

**Reissued: 28-Jun-11**

Model: V-C3	Date: 11-Dec-09	No.: RD081001c
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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 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 **Printer**.

Version	Program No.	Effective Date	Availability of RFU
1.03	D0815789C	March 2011 production	Available
1.02	D0815789B	November 2010 production	Available
1.00	D0815789A	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
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>PS jobs with a large number of images might be unexpectedly reset.</li> <li>Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs.</li> <li><b><i>Any job (compressed or not compressed) might cause the printer application to stall if "Menu &gt; System &gt; Print Compressed Data" = ON.</i></b></li> <li>If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing..." displayed on the operation panel.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>The name of the user who deletes a Stored Print job is now recorded in the Access Log.</li> </ol>
1.02	<p>Symptom corrected:</p> <p>Jobs not containing any PjL 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>Other Changes:</p> <p>A new BitSwitch#9-4 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p>
1.00	1st Mass production

**Reissued: 17-Nov-10**

Model: V-C3	Date: 11-Dec-09	No.: RD081002a
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Subject: Firmware Release Note: RemoteFax		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 **RemoteFax**.

Version	Program No.	Effective Date
<b>02.00.00</b>	<b>D0815774B</b>	<b>November 2010 production</b>
01.00.00	D0815774A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>02.00.00</b>	<p><b>Symptoms corrected:</b></p> <p><b>1. IP-FAX functions (both sending and receiving) do not work under the following conditions:</b></p> <ul style="list-style-type: none"> <li>-The other machine does not support or cannot use IP-FAX</li> <li>-The connection refusal packet from the other machine arrives after the response time-out has expired</li> </ul>
01.00.00	1st Mass production

**Reissued: 28-Apr-16**

Model: V-C3	Date: 11-Dec-09	No.: RD081003c
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: K. Hamada	
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 **Fax**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>04.00.00</i></b>	<b><i>D0815773D</i></b>	<b><i>April 2016 production</i></b>	<b><i>Available</i></b>
03.00.00	D0815773C	Jun 2012 production	Available
02.00.00	D0815773B	March 2011 production	Available
01.00.00	D0815773A	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
<b><i>04.00.00</i></b>	<b><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></b>
03.00.00	Symptom corrected: The following may occur when using an SDK application. <ul style="list-style-type: none"> <li>- The FAX function does not appear in the User Tools menu</li> <li>- The FAX function cannot be accessed from the LCD</li> <li>- The machine cannot be rebooted from inside WIM, and the following message is displayed: "This device is currently in use by other functions. Please try again later."</li> </ul>
02.00.00	Minor bug correction
01.00.00	1st Mass production

**Reissued: 18-Mar-16**

Model: V-C3	Date: 11-Dec-09	No.: RD081004h
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**RTB Reissue**

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.11:06</b>	<b>D0815407G</b>	<b>January 2016 production</b>	<b>Available</b>
1.10:06	D0815407F	February 2013 production	Available
1.09:06	D0815407E	August 2012 production	Available
1.08:06	D0815407D	July 2011 production	Available
1.07:06	D0815407C	November 2010 production	Available
1.06:06	D0815407B	June 2010 production	Available
1.05:06	D0815407A	April 2010 production	Available
1.04:06	D0815407	March 2010 production(except for D081/D082-29 models)	Available
1.03:04	D0815402C	February 2010 production	Available
1.02:04	D0815402B	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
<b>1.11:06</b>	<p><b>Symptom corrected:</b></p> <ul style="list-style-type: none"> <li>- <b>Toner scattering from the development unit.</b></li> <li>- <b>Image density is low.</b></li> </ul> <p><b>NOTE: SP setting is required for this firmware to take effect. See RTB RD081049f for detail.</b></p>
1.10:06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. A noise can be heard if paper is fed from Trays 1, 2, or 3, and SP1-903-005 (Bypass Thick Mode) is enabled.</li> <li>3. Bug related the following SC fixed. <ul style="list-style-type: none"> <li>- Development Intake Fan Error : SC536(Y)、SC537(C)、SC538(M)、SC539(K)</li> <li>- Development intake fan error : SC570</li> </ul> </li> </ol>
1.09:06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. 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</li> </ol>

**Reissued: 18-Mar-16**

Model: V-C3		Date: 11-Dec-09	No.: RD081004h
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> <li>1.</li> <li>2. A noise can be heard if paper is fed from Trays 1, 2, or 3, and SP1-903-005 (Bypass Thick Mode) is enabled.</li> </ol>		
1.08:06	Symptom corrected: <ol style="list-style-type: none"> <li>1. SC670 occurs when scanning an original with the ADF.</li> <li>2. The printer might stall with "Printing..." displayed on the operation panel if 2 jobs in a row are stapled or punched.</li> </ol>		
1.07:06	Symptom Corrected: <ol style="list-style-type: none"> <li>1. Pages are printed out in the wrong order (two print jobs are mixed together and printed out) under the following conditions.               <ul style="list-style-type: none"> <li>- The same paper size is loaded in the two paper trays with the same orientation (paper feed direction)</li> <li>- Two duplex print jobs 2 or more pages long are sent to the printer</li> <li>- The Paper End condition occurs while feeding paper for the first job</li> </ul> </li> </ol>		
1.06:06	Symptom Corrected: <ol style="list-style-type: none"> <li>1. Paper Jam (code64) occurs when the paper size is changed from the bypass tray. Example: Feeding A4SEF after feeding one piece of A4LEF.</li> <li>2. Countermeasure against SC360.</li> <li>3. When the double-sided originals are copied with dual side scanning mode, the color reproduction on the front side is different from that on the rear side.</li> <li>4. When DF Dust Check (SP4-202-001) is set to "1(ON)", duplex scan with Fiery Scan may fail under some setup condition.</li> </ol> Other Change: <ol style="list-style-type: none"> <li>1. SP3004 (Vtref: Disp/Set) is available.</li> </ol> <b>IMPORTANT NOTICE:</b> Do not change the value of SP3004, until you install this engine firmware or newer.		
1.05 :06	Symptom Corrected: Toner cartridge cannot be detected (D081/D082-29 only).  Information for only D081/D082-29 models: If the firmware currently installed in the machine is the temporary solution (Ver. 1.04a (program No.D0815407_LR0429) or Ver. 1.03:04 or older), be sure to update the Engine firmware this new version (Ver. 1.05:06).  Other Changes: Paper feeding speed is modified when Multi Folding Unit FD5000 is installed.  <b>IMPORTANT:</b> If you install this new version (Ver. 1.05:06) directly from Ver. 1.03:04 or older, NEVER turn the main power switch OFF or unplug the power cord during the update. If you do, the VBCU board can break (SC670 occurs the next time the power is turned ON). If you do this accidentally, replace the VBCU board.  <b>Note:</b> This version contains all the modification, which were applied in ver. 1.04:06.		

**Reissued: 18-Mar-16**

Model: V-C3	Date: 11-Dec-09	No.: RD081004h
Version	Modified Points or Symptom Corrected	
1.04 :06	<p>Symptom Corrected:</p> <ol style="list-style-type: none"><li>1. Improve the reliability of stapling with Finisher SR5000.</li><li>2. Improve the reliability of scanner control in sub scan direction.</li><li>3. Improve the reliability of document folding with Multi-Folding Unit FD5000.</li><li>4. SC142 (White level detection error) appears when the main power switch is turned ON</li></ol> <p>Note: Except for the D081/D082-29, this firmware has been released only for mass-production level machines. This is because this version contains a bug related to toner cartridge detection on these models. (Therefore, this version does not appear on the Ricoh firmware download site).</p>	
1.03:04	Minor bug corrections.	
1.02:04	1st Mass production	

**Reissued: 19-Jun-12**

Model: V-C3	Date: 11-Dec-09	No.: RD081006b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Network DocBox		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 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 **Network DocBox**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.03</b>	<b>D0815772C</b>	<b>June 2012 production</b>	<b>Available</b>
1.02	D0815772B	February 2012 production	Available
1.01	D0815772A	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
<b>1.03</b>	<b>Symptom corrected:</b> <b>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 bytes in length.</b>
1.02	Symptom corrected: 1. If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.  Other changes: 1. Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.  This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network DocBox Ver 1.02 (D0815772B) Scanner Ver 01.06 (D0815787E) Web Uapl Ver 1.02 (D0815776C)
1.01	1st Mass production

**Reissued: 02-Apr-12**

Model: V-C3	Date: 11-Dec-09	No.: RD081007b
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Language Install		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 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 **Language Install**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.04</b>	<b><i>D0815451B</i></b>	<b><i>May 2012 production</i></b>	<b><i>Not available</i></b>
1.03	D0815451A	March 2011 production	Not available
1.01	D0815451	1st Mass production	Not available

**Note: Definition of Availability of RFU via @Remote**

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

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

Version	Modified Points or Symptom Corrected
<b>1.04</b>	<b><i>Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i></b>
1.03	Minor bug correction.
1.01	1st Mass production

**Reissued: 01-Apr-16**

Model: V-C3	Date: 11-Dec-09	No.: RD081010d
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: GWFCU3-18(WW)		Prepared by: Y. Miyamoto	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GWFCU3-18(WW)**.

Version	Program No.	Effective Date	Availability of RFU
<b>05.00.00</b>	<b>D4985570E</b>	<b>April 2016 production</b>	<b>Available</b>
04.00.00	D4985570D	December 2012 production	Available
03.00.00	D4985570C	May 2012 production	Available
02.00.00	D4985570B	March 2011 production	Available
01.00.00	D4985570A	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
<b>05.00.00</b>	<b>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.</b>
04.00.00	Symptom corrected: 1. The number of FAX pages printed out does not match the number that appears in the Job Log. 2. The number of pages printed out does not match the number that appears in the Job Log, if the machine main power is turned OFF/ON while the machine is receiving a FAX.
03.00.00	Symptoms corrected: 1. The machine stalls while forwarding the image to the FAX folder. 2. An image problem occurs when receiving a JBIG (B) FAX from a Xerox machine.
02.00.00	Minor bug correction.
01.00.00	1st Mass production

**Reissued: 01- Sep-10**

Model: V-C3	Date: 11-Dec-09	No.: RD081012a
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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 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/PDF**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.01</b>	<b>D4975903A</b>	<b>October 2011 production</b>	<b>Available</b>
1.00	D4975903	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
<b>1.01</b>	<b>Symptom corrected:</b> <b>1. PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</b>
1.00	1st Mass production

**Reissued: 02-Apr-12**

Model: V-C3	Date: 11-Dec-09	No.: RD081013e
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: OpePanel.EXP		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 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 **OpePanel.EXP**.

**USA**

Version	Program No.	Effective Date	Availability of RFU
<b>1.05</b>	<b>D0815453D</b>	<b>May 2012 production</b>	<b>Available</b>
1.04	D0815453C	March 2011 production	Available
1.02	D0815453B	January 2010 production	Available
1.01	D0815453A	1st Mass production	Available

**EUR**

Version	Program No.	Effective Date	Availability of RFU
<b>1.05</b>	<b>D0815454D</b>	<b>May 2012 production</b>	<b>Available</b>
1.04	D0815454C	March 2011 production	Available
1.02	D0815454B	January 2010 production	Available
1.01	D0815454A	1st Mass production	Available

**TWN**

Version	Program No.	Effective Date	Availability of RFU
<b>1.05</b>	<b>D0815455D</b>	<b>May 2012 production</b>	<b>Available</b>
1.04	D0815455C	March 2011 production	Available
1.03	D0815455B	May 2010 production	Available
1.02	D0815455A	January 2010 production	Available
1.01	D0815455	1st Mass production	Available

**CHN**

Version	Program No.	Effective Date	Availability of RFU
<b>1.05</b>	<b>D0815456B</b>	<b>May 2012 production</b>	<b>Available</b>
1.04	D0815456A	March 2011 production	Available
1.03	D0815456	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.

Reissued: 02-Apr-12

Model: V-C3	Date: 11-Dec-09	No.: RD081013e
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**USA**

Version	Modified Points or Symptom Corrected
1.05	<b>Other changes:</b> <i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <b>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</b>
1.04	Minor bug correction.
1.02	Standardization with other models. This change has no effect on this model.
1.01	1st Mass production

**EUR**

Version	Modified Points or Symptom Corrected
1.05	<b>Other changes:</b> <i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <b>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</b>
1.04	Minor bug correction.
1.02	Standardization with other models. This change has no effect on this model.
1.01	1st Mass production

**TWN**

Version	Modified Points or Symptom Corrected
1.05	<b>Other changes:</b> <i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i> <b>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</b>
1.04	Minor bug correction.
1.03	Language for D081/D082-19 model has been modified.
1.02	Standardization with other models. This change has no effect on this model.
1.01	1st Mass production

Reissued: 02-Apr-12

Model: V-C3	Date: 11-Dec-09	No.: RD081013e
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**CHN**

<b>Version</b>	<b>Modified Points or Symptom Corrected</b>
1.05	<p><b>Other changes:</b>  <i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i>  <b>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</b></p>
1.04	Minor bug correction.
1.03	1st Mass production

**Reissued: 01-Feb-12**

Model: V-C3	Date: 11-Dec-09	No.: RD081014b
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web Uapl		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 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 **Web Uapl**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.02</b>	<b>D0815776C</b>	<b>February 2012 production</b>	<b>Available</b>
1.01	D0815776B	March 2011 production	Available
1.00	D0815776A	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
<b>1.02</b>	<p><b>Other changes:</b></p> <p>1. <b>Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.</b></p> <p><b>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</b>  <b>Network DocBox Ver 1.02 (D0815772B)</b>  <b>Scanner Ver 01.06 (D0815787E)</b>  <b>Web Uapl Ver 1.02 (D0815776C)</b></p>
1.01	<p>Symptom corrected:</p> <p>1. Even if "Restrict Use of Destinations (Scanner)" is enabled, users can still see destinations (folders/E-mail addresses) via "Web Image Monitor &gt; Document Server" and type them in manually and use them. This only occurred if "Restrict Use of Destinations (Fax)" was disabled.</p>
1.00	1st Mass production

**Reissued: 13-Nov-15**

Model: V-C3	Date: 22-Dec-09	No.: RD081015h
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**RTB Reissue**

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

Subject: Firmware Release Note: PCL		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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.13</i></b>	<b><i>D0815783J</i></b>	<b><i>December 2015 production</i></b>	<b><i>Available</i></b>
1.12	D0815783H	October 2014 production	Available
1.11	D0815783G	March 2012 production	Available
1.10	D0815783F	February 2012 production	Available
1.09	D0815783E	June 2011 production	Available
1.08	D0815783D	March 2011 production	Available
1.07	D0815783C	November 2010 production	Available
1.06	D0815783B	April 2010 production	Available
1.05	D0815783A	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
<b><i>1.13</i></b>	<b><i>Symptom corrected: PCL6 jobs containing raster images and submitted using an Office 2010 application, might cause the device to throw an SC899. (GFPR#RE12010015, GFPR#RE15020032)</i></b>
1.12	Symptom corrected: 1. SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13020020) 2. A PCL XL error might occur when using the Citrix UPD to print. 3. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)
1.11	Symptom corrected The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012)
1.10	Symptom corrected 1. Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'A'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are

**Reissued: 13-Nov-15**

Model: V-C3	Date: 22-Dec-09	No.: RD081015h
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Version	Modified Points or Symptom Corrected
	missing, the 'A' should still be printed. (GFPR#RE11040007) 2. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#RE11100007) 3. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001)
1.09	Other changes: 1. If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep). 2. -The color of objects in a PCL5 macro might not have been assigned a color, resulting in them being the same color as the background. This made them invisible. -The wrong font might be used in PCL5 jobs containing PCL5 macros. This could result in text appearing differently than expected. 3. Characters or symbols missing from the printouts of jobs containing HP-GL/2. 4. Objects out of position in PCL5 jobs containing HP-GL/2 and macro. 5. Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&I#U <ESC>&I#Z
1.08	Symptom corrected: 1. A paper size mismatch occurs if all of the following conditions are met: - The PCL job specifies the Interposer as the source tray. - The paper is placed in the in the Interposer LEF. - The PCL job uses any of the following options: Staple, Punch, Ring Binding, Perfect Binding, Z-Folding, Multi-sheet Fold, Trimmer
1.07	Symptom corrected: 1. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects. 2. PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area. This did not occur if using the driver.
1.06	Symptom corrected: Minor bug correction
1.05	1st Mass production

**Reissued: 06-Jun-11**

Model: V-C3	Date: 07-Jan-10	No.: RD081016c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: App2Me		Prepared by: K. Hamada	
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 **App2Me**.

Version	Program No.	Effective Date
<b><i>1.5.700</i></b>	<b><i>D0925766C</i></b>	<b><i>June 2011 production</i></b>
1.5.2	D0925766B	May 2010 production
1.5.1	D0925766_001	Not apply to the mass production
1.02	D0925766A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>1.5.700</i></b>	<b><i>Minor bug correction.</i></b>
1.5.2	Only the program number was changed. (Contents are the same as V1.5.1).
1.5.1	Supports App2Me Scan V2.  Note: - App2Me Scan V2 supports the following file formats. Single page TIFF, JPEG, Multi-page TIFF, Single page PDF, Multi-page PDF, High compression PDF
1.02	1st Mass production

**Reissued: 23-Aug-10**

Model: V-C3	Date: 27-Jan-10	No.: RD081017a
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RPCS		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 **RPCS**.

Version	Program No.	Effective Date
<b>3.10.6</b>	<b><i>D0815781B</i></b>	<b><i>September 2010 production</i></b>
3.10.5.2.3	D0815781A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>3.10.6</b>	<b><i>Symptom corrected:</i></b> <b><i>1. Duplex pages in mixed orientation jobs are intermittently printed upside down.</i></b>
3.10.5.2.3	1st Mass production

**Reissued: 26-Mar-13**

Model: <b>V-C3</b>	Date: 26-Jan-10	No.: RD081018a
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: SubCPU		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 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 **SubCPU**.

Version	Program No.	Effective Date
<b><i>F.06</i></b>	<b><i>D0815770B</i></b>	<b><i>March 2013 production</i></b>
F.05	D0815770A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>F.06</i></b>	<b><i>Symptom corrected:</i></b> <b><i>1. SC816-38/49/90 occurs.</i></b> <b><i>2. The machine does not detect the status of the ADF (e.g., opening/closing of the ADF, loading of an original) after recovering from Sleep Mode.</i></b>
F.05	1st Mass production

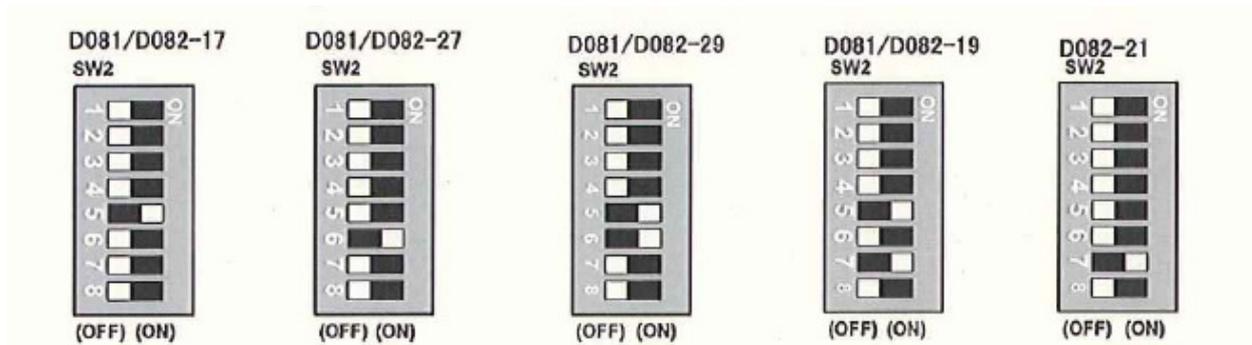
Model: V-C3	Date: 15-Feb-10	No.: RD081019
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Subject:: DIP SW settings on VBCU		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part 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 (      )		

D081/D082 Service Manual Revision

Replace the illustration shown below (regarding the DIP SW settings on the VBCU) in the D081/D082 FSM (Pg. 458).

New illustration for DIP SW settings



Model:V-C3	Date: 15-Feb-10	No.: RD081020
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Subject:: Service Manual Revision(SP 2265-003)		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 (      )		

D081/D082 Service Manual Revision

Delete SP2265-3 (Voffset\_reg), as this SP is not used. Therefore the SP value of SP2265-3 is always “0”.

**4. Appendix: Service Program Mode Tables**

Pg. 212

226 5	ID Sn Chk Disp	
	Displays the most recent ID sensor Vsg and <del>Voffset</del> readings. <b>Notes:</b> <ul style="list-style-type: none"> <li>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</li> <li><del>if Voffset_reg is less than 0.15, the ID sensor should be replaced. (The ID sensors are replaced as a unit.)</del></li> </ul>	
1	Vsg_reg	
<del>3</del>	<del>Voffset_reg</del>	

Reissued:17-Mar-10

Model: V-C3	Date:15-Feb-10	No.: RD081021a
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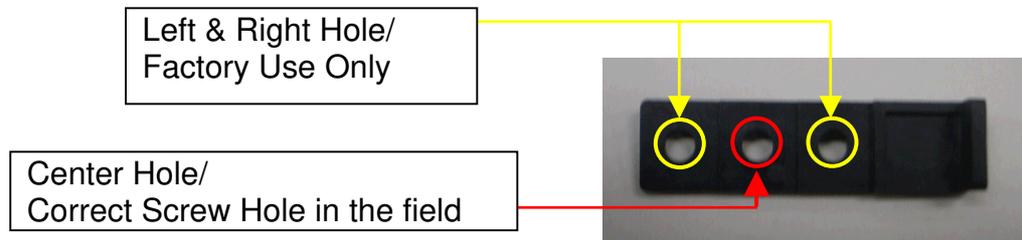
**RTB Reissue**

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

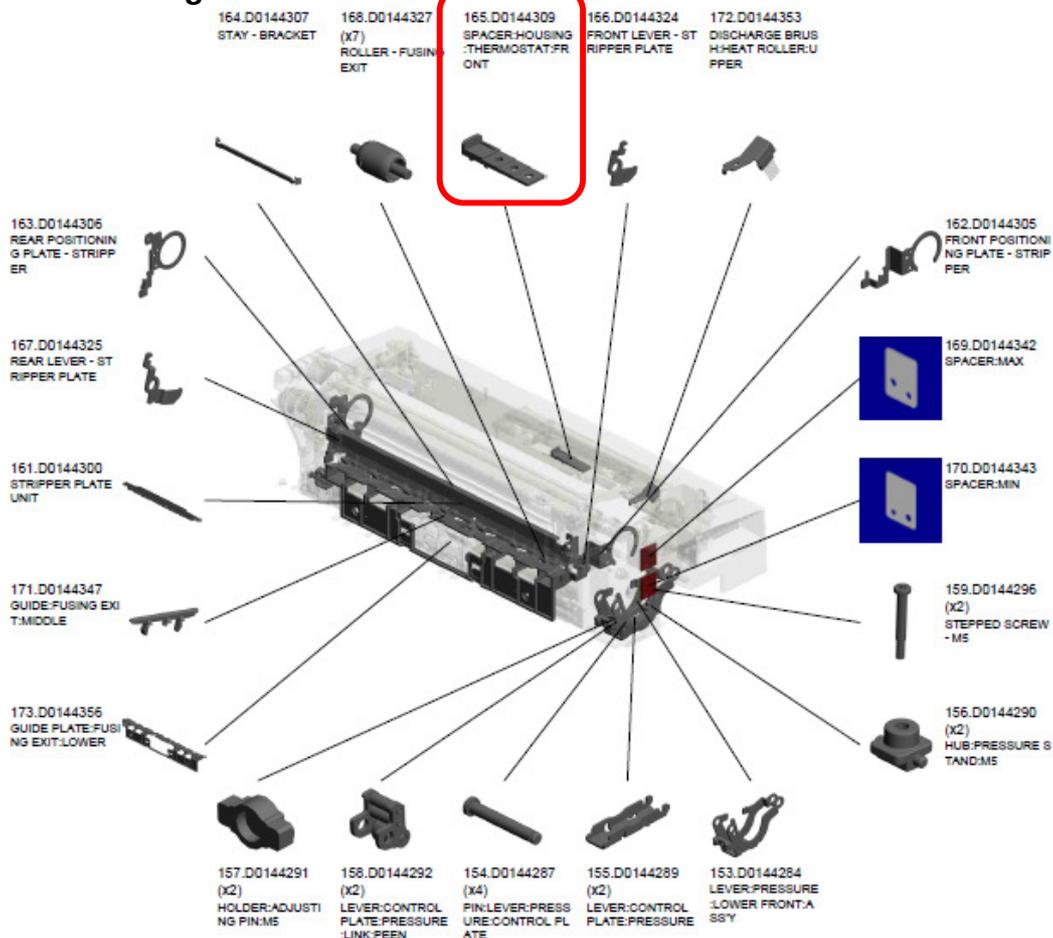
Subject:: SPACER:HOUSING:THERMOSTAT:FRONT	Prepared by: Takeshi Toriumi
From: 1st Overseas Tech Support Sec, 1 st PQM Dept	
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Mechanical <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"/> Other (      )

**Note:**

The attachment position for **SPACER:HOUSING:THERMOSTAT:FRONT (Pg.182, Index#165)** is decided, so **be sure to attach this part in the correct position** any time in the field.



**V-C3 Parts Catalog**



Reissued:17-Mar-10

Model: V-C3

Date:15-Feb-10

No.: RD081021a

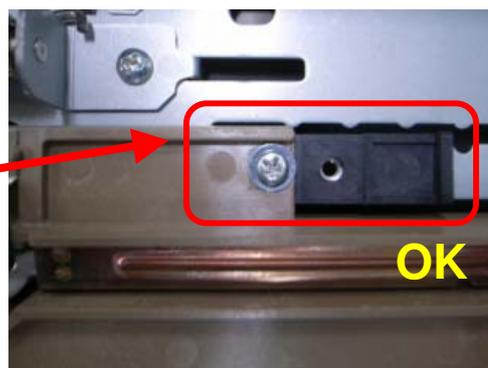
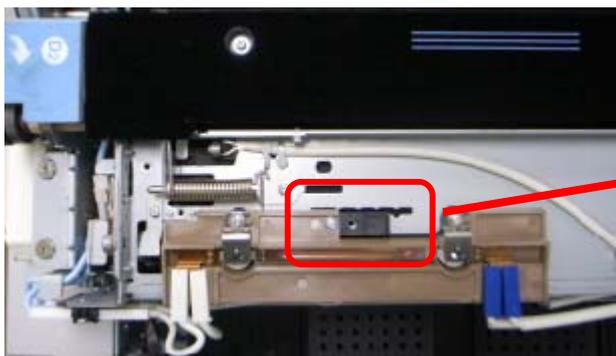
**Reason:**

This part adjusts the height between Fusing Belt and Thermostat.

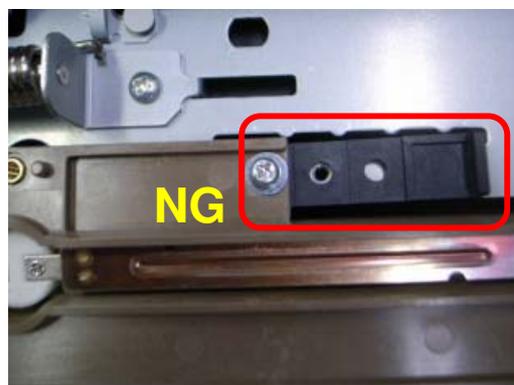
If this part is attached in an incorrect position, the thermostat might **NOT** function correctly.

**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-C3	Date: 12-Mar-10	No.: RD081022
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Subject:: SP5802(Free Run Mode)		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 (      )		

D081/D082 Service Manual Revision

Delete SP5802 (Free Run Mode), as this SP is not used.

**6. Troubleshooting**

Pg. 533

**Important SP Codes**

Here is a list of important SP codes that you may need during troubleshooting. For more information about these and other SP codes, refer to the Service Tables.

<del>SP5802</del>	<del>Free Run Mode</del>	<del>Execute this SP to force base engine to run in the free run mode for testing.</del>
SP5803	Input Check	Displays the signals received from sensors and switches.
SP5804	Output Check	Switches electrical components one by one for testing.
SP5810	Cancel Fusing SC Code	Use this to cancel a fusing unit SC code to return the machine to normal operation after you repair the machine.

Model: V-C3	Date: 19-Mar-10	No.: RD081023
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Subject:: Service Manual Revision (Fax Option)		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 (        )		

**D081/D082 Service Manual Revision**

The area shown in red below was revised (the D081/D082 copier supports **Fax Option Type C7501 (D498)**).

**2. Installation**

**MFP Controller Options**

Pg. 245

No.	Name	Description
③	Slot C	Gigabit Ethernet (D377-21). The EFI (Fiery) controller is connected through Gigabit Ethernet.
④	Upper Slot	<ul style="list-style-type: none"> <li>• Data Overwrite Security (D497)</li> <li>• PostScript3 (D497)</li> <li>• Browser Unit (D497)</li> <li>• HDD Encryption Unit (D377-16)</li> </ul>
⑤	Lower Slot	Contains the VM card when the machine leaves the factory. When used for firmware updates, and moving applications to another SD card with SP5873 (Apli Move), the VM card must be removed and then re-installed after the update procedure is completed.
⑥	USB 2.0	Built-in for connection of USB devices.
⑦	100BaseT LAN	Standard LAN connection point.
⑧	USB Ch1	For future use (PictaBridge, other application devices).
⑨	USB Ch2	<b>Note:</b> These connection points are covered with a plate. Remove the screw, rotate the plate and reattach it with the screw so that the slots are exposed, then attach the connector.
⑩	TEL	Jack for telephone connection
⑪	Line 1	Jack for main telephone line from the outside for connection to <del>Fax Option (D356).</del> <b>Fax Option Type C7501 (D498)</b>

**Reissued:16-Sept-10**

Model: V-C3	Date: 26-Mar-10	No.: RD081024a
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**RTB Reissue**

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

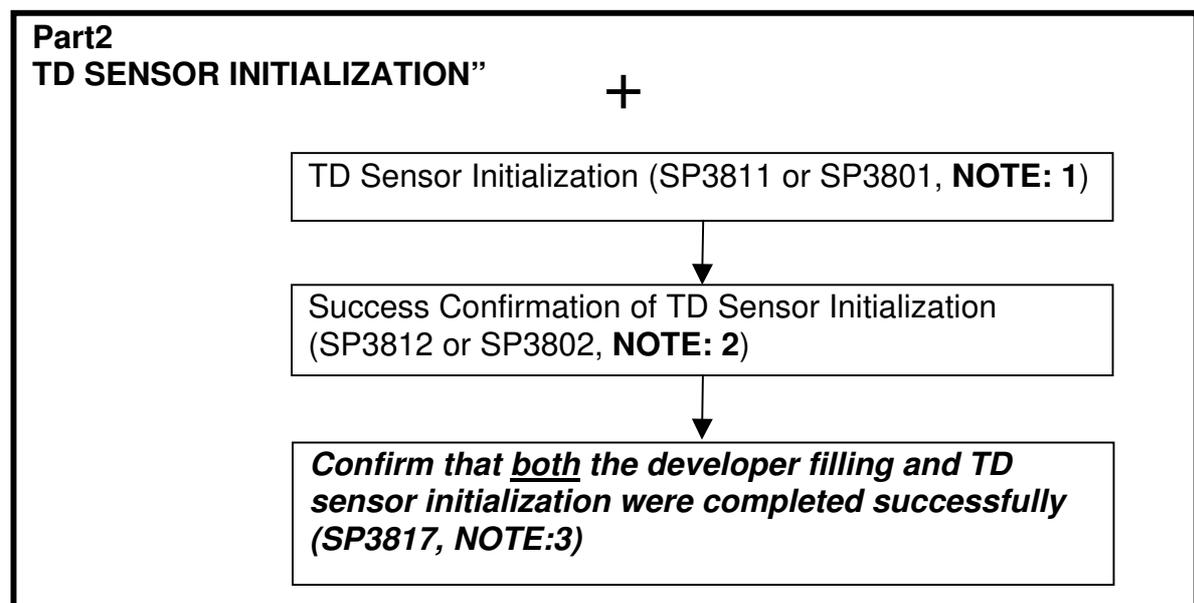
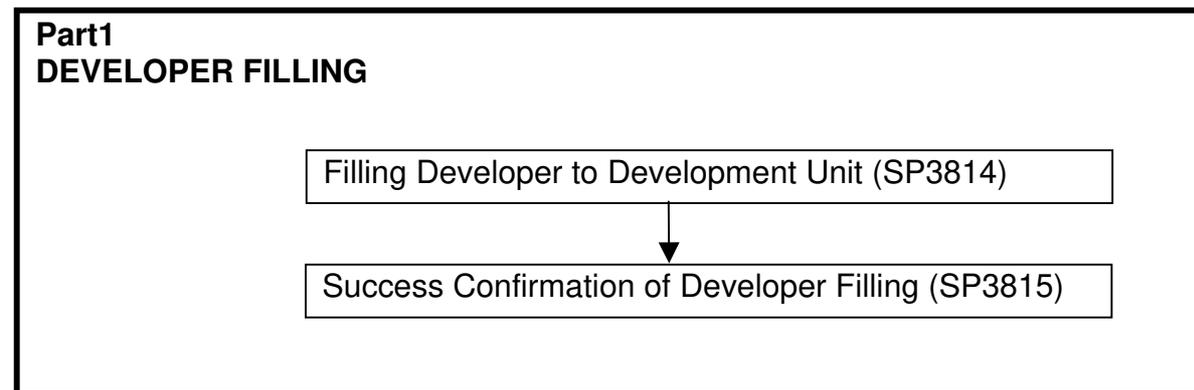
Subject: Outline of Developer Installation		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1st PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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

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-C3

Date: 26-Mar-10

No.: RD081024a

**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-C3

Date: 26-Mar-10

No.: RD081024a

**NOTE: 3**

**Use SP3817 to check whether BOTH developer filling and TD sensor initialization were completed successfully.**

**SP3817-001 to 004 (Developer Filling: Admission):**

<b>Value:</b>	<b>Meaning:</b>
"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.

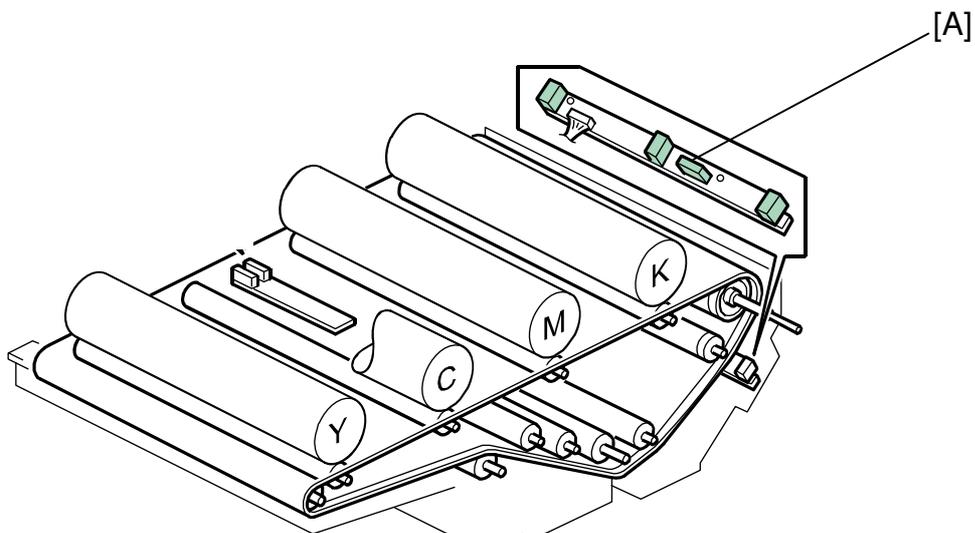
Model: V-C3		Date: 26-Mar-10	No.: RD081025
Subject: Abnormal Image Density and SC4XX		Prepared by: H. Matsui	
From: 1st Overseas Tech Support Sec, 1st PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action 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

**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 a 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. This makes the ID sensor dirty and it leads to the same symptom again.

