase Margin (SP) setting in the mainframe is given priority over the setting in the printer driver.

Model: V-C2	Date: 11-Jun-09	No.: RD014081
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SOLUTION

1. To eliminate the margins on the trailing edge, left edge, and right edge of the paper, change the following SP modes as shown.

	Set to a value of:
SP2-103-0002 (Trailing Edge)	-2.0
SP2-103-0003 (Left Edge)	-1.5
SP2-103-0004 (Right Edge)	-1.5

When feeding from a tray that is set for Thin Paper, in addition to the above, set the Erase Margin SP mode for that tray to a value of **-2.0**. This is in order to eliminate the margin at the trailing edge of the paper.

- Tray 1: SP2-103-0005
- Tray 2: SP2-103-0006
- Tray 3: SP2-103-0007
- Tray 4: SP2-103-0008

Important: Under some conditions, side effects can occur when printing out the image at full bleed, which also apply to the Color Controller E-7100/E-8100. See RTB #RD014080 for details.

2. Explain to the customer that the margin along the leading edge cannot be reduced below 4.2mm. This is because images in this area will cause the paper to wrap around the pressure roller and trigger a jam.

If the customer needs to print out the image with no margins on all edges, advise them to use a larger paper size and then crop to the desired paper size after printing.

SP mode:	Name:	Default value:	Actual width of margin on the paper:	To eliminate margins along the trailing and side edges, set SP mode to this value:
SP2-103-0001	Prt Erase Margin LEdge:Tray 1	0	Setting + 4.2mm	Do NOT Change
SP2-103-0002	Prt Erase Margin Adj TEdge Margin	0	Setting + 2.0mm	-2.0
SP2-103-0003	Prt Erase Margin Adj Left Margin	0	Setting + 1.5mm	-1.5
SP2-103-0004	Prt Erase Margin Adj Right Margin	0	Setting + 1.5mm	-1.5
SP2-103-0005	Prt Erase Margin TEdge Margin:Tray1	0	Setting + 2.0mm	-2.0
SP2-103-0006	Prt Erase Margin TEdge Margin:Tray2	0	Setting + 2.0mm	-2.0
SP2-103-0007	Prt Erase Margin TEdge Margin:Tray3	0	Setting + 2.0mm	-2.0
SP2-103-0008	Prt Erase Margin TEdge Margin:Tray4	0	Setting + 2.0mm	-2.0
SP2-103-0009	Prt Erase Margin LEdge Custom:ByPass	0	Setting + 4.2mm	Do NOT Change
SP2-103-0010	Prt Erase Margin LEdge Custom:LCT	0	Setting + 4.2mm	Do NOT Change
SP2-103-0011	Prt Erase Margin LEdge: Tray 2	0	Setting + 4.2mm	Do NOT Change
SP2-103-0012	Prt Erase Margin LEdge: Tray 3	0	Setting + 4.2mm	Do NOT Change

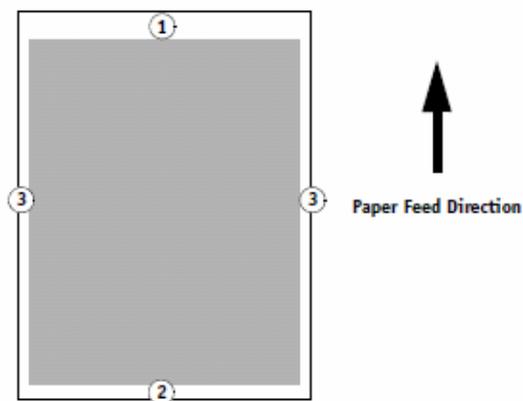
Model: V-C2		Date:11-Jun-09	No.: RD014081	
SP2-103-0013	Prt Erase Margin LEdge: Tray 4	0	Setting + 4.2mm	Do NOT Change
SP2-103-0014	Prt Erase Margin LEdge: Bypass	0	Setting + 4.2mm	Do NOT Change
SP2-103-0015	Prt Erase Margin LEdge: LCT	0	Setting + 4.2mm	Do NOT Change
SP2-103-0016	Prt Erase Margin LEdge: Duplex	0	Setting + 4.2mm	Do NOT Change

Note: From June 2009 production, the following was added to the Release Note bundled together with the product.

Full Bleed printing

Even when a Full Bleed setting is specified for a job's Paper Size, the output has margins on all four edges of the page.

- 1 Leading edge: 4.2mm
- 2 Trailing edge: 2.0mm
- 3 Side edge: 1.5mm



The margin values for the trailing edge and the side edges can be reduced to 0 mm through a copier adjustment performed by a service technician. To obtain this adjustment for your copier, contact your service representative.

Model: Venus-C2		Date: 19-June-09	No.: RD014082
Subject: Patch Release for E-7100 V.1.0 (1-12MNWV.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-12MNWV.ps for Color Controller E-7100 system version 1.0

Please apply this patch at the next service visit.

Patch File	Issue(s)
1-12MNWV.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.
10. Select Server => Reboot Server.
11. After the server comes back to idle, repeat steps 1-5.
12. Note the input and output values.

Model: Venus-C2

Date: 19-June-09

No.: RD014082

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):

Please apply the following patches before installing 1-12MNWV:

- 1-XP7ST.ps
- 1-XT6UU.ps

Patch Update Procedure

1. Extract D3807561.exe until you get the 1-12MNWV.ps file.
2. Download/Import the patch file "1-12MNWV.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-12MNWV".

Model: Venus-C2		Date: 19-June-09	No.: RD014083
Subject: Patch Release for E-7100 V.1.0 (1-1045N9.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-1045N9.ps for Color Controller E-7100 system version 1.0

Patch File	Specification Change
1-1045N9.ps	Before: 1-sheet booklet job cannot be folded. After: 1-sheet booklet job can be folded.

Prerequisite(s):

Please apply the following patches before installing 1-1045N9:

- 1-XP7ST.ps
- 1-XT6UU.ps
- 1-YNOXH.ps

Patch Update Procedure

1. Extract D3807562.exe until you get the 1-1045N9.ps file.
2. Download/Import the patch file "1-1045N9.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-1045N9".

Reissued:04-Oct-11

Model: Model V-C2	Date:24-Jun-09	No.: RD014084a
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RTB Reissue

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

Subject:: SC534		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

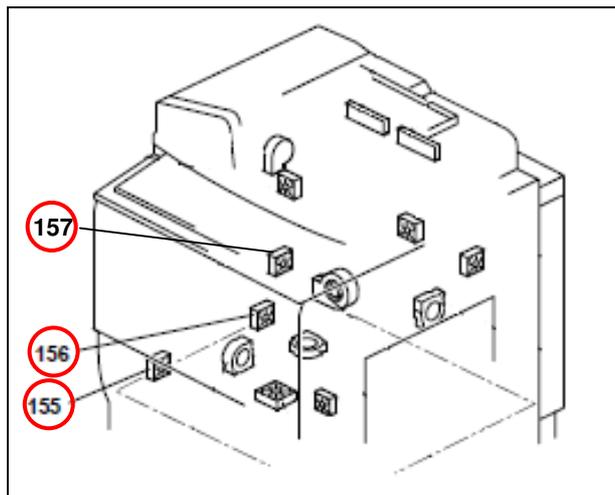
Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

SC534	B	Duplex unit fan Error
		<p>The lock signal remained HIGH for 5 sec while the fan that draws air out of the duplex unit was operating.</p> <ul style="list-style-type: none"> • Fan harness disconnected or damaged • Fan blocked by an obstruction • Fan damaged

The fans described in SC534 on S/M pg.417 are ***Paper Exit Fan Motor***, Front Duplex Fan Motor and Rear Duplex Fan Motor (See the diagram below).

Symbol	Index No.	Name
<i>M28</i>	<i>157</i>	<i>Paper Exit Fan Motor</i>
M29	155	Front Duplex Fan Motor
M30	156	Rear Duplex Fan Motor



D014/D015 ELECTRICAL COMPONENT LAYOUT (2/3)

Model: V-C2		Date: 26-Jun-09	No.: RD014085
Subject: Release of Color Controller E-7100 System Ver.1.1		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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB applies to the following models:

RE	Model V-C2 (D014 / D015) + Color Controller E-7100
RA	Model V-C2 (D014 / D015) + Color Controller E-7100
RAC	Model V-C2 (D014 / D015) + Color Controller E-7100

A new version of the System software (Ver.1.1) for the Color Controller E-7100 has been released.

Changes from Ver.1.0 to Ver.1.1:

The Media Package and System Software DVD set have been changed as follows from June 2009 mass production (**Cut-in S/N: M90954xxxxx**).

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D3807050		DVD-ROM:-R: SYSTEM_VC2:EXP:SET V.1.0	1	X/X	2	15	See below
	D3807051	DVD-ROM:-R: SYSTEM_VC2:EXP:SET V.1.1	1				
D3806710		PACK:VC2: MEDIA_PACK(EFIGSD) V.1.0	1	X/X	2	13	
	D3806711	PACK:VC2: MEDIA_PACK(EFIGSD) V.1.1	1				

System Software DVD set

D3807050 (Old)	D3807051 (New)
- System Software DVD (V.1.0) - USB PrepTool (V.1.0)	- System Software DVD (V.1.1) - USB PrepTool (V.1.1)

Media Package (E/F/I/G/S/D)

D3806710 (Old)	D3806711 (New)
- Start Guide (V.1.0) - Errata for Start Guide (V.1.0) - Release Notes (V.1.0) - Additional Release Notes (V.1.0) - User Software DVD (V.1.0)	- Start Guide (V.1.1, English Only) - Errata for Start Guide - Release Notes (V.1.1, English Only) - Additional Release Notes - User Software DVD (V.1.1)

Note: The new Media Package (D3806711) includes the revised Start Guide and Release Notes for System Ver.1.1, but in English only. In the near future, however, the Media Package is scheduled to be modified again to include multi-language versions of the Start Guide and Release Notes.

Model: V-C2	Date: 26-Jun-09	No.: RD014085
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Changes from Ver.1.0 to Ver.1.1:

- 1) Supports the Ring Binder RB5000.
Note: See RTB #RD014075 for more information.

- 2) Ver.1.1 includes all software bug fixes that were provided in the following patches for Ver.1.0:
 Patches: 1-XP7ST, 1-XT6UU, 1-YNOXH, 1-ZS1WT, 1-1045L3, 1-10KOCA, 1-10EY92, 1-12MNWV, and 1-1045N9.

Note:

- 1) Patch releases for Ver.1.0 will soon be discontinued.
- 2) **Basically, you do not need to upgrade the system in the field from Ver.1.0 to Ver.1.1.**
 You only need to upgrade the system in the following types of cases:
 - If Ring Binder RB5000 support is needed.
 - If a system upgrade is needed in order to solve an issue that is occurring at the customer site.
 - If a system re-installation is needed (e.g., the HDD needs to be replaced for some reason, or the software is corrupted).

System/Driver Compatibility:

As shown in the support matrix below, the **same version** of System Software and printer driver should be used together as a set.

Support matrix:

	(A) System Software V.1.0	(B) System Software V.1.1
(C) PS Driver Ver.1.0	Supported	Not supported
(D) PS Driver Ver.1.1	Not supported	Supported
(E) PCL Driver Ver.1.0	Supported	Partially supported*
(F) PCL Driver Ver.1.1	Partially supported*	Supported

* "Partially supported": The new features contained in Ver1.1 cannot be used.

IMPORTANT:

- If a controller in the field needs to be updated to System Software Ver1.1, make sure to have the customer also upgrade their printer driver to Ver1.1.

- If the customer will keep the System Software at V1.0, request them to keep the printer drivers at Ver1.0 as well.

Model: V-C2	Date: 26-Jun-09	No.: RD014085
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Release information for System Software and printer drivers:

(A) System Software V.1.0	<ul style="list-style-type: none"> • Pre-installed in controller units up through May 2009 mass-production. • Included in the #D3807050 System Software DVD set. (Service Parts)
(B) System Software V.1.1	<ul style="list-style-type: none"> • Pre-installed in controller units from June 2009 mass-production. • Included in the #D3807051 System Software DVD set. (Service Parts)
(C) PS Driver Ver.1.0	<ul style="list-style-type: none"> • Included in the User software DVD of Media Package #D3806710. Note: This Media Package is bundled with controller units produced up through May 2009. • Available on the Printer Driver Web Download site.
(D) PS Driver Ver.1.1	<ul style="list-style-type: none"> • Included in the User software DVD of Media Package #D3806711. Note: This Media Package is bundled with controller units produced from June 2009. • Available on the Printer Driver Web Download site.
(E) PCL Driver Ver.1.0	<ul style="list-style-type: none"> • A PCL printer driver Ver.1.0 CD is bundled with controller units produced up through May 2009. • Available on the Printer Driver Web Download site.
(F) PCL Driver Ver.1.1	<ul style="list-style-type: none"> • A PCL printer driver Ver.1.1 CD is bundled with controller units produced from June 2009. • Available on the Printer Driver Web Download site.

Model: Model V-C2	Date:30-Jun-09	No.: RD014086
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Subject:: SP7504		Prepared by: T.Toriumi	
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"/> Other ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Please refer to the following notes concerning SP7504-003,004,005,006.

7504	Paper Jam Loc	D014/D015/D078/D079 Copier
	Displays the list of possible locations where a jam could have occurred in the copier. Press the appropriate key to display the jam count for that location. These jams are caused by the failure of a sensor to activate.	
	Operation Panel	Actual Component Name
3	Tray 1: No Feed	NOTE 1
4	Tray 2: No Feed	NOTE 2
5	Tray 3: No Feed	NOTE 3
6	Tray 4: No Feed	NOTE 4

NOTE 1:

SP7504-003 indicates the jam count that occurred at **Tray 1**.

NOTE 2:

SP7504-004 is **not** used in D014/D015/D078/D079 copiers and the value of this SP is always "0".

NOTE 3:

SP7504-005 indicates the jam count that occurred at **Tray 2**.

NOTE 4:

SP7504-006 indicates the jam count that occurred at **Tray 3**.

Model: V-C2	Date:6-Jul-09	No.: RD014087
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Subject: ARDF		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

14. ARDF Drive & Electrical 2 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
A8062281	D4122345	GEAR:Z47:M0.8	1-1	X/X	27	30	X/O as a set
A8062161	D4122349	Timing Pulley - T30/Z20 S2M/M0.8	1-1	X/X	45	15	
A8062283	D4122347	GEAR:Z20/Z47:M0.8:LEFT:REAR	2-2	X/X	45	16	
A8062285	D4122346	GEAR:Z20/Z47:M0.8:RIGHT:FRONT	1-1	X/X	45	13	
A8062287	D4122348	GEAR:Z20/Z47:M0.8:RIGHT:REAR	1-1	X/X	45	12	
-	G0703088	PULLEY SPACER	0-1	-	45	36	New Index

Change/Reason:

New part (index#36) was added.

It is necessary to replace the above parts together as a set to avoid SC705.

Note:

There is only a small possibility of the above case, so these parts do not have to be applied to the D014/D015 copiers which are already in the field.

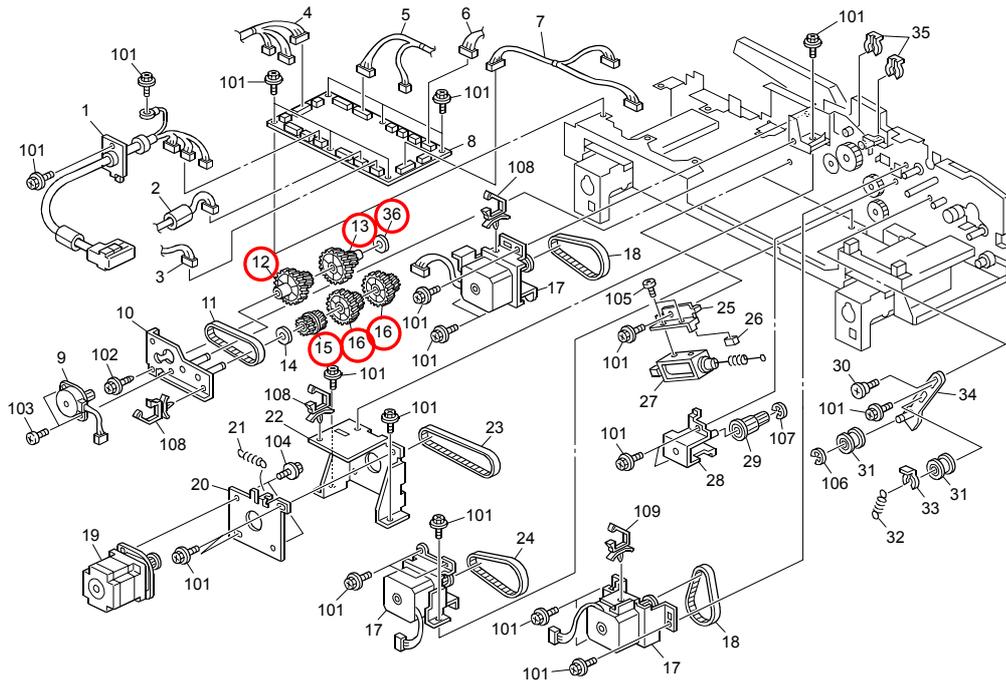


illustration for pg.45

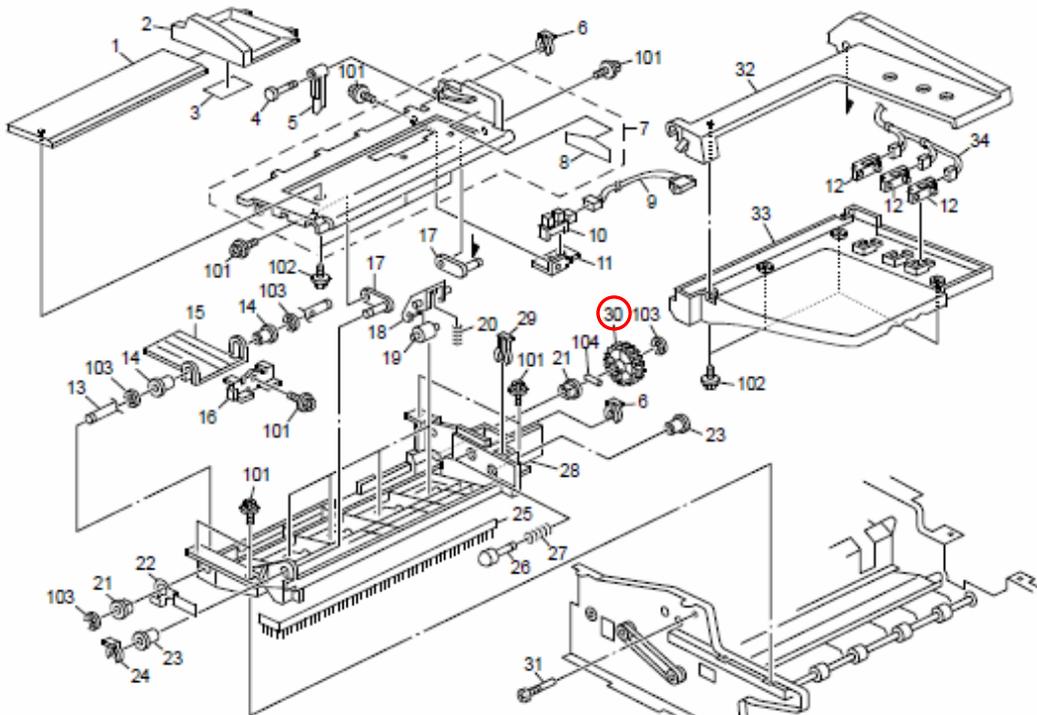


illustration for pg.27

Model: Model V-C2	Date:7-Jul-09	No.: RD014088
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Subject:: Service Manual Revision (LCT4000 Spec)		Prepared by: T.Toriumi	
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"/> Other ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Please correct Section.7 “Specifications” of the D014/D015/D078/D079 Service Manual (pg.817) as follows.

LCT 4000 D350

Expected Service Life	5 Years or 9,000K
Paper Feed System:	FRR-CF
Paper Capacity	2,000 sheets (Paper thickness: 0.11 mm)
Remaining Paper Detection (Accuracy: ±30 sheets)	5-Step including Near-End
Paper Weight	52 to 300 g/m ²
Paper Size	A5 to A3, HLT to 12 x 19.2 in. Postcards (100 mm wide) Custom Size: Length: 139.7 to 482.7 mm Custom Size: Width: 100 mm to 330.2 mm (Small Size: 100 to 139.2 mm)

	Wrong information	Correct information
Custom Size Length:	139.7 to 482.7 mm	139.7 to 487.6 mm
Custom Size Width:	100 to 330.2 mm	100 to 305.0 mm

Model: Model V-C2	Date:10-Jul-09	No.: RD014089
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Subject:: Service Manual Revision (D373 Spec)		Prepared by: T.Toriumi	
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"/> Other ()		

This RTB applies to the following models:

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

D014/D015/D078/D079 Service Manual revision

Add the column shown in **bold** (regarding the capacity of the lower tray) to the following table.

7. Specifications (Optional Peripherals)

Pg. 824

	Paper size	Number of sheets/booklet	Number of booklets/stack (lower tray)
Booklet Staple Capacity	A4 SEF, A3 SEF, B5 SEF, B4 SEF 8.5"x11" SEF, 8.5"x14" SEF, 11"x17" SEF 12"x18" SEF	2-5 sheets	30
		6-10 sheets	15
		11-15 sheets	10

Model: V-C2	Date:17-Jul-09	No.: RD014090
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Subject: Paper Registration		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

28. Paper Registration 1 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0656330	B2476335	Rear Side Plate - Paper Feed	1-1	X/X	75	14	O/O as a set
B0656366	B2476366	Drive Bracket	1-1	X/X	73	31	

Change/Reason:

Vendor change

Note:

Please replace the above parts together as a set.

28.Paper Registration 1 (D014/D015)

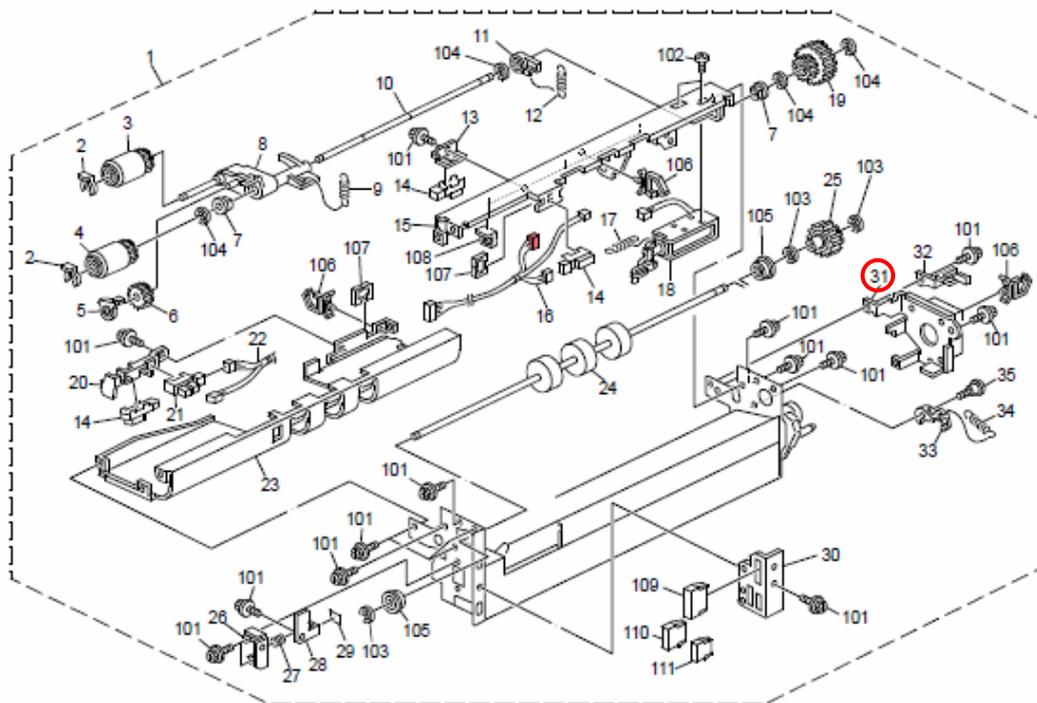


illustration for pg.73

Model: V-C2	Date:17-Jul-09	No.: RD014090
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29.Paper Registration 2 (D014/D015)

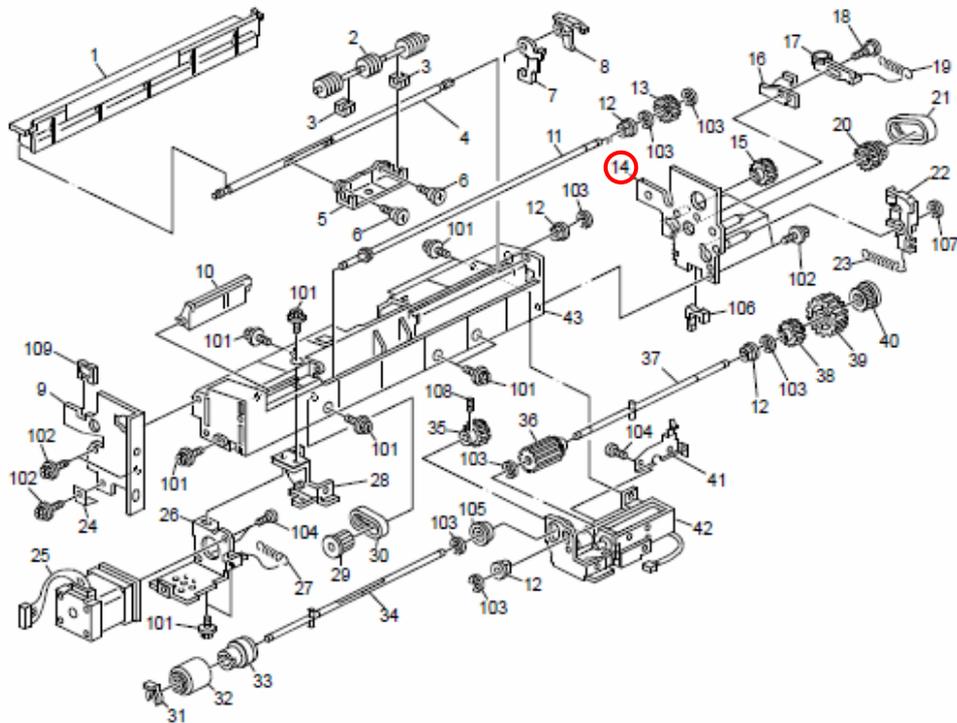


illustration for pg.75

Model: V-C2	Date:24-Aug-09	No.: RD014091
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Subject: Parts Registration (Joint :Universal)		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Note: This RTB is related to the following models.

