

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257015a
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RTB Reissue

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

Subject: Firmware Release Note: PS3		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 **PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D3D85731A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257016a
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RTB Reissue

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

Subject: Firmware Release Note: XPS		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 **XPS**.

Version	Program No.	Effective Date	Availability of RFU
1.08	D3D85738A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.08	1st Mass production

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257017a
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RTB ReissueThe items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: TDCU		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 **TDCU**.

Version	Program No.	Effective Date	Availability of RFU
0.14.2:05	D2585530	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.14.2:05	1st Mass production

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

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

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

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

Version	Modified Points or Symptom Corrected
1.17	1st Mass production

Reissued: 26-Oct-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2	Date: 30-Jul-15	No.: RD196026b
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RTB Reissue

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

Subject: Firmware Release Note: IWnnIME for eDC		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **IWnnIME for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
2.3.3	1st Mass production

Reissued: 24-Nov-16

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

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

Subject: Firmware Release Note: iWnnIME for eDC		Prepared by: C. Shimaji	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 ***iWnnIME for eDC***.

For Korean

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

For Simplified Chinese

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

For Traditional Chinese

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

Note: Definition of Availability of RFU via @Remote

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

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

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Reissued: 14-Nov-16

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

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

Subject: Firmware Release Note: StopKeyWidget for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **StopKeyWidget for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 14-Nov-16

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

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

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 17-Nov-16

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

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

Subject: Firmware Release Note: LanguageWidget for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **LanguageWidget for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 19-Jan-17

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

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

Subject: Firmware Release Note: QuickCardAuth for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **QuickCardAuth for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 19-Jan-17

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

Model: CH-C2a		Date: 30-Nov-16	No.: RD257020
Subject: Part of a FAX image is missing with Memory Unit Type M26		Prepared by: Y.Taniguchi	
From: 1st FQM Sect., 1st FQM 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

Part of a fax image is missing when both sending and receiving.
 In rare cases, the machine stalls.

Note:

- This issue occurs only when the **Fax Memory Unit Type M26** is installed.
- The amount of the image that is missing depends on the timing of the communication error described below in **CAUSE**. All parts of the image from that point on will be missing.

CAUSE

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

SOLUTION

Production line

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

In the field

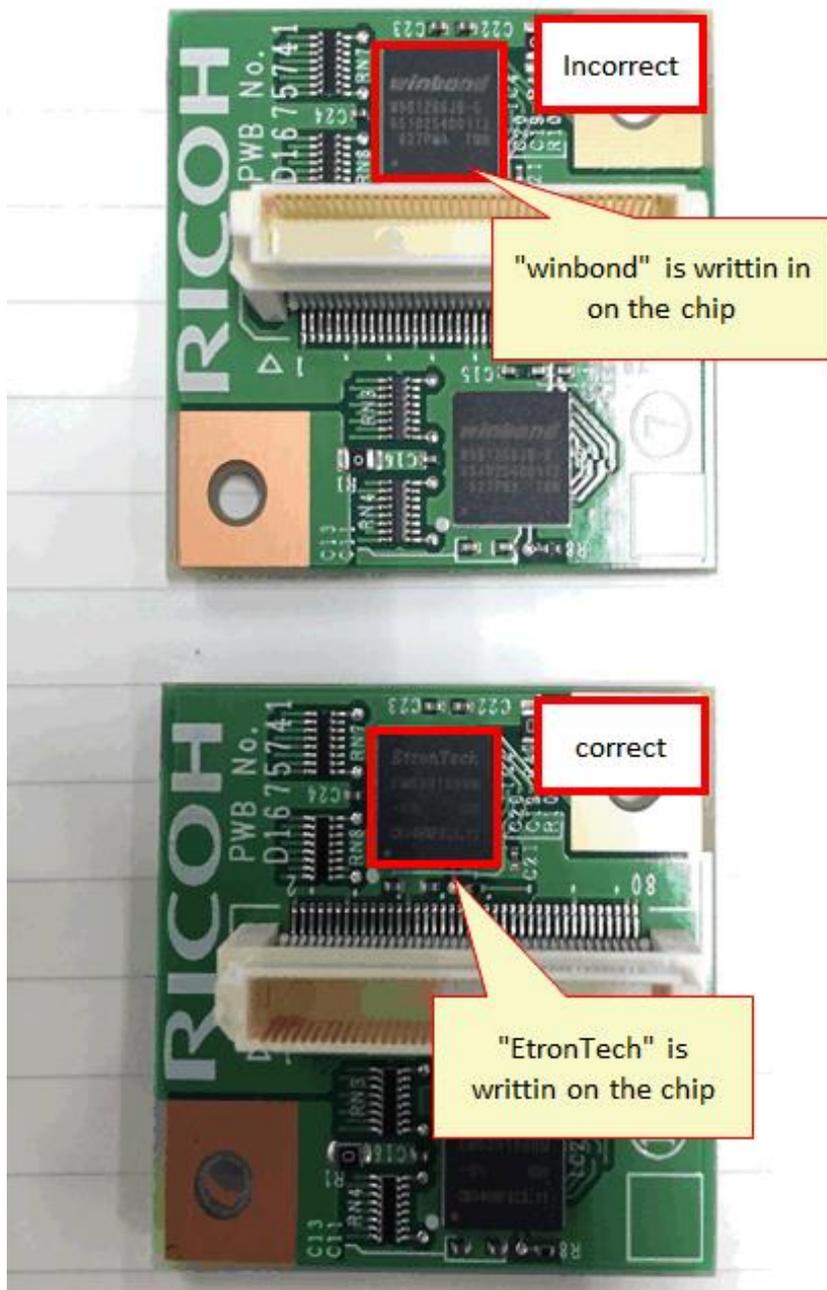
Replace the Fax Memory Unit with the modified one.

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

Note:

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

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



Model: CH-C2 office		Date: 16-Dec-16	No.: RD257021
Subject: Manual correction(SP1-006-001)		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 (Appendices) Revision

D257/D258

The descriptions regarding SP1-006-001 were deleted in the following two locations in the FSM.

1. “Management Features” (pg.1300)

4.Device Software Configuration

Management Features

How to Disable the Document Server Function

1. Enter 'Copy' SP mode.
2. Change SP5-967-001 to 1. (0:ON 1:OFF)
3. Reboot the machine.



When the above SP mode (SP5-967-001) is OFF (=1), both the Document Server and Locked Print functions will be disabled.

How to Use Locked Print When the Document Server Is Disabled

1. Enter 'Printer' SP mode.
2. Set SP1-006-001 to 1.
0: Link with Doc. Srv (default)
Locked print will only be enabled if the document server is enabled.
1: Enable
Locked Print will be enabled no matter the status of the document server.
3. Turn OFF then ON the main power.

Model: CH-C2 office	Date: 16-Dec-16	No.: RD257021
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2. “Security Features” (pg.1302)

4.Device Software Configuration

Bit 7 = 1

As Bit 1 = 1 is the most restrictive of the three, it will take precedence over the other two and only administrators will be able to access the DS via WIM.



Note

- In order for SP5-885-020 to have any effect, the Document Server must be enabled (SP5-967-001=0). For information about SP5-967-001, refer to Disabling the Document Server using System SP5-967-001 and ~~Printer SP1-006-001.~~
- Access to the entire "Job" menu can be restricted using SP 5-888-001. For details, refer to Use of SP 5-888-001 to restrict access to the "Job" menu on WIM.

User Authentication for Specific MFP Applications

The SP5-420 settings enable/disable User Authentication for specific MFP applications.

SP 5-420	User Authentication	Value (Default: 0)	
SP5-420-001	Copy	0 (ON)	1 (OFF)
SP5-420-011	Document Server		
SP5-420-021	Fax		
SP5-420-031	Scanner		
SP5-420-041	Printer		

1. Enable User Authentication for the device as a whole:
User Tools > System Settings > Administrator Tools > User Authentication Management
2. Use the SP5-420 settings to specify the applications to which User authentication is to apply.

Model: CH-C2		Date: 16-Dec-16	No.: RD257022
Subject: Memory Full Error: Cannot send and receive fax document		Prepared by: Y. Taniguchi	
From: 1st FQM Sect., 1st FQM 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

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

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

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

CAUSE

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

SOLUTION

Production line

Firmware is modified so that the default value for SP1-104-003 is “0”.

Cut-in S/N

TBD

In the field

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

Firmware Name	P/N	Version
GWFCU3.8-14	D2585755D	02.00.00

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

Note: This will prevent any invalid data from being stored in fax memory.

Reissued: 13-Dec-16

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

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BluetoothService for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **BluetoothService for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 16-Dec-16

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

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

Subject: Firmware Release Note: QRCodeforSDC for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **QRCodeforSDC for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 16-Dec-16

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

Reissued: 14-Dec-16

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

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

Subject: Firmware Release Note: NFCPlugin for eDC		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **NFCPlugin for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 14-Dec-16

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

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

Subject: Firmware Release Note: USBCardPlugin for eDC		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **USBCardPlugin for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Reissued: 13-Dec-16

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

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BLEPlugin for eDC		Prepared by: N. Yasuda	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **BLEPlugin for eDC**.

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

Note: Definition of Availability of RFU via @Remote

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

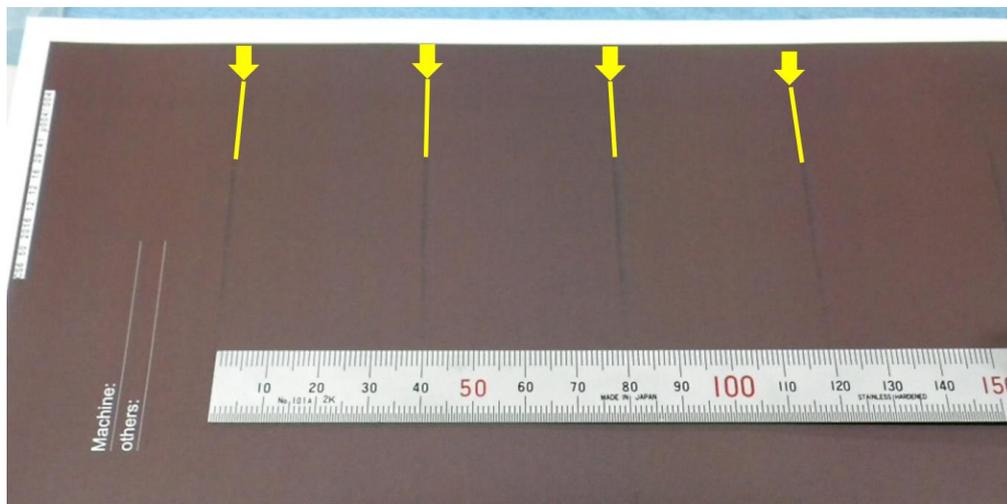
“Not available”: The firmware can only be updated via SD card.

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

Model: CH-C2		Date: 18-Jan-17	No.: RD257023
Subject: Horizontal line on the charge roller pitch (40mm)		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM 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 type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

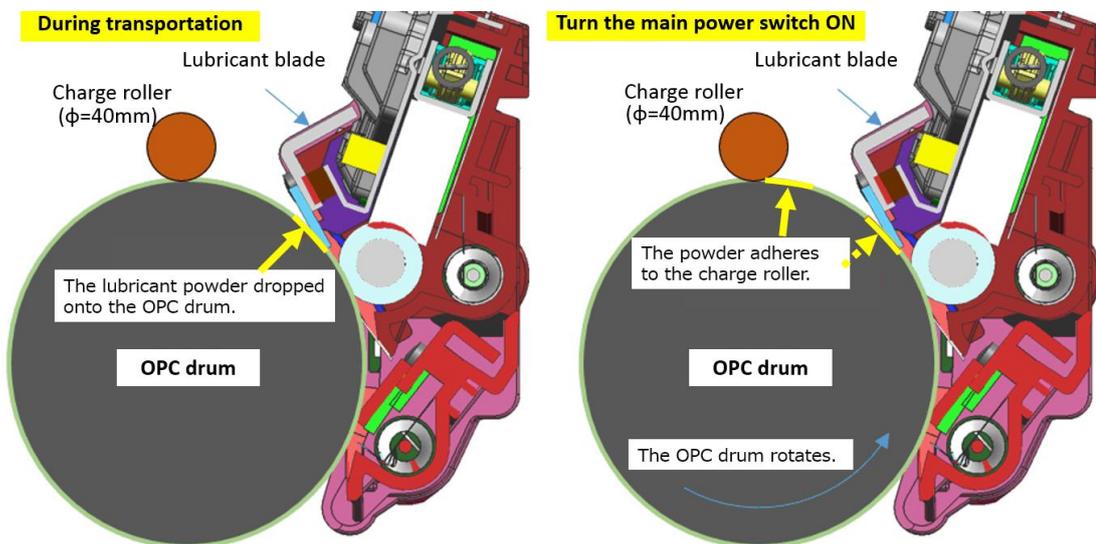
Horizontal lines appear on the image at intervals equal to the charge roller (40mm) at machine installation.