Model: V-C3	Date: 31-Mar-10	No.: RD081026
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Subject:: SP2-222-001(Execute Wire Cleaning)		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 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 ( )		

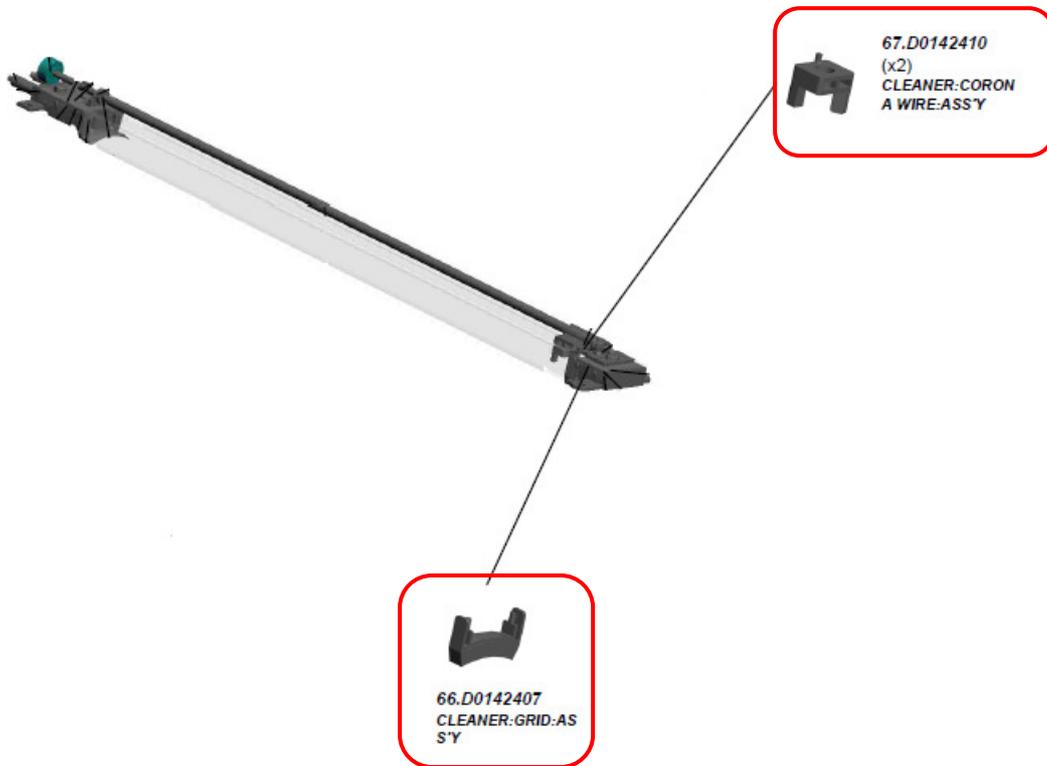
**Important information about SP2-222-001**

**Every time** you replace the following service parts, make sure to **execute SP2-222-001** (corona wire cleaning) after you attach the new parts. This is because SP2-222-001 checks whether these parts are working correctly.

CLEANER:GRID:ASS'Y (pg. 124, index #66)

CLEANER:CORONA WIRE:ASS'Y (pg. 124, index #67)

**P/C Section#U011\_S001 CHARGE CORONA: ASS'Y**



Model: V-C3	Date: 06-Apr-10	No.: RD081027
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Subject:: P to P(Fuse Information)		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 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 (P to P)		

**P to P Revision**

The fuse-related information shown below in **bold** was newly added to the P-to-P.

AC Drive Board

Fuse List D081(NA)				
FU101	15A-250V	Removable	<b>CN400,401,402,403,406,407</b>	<b>CN400,407:Not Used</b>
FU102	15A-250V	Removable	<b>CN404,405</b>	<b>Fusing Lamp</b>
FU103	2A-250V	Non-removable	<b>CN402,403</b>	<b>Upper/Lower Tray Heater, Anti-Condensation Heater-Transfer</b>
FU104	2A-250V	Non-removable	<b>CN407-1,2,3</b>	-

Fuse List D082(NA), D081/D082(EU)				
FU101	10A-250V	Removable	<b>CN400,401,402,403,406,407</b>	-
FU102	10A-250V	Removable	<b>CN404,405</b>	<b>Fusing Lamp</b>
FU103	2A-250V	Non-removable	<b>CN402,403</b>	<b>Upper/Lower Tray Heater, Anti-Condensation Heater-Transfer</b>
FU104	2A-250V	Non-removable	<b>CN407-1,2,3</b>	-
FU501	2A-250V	Non-removable	<b>CN404</b>	-

Fuse List D081(NA)				
FUS001	15A-250V	Removable	-	<b>24V,12V,5.1V</b>
FUS002	2.5A-250V	Non-removable	-	<b>5.1VE</b>
FU111	6.3A-250V	Non-removable	<b>CN416-2</b>	<b>ADF:Vcc(5.1V)</b>
FU112	6.3A-250V	Non-removable	<b>CN414-2</b>	<b>DRB:Vcc(5.1V)</b>
FU113	6.3A-250V	Non-removable	<b>CN413-6</b>	<b>SIOB:Vcc(5.1V)</b>
FU114	6.3A-250V	Non-removable	<b>CN409-1,2, CN411-1,2,3, CN412-4</b>	<b>IOB,IPU,PFB:Vcc(5.1V)</b>
FUS012	6.3A-250V	Non-removable	<b>CN410-1,2</b>	<b>IPU:VccE(5.1VE)</b>
FUS034	6.3A-250V	Non-removable	<b>CN410-3,4</b>	<b>IPU:VccE(5.1VE)</b>

Model: V-C3

Date: 06-Apr-10

No.: RD081027

Fuse List D082(NA), D081/D082(EU)				
FUS001	8A-250V	Removable	-	<b>24V,12V,5.1V</b>
FUS002	2.5A-250V	Non-removable	-	<b>5.1VE</b>
FU111	6.3A-250V	Non-removable	<b>CN416-2</b>	<b>ADF:Vcc(5.1V)</b>
FU112	6.3A-250V	Non-removable	<b>CN414-2</b>	<b>DRB:Vcc(5.1V)</b>
FU113	6.3A-250V	Non-removable	<b>CN413-6</b>	<b>SIOB:Vcc(5.1V)</b>
FU114	6.3A-250V	Non-removable	<b>CN409-1,2, CN411-1,2,3, CN412-4</b>	<b>IOB,IPU,PFB:Vcc(5.1V)</b>
FUS012	6.3A-250V	Non-removable	<b>CN410-1,2</b>	<b>IPU:VccE(5.1VE)</b>
FUS034	6.3A-250V	Non-removable	<b>CN410-3,4</b>	<b>IPU:VccE(5.1VE)</b>

**Reissued: 21-Apr-21**

Model: V-C3	Date: 09-Apr-10	No.: RD081028a
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**RTB Reissue**

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

Subject: Important notes for installing the Color Controller E-7200		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-7200 with Model V-C3.

**Approved Firmware for the Model V-C3 for connection with the E-7200 Controller**

Make sure that the firmware modules for Model V-C3 are upgraded as follows at the E-7200 installation.

**Engine:** 1.05:06 or newer**System/Copy:** 1.01 or newer**Network Support (NIB):** 9.53 or newer**Scanner:** 01.03 or newer**Web Support:** 1.01 or newer**SP mode setting for the *E-7200* Controller**

As written in the service manual, the following SP values of Model V-C3 must be changed at the E-7200 installation.

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

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

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

\*This setting disables the pre-installed GW printer feature.

GW printer must be disabled when using E-7200.

**Reissued: 21-Apr-21**

Model: V-C3	Date: 09-Apr-10	No.: RD081028a
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**Information: System Software DVD is included in the box.**

System Software DVD is included in the product carton box.

This DVD should be used when the controller has any problem (system software problem, HDD replacement, etc.).

On the DVD label, it is printed "For Service Only".

The USB Prep Tool (a utility that enables you to install the system software from a USB drive) will be provided via the firmware download site.

Model: V-C3		Date: 16-Apr-10	No.: RD081029
Subject: Banding in red solid image		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**



Banding [A] appears in solid images that are printed using magenta toner (the red leaf above, for example) on top of a white background.

**CAUSE**

This occurs due to a combination of the following two factors:

- Magenta toner has a slightly lower image transfer bias than other colors.  
**Note:** This was done as a solution to grainy images in cyan halftone areas, which occurred due to the amount of magenta transferred on top of cyan on the ITB.
- Machine vibrations  
**Note:** Image areas that use magenta are more easily affected by machine vibrations.

**ACTION**

Increase the target image transfer current for magenta by setting **SP2406-002** (Norm FC Bias ITB: M) to a value **between 27 and 30**.

**Side effects:**

- Grainy images in cyan halftone areas may occur more easily
- Increased consumption of magenta toner

Model: V-C3		Date: 20-Apr-10	No.: RD081030
Subject: Service Manual Revision		Prepared by: H. Matsui	
From: 1st Overseas Tech Support Sec, 1st PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

## Service Manual Correction

Please **delete** the description below.

Reason: Replacing the HDD has no effect on the function of the encryption keys.

PDF manual:

pg. 495

HTML manual:

Main Chapters / Replacement and Adjustments / HDD / After Installing The New HDD Unit / Reinstallation

**~~If the customer is using the HDD Encryption Unit, the encryption key must be restored after replacing the HDD unit. For details, see the installation procedure for the HDD Encryption Unit.~~**

**Reissued:14-Dec-10**

Model: V-C3	Date: 21-Apr-10	No.: RD081031b
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**RTB Reissue**

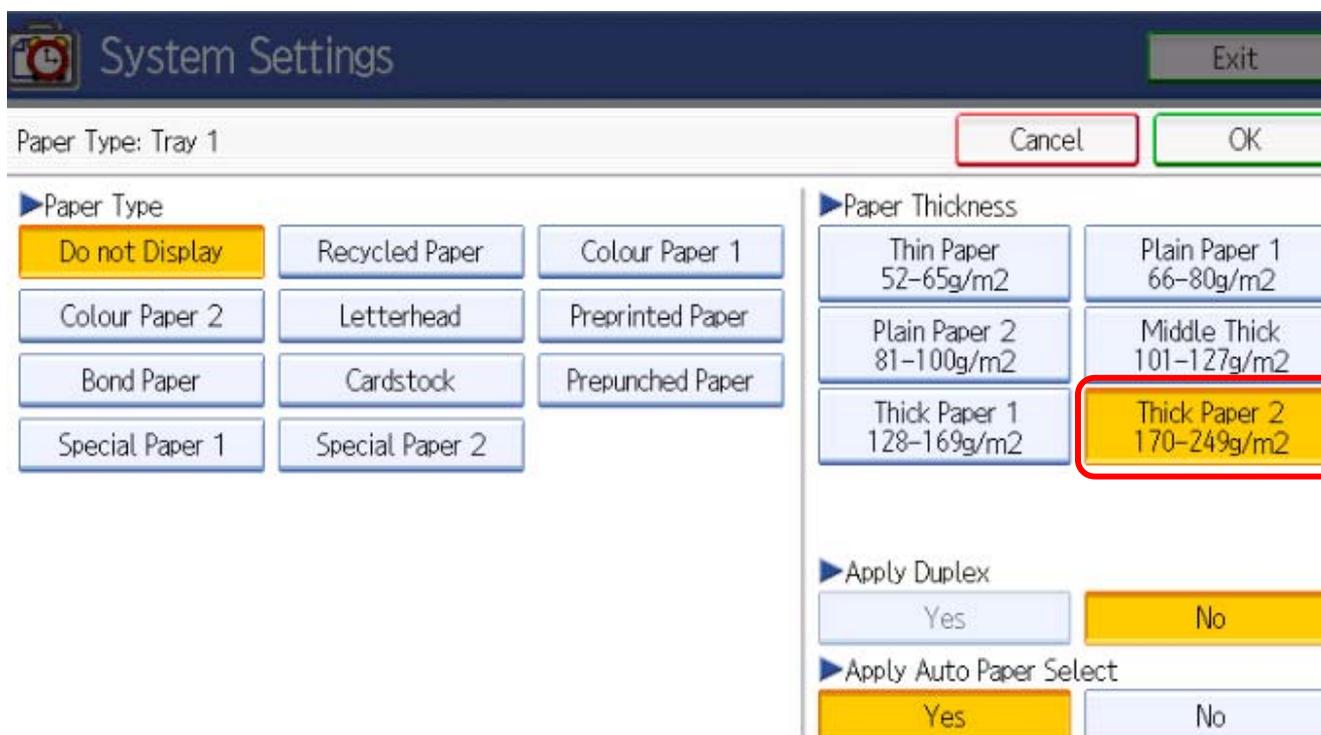
The items in ***bold italics*** were corrected or added.

Subject:: Paper Thickness for Tray1,2 and 3		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 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: The following display errors were corrected with System/Copy firmware ver1.02.**

**Important note about the paper thickness display for Trays 1, 2**

- As shown below, the paper thickness for Tray 1 and 2 is displayed as “170-249g/m<sup>2</sup>”. However, the maximum thickness supported by this model on Tray 1 and 2 is 216g/m<sup>2</sup>.
- Therefore, please advise customers not to load paper with a thickness greater than 216g/m<sup>2</sup> in Tray 1 and 2. Otherwise, a paper jam may occur.



[User Tools] → [System Settings] → [Tray Paper Settings] → [Paper Type: Tray 1] or [Paper Type: Tray 2]

**Reissued:14-Dec-10**

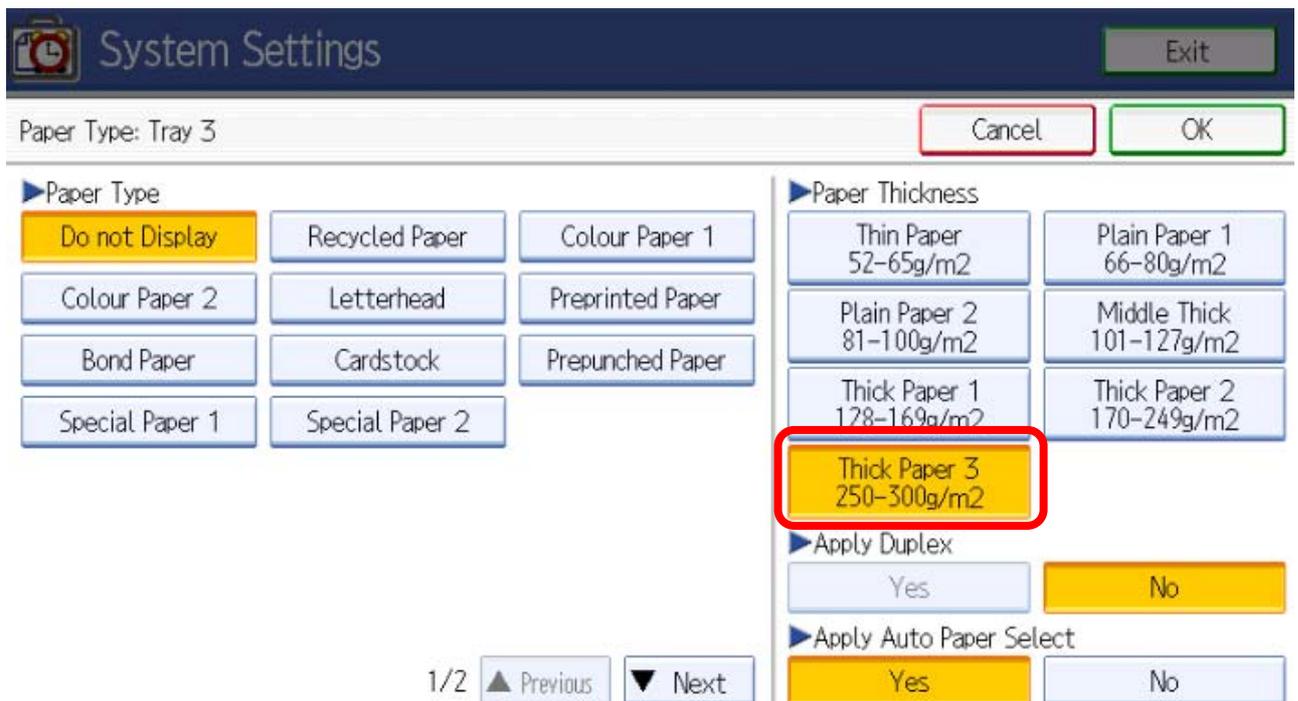
Model: V-C3

Date: 21-Apr-10

No.: RD081031b

### Important note about the paper thickness display for Tray 3

- As shown below, the paper thickness for Tray 3 is displayed as “250-300g/m<sup>2</sup>”. However, the maximum thickness supported by this model on Tray 3 is 256g/m<sup>2</sup>.
- Therefore, please advise customers not to load paper with a thickness greater than 256g/m<sup>2</sup> in Tray 3. Otherwise, a paper jam may occur.

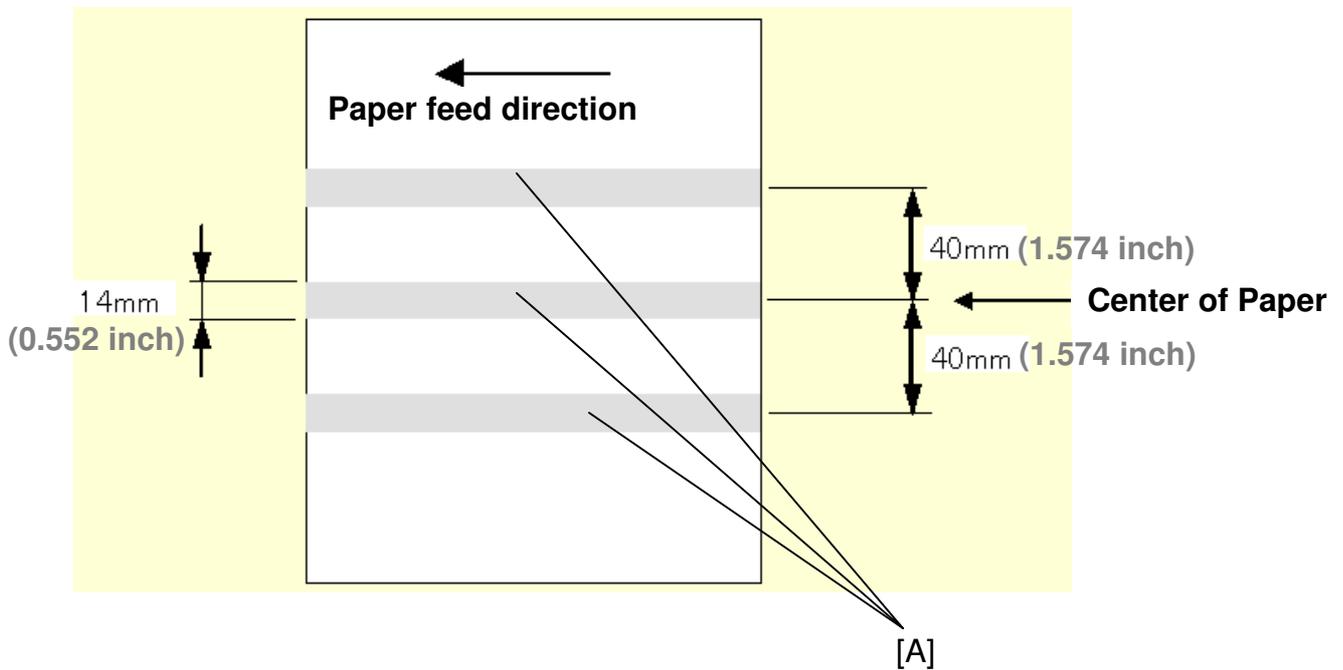


[User Tools] → [System Settings] → [Tray Paper Settings] → [Paper Type: Tray 3]

Model: V-C3		Date: 30-Apr-10	No.: RD081032
Subject: Horizontal band 14mm (0.552inch) width		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

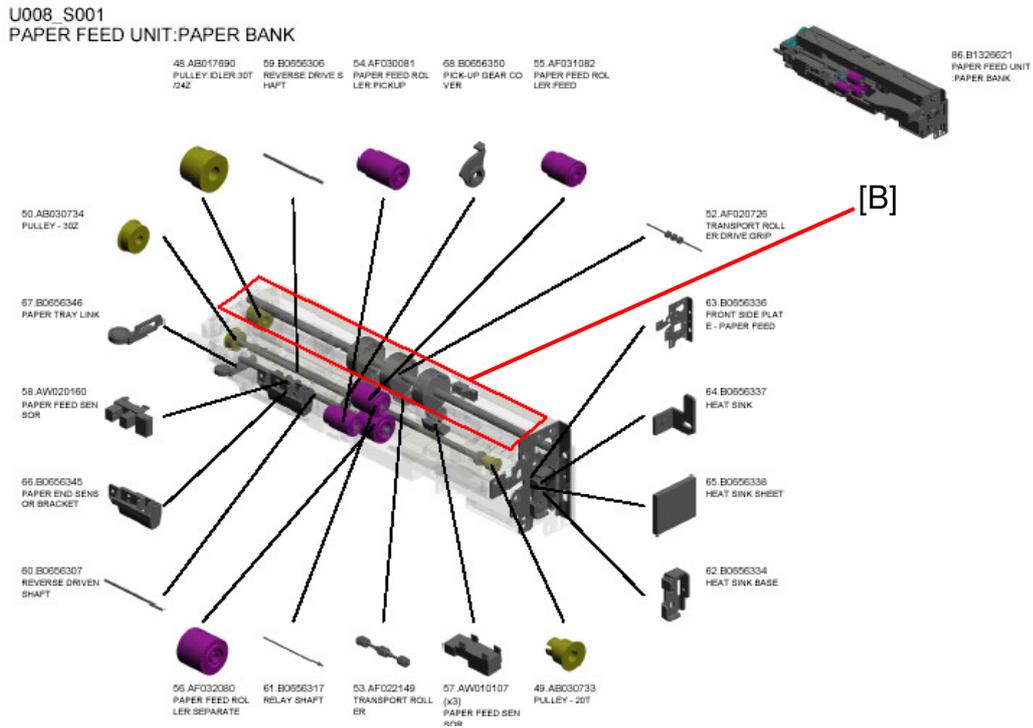
**SYMPTOM**

Dirty horizontal bands [A] appear at intervals of 40mm, especially under low-temperature conditions.



**CAUSE**

Under low-temperature conditions, paper dust tends to build up on the ITB and ITB cleaning blade (especially in the area corresponding to the position of the Paper Feed Roller [B] in the paper feed unit). These areas are damaged, and this appears on the paper as horizontal bands.



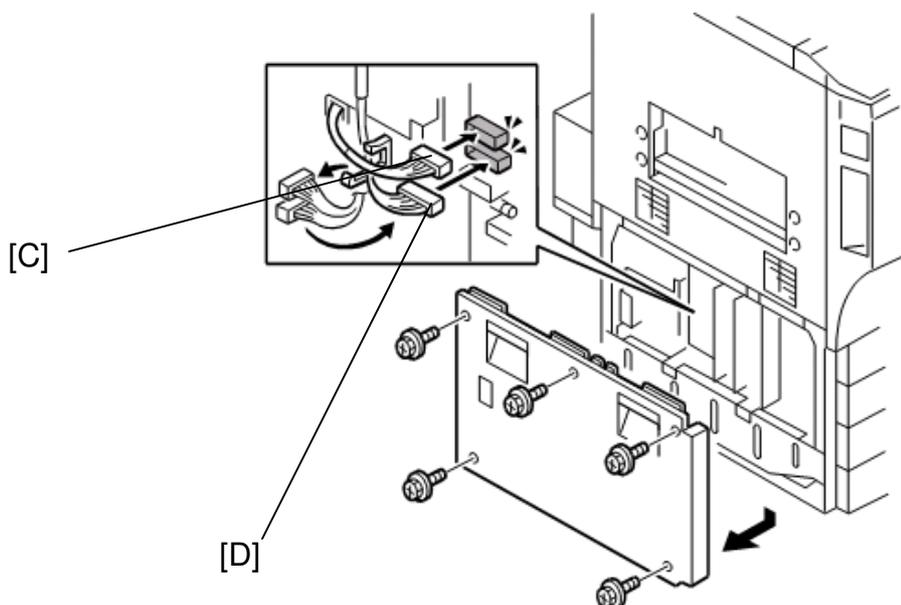
**ACTION**

Connect the Upper Tray Heater [C] and Lower Tray Heater [D] according to the procedure in the Service Manual.

Location of procedure in Service Manual:

PDF version: pg. 88

HTML version: Main Chapters > Installation > Main Machine D081/D082 > Installation > Connect the Upper and Lower Tray Heaters



Model: V-C3	Date: 18-May-10	No.: RD081033
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Subject:: Color Adjustment for Connected Copiers		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 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**

Please replace FSM Pg.561, 562 with the following.

Pg.561

Color Adjustment for Connected Copiers

This procedure may be required for copiers after they are connected with the Copy Connector Type 3260 B328-11. Do this procedure only if you or the customer notices that the color quality between the two copiers is different.

The scanner masking parameter and printer gamma curve are adjusted at the factory for each machine. However, small differences between machines may arise due to fluctuations in the tolerances of scanner or image processing components.

The following two adjustments calibrate these differences to within acceptable standards.

**1. Color Adjustment with Connection Kit Color Test Chart (P/N VSST9502)**

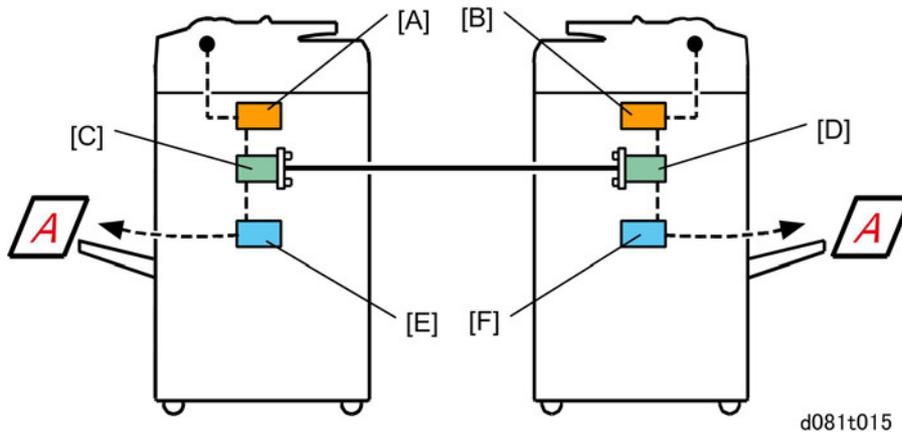
This adjusts the scanner masking parameter of each machine [A], [B] connected with the Copier Connection Kit B328. The scanner masking parameter is adjusted to equalize the scanner input with the scanner output.

**2. ACC (Auto Color Calibration)**

This adjusts the printer gamma curves [E], [F] of each machine connected with the Copy Connector Type 3260 B328-11.

Model: V-C3	Date: 18-May-10	No.: RD081033
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Pg.562



d081t015

- [A] Scanner masking parameter – Machine 1
- [B] Scanner masking parameter – Machine 2
- [C] HDD – Machine 1
- [D] HDD – Machine 2
- [E] Printer gamma curve – Machine 1
- [F] Printer gamma curve – Machine 2

**For Scanner Glass**

**To adjust the main machine:**

1. Place the Connection Kit Color Test Chart (P/N: VSST9502) on the exposure glass, with the arrow mark on the chart aligned with the left rear corner.
2. Do **SP4954 001** and touch [Execute] and confirm the "Completed" message appears. If "Failed" message appears after touching [Execute], do the procedure again.
3. After doing **SP4954 001**, do the ACC procedure described in the "Installation" section for the main machine.

**To adjust the sub machine:**

1. Do Steps 1 to 3 for the sub machine.

**Compare the results**

2. Set the two machines for full color, and do some sample color copies.
3. Compare the results from the two copiers. If the results are not same, do the procedure again from step 1.

**For CIS of ADF**

**To adjust the main machine:**

1. **Load the Connection Kit Color Test Chart (P/N: VSST9502) in the ADF so that the blank side is facing up and the arrow on the chart is at the ADF's left rear corner.**
2. Do **SP4958 001** and touch [Execute] and confirm the "Completed" message appears. If "Failed" message appears after touching [Execute], do the procedure again.
3. After doing **SP4958 001**, do the ACC procedure described in the "Installation" section for the main machine.

**To adjust the sub machine:**

1. Do Steps 1 to 3 for the sub machine.

**Compare the results**

1. Set the two machines for full color, and do some sample color copies.
2. Compare the results from the two copiers. If the results are not same, do the procedure again from step 1.

Model: V-C3	Date: 18-May-10	No.: RD081034
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Subject:: Paper Thickness for Duplex Mode		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 ()		

**Service Manual Correction**

The paper thickness supported in duplex mode was corrected to 60-169g/m<sup>2</sup>.

pg.6

Paper weight	Tray 1	52.3 – 216 g/m <sup>2</sup>
	Tray 2	14 Bond – 80 lb Cover
	Tray 3	52.3 – 256 g/m <sup>2</sup> 14 Bond – 90 lb Cover
	Bypass	52.3 – 300 g/m <sup>2</sup> 14 lb Bond– 110 lb Cover
	Duplex mode	60 – <del>216</del> g/m <sup>2</sup> 17 lb Bond – 90 lb Index

**60-169g/m<sup>2</sup> is correct**

Model: V-C3	Date: 14-Jun-10	No.: RD081035
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Subject:: File Format Converter (D377-04)		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 ()		

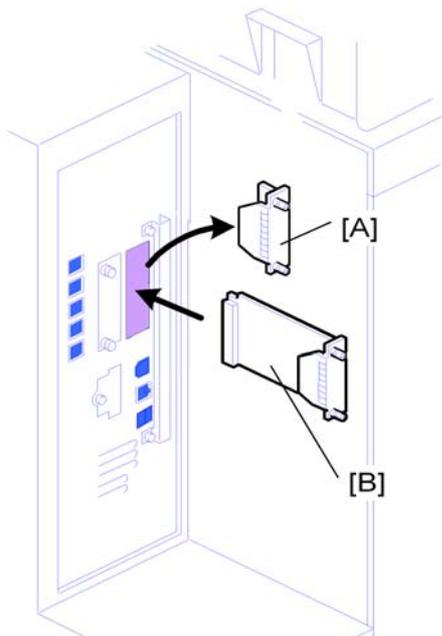
**Service Manual Correction**

pg.260

**Delete** Steps 6 and 7, as shown below.

**Note:** It is not possible to check whether or not the File Format Converter is installed using the SMC.

Installation



b737i108

1. Remove the cover of Slot **A** [A] (🔧 x2).
2. Touch a metal surface to discharge any static electricity from your hands.
3. Put the interface board [B] in Slot B.
4. Confirm that the board is inserted completely, then fasten it (🔧 x 2).
5. Turn the machine off and on.
- ~~6. Enter the SP mode and do SP5990 to print an SMC Report.~~
- ~~7. Read the report and confirm that the interface board is installed correctly.~~

**Reissued:23-Jul-10**

Model: V-C3	Date: 15-Jun-10	No.: RD081036a
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**RTB Reissue**

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

Subject:: Multiple Network Support Firmware issues affecting: Scan to SMB Windows Authentication		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**

There are some issues related to the network support firmware for Windows 7. Currently, there are 2 Network firmware modules to choose from and each has its own problems.

Version	Program No.	Effective Date
<b>9.53.1</b>	<b>D0815767C</b>	<b>May 2010 production</b>
<b>9.53</b>	<b>D0815767B</b>	<b>April 2008 production</b>

***Both firmware v9.53.1 and v9.53 are affected by the following issue:***

***Problem : 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 privileges of the "Default Group".***

***Conditions of occurrence: The authenticating server is Windows 2008 R2.***

***Cause: The group request used by GW devices is no longer supported by Windows Server 2008 R2.***

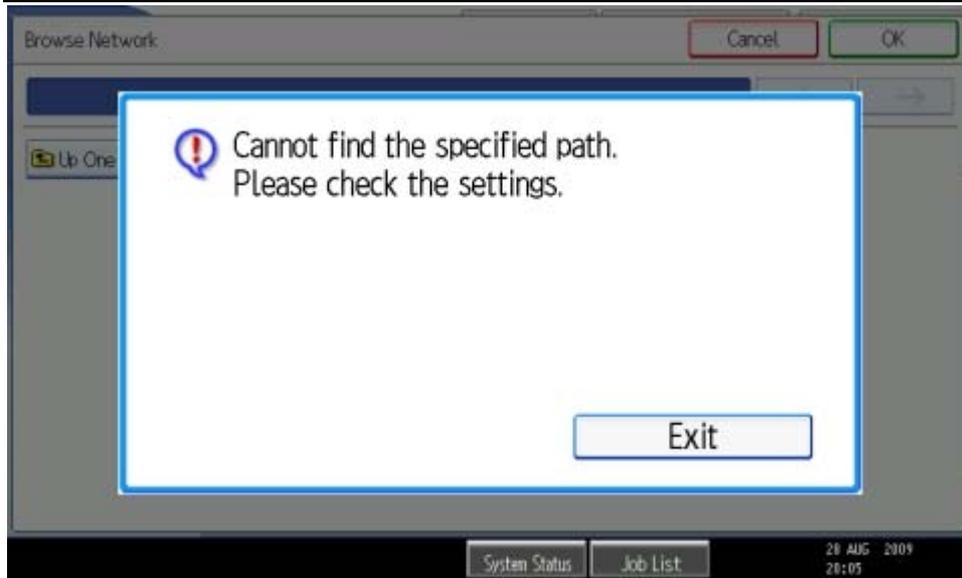
***Workaround: None.***

**Firmware v9.53.1 is affected by the following issue:**

**Problem. Scan to Folder destinations cannot be selected by browsing. When a user attempts to select a destination by browsing, an error is displayed.**

**Reissued:23-Jul-10**

Model: V-C3	Date: 15-Jun-10	No.: RD081036a
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Conditions of occurrence: The destination is Windows 7 or Windows Server 2008 R2.

Cause: As of Windows 7/Windows Server 2008 R2, Samba 3.0.23 or later is required in order to establish an smb connection. Current GWs have older versions of Samba.

Workaround: None. Users will have to manually enter the paths to their destinations.

~~**Firmware v9.53 is affected by the following 6 issues:**~~

***Firmware v9.53 is affected by the following 5 issues:***

**Problem 1. Unable to Scan to SMB to Windows 7 and 2008.**

Conditions of occurrence: The destination is Windows 7 or 2008 and the Windows Online ID provider is installed. <http://windows.microsoft.com/en-US/windows7/online-id-providers>

Cause: Firmware A was not designed to handle the extra information included by Windows Online ID provider.

Workaround: None.

**Problem 2. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server.**

Conditions of occurrence: The destination is Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server and is specified using an IP address instead of a hostname.

Cause: These operating systems don't allow SMB connections via IP address. The device should fail over to a hostname, but it doesn't.

Workaround: Specify destinations using a hostname.

**Problem 3. Unable to Scan to SMB when the domain name is not an FQDN.**

Conditions of occurrence:

Reissued:23-Jul-10

Model: V-C3	Date: 15-Jun-10	No.: RD081036a
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The username is something like "username@example", not "username@example.com"

Cause: The Ricoh MFP doesn't adhere to the NTLMv2 specification which doesn't allow the use of usernames in formats other than FQDN.

Workaround: Use FQDNs when specifying a user name.

**Problem 4. Scan to SMB authentication error results in an SC 899 and device stall.**

Conditions of occurrence: The device tries and fails to login to a Windows scan destination 3 times. This is intermittent, occurring about 20% of the time that these conditions are met.

Cause: Invalid memory access.

Workaround: None. Please reboot.

**Problem 5. Windows Authentication fails if the username/password includes European characters.**

Conditions of occurrence: The username/password contains European characters

Cause: The character table used by the MFP for Windows authentication doesn't include these characters.

Workaround: None.

~~**Problem 6. Unable to retrieve the Windows group name from a Windows 2008 R2 server, during Windows Authentication.**~~~~Conditions of occurrence: The authenticating server is Windows 2008 R2.~~~~Cause: The group request used by GW devices is no longer supported by Windows Server 2008 R2.~~~~Workaround: None.~~**Action**

These problems are going to be fixed in the Network firmware version to be released at the beginning of September 2010. For now, please just select whichever best meets your customers' needs.