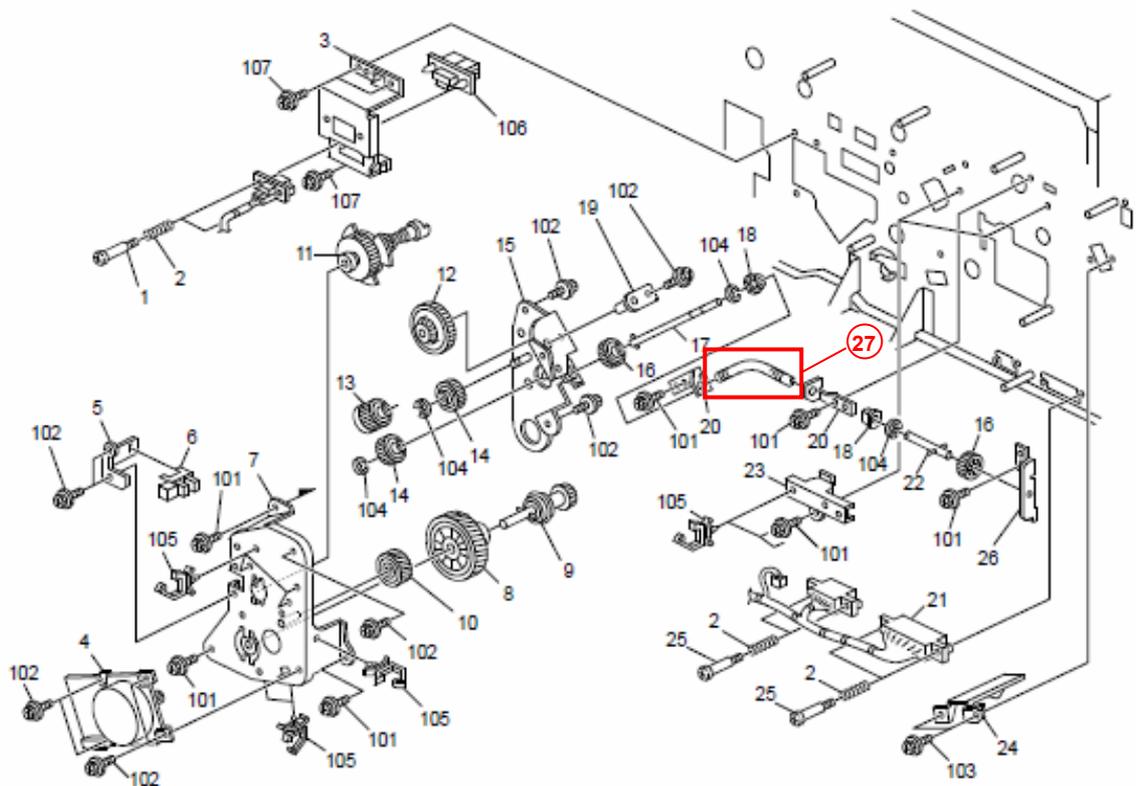
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

70. Drive Section 4 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D0141346	Joint:Universal	0-1	-	157	27	New Index

The part circled below (Index#27) has been registered as a service part.

70. Drive Section 4 (D014/D015)



Model: V-C2		Date: 10-Sep-09	No.: RD014092
Subject: Patch Release for E-7100 V.1.1 (1-13NKZI.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-13NKZI.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

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

Prerequisite(s):

None

Patch Update Procedure

1. Extract D3807651.exe until you get the 1-13NKZI.ps file.
2. Download/Import the patch file "1-13NKZI.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-13NKZI".

Model: V-C2		Date: 10-Sep-09	No.: RD014093
Subject: Patch Release for E-7100 V.1.1 (1-14AS8S.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-14AS8S.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-14AS8S.ps	Printing in duplex mode is much slower than E-7100 v1.0

Prerequisite(s):

None

Patch Update Procedure

1. Extract D3807652.exe until you get the 1-14AS8S.ps file.
2. Download/Import the patch file "1-14AS8S.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-14AS8S".

Model: V-C2		Date: 14-Sep-09	No.: RD014094
Subject: Color Controller E-7100 v1.1: Printing in duplex mode is much slower than E-7100 v1.0		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"/> Other ()	<input checked="" type="checkbox"/> Tier2	

This RTB applies to the following models:

RE	Model V-C2 (D014 / D015) + Color Controller E-7100
RA	Model V-C2 (D014 / D015) + Color Controller E-7100
RAC	Model V-C2 (D014 / D015) + Color Controller E-7100

The following problem was found with Color Controller E-7100 System Software Ver.1.1.
The affected units need to be corrected as described in this bulletin.

Issue:

Duplex printing speed is very slow with E-7100 system ver. 1.1.

Symptom:

Compared with the system 1.0 unit, the printing speed of duplex mode with the system ver.1.1 unit is very slow.

Example: Printing a 48 page document

Ver.1.0: 1min 05sec

Ver.1.1: 1min 58sec

Occurrence Condition:

Duplex mode is selected and printed with system software ver.1.1.
Occurrence Rate = 100%

Reason:

Software bug in system software ver.1.1.

Model: V-C2	Date: 14-Sep-09	No.: RD014094
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Affected units and parts:

- (1) Color Controller E-7100 system ver.1.1 controller units, which were produced and shipped from June 2009 through August 2009. (However, some lots of August 2009 products are already re-worked at the factory. For details, see below.)

	Controller units which have orange dots on the carton box (near the bar-codes) are all affected.
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Model Code	D380-01	D380-02
Affected units S/N (Production Month)	M90954xxxxx (Jun, 09) M90955xxxxx (July, 09) M9095600001- M9095600006 (August, 09) M9095600008- M9095600023 (August, 09) M9095600025- M9095600050 (August, 09)	M90954xxxxx (Jun, 09) M90955xxxxx (July, 09) (There is no August, 09 production)

- (2) E-7100 System Software DVD (Ver.1.1)
- (3) Upgraded E-7100 controller units from system version 1.0 to ver.1.1, by using the system software DVD (ver.1.1)
- (4) System software Ver.1.1. re-installed units (at HDD replacement, solution for software corruptions, etc.)

Countermeasure of this problem:

- A patch file (1-14AS8S.ps) must be installed to fix the problem.
- From September 2009 mass-production controller units (S/N M90957xxxxx or later), the controller will be shipped with the patch file 1-14AS8S.ps pre-installed.

Information of reworked units at the factory:

Some of the August 2009 products are already reworked by the factory before shipment. (Patch file 1-14AS8S.ps is pre-installed)

The reworked units have a green dot on the carton box (near the bar-codes):

	The reworked units have a green dot on the carton box (near the bar-codes).
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Reworked August Production Units (Green Dot)
S/N M9095600007 (D380-01)
S/N M9095600024 (D380-01)
S/N M9095600051 or later (D380-01)

Model: V-C2

Date: 14-Sep-09

No.: RD014094

Corrective action required in the field:

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

At the controller installation, please install the patch 1-14AS8S.ps.

- Affected units in use at the customer site.

Please make a special visit to the customer site and install the patch 1-14AS8S.ps.

Also, when re-install the system software or upgrading a Ver.1.0 system unit to Ver.1.1, make sure to install the patch 1-14AS8S.ps.

Procedure of patch installation:

1. Print out the configuration page and confirm as below:
 - System Software ver.1.1 is installed.
 - In the **Update Info** section, the "1-14AS8S" is not printed.
2. Extract D3807652.exe until you get the 1-14AS8S.ps file.
3. Download/Import the patch file "1-14AS8S.ps" with Command Workstation to the "**Direct**" queue.
4. 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.
5. From either Command Workstation or the E-7100 operation panel, reboot the system.
Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"
6. Wait until the E-7100 has come to idle and print out the configuration page.
Verify the **Update Info** section. It should contain the patch number "1-14AS8S".

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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RTB Reissue

The support matrix of Feature Update CD was corrected.
 “Fiery Option Utility CD” was corrected as “Fiery Options Utility CD”.

Subject: Release of Color Controller E-8100 Ver.1.1 (with system software Ver.1.11)		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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 Pro (D078/D079) + Color Controller E-8100

A new version (Ver.1.1) of the Color Controller E-8100 (with system software Ver.1.11) has been released.

This RTB includes the following information:

- Changed Items from Ver.1.0 to Ver.1.1
- System Software Changes from Ver.1.0 to Ver.1.11
- System / Driver Compatibility
- Release Information for System Software and Printer Driver
- Important note when connecting the E-8100 Ver.1.11 with Model V-C2 (D014 / D015) or Model V-C2 Pro (D078/D079):

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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Changed items from Ver.1.0 to Ver.1.1:

The items for E-8100 will be changed from September 2009 mass production (Cut-in S/N: V32993xxxxx).

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D4506713		DVD2PCS D2PCS/SET: SERVICE:MEDIA: 45079157	1	X/X	2	7	Service Kit Note (1) (2)
	D4506714	DVD(2PC) & CD(2PC)/SET: SERVICE:V1.1: 45086189	1				
D4506730		DVD-ROM: USER_SOFT:45078152	1	X/X	2	8	User Software Note (1)
	D4506731	DVD-ROM: USERSOFT_V1.1:45086188	1				
D4506740		DVD-ROM: SYSTEM_SOFT:45078151	1	X/X	2	9	System Software DVD Note (1)
	D4506742	DVD-ROM: SYSTEM_V1.11: 45088210	1				
D4506715		PACK:SERVER:MEDIA: NA:45078149	1	X/X	2	6	Media Package (NA) Note (1)
	D4506719	PACK:MEDIA_V1.1: NA:45088211	1				
D4506716		PACK:SERVER:MEDIA: EU:45078172	1	X/X	2	6	Media Package (EU) Note (1)
	D4506718	PACK:MEDIA_V1.1: EU:45086185	1				
D4501010		MOTHER BOARD: S5179:45063108	1	X/O	4	3	Motherboard Kit Note (1) (2)
	D4501011	KIT:MOTHER BOARD: S5179:45063108B	1				

Note 1: The actual version number will be as below:

- Controller version printed on the product carton box: **1.1**
- Media Package version: **1.1**
- Service Kit version: **1.1**
- User DVD version: **1.1**
- System DVD version: **1.11**
- System Software version printed on the configuration sheet: **1.11**
- System Software version displayed on the operation panel: **1.11**

Note 2"Feature Update Software CD" which was included in the following parts, will be replaced with "Fiery Options Utility CD".

- Service Kit
- Media Package
- Motherboard Kit

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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Software Changes from Ver.1.0 to Ver.1.11:

- 1) Supports the Ring Binder RB5000.

Note: See RTB #RD014075 for more information.

- 2) Supports the Paper Catalog feature.

Note: To enable the Paper Catalog feature, the system/copy firmware of Model V-C2 must be upgraded to Ver.1.10 (D0145761L) or later. For details, see RTB #RD014007o.

- 3) Specification change from Ver.1.0.

- Specification change to fold one sheet of paper into a booklet.

- 4) The OS of the system software has been updated from Windows XPe SP2 to SP3.

Note: The “Feature Update Software CD”, which was used for motherboard replacement and activation of option kits (such as, FACL kit, Graphic Arts Package, etc.) with E-8100, is not compatible with Windows XPe SP3 (= E-8100 System Software Ver.1.11).

- When the field technician attempts to use the “Feature Update Software CD” on a controller with system Ver.1.1, an error will occur and the motherboard replacement or activation of option kits cannot be completed.
- If the option kits are already installed on E-8100 System Ver.1.0 in the field, there will not be any problem because the option activation information is in BIOS, which will not be rewritten when System Ver.1.1 is installed on the controller.

Therefore, “Fiery Options Utility CD (Ver.1.1), which has almost the same function of “Feature Update Software CD”, will be newly provided from September 2009.

The “Fiery Options Utility CD (Ver.1.1)” is backward compatible and can be used for both Windows XPe SP3 as well as SP2 (=All versions of Color Controller E-8100.)

Support matrix:

	E-8100 System Software Ver.1.0 (Win XP SP2)	E-8100 System Software Ver.1.11 (Win XP SP3)
Feature Update Software CD	Not Supported	Not Supported
Fiery Options Utility CD (Ver.1.1)	Supported	Supported

The “Fiery Options Utility CD (Ver.1.1)” will be included in the Media Package of E-8100 System Ver.1.1 products.

Also Service Kit, Motherboard Kit, and other Fiery Option Kits will be modified to have this “Fiery Options Utility CD” being included instead of “Feature Update Software CD”.

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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Other Notes:

- 1) Patch releases for Ver.1.0 will soon be discontinued.
- 2) Basically, you do not need to upgrade the system software in the field from Ver.1.0 to Ver.1.11.

You only need to upgrade the system in the following types of cases:

- If Ring Binder RB5000 support is needed.
- If Paper Catalog feature support is needed.
- If a system upgrade is needed in order to solve an issue that is occurring at the customer site.
- If a system re-installation is needed (e.g., the HDD needs to be replaced for some reason, or the software is corrupted).

System/Driver Compatibility:

As shown in the support matrix below, the **same version** of System Software and printer driver should be used together as a set.

Support matrix:

	(A) System Software V.1.0	(B) System Software V.1.11
(C) PS Driver Ver.1.0	Supported	Not supported
(D) PS Driver Ver.1.1	Not supported	Supported
(E) PCL Driver Ver.1.0	Supported	Partially supported*
(F) PCL Driver Ver.1.1	Partially supported*	Supported

* "Partially supported": The new features contained in Ver1.1 (Driver) /Ver.1.11 (System) cannot be used.

IMPORTANT:

- If a controller in the field needs to be updated to System Software Ver1.11, make sure to have the customer also upgrade their printer driver to Ver1.1.
- If the customer will keep the System Software at V1.0, request them to keep the printer drivers at Ver1.0 as well.

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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Release information for System Software and printer drivers:

(A) System Software V.1.0	<ul style="list-style-type: none"> • Pre-installed in controller units up through August 2009 mass-production. • Included in the Media Package (NA: #D4506715, EU: #D4506716). Note: This Media Package is bundled with controller units produced up through August 2009. • Available as service parts: #D4506713 Service Kit #D4506740 System Software DVD
(B) System Software V.1.11	<ul style="list-style-type: none"> • Pre-installed in controller units from September 2009 mass-production. • Included in the Media Package (NA: #D4506719, EU: #D4506718). Note: This Media Package is bundled with controller units from September 2009. • Available as service parts: #D4506714 Service Kit #D4506742 System Software DVD
(C) PS Driver Ver.1.0	<ul style="list-style-type: none"> • Included in the User software DVD of Media Package (NA: #D4506715, EU: #D4506716). Note: This Media Package is bundled with controller units produced up through August 2009. • Available as service parts: #D4506730 User Software DVD • Available on the Printer Driver Web Download site.
(D) PS Driver Ver.1.1	<ul style="list-style-type: none"> • Included in the User software DVD of Media Package (NA: #D4506719, EU: #D4506718). Note: This Media Package is bundled with controller units from September 2009. • Available as service parts: #D4506731 User Software DVD • Available on the Printer Driver Web Download site.
(E) PCL Driver Ver.1.0	<ul style="list-style-type: none"> • A PCL printer driver Ver.1.0 CD is bundled with controller units produced up through August 2009. • Available on the Printer Driver Web Download site.
(F) PCL Driver Ver.1.1	<ul style="list-style-type: none"> • A PCL printer driver Ver.1.1 CD is bundled with controller units produced from September 2009. • Available on the Printer Driver Web Download site.

Reissued: 25-Sep-09

Model: V-C2	Date: 17-Sep-09	No.: RD014095a
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Important note when connecting the E-8100 Ver.1.11 with Model V-C2 (D014 / D015) or Model V-C2 Pro (D078/D079):

When connecting E-8100 System Ver.1.11 with Model V-C2 (D014 / D015) or Model V-C2 Pro (D078/D079), make sure that the Model V-C2 or Model V-C2 Pro has the following version of firmware. If not, upgrade the firmware before connecting with E-8100.

System/Copy: Ver.1.10 (D0145761L) or later.

For details, see RTB #RD014007o.

Reissued:21-Dec-09

Model: Model V-C2	Date: 11-Nov-09	No.: RD014096b
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RTB Reissue

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

Subject: Image Density Light		Prepared by: H. Matsui	
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

1. Image density is too light.
2. Toner end alert does not go off after one or more brand-new toner cartridges are installed.

CAUSE

Possible causes:

1. Developer Filling (SP3814) was not successful.
2. Developer Setup (SP3811) or TD sensor initialization (SP3801) was not done or was not done correctly after Developer Filling (SP3814).
3. Developer Setup (SP3811) or TD sensor initialization (SP3801) was done more than once.

SOLUTION

1. First, do the following SP value checks.

Check 1-1. SP3815-001 (Developer Fill Disp Result) displays "1111"?

"1111" should be displayed for all colors, K, M, C, Y reading from left to right.

Result	Comment
1	Success
4	Factory default (Nothing has been done)
7	Developer Filling (SP3814) has been performed more than once for the color, whose developer has already completely been filled the development unit.
9	Failed. No developer inside the development unit, or the amount of developer inside the development unit is insufficient.

Check 1-2. SP3817-001 to 004 (Developer Filling Admission) are all "0"?

"0000" should be displayed for all colors, K, M, C, Y

"0" = Developer filling has completed successfully.

"1" = Developer Filling has not completed successfully yet.

Check 1-3. SP3812-001 (Developer Setup Execute): displays 1111?

"1111" should display for all colors, K, M, C, Y, reading left to right.

Result	Comment
1	Succeeded.
2	Interrupted abnormally

Reissued:21-Dec-09

Model: Model V-C2	Date: 11-Nov-09	No.: RD014096b
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3	Vt lower limit error
4	Default (nothing done yet)
8	Toner supply error
9	Vtcnt error

2. Next, do the following procedures according to the results of SP value checking.

Case 1	If one of Check 1-1, Check 1-2, or Check 1-3 failed, do Procedure 1 .
Case 2	If all of Check 1-1, Check 1-2 and Check 1-3 all succeeded, the toner supply mechanism may be broken. First do Procedure 2 , and then do Procedure 1 .
Case 3	If only Check 1-2 did not succeed (returned "1"), do Procedure 3 as a temporary solution. However, for a permanent solution be sure to do Procedure 1 after performing Procedure 3 . Otherwise, the image density will be abnormal.

Procedure 1

1. Follow the procedure in the service manual to replace the developer for all colors.

NOTE: During the developer replacement, be sure to replace the toner cartridge with a brand-new one, even though some toner still remains in the old toner cartridge when the Case-1 error occurs.

2. After the TD sensor initialization (SP3801-001 to 006) has been completed, check these SP values:
 - SP3812-001 = 1111 (Display Result of Developer Setup Execution)
 - SP3821-001 = 10101010 (Display Result of Process Control)

Procedure 2

1. Replace the toner cartridge causing the problem (density too light or no "Toner End" release) with a new toner cartridge..

NOTE: Once the "Toner End" alert appears for a color, this "Toner End" information is written into the ID chip on the toner cartridge, even though a lot of toner may remain inside the cartridge. This means that machine will detect that the toner cartridge is empty.
2. Do SP2251-001 to 004 "Forced Toner Supply for the color (K, M, C, or Y) for the color whose image density is too light.

NOTE: To avoid damage to the toner supply mechanism, never perform "Forced Toner Supply for K, M, C, or Y more than three times.
3. Check the image density to see if it is darker.
4. Do SP3820-002 (Manual ProCon).
5. Do SP3821-001 (ProCon OK?) to confirm that SP3820-002 succeeded. You should see "10101010" displayed if SP3820-002 executed successfully.

NOTE: If SP3820-002 displays any values other than "10101010" (successful execution), the toner supply mechanism may be broken. Replace the toner supply mechanism.
6. ***If SP3820-002 shows "10101010" (successful execution), perform Procedure 1 for the color causing the problem (light image or failure to release from "Toner End" alert).***

Reissued:21-Dec-09

Model: Model V-C2

Date: 11-Nov-09

No.: RD014096b

Procedure 3**IMPORTANT: For this procedure there must be developer in the development unit.**

1. Replace the toner cartridge causing the problem (density too light or no "Toner End" release) with a new toner cartridge.
NOTE: Once the "Toner End" alert appears for a color, this "Toner End" information is written into the ID chip on the toner cartridge, even though a lot of toner may remain inside the cartridge. This means that machine will detect that the toner cartridge is empty.
2. Do SP3817-005 (Developer Filling Admission: Clear). This SP forces the settings of SP3817-001 to 004 to change from "1" to "0" and forces toner supply from toner cartridges to toner sub hoppers.
3. Do SP2251-001 to 004 (Forced Toner Supply K, M, C, or Y) for the color whose image density is too light.
NOTE: To prevent damaging the toner supply mechanism, never perform "Forced Toner Supply K, M, C, Y" more than three times.
4. Check the image density to see if it is darker.
5. Do SP3820-002 "Manual ProCon".
6. Do SP3821-001 "ProCon OK?" to confirm if SP3820-002 succeeded. You should see "10101010" displayed if SP3820-002 executed successfully.
7. ***If SP3820-002 shows "10101010" (successful execution), perform Procedure 1 for the color causing the problem (light image or failure to release from "Toner End" alert).***

Model: Model V-C2	Date: 21-Dec-09	No.: RD014097
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Subject:: Service Manual Revision(SP 2265-003)		Prepared by: T.Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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 ()		

This RTB applies to the following models:

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

D014/D015/D078/D079 Service Manual revision

Delete SP2265-3 (Voffset_reg), as this SP is not used.
Therefore the SP value of SP2265-3 is always “0”.