CAUSE

Factory operation error

Due to the error, lubricant powder is applied to the lubricant blade in a quantity that is larger than the defined amount. As a result, the powder drops onto the OPC drum during transport from the factory, and then moves to the charge roller when the machine power is turned on for the first time.



Model: CH-C2

Date: 18-Jan-17

No.: RD257023

SOLUTION

If the symptom occurs,

- Execute **SP2-222-001** (Chg Roll Cleaning: Execute all) **twice**.
- If the symptom still occurs, execute this SP until the lines completely disappear.

Model: Ch-C2 office		Date: 26-Jan-16	No.: RD257024
Subject: FSM correction – Note on Banner Paper Guide Tray installation in use LCT		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 Correction

Please add the following note regarding the installation procedure of the Banner Paper Guide Tray to your field service manual, in this section:

2. Installation > Installation Procedure > Banner Paper Guide Tray Type M26 (MP C6503/C8003 Only) (Pg. 175-181)

IMPORTANT:

When using the Banner Paper Guide Tray with LCIT RT4020 or LCIT RT4050, the guide tray **must be set horizontally**, or skew, registration errors and jams may occur.

With LCIT RT4020

GOOD

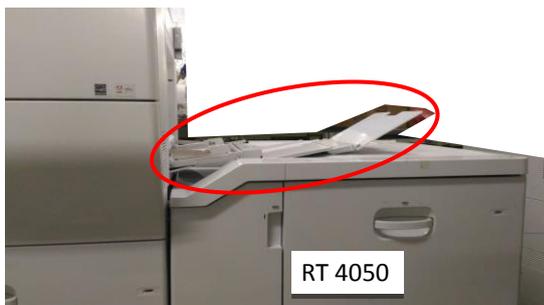


BAD



With LCIT RT4050

GOOD



BAD



Model: CH-C2	Date: 30-Jan-17	No.: RD257025
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Subject: FSM correction - Detail of Jam Codes 19 and 96		Prepared by: Akira Shigeta	
From: 1st MFP 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 Correction

Please add the following description written in bold regarding the Jam Detection to your field service manual, in section:

6. Trouble shooting > Jam Detection > Jam Codes and Positon Codes > Main Machine (Pg. 1354)

Jam code	Jam description	Position code
19	Registration Sensor: Late Jam	B The paper did not reach the registration sensor within the prescribed time after passing the relay sensor.
96	Time out	Position code depends on the location of the jammed sheet. The paper did not reach the registration rollers when the request for registration was already received.

Model: CH-C2		Date: 10-Feb-17	No.: RD257026
Subject: <Office/Pro>SC720 / Important notice during finisher installation		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

SC720 occurs due to breakage of the guide cover.

CAUSE

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

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

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

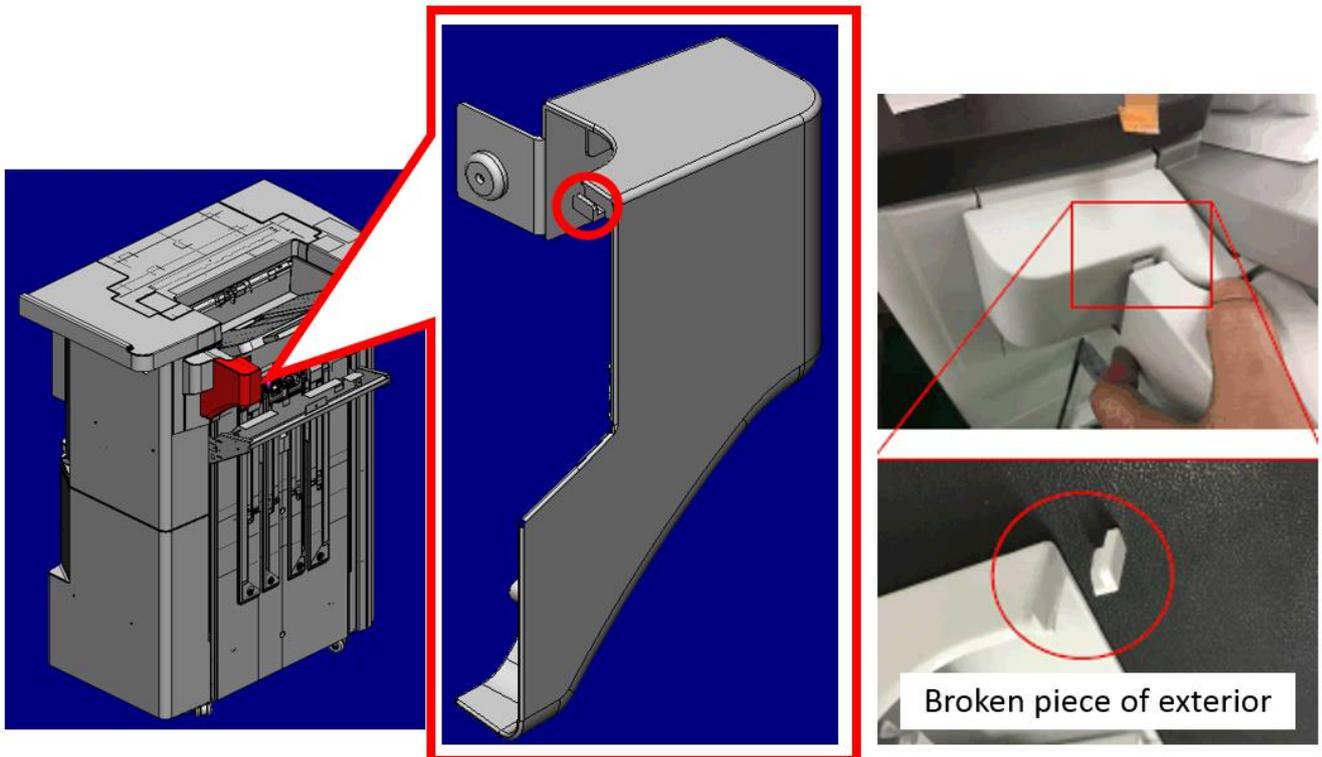


Fig.1

Model: CH-C2	Date: 10-Feb-17	No.: RD257026
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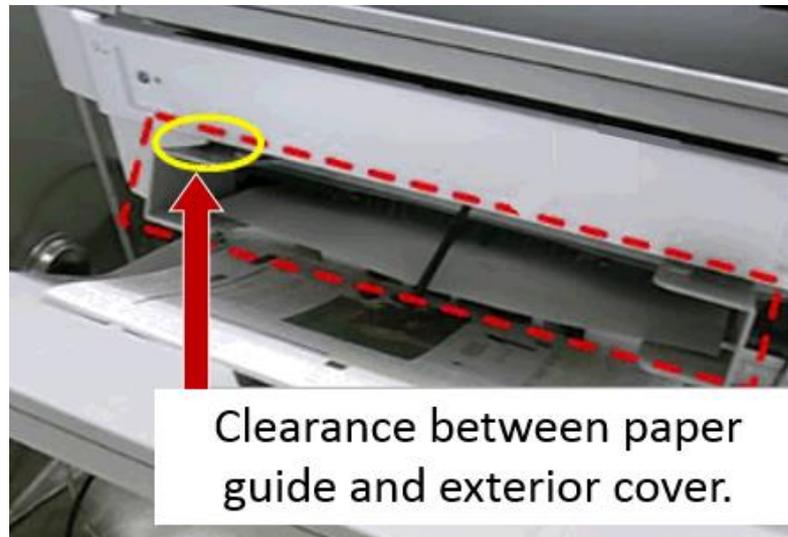
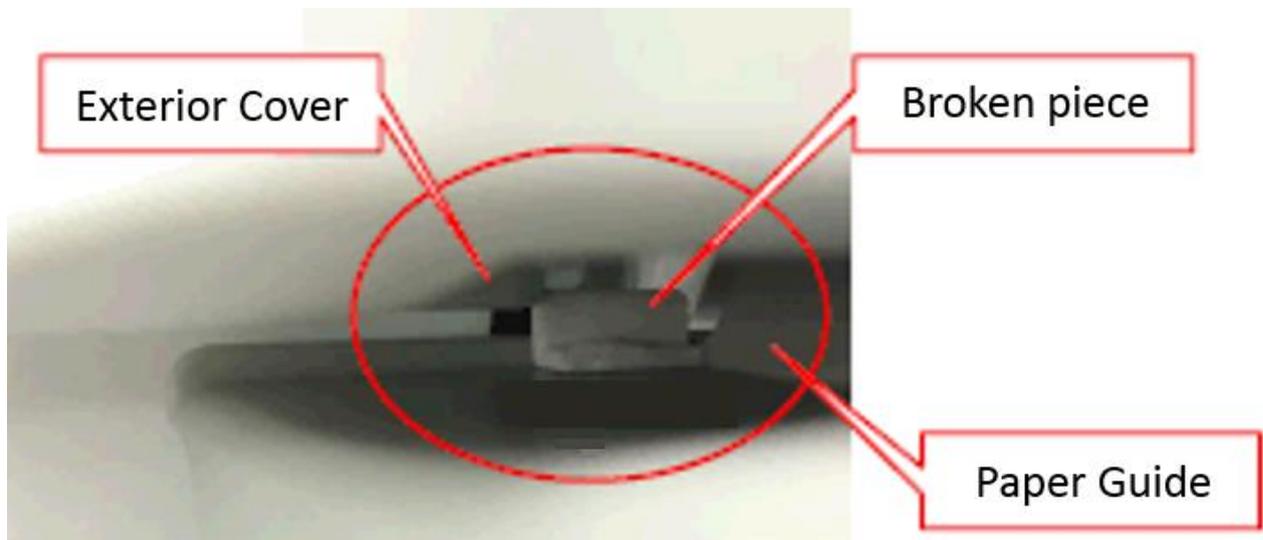


Fig.2

PROPOSED ACTION in MIF

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



Note:

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

Modification date: TBA

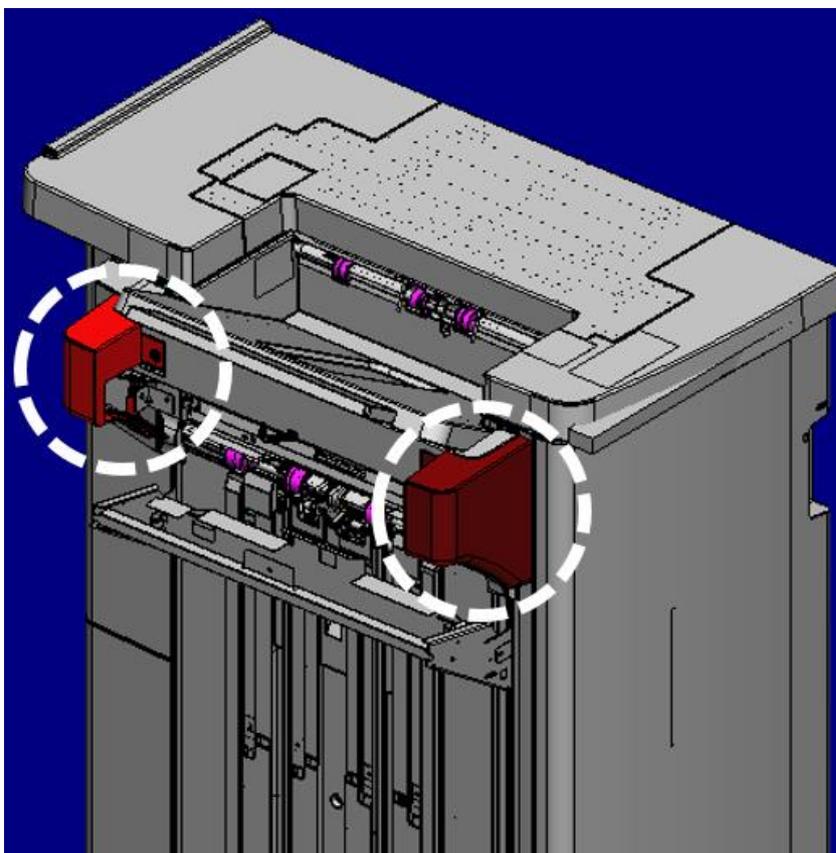
Model: CH-C2

Date: 10-Feb-17

No.: RD257026

IMPORTANT NOTICE DURING INSTALLATION

Do NOT hold the guide cover highlighted in RED when installing the finisher.