**Reissued: 05-Nov-10**

Model: Finisher SR4030/40	Date: 22-Jun-09	No.: RD062020f
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Finisher SR4030/40		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 checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Finisher SR4030/40**.

Version	Program No.	Effective Date
<b><i>01.100:27</i></b>	<b><i>D3735112F</i></b>	<b><i>November 2010 production</i></b>
1.90:26	D3735112E	September 2010 production
1.08:25	D3735112D	May 2010 production
1.06:22	D3735112C	December 2009 production
1.04:20	D3735112B	August 2009 production
1.03:19	D3735112A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>01.100:27</i></b>	<b><i>Symptom Corrected: Standardization with other models.</i></b>
1.90:26	Symptom Corrected: After the main switch is turned on, SC725 (Finisher exit guide plate motor error) occurs.
1.08:25	Symptoms corrected: 1. A jam occurs due to the shift motor not returning to its home position properly. 2. The joggers shift farther apart little by little with each print job if there is only one sheet being printed and Staple is selected. 3. The edge of the paper in the exit tray is dirty at about 2500 sheets, due to contact with the belt of the roller.
1.06:22	Symptom corrected: Jam 111 or Jam131 occurs due to a shift motor control issue.
1.04:20	Symptom corrected: A paper jam occurs with two-spot stapling on one sheet of paper.
1.03:19	-

Model: V-C3

Date: 05-Jul-10

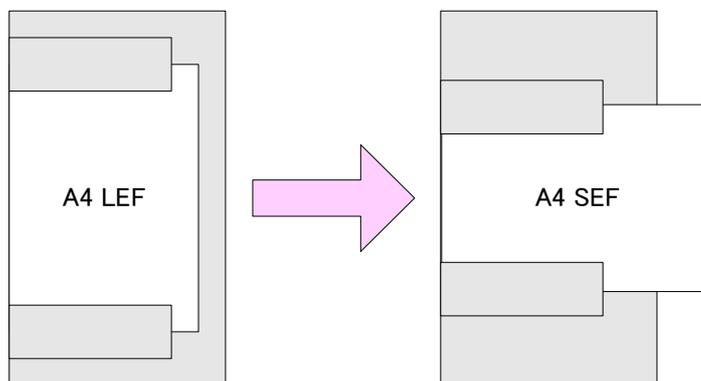
No.: RD081037

Subject:: Paper Jam(Code 64) when fed from bypass		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**

Paper Jam (Code 64) occurs if **one** sheet is fed from the bypass tray, and then another sheet is fed in a different feed direction.

Example: **One** sheet of A4 LEF is fed, followed by a sheet of A4 SEF.



**Note:** Once the jam occurs, the condition cannot be cleared through jam recovery or clearing the job. To clear the condition, the main power must be turned off/on.

**CAUSE**

Engine firmware bug

**ACTION**

Update the Engine firmware to **ver1.06:06 or newer**.

Model: V-C3		Date: 05-Aug-10	No.: RD081038
Subject:: Jam Code 146		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"/> Other ()		

**Service Manual Revision**

**Add** the following description for Jam Code -146.

**4. Appendix: Service Program Mode Tables**

Pg. 432

7504	Paper Jam Loc (Fin2)	3000-Sheet Feeder B830
-146	<b>Pre-Stack Jam</b>	<b>Jam at Pre-Stack</b>

Reissued: 12-Apr-12

Model: V-C3	Date: 20-Aug-10	No.: RD081039f
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Java VM v7 std UpdateTool		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input 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 **Java VM v7 std UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
<b>7.17.04</b>	<b><i>D0815792H_upd</i></b>	<b><i>March 2012 production</i></b>	<b><i>Not available</i></b>
7.16.07	D0815792G_upd	November 2011 production	Not available
7.14.03	D0815792F_upd	June 2011 production	Not available
7.09.03	D0815792E_upd	December 2010 production	Not available
7.08.02	D0815792D_upd	October 2010 production	Not available
7.06.04	D0815792C_upd	September 2010 production	Not available
7.03.09	D0815792B_upd	May 2010 production	Not available
7.01	-	1st Mass production	Not available

**Note: Definition of Availability of RFU via @Remote**

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

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

Version	Modified Points or Symptom Corrected
<b>7.17.04</b>	<p><b><i>Other changes:</i></b></p> <ol style="list-style-type: none"> <li><b><i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i></b></li> </ol> <p><b><i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i></b></p> <ol style="list-style-type: none"> <li><b><i>Software Keyboard type was changed for Taiwan model.</i></b></li> </ol>
7.16.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>SDK/J starting logo screen does not change.</li> <li>Vulnerability to the re-negotiation of SSL/TLS.</li> <li>Multi installation to HDD fails for VM card Type-C applications.</li> <li>Other minor bug corrections.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>Kerberos certification corresponding to RC4-HMAC code form.</li> <li>VM card Type-C application remote installation.</li> <li>Support for eDC-i1.2.</li> </ol>
7.14.03	<p>Supported:</p> <p>Support for eDC-i1.2 and Remote Install Manager V1.1 was added.</p>

Reissued: 12-Apr-12

Model: V-C3	Date: 20-Aug-10	No.: RD081039f
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Version	Modified Points or Symptom Corrected
	<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up.</li> <li>2. The device may stall if an SDK application takes more than 15 seconds to start up.</li> <li>3. SC997 can occur if an SDK application takes more than 15 seconds start up.</li> <li>4. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator.</li> <li>5. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.</li> <li>6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size.</li> </ol> <p>Others:</p> <p>The Java VM v7.xx update tool has been merged into a single download object (self-extracting archive) which can be used for all supported models. A list (list.txt) of supported VM card part nos. is included in the update archive.</p>
7.09.03	Minor bug correction.
7.08.02	<p>Symptom corrected:</p> <p>The sender's name does not appear on the FAX when it is printed out at the receiving end.</p> <p>Fixed:</p> <ol style="list-style-type: none"> <li>1. The JavaVM would not update the DNS server address after the initial cache, which could eventually prevent the SDK application and DNS server from communicating.</li> </ol> <p>Note: This issue does not affect the device's ability to communicate with the DNS server.</p> <ol style="list-style-type: none"> <li>2. Notification for jobs cancelled by the "Print Volume Use Limitation" function were not passed back to the SDK application. This causes the SDK application to incorrectly think that the job completed successfully.</li> </ol>
7.06.04	<p>Symptom Corrected:</p> <ol style="list-style-type: none"> <li>1. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>2. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>3. If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>4. The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol>

Reissued: 12-Apr-12

Model: V-C3	Date: 20-Aug-10	No.: RD081039f
Version	Modified Points or Symptom Corrected	
7.03.09	<p>Symptom Corrected:</p> <ol style="list-style-type: none"><li>1. If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li><li>2. Wording errors in the display messages used in the SDK application initial settings screen.</li><li>3. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li><li>4. Temporary files stored in the SD card are not deleted after completing a remote installation of the SDK Java Platform.</li><li>5. When the two processes listed below occur simultaneously, the MFP might enter Sleep mode.<ul style="list-style-type: none"><li>- The MFP tries to enter Energy Saver mode.</li><li>- An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode.</li></ul></li><li>6. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used.</li></ol>	
7.01	1st Mass production	

Model: V-C3	Date: 24-Aug-10	No.: RD081040
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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.  
 “4. Appendix: Service Program Mode Tables (Pg.325)”

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	-

Model: V-C3	Date: 24-Aug-10	No.: RD081040
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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

Model: V-C3	Date: 24-Aug-10	No.: RD081040
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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	-

Model: V-C3	Date: 24-Aug-10	No.: RD081040
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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-C3	Date: 24-Aug-10	No.: RD081040
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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-C3

Date: 24-Aug-10

No.: RD081040

-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-C3	Date: 30-Aug-10	No.: RD081041
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Subject: Parts Information(ARDF)		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	Note
D4123124	D4123125	DRIVEN ROLLER:SCANNING	1-1	X/X	X/O
D4123155	D4123156	ROLLER:DRIVE ROLLER: TRANSPORT BELT UNIT	2-2	X/X	as a set

**Change:** The shapes of these parts were changed.

**Reason:** To further increase the accuracy of the transfer belt alignment.

**Important:** Install both new parts **together as a set**.

Model: V-C3		Date: 14-Sept-10	No.: RD081042
Subject: Release of USB Prep Tool Ver.1.3		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for the USB Prep Tool Ver.1.3 that can be used when re-installing the system software for E-7200.

### **About USB Prep Tool**

**USB Prep Tool** is a utility software for service use only.

This utility can be used when you reinstall the system software by using a USB memory drive.

For details of usage of this utility, please read the “**Installing System Software Using a USB Drive**” in the E-7200 service manual.

### **Installation Procedure**

1. If a previous version of USB prep tool is already installed in your PC, uninstall it.
2. Extract D5027660.exe, until you get the PT folder.
3. Open the PT folder.
4. Double click on “Setup.exe” to install the application.
5. Check the legal notice and go through the installation.

Model: V-C3		Date: 14-Sept-10	No.: RD081043
Subject: Patch Release for E-7200 V.1.0 (1-16OVJ9.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-16OVJ9.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-16OVJ9.ps</b>	The engine counters for a PCL5c job are different from the counters for PS and/or PCL6 jobs.

**Note:**

This patch is pre-installed from the 1<sup>st</sup> lot of mass-production unit. Therefore this patch is needed to be installed only when system re-installation is performed.

**Prerequisite(s):**

None

**Patch Update Procedure**

1. Extract **D5027551.exe** until you get the **1-16OVJ9.ps** file.
2. Download/Import the patch file "**1-16OVJ9.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 select Server-> Reboot Server or from the Fiery LCD select Restart Fiery -> Restart System.
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-16OVJ9**".

Model: V-C3		Date: 14-Sept-10	No.: RD081044
Subject: Patch Release for E-7200 V.1.0 (1-17LVX9.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-17LVX9.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-17LVX9.ps</b>	<ul style="list-style-type: none"> <li>• The E-7200 cannot receive a lot of jobs via the “Send To” option.</li> <li>• <i>CommandWorkStation</i> freezes in a specific print condition.</li> <li>• The method of updating the address book in LCD scan does not work.</li> <li>• Canceled jobs remain in the print queue.</li> <li>• New Feature: Managing scan addresses from WebTools is available.</li> </ul>

**Important Note:**

After this patch is applied, the customer can use a new feature which is to manage scan addresses from the WebTools.

Therefore, after applying this patch, provide the customer with the attached file [ReadMe\\_ScanAddrBook.pdf](#)

**Prerequisite(s):**

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

- **1-16OVJ9.ps**

**Patch Update Procedure**

1. Extract **D5027552.exe** until you get the **1-17LVX9.ps** file.
2. Download/Import the patch file “**1-17LVX9.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 select Server-> Reboot Server or from the Fiery LCD select Restart Fiery -> Restart System.
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number “**1-17LVX9**”.
7. Provide the customer with the **ReadMe\_ScanAddrBook.pdf**.

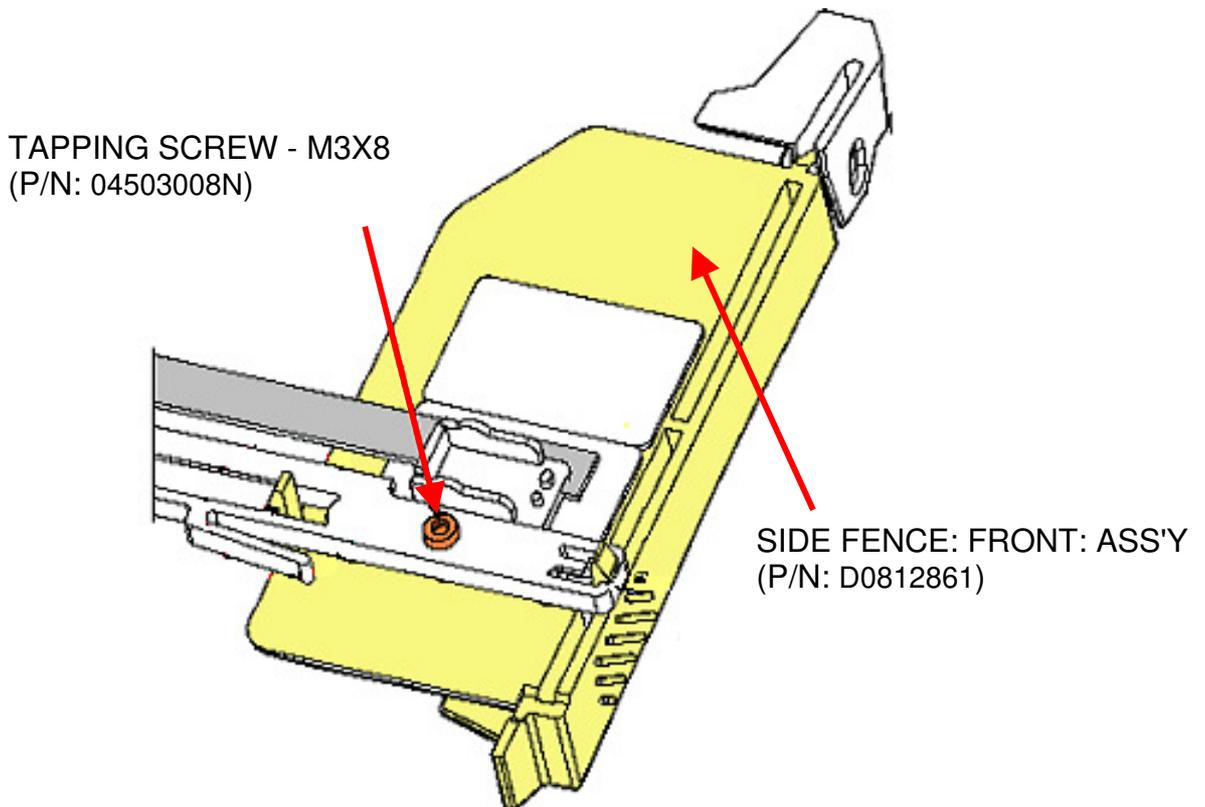
Model: Model V-C3	Date: 06-Oct-10	No.: RD081045
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Subject: SIDE FENCE:FRONT:ASS'Y		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> 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	Note
B1322861	D0812861	SIDE FENCE:FRONT:ASS'Y	1-1	X/O	-
-	04503008N	TAPPING SCREW - M3X8	0-1	As a set	-

**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-C3		Date: 13-Oct-10	No.: RD081046
Subject:: SC 672		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"/> Other ()		

**Service Manual Revision**

Add the following description for SC672.

**3. Appendix: Service Call Conditions**

Pg. 117

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
672	CTL D	<p>Controller-to-operation panel communication error at startup</p> <ul style="list-style-type: none"> <li>• After the machine is powered on, the communication between the controller and the operation panel is not established, or communication with controller is interrupted after a normal startup.</li> <li>• After startup reset of the operation panel, the attention code or the attention acknowledge code is not sent from the controller within 15 seconds.</li> <li>• After the controller issues a command to check the communication line with the controller at 30-second intervals, the controller fails to respond twice.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Controller stalled</li> <li>• Controller board installed incorrectly</li> <li>• Controller board defective</li> <li>• Operation panel connector loose or defective</li> <li>• The controller is not completely shut down when you turn the main switch off.</li> </ul>

Model: Model V-C3	Date: 13-Oct-10	No.: RD081047
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Subject: Tray heater		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 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 description highlighted in **bold** was added.

1. Appendix: Specifications  
Pg.31

No.	Component	Function
H1	Lower Tray Heater	Keeps paper dry. Provided with machine, connection is optional.
H2	Anti-condensation Heater – Scanner (Option)	Prevents the formation of condensation in the scanner unit.

**Note:**

**These heaters are turned ON under the following conditions.**

- **The machine’s main switch is turned OFF**
- **The machine goes into Sleep Mode**
- **The machine goes into Off Mode**

Model: V-C3	Date: 20-Oct-10	No.: RD081048
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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 (      )		

Old part number	New part number	Description	Q'ty	Int	Note
B1324620	D0814620	SIDE PLATE:REAR:REVERSE UNIT:ASS'Y	1-1	X/O	as a set
B1324627	D0814627	SIDE PLATE:FRONT:REVERSE UNIT	1-1		

**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**.

Reissued: 30-Mar-16

Model: V-C3	Date: 15-Nov-10	No.: RD081049g
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**RTB Reissue**

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

Subject: Toner Scattering/Drop inside the machine.		Prepared by: Keita Hamada	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (            )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

*The image density decreases under the following conditions:*

- ***Low-temperature, low-humidity, and/or***
- ***High color APV (more than 30K)***

***Following this, toner may scatter inside the machine and stick to the areas shown below if the user continues to use the machine.***

1. Behind the front door



2. Exhaust duct



3. Paper transfer area



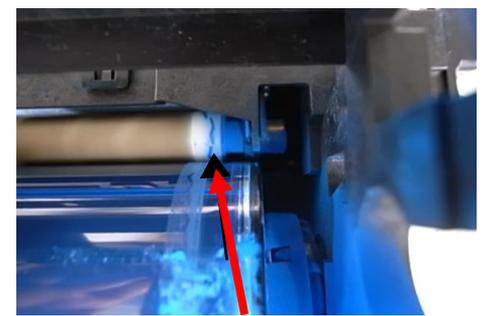
4. D2 D3 lever



5. Sponge seal



6. Gap between charge roller and drum



Toner builds up between roller and drum

**Reissued: 30-Mar-16**

Model: V-C3	Date: 15-Nov-10	No.: RD081049g
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7. Development Unit



8. Development unit (trough area)



**CAUSE**

When used under the following conditions, the machine supplies more toner to the development unit, which increases the concentration of toner in developer.

- Low temperature, low humidity
- High copy/print volume
- High color ratio (Color APV: More than 30K)
- Toner concentration (TC) detection error

Note: This happens when the output of the toner density (TD) sensor is  $\pm 2\%$  or more from the actual toner concentration (normal is within  $\pm 1\%$ ).

**ACTION**

1. At machine installation

1. Set SP3004 (Vtref) to a value of 1.6V for each color (C, M, Y) and 2.1 for Bk.  
 Note: Increasing the value of Vtref can reduce toner dropping. However, it may cause light images.

2. Set SP3-002-001 to 008 to the values in the table below.

Note: This is to reduce the TC detection gap causing toner dusting.

Vtcnt reference table

SP Number	Color	Set to this value:	Value type
3-002-001	Bk	Current value – 0.2	A
3-002-002	M	Current value – 0.1	
3-002-003	C	Current value – 0.1	
3-002-004	Y	Current value – 0.1	
3-002-005	Bk	Current value – 0.19*	B
3-002-006	M	Current value – 0.09*	
3-002-007	C	Current value – 0.09*	
3-002-008	Y	Current value – 0.09	

\*Note: Normally, the same settings should be used for the same color. However, the values in group B above are changed in order to track on which machines this temporary solution has been applied.

**Reissued: 30-Mar-16**

Model: V-C3	Date: 15-Nov-10	No.: RD081049g
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Example:

SP	Color	BEFORE changing the value	AFTER changing the value
3-002-001	Bk	8.41	8.21 ← (-0.2 subtracted from current value)
3-002-002	M	8.36	8.26 ← (-0.1 subtracted)
3-002-003	C	8.22	8.12
3-002-004	Y	8.46	8.36
3-002-005	Bk	8.41	8.22
3-002-006	M	8.36	8.27
3-002-007	C	8.22	8.13
3-002-008	Y	8.46	8.37

3. Set SP3-501-005 (TC adjustment for all colors) to a value of 1.  
 Note: This will reduce the number of times Process Control is performed.
4. Turn the main power switch OFF/ON.  
 Note: This will update the toner concentration as detected by the TD sensor.
5. Print out 100 A4-sized sheets (or 50 A3-sized sheets) using a test pattern with about 20% coverage.
  - Select the "2-dot Independent" pattern in SP2109-002-008
  - Select the affected color in SP2109-004 and print out the pattern
 Note: This is to stabilize the toner concentration.
6. If the image density is lower than the acceptable level, set SP3004 to a value between 2.0 and 1.5 for Bk, and between 1.5 and 1.3 for magenta, cyan, and yellow.
7. Repeat Steps 5 and 6 until the image density is acceptable.

**Reissued: 30-Mar-16**

Model: V-C3

Date: 15-Nov-10

No.: RD081049g

II. At occurrence (machines already in use):

**Note: The modified Engine firmware mentioned in Step 7 below was released as Ver.1.11:6 (D0815407G).**

Do the following if the symptom occurs.

1. If the machine has made 450K prints since the last time the developer was replaced, replace the developer.

**IMPORTANT:** To prevent toner scattering/dropping, always be sure to replace the developer at the recommended interval of 450K (see PM Tables).

Clean the following parts/areas.

**The numbers for each area are shown in the photos on page 1.**

- Paper transfer (#3)
- Sponge seal (#5)
- Development unit (#6) \*See 'important' below.
- Gap between charge roller and drum (#7)



**IMPORTANT:**

- Be sure to vacuum off the built-up toner from the development unit in the area outlined in red. Otherwise, toner will drop onto the ITB and image problems may occur.

**Reissued: 30-Mar-16**

Model: V-C3	Date: 15-Nov-10	No.: RD081049g
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- Set the Vtref value in SP3004 to 1.6V for the affected toner colors (C, M, and Y) and 2.1 for Bk.

SP3004	Vtref: Disp/Set	Default Value	SET TO:
-005	Lower: K	1.3	2.1
-006	Lower: C	1.3	1.6
-007	Lower: M	1.3	1.6
-008	Lower: Y	1.3	1.6

Note: When the Vtref value is increased, the image density may decrease. This is because the higher the Vtref value, the lower the toner density limitation value.

Vtref vs. toner density limitation (estimated):

Vtref (V)	Toner density limitation value (%)
2.08	8.0
1.82	8.5
1.56	9.0
1.30 (default)	9.5 (default)

- Set SP3531 (Target amount for process control) to a value of 0.37.

SP3531	Max Tnr Amt:	Default Value	SET TO:
-002	Max Tnr Amt: M	0.45	0.37
-003	Max Tnr Amt: C	0.43	0.37
-004	Max Tnr Amt: Y	0.45	0.37

- Set SP3-501-005 (TC adjustment for all colors) to a value of 1.

Note: This will reduce the number of times Process Control is performed.

- Set SP3-306 (Set toner supply coefficient) to the following values:

SP3306	I_Vt_Coef	Default Value	SET TO:
-025	I_Vt_Coef: K	100	0
-026	I_Vt_Coef: M	100	50
-027	I_Vt_Coef: C	100	50
-028	I_Vt_Coef: Y	100	50

- Turn the main power switch OFF.
- Insert the SD card in the lower slot, and then turn the machine power ON.

Note:

- The firmware update will start.
- Required firmware: Engine Ver. 1.11:6 (D0815407G)

- After the firmware update has been completed, turn the main power switch OFF/ON.
- Print out 20 A4-sized sheets using a C4 Color test chart (P/N: A0929503).

Reissued: 30-Mar-16

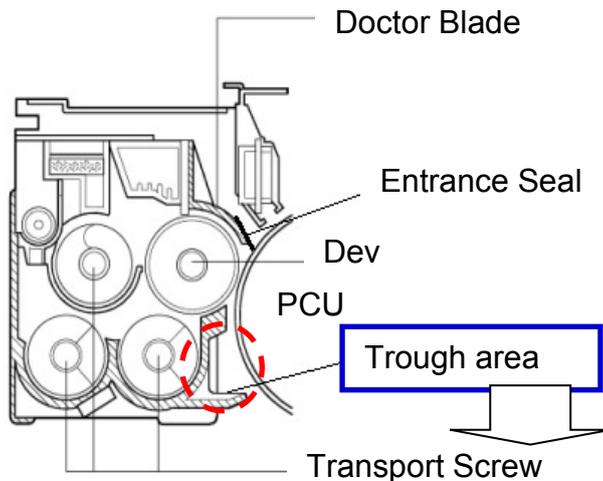
Model: V-C3

Date: 15-Nov-10

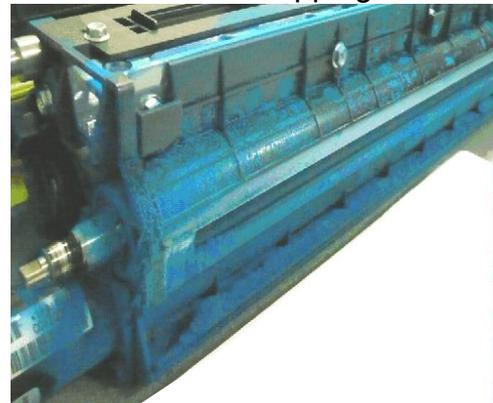
No.: RD081049g

**III. Usual maintenance activities**

- For machines with a color APV of 30K or more, clean the development unit every 2 or 3 service visits, i.e. approximately every 75K–100K. This will help prevent the symptom from occurring.
- For the optimum cleaning interval (i.e. every 2 visits or every 3 visits), keep track of the customer's print volume.

**Toner dropping**

This amount of toner in the trough area indicates that toner dropping (scattering outside the unit) has already occurred.

**Before toner dropping**

This amount of toner in the trough area indicates that toner dropping (scattering outside the unit) will occur in the near future. This amount of toner can build up even when the machine is used under the target color APV and environmental conditions.

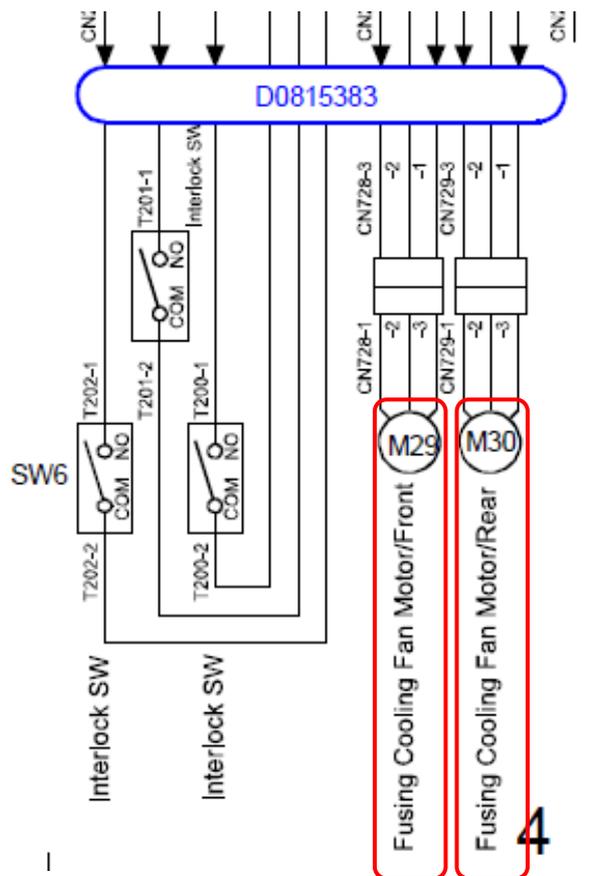
Model: Model V-C3	Date: 22-Nov-10	No.: RD081050
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Subject: P to P revision		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<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 ( )		

**P-to-P Revision**

The following correction was made.

Incorrect Symbol	Correct Symbol	Name	Index No.	P to P	Page	Note
M29	<b>M14</b>	Fusing Cooling Fan Motor/Front	15	F4	2/5	-
M30	<b>M15</b>	Fusing Cooling Fan Motor/Rear	20	F4	2/5	-



**Reissued: 26-Sep-11**

Model: Model V-C3	Date: 26-Nov-10	No.: RD081051
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Subject: CAM:PICKUP ROLLER: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 ( )		

**RTB Reissue**

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

***Parts Change #01 was issued, but the New part (D4121682) cannot improve chattering. Also, D4121682 has not been installed on mass-production machines and not shipped to overseas SPCs yet. So we are issuing Reversed Parts Change #02 in this RTB.***

**U003. ADF**

***Parts Change Information #01***

Old part number	New part number	Description	Q'ty	Int	Note
A6802262	-	FEELER - PICK-UP ROLLER CAM	1-0	X/O	-
B4773251	-	PICK-UP ROLLER CAM	1-0	As a set	-
AA082101	-	BUSHING - 6X10X6	5-4		-
-	D4121682	CAM:PICKUP ROLLER:ASS'Y	0-1		-

**Change:** The feeler, pick-up roller cam, and bushing were deleted as individual service parts and re-registered as a single assembly.

**Reason:** The feeler was bonded to the cam to prevent chattering.

**U003. ADF**

***Parts Change Information #02***

Old part number	New part number	Description	Q'ty	Int	Note
<b><i>D4121682</i></b>	-	<b><i>CAM:PICKUP ROLLER:ASS'Y</i></b>	<b><i>1-0</i></b>	X/O	-
	<b><i>A6802262</i></b>	<b><i>FEELER - PICK-UP ROLLER CAM</i></b>	<b><i>0-1</i></b>	As a set	-
	<b><i>B4773251</i></b>	<b><i>PICK-UP ROLLER CAM</i></b>	<b><i>0-1</i></b>		-
	<b><i>AA082101</i></b>	<b><i>BUSHING - 6X10X6</i></b>	<b><i>4-5</i></b>		-

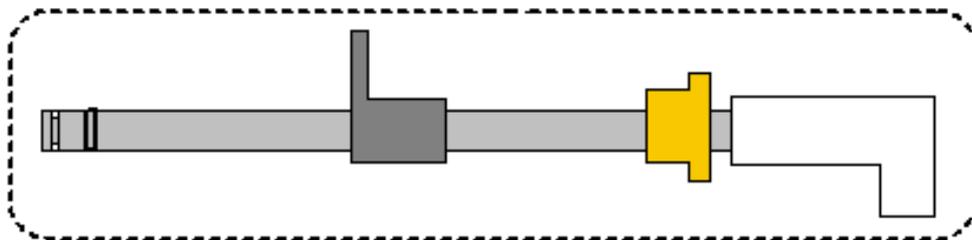
**Change:** ***The feeler, pick-up roller cam, and bushing were re-registered as individual service parts.***

**Reason:** ***The bonded feeler cannot improve chattering.***

Reissued: 26-Sep-11

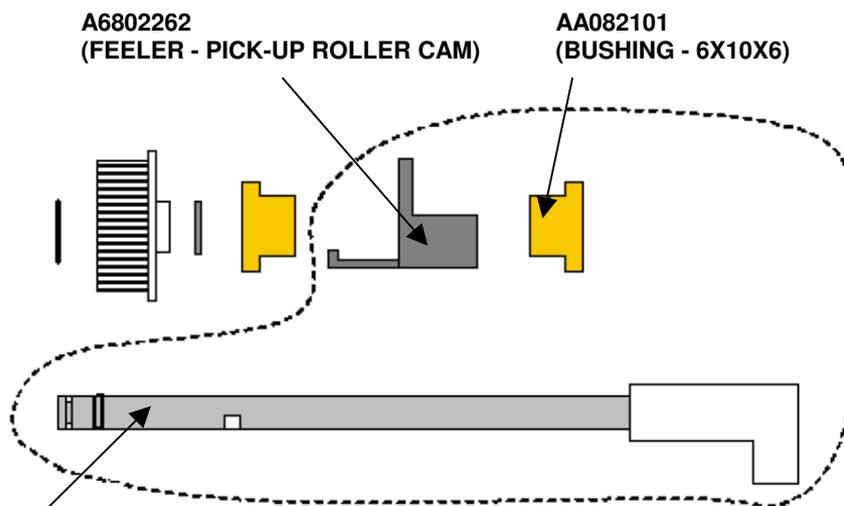
Model: Model V-C3	Date: 26-Nov-10	No.: RD081051
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**Modification by Parts change #01:**



D4121682  
(CAM: PICKUP ROLLER: ASS'Y)

**Modification by Parts change #02:**



A6802262  
(FEELER - PICK-UP ROLLER CAM)

AA082101  
(BUSHING - 6X10X6)

B4773251A  
(PICK-UP ROLLER CAM BUSHING - 6X10X6)

Model: Model V-C3		Date: 22-Dec-10	No.: RD081052
Subject: Printer Service Mode		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 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 ( )		

Please add the following information written in ***bold italics*** to Section.4 “Appendix: Service Program Mode Tables” of the D081/D082 Service Manual (pg.508).

**Printer Service Mode**

**SP1-XXX (Service Mode)**

1001	Bit Switch			
009	Bit Switch 9	0	1	
	bit 0	PDL Auto Detection timeout of jobs submitted via USB or Parallel Port (IEEE 1284).	Disable (Immediately)	Enable (10 seconds)
		To be used if PDL auto-detection fails. A failure of PDL auto-detection does not necessarily mean that the job cannot be printed. This bit switch tells the device whether to time-out immediately (default) upon failure or to wait 10 seconds.		
	bit 1	DFU	-	-
	bit 2	Job Cancel	Disable (Not Cancelled)	Enable (Canceled)
		If this bit switch, all jobs will be cancelled after a jam occurs. Note: If this bitsw is enabled, printing under the following conditions might result in problems: - Job submission via USB or Parallel Port - Spool printing (WIM >Configuration > Device Settings > System)		
	bit 3	DFU		
	bit 4	<b><i>Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies.</i></b>	<b><i>Disabled</i></b>	<b><i>Enabled</i></b>
<b><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></b>				
bit 5 to 7	DFU	-	-	

Reissued:27-May-13

Model: Model V-C3	Date: 22-Dec-10	No.: RD081053c
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**RTB Reissue**

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

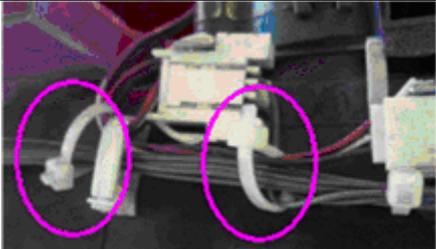
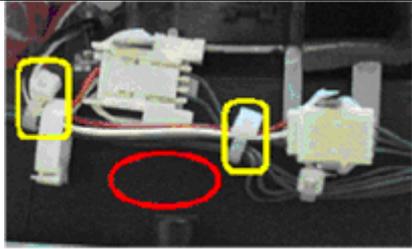
Subject:: Harness behind the toner hopper unit		Prepared by: Yuji Urushihara	
From: 1st Overseas Tech Support Sec, 1 st PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<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 ( )		

***IMPORTANT: Make sure to do the action in this RTB at the next service visit.***

***This issue was reported from the field in Japan, and resulted in smoke emitted from the CNB board used on a V-C2 machine.***

***Although a solution had already been applied to the affected machine, the harness bind (shown below) was too loose, causing the positioning pin of the drum face plate behind the toner hopper unit to strike and damage the harness.***

**Photos:**

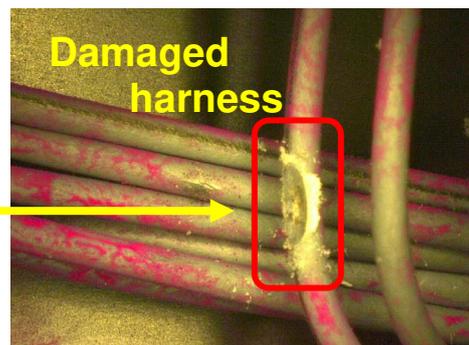
<p><b><i>INCORRECT:</i></b> The binds (circled in pink) are too loose</p>	<p><b><i>Correct:</i></b> The binds (circled in yellow) are tightened properly, so that the positioning pin of the drum face plate does not touch the harnesses (circled in red)</p>
	

**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).



**Reissued:27-May-13**

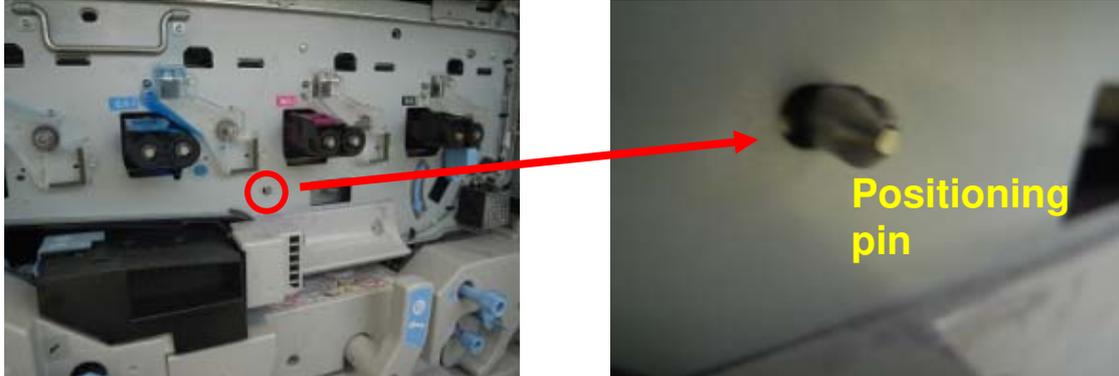
Model: Model V-C3

Date: 22-Dec-10

No.: RD081053c

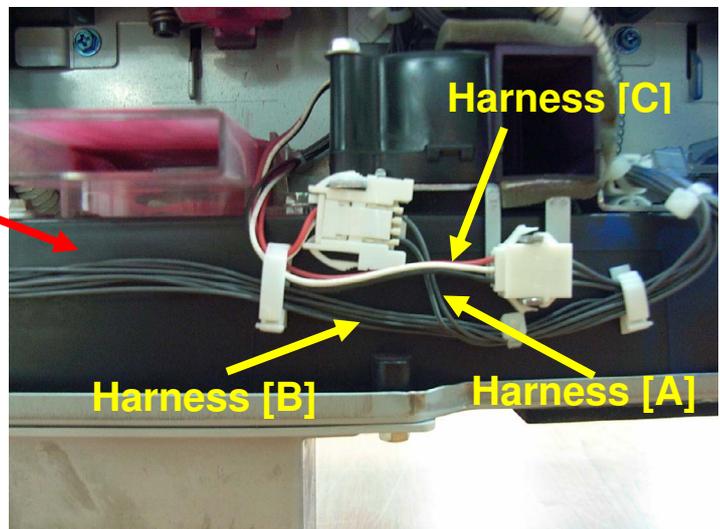
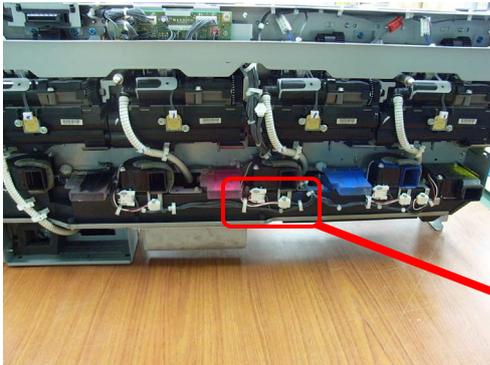
**CAUSE**

The harness is pinched and ultimately damaged by the positioning pin shown in the photo below.