5. Service Tables

Pg. 496

226 5	ID Sn Chk Disp	
	Displays the most recent ID sensor Vsg and Voffset readings. Notes:	
	<ul style="list-style-type: none"> Vsg_reg is the reading of the direct sensors in the black and color ID sensors that detect the reflectivity of the bare surface of ITB. If Vsg_reg is less than 3.8V, the ID sensor may be dirty, damaged, or disconnected if Voffset_reg is less than 0.15, the ID sensor should be replaced. (The ID sensors are replaced as a unit.) 	
1	Vsg_reg	
3	Voffset_reg	

Reissued:17-Mar-10

Model: V-C2	Date: 15-Feb-10	No.: RD014098a
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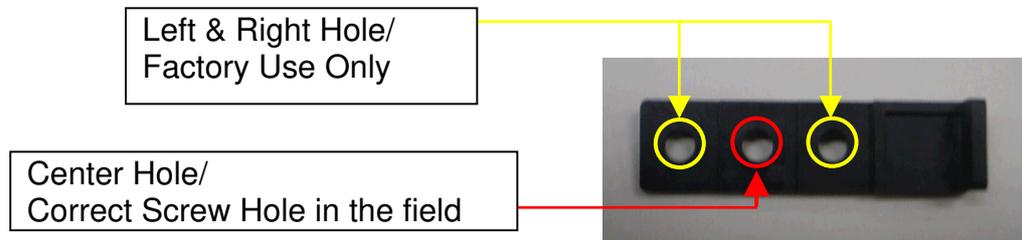
RTB Reissue

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

Subject:: SPACER:HOUSING:THERMOSTAT:FRONT	Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st PQM Dept		
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

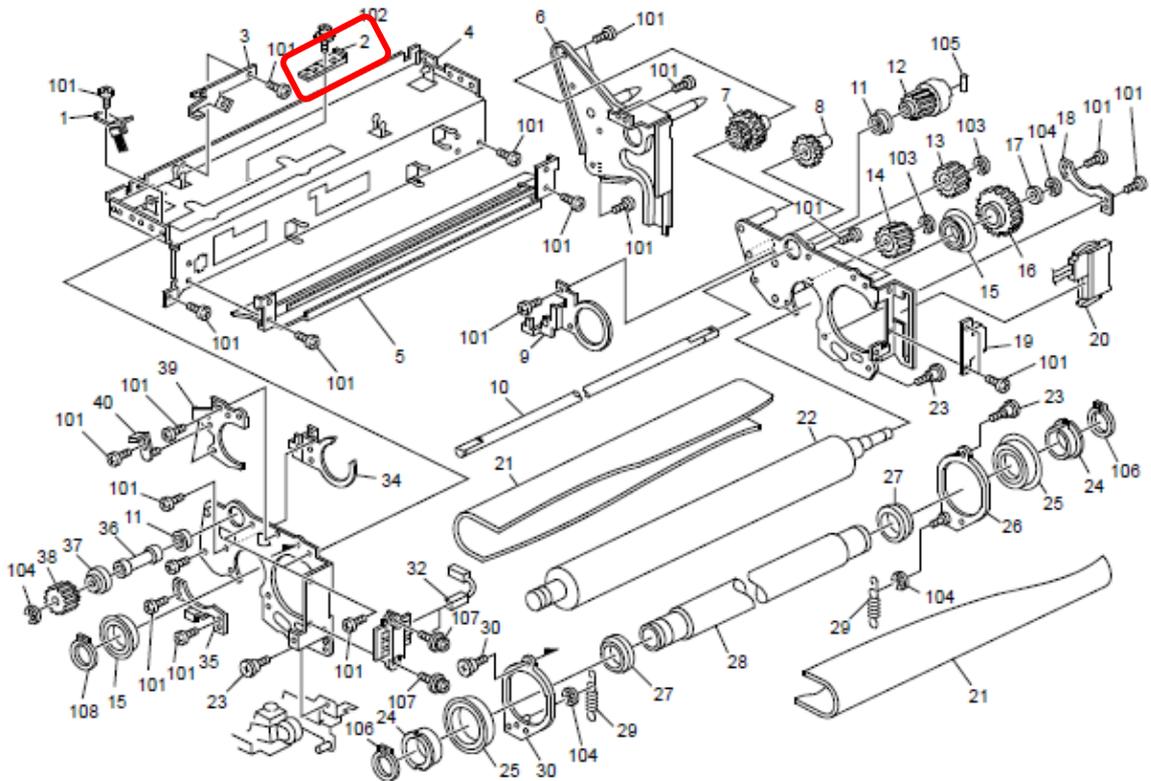
Note:

The attachment position for **SPACER:HOUSING:THERMOSTAT:FRONT (Pg.123, Index#2)** is decided, so **be sure to attach this part in the correct position** any time in the field.



V-C2 Parts Catalog

53.Fusing Unit 5 (D014/D015)



Reissued:17-Mar-10

Model: V-C2

Date: 15-Feb-10

No.: RD014098a

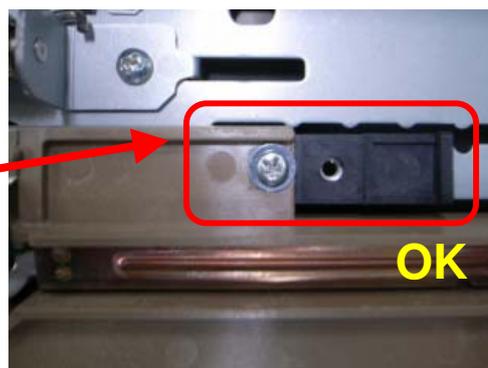
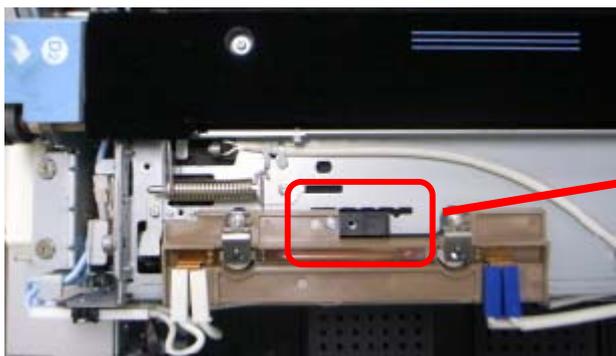
Reason:

This part adjusts the height between Fusing Belt and Thermostat.

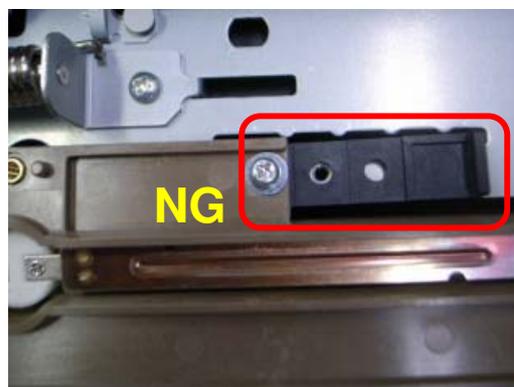
If this part is attached in an incorrect position, the thermostat might **NOT** function correctly.

Correct Attachment Position

A screw is installed in the center position.

**Incorrect Attachment Position**

A screw is installed in either the left or right position.



Model: V-C2		Date: 23-Feb-10	No.: RD014099
Subject: LCD panel does not indicate		Prepared by: Takeshi Toriumi	
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: January 2010 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	2.03	D0145453E	January 2010 production
EU Models	2.03	D0145454E	January 2010 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 December 2009 production

Model: Model V-C2	Date: 25-Feb-10	No.: RD014100
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Subject: Fiery Decal Design Change		Prepared by: C.Tsuji	
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"/> Other ()		

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index
G8151053	D4501053	DECAL:FIERY:ENG	1-1	O/O	2	34

Reason:

The old part will soon be discontinued and out of stock.
It is possible to use the new design decal with E-7100.

New Design



Model: V-C2		Date: 08-Mar-10	No.: RD014101
Subject: Custom-built engine firmware against the toner scattering inside the machine		Prepared by: H. Matsui	
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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

SYMPTOM:

Toner is scattering inside the machine especially in low temperature and low humidity environments.

NOTE: Current temperature (degrees centigrade) and humidity around the machine can be checked by SP2302-001 and SP2302-002.

CAUSE:

Development ability of toner decreases when the machine is used under low temperature (around 68 degrees F / 20 degrees centigrade) and low humidity (around 10%). Under this condition, the machine tries to keep the ID (image density) on the printed image on paper constant with the following two functions as a set.

Function #1: Changing the pointer table number for drum potential control higher.

Function #2: Increasing the toner amount inside the developer by providing much toner to the development unit.

Currently, the pointer table has an upper limit (Pointer table Number 26). Therefore, Function #1 may not be effective under low temperature and low humidity conditions. Therefore, the machine tries to perform Function #2 mainly. By this function, the ID (image density) on the printed image is kept constant, but the toner may scatter inside the machine as a side effect.

ACTION:

Upgrade the engine firmware to the following custom-built version.

Engine D0145402K_LR0428.fwu Ver.1.51b:01

NOTE: This custom-build engine firmware increases the upper limit of the pointer table from Number 26 to Number 30 in Function #1. By this change, the effectiveness of Function #1 increases to keep the ID on printed images constant. This leads to reducing the Function #2.

Model: V-C2

Date: 08-Mar-10

No.: RD014101

IMPORTANT

Never apply this custom-built engine firmware to a machine that does not have toner scattering inside the machine. If you apply it to a machine without toner scattering, the following side effects will appear.

- Low ID (image density) on printed image on paper.
- Firefly symptom on halftone area.

FIRMWARE UPDATE REQUIREMENTS

This custom-built engine firmware also has a combination with other firmware mentioned in RTB#RD014076c. Please refer also to RTB#RD014076c for more detail.



Model: V-C2		Date: 08-Mar-10	No.: RD014102
Subject: Toner scattering inside the machine		Prepared by: H. Matsui	
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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

SYMPTOM:

Toner is scattering inside the machine especially in low temperature and low humidity environments.

CAUSE:

Ability of toner for development decreases when the machine is used in low temperature (around 68 degrees F / 20 degrees centigrade) and low humidity (around 10%). Under this condition, the machine tries to increase the toner amount inside the developer by providing a lot of toner to the development unit. By this function, the image density on the printed image is kept constant, but the toner may scatter inside the machine as its side effect.

NOTE: Current temperature (degrees centigrade) and humidity around the machine can be checked by SP2302-001 and SP2302-002.

ACTION:

1. Change the environment around the machine to normal temperature and normal humidity.
2. If the environment cannot be changed, try to reduce the following SP settings.

- SP3531 (ProCon Target)
 - 001(Max Tnr Amt: K) for Black (Default: 0.43)
 - 002(Max Tnr Amt: M) for Magenta (Default: 0.45)
 - 003(Max Tnr Amt: C) for Cyan (Default: 0.45)
 - 004(Max Tnr Amt: Y) for Yellow (Default: 0.45)

IMPORTANT

The side effect of reducing these SP settings is low image density on printed image on paper. **Never reduce these SP settings below 0.39.**



Reissued:16-Sept-10

Model: V-C2	Date: 08-Mar-10	No.: RD014103a
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RTB Reissue

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

Subject: Outline of Developer Installation		Prepared by: Takeshi Toriumi	
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

Note: This RTB is related to the following models.

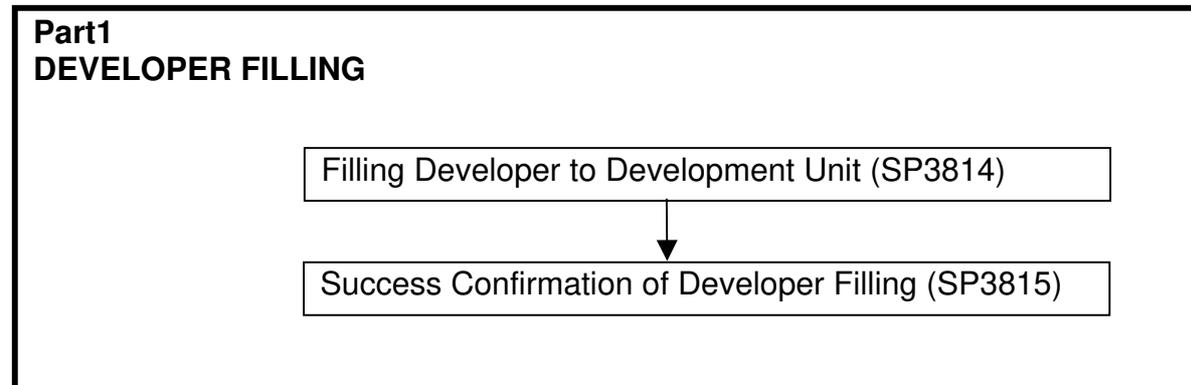
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Following flow chart shows the Outline of Developer Installation.

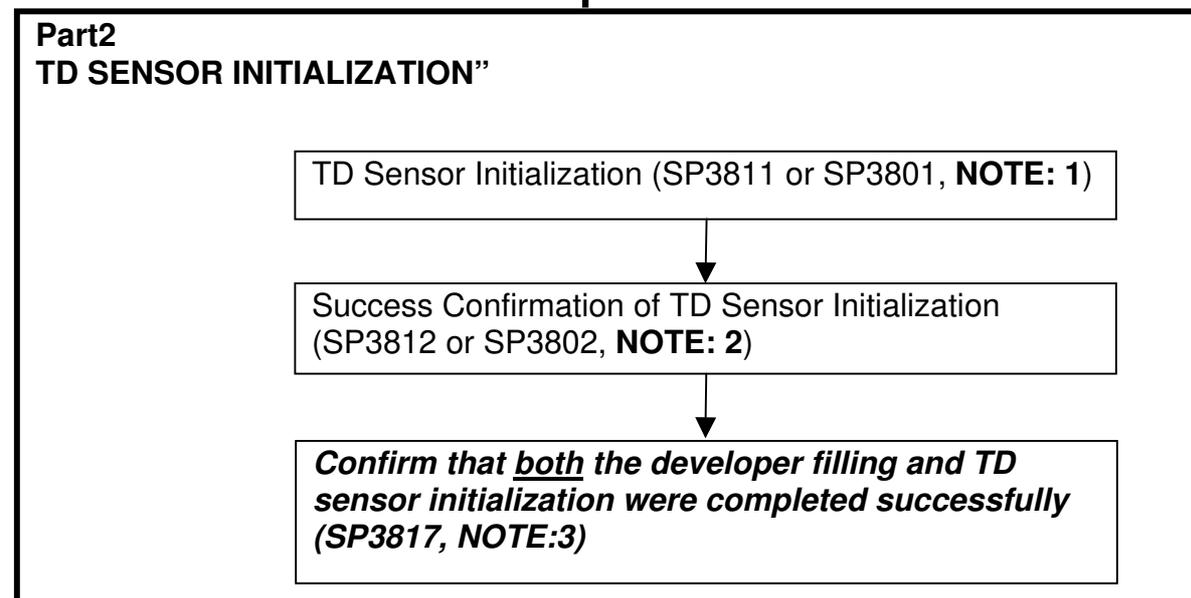
Developer installation will be completed after performing both these 2 parts as a set.

Part1: “DEVELOPER FILLING” + “Part2: “TD SENSOR INITIALIZATION”

If one of them is missing, developer installation has not been completed yet and it will lead to abnormal image density or toner scattering inside the machine.



+



Reissued:16-Sept-10

Model: V-C2

Date: 08-Mar-10

No.: RD014103a

NOTE: 1

There are two types of SP modes, which perform the TD Sensor Initialization.

SP3811 (Dev Setup Execute):

Use SP3811 only when you install a brand new machine, or after replacing the PCU with a brand new one. SP3811 does a number of things, including initialization of the TD sensor. SP 3811 also sends toner to the sub hopper of the PCU, covers the drum with a layer of toner (to prevent the cleaning blades from flipping, or damaging the drums), and does process control.

SP3801 (Init TD Sensor):

Use SP3801 when you replace only the developer. SP 3801 initializes the TD sensor for the new developer.

IMPORTANT

Never do SP3801 (Init TD Sensor) after doing SP3811. If the TD sensor is initialized twice, this will cause a fatal error in toner supply control.

After using SP 3801 or 3811, do not use them again until the next time you replace the developer. Otherwise, you will cause toner scattering inside the machine. To cure this, you must replace the developer.

NOTE: 2

SP number for Success Confirmation differs according to the SP, which performed the TD Sensor Initialization.

SP3812 (Dev Setup Execute):

This SP is to check if SP3811 was performed successfully or not. The machine displays "1" to confirm that SP3811 was executed correctly. The "1111" display indicates the returned value for each PCU: K, M, C, and Y.

IMPORTANT:

SP3812 does **NOT** show the results of SP3801.

SP3802 (TD Sn Init OK?):

This SP is to check if SP3801 was performed successfully or not. The machine displays "1" to confirm that SP3801 was executed correctly. The "1111" display indicates the returned value for each PCU: K, M, C, and Y.

IMPORTANT:

SP3802 does **NOT** show the results of SP3811.

Reissued:16-Sept-10

Model: V-C2	Date: 08-Mar-10	No.: RD014103a
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NOTE: 3

Use SP3817 to check whether BOTH developer filling and TD sensor initialization were completed successfully.

SP3817-001 to 004 (Developer Filling: Admission):

Value:	Meaning:
"0"	Both SP3814 and SP3811 (or SP3801) were completed successfully
"1"	SP3814, SP3811, or SP3801 was not completed successfully

For any toner color that shows a value of "1", the machine stops supplying toner from the toner cartridge to the sub-hopper. As a result, "Toner is empty" or "Toner is almost empty" is displayed, even if there is still a lot of toner left inside the cartridge.

The aim of this RTB is to show the outline of Developer Installation. This outline will help you to recognize "Where you are now." and "What you are doing now" during the many steps concerning Developer Installation. However, please refer to the field service manual carefully for the details about the whole procedure.

Model: V-C2		Date: 08-Mar-10	No.: RD014104
Subject: Abnormal Image Density and SC4XX		Prepared by: H. Matsui	
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

Note: This RTB is related to the following models.

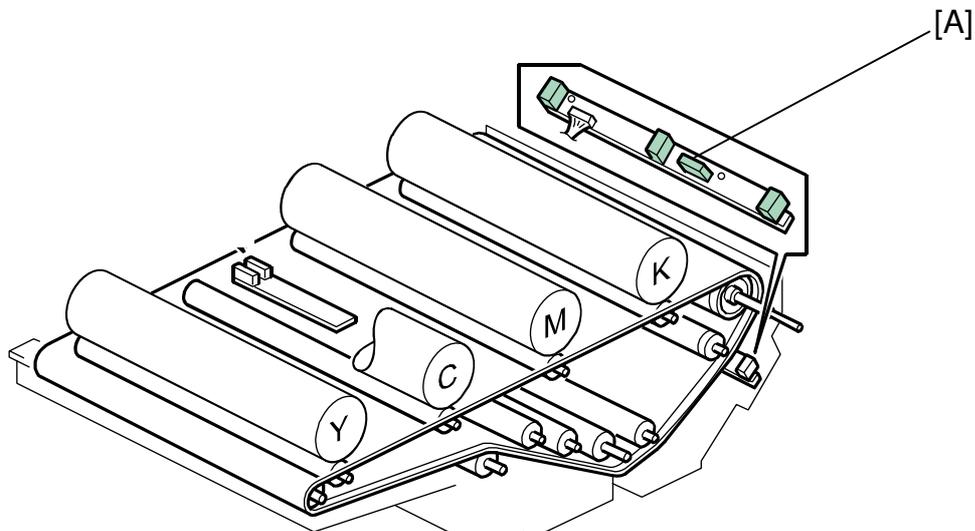
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

SYMPTOM:

- Image Density is too light.
- Toner is scattering inside the machine.
- SC4XX is/are registered in SC history (SP7403)

CAUSE:

ID sensor [A] is dirty with toner.



ACTION:

Clean the ID sensor with **ALCOHOL**. (Do **NOT** clean with dry cloth!)

IMPORTANT

Never use a dry cloth to clean the ID sensor. Wiping the ID sensor with a dry cloth builds up static electricity on the surface of ID sensor. Static electricity attracts toner to the surface of the ID sensor. It makes the ID sensor dirty and it leads to the same symptom again.

Reissued: 19-Mar-10

Model: V-C1 / V-C2	Date: 11-Jan-06	No.: RB132022d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: ADF		Prepared by: T. Toriumi	
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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<i>1.33:14</i>	<i>B6525620M</i>	<i>May 2010 production</i>
1.32:13	B6525620L	September 2009 production
1.31:12	B6525620K	April 2009 production
1.30:11	B6525620J	November 2007 production
1.19:05	B6525620G	February 2006 Production
1.18	B6525620F	August 2005 Production
1.17	B6525620E	April 2005 Production

Version	Modified Points or Symptom Corrected
<i>1.33:14</i>	<i>Symptom Corrected: Countermeasure against SC687.</i>
1.32:13	1. SC990 occurs when feeding punched originals through the ADF on the D014/D015 and D078/D079 copiers. 2. A paper jam occurs on the following mainframes when feeding the following originals through the ADF: <ul style="list-style-type: none"> - Punched originals: B132/B181/B200, D014/D015, D078/D079. - Punched originals + duplex job + reduction/enlargement: B132/B181/B200, D014/D015, D078/D079. - Mixed sizes of punched originals: B132/B181/B200, D014/D015, D078/D079.
1.31:12	Symptom Corrected: Reliability has been increased for image misalignment caused by registration.
1.30:11	Other changes: <ol style="list-style-type: none"> 1. Supports the D014/D015 copier. 2. Paper feed control was modified so as to further minimize original feed jams.
1.19:05	Reliability has been increased for the original feeding jam when selecting duplex and enlarge copy mode.
1.18	Reliability has been increased for the original feeding jam when selecting reduce copy mode.
1.17	1st Mass production

Reissued:26-Jul-12

Model: V-C2	Date: 06-Apr-10	No.: RD014105a
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RTB Reissue

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

Subject: P to P(Fuse Information)		Prepared by: Takeshi Toriumi		
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 (P to P)	<input type="checkbox"/> Tier 2	

P-to-P Revision



Fuse List: C2aNA				
FU101	15A-250V	Removable	CN401,402,403,406,400,470	CN400,407:Not Used
FU102	15A-250V	Removable	CN401,405	Fusing Lamp
FU103	2A-250V	Non-removable	CN402-1,2,3, CN403-1,2,3	Upper/Lower Tray Heater, Anti-Condensation Heater-Transfer
FU130	15A-250V	Removable	CN406-1	AC_L

Fuse List: C2bNA, C2aEU, C2bEU				
FU101	10A-250V	Removable	CN400,401,402,403,406,407	CN400,407:Not Used
FU102	10A-250V	Removable	CN404,405	Fusing Lamp
FU103	2A-250V	Non-removable	CN402-1,2,3, CN403-1,2,3	Upper/Lower Tray Heater, Anti-Condensation Heater-Transfer
FU130	8A-250V	Removable	CN406-1	AC_L



Fuse List: C2aNA, C2bNA, C2aEU, C2bEU				
FU111	6.3A-250V	Non-removable	CN409-1,2, CN412-4, CN413-6, CN414-2	VBCU,SIOB,DRB:VC C(5V)
FU112	6.3A-250V	Non-removable	CN411-1,2,3	IPU:VCC(5V)
FU120	6.3A-250V	Non-removable	CN410-1	IPU:VCCE(5VE)
FU121	6.3A-250V	Non-removable	CN410-2	IPU:VCCE(5VE)
FU122	6.3A-250V	Non-removable	CN410-3	IPU:VCCE(5VE)
FU123	6.3A-250V	Non-removable	CN410-4	IPU:VCCE(5VE)
F101*	5A-250V	Removable	-	-
F002*	8A-250V	Removable	-	-
F003*	8A-250V	Removable	-	-
F301*	3.15A-250V	Removable	-	-

Reissued:26-Jul-12

Model: V-C2		Date: 06-Apr-10	No.: RD014105a
F501*	2A-250V	Removable	-
F701*	5A-250V	Removable	-

****IMPORTANT: Replace the PSU if any of the following fuses blows out: F101, F002, F003, F301, F501, F701. This is because these fuses only blow out when the PSU is defective. They are designed to protect the PSU, and are not connected to any other PCB, IPU, or connector.***

Note: The third column means the fuse types.

<i>Removable</i>	<i>Glass tube fuse</i>
<i>Non-removable</i>	<i>Soldered fuse</i>

Model: V-C2	Date: 18-May-10	No.: RD014106
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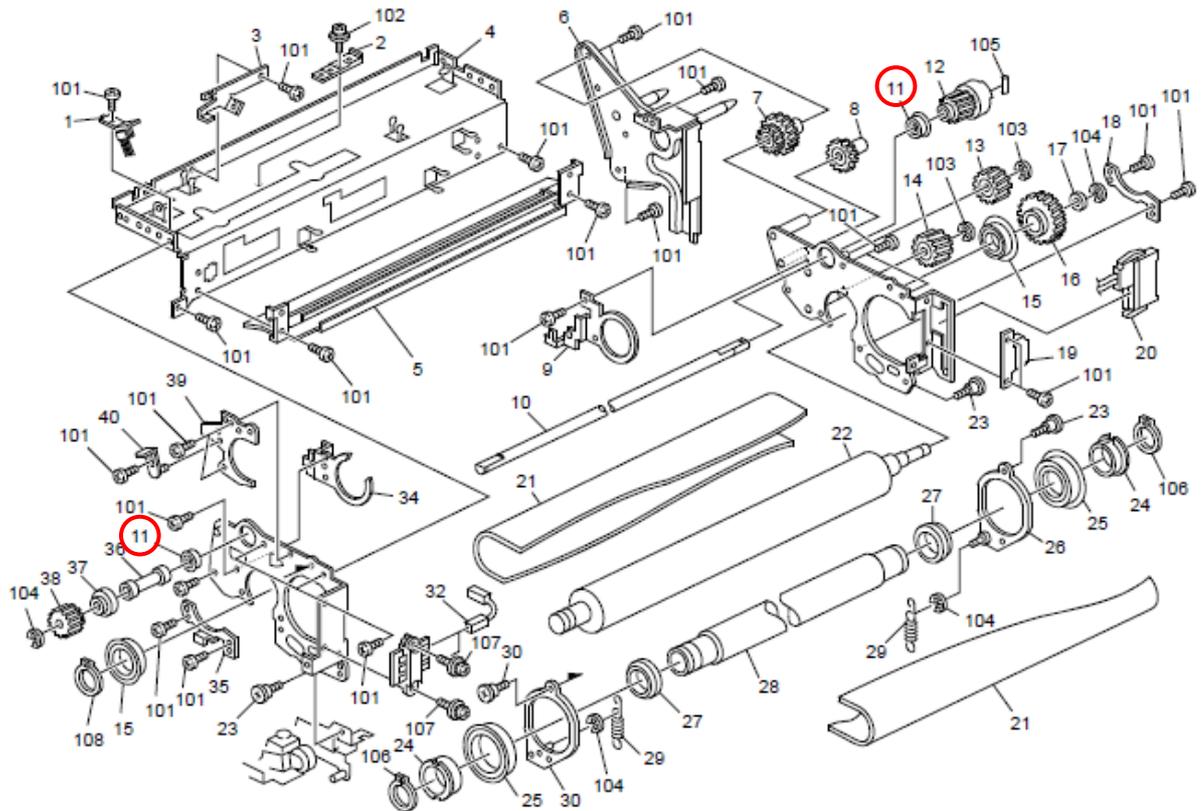
Subject: Parts Catalog Correction (Fusing Unit)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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"/> Other ()		

53. Fusing Unit 5 (D014/D015)

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
AE010056	AE030056	BALL BEARING - 8X16X5	2	-	123	11	-

Change/Reason: The part number and description in the Parts Catalog were incorrect.