Model: CH-C2ab		Date: 21-Feb-17	No.: RD257027
Subject: DO NOT install CheetahSystem firmware v1.21 and package all containing cheetah system		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

Important Notice about Cheetah System v1.21 and package_ALL containing CheetahSystem v1.21

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

This is because these versions have the following firmware bug.

Note: These versions are no longer released/available.

SYMPTOM

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

Note:

If this symptom occurs, cannot reinstall the Smart SDK application.

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

CAUSE

Bug with the SDK application for RHQ.

Detail:

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

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

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

The other hand, Cheetah system is added the bata signification function that expired application is deleted since version 1.21.

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

SOLUTION

Do either of the following:

- Install a newer Cheetah System firmware latest version (v1.22).

Scheduled for release: the early of March, 2017

Model: CH-C2ab

Date: 21-Feb-17

No.: RD257027

- Install a newer package firmware latest version.

Scheduled for release: the end of March, 2017

- Install an older Cheetah System firmware version or older package firmware.

Reissued: 05-Jan-17

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

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

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

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

Note: Definition of Availability of RFU via @Remote

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

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

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

Model: CH-C2		Date: 28-Feb-17	No.: RD257029
Subject: <Office/Pro>SC285/496/348/374/light image/color registration position error		Prepared by: K.Yamamoto	
From: Field Quality Management Group1, FQM 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 or more of the following occur:

- SC285 (MUSIC error)
- SC496-11, 12, 13 (MUSIC sensor error)
- SC348 (toner supply error)
- SC374 (ID sensor pattern low error)
- Light image
- Color registration position correction error

CAUSE

One of the bias brackets (D1366124) **[A]** in the intermediate transfer unit comes loose or out of position when the intermediate transfer unit is installed. As a result, the bracket bumps against the bearing **[B]**, and the intermediate transfer roller **[C]** cannot rotate.

Fig.1

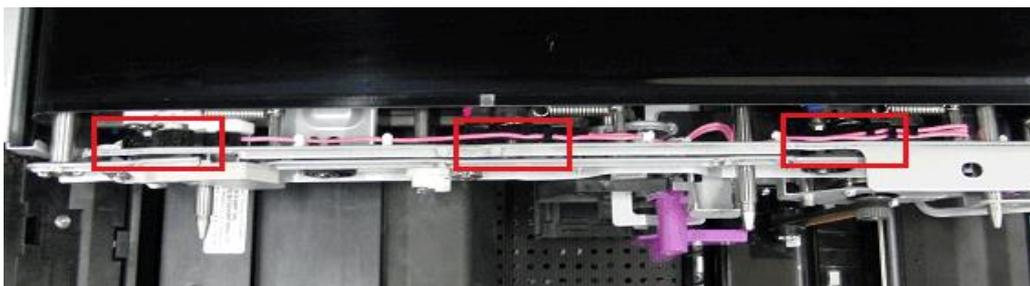
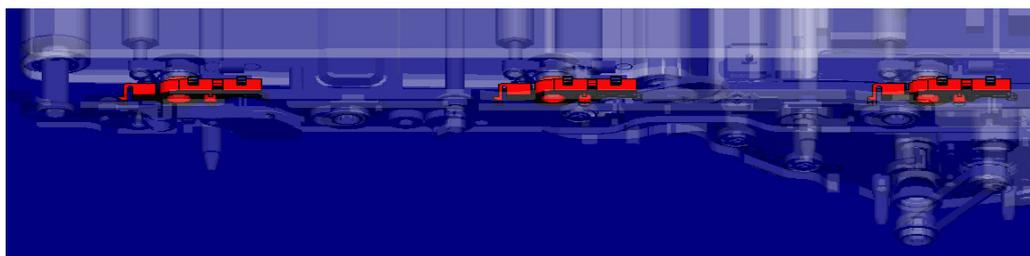
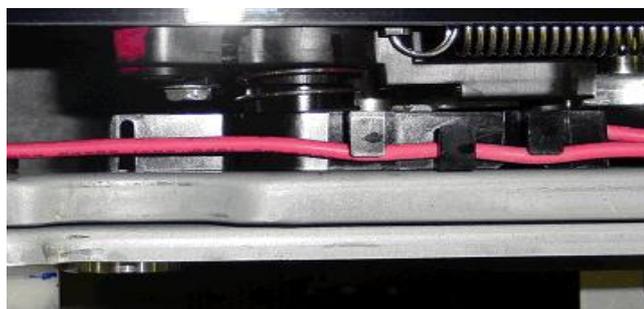
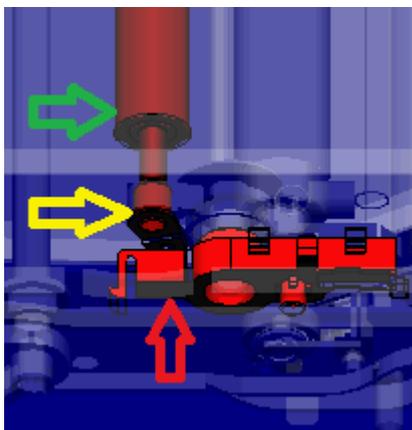
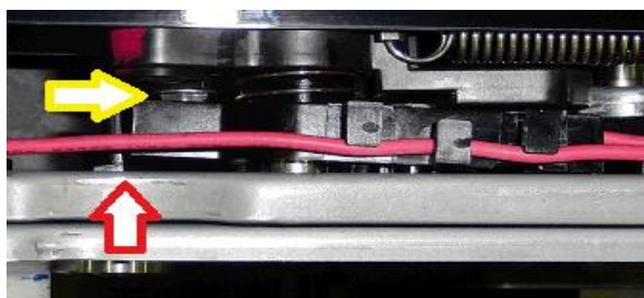


Fig.2



Correct

**INCORRECT**
(bracket has come loose)

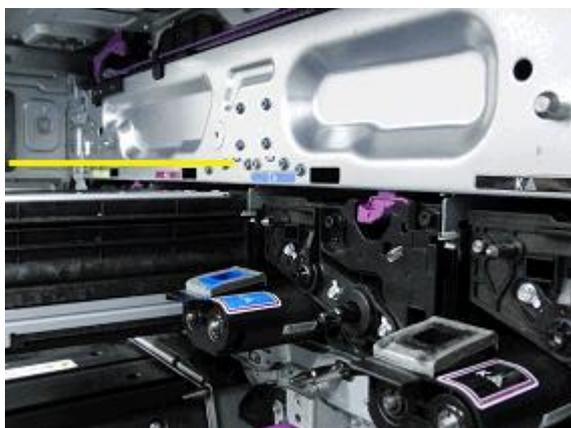
- [A]: Red arrow (bias bracket)
- [B]: Yellow arrow (bearing)
- [C]: Green arrow (intermediate transfer roller)

Model: CH-C2	Date: 28-Feb-17	No.: RD257029
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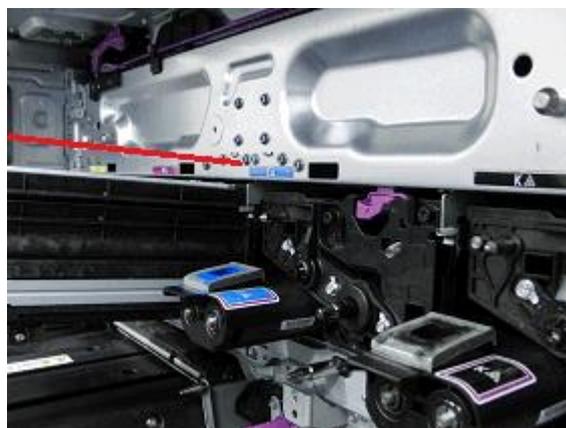
SOLUTION

Do the following.

1. If the symptom occurs, return the bias bracket(s) to the correct position.
2. When you install the intermediate transfer unit, make sure to do the following:
 - **Keep the unit level** (flat/horizontal) when you slide it into the machine. If the unit is tilted, the bracket(s) will contact the machine frame and come out of position.
 - Slide the unit into the machine slowly, and if you feel any bumping or other contact, make sure the bracket(s) are securely attached in the correct position.



Level
(CORRECT)



Tilted
(INCORRECT)

v

Model: Ch-C2		Date: 16-Mar-17	No.: RD257030
Subject: Manual correction –SC table added for SC920-02, 920-04, 921-00		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 Correction

SC table for SC920-02, 920-04, 921-00 was added to the following section of the FSM:

6. Troubleshooting > SC900 (Controller)

SC No.	Type	Error Name/Error Condition/Major Cause/Solution
SC920-02	B	Printer application error (WORK memory cannot be acquired)
SC920-04	B	Printer application error (Filter process ended abnormally)
		An error was detected in the application, and no further operation is possible.
		<ul style="list-style-type: none"> • There is a bug in the software. • The hardware configuration is not as planned (for example, insufficient memory).
		<ul style="list-style-type: none"> • Turn the main power OFF/ON. • Increase the memory storage capacity.

SC No.	Type	Error Name/Error Condition/Major Cause/Solution
SC921-00	B	Printer application error (Resident font not found)
		The resident fonts cannot be found at printer startup.
		The resident font file is missing.
		Turn the main power OFF/ON.

Model: CH-C2		Date: 13-Mar-17	No.: RD257031
Subject: Electrical leak from fusing unit		Prepared by: K. Yamamoto	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Do the following at machine installation or next visit for the target machines, and whenever replacing service parts for all machines.

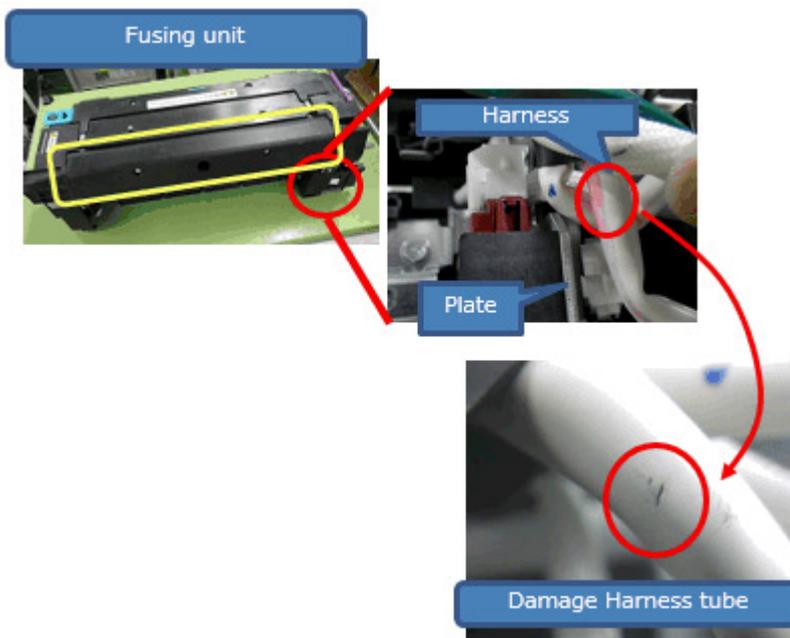
SYMPTOM

1. A circuit breaker cuts off the power.
2. A fuse cuts off if GND is not connected correctly.

Note: Once the machine is installed, the symptom will not occur. This is because the layout of the harness does not change due to the vibrations from machine operation.