**ACTION**

Do the following:

1. Remove the toner hopper unit from the machine.



2. Check the individual cables of the 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:**

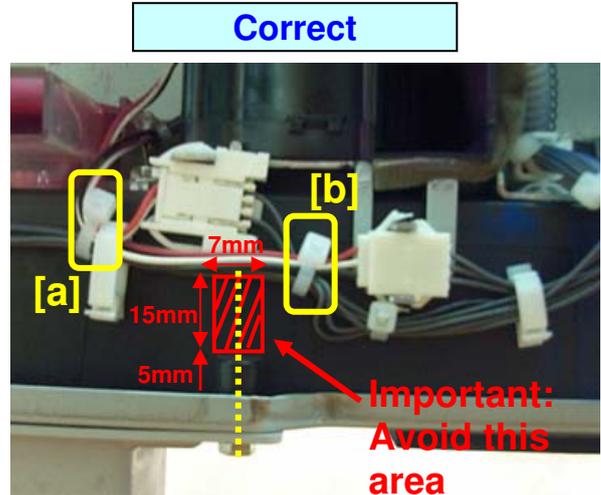
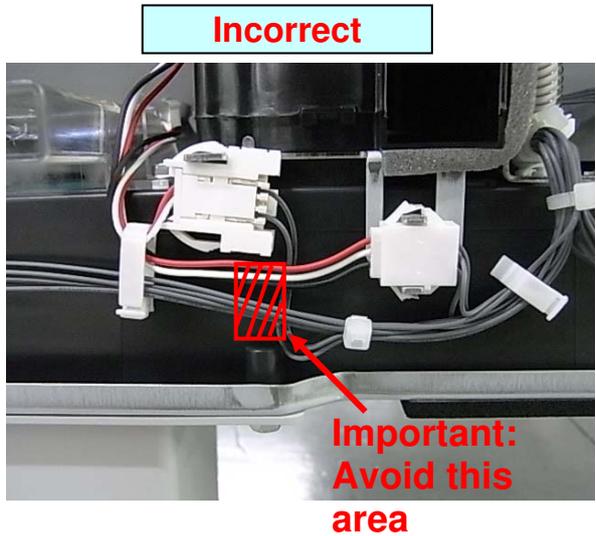
- Cover the damaged area plus 10mm on both sides.
- Use one piece of tape per individual cable. Do not bind cables together with the tape.

**Reissued:27-May-13**

Model: Model V-C3	Date: 22-Dec-10	No.: RD081053c
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3. Bind harnesses [B] and [C] together, as shown by clamp “[a]” below.
4. Bind harnesses [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
D081-17	V7601000263
D081-19	V7601100735
D081-27	V7601000861
D081-29	V7601001116
D082-17	V7701000046
D082-19	V7701000120
D082-21	V7701000122
D082-27	V7701000138
D082-29	V7701000203

Model: Model V-C3	Date: 24-Dec-10	No.: RD081054
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Subject: Precaution for PM parts replacement		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 (      )		

**Precaution for PM parts installation on the D081/D082 models**

**Background:**

According to the service maintenance data, some PM parts that are exclusively for the D014/D015/D078/D079 models have been installed on D081/D082 models in the field.

**Important Notice:**

If PM parts that are exclusively for D014/D015/D078/D079 models are used on D081/D082 models, this may cause machine quality issues.

Please refer to the following table and be sure to install the correct parts (written in **bold red**) on the D081/D082 models.

**Table.1 PM parts Information for D014/D015/D078/D079 and D081/D082 models**

Parts Description	D014/D015/D078/D079 models	D081/D082 models
Developer Cartridge Black	D0149640	<b>D0819640</b>
Developer Cartridge Cyan	D0149660	<b>D0819660</b>
Developer Cartridge Magenta	D0149670	<b>D0819670</b>
Developer Cartridge Yellow	D0149680	<b>D0819680</b>
Hot Roller	AE010075	<b>AE010080</b>
Oil Supply Roller	AE040042	<b>AE040015</b>
Drum Charge Roller: Ass'y	D0142441	<b>D0812441</b>
Charge Corona: Ass'y ( <b>Note</b> )	D0142391	-
Cushion Wire T1.5	-	<b>D0142406</b>
Cleaner Grid Ass'y	-	<b>D0142407</b>
Cleaner Corona Wire Ass'y	-	<b>D0142410</b>
Drum Charge Corona Wire	-	<b>D0142434</b>
Grid Drum Charge Wire	-	<b>D0812399</b>

**Note:**

With regard to Charge Corona: Ass'y, an assembly part is recommended for replacement on the D014/D015/D078/D079 models. On the other hand, the component parts are recommended for replacement on the D081/D082 models.

Model: V-C3		Date: 14-Jan-11	No.: RD081055
Subject: Patch Release for E-7200 V.1.0 (1-182OIK.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-182OIK.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-182OIK.ps</b>	Error SC990 occurs when calibration is executed in a Dutch language.

**Prerequisite(s):**

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

- **1-16OVJ9.ps**
- **1-17LVX9.ps**

**Patch Update Procedure**

1. Extract **D5027553.exe** until you get the **1-182OIK.ps** file.
2. Make sure that the Fiery is Idle.
3. Import the patch file "**1-182OIK.ps**" using Command Workstation to the **Direct** queue.
4. You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
6. Wait until the Fiery comes to Idle and print the configuration page.
7. Verify that the System Updates Log section contains the patch number "**1-182OIK**".

Model: Model V-C3	Date: 08-Mar-11	No.: RD081056
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Subject:: Service Manual Revision(SP 1109)		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 (      )		

**Service Manual Revision**

**D081/D082**

Delete SP1109 (High Adhesion Mode), as this SP is not used.

**4. Appendix: Service Program Mode Tables**

pg. 176

1109	High Adhesion Mode
1	[*0:Normal]
	[1: High Adhesion]

Model: V-C3		Date: 29-Mar-11	No.: RD081057
Subject: Patch Release for E-7200 V.1.0 (2011_Mar)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for set of patches (6 patches in total) for Color Controller E-7200 System version 1.0.

Folder Name	Patch File Name	File Size	Order	Installation
1st	1-182O6B.ps	2,918,872	1	After each patch has been downloaded, wait 60 seconds before you download the next patch.  At last, reboot the controller once.
	1-182O7R.ps	40,426	2	
	1-182Q9W.ps	68,166	3	
	1-182PXX.ps	26,990,573	4	
	1-182Q0D.ps	717,342	5	
	1-18T8RF.ps	2,154,620	6	

**Important Note:**

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

**Issue(s) addressed with this release:**

- Characters disappear at random, when an EPS file is printed with particular settings.
- A cyan line is not printed when printing at 600 dpi.
- Certain jobs generate PS error when processing them.
- Extra lines are printed on the table when printing a document with 2-up Layout.
- Gradation images print incorrectly with setting Composite Overprint is ON.
- Scale to Fit and Full Bleed do not always work properly in combination.

**Prerequisite(s):**

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

- 1-16OVJ9.ps
- 1-17LVX9.ps

Model: V-C3

Date: 29-Mar-11

No.: RD081057

**Preparation before installation:**

1. Extract **D5027555.exe**.
2. Check that 1st folder which consists of 6 patches is created.  
(Refer to the table on the top of this page.)

**Patch Update Procedure:**

1. Download/Import the patch file 1-182O6B.ps with Command Workstation to the "Direct" queue.
2. Wait more than 60 seconds.
3. Repeat steps #1 and #2 with the following patches  
1-182O7R.ps  
1-182Q9W.ps  
1-182PXX.ps  
1-182Q0D.ps  
1-18T8RF.ps
4. After waiting 60 seconds after the last patch has been downloaded/imported, reboot the system. This will ensure the patch file is completely processed.  
From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
5. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the following patch numbers:

**1-182O6B.ps**  
**1-182O7R.ps**  
**1-182Q9W.ps**  
**1-182PXX.ps**  
**1-182Q0D.ps**  
**1-18T8RF.ps**

Model: Model V-C3	Date: 26-Apr-11	No.: RD081058
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Subject:: Service Manual Revision(SC 402)		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 ( )		

**Service Manual Revision**

**D081/D082**

The description for SC402 was corrected as follows.

**3. Appendix: Service Call Conditions**

Service Call Tables

SC Codes Group 4: Image Development - 2

Pg. 91

SC402	D	ID Sensor Pattern Maximum Coverage Error 1: K
		The amount of toner applied to create the black ID sensor pattern between sheets (SP3101-1 ID Pattern Display - Applied: K) exceeded the maximum threshold of 0.3 mg/cm <sup>2</sup> due to an over supply of black toner.
		<ul style="list-style-type: none"> <li><del>Yellow</del> toner supply unit defective <b>Black</b></li> </ul>

Model: V-C3		Date: 28-Apr-11	No.: RD081059
Subject: Patch Release for E-7200 V.1.0 (1-18R20T.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-18R20T.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-18R20T.ps</b>	<ul style="list-style-type: none"> <li>Paper mismatch occurs when calibrating with paper other than Plain1 or Thick2.</li> </ul>

**Prerequisite(s):**

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

- **1-16OVJ9.ps**
- **1-17LVX9.ps**

**Patch Update Procedure**

1. Extract **D5027556.exe** until you get the **1-18R20T.ps** file.
2. Make sure that the Fiery is Idle.
3. Import the patch file "**1-18R20T.ps**" using Command Workstation to the **Direct** queue.
4. You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
6. Wait until the Fiery comes to Idle and print the configuration page.
7. Verify that the System Updates Log section contains the patch number "**1-18R20T**".

Model: V-C3		Date: 28-Apr-11	No.: RD081060
Subject: Patch Release for E-7200 V.1.0 (1-19UI8W.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-19UI8W.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-19UI8W.ps</b>	PS error occurs while processing a specific file.

**Prerequisite(s):**

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

- **1-16OVJ9.ps**
- **1-17LVX9.ps**
- **1-18R20T.ps**

**Patch Update Procedure**

1. Extract **D5027557.exe** until you get the **1-19UI8W.ps** file.
2. Make sure that the Fiery is Idle.
3. Import the patch file "**1-19UI8W.ps**" using Command Workstation to the **Direct** queue.
4. You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
6. Wait until the Fiery comes to Idle and print the configuration page.
7. Verify that the System Updates Log section contains the patch number "**1-19UI8W**".

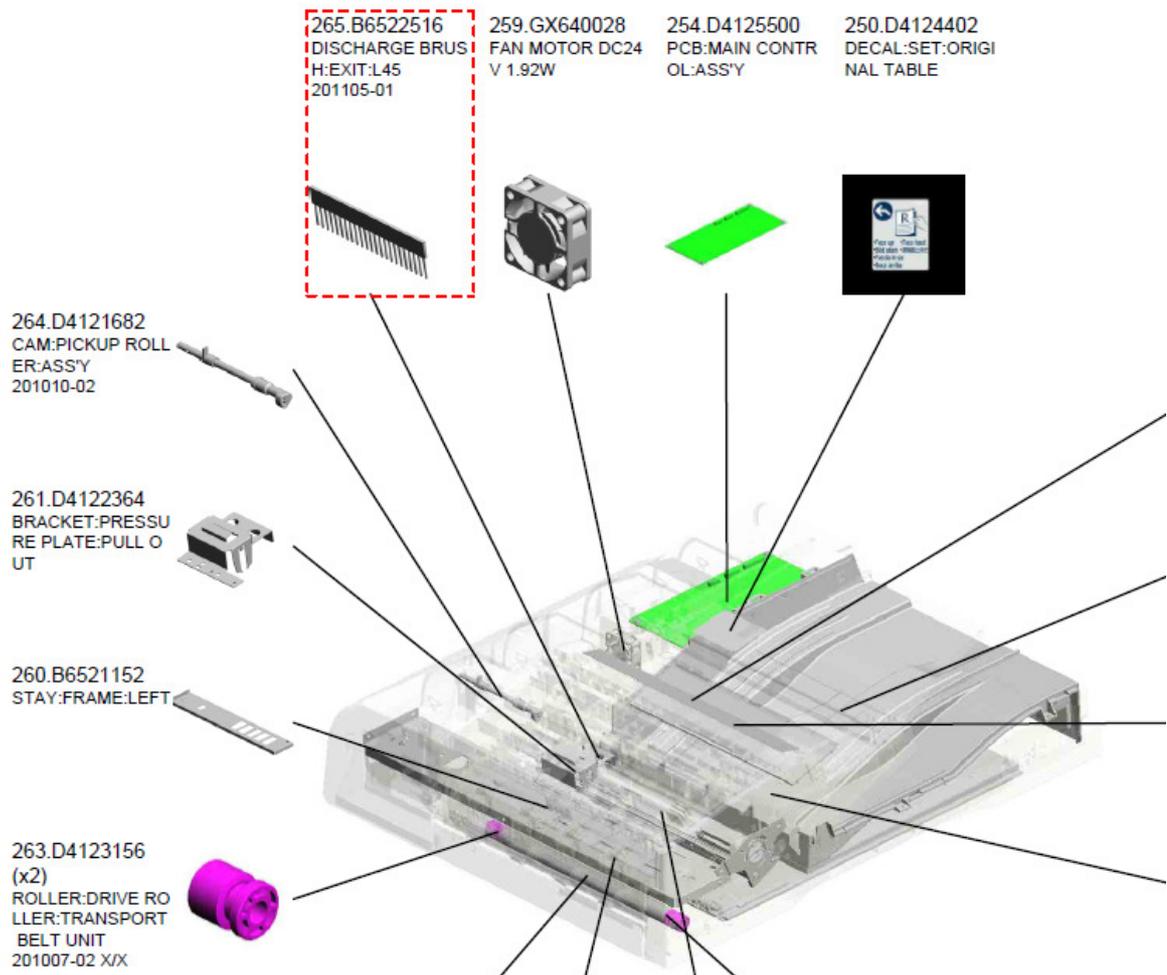
Model: Model V-C3		Date: 06-Jun-11	No.: RD081061
Subject: New discharge brush		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action 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"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index
-	B6522516	DISCHARGE BRUSH:EXIT: L45	1	-	-	Newly added

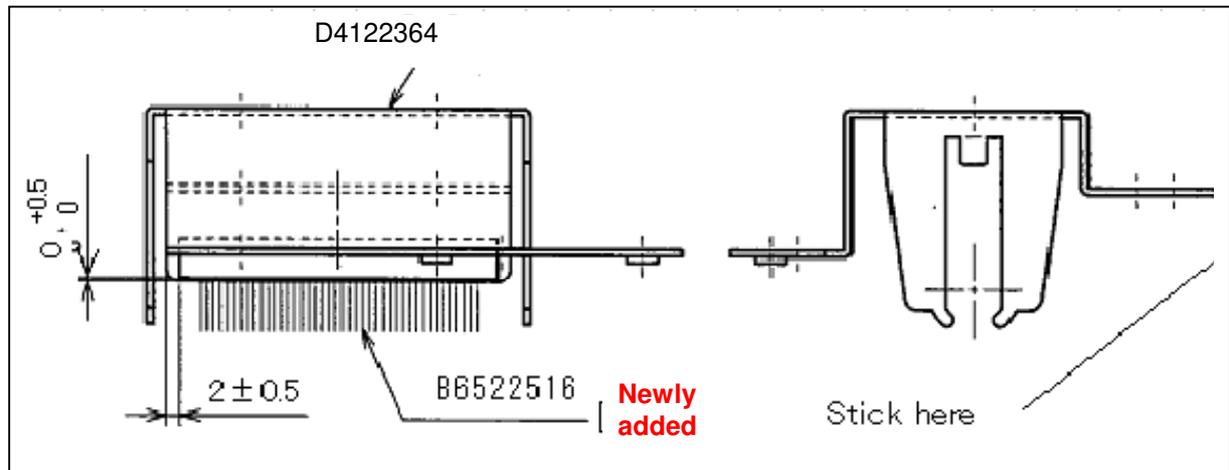
**Change:** A static discharge brush was added to the bracket (P/N: D4122364).

**Reason:** To further ensure that dust from the paper does not stick to the ADF exposure glass (which can cause a black line to appear on the image).

U003\_S001  
ADF:ASS'Y



Model: Model V-C3	Date: 06-Jun-11	No.: RD081061
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Model: V-C3		Date: 29-Jun-11	No.: RD081062
Subject: @Remote notification of supply alarm is not sent.		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 checked="" type="checkbox"/> Tier 2

**SYMPTOM**

With the main power ON, if a supply alarm that is not related to paper or the staple feature (e.g. toner, toner collection bottle, fusing unit, other) happens nine or more times, an @Remote notification is not sent to the @Remote center.

**CAUSE**

Firmware bug

**ACTION**

At machine installation or the next service visit, update the **System/Copy** firmware to the following version or later (if an older version is installed).

**Note:** You can check the current version using SP5990-005.

Version	Program No.	Effective Date	Availability of RFU
1.04	D0815760E	June 2011 production	The firmware can be updated via RFU or SD card

Reissued: 12-Apr-12

Model: V-C3	Date: 28-Jul-11	No.: RD081063b
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**RTB Reissue**

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

Subject: Firmware Release Note: (Java VM v7 std for eDC)		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input 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 **Java VM v7 std for eDC**.

Version	Program No.	Effective Date
<b><i>7.17.04</i></b>	<b><i>D0815792H_edc</i></b>	<b><i>March 2012 production</i></b>
7.16.07	D0815792G_edc	November 2011 production
7.14.03	D0815792F_edc	June 2011 production

Version	Modified Points or Symptom Corrected
<b><i>7.17.04</i></b>	<p><b><i>Other changes:</i></b></p> <ol style="list-style-type: none"> <li><b><i>A software button was added to the Copier screen, which can be assigned to specific SDK applications.</i></b></li> </ol> <p><b><i>Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.</i></b></p> <ol style="list-style-type: none"> <li><b><i>Software Keyboard type was changed for Taiwan model.</i></b></li> </ol>
7.16.07	<p>*This module is for Remote Install Manager and updating JavaVM.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>SDK/J starting logo screen does not change.</li> <li>Vulnerability to the re-negotiation of SSL/TLS .</li> <li>Multi installation to HDD fails for VM card Type-C applications.</li> <li>Other minor bug corrections.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>Kerberos certification corresponding to RC4-HMAC code form.</li> <li>VM card Type-C application remote installation.</li> <li>Support for eDC-i1.2.</li> </ol>
7.14.03	Initial release

Model: V-C3	Date: 19-Aug-11	No.: RD081065
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Subject:: ADF (PCB:MAIN CONTROL:ASS'Y)		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 ()		

Old part number	New part number	Description	Q'ty	Int	Page	Index
D4125500	D4125505	PCB:MAIN CONTROL:ASS'Y	1-1	X/O	-	-

**Change:** The insertion slot for CN113 is attached with the pins parallel to the PCB (see the photo below).

**Reason:** To further minimize the stress to the insertion slot when the connector is inserted.

Old Part: D4125500



New Part: D4125505



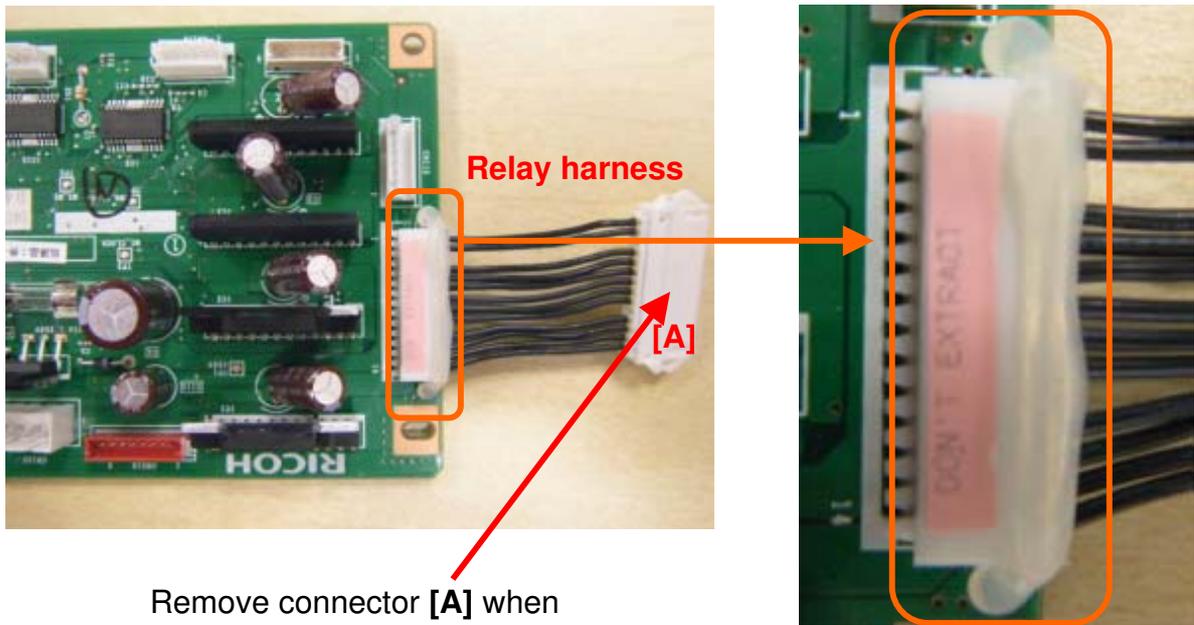
**Affected Models:**

Destination	Serial Number
D081-17	V7610400089~
D081-19	V7610701052~
D081-27	V7610400832~
D081-29	V7610501030~
D082-17	V7710400001~
D082-19	V7710700110~
D082-21	V7710400088~
D082-27	V7710400102~
D082-29	V7710400108~

Model: V-C3	Date: 19-Aug-11	No.: RD081065
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**Note:**

- Before the change is applied to the production line, some machines have a temporary PCB with a relay connector (see the photo and serial numbers below).
- If you replace this temporary PCB in the field, remove connector [A] of the relay harness when removing the board.



Remove connector [A] when replacing this PCB.

**Machines that contain the temporary PCB with relay connector**

Destination	Serial Number
D081-17	V7610400002-V7610400088
D081-27	V7610400805-V7610400831
D082-21	V7710400079-V7710400087
D082-27	V7710400090-V7710400101

**Reissued:09-Jul-12**

Model: V-C3	Date: 30-Aug-11	No.: RD081066a
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**RTB Reissue**

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

Subject:: Toner Empty / Almost Empty Message		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"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier2

**SYMPTOM**

The toner end (“C/M/Y/K toner is empty”) or Toner near-end (“C/M/Y/K toner is almost empty”) message is displayed even when there is still a large amount of toner in the cartridge.

**CAUSE**

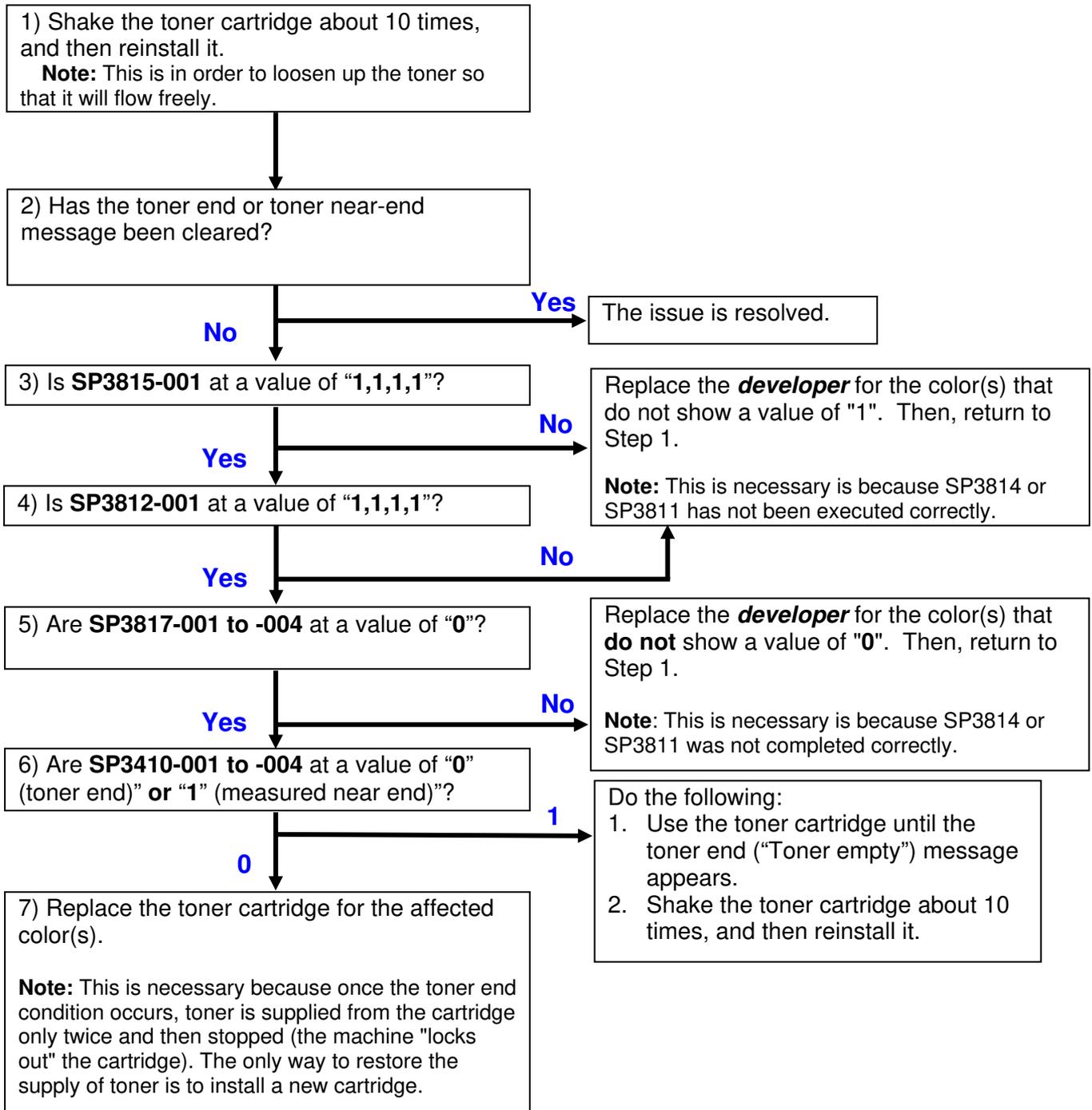
1. Developer Filling (SP3814) or Developer Setup (SP3811) was not completed correctly,  
or
2. The toner has clumped together and cannot be supplied out of the cartridge.

**ACTION**

If the symptom occurs, do the procedure on the next page.

Reissued:09-Jul-12

Model: V-C3	Date: 30-Aug-11	No.: RD081066a
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Model: V-C3		Date: 28-Sept-11	No.: RD081067
Subject: Patch Release for E-7200 V.1.0 (1-19VLOD.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-19 VLOD.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-19 VLOD.ps</b>	Job List is not displayed in chronological order on the panel.

**Prerequisite(s):**

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

- **1-16OVJ9.ps**
- **1-17LVX9.ps**
- **1-18R20T.ps**

**Patch Update Procedure**

1. Extract the **D5027558.exe** until you get the **1-19 VLOD.ps** file.
2. Make sure that the Fiery is Idle.
3. Import the patch file "**1-19 VLOD.ps**" using Command Workstation to the **Direct** queue.
4. You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
6. Wait until the Fiery comes to Idle and print the configuration page.
7. Verify that the System Updates Log section contains the patch number "**1-19 VLOD**".

Model: V-C3		Date: 28-Sept-11	No.: RD081068
Subject: Patch Release for E-7200 V.1.0 (1-1AEXIP.ps)		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1AEXIP.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1AEXIP.ps</b>	Patch to fix issue observed after installing 1-182O7R.ps

**Prerequisite(s):**

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

- **1-16OVJ9.ps**
- **1-17LVX9.ps**
- **1-182O6B.ps**

Do **NOT** install any of the following patches after installing the 1-1AEXIP.ps patch. If you must install any of the following patches, do so before installing the 1-1AEXIP.ps patch:

- **1-182O7R.ps**

**Patch Update Procedure**

1. Extract the **D5027559.exe** until you get the **1-1AEXIP.ps** file.
2. Make sure that the Fiery is Idle.
3. Import the patch file "**1-1AEXIP.ps**" using Command Workstation to the **Direct** queue.
4. You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
6. Wait until the Fiery comes to Idle and print the configuration page.
7. Verify that the System Updates Log section contains the patch number "**1-1AEXIP**".

Model: Model V-C3		Date: 14-Oct-11	No.: RD081069
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-C3		Date: 14-Oct-11	No.: RD081070
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.

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Subject: CC-CERTIFIED IN SEPTEMBER 2011 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

Important Information on Installing the V-C3 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following **seven steps** if you want to install the V-C3 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009**.

**Note:** Machines in production are CC-certified beginning in September 2011.

**Important:** If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 15 - 18.  
**Important:** For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the “Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009”.

**See the following pages for Steps 3 thru 7.**

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3. Install the **HDD Encryption Unit Type A**.

**Installation Procedure for HDD Encryption Unit Type A**

- 3.1 Make sure that the following settings are not at the factory default settings:
- Supervisor login password
  - Administrator login name
  - Administrator login password

**Important**

These settings must be set up by the customer before the encryption option can be installed.

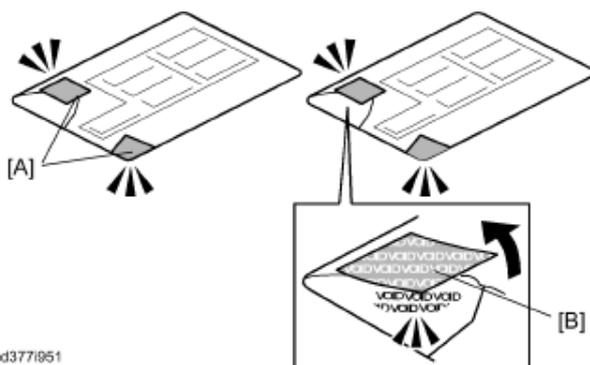
- 3.2 Confirm that “Admin. Authentication” is on:  
 [User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Admin. Authentication” > “On”

If this setting is “Off” tell the customer that this setting must be “On” before you can do the installation procedure.

- 3.3 Confirm that “Administrator Tools” is selected and enabled:  
 [User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Available settings”

**Note**

- “Available Settings” is not displayed until “Admin. Authentication” is switch on. If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.



**Caution**

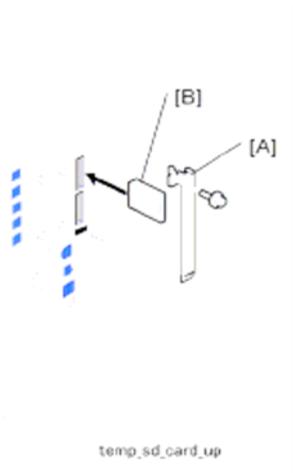
You must check the box seals to make sure that they were not removed after the items were sealed in the box at the factory before you do the installation.

- 3.4 Check the box seals[A] on each corner of the box.
- Make sure that a tape is attached to each corner.
  - The surfaces of the tapes must be blank. If you see “VOID” on the tape, do not install the components in the box.
- 3.5 If the surfaces of the tape do not show “VOID”, remove them from the corners of

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the box.

3.6 You can see the “VOID” marks[B] when you remove each seal. In this conditions, they cannot be attached to the box again.



- 3.7 Remove the slot cover [A]
- 3.8 Insert the SD card [B] into the upper slot.
- 3.9 Turn on the main power switch.
- 3.10 Enter the SP mode
- 3.11 Select SP5878-002(OPTION Setup> Encryption Option), and then touch [Execute].
- 3.12 Turn off the main power switch.
- 3.13 Remove the SD card.
- 3.14 Attach the slot cover.
- 3.15 Switch the machine on.

**Important**

Tell the customer that it takes about 6 hours 30 minutes to perform the HDD encryption function.

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***Enabling the Encryption Settings***

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Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

**Important**

- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**
- **Encryption begins after you have complete the control panel procedure and rebooted the machine using the [Stand by] – [On] function. If there is unencrypted data on the hard disk that must be both transferred and encrypted, rebooting will take about three and a half hours. If there is encrypted data on the hard disk that must be re-encrypted, rebooting will also take about three and a half hours. If both the erase-by-overwrite function and the encryption function are specified, encryption begins after the data that is stored on the hard disk has been overwritten and the**

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- machine has been rebooted using the [Stand by] – [On] procedure.
- If you want to specify encryption of unencrypted data with erase-by-overwrite, select [Random Numbers] as the overwrite method, and set the number of overwrites to “3”. The entire process will take about five and a half hours. If you specify re-encryption of encrypted data, the entire process will also take about five and a half hours.
  - Rebooting will be faster if there is no data to carry over to the hard disk and if encryption is set to [Format All Data], even if all the data on the hard disk is formatted. Before you perform encryption, we recommend you back up important data such as the Address Book and all data stored in the Document Server.
  - If the encryption key update was not completed, the printed encryption key will not be valid.