53.Fusing Unit 5 (D014/D015)



Model: Model V-C2	Date: 24-May-10	No.: RD014107
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Subject:: Parts Registration (Toner Supply Unit)		Prepared by: T.Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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"/> Other ()		

Note: This RTB is related to the following models.

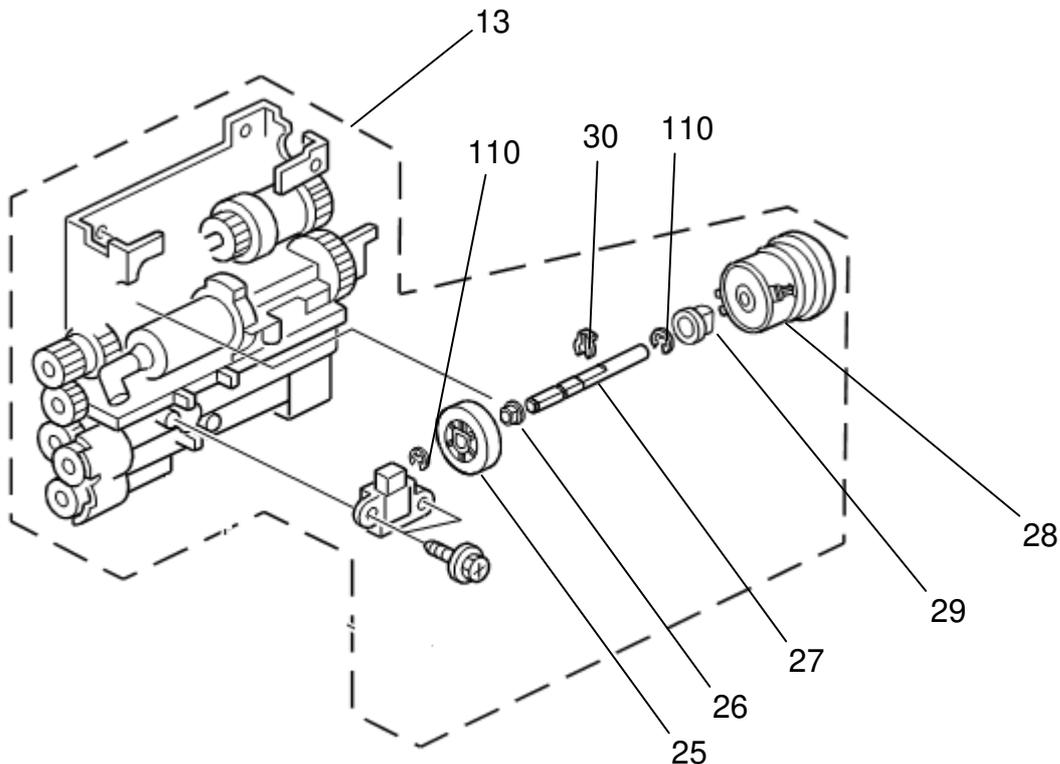
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

32. Toner Supply 2 (D014/D015)

New part number	Description	Q'ty	Page	Index	Note
B1323349	GEAR:DRIVE:TONER SUPPLY UNIT	4	81	25	New Index
AA082101	BUSHING - 6X10X6	4	81	26	New Index
D0143366	SHAFT:MAGNETIC CLUTCH: DRIVE:TRANSPORT SCREW	4	81	27	New Index
G1783186	MAGNETIC CLUTCH: TONER SUPPLY UNIT:ASS'Y	4	81	28	New Index
AA082140	BUSHING:DRIVE:SUPPLY:MM6	4	81	29	New Index
54472681	SNAP RING	4	81	30	New Index
07200040E	RETAINING RING-M4	8	81	110	New Index

Change: The parts in the table were added.

Reason: To meet requests from the field.



Model: V-C2	Date: 25-May-10	No.: RD014108
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Subject:: Troubleshooting (Image missing problem)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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"/> Other ()		

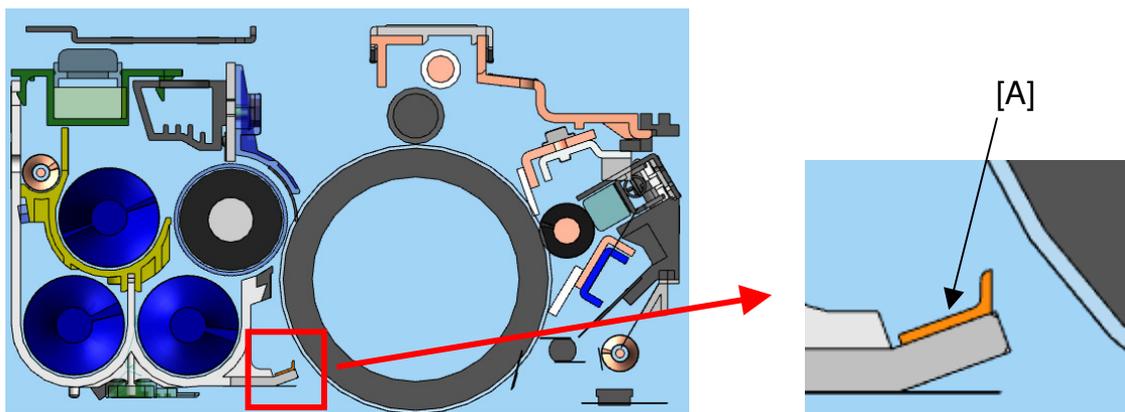
SYMPTOM

The image is missing in the area shown below (K, Y, C, and M).



CAUSE

The toner catchpan [A] is not attached to the development unit (P/N: D0143005) in the correct position. This causes the catchpan to touch the OPC drum and remove toner from the surface in this area.



ACTION

If the symptom is reported, replace the development unit and developer (for the color in question).

Note: The toner catchpan cannot be replaced in the field, because it is attached at the factory using special high-precision tools.

Model: Model V-C2	Date: 16-Jun-10	No.: RD014109
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Subject:: Parts Catalog Correction (PCU: Entrance Seal)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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"/> Other ()		

Note: This RTB applies to the following models.

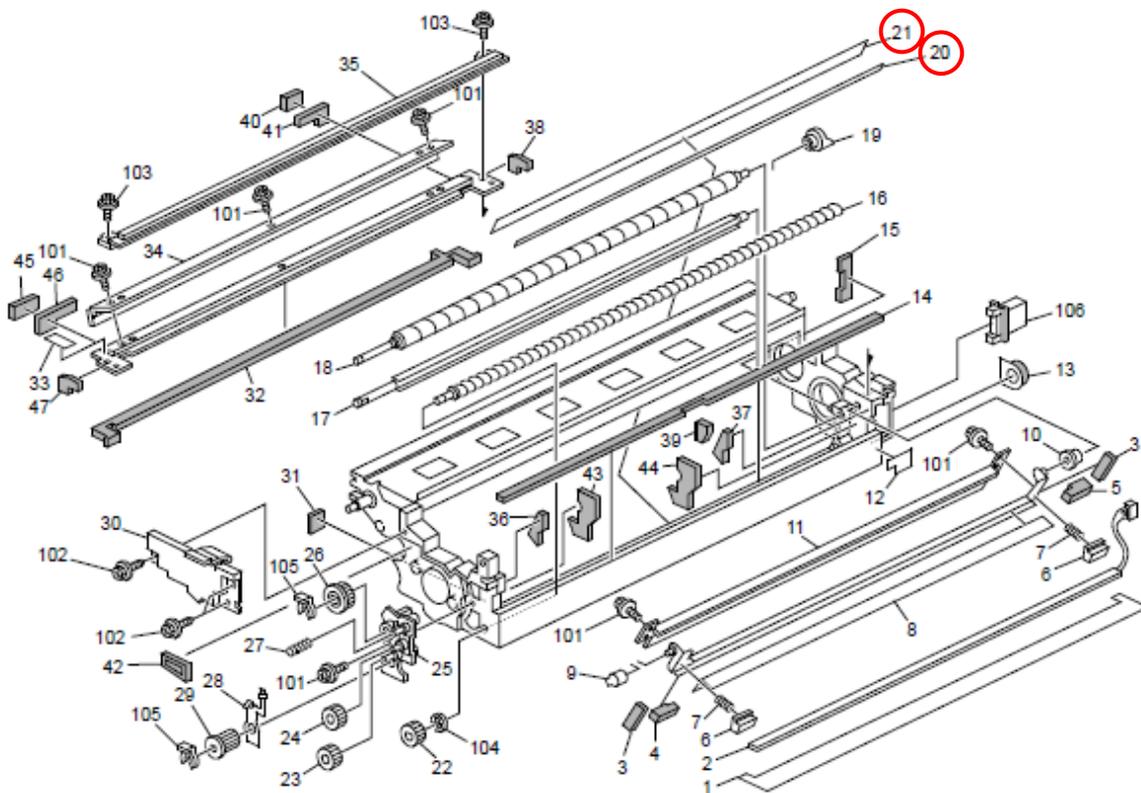
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

36. PCU 3 (D014/D015)

Old part number	New part number	Description	Q'ty	Page	Index	Note
D0142267	-	Tape: Entrance Seal	4	89	20	-
D0142266	-	Entrance Seal	4	89	21	-

Change: The parts in the table were deleted.

Reason: These parts cannot be replaced in the field, since they are attached to the machine frame at the factory using precision tools.



Model: V-C2/C2pro		Date: 22-Jul-10	No.: RD014110
Subject: MAC Address Change Notification		Prepared by: Takeshi Toriumi	
From: 2nd Overseas Tech Support Sec. 2nd 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 the V-C2 was changed as follows:

Old Part Number	New Part Number	Description	I/C
D0145738	D0145748	PCB:CONTROL BOARD:EX1:V-C2:SUB-ASS'Y	O/O

Cut-in S/N:

Model code	Serial No.
D078-17	V6600300001 ~
D079-17	V6700400001 ~

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.

RC Gate S

The device is detected as another vendor's product.

Model: V-C2/C2pro	Date: 22-Jul-10	No.: RD014110
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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/Copy Firmware version Ver.1.11 D0145761M 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 P/N **D0145713**, 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.

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

Reissued: 3-Aug-10

Model: V-C2	Date: 30-Jul-10	No.: RD014111a
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RTB Reissue

The RTB number has been corrected.
 (Incorrect: RG178107 / corrected to: RD014111a)

Subject: Change of PSU / DVD drive and cable with Color Controller E-8100		Prepared by: C.Tsuji	
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"/> Other ()	<input type="checkbox"/> Tier2	

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015) + Color Controller E-8100
RA	Model V-C2 (D014 / D015) + Color Controller E-8100
RAC	Model V-C2 Pro (D078/D079) + Color Controller E-8100

Changes:

- The PSU / DVD Drive / DVD cable has been changed.
- With the PSU, the hard power switch has been added.
- With the DVD drive and cable, the type has been changed from IDE to SATA.

Reason:

- PSU: Per various OEM requests, EFI has added a hard power switch to the PSU.
- DVD drive and cable: IDE type DVD drive and cable are discontinued at the vender.

Important: If you replace the DVD drive and/or the DVD cable, make sure to replace them with the new parts shown below **as a set**.

Old part number	New part number	Description	Q'ty	Int	Page	Index
D4501050	D4501051	POWER SUPPLY UNIT:400W:PRO:45053209	1	O/O	4	1
		POWER SUPPLY UNIT:350W:PRO:45089368				
D4501070	D4501071	DRIVE:DVD_MULTI:45064541	1	X/X As a set	4	12
		DRIVE:DVD_SATA:45086559				
D4501110	D4501111	CABLE:DVD:IDE:45064536	1		4	11
		CABLE:DVD:SATA:45090877				

Note:

Because the description includes an 8-digit EFI part number, the description of these 3 parts has also been changed.

Cut-in: From January 2010 Mass-production at EFI

Reissued: 3-Aug-10

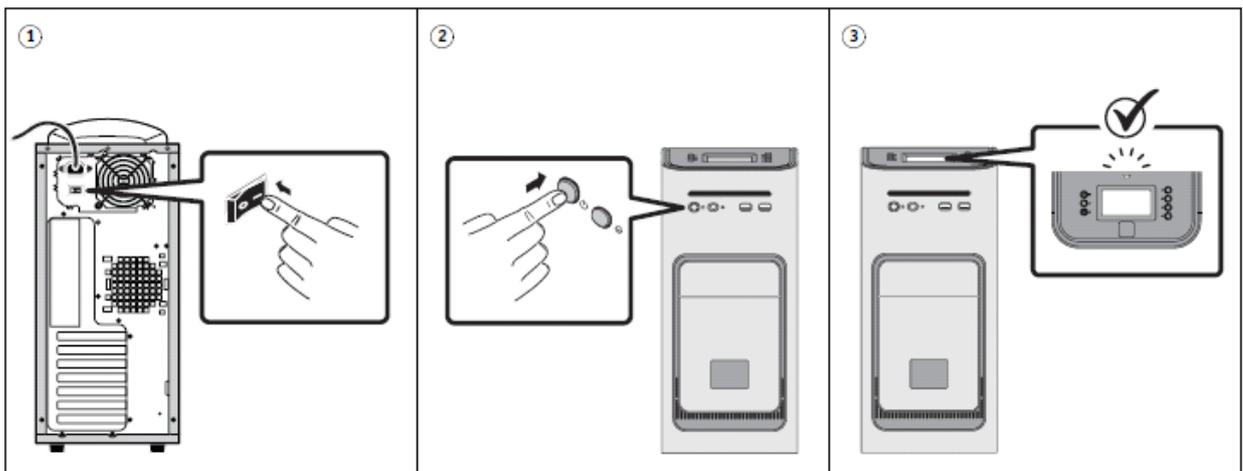
Model: V-C2

Date: 30-Jul-10

No.: RD014111a

Additional information:PSU change:

For the products that have a new PSU, the following document with illustration is included in the accessory tray.

Powering on the Print Server

Model: V-C2		Date: 30-Jul-10	No.: RD014112
Subject: Media Package: Multi-language version of Start Guide and Release notes for Color Controller E-7100 System Ver.1.1		Prepared by: C.Tsuji	
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"/> Other ()	<input type="checkbox"/> Tier2	

This RTB applies to the following models:

RE	Model V-C2 (D014 / D015) + Color Controller E-7100
RA	Model V-C2 (D014 / D015) + Color Controller E-7100
RAC	Model V-C2 (D014 / D015) + Color Controller E-7100

Change:

The old Media Package for system ver.1.1 included only Start Guide and Release Notes in English. The new Media Package includes the multi-language (English / French / Italian / German / Spanish / Dutch) version of Start Guide and Release Notes.

Reason: Due to limited time for translation, the 1st lot of the Media Package had only E-7100 Ver.1.1 had only English version included.

Note: The operation manuals remain the same. (Multi-language version are included from the 1st lot.)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D3806711	D3806712	PACK:VC2: MEDIA_PACK(EFIGSD) V.1.1	1	X/O	2	13	See Below

Model: V-C2	Date: 24-Aug-10	No.: RD014113
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Subject: SP5803 Input Check		Prepared by: Takeshi Toriumi	
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"/> Other ()		

Service Manual Revision

The Input Check information shown below was newly added to the Service Manual.
 “5. Service Tables (Pg.586)”

5803	Input Check	Bit		
	Use these SPs to do the input check for the electrical components of the main machine.			
-001	Paper Feed 1	7	Front Side Fence Open Sensor	0: Off 1:On
		6	Rear Side Fence Open Sensor	0: Off 1:On
		5	Front Side Fence Close Sensor	0: Off 1:On
		4	Rear Side Fence Close Sensor	0: Off 1:On
		3	Tandem Tray Near End Sensor	See Table Below ("Tandem Tray Paper Height Sensors")
		2	Tandem Tray Paper Height Sensor1	
		1	Tandem Tray Paper Height Sensor2	
		0	Tandem Tray Paper Height Sensor3	

Tandem Tray Paper Height Sensors

The percentage below shows remaining amount of paper.

	100%		50%		30%		10%	
Near End	0	0	0	0	0	0	1	1
Paper Height1	0	0	0	0	1	1	1	0
Paper Height2	0	0	1	1	1	0	0	0
Paper Height3	0	1	1	0	0	0	0	0

-002	Paper Feed 2	7	Tandem Tray Left Paper Detection	0:Not Set 1:Set
		6	Tandem Tray Right Paper Detection	0:Not Set 1:Set
		5	Tandem Transport Fence HP Sensor	0: Off 1:On
		4	Tandem Transport Fence Push Sensor	0: Off 1:On
		3	Tandem Tray Right Bottom Plate Sensor	0: Off 1:On
		2	Tandem Tray Left Paper End Sensor	0:Not Detected 1:Detected
		1	Not Used	-
		0	Tray Type Detection	Always "0"

-003	Paper Feed 3	7	2nd Tray Paper Size Detection 1	See Table Below ("Paper Size Table")
		6	2nd Tray Paper Size Detection 2	
		5	2nd Tray Paper Size Detection 3	
		4	2nd Tray Paper Size Detection 4	
		3	2nd Tray Paper Size Detection 5	
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

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-004	Paper Feed 4	7	3rd Tray Paper Size Detection 1	See Table Below ("Paper Size Table")
		6	3rd Tray Paper Size Detection 2	
		5	3rd Tray Paper Size Detection 3	
		4	3rd Tray Paper Size Detection 4	
		3	3rd Tray Paper Size Detection 5	
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

Paper Size Table

Paper Size	Bit 7	Bit 6	Bit 5	Bit 4	Bit 3
12"x18"	1	1	1	1	1
A3	1	1	0	0	1
B4	1	0	0	1	1
A4SEF	0	1	0	0	1
A4LEF	1	1	0	0	0
B5SEF	1	0	1	0	1
B5LEF	0	0	0	1	1
A5SEF	1	1	1	0	1
A5LEF	0	1	1	0	1
11"x17"	1	1	1	0	0
8.5"x14"	1	0	1	1	0
LTSEF	1	1	0	1	0
LTLEF	0	1	1	0	0
HLTSEF	0	1	1	1	0
HLTLEF	1	1	1	1	0
8.5"x13"	1	1	0	1	1
8.25"x13"	0	1	0	1	1
8"x13"	0	1	1	1	1
7.25"x10.5"SEF	1	0	1	0	0
7.25"x10.5"LEF	0	0	1	1	1
8KSEF	0	0	1	1	0
16KSEF	1	0	0	1	0
16KLEF	1	0	1	1	1

-005	Paper Feed 5	7	Not Used	-
		6	Not Used	-
		5	2nd Tray Paper Detection	See table below ("Paper Height, Near End")
		4	3rd Tray Paper Detection	
		3	Not Used	-
		2	Not Used	-
		1	2nd Tray Paper Near End Detection	See table below ("Paper Height, Near End Table")
		0	3rd Tray Paper Near End Detection	

Paper Height, Near End Table

	100%	50%	30%	10%
Paper Height	0	1	1	0
Near End	0	0	1	1

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-006	Paper Feed 6	7	1st Tray Upper Limit Sensor	0:Upper Limit 1:Not Upper Limit
		6	Not Used	-
		5	2nd Tray Upper Limit Sensor	0:Upper Limit 1:Not Upper Limit
		4	3rd Tray Upper Limit Sensor	0:Upper Limit 1:Not Upper Limit
		3	1st Tray Paper End Detection	0:Not Detected 1:Detected
		2	Not Used	-
		1	2nd Tray Paper End Detection	0:Not Detected 1:Detected
		0	3rd Tray Paper End Detection	0:Not Detected 1:Detected

-007	Paper Feed 7	7	1st Feed Sensor	0:Paper Not Detected 1:Paper Detected
		6	Not Used	-
		5	2nd Feed Sensor	0:Paper Not Detected 1:Paper Detected
		4	3rd Feed Sensor	0:Paper Not Detected 1:Paper Detected
		3	1st Vertical Transport Sensor	0:Paper Not Detected 1:Paper Detected
		2	Not Used	-
		1	2nd Vertical Transport Sensor	0:Paper Not Detected 1:Paper Detected
		0	3rd Vertical Transport Sensor	0:Paper Not Detected 1:Paper Detected

-008	Paper Trans 1	7	Duplex Transport Sensor: Left	0:Paper Not Detected 1:Paper Detected
		6	Duplex Transport Sensor: Middle	0:Paper Not Detected 1:Paper Detected
		5	Duplex Transport Sensor: Right	0:Paper Not Detected 1:Paper Detected
		4	Duplex Exit Sensor	0:Paper Not Detected 1:Paper Detected
		3	Duplex Entrance Sensor	0:Paper Not Detected 1:Paper Detected
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

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-009	Paper Trans 2	7	Not Used	-
		6	Relay Sensor	0:Paper Not Detected 1:Paper Detected
		5	Registration Sensor	0:Paper Not Detected 1:Paper Detected
		4	Opening-Closing Guide Sensor	0:Open 1:Close
		3	Not Used	-
		2	Paper Exit: Exit Sensor	0:Paper Not Detected 1:Paper Detected
		1	Paper Exit: Relay Sensor	0:Paper Not Detected 1:Paper Detected
		0	Not Used	-

-010	Paper Trans 3	7	Paper Exit Tray Sensor	0:Not Full 1:Full
		6	Not Used	-
		5	Fusing: Paper Detection Sensor	0:Paper Not Detected 1:Paper Detected
		4	Fusing Exit Sensor	0:Paper Not Detected 1:Paper Detected
		3	Fusing Pressure Sensor	0:OFF 1:ON
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-011	Paper Trans 4	7	DFU	-
		6	DFU	-
		5	DFU	-
		4	DFU	-
		3	Bypass Paper End Detection	0:Paper Detected 1:Paper Not Detected
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-012	Paper Trans 5	7	LCT Feed Sensor	0:Paper Detected 1:Paper Not Detected
		6	LCT Transport Sensor	0:Paper Detected 1:Paper Not Detected
		5	LCT Exit Sensor	0:Paper Detected 1:Paper Not Detected
		4	LCT Upper Cover Open Detection SW	0:Close 1:Open
		3	LCT Transport Cover Open Detection SW	0:Close 1:Open
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

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-013	Paper Trans 6	7	Not Used	-
		6	Not Used	-
		5	Not Used	-
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-014	Drum Motor Lock	7	Y Drum Motor Lock	0:Normal 1:Lock
		6	C Drum Motor Lock	0:Normal 1:Lock
		5	M Drum Motor Lock	0:Normal 1:Lock
		4	Bk Drum Motor Lock	0:Normal 1:Lock
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-015	Development Motor Lock	7	Y Development Motor Lock	0:Normal 1:Lock
		6	C Development Motor Lock	0:Normal 1:Lock
		5	M Development Motor Lock	0:Normal 1:Lock
		4	Bk Development Motor Lock	0:Normal 1:Lock
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-016	Drum Cleaning Motor Lock	7	Y Drum Cleaning Motor Lock	0:Normal 1:Lock
		6	C Drum Cleaning Motor Lock	0:Normal 1:Lock
		5	M Drum Cleaning Motor Lock	0:Normal 1:Lock
		4	Bk Drum Cleaning Motor Lock	0:Normal 1:Lock
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-017	Motor Lock: Others	7	ITB Motor Lock	0:Normal 1:Lock
		6	PTR Motor Lock	0:Normal 1:Lock
		5	DFU	-
		4	Used Toner Transport Motor Lock	0:Normal 1:Lock
		3	Hopper Motor Lock	0:Normal 1:Lock
		2	Used Toner Motor Lock	0:Normal 1:Lock
		1	Not Used	-
		0	Not Used	-