CAUSE

The harness layout was changed when the factory assembly team was changed in January 2017. As a result, the following harness tube in the fusing unit was damaged, causing it to contact the metal plate.



Model: CH-C2

Date: 13-Mar-17

No.: RD257031

SOLUTION

1. Check the target harness tube.
2. If it is damaged, cover the harness with Teflon tape.
3. Cover the edge of the bracket with Teflon tape.

Note: The recommended Teflon tape is 3M PTFE Film tape 5490 (24mm).

PROCEDURE

1. Remove the fusing unit.



2. Remove the harness cover (2 screws).



Model: CH-C2

Date: 13-Mar-17

No.: RD257031

3. Remove the drawer connector (2 screws).



4. Remove the DC connector (snap fit).



5. Remove the relay connector holder (1 screw).
6. If any of the harnesses are damaged, cover the harness with Teflon tape.
Note: Recommended tape: 3M PTFE Film tape 5490 (24mm).



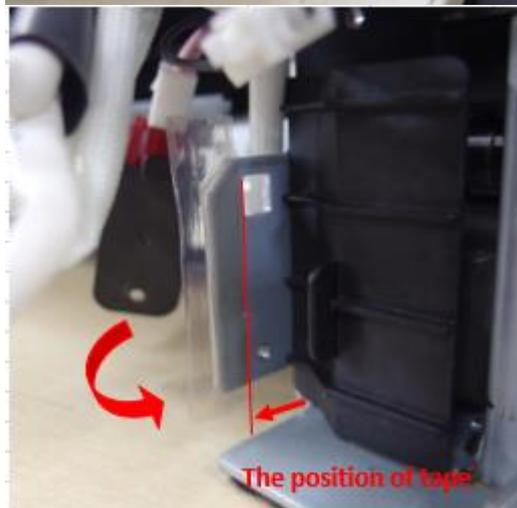
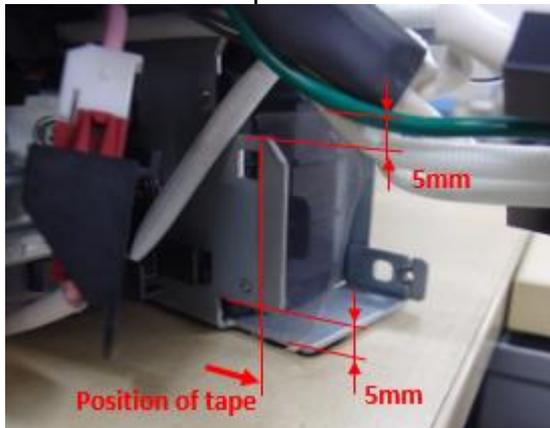
Model: CH-C2

Date: 13-Mar-17

No.: RD257031

7. Attach the Teflon tape at the following locations on the bracket.

Important: Make sure the tape sticks out 5mm from the top and bottom, as shown in the photos below.



8. Attach the relay connector holder (1 screw).

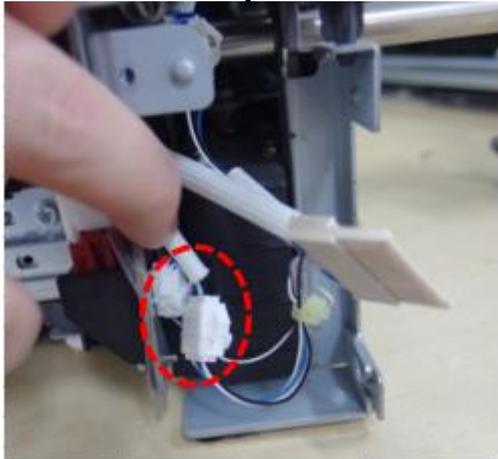


Model: CH-C2

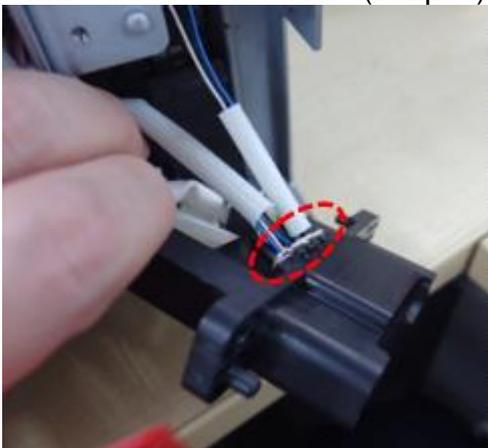
Date: 13-Mar-17

No.: RD257031

9. Hold the two relay harnesses as shown in the photo.

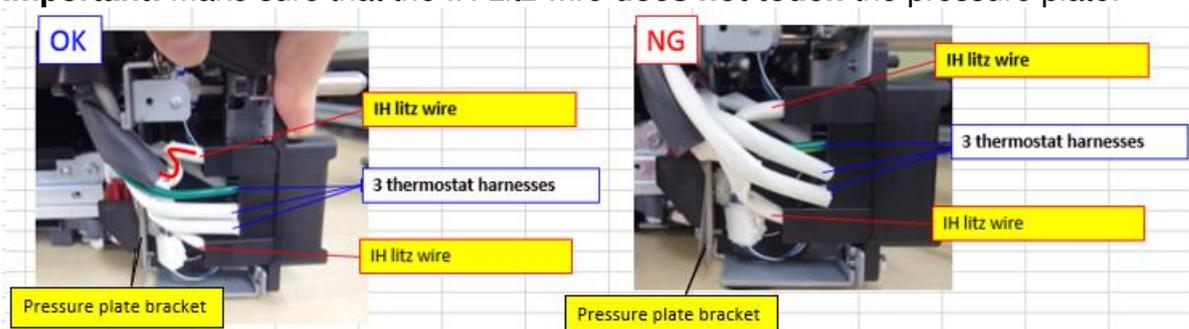


10. Attach the DC connector (snap fit).



11. Attach the drawer connector (2 screws).

Important: Make sure that the IH Litz wire **does not touch** the pressure plate.

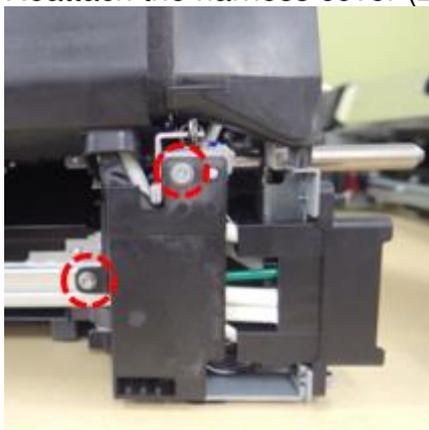


Model: CH-C2

Date: 13-Mar-17

No.: RD257031

12. Reattach the harness cover (2 screws).



13. Reattach the fusing unit.

Cut-in Serial Numbers

Model	Code	Serial number
MP C6503SP	D257	C067C100052~ C067C100052
MP C8003SP	D258	C077C100001~ C077C100016

Model: CH-C2		Date: 2-May-17	No.: RD257032
Subject: FSM correction –Minimum space requirements for the machine–		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

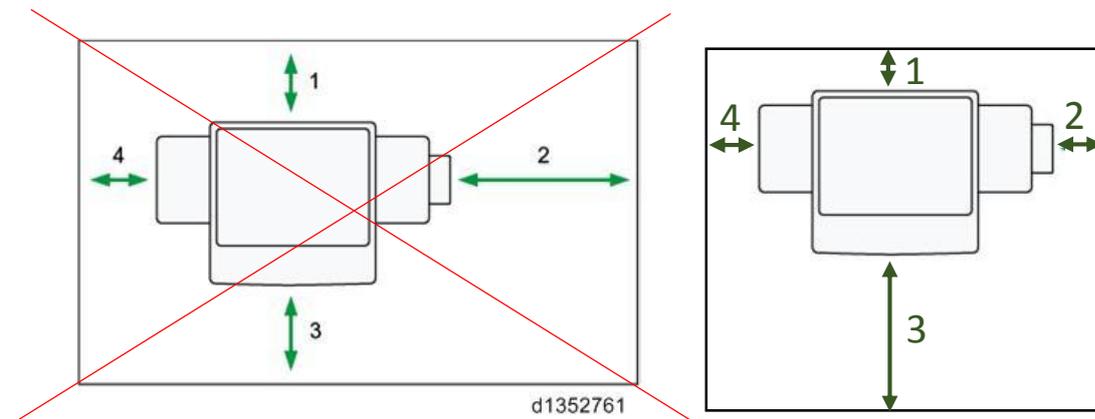
Service Manual Correction

The minimum space requirements for the machine was corrected in the following section of the Service Manual:

- 2. Installation > Installation Requirements > Minimum Space Requirements

Minimum Space Requirements

The following space is required for the user to use the machine. If you cannot secure this space, then you will not be able to ensure the machine’s usability. Make this space to avoid causing damage.



1 Rear	100mm (4")
2 Right	900mm (35.5") 150 mm (5.9")
3 Front	400mm (15.7") 800 mm (31.5")
4 Left	100mm (4") 150 mm (5.9")

Model: CH-C2		Date: 22-May-17	No.: RD257033
Subject: <Office/Pro> Jam24, noise or SC446-03 occur		Prepared by: K. Yamamoto	
From: Field Quality Management Group1, FQM 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 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 Item to be performed at Installation

- Execute **SP2-313-001** (PTR adjustment) at machine **installation, before making any printouts.**
- This is necessary to prevent the following symptoms, which may occur if the toner applied to the cleaning blade falls off during machine transport.
 - Jam 24 (damage to PTB unit gear)
 - Noise (tooth-skipping of PTB unit gear)
 - SC446-03 (ITB motor locks)

Note: If the toner applied to the blade falls off, the surface layer of the blade may peel off due to the friction between the blade and belt. If this occurs, the friction increases further and may then damage the gear. **See the photos below.**

- You do not need to execute this SP at any other time, since the machine supplies the toner automatically.
- In accordance with the above, the following was added to the Service Manual:

Insert location:

For Pro C5200S/C5210S

P57 "ACC adjustment" between Step 2 and Step 3

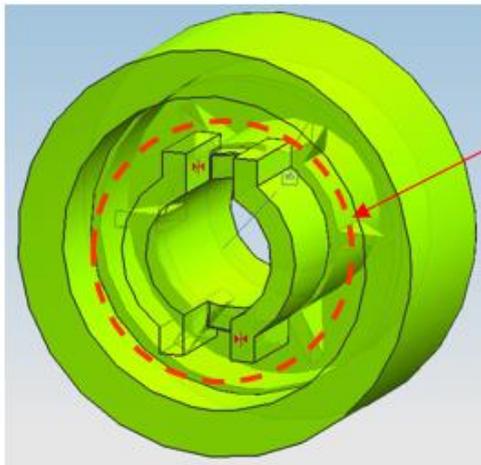
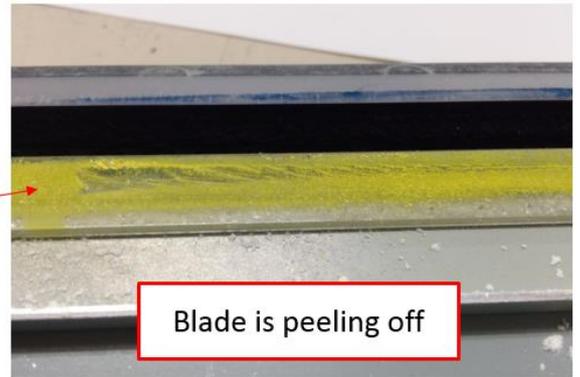
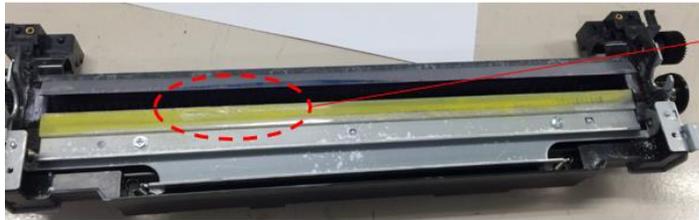
For MP C6503/C8003

P96 "ACC adjustment" between Step 2 and Step 3

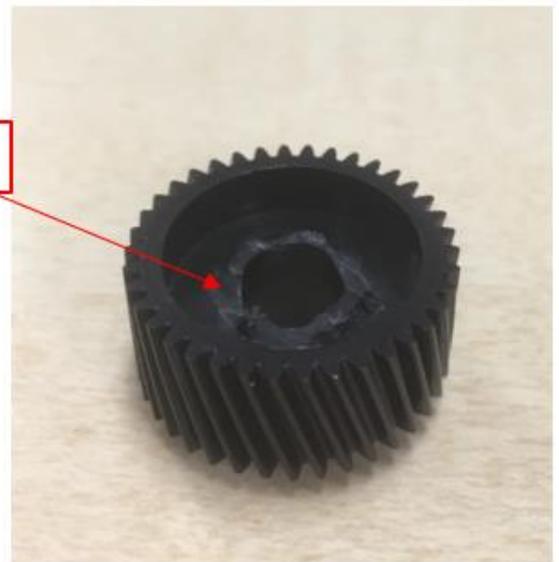
Steps:

2-1. Execute PTR adjustment (SP2-313-001) to supply toner at cleaning blade.