3.16 Press the [User Tools/Counter] key

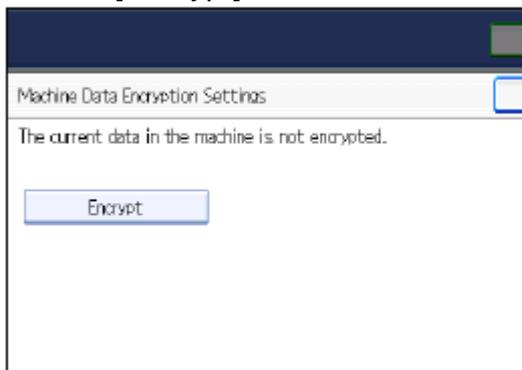
3.17 Press [System settings]

3.18 Press [Administrator Tools].

3.19 Press [Machine Data Encryption Settings].

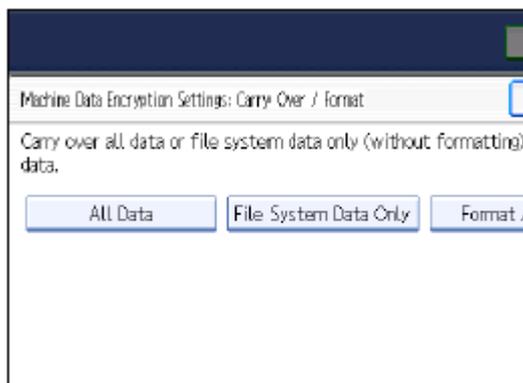
If the setting to be specified does not appear, press [next].

3.20 Press [Encrypt].



3.17 Select the data to be carried over to the hard disk and not be reset.

To carry all of the data over to the hard disk, select [All Data]. To carry over only the machine settings data, select [File System Data Only]. To reset all of the data, select [Format All Data]



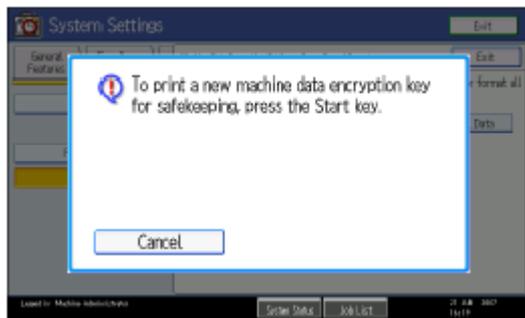
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3.18 Press the [Start] key.

The encryption key for backup data is printed.



3.19 Press [OK].

3.20 Press [Exit].

3.21 Press [Exit].

3.22 Press the [User Tools/Counter] key.

3.23 Turn off the power and the main power switch, and then turn the main power switch back on.

3.24 Give the printed encryption key to the customer.

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4 Install the Data Overwrite Security Unit

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***Installation Procedure for Data Overwrite Security Unit Type H***

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**Before you begin**

4.1 Confirm that the Data Overwrite Security unit SD card is the correct type for the machine. The correct type for this machine is "Type H"

4.2 Make sure that the following settings are not at the factory default settings:

- Supervisor login password
- Administrator login name
- Administrator login password

These settings must be set up by the customer before the DOS option can be installed.

4.3 Confirm that "Admin. Authentication" is on:

[User Tools]> "System Settings">"Administrator Tools">"Administrator Authentication Management">"Admin. Authentication">"On"

If this setting is "Off" tell the customer that this setting must be "On" before you can do the installation procedure.

4.4 Confirm that "Administrator Tools" is selected and enabled:

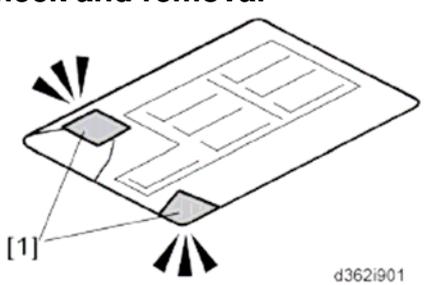
[User Tools]> "System Settings">"Administrator Tools">"Administrator Authentication Management">"Available Settings"

If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.

Note

- "Available settings" is not displayed until Step 4.2 has been done.

**Seal Check and removal**

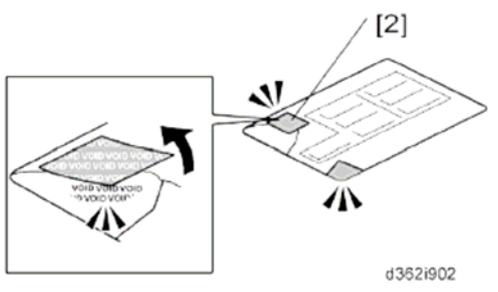


4.5 Check the box seals [1] on each corner of the box.

- Make sure that a tape is attached to the each corner.
- The surface of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box.

4.6 If the surfaces of the tapes do not show "VOID", remove them from the corners of the box.

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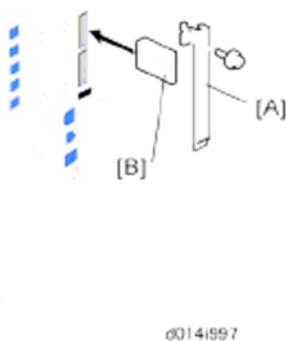


4.7 When you remove each seal, the “VOID” marks [2] can be seen. In this condition, they cannot be reattached to the box.

**DOS Installation**

Before doing the procedure, turn off the main power switch and unplug the machine from its power source.

- 4.8 Make sure that the machine is switched off and disconnected from its power source.
- 4.9 Disconnect the network cable.
- 4.10 Turn the main power switch on.
- 4.11 Turn the operation switch and main power switch off.



- 4.12 Remove the SD card slot cover [A]
- 4.13 Remove the security tape from the SD card wrapping.

**Important**

- If you see “VOID” on the security tape this means that the tape has been removed.
- If the “VOID” notations are visible, do not use the SD card for this installation. Contact your sales division.

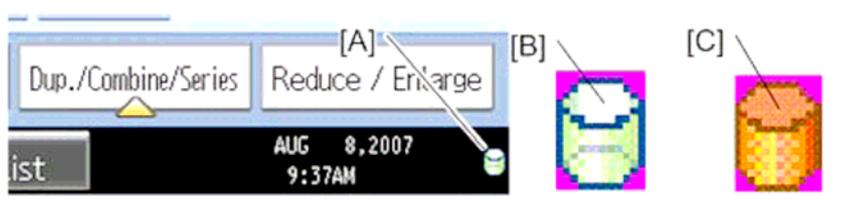
- 4.14 Insert the DOS SD card [B] in the upper slot.
- 4.14 Reconnect the network cable.
- 4.15 Turn the main power switch on.
- 4.16 Do SP5878-1 and push [EXECUTE] to enable the DOS option.
- 4.17 Go out of the SP mode.

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- 4.18 Cycle the machine off/on.
- 4.19 Do SP5990-5 to print the Self Diagnosis Test.
- 4.19 Make sure the ROM number and firmware version in area[a] of the diagnostic report are the same as those in area [b].
  - [a]: "ROM Number/Firmware Version"- "HDD Format Option"
  - [b]: "Loading Program"- "GW5a\_zoffym"

Diagnostic Report:	"ROM No./Firmware Version" [a]	"Loading Program" [b]
DataOverwriteSecurity Unit	HDD Format Option: D3775902A/1.01x	GW5a_zoffym: D3775902A/1.01x

- 4.20 Turn "Auto Erase Memory Setting" on:
  - [User Tools] > "System Settings"> "Administrator Tools"> "Auto Erase Memory Setting">"On".
- 4.21 Exit from User Tools mode.



- 4.22 Check the display and make sure that the overwrite erase icon [A] is displayed.
- 4.23 Make a Sample copy
- 4.24 Check the overwrite erase icon.
  - The icon [B] changes to [C] when job data is stored in the hard disk.
  - The icon goes back to its usual shape [B] after this function has completed a data overwrite operation to the hard disk.

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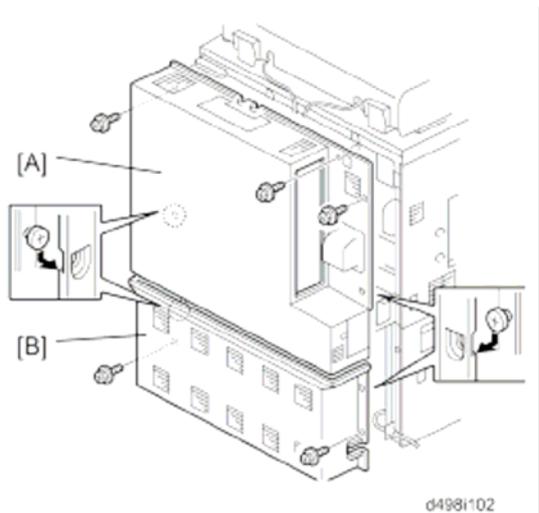
5 Install the **FAX Option Type C7501**.

***Installation Procedure for FAX Option Type C7501***

Important;

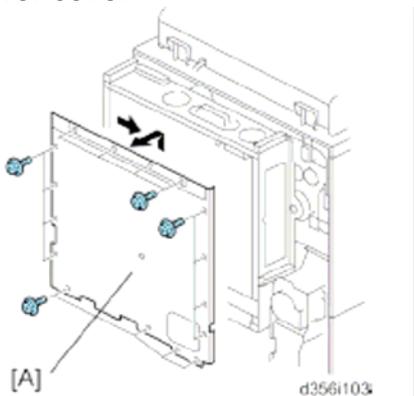
Before installing this fax unit;

- Print out all data in the printer buffer.
- Turn off the main power switch and disconnect the power cord and network cable.



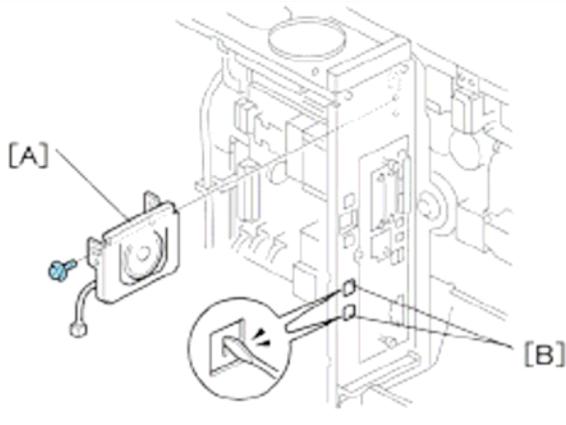
5.1 Remove:

- [A] Upper cover
- [B] Lower cover



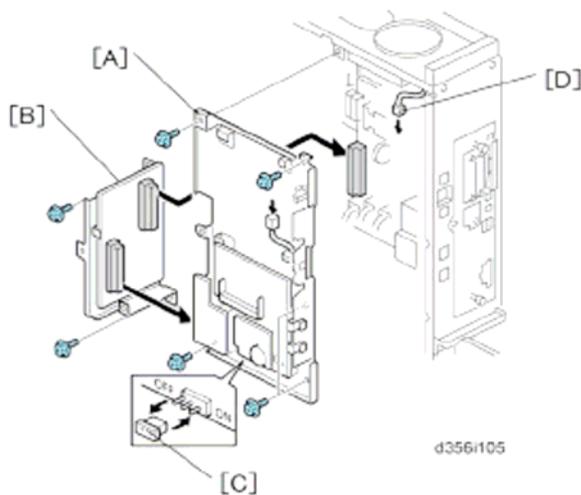
5.2. Remove the controller box cover [A].

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5.3 Attach the speaker[A]

5.4 Use the tip of a small screwdriver to break out plastic covers [B] of the “TEL” and “LINE1” jacks.



5.5 Attach the FCU [A] to the controller box.

5.6 Attach the interface board [B] to the FCU and controller box.

5.7 Delete the MBU battery jumper [C] and reattach it at the “ON” position.

**Note**

If the MBU jumper is not set to ON, this can cause SC819 or SC820 when the main power switch is turned on. Also, when the main power switch is turned off, fax memory will be cleared.

5.8 Press down on the MBU to confirm that it is seated correctly.

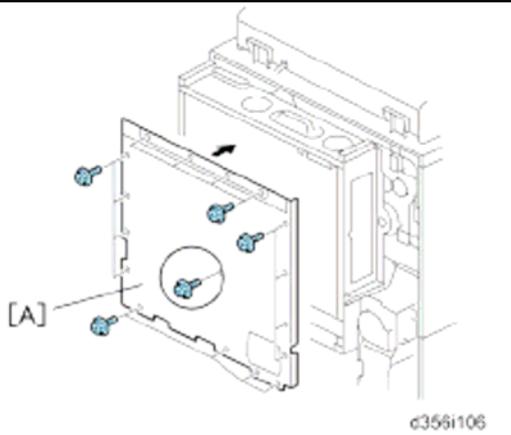
5.9 Connect the speaker harness [D] to the FCU.

5.10 Check the FCU connection and confirm that it is secure.

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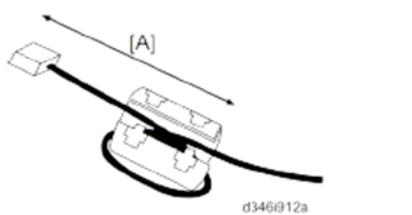
No.: RD081064



5.11 Reattach:

- Controller box[A]
- Rear lower cover
- Rear upper cover

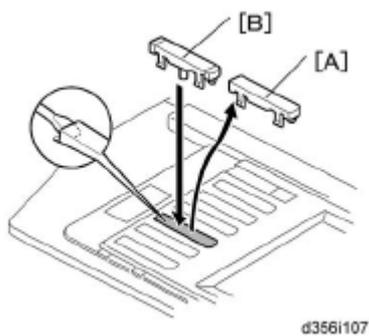
5.12 Connect the telephone cable to the "LINE 1" jack.



5.13 Attach the ferrite core to the telephone cable.

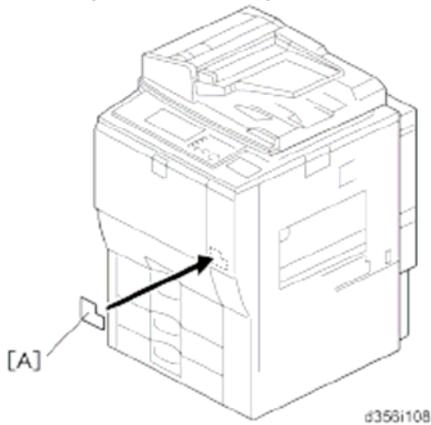
**Note**

- The end of the ferrite core must be about 5cm(2.1") from the end of the cable.



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5.14 Replace the key slot cover [A] (fourth from the bottom) with the fax key [B]



5.15 Write down the serial number of the fax unit to the serial number decal.

5.16 Attach:

- Super G3 decal[A]
- Serial number decal, under the machine serial number decal

5.17 Attach the FCC decal on the rear cover of the copier(NA only).

5.18 Confirm that the machine is grounded correctly at the power source.

5.19 Switch on the machine and confirm that it is operating correct.

5.20 Confirm that the date and time settings (User Tools) are correct.

5.21 Keep the EMC address decal at the customer site (EU only).

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6. Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will NOT be a CC-certified machine. In this case, turn off the machine main power, remove the VM card containing App2Me from slot 2, and then give the VM card to the customer.

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the September 2011 machines), install **the exact versions** shown in the table below.
- If the customer wants to install the machine as an equivalent of the September 2011 machines, install the versions shown in the table below **or later**.

If you are not sure which one the customer is requesting, **contact your sales department**.

**Firmware versions with which the V-C3 first achieved CC-CERTIFICATION: (September 2011)**

Firmware Name:	Version:	Firmware Number:
System/Copy	<b>1.03</b>	D0815760D
Network Support	<b>9.62</b>	D0815767F
Scanner	<b>01.05</b>	D0815787D
Printer	<b>1.03</b>	D0815789C
Fax	<b>02.00.00</b>	D0815773B
RemoteFax	<b>02.00.00</b>	D0815774B
Web Support	<b>1.04</b>	D0815775E
Web Uapl	<b>1.01</b>	D0815776B
NetworkDocBox	<b>1.01</b>	D0815772A
animation	<b>1.00</b>	D0815777A
PCL	<b>1.08</b>	D0815783D
OptionPCLFont	<b>1.02</b>	D0255589
Engine	<b>1.07:06</b>	D0815407C
OpePanel	<b>1.04</b>	D0815453C (NA) D0815454C (EU) D0815455C (AA)
LANG0	<b>1.03</b>	D0815451A
LANG1	<b>1.03</b>	D0815451A
Data Erase Opt	<b>1.01x</b>	D3775902A
GWFCU3-18(WW)	<b>02.00.00</b>	D4985570B

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**Ic Key and Ic Ctlr versions with which the V-C3 first achieved CC-CERTIFICATION:  
(September 2011)**

Hardware:	Version:
Ic Key	<b>01020700</b>
Ic Ctlr	<b>03</b>

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**The list of Operating Instructions (O/I)**

**<For NA>**

**Paper Documents**

- D081-7606      C9065/C9076  
                     MP C6501SP/C7501SP  
                     LD365C/LD375C  
                     Aficio MP C6501SP/C7501SP  
                     Operating Instructions  
                     About This Machine
- D081-7633      C9065/C9075  
                     MP C6501SP/C7501SP  
                     LD365C/LD375C  
                     Aficio MP C6501SP/C7501SP  
                     Operating Instructions  
                     Troubleshooting
- D081-7623      C9065/C9075  
                     MP C6501SP/C7501SP  
                     LD365C/LD375C  
                     Aficio MP C6501SP/C7501SP  
                     Operating Instructions  
                     Copy and Document Sever Reference
- D081-7628      Quick Reference Copy Guide
- D498-8507      Quick Reference Fax Guide
- D081-7655      Quick Reference Printer Guide
- D081-7665      Quick Reference Scanner Guide
- D085-7905B     App2Me Start Guide
- D029-7903      To Users of This Machine
- D377-7250      Notes for Users
- D060-7782      Notes for Users
- D081-7689      Operating Instructions Notes on Security Functions
- D081-7688      Notes for Administrators: Using this Machine in a Network  
                     Environment Compliant with IEEE Std. 2600.1™-2009

Model: V-C3

Date: 20-Oct-11

No.: RD081064

**CD-ROMs**

- D081-7714      Manuals for Users  
                  C9065/C9075  
                  MP C6501SP/MP C7501SP  
                  LD365C/LD375C  
                  Aficio MP C6501SP/MP C7501SP
- D081-7716      Manuals for Administrators  
                  C9065/C9075  
                  MP C6501SP/MP C7501SP  
                  LD365C/LD375C  
                  Aficio MP C6501SP/MP C7501SP
- D377-7900A     Manuals DataOverwriteSecurity Unit Type H/I

**<For EU>****Paper Documents**

- D081-7627      Quick Reference Copy Guide
- D498-8506      Quick Reference Fax Guide
- D081-7654      Quick Reference Printer Guide
- D081-7664      Quick Reference Scanner Guide
- D081-7602      Manuals for This Machine
- D081-7600      Safety Information for Aficio MP C6501SP/Aficio MP C7501SP  
                  or  
                  D081-7601      Safety Information for MP C6501SP/MP C7501SP
- D085-7904B     App2Me Start Guide
- D029-7903      To Users of This Machine
- D377-7250      Notes for users
- D060-7782      Notes for Users
- D081-7687      Operating Instructions Notes on Security Functions
- D081-7686      Notes for Administrators: Using this Machine in a Network  
                  Environment Compliant with IEEE Std. 2600.1<sup>TM</sup>-2009

Model: V-C3	Date: 20-Oct-11	No.: RD081064
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**CD-ROMs**

- D081-7718      Manuals for Users  
                   MP C6501SP/MP C7501SP  
                   Aficio MP C6501SP/MP C7501SP  
                   A
- D081-7722      Manuals for Administrators  
                   Security Reference  
                   MP C6501SP/MP C7501SP  
                   Aficio MP C6501SP/MP C7501SP
- D377-7900A     Manuals DataOverwriteSecurity Unit Type H/I

**<For Asia>**

**Paper Documents**

- D081-7608      MP C6501SP/C7501SP  
                   MP C6501SP/C7501SP  
                   Aficio MP C6501SP/C7501SP  
                   Operating Instructions  
                   About This Machine
- D081-7635      MP C6501SP/C7501SP  
                   MP C6501SP/C7501SP  
                   Aficio MP C6501SP/C7501SP  
                   Operating Instructions  
                   Troubleshooting
- D081-7625      MP C6501SP/C7501SP  
                   MP C6501SP/C7501SP  
                   Aficio MP C6501SP/C7501SP  
                   Operating Instructions  
                   Copy and Document Sever Reference
- D081-7629      Quick Reference Copy Guide
- D498-8508      Quick Reference Fax Guide
- D081-7655      Quick Reference Printer Guide
- D081-7666      Quick Reference Scanner Guide
- D085-7905B     App2Me Start Guide

Model: V-C3	Date: 20-Oct-11	No.: RD081064
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- D029-7903 To Users of This Machine
- D060-7782 Notes for Users
- D081-7615 Notes for Users
- D377-7250 Notes for Users
- D081-7689 Operating Instructions Notes on Security Functions
- D081-7688 Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009

**CD-ROMs**

- D081-7726 Manuals for Users  
MP C6501SP/MP C7501SP  
Aficio MP C6501SP/MP C7501SP
- D081-7728 Manuals for Administrators  
MP C6501SP/MP C7501SP  
Aficio MP C6501SP/MP C7501SP
- D377-7900A Manuals DataOverwriteSecurity Unit Type H/I

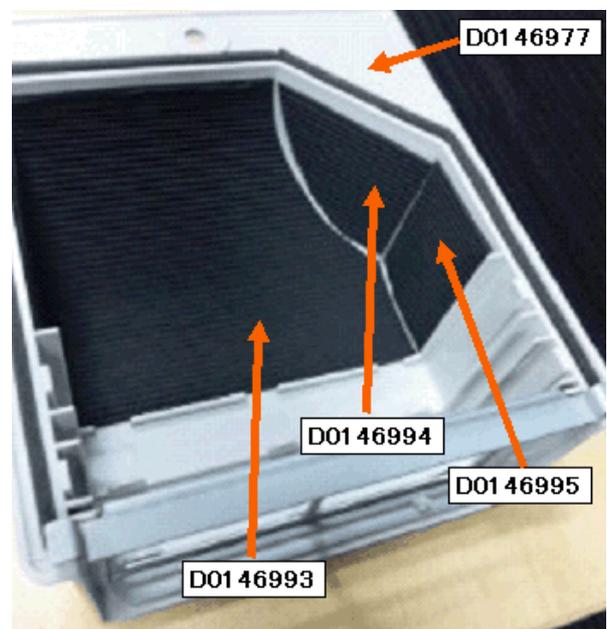
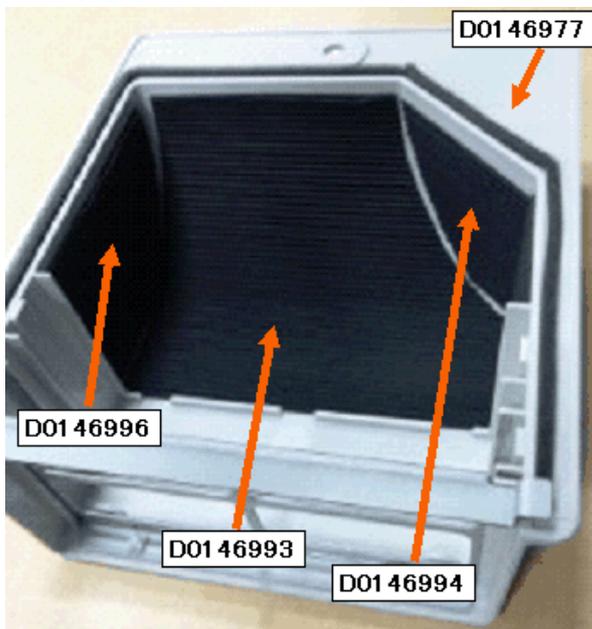
Model: Model V-C3		Date: 22-Nov-11	No.: RD081071
Subject: Blue Angel Mark Engineering Change		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**U001 EXTERIOR**

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D0146993	SHEET:REAR:DUCT:MAIN:REAR	0-1	-	-	-	-
-	D0146994	SHEET:RIGHT UPPER:DUCT:MAIN:REAR	0-1	-	-	-	-
-	D0146995	SHEET:RIGHT LOWER:DUCT:MAIN:REAR	0-1	-	-	-	-
-	D0146996	SHEET:LEFT:DUCT:MAIN:REAR	0-1	-	-	-	-

**Change:** Ozone absorption sheets were added inside the main rear duct (P/N: D0146977), as shown below.

**Reason:** To further reduce ozone emission levels and achieve **Blue Angel Mark** certification.



Model: Model V-C3

Date: 22-Nov-11

No.: RD081071

**Cut-in Serial Numbers**

Machines in production are Blue Angel Mark certified from the following serial numbers.

<b>Region</b>	<b>CODE</b>	<b>SERIAL NUMBER</b>
RAC	D081-17	V7610800574
RA/TWN	D081-19	V7610900494
RE	D081-27	V7610801071
RA	D081-29	V7610801186
RAC	D082-17	V7710800124
RA/TWN	D082-19	V7711100103
RCN	D082-21	V7711100104
RE	D082-27	V7710800307
RA	D082-29	V7710800234

**Reissued:13-Feb-12**

Model: V-C3	Date: 24-Nov-11	No.: RD081072a
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**RTB Reissue**

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

Subject: CPU and firmware Change Notification		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Important Information About ADF PCB Replacement**

**Background**

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for PCBs used on Ricoh products. To continue machine production, a different type of CPU had to be used on PCBs, beginning from July production.

**Service parts changes**

- 1) As a result, a modified version of the ADF firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

**Note:**

- There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.
- However, the compatibility of the old/new PCB and old/new firmware is as follows:

		Firmware	
		Old:	New:
PCB	Old:	<b>Supported</b>	<b>NOT supported</b> (see <b>Important Notes</b> below)
	New:	<b>NOT supported</b> (see <b>Important Notes</b> below)	<b>Supported</b>

- 2) The board containing the old CPU (and old firmware) is still available for order, under a new part number. This is shown in the second line in the table below.

**Note:** This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
D4125505	D4125506	PCB:MAIN CONTROL:ASS'Y	O/O
-	D4125507	PCB:MAIN CONTROL:ASS'Y	

Cut in serial number  
From November 2011 production

**Reissued:13-Feb-12**

Model: V-C3

Date: 24-Nov-11

No.: RD081072a

**Important Notes**

Make sure to keep the following in mind:

- Do not install the old firmware (v. 01.620:05 and older) on the new ADF board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.90.000:01; The new version starts with a "9") cannot be used on the old board. If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it. For this reason, the new firmware will not be released to the field.
- If you replace the ADF board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N D D4125507.

***RCL (Japan) Production***

<b><i>Model Code</i></b>	<b><i>Serial Number</i></b>
<b><i>D081-17</i></b>	<b><i>V7611100334</i></b>
<b><i>D081-19</i></b>	<b><i>V7620100634</i></b>
<b><i>D081-27</i></b>	<b><i>V7611100639</i></b>
<b><i>D081-29</i></b>	<b><i>V7611200584</i></b>
<b><i>D082-17</i></b>	<b><i>V7711100142</i></b>
<b><i>D082-19</i></b>	<b><i>V7720100127</i></b>
<b><i>D082-21</i></b>	<b><i>V7711200151</i></b>
<b><i>D082-27</i></b>	<b><i>V7711200157</i></b>
<b><i>D082-29</i></b>	<b><i>V7711200181</i></b>

**Reissued:22-Feb-12**

Model: Model V-C3	Date: 28-Nov-11	No.: RD081073a
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**RTB Reissue**

The pictures in this RTB were changed.

Subject: Lubrication points(Fusing Gears)		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

Rust powder from the fusing gears is scattered in the area under the fusing unit.

**CAUSE**

The fusing gears were not lubricated correctly when they were replaced or at PM. As a result, the friction generates rust powder.

**SOLUTION**

**Apply a total of 2g of Grease Barrierta S552R** to the two gears shown below (AB014322 / GEAR: IDLER: PRESSURE ROLLER, and AB014323 / GEAR: IDLER: DRIVE) whenever you replace the gears or at PM (150K).

**See the next page for details.**

**Note:** This solution is already mentioned in the Service Manual (2. Appendix, PM Tables, Lubrication Points, Fusing Unit, pg. 66). However, the specific amount of grease and other details were included below to ensure that all field technicians are made aware.

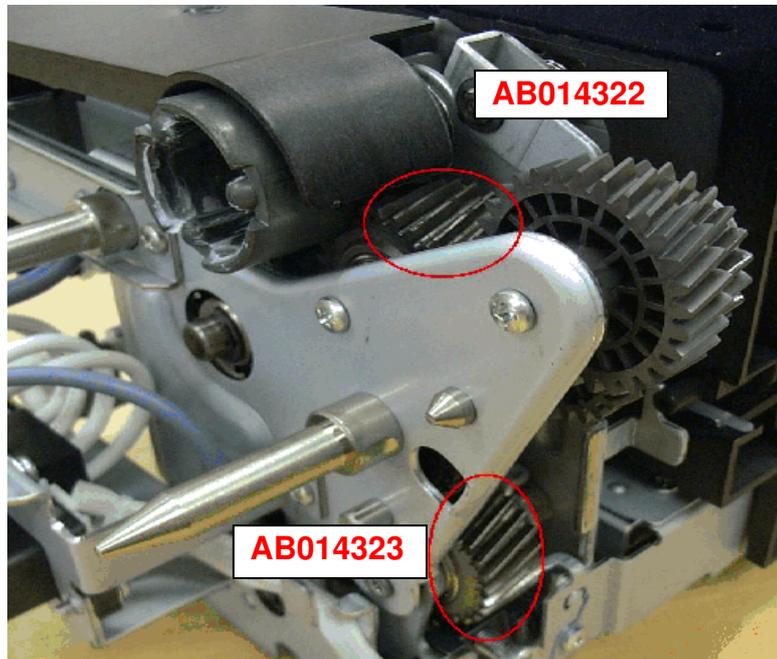
Reissued:22-Feb-12

Model: Model V-C3

Date: 28-Nov-11

No.: RD081073a

Apply **1g** of Grease Barrierta to each gear (**a total of 2g**) as you rotate the gear, making sure that the grease is spread out evenly across the gear surface.



Model: V-C3		Date: 02-Dec-11	No.: RD081074
Subject: Service Manual Revision (SC501-504)		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**

**D081/D082**

**Replace** the descriptions for SC501, SC503, and SC504 with the following.

**Note:** The description for SC502 was deleted, since it does not occur on this model.

**SC Codes Group 5: Paper Feed**

Pg. 101, 102

SC501	B	<p>Tray 1 (tandem tray) lift malfunction</p> <ul style="list-style-type: none"> <li>▪ The tray lift sensor is not activated within 10s after the tray lift motor starts lifting the bottom plate.</li> <li>▪ The tray lift sensor is not deactivated within 1.5s after the tray starts lowering.</li> <li>▪ A tray overload is detected when the tray is pushed in.</li> <li>▪ The lower limit sensor of the LCT does not detect the lower limit within 10s.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tray lift motor defective or disconnected</li> <li>▪ Paper or other obstacle trapped between tray and motor</li> <li>▪ Pick-up solenoid disconnected or blocked by an obstacle</li> <li>▪ Too much paper loaded in tray</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ At first, the machine displays a message asking the operator to reset the tray.</li> <li>▪ This SC will not be displayed until the operator has pulled the tray out and pushed it in three times.</li> <li>▪ If the operator turns the machine off/on before the third opening and closing of the tray, this three-count is reset.</li> </ul>
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Model: V-C3	Date: 02-Dec-11	No.: RD081074
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SC503	B	Tray 2 lift malfunction	
		<ul style="list-style-type: none"> <li>▪ The tray lift sensor is not activated within 10s after the tray lift motor starts lifting the bottom plate.</li> <li>▪ The tray lift sensor is not deactivated within 1.5s after the tray starts lowering.</li> <li>▪ A tray overload is detected when the tray is pushed in.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tray lift motor defective or disconnected</li> <li>▪ Paper or other obstacle trapped between tray and motor</li> <li>▪ Pick-up solenoid disconnected or blocked by an obstacle</li> <li>▪ Too much paper loaded in tray</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ At first, the machine displays a message asking the operator to reset the tray.</li> <li>▪ This SC will not be displayed until the operator has pulled the tray out and pushed it in three times.</li> <li>▪ If the operator turns the machine off/on before the third opening and closing of the tray, this three-count is reset.</li> </ul>

SC504	B	Tray 3 lift malfunction	
		<ul style="list-style-type: none"> <li>▪ The tray lift sensor is not activated within 10s after the tray lift motor starts lifting the bottom plate.</li> <li>▪ The tray lift sensor is not deactivated within 1.5s after the tray starts lowering.</li> <li>▪ A tray overload is detected when the tray is pushed in.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tray lift motor defective or disconnected</li> <li>▪ Paper or other obstacle trapped between tray and motor</li> <li>▪ Pick-up solenoid disconnected or blocked by an obstacle</li> <li>▪ Too much paper loaded in tray</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ At first, the machine displays a message asking the operator to reset the tray.</li> <li>▪ This SC will not be displayed until the operator has pulled the tray out and pushed it in three times.</li> <li>▪ If the operator turns the machine off/on before the third opening and closing of the tray, this three-count is reset.</li> </ul>

Model: V-C3	Date: 07-Dec-11	No.: RD081075
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Subject: Black lines appear in paper direction.		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**

Black lines appear along the paper feed direction when making copies/scans using the ADF.

**CAUSE**

The ADF scanning glass is dirty.

**SOLUTION**

If the symptom is reported:

1. Clean the ADF scanning glass and white scanning belt with a wet cloth, and then dry these parts with a dry cloth.
2. If the customer agrees to the following condition (which is a machine specification), set **SP4-020-001** (DF dust check) to a value of **1 (ON)**.

When this mode is enabled, the First Copy Time may be about one second slower. This is because the scanning position may need to be optimized if dust is detected on the scanning glass.

**Note:** When this mode is enabled, if dust is detected on the ADF scanning glass, the following will happen.

- The first mirror will be moved (up to a maximum of two times), so that the original can be scanned through a dust-free area on the exposure glass.
- The following message is displayed in the lower left-hand corner of the LCD: "Clean the front side of the scanning glass (located next to the exposure glass)."

Model: V-C3		Date: 26-Jan-12	No.: RD081076
Subject: Service Manual Revision (SP5420-001,5420-002)		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**

**D081/D082**

- **Delete** the ~~crossed-out~~ sentence in the description for SP 5420-001.
- **Add** the sentences **in bold** to the description for SP 5420-002.

**4. Appendix: Service Program Mode Tables**

pg. 318

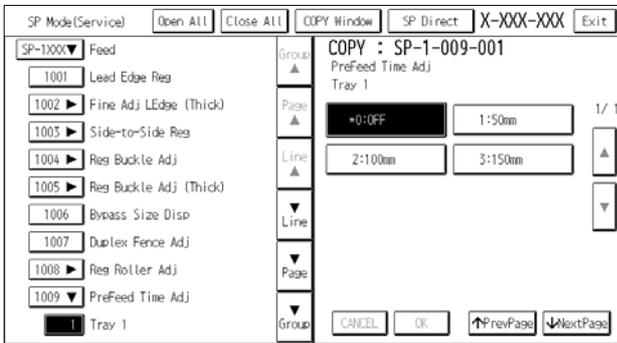
5420	User Authentication
	These settings should be done with the System Administrator. <b>Note:</b> These functions are enabled only after the user access feature has been enabled.
1	Copy
	Determines whether certification is required before a user can use the copy applications. [0 to 1/0/1] 0: On 1: Off <del>2: Color Security Setting</del>
2	Color Security Setting
	<b>Enables or disables the color copy limitation for each copy mode when user authentication is "ON".</b> <b>0: Enable (default), 1: Disable</b> <b>Bit0: B/W mode</b> <b>Bit1: Mono color mode</b> <b>Bit2: Two colors mode</b> <b>Bit3: Full color mode</b> <b>Bit4: Automatic color mode</b> <b>Bit5 to 7: Reserved</b>

Model: V-C3	Date: 07-Feb-12	No.: RD081077
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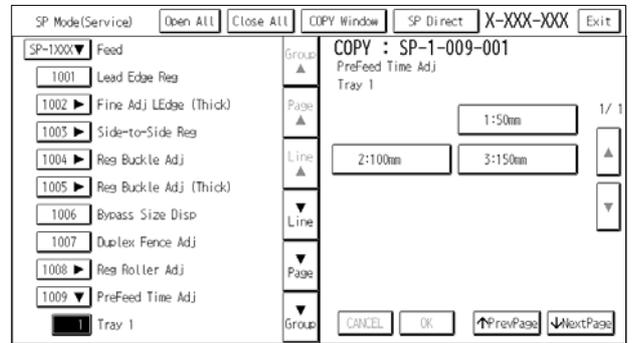
Subject: How to choose the default value of SP1009-001		Prepared by: Takeshi Toriumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**SYMPTOM**

The default value (0) for **SP1009-001** (PreFeed Time Adj\_Tray.1) is not displayed when the machine is using System/Copy Firmware **v1.02 or later**, as shown in Fig. 2 below.