-018	Fan System 1	7	Paper Exit Fan Lock	0:Normal 1:Lock
		6	Duplex Fan Lock: Front	0:Normal 1:Lock
		5	Duplex Fan Lock: Rear	0:Normal 1:Lock
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

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-019	Fan System 2	7	Fusing Fan Lock Front	0:Normal 1:Lock
		6	Fusing Fan Lock Rear	0:Normal 1:Lock
		5	Fusing Fan Sub Lock	0:Normal 1:Lock
		4	Peltier Fan Lock	0:Normal 1:Lock
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-020	Fan System 3	7	Controlling Box Cooling Fan Motor 2 Lock	0:Normal 1:Lock
		6	Controlling Box Cooling Fan Motor 1 Lock	0:Normal 1:Lock
		5	Not Used	-
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-021	Fan System 4	7	Y PCU Fan Lock	0:Normal 1:Lock
		6	C PCU Fan Lock	0:Normal 1:Lock
		5	M PCU Fan Lock	0:Normal 1:Lock
		4	Bk PCU Fan Lock	0:Normal 1:Lock
		3	Air Intake Fan: Drive Lock	0:Normal 1:Lock
		2	Ozone Intake Fan Lock	0:Normal 1:Lock
		1	Ozone Exhaust Fan Lock	0:Normal 1:Lock
		0	Not Used	-

-022	High Volt SC1	7	Y SC:Charge	0:No SC 1:SC Detected
		6	C SC:Charge	0:No SC 1:SC Detected
		5	M SC:Charge	0:No SC 1:SC Detected
		4	Bk SC:Charge	0:No SC 1:SC Detected
		3	Y SC:Development	0:No SC 1:SC Detected
		2	C SC:Development	0:No SC 1:SC Detected
		1	M SC:Development	0:No SC 1:SC Detected
		0	Bk SC:Development	0:No SC 1:SC Detected

-023	High Volt SC2	7	Y SC:ITB	0:No SC 1:SC Detected
		6	C SC:ITB	0:No SC 1:SC Detected
		5	M SC:ITB	0:No SC 1:SC Detected
		4	Bk SC:ITB	0:No SC 1:SC Detected
		3	SC:PTR	0:No SC 1:SC Detected
		2	SC: Separation	0:No SC 1:SC Detected
		1	Not Used	-
		0	Not Used	-

-024	Paper Transfer	7	FC: ITB Separation Sensor	0:Separated 1:Contact
		6	Bk: ITB Separation Sensor	0:Separated 1:Contact
		5	PTR Separation Sensor	0:Separated 1:Contact
		4	Not Used	-
		3	Not Used	-
		2	ITB Control Signal	See table below (Bit Table:24)
		1	ITB Control Signal	
		0	Not Used	-

Model: V-C2	Date: 24-Aug-10	No.: RD014113
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Bit Table: 24

Bit 1	Bit 0	Function
0	0	Belt Scale Control
0	1	Encoder Control
1	0	Belt or Sensor Defective
1	1	Belt or Sensor Defective

-025	Toner Supply	7	Y Toner End Sensor	0 Detected 1:Not Detected
		6	C Toner End Sensor	0 Detected 1:Not Detected
		5	M Toner End Sensor	0 Detected 1:Not Detected
		4	Bk Toner End Sensor	0 Detected 1:Not Detected
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-026	Set Detect	7	Pressure Roller Thermostat . High Temp	0: Normal 1:Abnormal
		6	Hot Roller Thermistor . High Temp	0: Normal 1:Abnormal
		5	Heating Roller Temperature Sensor . High Temp	0: Normal 1:Abnormal
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-027	Fusing Temp Detect	7	Key Card Set	0:Not Set 1:Set
		6	Key Counter Set	0:Not Set 1:Set
		5	Bk Mechanical Counter Set	0:Not Set 1:Set
		4	FC Mechanical Counter Set	0:Not Set 1:Set
		3	Fusing Unit Set	0:Not Set 1:Set
		2	Duplex Unit Set	0:Not Set 1:Set
		1	Drawer Set	0:Not Set 1:Set
		0	Not Used	-

-028	Door	7	Front Door Open Detect	0:Open 1:Close
		6	Bank Door Open Detect	0:Open 1:Close
		5	DFU	-
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

-029	Used Toner Trans	7	Not Used	-
		6	Waste Toner Motor Lock	0:Normal 1:Lock
		5	Waste Toner Bottle Full Detect	0:OFF 1:ON
		4	Waste Toner Bottle Set Detect	0:Set 1:Not Set
		3	Waste Toner Bottle Near Full Detect	0:OFF 1:ON
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

Model: V-C2

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-030	Peltier Unit	7	Peltier Unit Abnormal	0:Normal 1:Abnormal
		6	Peltier Fan Lock	0:Normal 1:Lock
		5	Not Used	-
		4	Not Used	-
		3	Not Used	-
		2	Not Used	-
		1	Not Used	-
		0	Not Used	-

Model: V-C2		Date: 24-Aug-10	No.: RD014114
Subject: Patch Release for E-7100 V.1.1 (2010 August)		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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for a set of patches (9 patches in total).

Folder Name	Sub Folder	Patch File Name	File Size	Installation
2010_Aug	1st	1-147W86.ps	16.2 KB	Exclusive
	2nd	1-1462HO.ps	68.2 KB	Not Exclusive These 8 patches can be downloaded together and controller reboot is required only once.
		1-15SOS4.ps	1.0 MB	
		1-15XK0D.ps	18.1 MB	
		1-16CFCN.ps	1.0 MB	
		1-16KS4N.ps	500.0 KB	
		1-169NCY.ps	25.7 MB	
		1-170UR8.ps	31.0 KB	
		1-16W1RO.ps	2.51 MB	

Important Note:

Keep the order of patches (1st, 2nd) 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 occurs even when calibration is executed in a Dutch language system.
2. The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.
3. Alignment Page cannot be printed out on any paper except "Plain" paper.
4. Character disappears at random when an EPS file is printed with particular settings.
5. The print job still prints even if User Authentication is set on the Engine side.
6. Gradient is not smooth when printing in GrayScale mode and leave the other settings at the defaults.
7. Extra lines printed on the table when printing a document that has tables.

Model: V-C2

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8. Scan to SMB does not work correctly if the E-7100 is left idle for more than 24 hours after the last job was scanned.
9. Images with gradation print incorrectly when setting Composite Overprint: ON.

Prerequisite(s):

- None

Preparation before installation:

1. Print out the configuration page and confirm that the E-7100 shows the version number "1.1.0"
2. Extract the **D3807654.exe**.
3. Check that **2010_Aug** folder which consists of 2 folders and 9 patches is created.
(Refer to the table on page 1/3 of this bulletin.)

Installation instructions:

1. Download/Import the patch file "**1-147W86.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 E-7100 operation panel, reboot the system.
Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart 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 number "**1-147W86**".
5. Download/Import the patch files "**1-1462HO.ps**", "**1-15SOS4.ps**", "**1-15XK0D.ps**", "**1-16CFCN.ps**", "**1-16KS4N.ps**", "**1-169NCY.ps**", "**1-170UR8.ps**", and "**1-16W1RO.ps**" with Command Workstation to the "Direct" queue.
6. 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.
7. From either Command Workstation or the E-7100 operation panel, reboot the system.
Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"
8. 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 "**1-1462HO.ps**", "**1-15SOS4.ps**", "**1-15XK0D.ps**", "**1-16CFCN.ps**", "**1-16KS4N.ps**", "**1-169NCY.ps**", "**1-170UR8.ps**", and "**1-16W1RO.ps**".

Notes:

1. "**1-147W86**" is Exclusive which means it must be installed independently and the server rebooted/restarted once. After which, other patches can be applied to the server.

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No.: RD014114

2. "1-1462HO.ps", "1-15SOS4.ps", "1-15XK0D.ps", "1-16CFCN.ps", "1-16KS4N.ps", "1-169NCY.ps", "1-170UR8.ps", and "1-16W1RO.ps" are **Not Exclusive** which means that they can be applied to the server along with other patches concurrently and only one server reboot/restart is sufficient for all patches to take effect on the system.

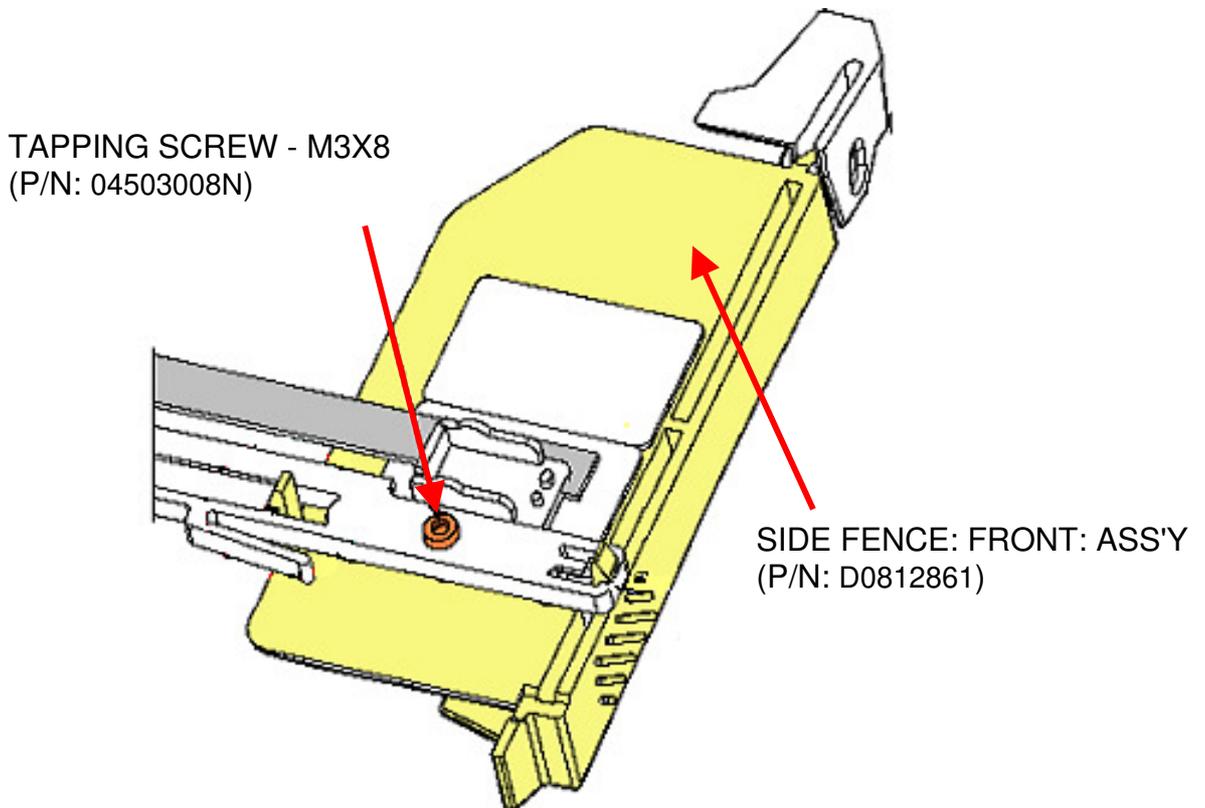
Model: Model V-C2	Date: 15-Oct-10	No.: RD014115
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Subject: SIDE FENCE:FRONT:ASS'Y		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> 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"/> Other ()		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1322861	D0812861	SIDE FENCE:FRONT:ASS'Y	1-1	X/O	61	6	-
-	04503008N	TAPPING SCREW - M3X8	0-1	As a set	61	104	New Index

Change: A tapping screw (M3x8) was added to the side fence front assembly.

Reason: To fix the assembly in place, so that it does not detach from the hook when it is slid.



Model: V-C2	Date: 25-Oct-10	No.: RD014116
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Subject: Parts Information(Duplex Unit)		Prepared by: Takeshi Toriumi	
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"/> Other ()		

61. Duplex Unit 2 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B1324620	D0814620	SIDE PLATE:REAR:REVERSE UNIT:ASS'Y	1-1	X/O as a set	141	19	-
B1324627	D0814627	SIDE PLATE:FRONT:REVERSE UNIT	1-1		141	12	

Change: The shapes of these parts were changed.

Reason: To improve paper feed performance and minimize occurrences of Jam Code J023.

Important: Install both new parts **together as a set**.

Model: Model V-C2	Date: 22-Nov-10	No.: RD014117
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Subject:: P to P revision		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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 ()		

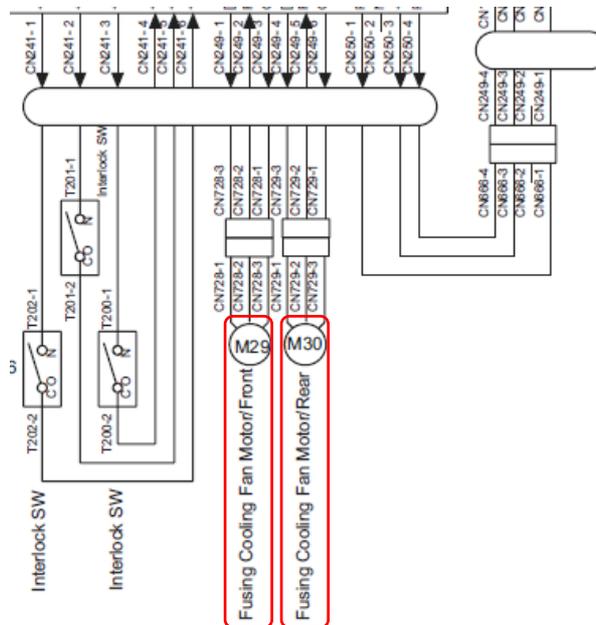
Note: This RTB applies to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

P-to-P Revision

The following correction was made.

Incorrect Symbol	Correct Symbol	Name	Index No.	P to P	Page	Note
M29	M14	Fusing Cooling Fan Motor/Front	15	F4	2/4	-
M30	M15	Fusing Cooling Fan Motor/Rear	20	F4	2/4	-



Reissued:14-Feb-12

Model: Model V-C2	Date: 22-Dec-10	No.: RD014118b
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RTB Reissue

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

Subject:: Harness behind the toner hopper unit		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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 ()		

Note: This RTB applies to the following models.

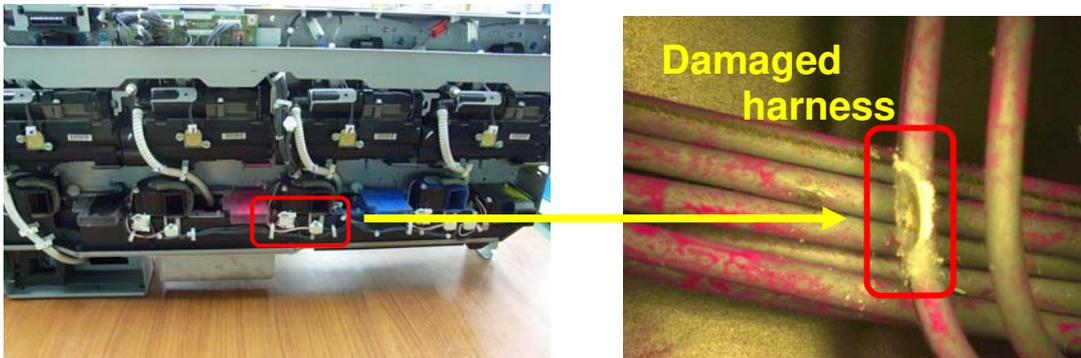
RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

Symptom

The harness behind the toner hopper unit may be damaged, as shown in the photos below.

Note:

If the harness is damaged severely, a short circuit may occur and damage the PCB: CNB (D0145440).



Cause

The harness is pinched and ultimately damaged by the positioning pin shown in the photo below.



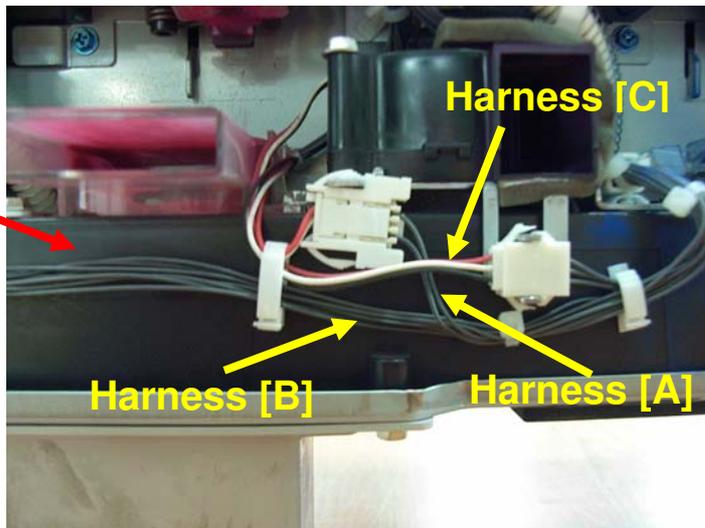
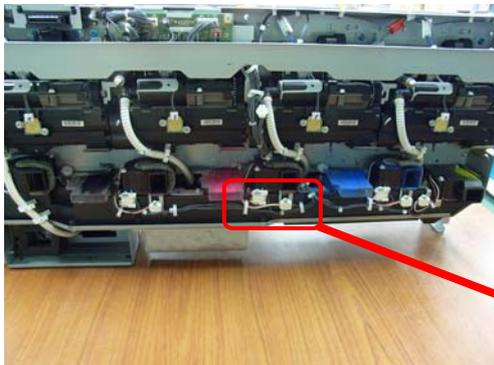
Reissued:14-Feb-12

Model: Model V-C2	Date: 22-Dec-10	No.: RD014118b
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Action

Do the following procedure.

1. Remove the toner hopper unit from the machine.



2. Check the individual cables of harness [A] for damage (see the photograph on pg. 1). For any cable that is damaged, wrap a piece of Teflon tape twice around the damaged area.

Important:

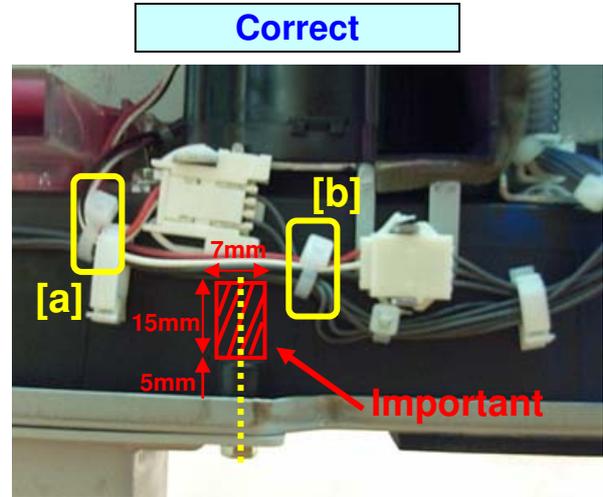
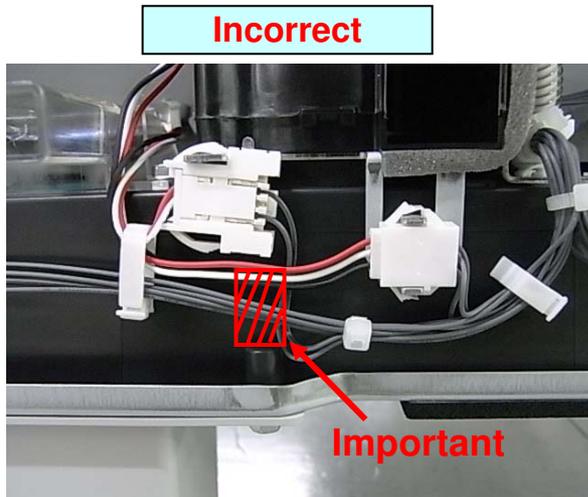
- Cover the damaged area plus 10mm on both sides.
- Use one piece of tape per individual cable. Do not bind cables together with the tape.

Reissued:14-Feb-12

Model: Model V-C2	Date: 22-Dec-10	No.: RD014118b
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3. Bind harness [B] and [C] together, as shown by clamp “[a]” below.
4. Bind harness [A], [B], and [C] together, as shown by clamp “[b]”.

Note: The part number of the binder is D0149452 (HARNESS BAND 80MM: SET 20).



Important: Make sure to bind the harnesses so that they do not pass through the area shown in red. This area is centered around the black pin (yellow dotted line) in the illustration.

5. Reinstall the toner hopper unit.

RCL (Japan) Production

Model Code	Serial Number
D014-17	-
D014-26	-
D014-27	-
D014-66	-
D015-17	-
D015-26	-
D015-27	-
D015-66	-
D078-17	V6601000001
D079-17	V6701000001

Model: V-C2		Date: 14-Jan-11	No.: RD014119
Subject: Patch Release for E-7100 V.1.1 (1-181A7U.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-181A7U.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-181A7U.ps	With some files, cyan color is not printed when the job is printed with default settings.

Prerequisite(s):

None

Patch Update Procedure

1. Extract D3807656.exe until you get the 1-181A7U.ps file.
2. Download/Import the patch file "1-181A7U.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-181A7U".

Model: V-C2		Date: 14-Jan-11	No.: RD014120
Subject: Patch Release for E-7100 V.1.1 (1-183CPT.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-183CPT.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-183CPT.ps	A PS error may occur while processing some specific files.

Prerequisite(s):

None

Patch Update Procedure

1. Extract D3807657.exe until you get the 1-183CPT.ps file.
2. Download/Import the patch file "1-183CPT.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-183CPT".

Reissued:20-Jul-12

Model: V-C2	Date: 25-Jan-11	No.: RD014121a
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RTB Reissue

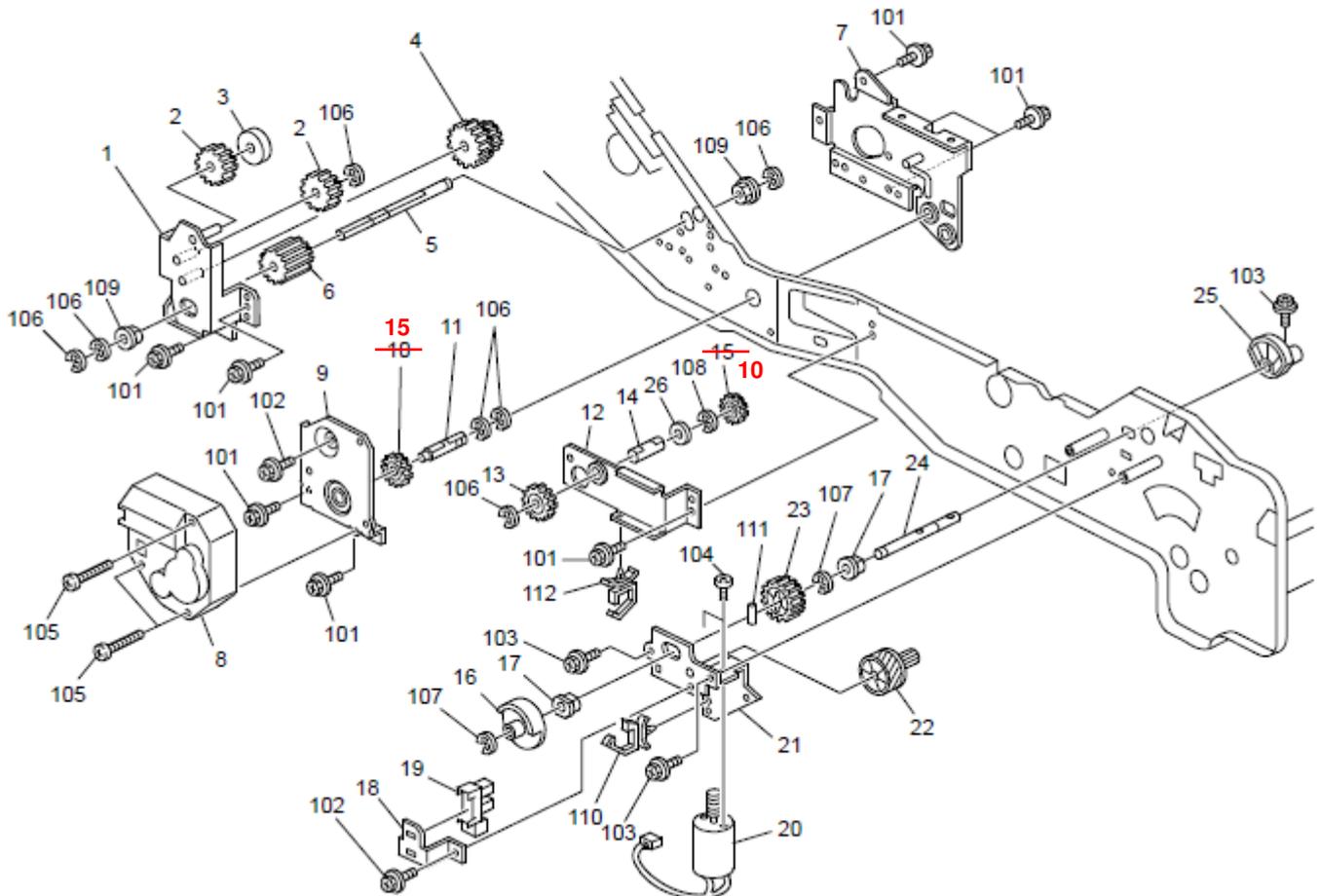
The items in ***bold italics*** were corrected or added.