Model: CH-C2	Date: 22-May-17	No.: RD257033
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Break



Model: CH-C2 Office		Date: 12-Jun-17	No.: RD257034
Subject: Saddle-stitch stapling for Customer Paper Size		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 <input type="checkbox"/> Tier 0.5

Please add the following **specifications and notes on saddle-stitch stapling for custom paper sizes** to your Field Service Manual (appendices on page 19).

The **BOOKLET FINISHER SR4130** supports saddle-stitch stapling for the following custom paper sizes:

Width: 182mm, 207-225mm , 250-257mm, 279.4-306mm, 330-330.2mm

Length: 257-467.2mm

Notes on supported paper sizes for saddle-stitched booklets

When creating saddle-stitched booklets, the gate holds the stack to prevent the succeeding sheet from colliding with the stack. If the stack has a face-curl, the curled corner can protrude from the slit depending on the paper size as shown in the red circles in Fig1 below. To prevent such instances, paper sizes that have the possibility of the corners to position to these slits are NOT supported.

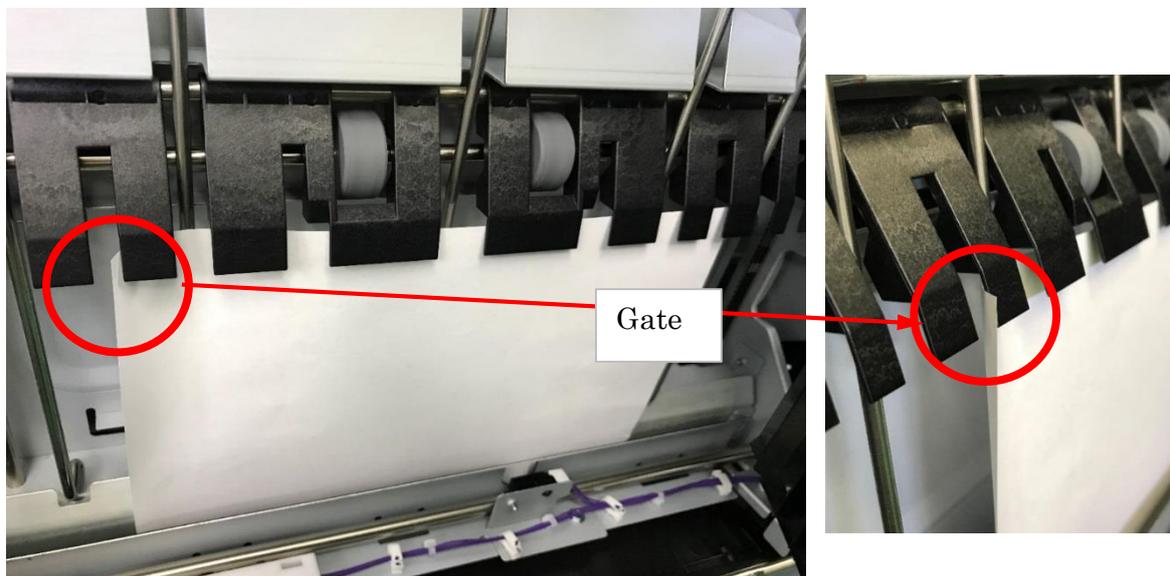
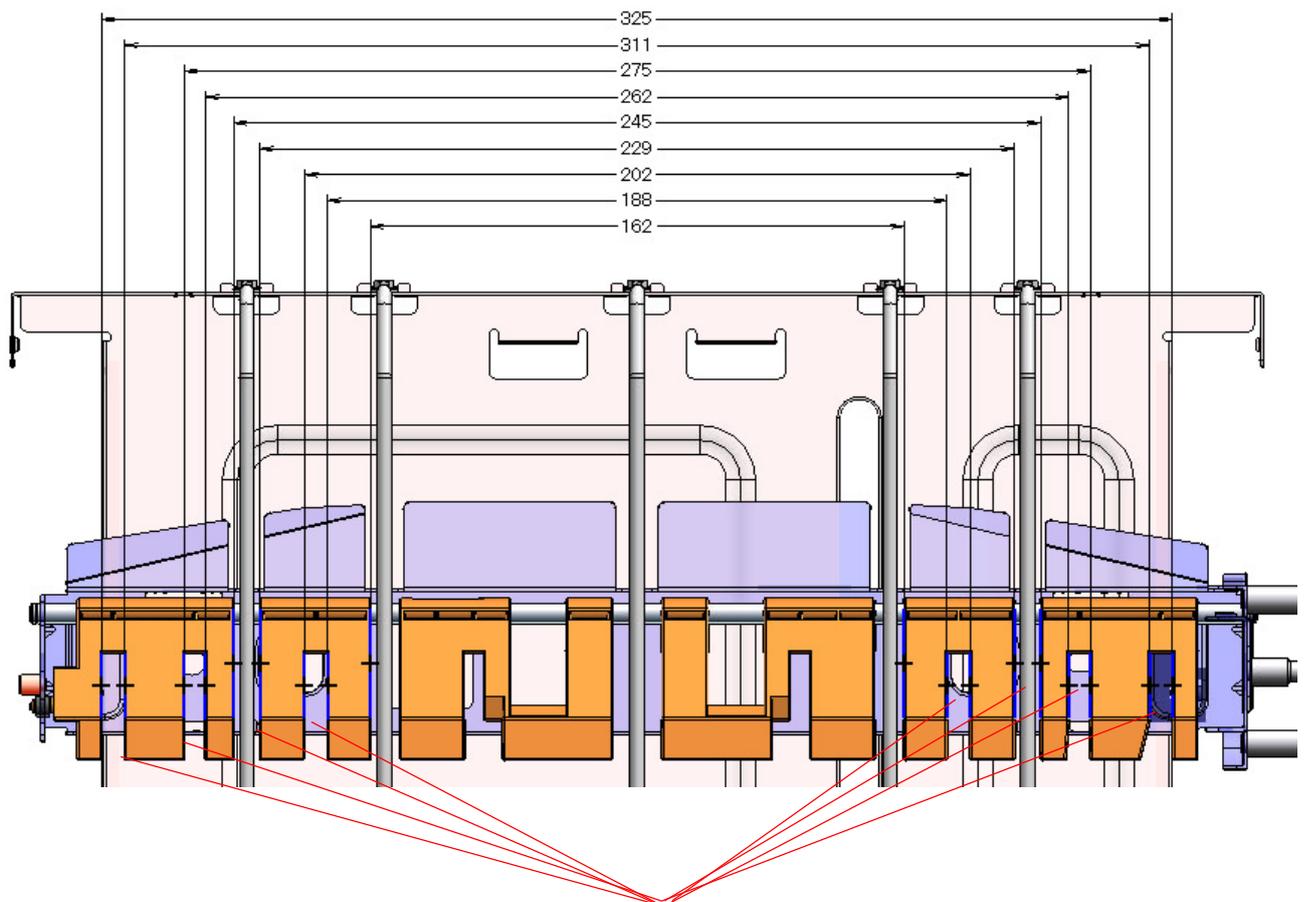


Fig 1

Model: CH-C2 Office	Date: 12-Jun-17	No.: RD257034
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Paper sizes that cause the paper edge to position to these 8 slits on the gate are not supported for saddle-stitching. (Slit area + margin)
 Saddle-stitch is supported for the following custom paper sizes.
Width: 182mm, 207-225mm , 250-257mm, 279.4-306mm, 330-330.2mm
Length: 257-467.2mm

Fig 2

Model: CH-C2		Date: 16-Jun-17	No.: RD257035
Subject: <Office/Pro> Jam29 occurs (Sheet of gate pawl of paper exit unit came off)		Prepared by: K. Yamamoto	
From: Field Quality Management Group1, FQM 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Jam 29 (Paper does not reach the paper eject relay sensor).

CAUSE

Curled paper hits the edge of the gate pawl sheet in the paper exit unit, or jammed paper hits this edge when a jam is cleared. As a result, the sheet peels off.



SOLUTION

Production line:

The sheet was modified to prevent peeling.

Cut-in serial number:

From March 2017 production

In the field:

- If the machine does not print out many solid images, remove the gate pawl sheet.
Note: This is because the sheet is there to improve paper transport when printing out solid images.
- If the machine prints out many solid images, replace the gate pawl with the following new part (which has a modified sheet attached to prevent peeling).

Model: CH-C2	Date: 16-Jun-17	No.: RD257035
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Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D2587121	D2587048	GATE PAWL:PAPER EXIT SUB-UNIT:REVERSE:ENTRANCE:ASS'Y	1	X/O	293	113	-

Model: CH-C2 Office		Date: 26-Jul-17	No.: RD257037
Subject: Note on replacing NVRAM		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 <input type="checkbox"/> Tier 0.5

Important notice regarding the NVRAM Replacement Procedure

When replacing the NVRAM, make sure to follow the procedure in the service manual, in this section:

- 4. Replacement and Adjustment > Main Boards, and HDD Unit > NVRAM Replacement Procedure
 - NVRAM on the Controller Board (p.1006)
 - NVRAM (EEPROM) on the BICU (p.1009)

DO NOT replace the NVRAMs on the controller board and the NVRAM on the BICU simultaneously.

Doing so will cause the following symptoms when turning ON the machine:

- Status light red
- SC195 and SC995-1
- Toner cartridge set error
- Fusing unit set error

NEVER lose either of the original NVRAMs on the controller board and the original NVRAM on the BICU together, because if lost, the machine will not recover even if replaced with a set of new NVRAMs.

Model: CH-C2		Date: 1-Aug-17	No.: RD257038
Subject:<Office/Pro>FSM correction-SP table for			Prepared by: H.Kameda
From: Technical Support Sect., Product Marketing 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 <input type="checkbox"/> Tier 0.5

Service Manual Correction

The following SPs were corrected in the following section of the FSM.