**Fig. 1: Normal display**  
System/Copy v1.01 or earlier



**Fig. 2: Button not displayed**  
System/Copy v1.02 or later

**CAUSE**

Bug in System/Copy firmware v1.02 or later

**SOLUTION**

If the symptom occurs and you need to return SP1009-001 to its default (0):

1. Downgrade the System/Copy firmware to **v1.01 or earlier**.
2. Set SP1009-001 to its default (0).
3. Upgrade the System/Copy firmware back to **v1.02 or later**.

Model: V-C3	Date: 28-Mar-12	No.: RD081078
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Subject: Important Information about Replacing Drum Lubricant Bar		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 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

**Important Information about Replacing the Drum Lubricant Bar**

- Please make sure to replace the following PM parts for the PCU **at the recommended PM intervals**, which are: **200K for BK PCU parts** and **150K for color PCU parts**.
- If you do not, **image quality issues** such as lines or dirty background will occur, and the drum **will not achieve its target yield (450k)**. This is because when these parts are used beyond its PM interval, the drum will deteriorate quickly (from filming or other processes).

**PM Parts for the Black (BK) PCU:**

P/N	Description	Q'ty	PM interval
D0142321	Drum Lubricant Bar	1	<b>200k</b>

**PM Parts for Color PCUs:**

P/N	Description	Q'ty	PM interval
D0142321	Drum Lubricant Bar	3	<b>150k</b>

Model: V-C3		Date: 18-Apr-12	No.: RD081079
Subject: Patch Release for E-7200 V.1.0 (2012_Apr)		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 has been issue to announce the release notes for set of patches (5 patches in total) for Color Controller E-7200 System version 1.0.

**Files included in this release**

Extract the **D5027565.exe** and check that 1st folder which consists of 5 patches is created.

**Folder Name / File Name / File Size / Reboot**

- 1st / 1-1A6MX9.ps / 1,539,039 byte / not Exclusive
- 1st / 1-1BZK7I.ps / 788,651 byte / not Exclusive
- 1st / 1-1BZJBO.ps / 16,130,488 byte / not Exclusive
- 1st / 1-1BZKDQ.ps / 314,957 byte / not Exclusive
- 1st / 1-1BZKCS.ps / 23,640 byte / not Exclusive

**Note: Important!! Strictly follow the installation order as indicated here above.**

**Issue(s) addressed with this release**

- 1-1A6MX9 : Jobs with SEF orientation do not print when the printer is in Auto shut-off mode.
- 1-1BZK7I : PostScript rangecheck error occurs when a PDF file with booklet staple is processed.
- 1-1BZJBO : When a particular PDF file is processed, the raster does not contain a pattern image.
- 1-1BZKDQ: Scale to fit is not honored for a particular job.
- 1-1BZKCS: Output is incorrect when RGB jobs with Pure Black are printed.

**Preparation before Installation**

1. Please print out the configuration page.  
Verify the **Server Info** section.
2. If any prerequisites listed below, they must be installed in the order specified before applying the **“1-1A6MX9.ps”** patch:

- 1-16OVJ9.ps
- 1-17LVX9.ps
- 1-18R20T.ps

Model: V-C3

Date: 18-Apr-12

No.: RD081079

3. Do NOT install any of the following patches after installing the 1-1A6MX9.ps patch. If you must install any of the following patches, do so before installing the **1-1A6MX9.ps** patch:

1-19UI8W.ps

4. If any prerequisites listed below, they must be installed in the order specified before applying the “**1-1BZK7I.ps**”, “**1-1BZKDQ.ps**” and “**1-1BZKCS.ps**” patch:

1-16OVJ9.ps

1-17LVX9.ps

5. If any prerequisites listed below, they must be installed in the order specified before applying the “**1-1BZJB0.ps**” patch:

1-16OVJ9.ps

1-17LVX9.ps

1-18206B.ps

1-1AEXIP.ps

6. 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.

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## Notes

1. You should keep to install order when the patch will be installed.
2. You should execute the reboot when you install the patch of “Exclusive”.  
(The patch names that you installed will be shown in the configuration after reboot.)
3. You should execute the reboot when you installed all patches.
4. Before installing the next patch, to ensure that the patch file is completely processed, please wait up to 60 seconds until the file is done processing.

---

## Patch installation instructions

1. Download/Import the patch file **1-1A6MX9.ps** with Command Workstation to the “Direct” queue.
2. Wait more than 60 seconds.
3. Repeat the steps #1 and #2 with the following patches  
**1-1BZK7I.ps**  
**1-1BZJB0.ps**  
**1-1BZKDQ.ps**  
**1-1BZKCS.ps**
4. After waiting 60 seconds after the last patch has been downloaded/imported, reboot the system. This will ensure the patch file is completely processed.  
From either Command Workstation or the Fiery LCD, select “Shut Down” and then “Reboot System”.

Model: V-C3

Date: 18-Apr-12

No.: RD081079

5. Wait until the Fiery has come to idle and print out the configuration page. Verify the **Update Info** section. It should contain the following patch numbers:

**1-1A6MX9****1-1BZK7I****1-1BZJBO****1-1BZKDQ****1-1BZKCS**

Model: Model V-C3		Date: 04-Jun-12	No.: RD081080
Subject: Jam14(Fusing Ex Sn:Late) and Dog Eared		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 checked="" 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) or dog ears occur when making duplex prints.

**CAUSE**

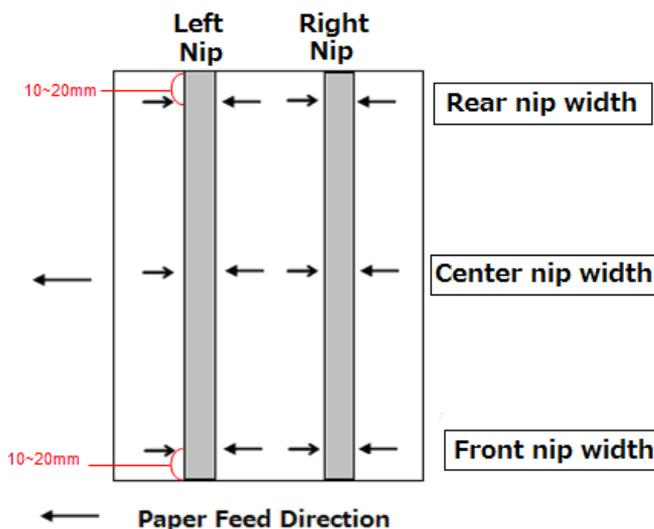
As the front and rear nip widths increase with time, the pressure applied to the paper in these areas also increases. As a result, the paper curls and catches on the fusing stripper plate unit.

**SOLUTION**

Adjust the fusing nip using the procedure below.

**Procedure**

1. Print out a test pattern with **SP-2-109-002** at 100% coverage onto plain paper.  
 SP-2-109-002 (Test Pattern) -> [12:100% Coverage] -> [Setting]-> [Copy Screen]  
 ->BW Printing (A4/LT)
2. Load the sheet you printed out in Step 1 into the bypass tray, with the printed side facing up (A4/LT, LEF).
3. Execute **SP1-111-001** (Nip Width: Execute).
4. Measure the widths of either the left **or** right band at the front, center, and rear.  
**Important:** Measure the front and rear fusing nips at about 10-20mm from the edge of the paper.



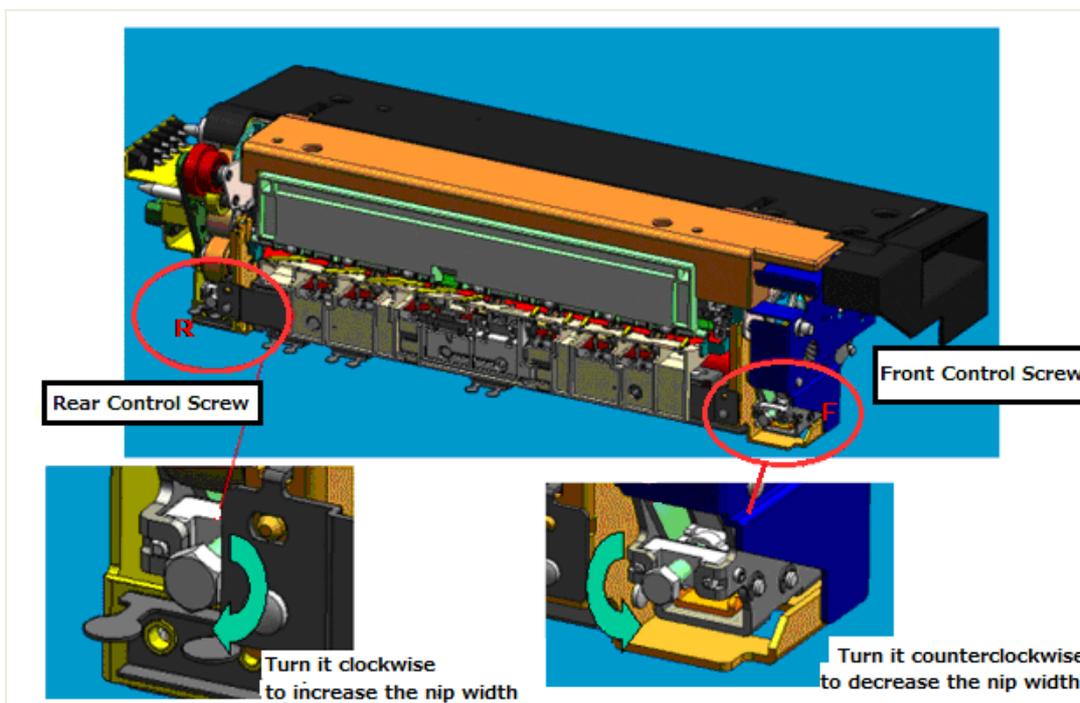
Model: Model V-C3	Date: 04-Jun-12	No.: RD081080
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**TARGETS:**

- Center nip width: **13.5 ± 0.5mm**
- Difference between front and rear nip widths: **± 0.5mm**

5. If one of the measurements is not within the target, turn the nip control screw to adjust the nip.  
 Clockwise: **Increases** the nip width  
 Counterclockwise: **Decreases** the nip width

**Note:** One complete rotation of the control screw changes the nip width by 1mm.



6. Repeat the procedure until **both** measurements are within the target.

Model: V-C3		Date: 07-Jun-12	No.: RD081081
Subject: Patch Release for E-7200 V.1.0 (2012_May)		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 has been issue to announce the release notes for set of patches (17 patches in total) for Color Controller E-7200 System version 1.0.

**Files included in this release**

Extract the **D5027750.exe** and check that 1st folder which consists of 17 patches is created.

Folder Name	File Name	File Size	Reboot
1st	1-1A240J.ps	1.47 MB	not Exclusive
	1-1CGCOU.ps	1.47 MB	not Exclusive
	1-1CT781.ps	198.19 KB	not Exclusive
	1-1CT7G9.ps	104.77 KB	not Exclusive
	1-1CT7KB.ps	4.98 MB	not Exclusive
	1-1CYIAN.ps	2.36 MB	not Exclusive
	1-1CYINU.ps	8.74 MB	not Exclusive
	1-1D0PPJ.ps	578.60 KB	not Exclusive
	1-1D0POO.ps	409.11 KB	not Exclusive
	1-1D4QD0.ps	631.73 KB	not Exclusive
	1-1DO46D.ps	3.71 MB	not Exclusive
	1-1DMNS5.ps	2.26 MB	not Exclusive
	1-1DMNTZ.ps	217.96 KB	not Exclusive
	1-1DYPAO.ps	440.97 KB	not Exclusive
	1-1DFA7F.ps	1.47 MB	not Exclusive
	1-1CT79W.ps	136.61 MB	not Exclusive
	1-1E8X3I.ps	170.52 KB	not Exclusive

**Note: Important!! Strictly follow the installation order as indicated here above.**

**Issue(s) addressed with this release**

(Except 1-1A240J, the issues below were originally found and reported by other Fiery controller models. Now the patches for the fix will be provided for this model.)

- 1-1A240J: Job Error occurs when a particular file is printed with larger than 12x18 page size and 1200dpi.
- 1-1CGCOU: Service Call SC670 may occur under certain circumstances when the prepaid card becomes empty.
- 1-1CT781: Patch to address duplex printing issue with PCL5 data.

Model: V-C3	Date: 07-Jun-12	No.: RD081081
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- 1-1CT7G9: A particular PS job is classified as PCL.
- 1-1CT7KB: The server crashes when a particular PDF file is Imported to the Hold queue.
- 1-1CYIAN: One part of image is printed in color for a particular file.
- 1-1CYINU: Blank part of PDF data is garbled for a particular file.
- 1-1D0PPJ: Scaling is not honored when Impose template that has Custom Scale set is used.
- 1-1D0POO: Connection between server and printer runs out.
- 1-1D4QD0: A 2 at Left staple job cannot be printed on short edge feed paper.
- 1-1DO46D: A particular PCL file does not print correctly.
- 1-1DMNS5: An error message appears when printing a particular file with Mixed Media.
- 1-1DMNTZ: Specified pages are not printed when Print Range is set for a Process and Held job.
- 1-1DYPAO: Controller HDD space increases, when more than 2GB data is given to print.
- 1-1DFA7F: Server fails to staple jobs when Extra Staple set to 1.
- 1-1CT79W: Conflict message is displayed when CMYK Source profile is set to none in Virtual Printer's settings.
- 1-1E8X3I: The next job is not transmitted until a current job is printed out.

**Preparation before Installation**

1. Please print out the configuration page.  
Verify the **Update Information** section.
2. For **each group** shown below, make sure that all patches have already been installed in the **order they are listed in that group**.

If there is a patch missing, follow the instructions in that patch's Release Note to install it. All patches within the same group must be installed in the order they are listed below.

**Group A:**

- 1-16OVJ9.ps
- 1-17LVX9.ps
- 1-18R20T.ps

**Group B:**

- 1-19UI8W.ps
- 1-1A6MX9.ps

**Group C:**

- 1-16OVJ9.ps
- 1-17LVX9.ps
- 1-182O6B.ps
- 1-1AEXIP.ps
- 1-1BZK7I.ps (Included in April 2011 Package)
- 1-1BZJBO.ps (Included in April 2011 Package)
- 1-1BZKDQ.ps (Included in April 2011 Package)

Model: V-C3

Date: 07-Jun-12

No.: RD081081

3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

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### Patch installation instructions

1. With Command Workstation, download / import the patch to the "Direct" queue one by one with the following order.

**[Caution]**

*You must wait at least 60 seconds after the patch file downloaded/imported before downloading the next patch. This will ensure the patch file is completely processed.*

- (1) 1-1A240J
  - (2) 1-1CGCOU
  - (3) 1-1CT781
  - (4) 1-1CT7G9
  - (5) 1-1CT7KB
  - (6) 1-1CYIAN
  - (7) 1-1CYINU
  - (8) 1-1D0PPJ
  - (9) 1-1D0POO
  - (10) 1-1D4QD0
  - (11) 1-1DO46D
  - (12) 1-1DMNS5
  - (13) 1-1DMNTZ
  - (14) 1-1DYPAO
  - (15) 1-1DFA7F
  - (16) 1-1CT79W
  - (17) 1-1E8X3I
2. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.
  3. Please wait until the Fiery has come to idle after the reboot to print out the configuration page. Verify the Update Information section. It should show in the downloaded order.

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### Note

1. You should keep installing order when the patch will be installed.
2. All of these patches are **Not Exclusive** which means that it 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. (The patch names that you installed will be shown in the configuration after reboot.)
3. You should execute the reboot when you installed all patches.
4. Before installing the next patch, to ensure that the patch file is completely processed, please wait up to 60 seconds until the file is done processing.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3		Date: 08-Jun-12	No.: RD081082
Subject: Patch Release for E-7200 V.1.0 (1-1E4OMH.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1E4OMH.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1E4OMH.ps</b>	<ul style="list-style-type: none"> <li>● Patch to address the expiry of the EFI VeriSign certificate.</li> </ul> <p>When launching the <i>Configure</i> menu from the WebTools, a pop-up window appears with the following message: "The certificate has Expired"</p>

**Before installing 1-1E4OMH.ps**

Known issues listed below, read before installing 1-1E4OMH.ps patch:

1. There is validation issues like "The certificate was signed by an untrusted issuer" on client machines that have JRE version from 15 to 20.  
There is a defect filed against couple of JRE versions which caused validations issues.

Please see the below link:

[http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6904162](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6904162)

<Solution>

EFI recommends to update JRE to a version above 20 on the client machine.

2. The following prerequisites must be installed in the order specified before the **1-1E4OMH.ps** patch is installed:
  - **1-16OVJ9.ps**
  - **1-17LVX9.ps**
3. 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.
4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 08-Jun-12

No.: RD081082

**Patch Update Procedure**

1. Extract the **D5027767.exe** until you get the **1-1E4OMH.ps** file.
2. Use Command WorkStation to import the patch file **1-1E4OMH.ps** to the **Direct** connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **1-1E4OMH**.

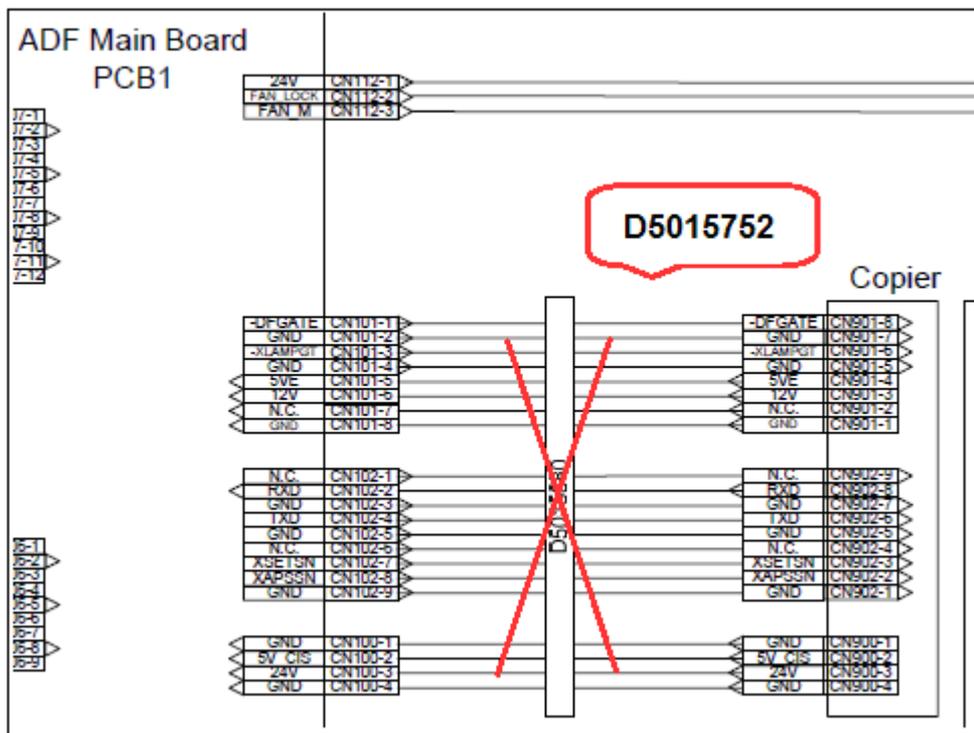
Model: V-C3		Date: 02-Jul-12	No.: RD081083
Subject: P to P Revision		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input 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

**P-to-P Revision**

The following correction was made.

**ADF (FOR D081/D082) Point To Point Diagram (5/5)**

Incorrect P/N	Correct P/N	Name	Page
D5015880	<b>D5015752</b>	HARNES: INTERFACE	5/9



Model: V-C3		Date: 31-Jul-12	No.: RD081084
Subject: Fan Motor Service Code		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 checked="" type="checkbox"/> Tier 2

**P-to-P, Service Manual Revision**

The areas shown in **bold** (titles, Note) were changed or added.

**P to P:**

D081/D082 ELECTRICAL COMPONENT LAYOUT (3/4)

Symbol	Name	Index No.	P to P	Page
M14	Fusing <b>Suction</b> Fan Motor	15	F4	2/5

**Service Manual:**

3. Appendix: Service Call Conditions

SC Codes Group 5: Paper Feed (Pg.105)

SC530	B	<b>Fusing Exhaust fan / Drive Exit fan / Fusing Unit Fan Motor: Lower</b> error
		The VBCU did not receive the lock signal 5 seconds after the fusing unit fan switches on. <ul style="list-style-type: none"> <li>• Fan harness disconnected or damaged</li> <li>• Fan blocked by an obstruction</li> <li>• Fan damaged</li> </ul>

SC531	B	<b>Peltier Cooling Fan Motor</b> error
		The lock signal remained HIGH for 5 sec. while the fan at the front of the fusing unit near the heat dissipation fins was operating. <ul style="list-style-type: none"> <li>• Fan harness disconnected or damaged</li> <li>• Fan blocked by an obstruction</li> <li>• Fan damaged</li> </ul>

**Note: The D081/D082 copier does not have a Peltier unit.**

SC533	B	<b>Fusing Suction fan</b> error
		The lock signal remained HIGH for 5 sec. while the fan that draws air out of the fusing unit was operating. <ul style="list-style-type: none"> <li>• Fan harness disconnected, damaged</li> <li>• Fan blocked by an obstruction</li> <li>• Fan damaged</li> </ul>

Model: V-C2/3		Date: 06-Aug-12	No.: RD081085
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	<del>Bypass Paper Feed Sensor</del>

**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-C3		Date: 03-Oct-12	No.: RD081086
Subject: Service Manual Revision (SP7504)		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**

D081/D082

The areas **in red** were added.

7504	Paper Jam Loc	Cover Interposer Tray B835
	Displays the list of possible locations where a jam could have occurred. Press the appropriate key to display the jam count for that location. These jams are caused by the failure of a sensor to activate.	
	<b>On Operation Panel</b>	<b>Actual Component Name</b>
230	Tray 1: No Feed	<b>1st Paper Feed Motor 1st Transport Motor 1st Paper Feed Sensor</b>
231	Tray 2: No Feed	<b>2nd Paper Feed Motor 2nd Transport Motor 2nd Paper Feed Sensor</b>
232	Tray 1: Grip Sn	<b>1st Transport Motor 2nd Transport Motor 1st Transport Sensor</b>
233	Tray 2: Grip Sn	<b>2nd Transport Motor Vertical Transport Motor 2nd Transport Sensor</b>
234	Tray 1: Trans Jam	<b>1st Transport Motor 2nd Transport Motor 1st Vertical Transport Sensor</b>
235	Tray 2: Trans Jam	<b>Vertical Transport Motor 2nd Vertical Transport Sensor</b>
236	Exit Jam	<b>Vertical Transport Motor Horizontal Transport Motor Vertical Exit Sensor</b>
237	Entrance Sn Jam	<b>Horizontal Transport Motor Entrance Sensor</b>
238	Exit Sn Jam	<b>Horizontal Transport Motor Vertical Transport Motor Exit Sensor</b>
239	Tray 1: Lift Motor	<b>1st Lift Motor 1st paper upper limit Sensor 1st Lower Limit Sensor</b>

Model: v-C3		Date: 03-Oct-12	No.: RD081086
240	Tray 2: Lift Motor	<b>2nd Lift Motor</b> <b>2nd paper upper limit Sensor</b> <b>2nd Lower Limit Sensor</b>	
241	Tray 1: Pickup Motor	<b>1st Pick-Up Motor</b> <b>1st Pick-Up Roller HP Sensor</b>	
242	Tray 2: Pickup Motor	<b>2nd Pick-Up Motor</b> <b>2nd Pick-Up Roller HP Sensor</b>	
250	RB Entrance Late Jam	<b>Entrance Sensor</b>	
251	RB Entrance Lag Jam	<b>Entrance Sensor</b> <b>Entrance Motor</b>  <b>If the length of the paper is 241mm or more (Example: A3, DLT, other):</b> <b>Transport Motor</b>	
252	RB Horiz Path Late Jam	<b>Transport Sensor</b>  <b>If the length of the paper is less than 241mm (Example: A4, LT, other):</b> <b>Transport Motor</b>	
253	RB Horiz Path Lag Jam	<b>Transport Sensor</b> <b>Exit Motor</b>	
254	RB Exit Late Jam	<b>Exit Sensor</b>	
255	RB Exit Lag Jam	<b>Exit Sensor</b>	

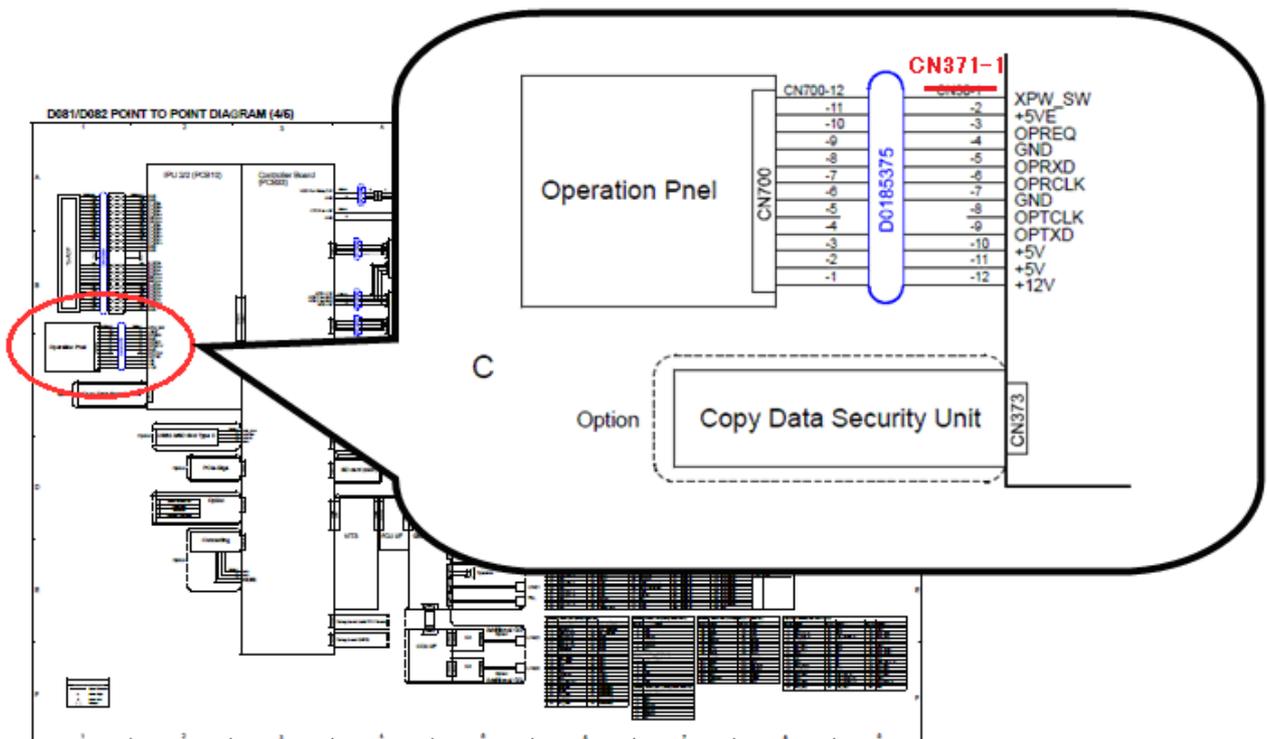
Model: V-C3		Date: 09-Oct-12	No.: RD081087
Subject: P to P Revision		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input 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

**P-to-P Revision**

The following correction was made.

**D081/D082 POINT TO POINT DIAGRAM (4/5)**

Incorrect CN#	Correct CN#
CN30-1	CN371-1



Model: V-C3		Date: 06-Nov-12	No.: RD081088
Subject: Patch Release for E-7200 V.1.0 (1-1FCCIG.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1FCCIG.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1FCCIG.ps</b>	<ul style="list-style-type: none"> <li>● A patch to fix two issues with the BIOS Version string on the Configuration page.                             <ol style="list-style-type: none"> <li>1. Case #1 (BIOS Version 1.40) The BIOS Version string indicates the correct version, but the wrong date.</li> <li>2. Case #2 (BIOS Version 1.50) The BIOS Version string indicates 0.00 00/00/00.</li> </ol> </li> </ul>

**Before installing 1-1FCCIG.ps**

1. The following prerequisites must be installed in the order specified before the **1-1FCCIG.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
2. 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.
3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch Update Procedure**

1. Extract the **D5027590.exe** until you get the **1-1FCCIG.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1FCCIG.ps** to the **Direct** connection.

Model: V-C3

Date: 06-Nov-12

No.: RD081088

4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1FCCIG**.

Model: <b>V-C3</b>		Date: 15-Nov-12	No.: RD081089
Subject: Patch Release for E-7200 V.1.0 (1-1DOVI0.ps)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1DOVI0.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1DOVI0.ps</b>	● A Patch to support Direct Mobile Printing.

**About Mass-production controller units**

From 2012 September mass-production, the E-7200 controller units are shipped out with **1-1DOVI0** pre-installed.

The Direct Mobile Printing feature is activated by default and port 6310 on the controller is opened. For this reason, the following two documents are additionally included in the carton box from 2012 September mass-production units.

Contents	File	Explanation
Read Me	 45107532_ReadMeD MP- EFIGSD.pdf	This document informs the customer that Port 6310 is opened by default.  If a customer does not want to use the Direct Mobile Printing feature, it is possible to close port 6310 by disabling the Direct Mobile Printing feature.
User Addendum	 DMP_UA_PDFD.pdf	This document instructs the customer how to configure the printer controller, and how to use the Mobile Printing feature.

**Before installing 1-1DOVI0.ps**

- As explained above, applying this patch will activate the Direct Mobile Printing and open port 6310 on the controller.  
 If the customer does not want to leave port 6310 open, deactivate the Direct Mobile Printing feature from the *Configure* menu.  
 This action will close the 6310 port.
- The following prerequisites must be installed in the order specified before the **1-1DOVI0.ps** patch is installed:

Model: V-C3

Date: 15-Nov-12

No.: RD081089

- 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1E4OMH.ps
3. 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.
  4. In the case where the customer needs to install a patch, which was previously skipped in the patch order, it is necessary to reinstall the system.

### Patch Update Procedure

1. Extract **D5027770.exe** until you get the **1-1DOVI0.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1DOVI0.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1DOVI0**.
8. After the patch update has been finished, print the attached PDF file "*User Addendum: Direct Mobile Printing*" and give it to your customer.

### Reference Information:

#### 1. Configuring Direct Mobile Printing

##### 1-1. Fiery print controller Setup

Before using Direct Mobile Printing, configure the following settings in Fiery print controller Setup:

- Server > Jobs:
  - **Enable Printed Queue**: Select
- Network > Protocol > TCP/IP > Security:
  - **Specify ports to enable** or **Enable Port Filtering**: Select
  - **Available Ports > 5353 (Multicast DNS)**: Select

Model: V-C3	Date: 15-Nov-12	No.: RD081089
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- Network > Services > Web:
  - **Enable IPP:** Select
  
- Network > Services > Bonjour:
  - **Enable Bonjour:** Select
  
- Printer > General:
  - **Publish Print Queue:** Select

Make sure that the E-7200 settings are configured as specified.

If these settings are changed, Direct Mobile Printing will not work.

For more information about using Fiery print controller Setup, see *Configuration and Setup* in the documentation set that accompanies the E-7200.

## 1-2. Additional requirements

In addition, observe the following configuration requirements:

- If Direct Mobile Printing is running on multiple Fiery print controllers, be sure to assign a distinct Bonjour name to each Fiery print controller.
- User authentication problems will result if two or more Fiery print controllers share the same name.
- Make sure that the Fiery print controller is connected to a wireless access point on the network.
- Make sure that supported mobile devices are connected to the same wireless network as the Fiery print controller.

## 2. Using Direct Mobile Printing

After you install Direct Mobile Printing, allow approximately 1 minute for supported mobile devices to refresh communication with the Fiery print controller. At the end of this time, the Fiery print controller appears in the list of available printers on the mobile device.

Users can now send print jobs to the Fiery print controller from supported mobile devices.

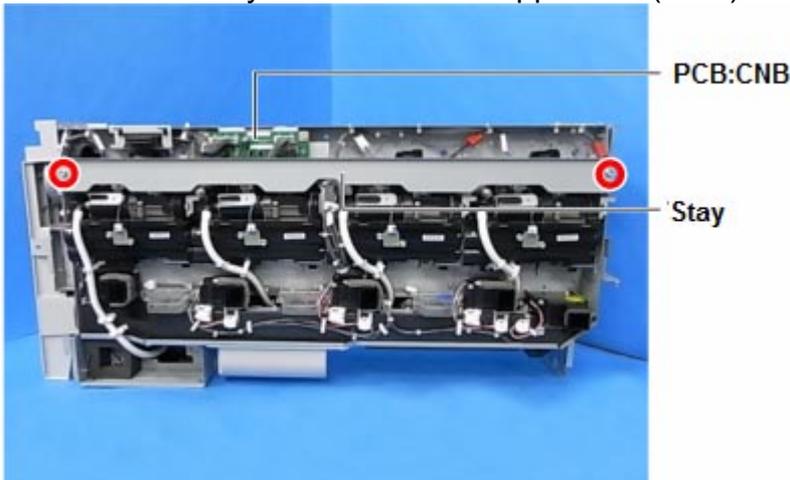
Model: V-C3		Date: 30-Nov-12	No.: RD081090a
Subject: The replacement procedure for the parts inside the toner hopper unit (Toner supply unit and toner hopper duct unit)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<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.

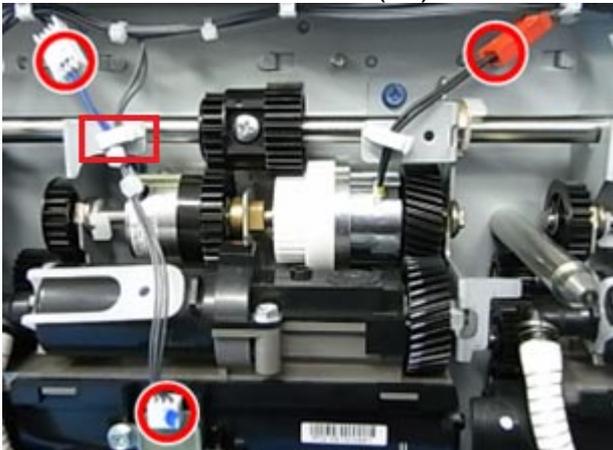
**IMPORTANT:** Make sure to follow this procedure when replacing these parts, as the **harnesses must be wired correctly**. Otherwise, PCB: CNB may be damaged if the harnesses are not wired correctly and damaged.

### 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).

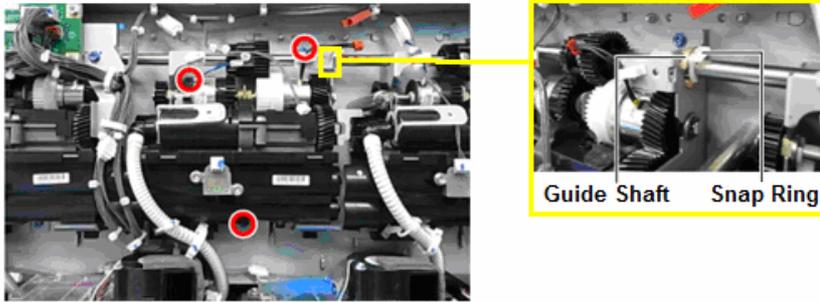


3. Remove the connectors (x3) and the clamp (x1).

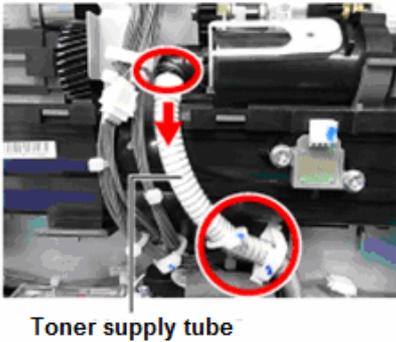


Model: V-C3	Date: 30-Nov-12	No.: RD081090a
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- 4. Remove the connector (x1), screws (3), snap ring (1), and guide shaft (x1).