Subject: Parts Catalog Correction(Fusing Unit: Gear)		Prepared by: Takeshi Toriumi	
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"/> Other ()		

50. Fusing Unit 2 (D014/D015)

Index No.	Part No.	Description	Q'ty	Page	Note
10	AB014310	Gear: Motor: On-Off	1	117	<i>Helical Gear</i>
15	AB014312	Gear: Motor	1	117	<i>Straight Gear</i>

50.Fusing Unit 2 (D014/D015)



Model: V-C2	Date: 03-Feb-11	No.: RD014122
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Subject: Parts Information(ADF)		Prepared by: Takeshi Toriumi	
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"/> Other ()		

12. Original Exit 2 (D014/D015)

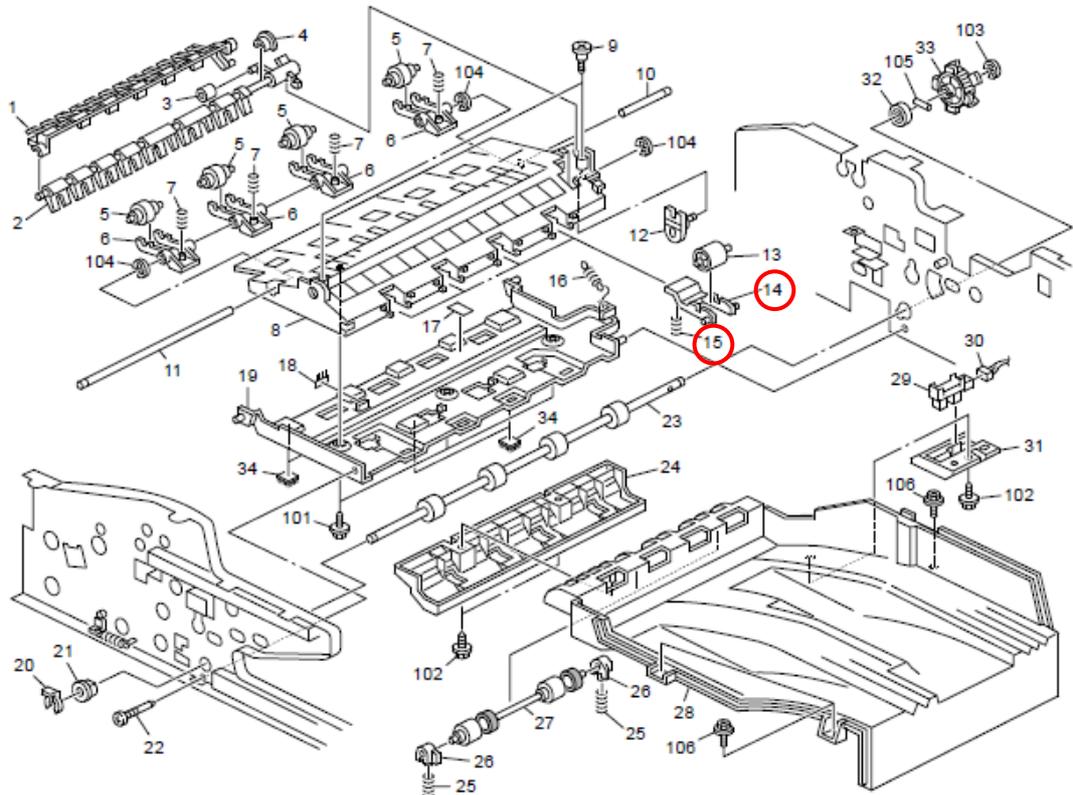
Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B6524517	D5524517	Arm: Pressure: Reverse: Lower	4-4	X/X	41	14	X/O as a set
B6524518	D5224518	Compression Spring	4-4	X/X	41	15	

Change: The shapes of these parts were changed.

Reason: To improve paper feed performance and minimize occurrences of paper jams.

Note: Install both new parts **together as a set**.

12.Original Exit 2 (D014/D015)



Model: V-C2	Date: 25-Mar-11	No.: RD014123
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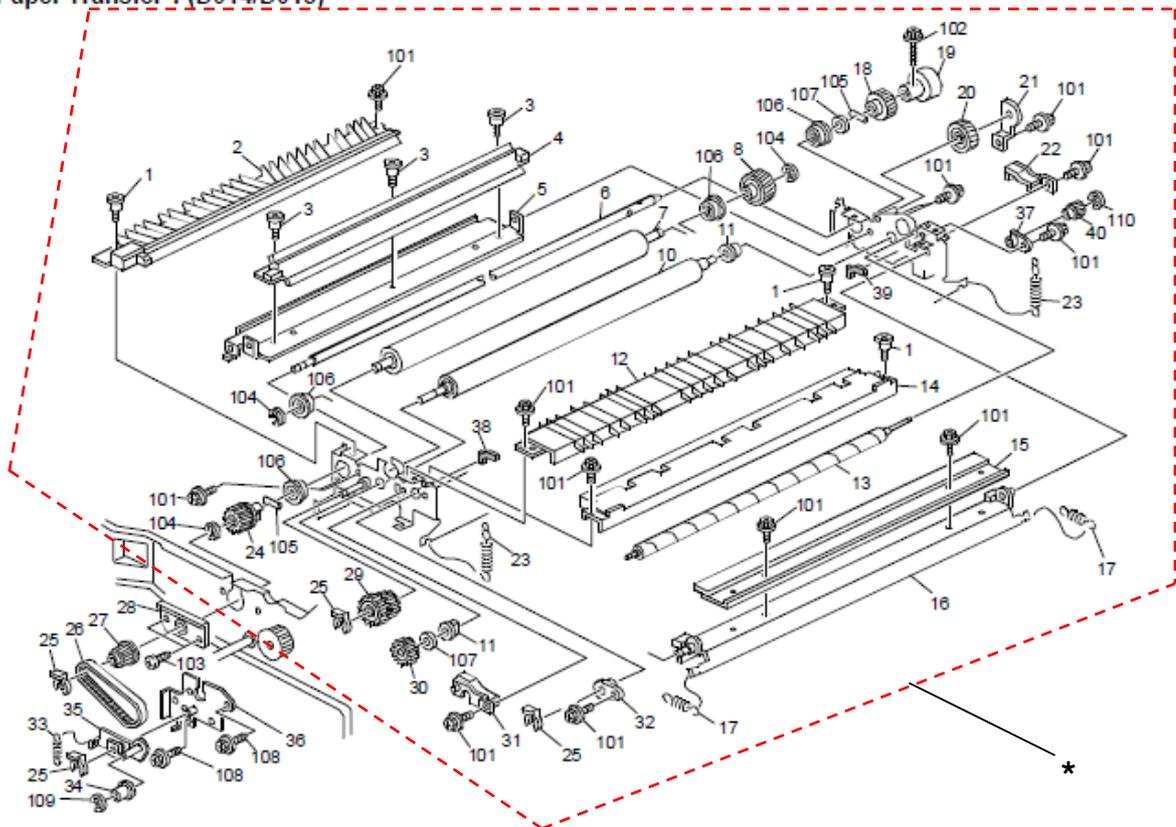
Subject: Parts Information(Paper Transfer Unit)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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"/> Other ()		

47. Paper Transfer 1 (D014/D015)

Part No.	Description	Q'ty	Int	Pg.	Index	Note
D0146250	TRANSFER UNIT:ASS'Y	1	-	111	*	-

Change/Reason: The parts information for the paper transfer unit was added to the D014/D015 Parts Catalog.

47.Paper Transfer 1 (D014/D015)



Model: V-C2		Date: 28-Apr-11	No.: RD014124
Subject: Patch Release for E-7100 V.1.1 (1-18UJ11.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-18UJ11.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-18UJ11.ps	Font corruption occurs when printing Microsoft Word DOC file.

Prerequisite(s):

None

Patch Update Procedure

1. Extract D3807658.exe until you get the **1-18UJ11.ps** file.
2. Download/Import the patch file "1-18UJ11.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"
E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "1-18UJ11".

Model: V-C2		Date: 28-Apr-11	No.: RD014125
Subject: Patch Release for E-7100 V.1.1 (1-191PS0.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 checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier2	

This RTB is the release note for Patch File 1-191PS0.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-191PS0.ps	In some cases, the printer counter value does not increase correctly when User code authentication and External charge unit are set at the same time.

Prerequisite(s):

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

- 1-18UJ11.ps

Patch Update Procedure

1. Extract D3807659.exe until you get the **1-191PS0.ps** file.
2. Download/Import the patch file “1-191PS0.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 E-7100 operation panel, reboot the system.

Command Workstation: select “Shut Down” and then “Reboot System”
E-7100 operation panel: select “Restart Fiery” and then “Restart System”

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number “1-191PS0”.

Model: Model V-C2		Date: 21-Sept-11	No.: RD014126
Subject: SC672(Controller startup error)		Prepared by: Takeshi Toriumi	
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

Please add the following to your Service Manuals:

Pg. 425

SC672	D	Controller startup error	
		1. After power on, the line between the controller and the operation panel did not open for normal operation. 2 After normal startup, communication with the controller stopped.	1. Controller stalled 2. Controller installed incorrectly 3. Controller board defective 4. Operation panel harness disconnected or defective

Model: V-C2	Date: 22-Sept-11	No.: RD014127
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Subject: Stay: Frame: Left		Prepared by: Takeshi Toriumi	
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"/> Other ()		

15. ARDF Frame (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B4771152	B6521152	Stay: Frame: Left	1-1	X/O as a set	45	2	-
-	11050511	Harness Clamp - LWS-0306ZC	1-1		45	105	

Change: A harness clamp has been added. Also, a hole for that harness clamp has been added to the Stay Frame Left.

Reason: To prevent the harness from touching the roller.

Before Parts Change



After Parts Change



Model: V-C2		Date: 26-Sept-11	No.: RD014128
Subject:: SC 585 (Double-feed detection sensor error)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st 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

Service Manual Revision

Add the following description for SC585.

4. Appendix: Service Call Conditions

Pg. 423

SC 585	C	Double-feed detection sensor error	
		The ADC output value of the double-feed sensor LED was not within range (2 to 250).	<ul style="list-style-type: none"> • Sensors are covered with paper dust or other matter and require cleaning • Sensor harness connection loose, broken, defective • There is an obstruction between the emitter/receptor sensor pair. • Sensors defective

Model: Model V-C2		Date: 14-Oct-11	No.: RD014129
Subject: Important information for SP3801(Init TD Sensor)		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Please be sure to note the following points when SP3801 (Init TD Sensor) is done when replacing developers with new ones.

Important information #01

When a **single color** developer is replaced with a new one, be sure to execute SP3801 for the specifically replaced color. (NOT SP3801-001(All colors)/002(Color) BUT **SP3801-003(K), 004(M), 005(C), or 006(Y)**)

Important information #02

When replacing **more than one single color** developer, be sure to execute both SP3814-003/004/005/006 (Execute Developer Fill) and SP3801-003/004/005/006 together as a set for each color.

Reason:

In executing SP3801-001/002/003/004/005/006, the machine always adjusts toner density for all colors at the end. Therefore toner density adjustment for other new developers for which SP3801 hasn't been done will be affected.

OK Case Example: When developers for Cyan and Magenta are replaced.

1. Execute SP3814 for only Cyan, and then do SP3801 for Cyan.
2. Execute SP3814 for only Magenta, and then do SP3801 for Magenta.

NG Case Example: When developers for Cyan and Magenta are replaced.

1. Execute SP3814 for Cyan.
2. Execute SP3814 for Magenta.
3. Execute SP3801 for Cyan.
4. Execute SP3801 for Magenta.

Model: Model V-C2		Date: 14-Oct-11	No.: RD014130
Subject: Important information for SP3811(DevSetup Execute)		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Please be sure to note the following points when SP3811 (DevSetup Execute) is done when replacing PCUs with new ones.

Important information #01

When a **single color** PCU is replaced with a new one, be sure to execute SP3811 for the specifically replaced color. (NOT SP3811-001(All colors)/002(Color) BUT **SP3811-003(K), 004(M), 005(C), or 006(Y)**)

Important information #02

When replacing **more than one single color** PCU, be sure to execute both SP3814-003/004/005/006 (Execute Developer Fill) and SP3811-003/004/005/006 together as a set for each color.

Reason:

In executing SP3811-001/002/003/004/005/006, the machine always adjusts toner density for all colors at the end. Therefore toner density adjustment for other new PCUs for which SP3811 hasn't been done will be affected.

OK Case Example: When PCUs for Cyan and Magenta are replaced.

1. Execute SP3814 for only Cyan, and then do SP3811 for Cyan.
2. Execute SP3814 for only Magenta, and then do SP3811 for Magenta.

NG Case Example: When PCUs for Cyan and Magenta are replaced.

1. Execute SP3814 for Cyan.
2. Execute SP3814 for Magenta.
3. Execute SP3811 for Cyan.
4. Execute SP3811 for Magenta.

Model: Model V-C2/C2pro	Date: 11-May-12	No.: RD014131
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Subject: HDD Unit		Prepared by: Takeshi Toriumi	
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 ()		

78. Electrical Section 6 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0815799	D0815797	HDD Unit	1-1	O/O	173	6	See Note

78. Electrical Section 6 (D078/D079)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0815799	D0815798	HDD Unit	1-1	O/O	173	6	See Note

Change/Reason: Vendor change

IMPORTANT: As shown above, there are **two different** hard drives, P/N **D0815797** for the D014/D015 model, and P/N **D0815798** for the D078/D079 model. Make to use the **correct HDD on the correct model**, otherwise the machine may not function correctly.

Model: V-C2/3		Date: 06-Aug-12	No.: RD014132
Subject: Service Manual Revision(SP7504-99)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

The following correction was made.

p.432: SP7504-99

7504	Paper Jam Loc	D014/D015 Copier
	Displays the list of possible locations where a jam could have occurred in the copier. Press the appropriate key to display the jam count for that location. These jams are caused by the failure of a sensor to activate.	
99	Bypass Paper Feed Sn	Bypass Paper Feed Sensor

S46: Double-Feed Detection Sensor

Note:

- Two sensors, one mounted above and one below the paper at the registration rollers detect the opacity of the first sheet and compare this reading for every subsequent sheet. If the reading is higher (thicker paper) or lower (thinner paper), the sensor triggers an error. For more, see Section 6.13.12 PAPER TYPE AND DOUBLE-FEED DETECTION of the V-C1 Service Manual.
- **SP1301/02** enables/disables double-feed and paper type detection for the paper feed sources (trays 1 to 3, the LCT, and bypass tray).
- You can also switch these features on and with User Tool settings:
[User Tools/Counter]> System Settings> Tray Paper Setting> Next (3 times)> Double Feed Detect/Paper Type Detect> Off (or On)> for Bypass Tray; Tray 1, 2, 3; or LCT.
- This function cannot operate for these paper type selections: Reused, Color Paper, Adhesive Labels, and Tab Paper. If double-feed Jam occurs by using these papers, please try to turn double-feed detection off. (Default: ON).

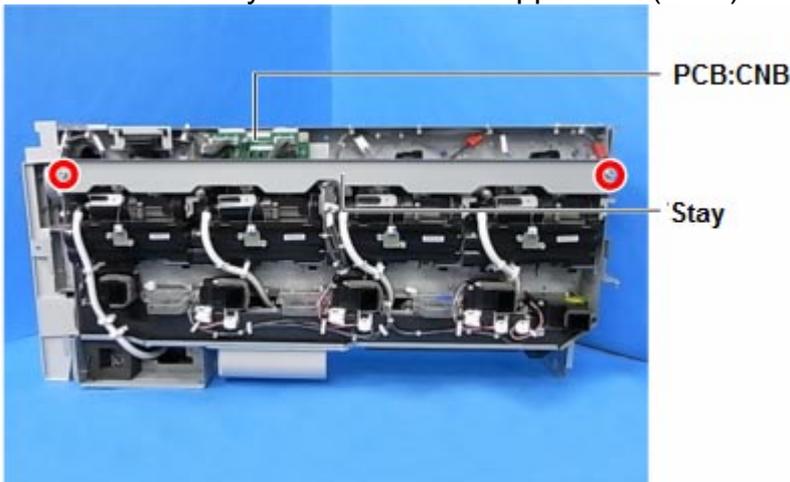
Model: V-C2		Date: 30-Nov-12	No.: RD014133a
Subject: The replacement procedure for the parts inside the toner hopper unit (Toner supply unit and toner hopper duct unit)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<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 checked="" type="checkbox"/> Tier 2

This RTB contains the replacement procedures for the cyan/magenta toner supply unit, and toner hopper duct unit.

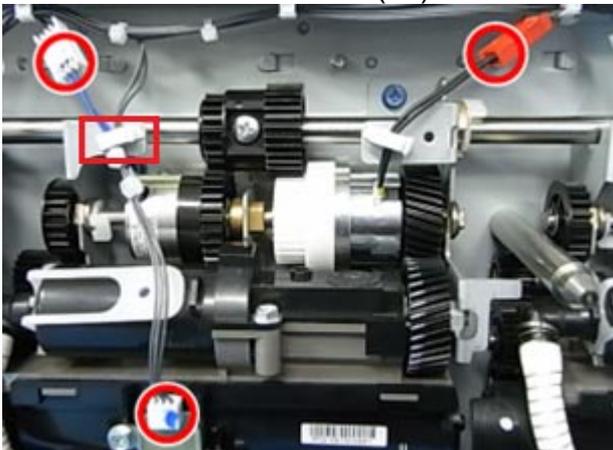
IMPORTANT: Make sure to follow this procedure when replacing these parts, as the **harnesses must be wired correctly**. Otherwise, PCB: CNB may be damaged if the harnesses are not wired correctly and damaged.

Replacement Procedure for the Cyan Toner Supply Unit

1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit ( x2).

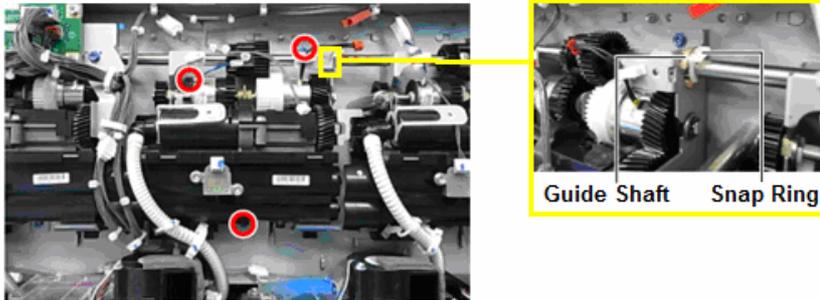


3. Remove the connectors (x3) and the clamp (x1).

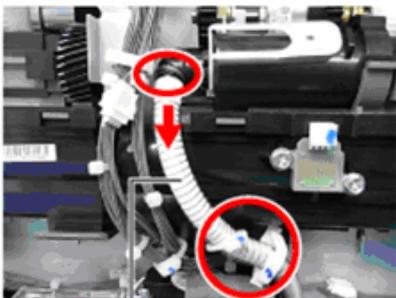


Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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- Remove the connector (x1), screws (3), snap ring (1), and guide shaft (x1).



- Remove the toner supply tube from the magenta toner supply unit (🔧 x2)
IMPORTANT: Make sure that toner does not spill out of the tube.

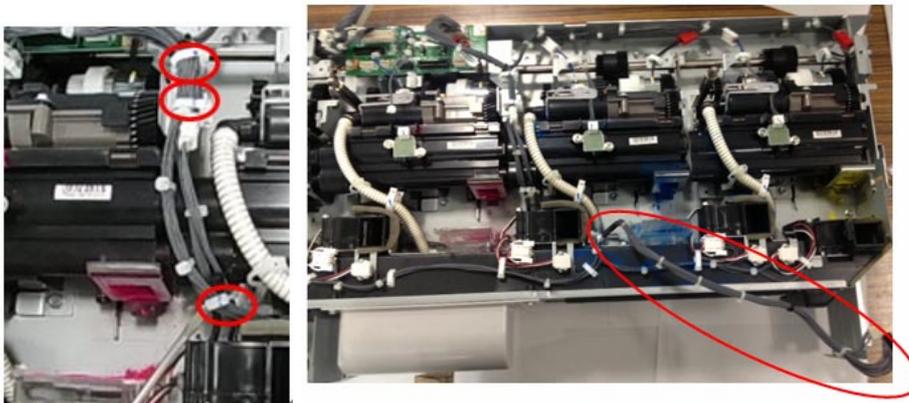


Toner supply tube

- Remove the two harness connectors from the CNB board (#286, 287).



- Remove the clamps (x3) and rest the end of the harness on top of the hopper duct, as shown.

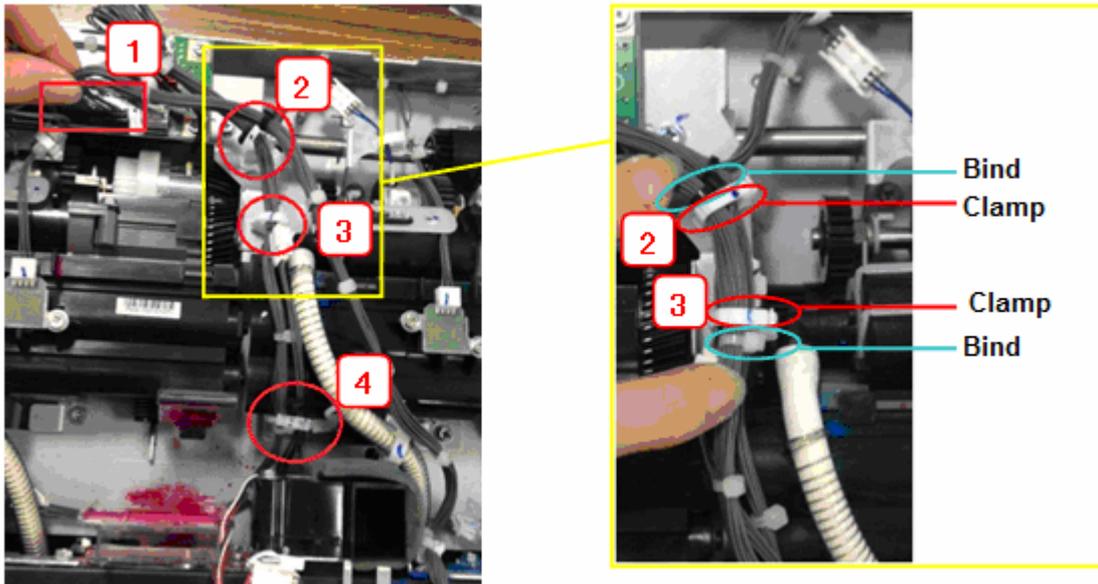


Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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8. Remove the cyan toner supply unit.
9. Install a new cyan toner supply unit.

IMPORTANT:

- Make sure to reattach the CNB harness connectors [1] and clamps [2], [3], [4] in the order shown in the photos (#1-4).
- Make sure to fasten clamps [2] and [3] in the positions shown in the photo. Clamp [2] should be below the top bind, and clamp [3] should be above the other bind, as shown.

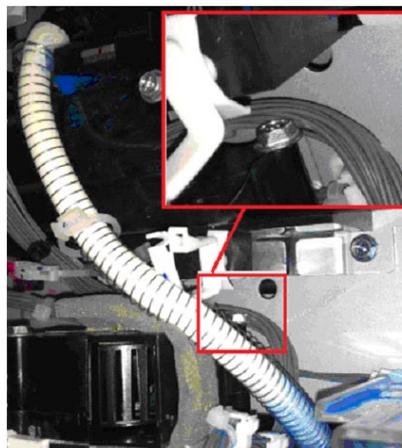


- Make sure to wire the harness **behind** the tube and **in front of** the screw. If you wired the harness around the screw as shown in the "Incorrect" photo, the screw head may damage and short the harness.