Appendices > 3.Service Program Mode > SP Group 7000-01 & 7000-02

SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/ Int. /Step]
7-621-119	PM Counter	Heating Roller Pressure Roller Bearings	ENG	[0to99999999/0/1]
7-622-119	Reset	Heating Roller Pressure Roller Bearings	ENG	[0to1/0/1]
7-623-119	Standard Value	Heating Roller Pressure Roller Bearings	ENG	[0to99999999/*/1] *MP C6503: 700000 *MP C8003: 700000 *Pro C5200S: 800000 *Pro C5210S: 800000
7-625-119	Page Count History: Latest 1	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 0 / 1]
7-626-119	Page Count History: Latest 2	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 0 / 1]
7-940-119	Drive Distance: End Standard Value	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 99999999 / 1 m]
7-942-119	Drive Distance % Counter	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 0 / 1%]
7-944-119	Motor Drive Distance Counter	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 0 / 1 m]

Model: CH-C2		Date: 1-Aug-17		No.: RD257038	
7-950-119	Replacement Date	Heating Roller Pressure Roller Bearings	ENG	[0 to 1 / 0 / 1]	
7-951-119	Days Remaining Counter: Pages	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 255 / 1 day]	
7-952-119	Days Remaining Counter: Distance	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 255 / 1 day]	
7-954-119	Page Counter (%)	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 0 / 1]	
7-955-119	Estimated Remaining Pages	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 0 / 1 sheet]	
7-956-119	Estimated Remaining Days	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 255 / 1 day]	
7-957-119	Monthly Page Average	Heating Roller Pressure Roller Bearings	ENG	[0 to 99999999 / 0 / 1 sheet]	
7-960-119	Estimated Usage Rate	Heating Roller Pressure Roller Bearings	ENG	[0 to 255 / 0 / 1]	

Model: Ch-C2 Office		Date: 10-Oct-17	No.: RD257039
Subject: Manual correction: Lubrication		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Service Manual Correction

I. Added Lubrication Procedure Required After Replacing the Paper Transfer Belt Unit and its Components (for both MP C6503/C8003 and Pro C5200S/C5210S)

HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit > Cleaning blade > Paper transfer lubricant roller (Pro C5200S/5210S)

PDF version: Page 779 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Cleaning Blade > Paper transfer lubricant roller (Pro C5200S/C5210S)

Please add the following descriptions in **bold** after the section Paper Transfer lubrication roller (Pro C 5200S/C5210S).

Lubrication After Replacing the Paper Transfer Belt Unit (for both MP C6503/C8003 and Pro C5200S/C5210S)

Perform the following lubrication procedure after replacing the Paper transfer belt unit or its components (Cleaning blade, Belt unit, Paper transfer lubricant bar (Pro C5200S/C5210S only), Paper transfer lubricant roller (Pro C5200S/5210S only)).

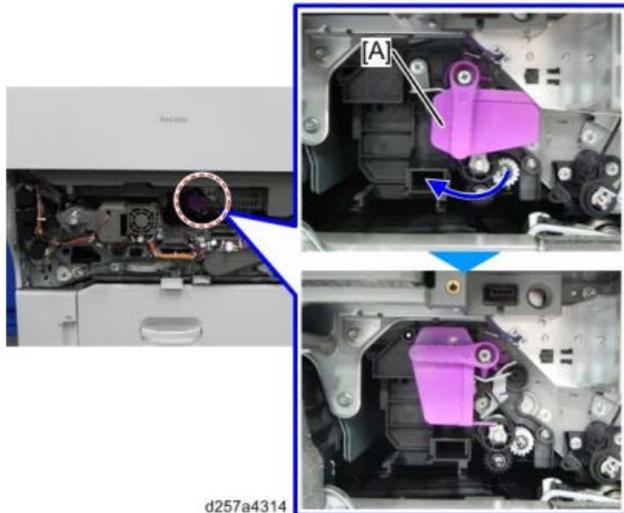
- 1. Turn ON the machine, and enter the SP mode. Then push the PM parts counter reset button in the PM Parts display (Cleaning blade, Paper transfer belt, Paper transfer lubricant bar(Pro C5200S/C5210S only), Paper transfer lubricant roller(Pro C5200S/C5210S only))**
- 2. Turn OFF the machine.**
- 3. Replace the paper transfer belt unit or its component(s) requiring the replacement.**
- 4. Remove the ITB cleaning intake fan.**

Model: Ch-C2 Office

Date: 10-Oct-17

No.: RD257039

5. Rotate the blade release lever [A] to move the cleaning blade away from the ITB.



6. Attach the drawer unit cover.
7. Pull out the drawer unit.
8. Keep the drawer unit open, and then turn ON the machine main power.
Note:
Automatic adjustment will not run because the drawer unit is open.
9. Enter the SP mode and choose SP2-696-001 (Force Apply Lubricant Execute).
10. Push [Execute] on the operation panel and then push the drawer unit into the machine.
Note:
When the drawer unit is pushed into the machine, lubrication starts automatically. This operation takes about 3 minutes to complete.
11. Turn OFF the machine when the lubrication finishes (the machine stops).
12. Pull out the drawer unit and rotate the blade release lever so that the cleaning blade contacts the ITB.
13. Re-install the ITB cleaning intake fan.
14. Push the drawer unit into the machine.
15. Turn ON the machine.

II. Adding Yellow toner lubrication

HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit > Cleaning blade

PDF version: Page 775 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Cleaning Blade)

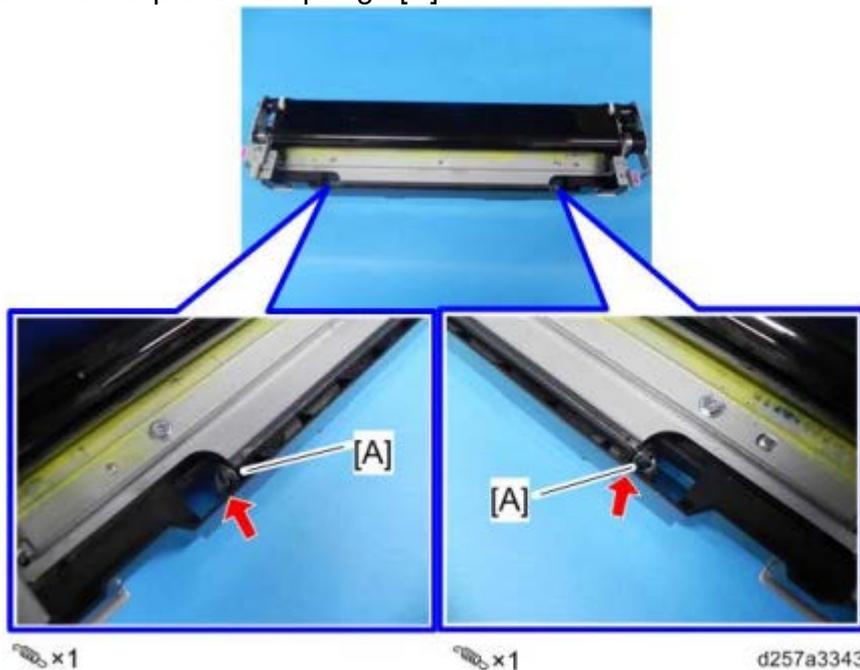
Please add the following descriptions in **bold** in section Cleaning blade (Add Note for Yellow toner lubrication).

Cleaning Blade (MP C6503/C8003)

1. Remove the paper transfer belt unit.
2. Remove the guide plate [A].



3. Remove the pressure springs [A].



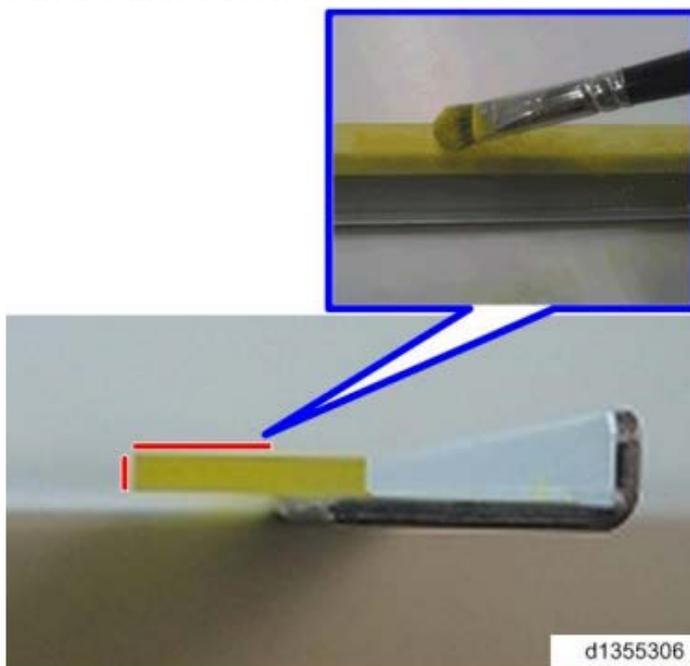
Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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4. Remove the cleaning blade [A].



Note

Before installing the cleaning blade, use a brush to apply yellow toner (D0149500) evenly across the surfaces of the new blade indicated with the red lines in the illustration below.

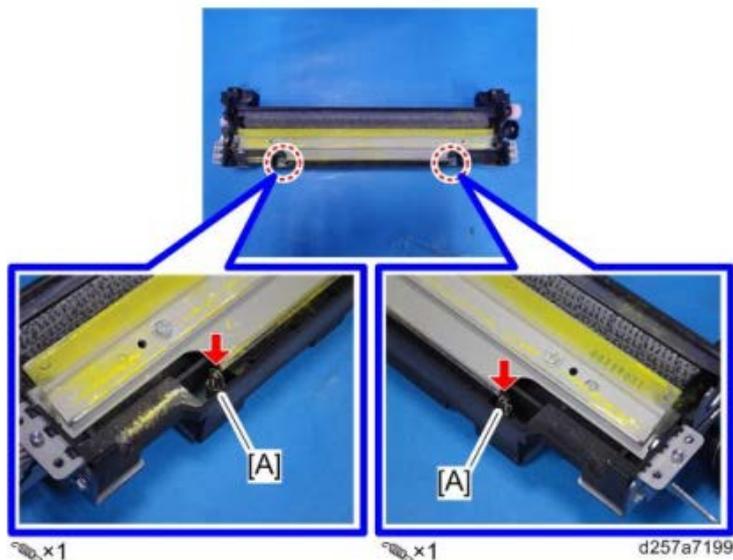


Cleaning Blade (Pro C5200S/C5210S)

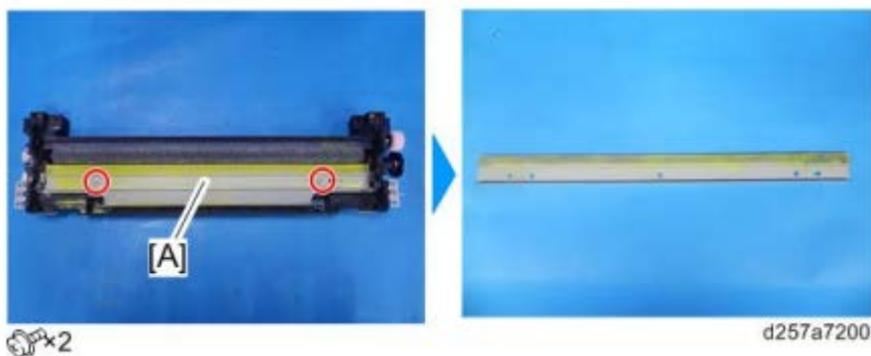
1. Remove the paper transfer lubrication roller. (Pro C5200S/C5210S Only)

Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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2. Remove the pressure springs [A].

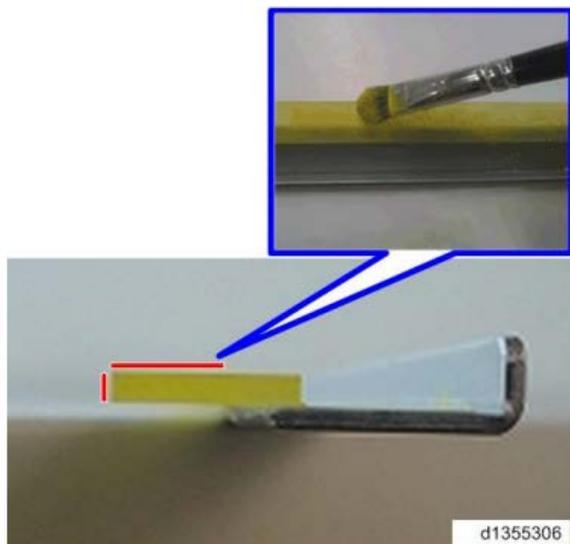


3. Remove the cleaning blade [A]



Note

Before installing the cleaning blade, use a brush to apply yellow toner (D0149500) evenly across the surfaces of the new blade indicated with the red lines in the illustration below.