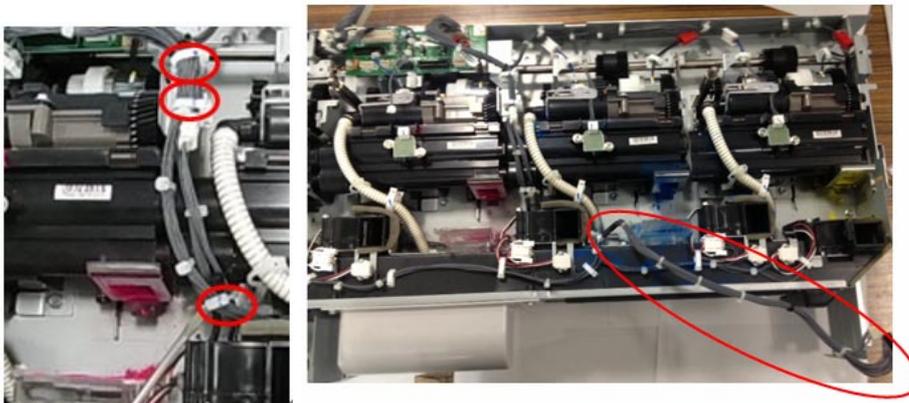
- 5. Remove the toner supply tube from the magenta toner supply unit ( 🖨️ x2)  
**IMPORTANT:** Make sure that toner does not spill out of the tube..



- 6. Remove the two harness connectors from the CNB board (#286, 287).



- 7. Remove the clamps (x3) and rest the end of the harness on top of the hopper duct, as shown.



Model: V-C3

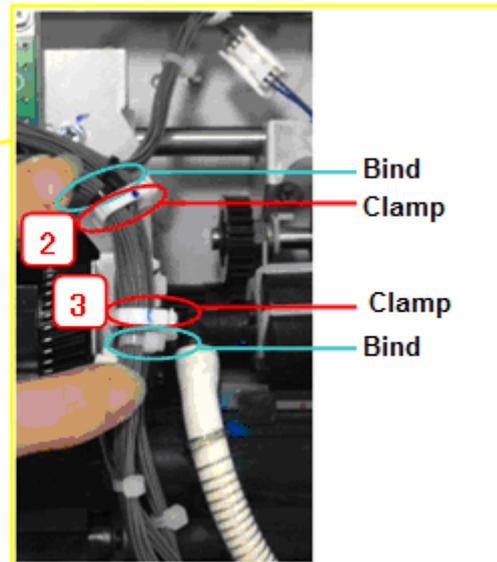
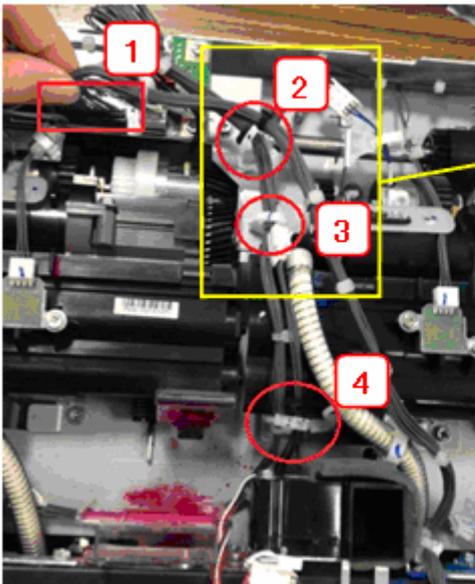
Date: 30-Nov-12

No.: RD081090a

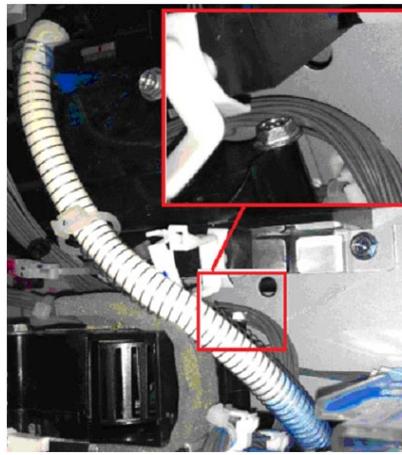
8. Remove the cyan toner supply unit.
9. Install a new cyan toner supply unit.

**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.

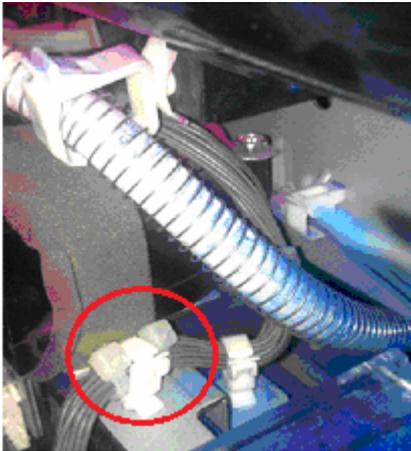
**Correct****Incorrect**

Model: V-C3

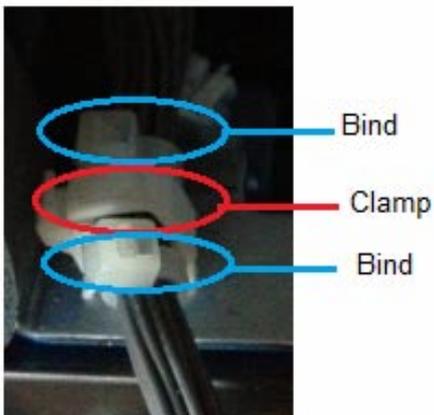
Date: 30-Nov-12

No.: RD081090a

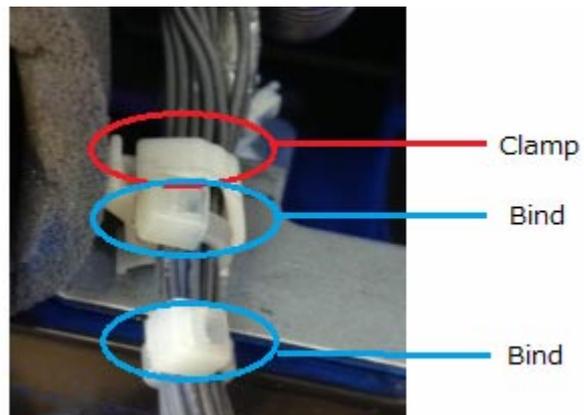
- Close the clamp at the lower end of the cyan toner hopper unit so that the binds are in the positions shown in the photo.

**Correct**

The clamp comes between the binds.

**Incorrect**

Both binds are located below the clamp.



Model: V-C3	Date: 30-Nov-12	No.: RD081090a
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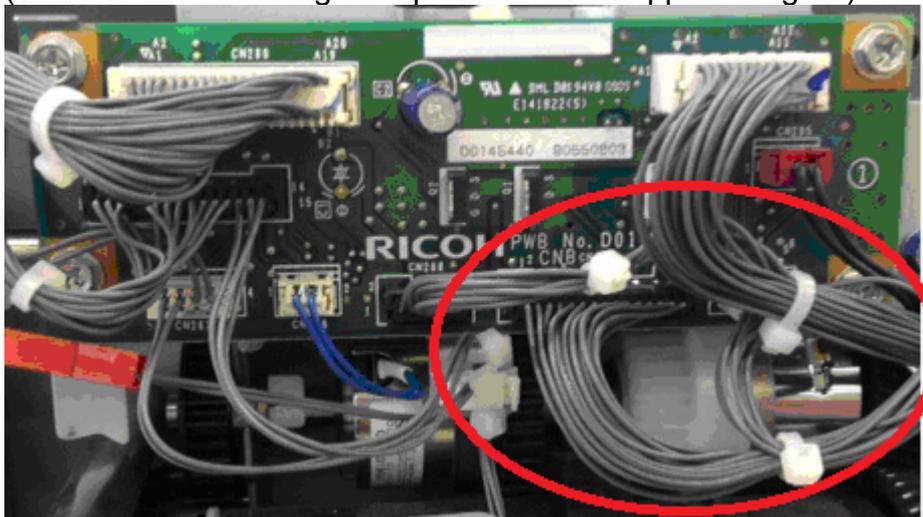
- Before you attach the bracket, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the bracket and another part.

**Correct**



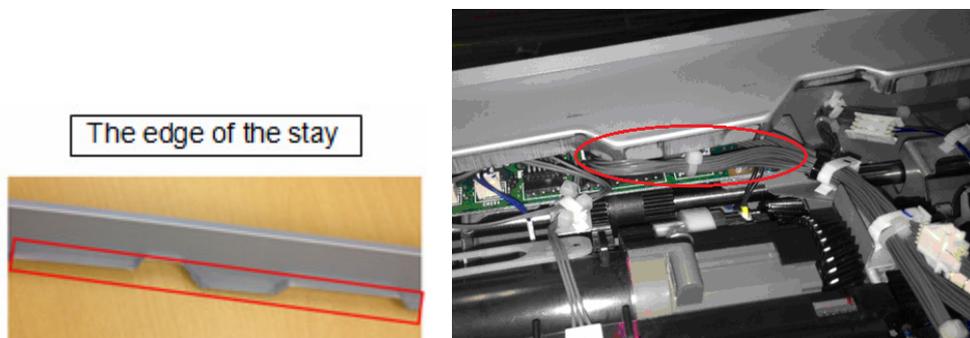
**Incorrect**

(The harness is resting on top of the toner hopper unit gear)



**Incorrect**

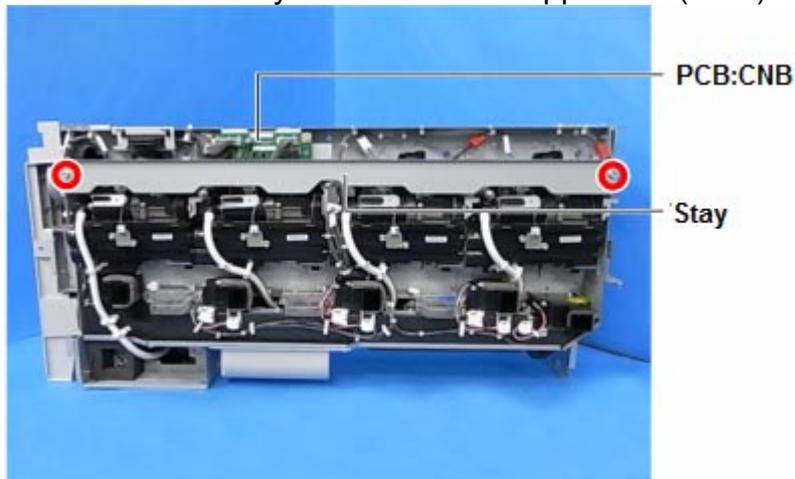
(The harness is pinched between the edge of the bracket and the surrounding part)



Model: V-C3	Date: 30-Nov-12	No.: RD081090a
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**Replacement Procedure for the Magenta Toner Supply Unit**

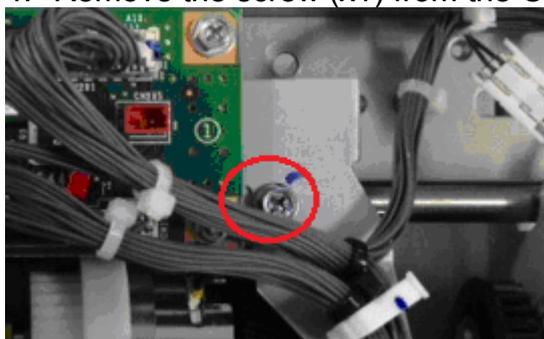
1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit (  x2).



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.

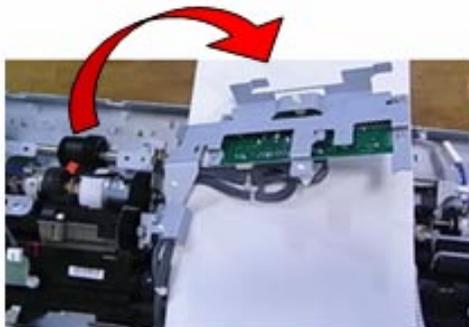
**Note:** This is to prevent the gear from damaging the harness in step 7.

Model: V-C3	Date: 30-Nov-12	No.: RD081090a
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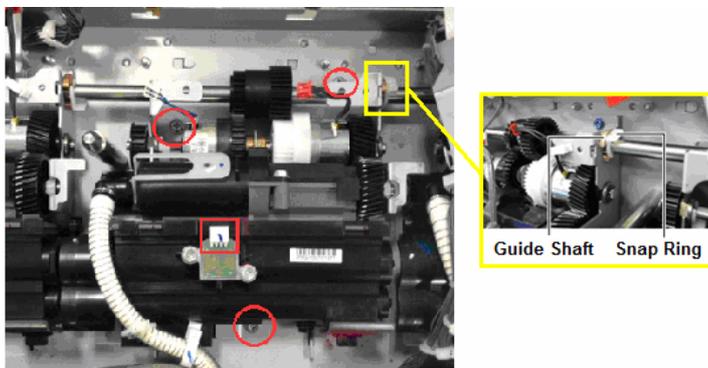
6. Slide the CNB board bracket to the right.



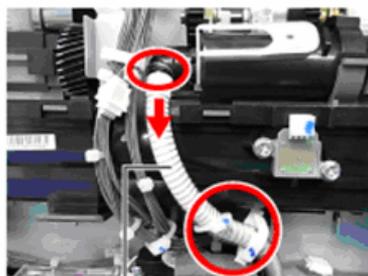
7. Remove the bracket, rotate it upside down and to the right, and then place it on the sheet of paper as shown.



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-C3	Date: 30-Nov-12	No.: RD081090a
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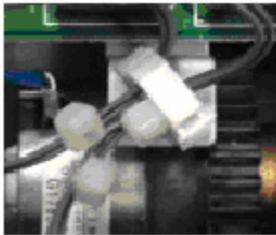
10. Install a new magenta toner supply unit.

**IMPORTANT:**

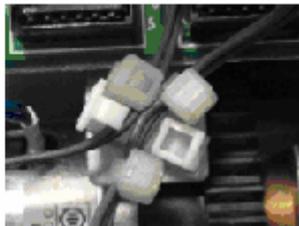
- When you install the CNB board, make sure to attach the binds and clamps in the positions shown in this photo:



**Incorrect**



**Correct**



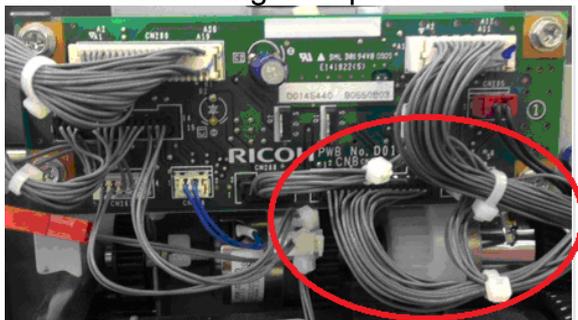
- Before you attach the bracket, make sure to push the harness up slightly and rest it on top of the CNB board, so that it does not get pinched between the edge of the bracket and another part.

**Correct**



**Incorrect**

(The harness is resting on top of the toner hopper unit gear)



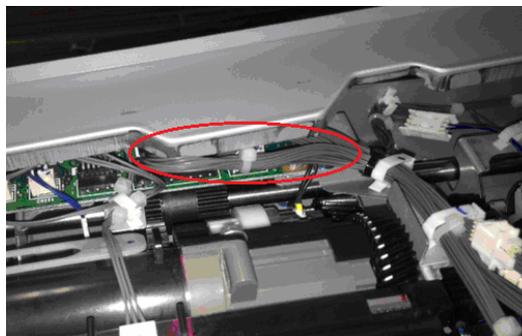
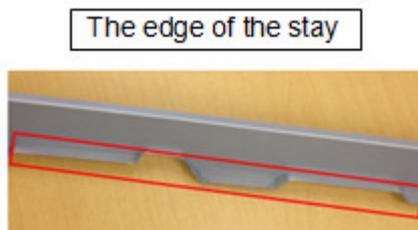
Model: V-C3

Date: 30-Nov-12

No.: RD081090a

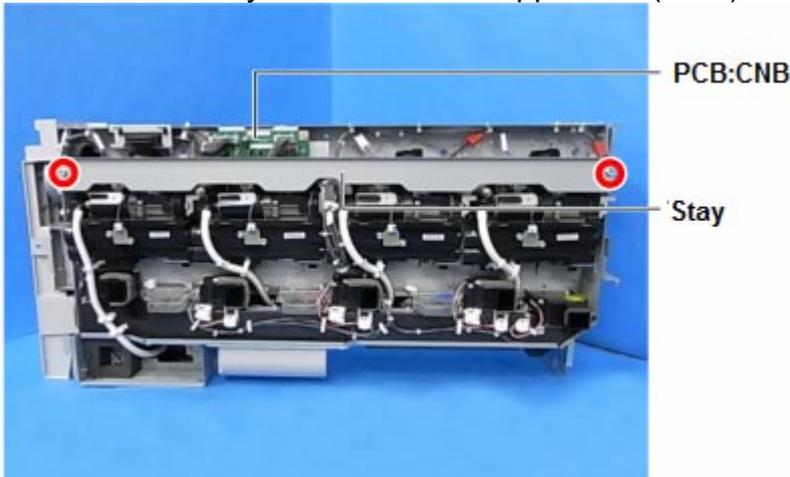
**Incorrect**

(The harness is pinched between the edge of the bracket and the surrounding part)



## Replacement Procedure for the Toner Hopper Duct

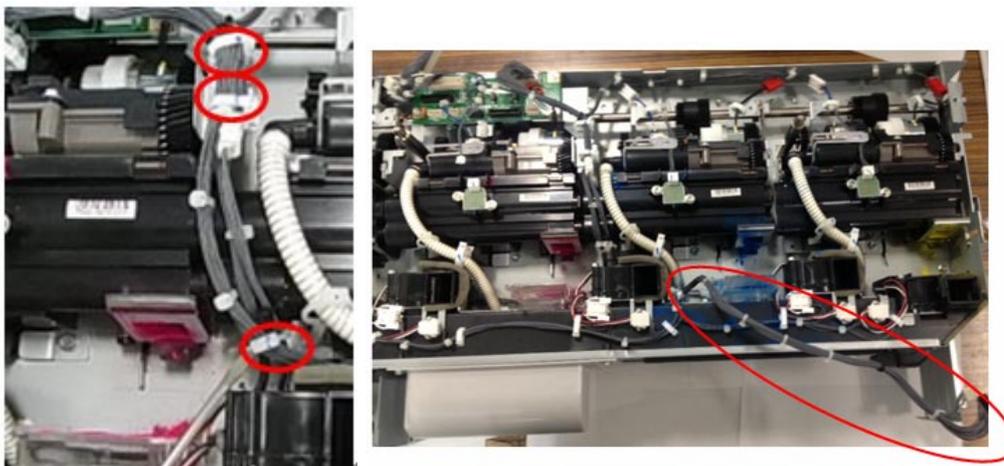
1. Remove the toner hopper unit from the machine.
2. Remove the stay from the toner hopper unit (  x2).



3. Remove the two harness connectors (#286, 287) from the CNB board.

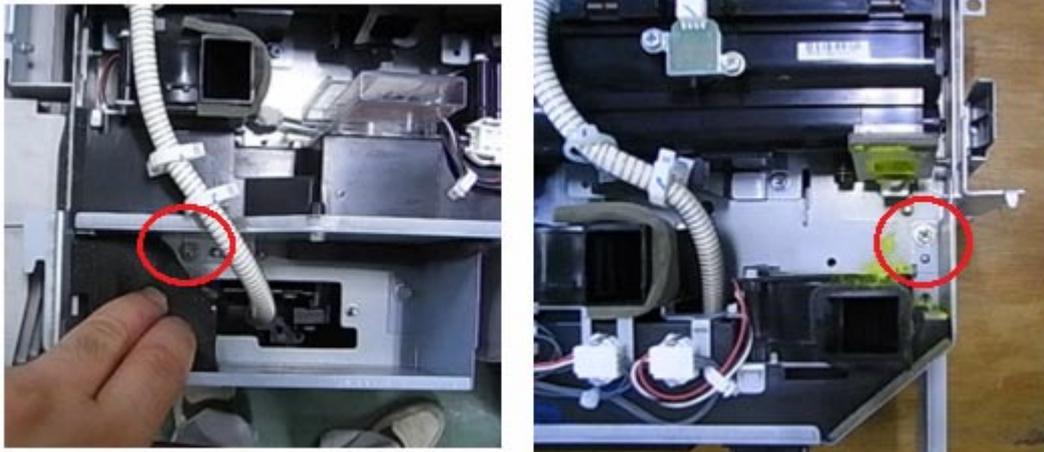


4. Remove the clamps (x3) and hang the free end of the harness over the hopper duct, as shown.

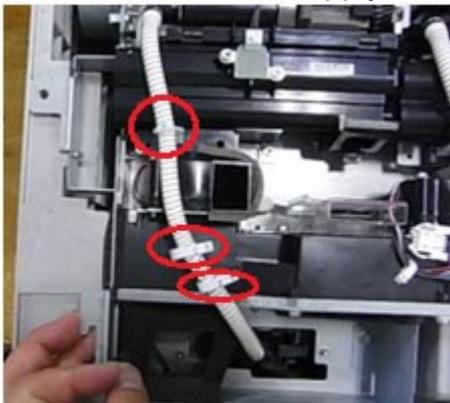


Model: V-C3	Date: 30-Nov-12	No.: RD081090a
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5. Remove the screws (x2) from the toner hopper duct.

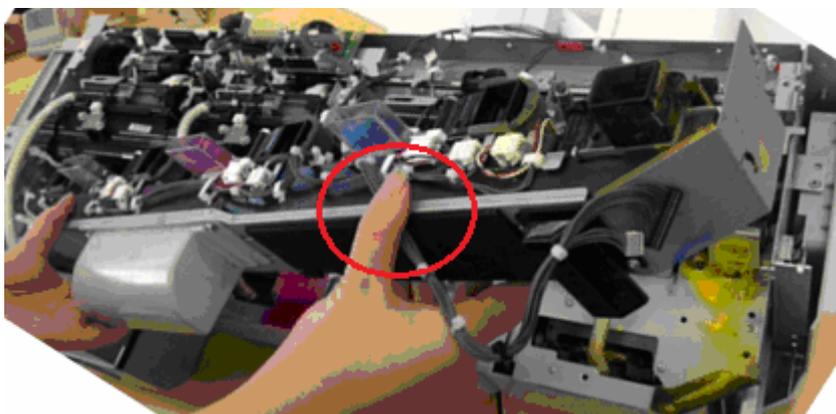


6. Remove the toner supply tube from the black toner supply unit (🔧 x3).



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-C3	Date: 30-Nov-12	No.: RD081090a
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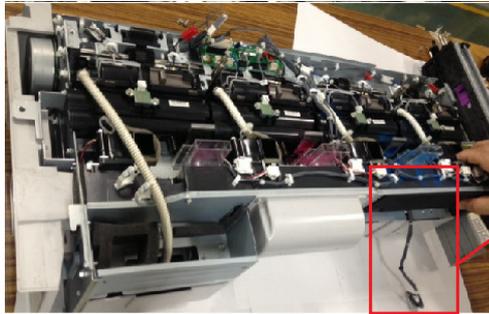
**Correct**

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)



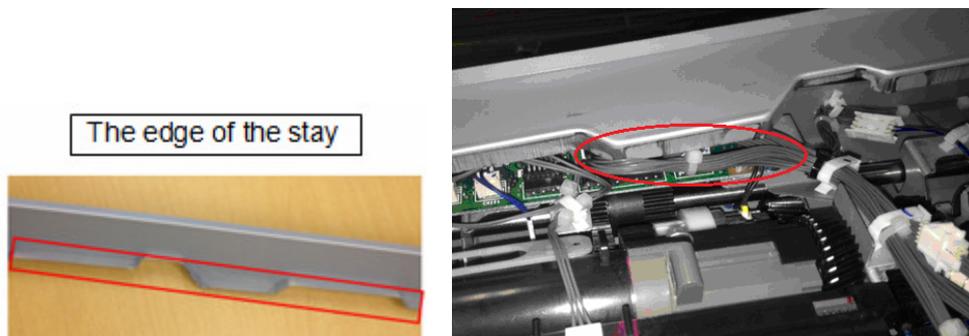
Model: V-C3

Date: 30-Nov-12

No.: RD081090a

Incorrect

(The harness is pinched between the edge of the bracket and the surrounding part)



Model: Model V-C3		Date: 11-Dec-12	No.: RD081091
Subject: Patch Release for E-7200 V.1.0 (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 (5 patches in total) for Color Controller E-7200 System version 1.0.

**Files included in this release:**

Folder Name		File Name	File Size
D5027771	1st	01 1-1F2H7U.ps	307 KB
		02 1-1F4JPG.ps	1.47 MB
		03 1-1FS81V.ps	6.09 MB
		04 1-1GAS33.ps	9.05 MB
		05 1-1GJGUR.ps	3.59 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:**

- Print position is moved when a blank page is inserted before the first page.
- Load A4 LEF paper request is displayed, even though paper is available in the tray.
- Scan to SMB fails when Windows Live ID is installed on a Windows 7 PC.
- Unable to send Scan data to the Mac OS X 10.7 share location.
- Some characters are not printed for a particular file.

**Prerequisite(s):**

The following prerequisites must be installed in the order specified before these patches are installed:

- 1-16OVJ9.ps
- 1-17LVX9.ps
- 1-18R20T.ps
- 1-19UI8W.ps
- 1-1A6MX9.ps (Included in April 2012 Package)
- 1-1BZKDQ.ps (Included in April 2012 Package)
- 1-1A240J.ps (Included in May 2012 Package)
- 1-1CGCOU.ps (Included in May 2012 Package)
- 1-1CT7KB.ps (Included in May 2012 Package)
- 1-1D4QD0.ps (Included in May 2012 Package)
- 1-1DO46D.ps (Included in May 2012 Package)
- 1-1DFA7F.ps (Included in May 2012 Package)

Model: Model V-C3	Date: 11-Dec-12	No.: RD081091
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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.

**Preparation before installation:**

1. Extract **D5027771.exe** .
2. Check that 1st folder which consists of 5 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 <b>each</b> patch.	Required number of reboot(s)/restart(s)
1	1-1F2H7U.ps	Direct Queue	60 seconds	0
2	1-1F4JPG.ps	Direct Queue	60 seconds	0
3	1-1FS81V.ps	Direct Queue	60 seconds	0
4	1-1GAS33.ps	Direct Queue	60 seconds	0
5	1-1GJGUR.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-C3	Date: 22-Feb-13	No.: RD081092a
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**RTB Reissue**

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

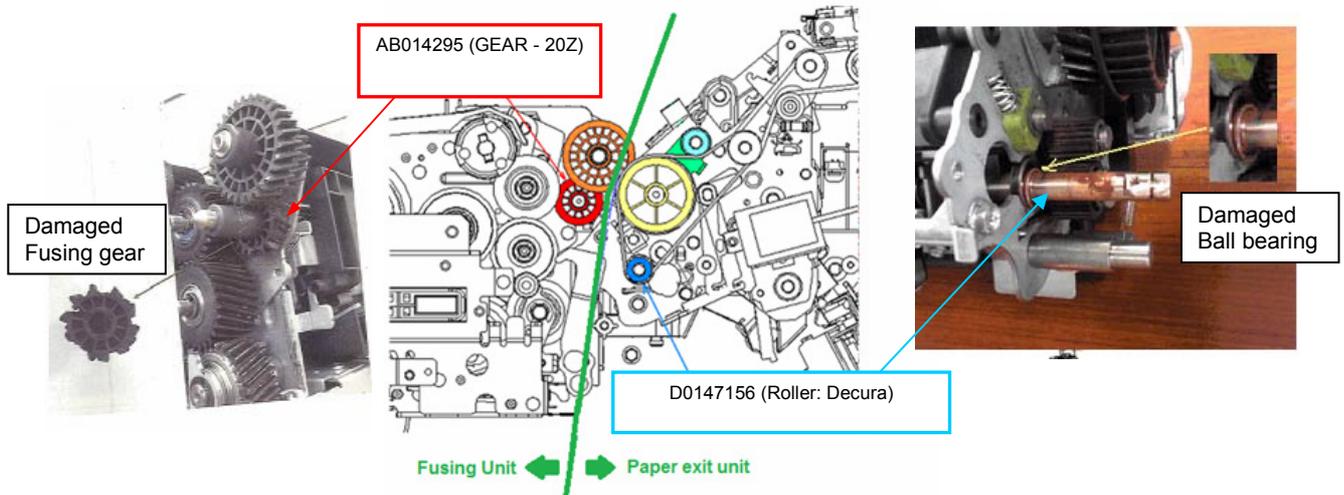
Subject: Parts number of Exit unit was changed for preventing the fusing gear damage		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> 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

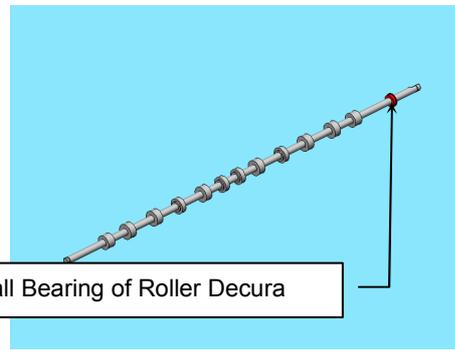
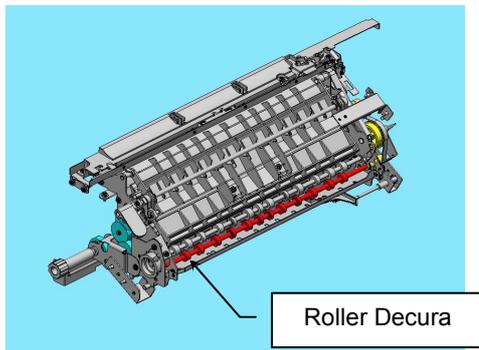
Model: Model V-C3	Date: 22-Feb-13	No.: RD081092a
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**SOLUTION**

**Production line:**

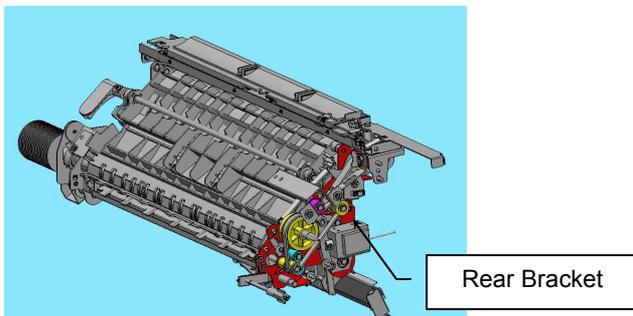
The shape of the ball bearing for the decurler roller was changed to improve the durability of the roller.

Old part number	New part number	Description	Q'ty	Int	Note
D0817001	D0817003	Paper Exit Unit	1-1	X/O	-
<b>D0817050</b>	D0817049	Roller:Decura	1-1	X/X	-



**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**

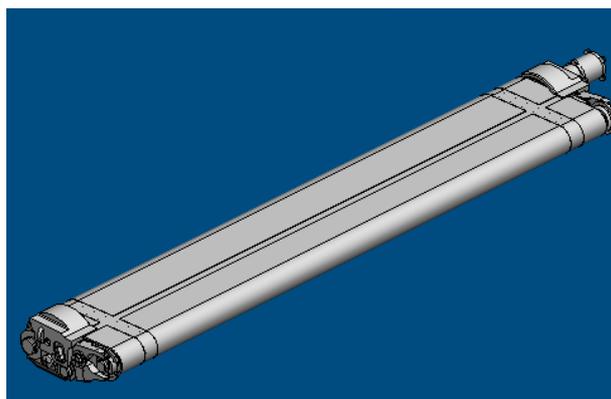
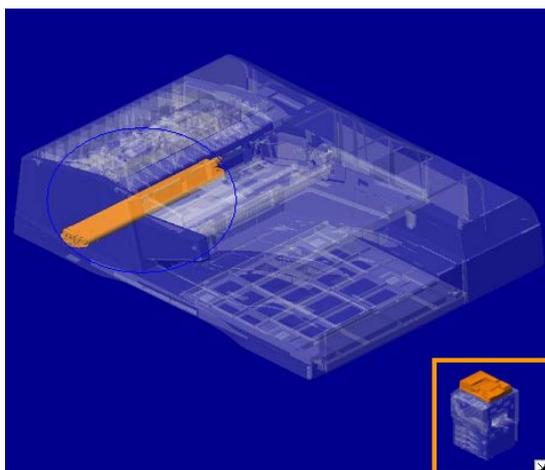
Model	Destination	Code	Serial Number
Aficio MP C6501/C7501	NA/LA	D08117/D08217	V7621100001/V7721100001
Aficio MP C6501/C7501	TWN	D08119/D08219	V7621110001/V7722120001
Aficio MP C7501	CHN	D08221	V7721120001
Aficio MP C6501/C7501	EU	D08127/D08227	V7621120001/V7721130001
Aficio MP C6501/C7501	AA	D08129/D08229	V7621230001/V7721140001

Model: V-C3	Date: 12-Mar-13	No.: RD081093
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Subject: Parts Information (ADF: Transport belt unit)		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 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	Note
-	D4120331	TRANSPORT BELT UNIT:ASS'Y	-

As per field request, the following part was newly added as a service part



Model: D014/D015	Date: 18-Mar-13	No.: RD081094
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Subject: Harness behind the toner hopper unit			
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**

The CNB board (P/N: D0145440) is damaged.

**Note:** In the worst cases, the board may emit smoke.

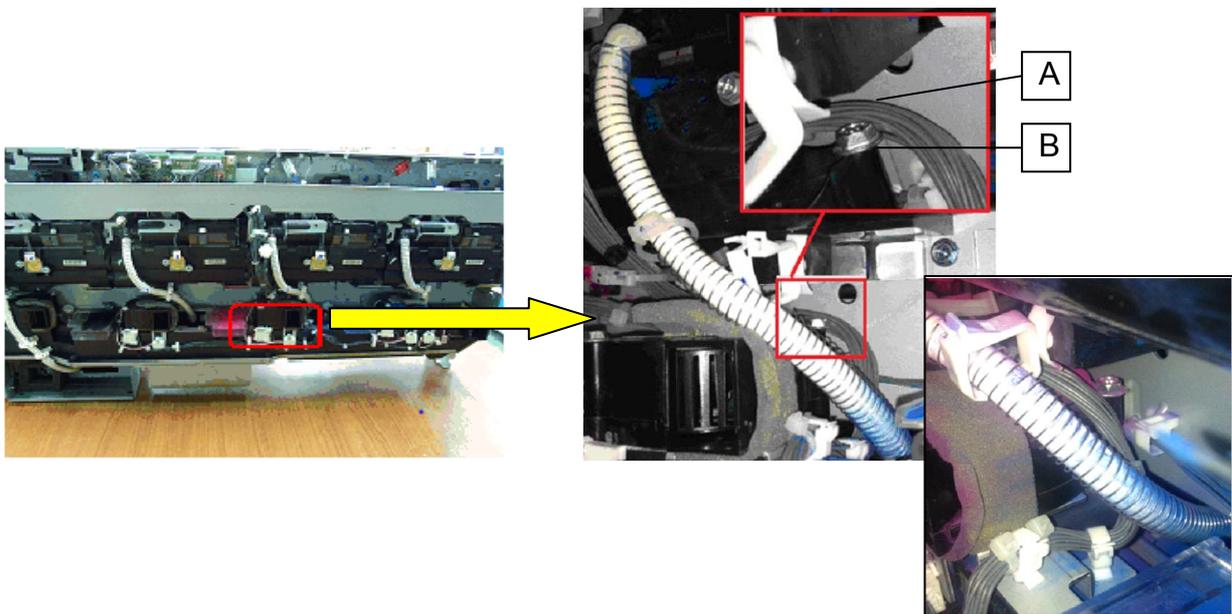
**CAUSE**

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 unit duct.