Correct



Incorrect

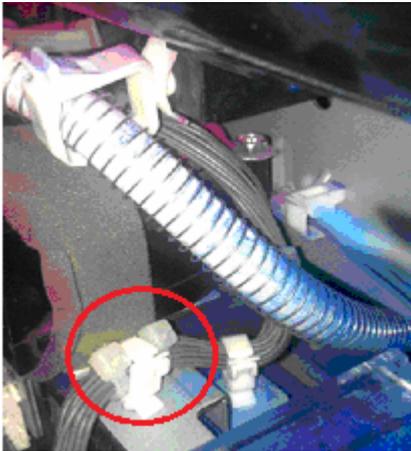


Model: V-C2

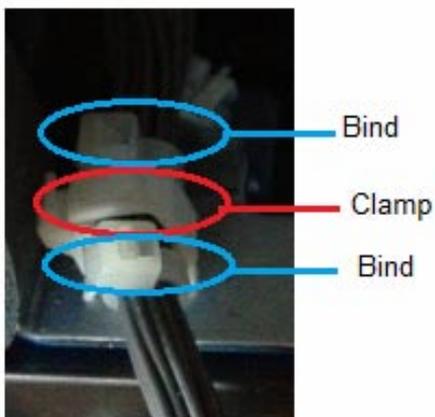
Date: 30-Nov-12

No.: RD014133a

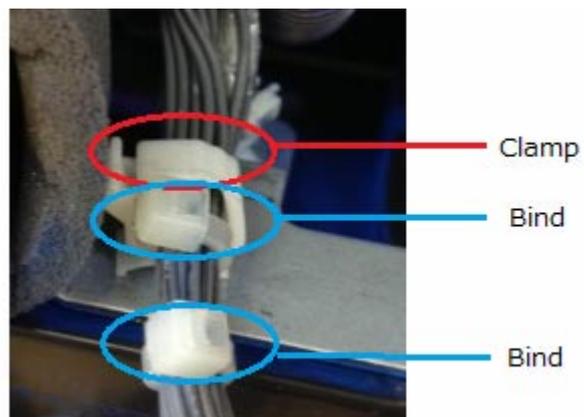
- Close the clamp at the lower end of the cyan toner hopper unit so that the binds are in the positions shown in the photo.

**Correct**

The clamp comes between the binds.

**Incorrect**

Both binds are located below the clamp.



Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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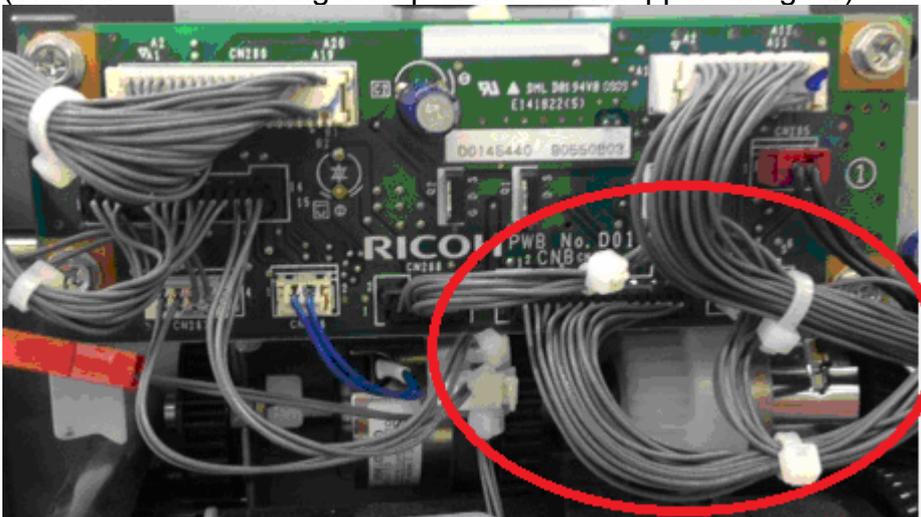
- Before you attach the bracket, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the bracket and another part.

Correct



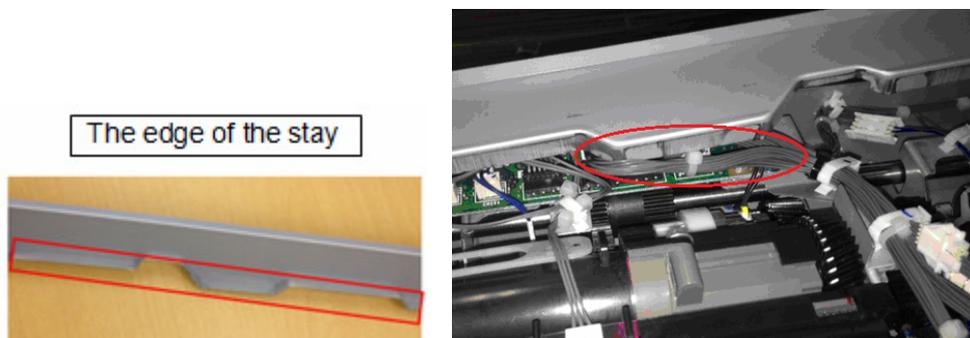
Incorrect

(The harness is resting on top of the toner hopper unit gear)



Incorrect

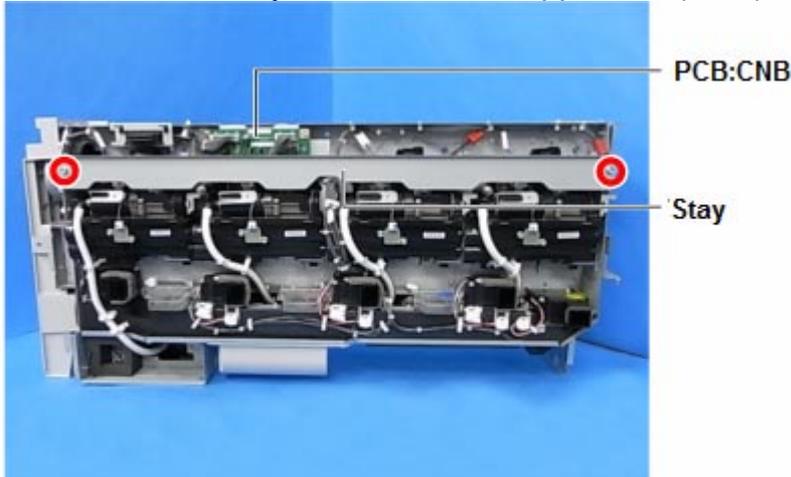
(The harness is pinched between the edge of the bracket and the surrounding part)



Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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Replacement Procedure for the Magenta Toner Supply Unit

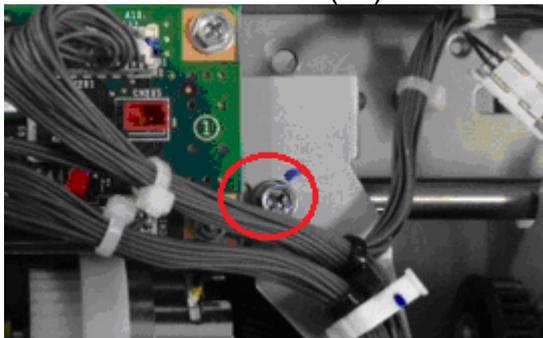
1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit ( x2).



3. Remove the five harness connectors (#280, 282, 283, 284, 285) and the clamp from the CNB board.



4. Remove the screw (x1) from the CNB board bracket.



5. Lay down a sheet of paper over the toner supply unit gear, as shown in the photo in step 7.

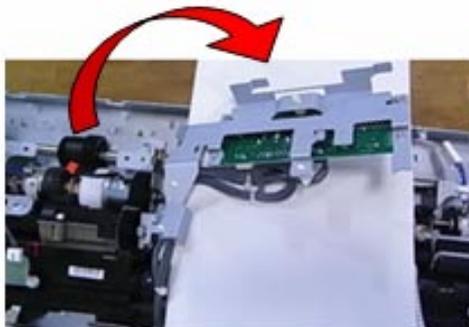
Note: This is to prevent the gear from damaging the harness in step 7.

Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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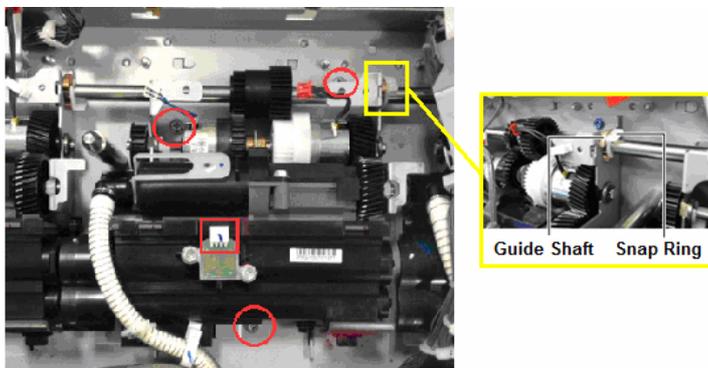
6. Slide the CNB board bracket to the right.



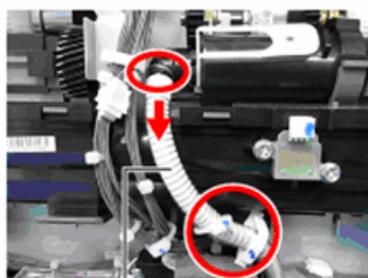
7. Remove the bracket, rotate it upside down and to the right, and then place it on the sheet of paper as shown.



8. Remove the connector (x1), screws (x3), snap ring (x1), and guide shaft (x1).



9. Remove the toner supply tube from the magenta toner supply unit ( x2). **IMPORTANT:** Make sure that toner does not spill out of the tube.



Toner supply tube

Model: V-C2

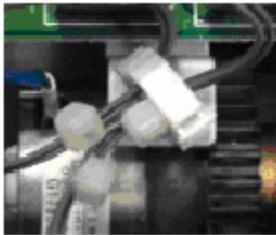
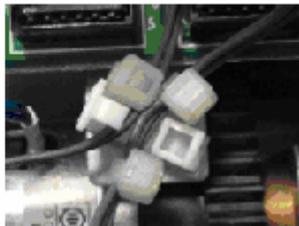
Date: 30-Nov-12

No.: RD014133a

10. Install a new magenta toner supply unit.

IMPORTANT:

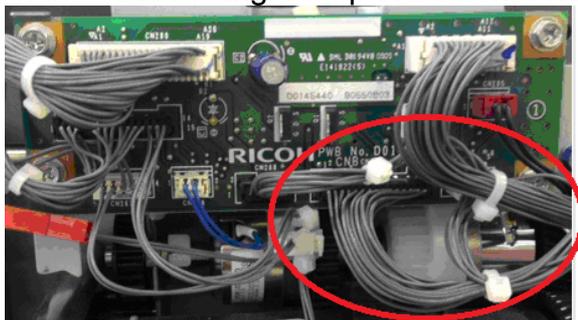
- When you install the CNB board, make sure to attach the binds and clamps in the positions shown in this photo:

**Incorrect****Correct**

- Before you attach the bracket, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the bracket and another part.

Correct**Incorrect**

(The harness is resting on top of the toner hopper unit gear)



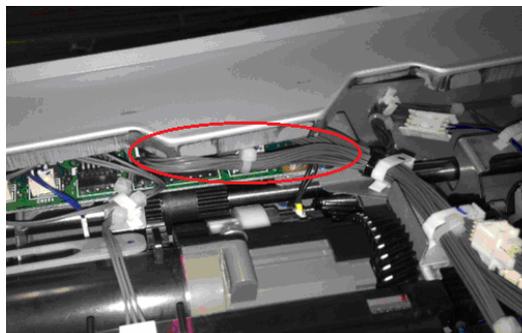
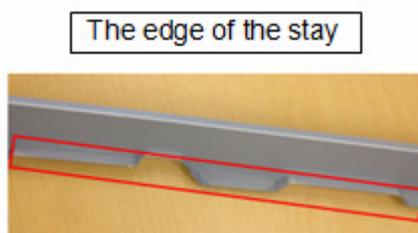
Model: V-C2

Date: 30-Nov-12

No.: RD014133a

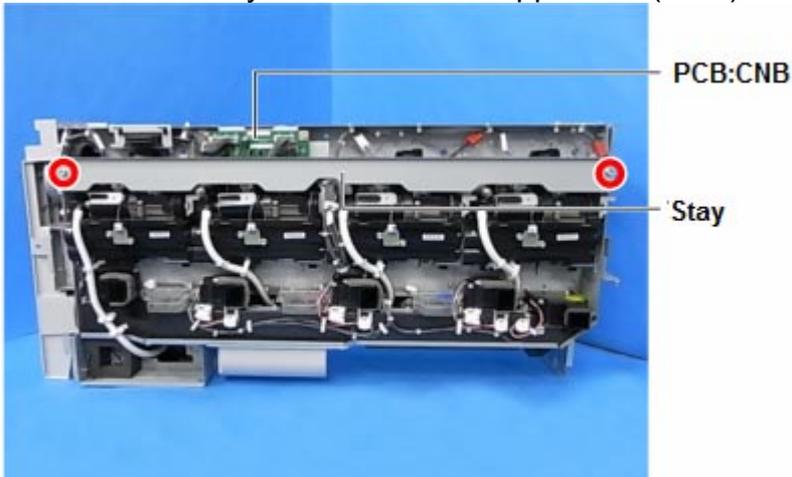
Incorrect

(The harness is pinched between the edge of the bracket and the surrounding part)



Replacement Procedure for the Toner Hopper Duct

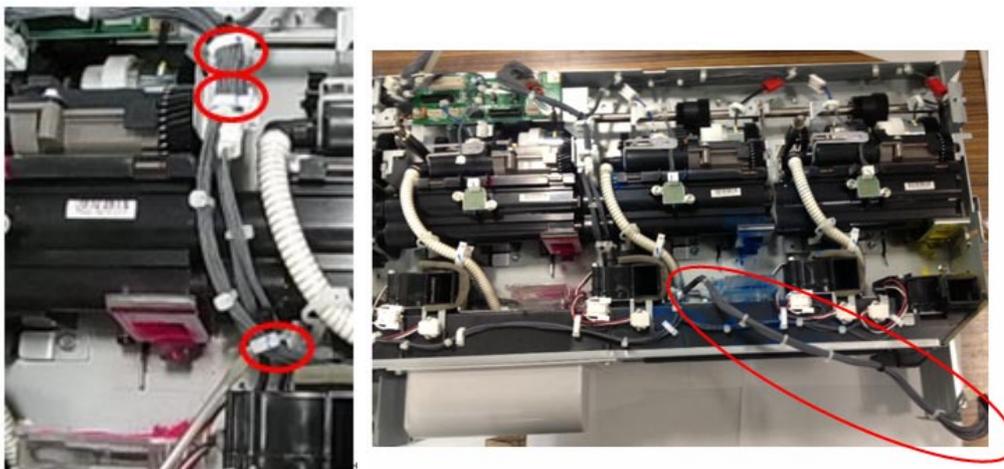
1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit ( x2).



3. Remove the two harness connectors (#286, 287) from the CNB board.



4. Remove the clamps (x3) and hang the free end of the harness over the hopper duct, as shown.

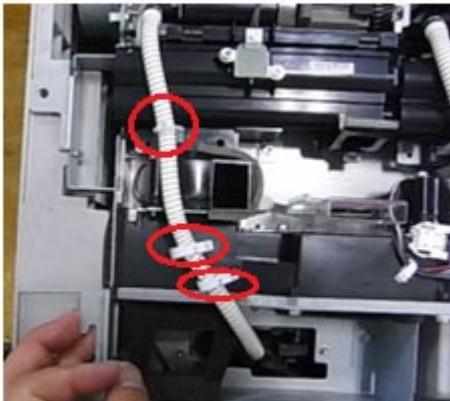


Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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5. Remove the screws (x2) from the toner hopper duct.

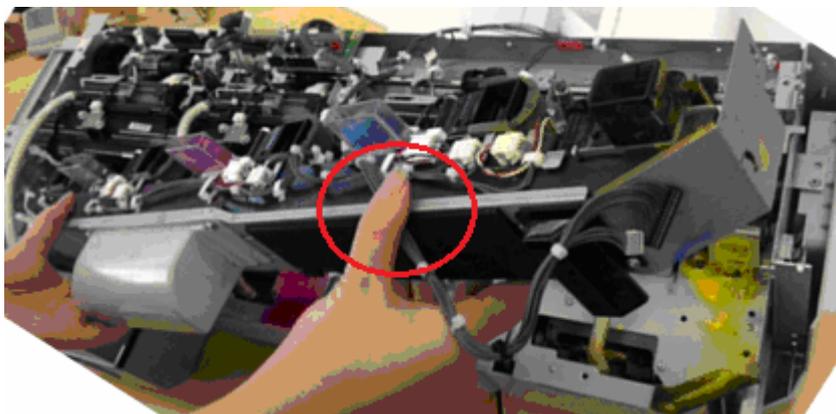


6. Remove the toner supply tube from the black toner supply unit (🔩 x3).



7. Replace the toner hopper duct.

IMPORTANT: When you attach the toner hopper duct, always make sure to lay the harness **over the toner hopper duct** and hold it in place as shown. If the harness is under the toner hopper duct, it will get damaged from being pinched.



Model: V-C2	Date: 30-Nov-12	No.: RD014133a
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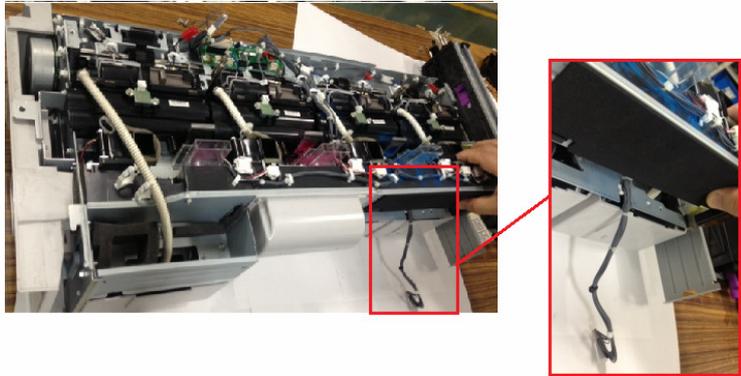
Correct

The harness hangs over the hopper duct



Incorrect

The harness is under the hopper duct, and gets pinched between the hopper duct and toner hopper unit.



IMPORTANT:

- Before you attach the bracket, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the bracket and another part.

Correct



Incorrect

(The harness is resting on top of the toner hopper unit gear)



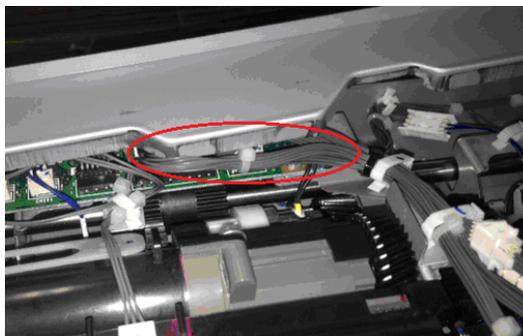
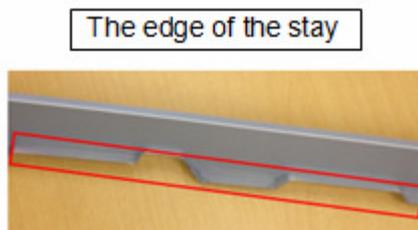
Model: V-C2

Date: 30-Nov-12

No.: RD014133a

Incorrect

(The harness is pinched between the edge of the bracket and the surrounding part)



Model: Model V-C2		Date: 11-Dec-12	No.: RD014134
Subject: Patch Release for E-7100 V.1.1 (2012_Dec)		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-7100 System version 1.1.

Files included in this release

Folder Name		File Name	File Size
D3807670	1st	01 1-1B0XSS.ps	2.36 MB
		02 1-1BYZNG.ps	1.24 MB
		03 1-1DHWBZ.ps	439.24 KB
		04 1-1GAWZF.ps	9.06 MB

Important Note:

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

Issue(s) addressed with this release:

- One part of the page is printed in color for a particular file.
- The status of hrPrinterStatus becomes unknown2 after scanning.
- Controller HDD space increases when more than 2GB data is given to print.
- Unable to send Scan data to the Mac OS X 10.7 share location.

Prerequisite(s):

The following prerequisites must be installed in the order specified before these patches are installed:

- 1-16CFCN.ps (Included in August 2010 Package)
- 1-16KS4N.ps (Included in August 2010 Package)
- 1-170UR8.ps (Included in August 2010 Package)
- 1-18UJ11.ps
- 1-191PS0.ps

These patches are 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.

- You should keep installing order when the patch will be installed.
If there is a patch missing, follow the instructions in that patch's Release Note to install it.
- 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 V-C2	Date: 11-Dec-12	No.: RD014134
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Preparation before installation:

1. Extract **D3807670.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. With Command Workstation, import the patch to the "Direct" queue one by one with the following order.
 - * Whenever you install each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
 - * 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.
 - * Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Import to...	Waiting time after importing each patch.	Required number of reboot(s)/restart(s)
1	1-1B0XSS.ps	Direct Queue	60 seconds	0
2	1-1BYZNG.ps	Direct Queue	60 seconds	0
3	1-1DHWBZ.ps	Direct Queue	60 seconds	0
4	1-1GAWZF.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the System Updates Log section. It should show the patch names in the installed order.

Reissued:27-Feb-13

Model: Model V-C2/V-C2 Pro	Date: 07-Feb-13	No.: RD014135a
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RTB Reissue

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

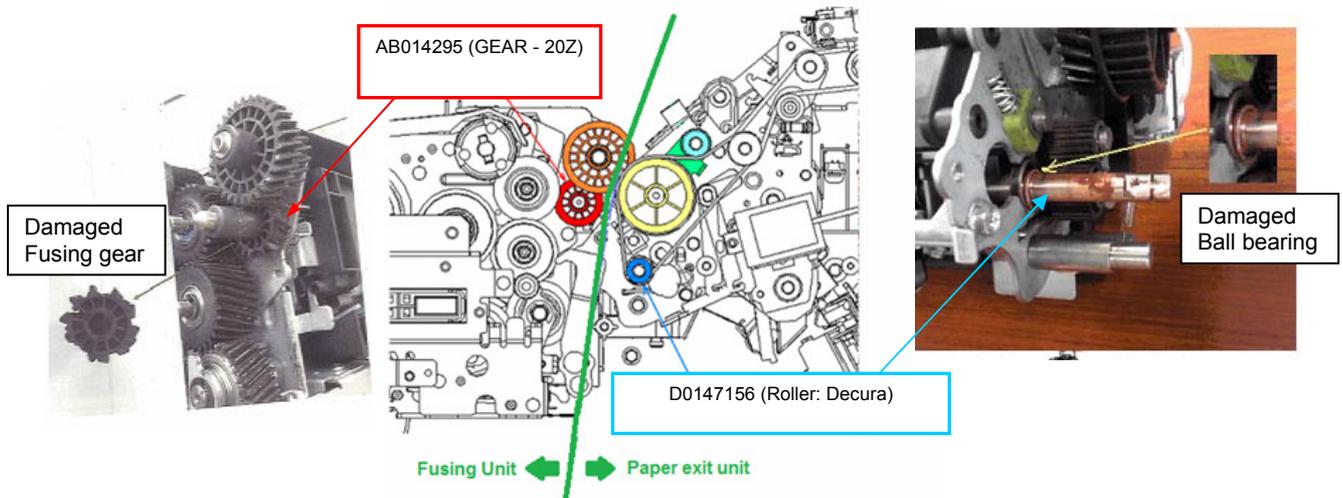
Subject: Parts number of Exit unit was changed for preventing the fusing gear damage		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> 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

- JAM 14 (Fusing Ex Sn: Late), JAM 19 (Dup Ent Sn:Late), or JAM 64 (Fusing Ex Sn:Lag) occurs
- Noise is generated in the paper exit unit
- Rust powder from the fusing gears is scattered in the area under the fusing unit

CAUSE

Lower durability in some decurler rollers may damage the ball bearings. As a result, if the machine is used in this condition, the fusing gear (GEAR - 20Z) may also break.



Reissued:27-Feb-13

Model: Model V-C2/V-C2 Pro	Date: 07-Feb-13	No.: RD014135a
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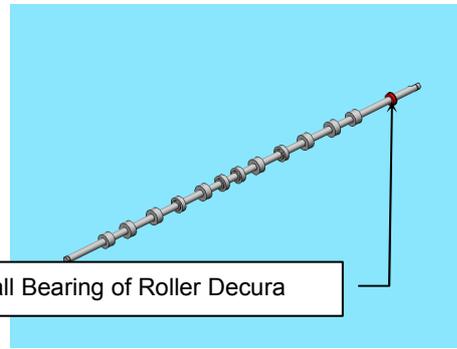
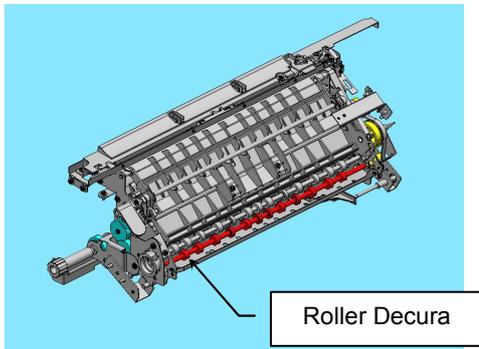
SOLUTION

Production line:

The shape of the ball bearing for the decurler roller was changed to improve the durability of the roller.