III. Added steps for lubricant powder lubrication

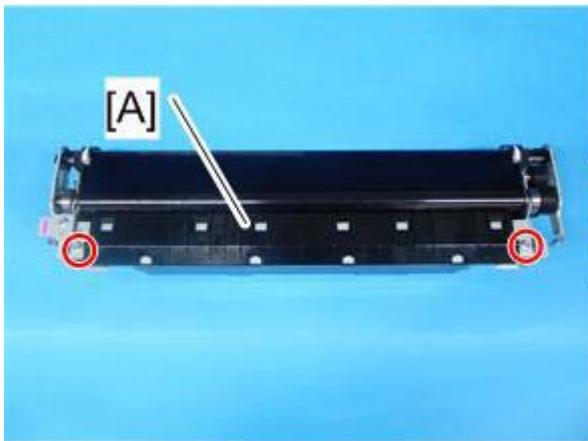
HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit> Paper Transfer Belt unit

PDF version: page 771 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Paper Transfer Belt unit)

Please add the steps in **bold** in section Paper Transfer Belt Unit

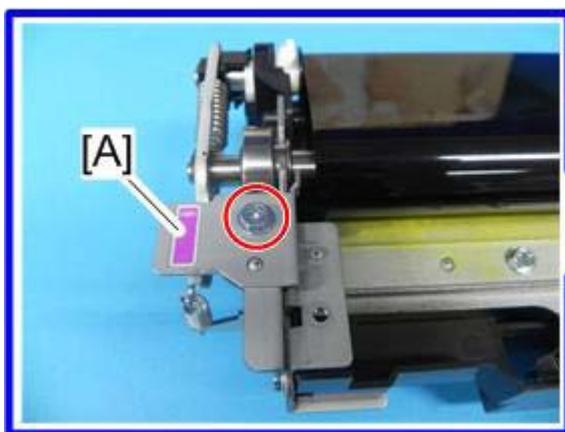
Paper Transfer Belt Unit (MP C6503/C8003)

1. Remove the paper transfer belt unit.
2. Remove the guide plate [A].

 ×2

d257a3336

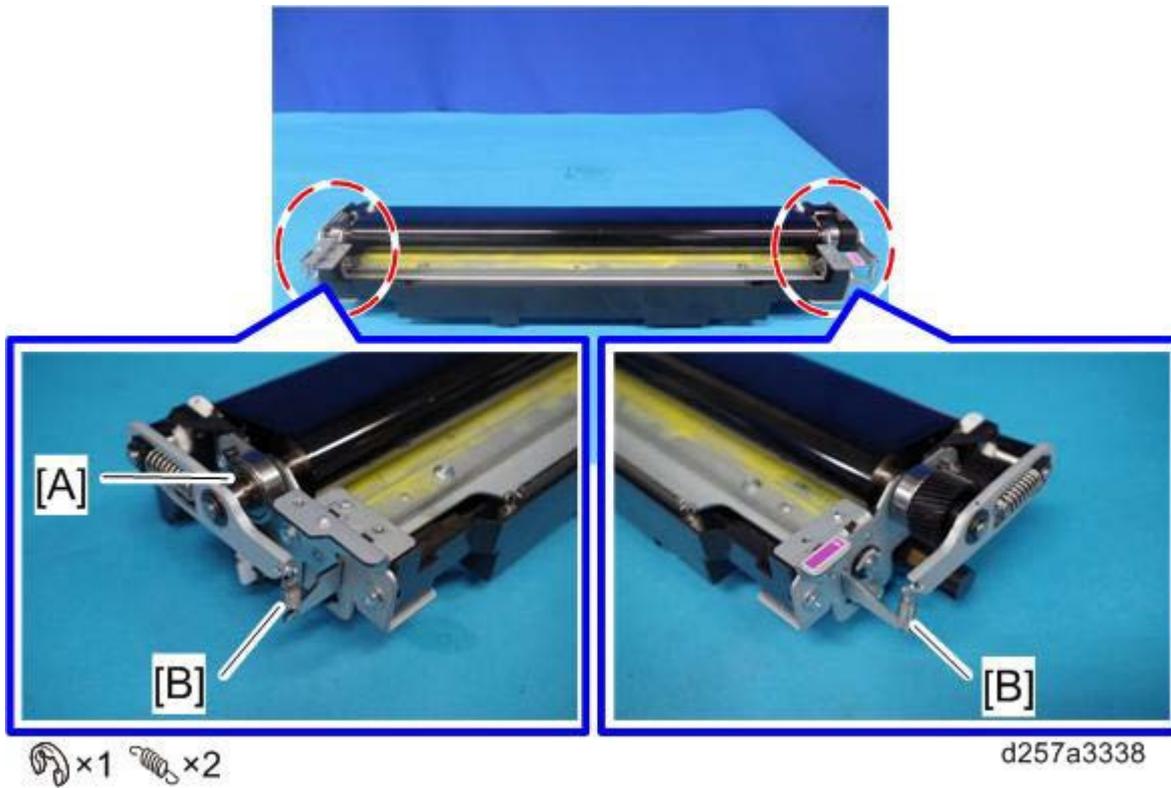
3. Remove the bracket [A].

 ×1

d257a3337

Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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4. Remove the E-ring [A] and springs [B].

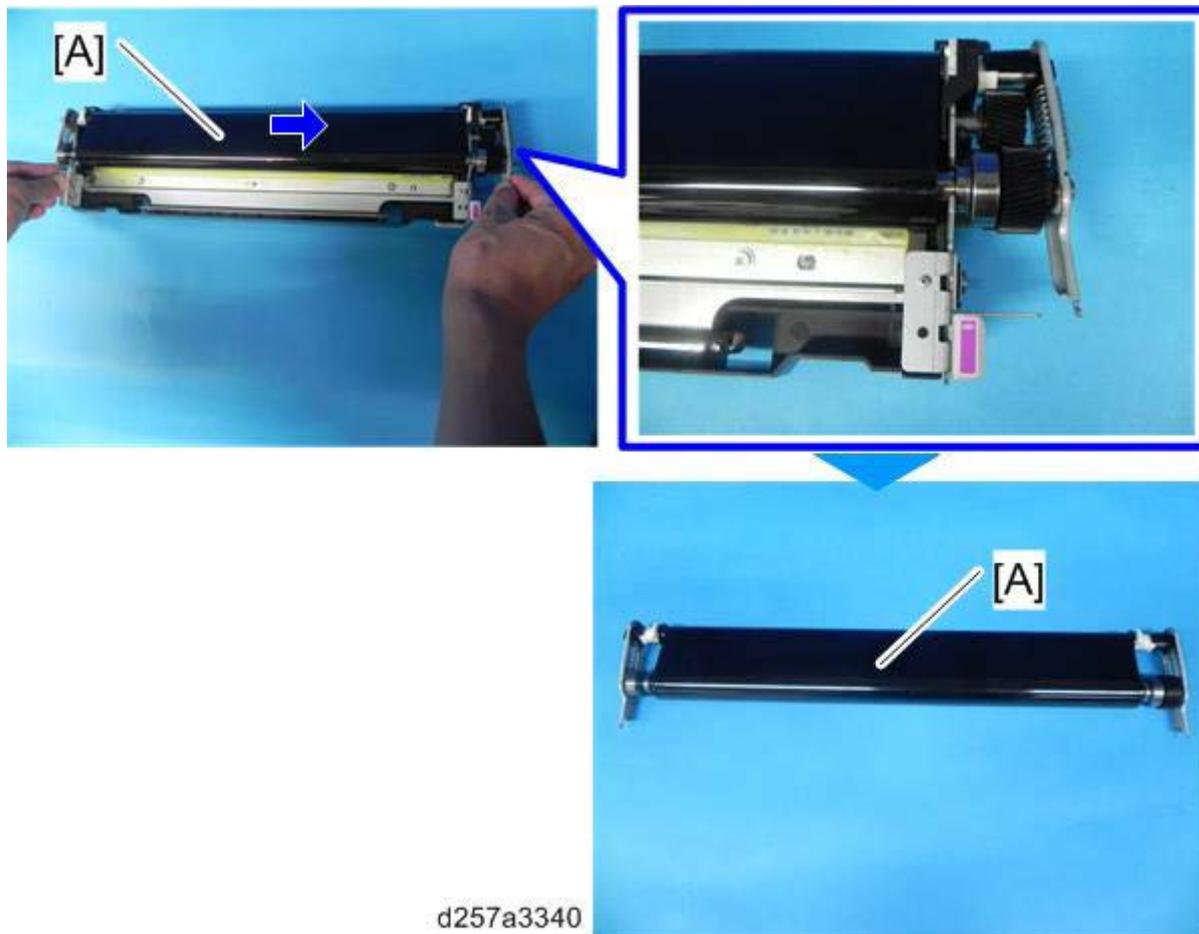


5. Slide the bearing [A].

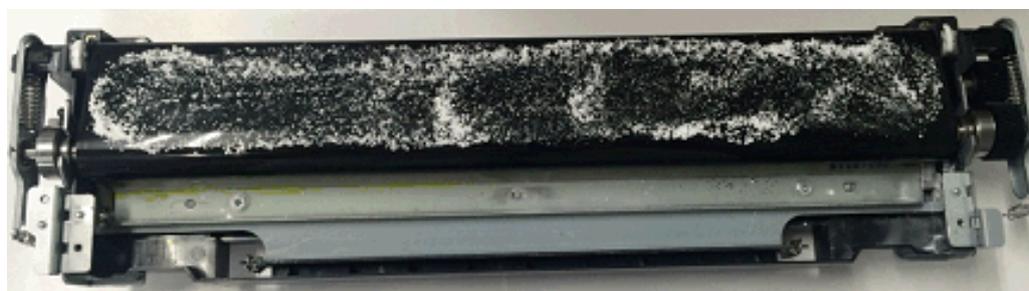


Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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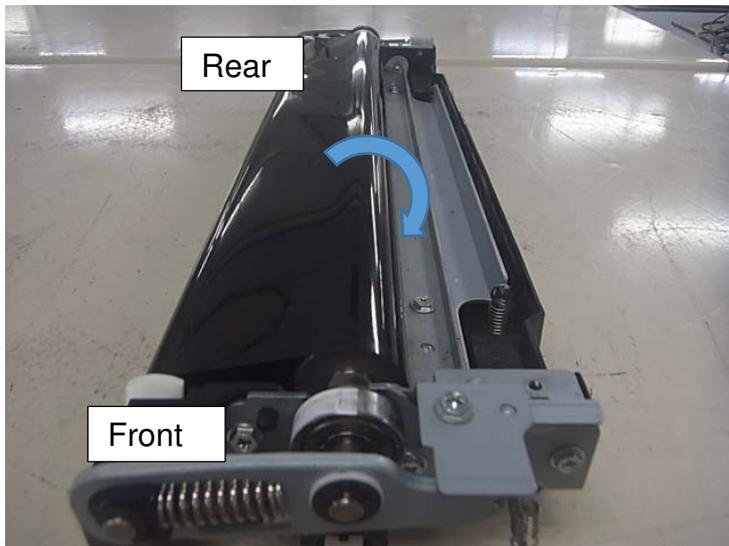
6. Hold the edges on both sides of the belt unit [A], and slide it to remove it.



- 7. Install the new belt unit.
- 8. Put back the parts removed in steps 5, 4, and 3 to the paper transfer belt unit.
- 9. Use a brush to apply the lubricant powder (p/n: D0159501) evenly across the surface of the new belt.



10. Turn the belt three or more times in the direction shown with the arrow.



11. Now turn the belt in the opposite direction one time.

Note

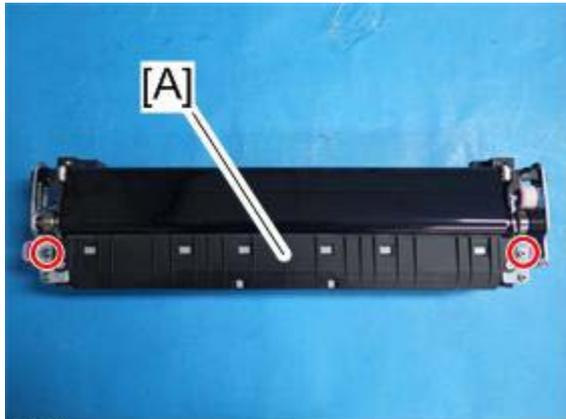
- If the belt does not rotate smoothly, repeat steps 9, 10, and 11.
- Turn the belt until you no longer see the lubricant powder on the belt.