**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 #RD081090a**.

Model: D014/D015	Date: 18-Mar-13	No.: RD081094
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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:**

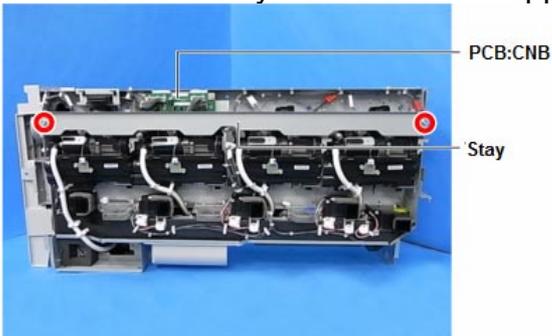
- Update the Engine Firmware (1.55:01 for C2/Ver.1.10:06 for C3).
- Replace the CNB board with the modified one (new P/N: D0149453).
- Check the wiring position of the harness.

**Note:**

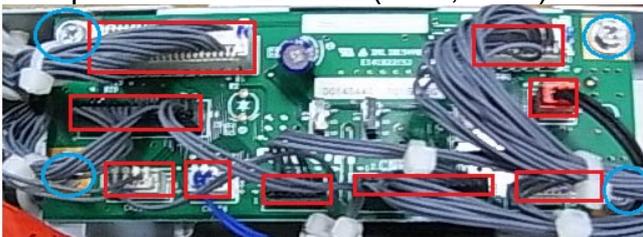
After installing the Engine Firmware, CNB board damage is indicated by an SC.

**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.

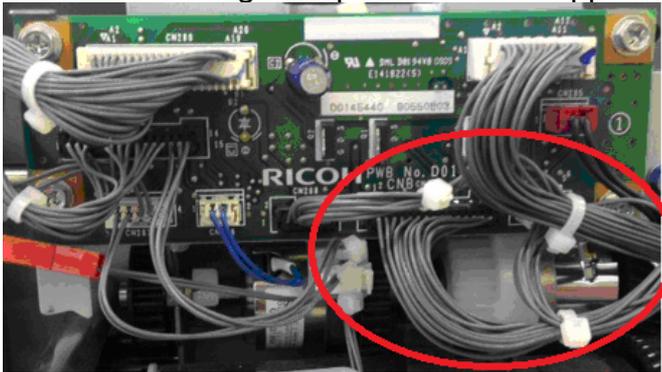
Model: D014/D015

Date: 18-Mar-13

No.: RD081094

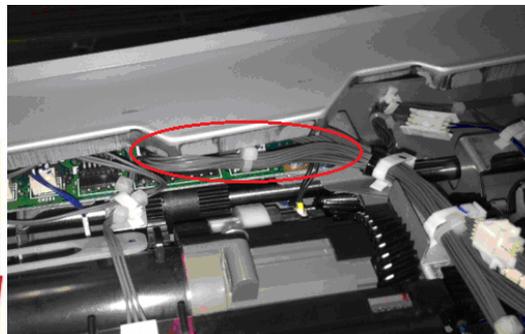
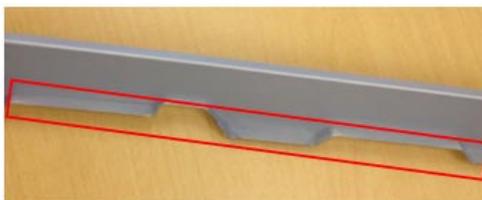
**Correct****Incorrect**

The harness is resting on top of the toner hopper unit gear.

**Incorrect**

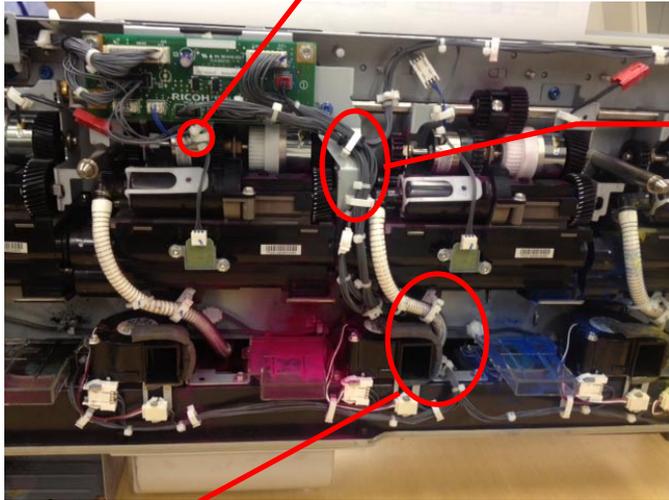
The harness is pinched between the edge of the stay and the surrounding part.

The edge of the stay



Model: D014/D015	Date: 18-Mar-13	No.: RD081094
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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**

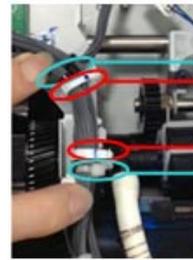
The clamp comes between the binds.

**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.

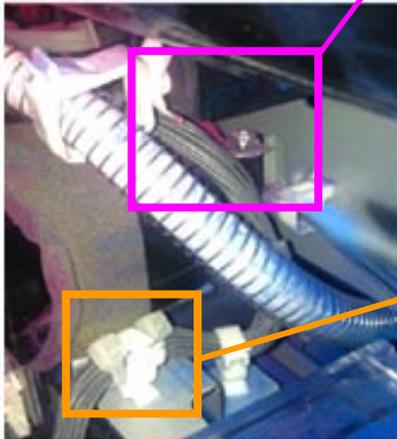
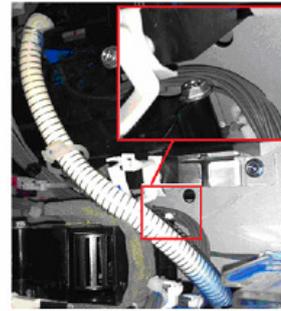


Make sure to wire the harness **behind** the tube and **in front of** the screw. If you wired the harness around the screw as shown in the "Incorrect" photo, the screw head may damage and short the harness.

**Correct**



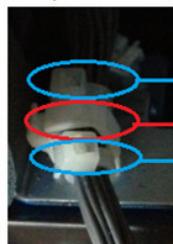
**Incorrect**



Make sure to attach the binds and clamps in the positions shown in this photo.

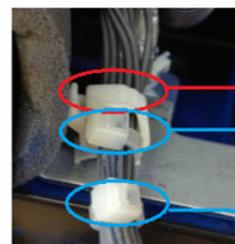
**Correct**

The clamp comes between the binds.



**Incorrect**

Both binds are located below the clamp.



Model: Model V-C3	Date: 10-Jun-13	No.: RD081095
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Subject: Parts Registration (PCU)		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 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

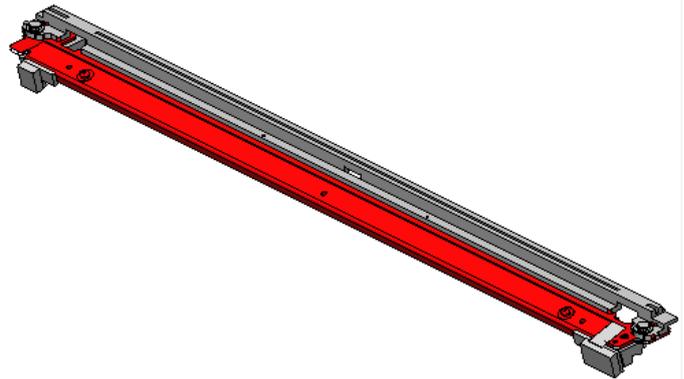
**36. PCU 3 (D014/D015)**

New part number	Description	Note
D0142360	GUIDE PLATE:BLADE:APPLY:COLOR	New Index
D0142262	FRAME:PCU:COLOR:ASS'Y	New Index
D0142290	BRACKET:BLADE:ASS'Y	New Index

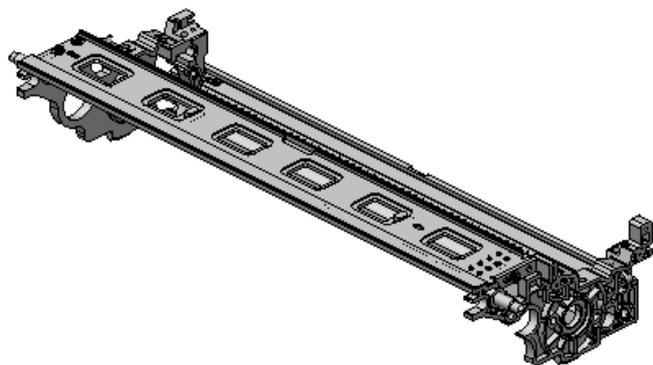
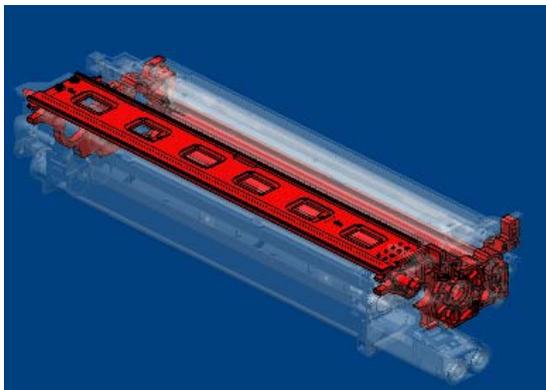
**Change:** The parts in the table were added.

**Reason:** To meet requests from the field.

**D0142360 (GUIDE PLATE: BLADE: APPLY: COLOR)**



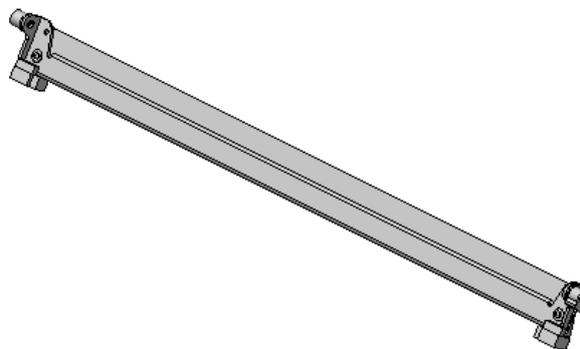
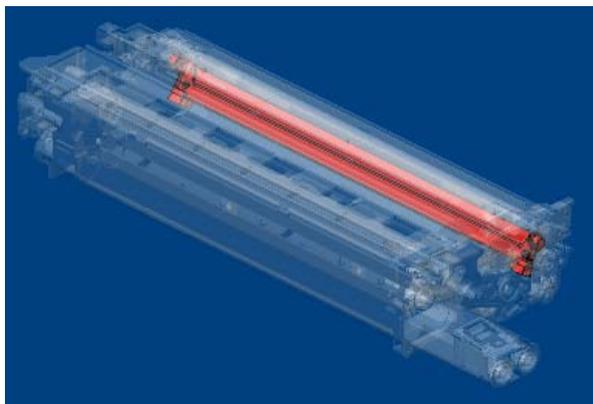
**D0142262 (FRAME: PCU: COLOR: ASS'Y)**



Model: Model V-C3

Date: 10-Jun-13

No.: RD081095

**D0142290 (BRACKET: BLADE: ASS'Y)**

Model: General		Date: 26-Feb-13	No.: RGene060
Subject: The System Software reloading error occurs when using HDD(D6504004/D0295795/D0295796)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

**Note:** Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

**CAUSE**

The usable storage capacity of the HDD mentioned above was not “capped” to 80GB/160GB before the drives were registered as Service parts.

**Note:**

- Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

**SOLUTION**

**Service parts:**

The usable storage capacity has been capped.

**In the field:**

If the symptom occurs, replace the HDD with the following:

Model		Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	<b>D5021020</b> (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	160GB	<b>D6501020</b> (clipped from 500GB to 160GB)
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651		

Model: V-C3		Date: 30-Aug-13	No.: RD081096
Subject: Patch Release for E-7200 V.1.0 (1-1FO2MC.ps)		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 **1-1FO2MC.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1FO2MC.ps</b>	Development counter behavior might be incorrect, when a job is printed from Document Server.

**Before installing 1-1FO2MC.ps**

1. The following prerequisites must be installed in the order specified before the **1-1FO2MC.ps** patch is installed:
  - 1-17LVX9.ps
  - 1-18R20T.ps
  
2. Do NOT install any of the following patch(es) after installing the **1-1FO2MC.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1FO2MC.ps** patch:
  - 1-19UI8W.ps
  - 1-1A6MXU.ps
  - 1-1A240J.ps
  - 1-1CGCOU.ps
  - 1-1DFA7F.ps
  - 1-1F4JPG.ps
  
3. 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.
  
4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 30-Aug-13

No.: RD081096

**Patch Update Procedure**

1. Extract the **D5027776.exe** until you get the **1-1FO2MC.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1FO2MC.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1FO2MC**.

Model: V-C3		Date: 30-Aug-13	No.: RD081097
Subject: Patch Release for E-7200 V.1.0 (1-1HOJQY.ps)		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 **1-1HOJQY.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1HOJQY.ps</b>	Characters start losing when a particular PCL file is printed.

**Before installing 1-1HOJQY.ps**

- The following prerequisites must be installed in the order specified before the **1-1HOJQY.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-182O6B.ps
- Do NOT install any of the following patch(es) after installing the **1-1HOJQY.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1HOJQY.ps** patch:
  - 1-182Q0D.ps
  - 1-1CT781.ps
  - 1-1DO46D.ps
  - 1-1E8X3I.ps
  - 1-1GJGUR.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: V-C3

Date: 30-Aug-13

No.: RD081097

**Patch Update Procedure**

1. Extract the **D5027777.exe** until you get the **1-1HOJQY.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1HOJQY.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1HOJQY**.

Model: V-C3		Date: 30-Aug-13	No.: RD081098
Subject: Patch Release for E-7200 V.1.0 (1-1HIFKI.ps)		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 **1-1HIFKI.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1HIFKI.ps</b>	Update Direct Mobile Printing for iOS6 compatibility.

**Before installing 1-1HIFKI.ps**

- The following prerequisites must be installed in the order specified before the **1-1HIFKI.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1DOVI0.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: V-C3

Date: 30-Aug-13

No.: RD081098

### Patch Update Procedure

1. Extract the **D5027778.exe** until you get the **1-1HIFKI.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1HIFKI.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1HIFKI**.

Model: V-C3		Date: 30-Aug-13	No.: RD081099
Subject: Patch Release for E-7200 V.1.0 (1-1IHGC7.ps)		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 **1-1IHGC7.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1IHGC7.ps</b>	A patch to address error SC819.

**Before installing 1-1IHGC7.ps**

- The following prerequisites must be installed in the order specified before the **1-1IHGC7.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.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: V-C3

Date: 30-Aug-13

No.: RD081099

**Patch Update Procedure**

1. Extract the **D5027779.exe** until you get the **1-1IHGC7.ps** file.
2. Make sure that the Fiery controller has reached Idle.
3. Use Command WorkStation to import the patch file **1-1IHGC7.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1IHGC7**.

Model: V-C3		Date: 19-Sep-13	No.: RD081100
Subject: Light image on output		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

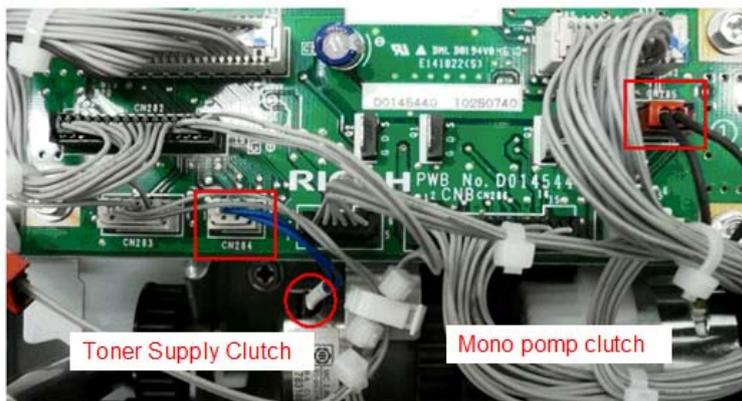
**SYMPTOM**

The following may occur just after the PCB: CNB (P/N D0149453) is replaced.

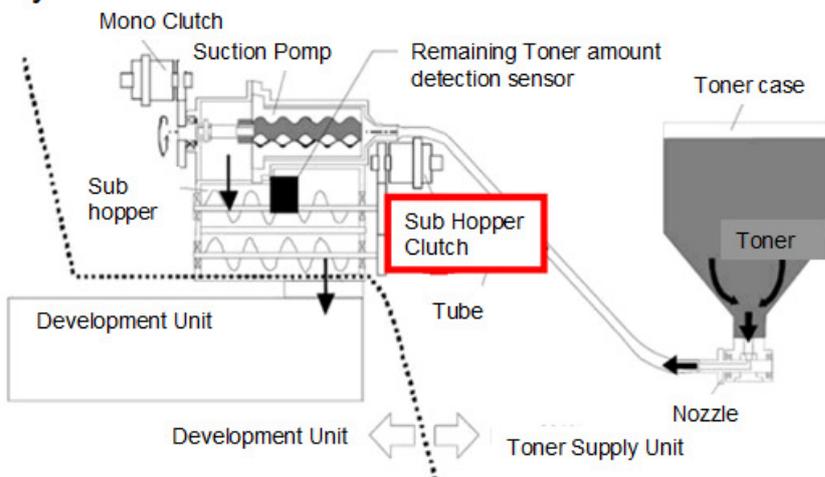
1. Magenta areas appear light
2. SC361/SC411 occurs

**CAUSE**

The connector for the magenta supply clutch (sub hopper clutch) is removed from CN284 or CN285 too strongly. As a result, the harness is damaged.



**Layout**



Model: V-C3

Date: 19-Sep-13

No.: RD081100

**SOLUTION**

- If the symptom occurs, replace the MAGNETIC CLUTCH: TONER SUPPLY UNIT:ASS'Y (G1783186) or TONER SUPPLY UNIT:ASS'Y (D0143359).
- Always make sure to remove the clutch connectors **gently**.

Model: Model V-C3	Date: 19-Sep-13	No.: RD081101
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Subject: SC324~327/445/455 occurrence		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (     )	<input type="checkbox"/> Tier 2

## SYMPTOM

One of the following SC errors occurs:

SC324–327 (Development Motor Error (K/M/C/Y))

SC445 (Image Transfer Motor Error)

SC455 (PTR Motor Error)

## CAUSE

The toner is shipped and/or stored under high-temperature conditions (50C or higher), which melts the additive (wax) in the toner. As a result, the toner tends to stick to the parts along its supply/transport path.

**Note:** The photo below was taken after the PCDU drum was removed, and shows waste toner that had built up inside the cleaning area.



Model: Model V-C3

Date: 19-Sep-13

No.: RD081101

**SOLUTION**

Replace the following parts:

- PCU
- Developer
- Toner (**see cut-in lot number below**)
- Toner Hopper Unit
- ITB Cleaning Unit

Model: V-C3		Date: 21-Jan-14	No.: RD081102
Subject: Patch Release for E-7200 V.1.0 (1-1IYB7X.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1IYB7X.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1IYB7X.ps</b>	- Command WorkStation connection is lost while processing a particular file.

**Before installing 1-1IYB7X.ps**

1. Known issues listed below, read before installing **1-1IYB7X.ps** patch:
  - None.
2. The following prerequisites must be installed in the order specified before the **1-1IYB7X.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1CT7KB.ps
  - 1-1D4QD0.ps
  - 1-1DMNS5.ps
3. Do NOT install any of the following patch(es) after installing the **1-1IYB7X.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1IYB7X.ps** patch:
  - 1-1BZJBO.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 21-Jan-14

No.: RD081102

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **1-1IYB7X.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **System Updates Log** section contains the patch number **1-1IYB7X**.

Model: V-C3		Date: 21-Jan-14	No.: RD081103
Subject: Patch Release for E-7200 V.1.0 (1-1F3CRV.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1F3CRV.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1F3CRV.ps</b>	- A generic Linux patch to update the Firebird version to 1.5.6.5026.

**Before installing 1-1F3CRV.ps**

1. Known issues listed below, read before installing **1-1F3CRV.ps** patch:
  - None.
2. The following prerequisites must be installed in the order specified before the **1-1F3CRV.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
3. Do NOT install any of the following patch(es) after installing the **1-1F3CRV.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1F3CRV.ps** patch:
  - None.
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 21-Jan-14

No.: RD081103

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **1-1F3CRV.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **Update Info** section contains the patch number **1-1F3CRV**.

Model: V-C3		Date: 21-Jan-14	No.: RD081104
Subject: Patch Release for E-7200 V.1.0 (1-1JHC4L.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1JHC4L.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1JHC4L.ps</b>	- IE10 Compatibility patch: This patch will address an issue where launching Setup/Configure on Internet Explorer 10, the Setup/Configure window is blank.

**Before installing 1-1JHC4L.ps**

- Known issues listed below, read before installing **1-1JHC4L.ps** patch:
  - None.
- The following prerequisites must be installed in the order specified before the **1-1JHC4L.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
- Do NOT install any of the following patch(es) after installing the **1-1JHC4L.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1JHC4L.ps** patch:
  - None.
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 21-Jan-14

No.: RD081104

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **1-1JHC4L.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **System Updates Log** section contains the patch number **1-1JHC4L**.

Model: V-C3		Date: 21-Jan-14	No.: RD081105
Subject: Patch Release for E-7200 V.1.0 (1-1K2N4F.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1K2N4F.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1K2N4F.ps</b>	- Image alignment is incorrect for a specific VDP job when printed with duplex setting.

**Before installing 1-1K2N4F.ps**

1. Known issues listed below, read before installing **1-1K2N4F.ps** patch:
  - None.
2. The following prerequisites must be installed in the order specified before the **1-1K2N4F.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
3. Do **NOT** install any of the following patch(es) after installing the **1-1K2N4F.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1K2N4F.ps** patch:
  - None.
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 21-Jan-14

No.: RD081105

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **1-1K2N4F.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **System Updates Log** section contains the patch number **1-1K2N4F**.

Model: V-C3		Date: 21-Jan-14	No.: RD081106
Subject: Patch Release for E-7200 V.1.0 (1-1KK851.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **1-1KK851.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>1-1KK851.ps</b>	- Validity period of the SSL authentication certificate was extended due to its expiration.

**Before installing 1-1KK851.ps**

1. Known issues listed below, read before installing **1-1KK851.ps** patch:
  - None.
2. The following prerequisites must be installed in the order specified before the **1-1KK851.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1DOVI0.ps
  - 1-1JHC4L.ps
3. Do NOT install any of the following patch(es) after installing the **1-1KK851.ps** patch. If you must install any of the patch(es) below, do so before installing the **1-1KK851.ps** patch:
  - 1-1E4OMH.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **1-1KK851.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **System Updates Log** section contains the patch number **1-1KK851**.

Model: V-C3		Date: 21-Jan-14	No.: RD081107
Subject: Patch Release for E-7200 V.1.0 (FIT106369.ps)		Prepared by: Y. Okano	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

This RTB is the release note for Patch File **FIT106369.ps** for Color Controller E-7200 system version 1.0.

Patch File	Issue(s)
<b>FIT106369.ps</b>	- Samba server upgrade patch.

**Before installing FIT106369.ps**

- Known issues listed below, read before installing **FIT106369.ps** patch:
  - None.
- The following prerequisites must be installed in the order specified before the **FIT106369.ps** patch is installed:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1FS81V.ps
  - 1-1GAS33.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT106369.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT106369.ps** patch:
  - None.
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 21-Jan-14

No.: RD081107

### Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file **FIT106369.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server, Reboot Server, or from the Fiery LCD, select Restart Fiery, Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the **System Updates Log** section contains the patch number **FIT106369**.

Model: V-C3		Date: 03-Oct-14	No.: RD081108
Subject: Patch (FIT202723.ps) release notes for Color Controller E-7200 System Software Version 1.0		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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT202723.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
<b>FIT202723.ps</b>	iOS7 compatibility reference patch for E-7200. 1) Jobs cannot be printed from an iOS 7 device with authentication enabled. 2) RIP error occurs while processing some web pages.

**Before installing FIT202723.ps:**

- Known issues listed below, read before installing **FIT202723.ps** patch:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1DOVI0.ps
- The following prerequisite(s) must be installed in the order specified before installing **FIT202723.ps**:
  - 1-1HIFKI.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT202723.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT202723.ps** patch:
  - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT202723.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT202723**.

**Reissued: 10-Nov-14**

Model: V-C3	Date: 09-Oct-15	No.: RD081109a
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**RTB Reissue**

The **red-colored text** in this RTB were changed.

Subject: Patch (FIT191304.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT191304.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT191304.ps	Scan to SMB fails to deliver the data to Windows 7 PC while printing a job.

**Before installing FIT191304.ps:**

1. Known issues listed below, read before installing **FIT191304.ps** patch:
  - None
2. The following prerequisite(s) must be installed in the order specified before installing **FIT191304.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - ~~1-1KFF4A.ps~~ (deleted because this patch is not released for this model)
3. Do **NOT** install any of the following patch(es) after installing the **FIT191304.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT191304.ps** patch:
  - 1-1GAS33.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Use Command WorkStation to import the patch file **FIT191304.ps** to the **Direct** queue.
- 3 Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.

**Reissued: 10-Nov-14**

Model: V-C3	Date: 09-Oct-15	No.: RD081109a
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6 Verify that the **System Updates Log** section contains the patch number **FIT191304**.

Model: V-C3		Date: 09-Oct-14	No.: RD081110
Subject: Patch (FIT191295.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT191295.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT191295.ps	Unable to save scanned document to Windows Distributed File System folder.

**Before installing FIT191295.ps:**

1. Known issues listed below, read before installing **FIT191295.ps** patch:
  - None
2. The following prerequisite(s) must be installed in the order specified before installing **FIT191295.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1GAS33.ps
3. Do **NOT** install any of the following patch(es) after installing the **FIT191295.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT191295.ps** patch:
  - FIT191304.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Use Command WorkStation to import the patch file **FIT191295.ps** to the **Direct** queue.
- 3 Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.
- 6 Verify that the **System Updates Log** section contains the patch number **FIT191295**.

Model: V-C3		Date: 09-Oct-14	No.: RD081111
Subject: Patch (FIT204556.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT204556.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT204556.ps	Unable to launch Configure window from WebTools on Windows/Mac OS installed with Java 1.7u51.

**Before installing FIT204556.ps:**

1. Known issues listed below, read before installing **FIT204556.ps** patch:
  - None
2. The following prerequisite(s) must be installed in the order specified before installing **FIT204556.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1DOVI0.ps
3. Do NOT install any of the following patch(es) after installing the **FIT204556.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT204556.ps** patch:
  - 1-1KK851.ps
  - 1-1E4OMH.ps
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Use Command WorkStation to import the patch file **FIT204556.ps** to the **Direct** queue.
- 3 Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.
- 6 Verify that the **System Updates Log** section contains the patch number **FIT204556**.

Model: V-C3		Date: 20-Jan-15	No.: RD081112
Subject: Patch (FIT100803187.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “FIT100803187.ps” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT100803187.ps	Server Configuration page supports 12-digit patch ID display

**Before installing FIT100803187.ps:**

- Known issues listed below, read before installing **FIT100803187.ps** patch:
  - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT100803187.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT100803187.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT100803187.ps** patch:
  - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT100803187.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT100803187**.

Model: V-C3		Date: 20-Jan-15	No.: RD081113
Subject: Patch (FIT100698425.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 3rd Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “FIT100698425.ps” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT100698425.ps	Linux OS was updated in the Fiery system software. This will fix the shell shock issue.

**Before installing FIT100698425.ps:**

- Known issues listed below, read before installing **FIT100698425.ps** patch:
  - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT100698425.ps**:
  - None
- Do **NOT** install any of the following patch(es) after installing the **FIT100698425.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT100698425.ps** patch:
  - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT100698425.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT100698425**.

Model: V-C3		Date: 04-Jun-15	No.: RD081114
Subject: Patch (FIT207983.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1st Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT207983.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
<b>FIT207983.ps</b>	Scan To SMB: "General SMB operation error" alert message appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder.

**Before installing FIT207983.ps:**

1. Known issues listed below, read before installing **FIT207983.ps** patch:
  - None
2. The following prerequisite(s) must be installed in the order specified before installing **FIT207983.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1GAS33.ps
  - FIT191304.ps
  - FIT191295.ps
3. Do **NOT** install any of the following patch(es) after installing the **FIT207983.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT207983.ps** patch:
  - None
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: V-C3

Date: 04-Jun-15

No.: RD081114

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Use Command WorkStation to import the patch file **FIT207983.ps** to the **Direct** queue.
- 3 Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.
- 6 Verify that the **System Updates Log** section contains the patch number **FIT207983**.

Model: V-C3		Date: 12-Nov-15	No.: RD081115
Subject: Patch (FIT101039161.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1st Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “**FIT101039161.ps**” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT101039161.ps	If Composite overprint is set ON, crop marks are printed in color even if applying Grey & Black processing.

**Before installing FIT101039161.ps:**

- Known issues listed below, read before installing **FIT101039161.ps** patch:
  - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT101039161.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
  - 1-1CYIAN.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT101039161.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101039161.ps** patch:
  - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT101039161.ps** to the **Direct** queue.
- Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
- From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- Wait until the Fiery controller reaches Idle and print the Configuration page.
- Verify that the **System Updates Log** section contains the patch number **FIT101039161**.

Model: V-C3		Date: 12-Nov-15	No.: RD081116
Subject: Patch (FIT101139548.ps) release notes for Color Controller E-7200 System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1st Tech Service 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 ( )	

This RTB has been issued to announce the release notes on the patch “FIT101139548.ps” for the Color Controller E-7200 **system software version 1.0**.

Patch File	Issue(s)
FIT101139548.ps	Patch to upgrade PHP, OpenSSL, Apache web server and Samba to below mentioned versions: - Apache: 2.2.29 - OpenSSL: 0.9.8zf/ 1.0.1m - PHP: 5.4.41 - Samba version : 3.0.37

**Before installing FIT101139548.ps:**

- Known issues listed below, read before installing **FIT101139548.ps** patch:
  - None
- The following prerequisite(s) must be installed in the order specified before installing **FIT101139548.ps**:
  - 1-16OVJ9.ps
  - 1-17LVX9.ps
- Do **NOT** install any of the following patch(es) after installing the **FIT101139548.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101139548.ps** patch:
  - None
- This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- Make sure that the Fiery controller has reached Idle.
- Use Command WorkStation to import the patch file **FIT101139548.ps** to the **Direct** queue.
- 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.

Model: V-C3	Date: 12-Nov-15	No.: RD081116
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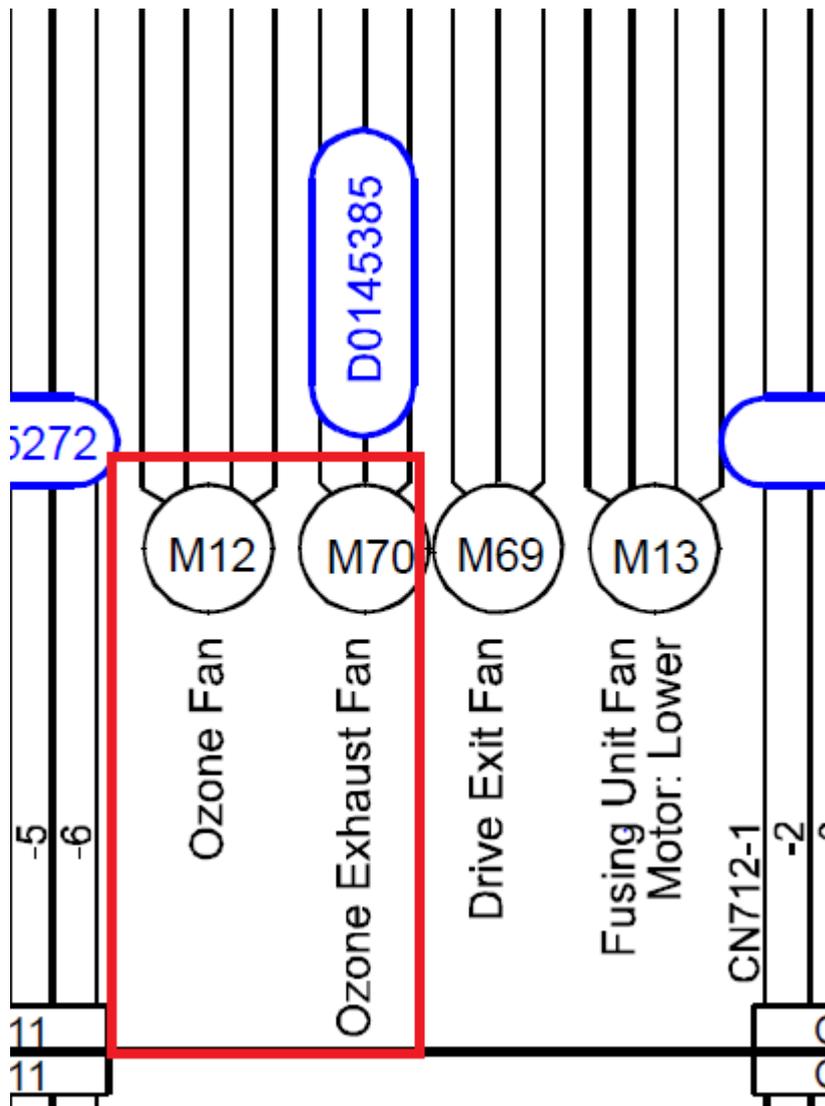
- 4 From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
- 5 Wait until the Fiery controller reaches Idle and print the Configuration page.
- 6 Verify that the **System Updates Log** section contains the patch number **FIT101139548**.

Model: V-C3		Date: 02-Mar-16	No.: RD081117
Subject: P to P revision – Correct description of the ozone fan		Prepared by: Y. Miyamoto	
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

**P-to-P Revision**

Descriptions in **bold** were corrected.

Symbol	Incorrect Description	Correct Description	Index No.	P to P	Page
M12	Ozone Fan	<b>Ozone Fan(FC)</b>	151	C6	3/5
M70	Ozone Exhaust Fan	<b>Ozone Fan(Bk)</b>	150	C6	3/5



Model: V-C3		Date: 22-Aug-16	No.: RD081118
Subject: Important notice on installation of the new VBCU		Prepared by: K. Hamada	
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 type="checkbox"/> Tier 2

**Important Notice on Installation of the New VBCU (P/N: D0815139)**

Replace the VBCU based on the following procedure.

1. Set SP3-306 (Set toner supply coefficient) to the following values:

SP3306	I_Vt_Coef	Default Value	SET TO:
-025	I_Vt_Coef: K	100	0
-026	I_Vt_Coef: M	100	50
-027	I_Vt_Coef: C	100	50
-028	I_Vt_Coef: Y	100	50

Note: If the SPs are not set as in above, the machine may generate SC402.

2. Turn OFF the machine.
3. Replace the defective VBCU with the new VBCU (P/N: D0815139).
4. Turn ON the machine.

Model: V-C3		Date: 16-Dec-16	No.: RD081119
Subject: Manual Correction – SC542 added		Prepared by: A.Shigeta	
From: 1st Tech Service Sec. MFP 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**

Description of SC542 was added in the following section of the FSM:

**3. Appendix: Service Call Conditions (Pg. 107)**

SC542	A	Heating roller thermistor (center) error
		An error was detected during any of the following: 1. Power on, Cover closing, Control of fusing heater, Abnormal behavior of the fusing drive 2. Power on, Cover closing, Control of fusing heater
		1. Do SP5810 to cancel the SC fusing code. • Loose/defective thermistor • Abnormal input voltage 2. Fusing temperature is not detected correctly due to: • Loose harness connectors • Defective heater