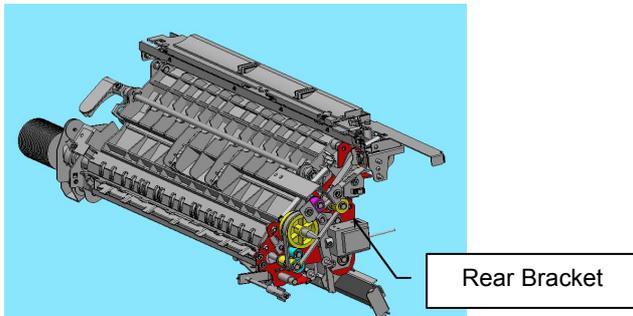
56. Paper Exit 1 (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0147001	D0817003	Paper Exit Unit	1-1	X/O	129	*	-
D0147156	D0817049	Roller:Decura	1-1	X/X	131	6	-



Note:

The rear bracket attached to the decurler roller (shown below in red) was also changed, but cannot be replaced individually in the field.



In the field:

Replace the paper exit unit with the modified part (P/N D0817003).

CUT-IN SERIAL NUMBERS

Model	Destination	Code	Serial Number
INFOTEC MP C6000/ C7500 Aficio MP C6000/C7500	EU	D01426/ D01526	Note
INFOTEC MP C6000SP/C7500SP		D01427/D01527	
		D01466/D01566	
Aficio MP C6000/ C7500	NA	D01417/ D01517	Note
Pro C550EX	GEN	D07817	V6621100001
Pro C700EX		D07917	V6721100001

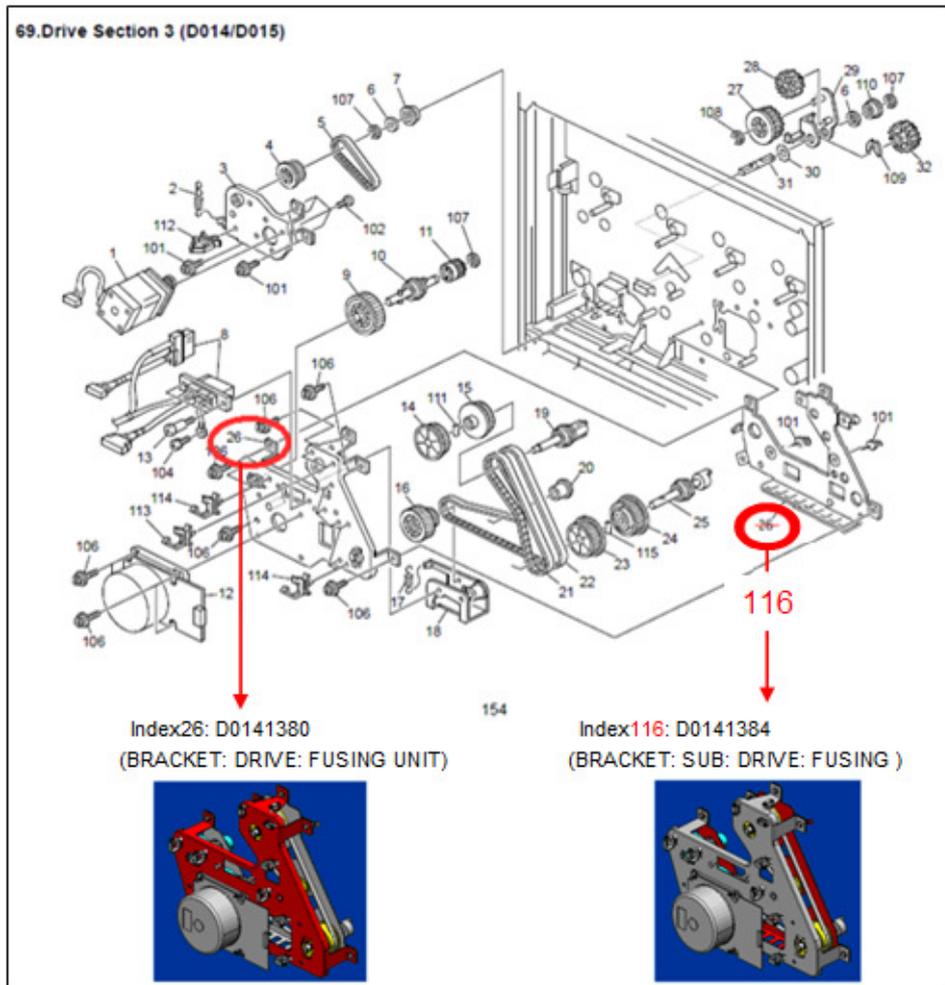
Note: This modification is applied for the D07817/D07917 only.

Model: V-C2/V-C2 Pro	Date: 22-Mar-13	No.: RD014136
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Subject: Parts Catalog Revision (Fusing Drive Bracket)		Prepared by: Chihiro Shimaji	
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 checked="" type="checkbox"/> Tier 2

Parts Catalog Revision

Change/Reason: The illustration was corrected as shown below.



Model: D014/D015	Date: 19-Apr-13	No.: RD014137
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Subject: Harness behind the toner hopper unit		Prepared by: C. Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service 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 checked="" type="checkbox"/> Tier2

SYMPTOM

The CNB board (P/N: D0145440) is damaged.

Note: In the worst cases, the board may emit smoke.

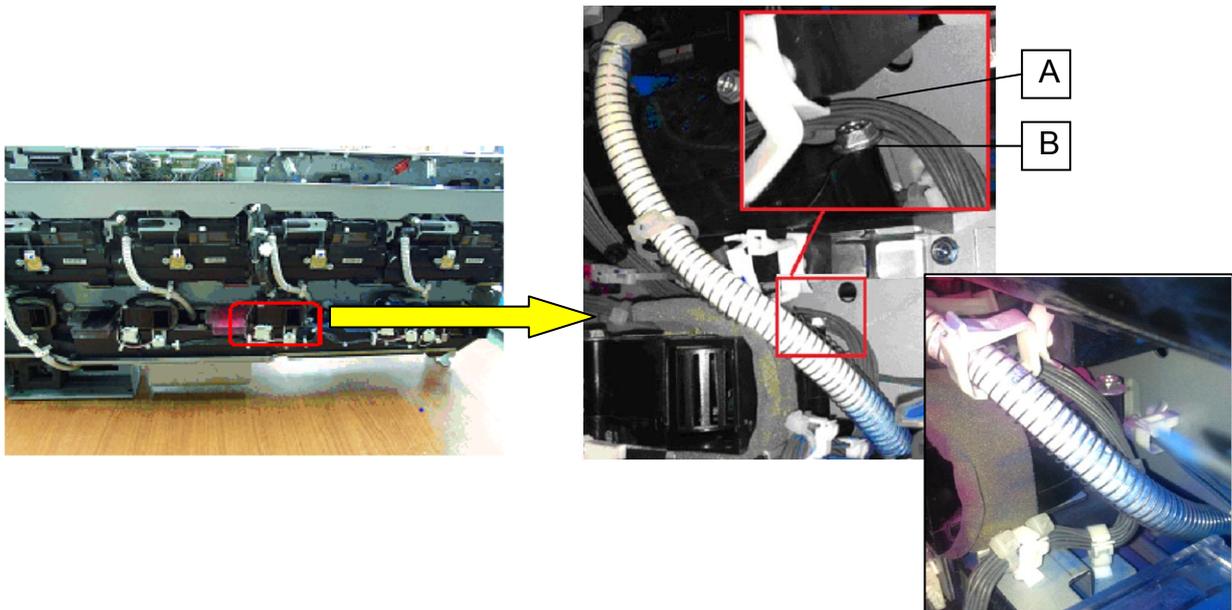
CAUSE

The estimated cause is a short circuit in the bundled harness for the CNB board.

The bundled harness [A] for the CNB board is pushed too far inside the machine, and ends up positioned incorrectly (behind the screw [B] on the magenta PCU fan motor). In some cases, the harness covering might be cut. If the exposed area touches the screw head, a short circuit occurs, which damages the CNB board.

Note:

It was not defined where the harness covering was cut. It was assumed that the harness covering might be cut by the edge of the screw head while replacing the toner supply unit and/or toner hopper duct unit.



Note:

Whenever you replace one of the toner hoppers or toner hopper duct, make sure that **the harness is wired correctly** as explained in **RTB #RD014133a**.

Model: D014/D015	Date: 19-Apr-13	No.: RD014137
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Countermeasure

Production line of the PCB: CNB:

The CNB board was modified so that the fuse will blow if a short circuit occurs, preventing any damage that could result in smoke emission.

In the field:

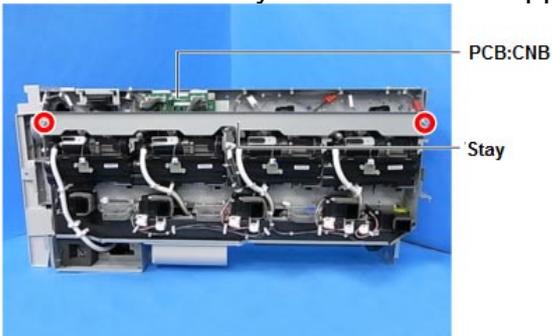
- Update the Engine Firmware (1.55:01 for C2/Ver.1.10:06 for C3).
- Replace the CNB board with the modified one (new P/N: D0149453).
- Check the wiring position of the harness.

Note:

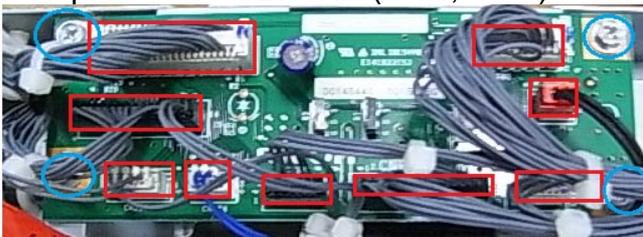
An SC will appear to identify CNB board damage, after installing Engine Firmware.

Replacement procedure for the CNB board

1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit ( x2).



3. Replace the PCB: CNB ( x4,  x9).



IMPORTANT:

- Before you attach the stay, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the stay and another part.

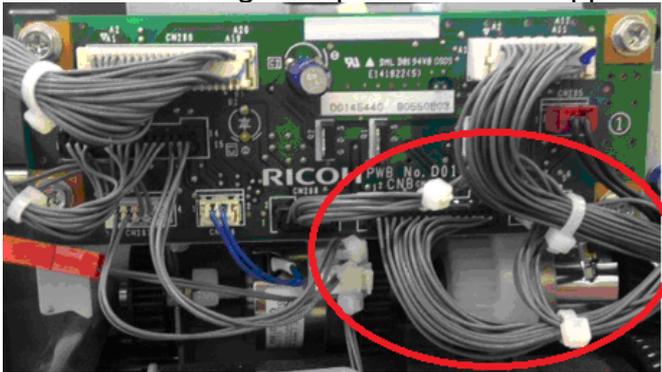
Model: D014/D015

Date: 19-Apr-13

No.: RD014137

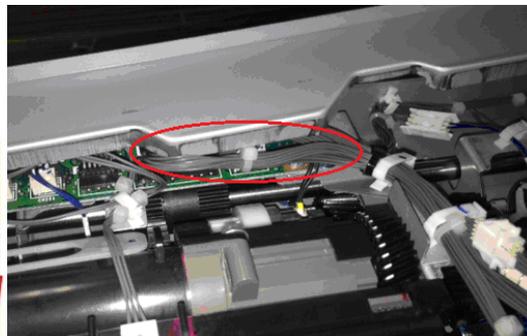
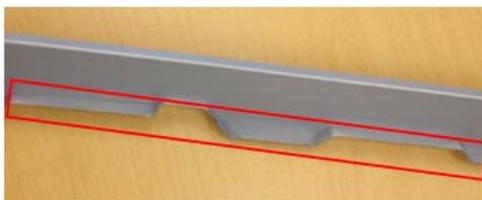
Correct**Incorrect**

The harness is resting on top of the toner hopper unit gear.

**Incorrect**

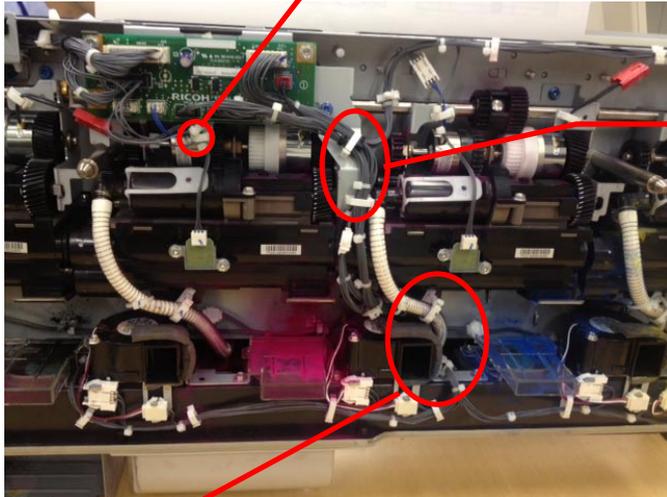
The harness is pinched between the edge of the stay and the surrounding part.

The edge of the stay



Model: D014/D015	Date: 19-Apr-13	No.: RD014137
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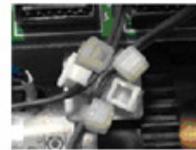
Check points for the wiring position of the harness



Make sure to attach the binds and clamps in the positions shown in this photo.

Correct

The clamp comes between the binds.

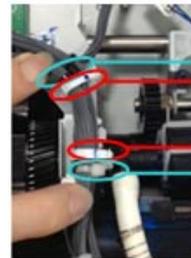


Incorrect

Both binds are located below the clamp.



Make sure to fasten clamps [A] and [B] in the positions shown in the photo. Clamp [A] should be below the top bind, and clamp [B] should be above the other bind, as shown.



Bind
Clamp A

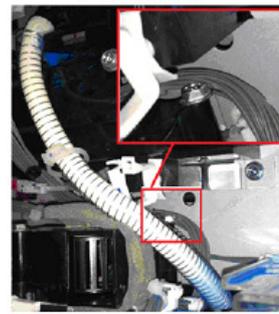
Clamp B
Bind

Make sure to wire the harness **behind** the tube and **in front of** the screw. If you wired the harness around the screw as shown in the "Incorrect" photo, the screw head may damage and short the harness.

Correct



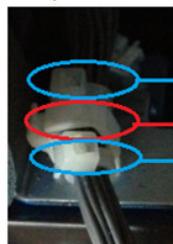
Incorrect



Make sure to attach the binds and clamps in the positions shown in this photo.

Correct

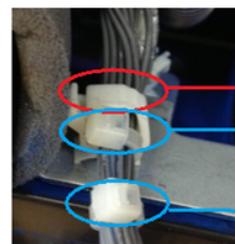
The clamp comes between the binds.



Bind
Clamp
Bind

Incorrect

Both binds are located below the clamp.



Clamp
Bind
Bind

Reissued:11-Jul-14

Model: Model V-C2 / V-C2 pro	Date: 10-Jun-13	No: RD014138a
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RTB Reissue

The items in ***bold italics*** and some images were added.

Subject: Parts Registration (PCU)		Prepared by: Chihiro Shimaji	
From: 1st MFP Tech Service Sec. MFP 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

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015), Model V-C2 Pro (D078/D079)

New part number	Description	Page	Index	Note
D0142360	GUIDE PLATE:BLADE:APPLY:COLOR	88	48	<i>Parts catalog: 14th edition</i>
D0142262	FRAME:PCU:COLOR:ASS'Y		49	
D0142290	BRACKET:BLADE:ASS'Y		50	
<i>D0142289</i>	<i>HOLDER:SPRING:REAR</i>		51	
<i>D0142296</i>	<i>HOLDER:SPRING</i>		52	
<i>D0142372</i>	<i>HOLDER:BLADE:APPLY:REAR:COLOR</i>		53	
<i>D0142370</i>	<i>HOLDER:BLADE:APPLY:FRONT</i>		54	
<i>D0143137</i>	<i>TONER CATCHPAN:DEVELOPMENT</i>		90	

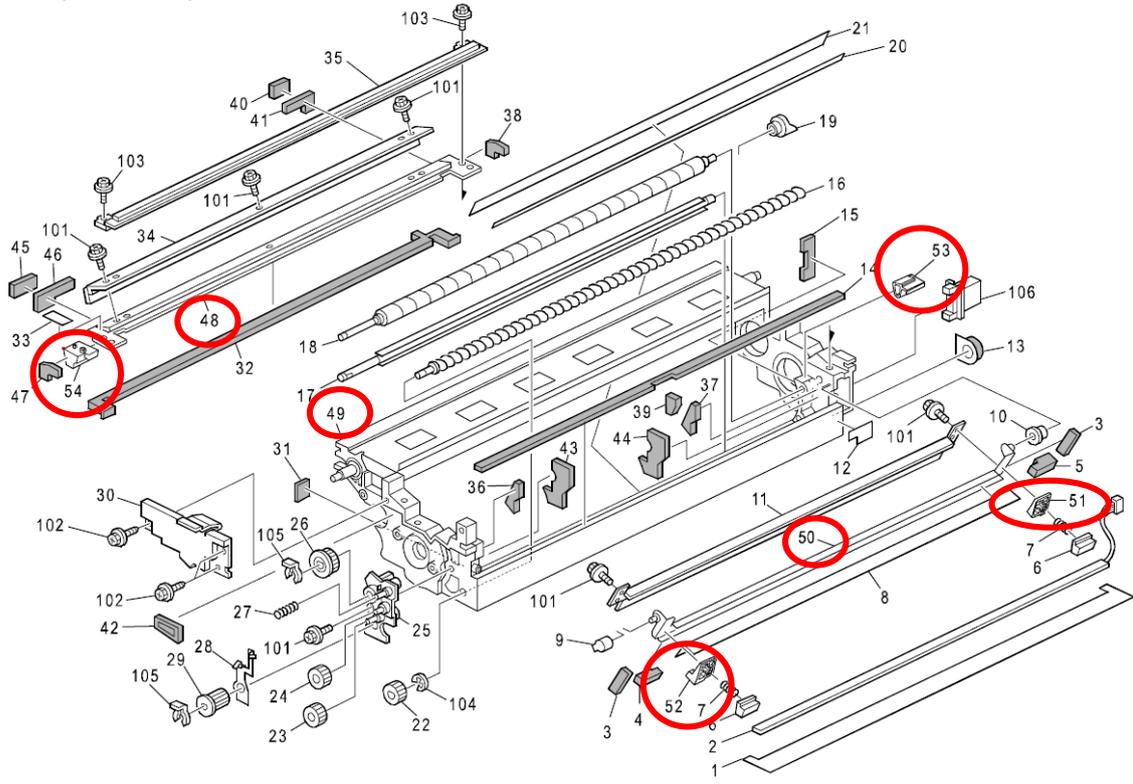
Change: The parts in the table were added.

Reason: To meet requests from the field.

Reissued:11-Jul-14

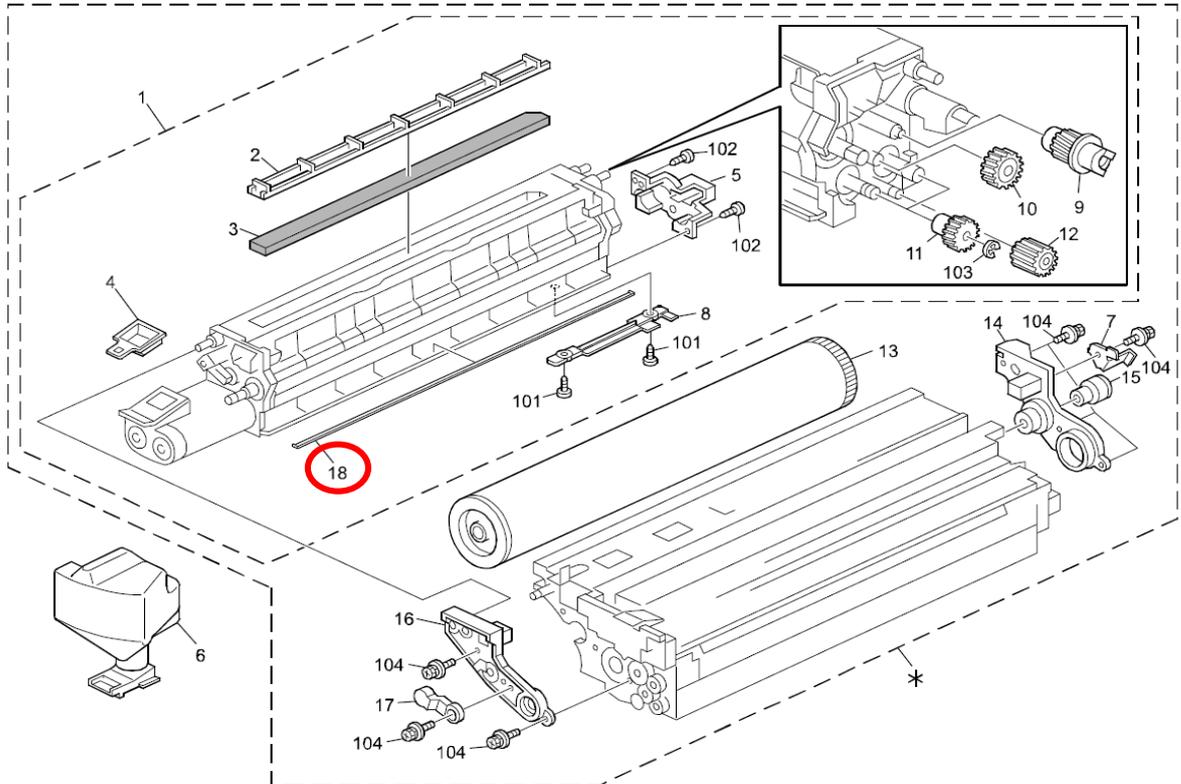
Model: Model V-C2 / V-C2 pro	Date: 10-Jun-13	No: RD014138a
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36.PCU 3 (D014/D015)



88

37.Development Unit (D014/D015)



90

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: Model V-C2		Date: 30-Aug-13	No.: RD014139
Subject: Patch Release for E-7100 V.1.1 (1-1GF8E2)		Prepared by: Chisato 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 1-1GF8E2.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-1GF8E2.ps	Development counter behavior might be incorrect, when a job is printed from Document Server.

Prerequisite(s):

None

Notes:

- Do NOT install any of the following patch(es) after installing the 1-1GF8E2.ps patch. If you must install any of the patch(es) below, do so before installing the 1-1GF8E2.ps patch:
 - 1-16CFCN.ps
 - 1-18UJ11.ps
 - 1-191PS0.ps
 - 1-1BYZNG.ps
- 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.

Model: Model V-C2

Date: 30-Aug-13

No.: RD014139

Patch Update Procedure

1. Extract the **D3807674.exe** until you get the **1-1GF8E2.ps** file.
2. Download/Import the patch file "**1-1GF8E2.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "**1-1GF8E2**".

Model: Model V-C2		Date: 30-Aug-13	No.: RD014140
Subject: Patch Release for E-7100 V.1.1 (1-1F3CRV)		Prepared by: Chisato 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 1-1F3CRV.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-1F3CRV.ps	A generic Linux patch to update the Firebird version to 1.5.6.5026.

Prerequisite(s):

None

Notes:

- 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.

Model: Model V-C2

Date: 30-Aug-13

No.: RD014140

Patch Update Procedure

1. Extract the **D3807675.exe** until you get the **1-1F3CRV.ps** file.
2. Download/Import the patch file "**1-1F3CRV.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "**1-1F3CRV**".

Model: Model V-C2		Date: 30-Aug-13	No.: RD014141
Subject: Patch Release for E-7100 V.1.1 (1-1IC3H4)		Prepared by: Chisato 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 1-1IC3H4.ps for Color Controller E-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-1IC3H4.ps	A Patch to support Web Configure on Mac OS 10.8.

Prerequisite(s):

None

Notes:

- 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.

Model: Model V-C2

Date: 30-Aug-13

No.: RD014141

Patch Update Procedure

1. Extract the **D3807676.exe** until you get the **1-1IC3H4.ps** file.
2. Download/Import the patch file "**1-1IC3H4.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "**1-1IC3H4**".

Model: Model V-C2		Date: 21-Jan-14	No.: RD014142
Subject: Patch Release for E-7100 V.1.1 (1-1JHC4L)		Prepared by: Chisato Tsuji	
From: PP Solution Support Sec., PP 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 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-7100 system version 1.1.

(Note: Do not apply this patch to system ver. 1.0)

Patch File	Issue(s)
1-1JHC4L.ps	"Configure" cannot be opened from WebTools (Windows 8/Windows Server 2012)

Prerequisite(s):

None

Notes:

- 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

1. Extract the **D3807677.exe** until you get the **1-1JHC4L.ps** file.
2. Download/Import the patch file "**1-1JHC4L.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 E-7100 operation panel, reboot the system.

Command Workstation: select "Shut Down" and then "Reboot System"

E-7100 operation panel: select "Restart Fiery" and then "Restart System"

5. Wait until the E-7100 has come to idle and print out the configuration page.

Verify the **Update Info** section. It should contain the patch number "**1-1JHC4L**".