12. Put back the guide plate removed in step 2.

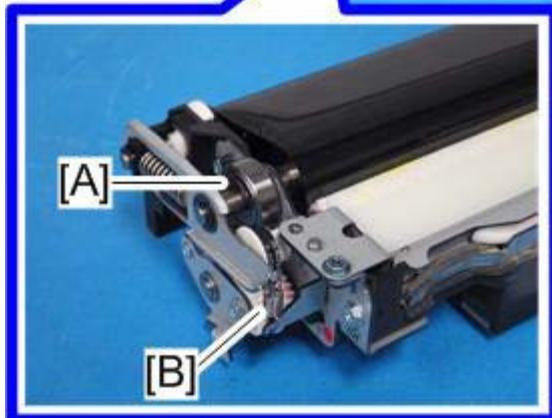
Paper Transfer Belt Unit (Pro C5200S/C5210S)

1. Remove the paper transfer belt unit. (Paper Transfer Belt Unit)
2. Remove the guide plate [A].

 x2

d257a7189

3. Remove the E-ring [A] and springs [B].

 x1  x2

d257a7190

Model: Ch-C2 Office

Date: 10-Oct-17

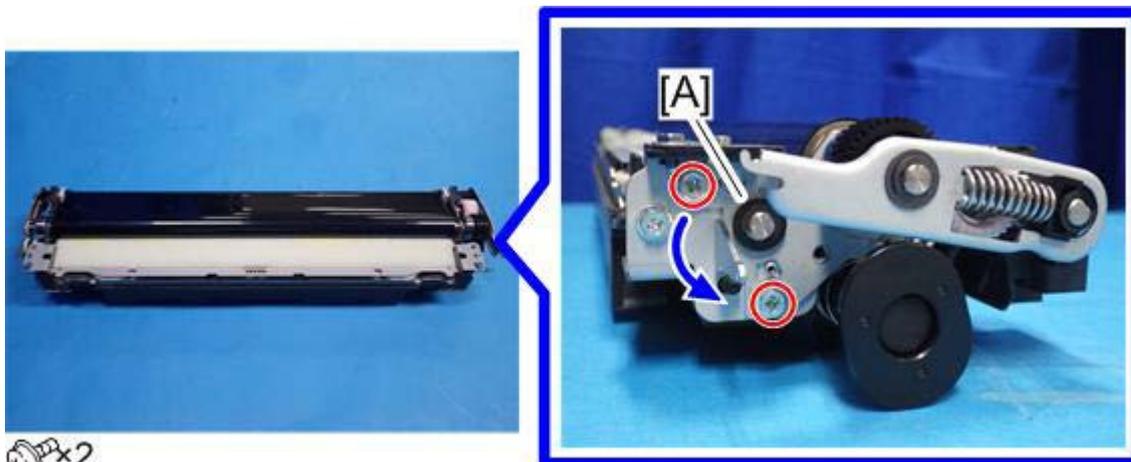
No.: RD257039

4. Slide the bearing [A].



d257a7191

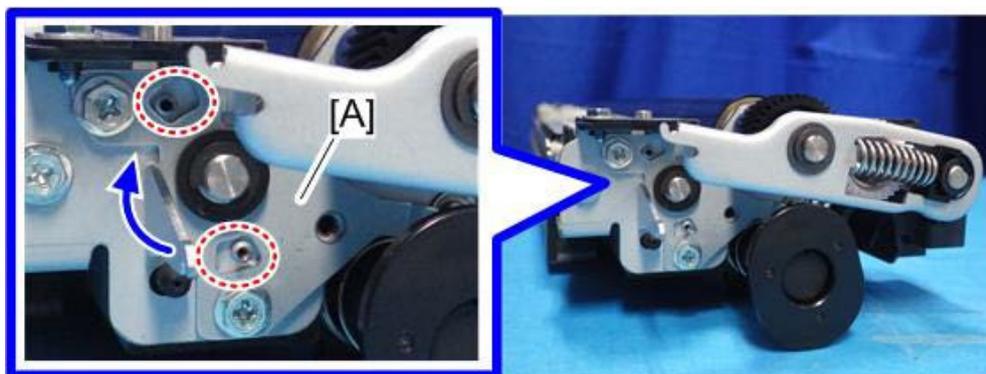
5. Remove the two screws, and then rotate the bracket [A] in the direction of the blue arrow.

 x2

d257a7192

Note

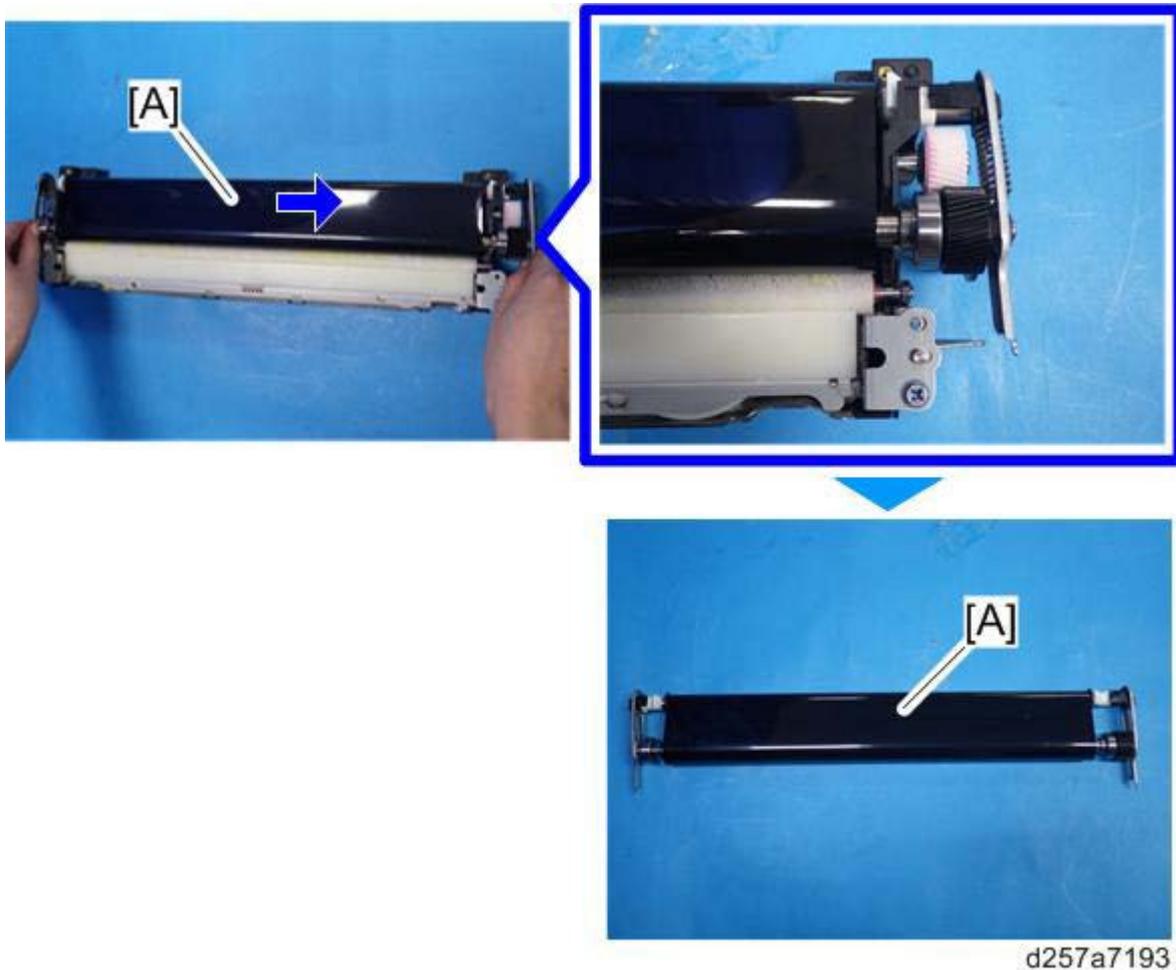
When installing the bracket, make sure the bracket [A] fits on the embossments on the paper transfer belt unit as shown below.



d257a7201

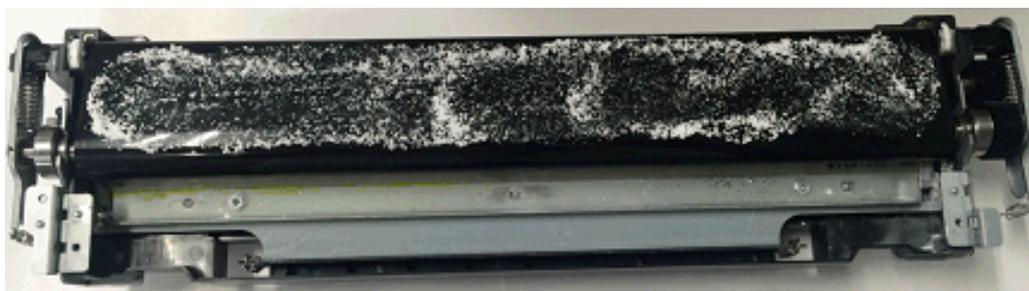
Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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6. Hold the edges on both sides of the belt unit [A], and slide it to remove it.



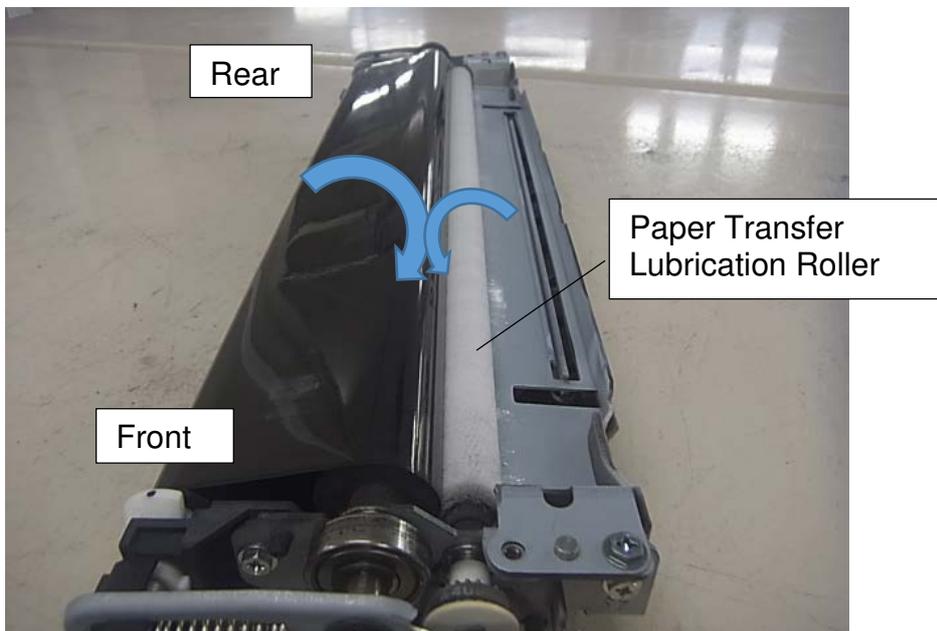
d257a7193

- 7. Install the new belt unit.
- 8. Put back the parts removed in steps 5, 4, and 3 to the paper transfer belt unit.
- 9. Use a brush to apply the lubricant powder (p/n: D0159501) evenly across the surface of the new belt.



Model: Ch-C2 Office	Date: 10-Oct-17	No.: RD257039
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10. Turn the belt three or more times in the direction shown with the arrow.



11. Now turn the belt in the opposite direction one time.

Note

- If the belt does not rotate smoothly, repeat steps 9, 10, and 11.
- Turn the belt until you no longer see the lubricant powder on the belt.



12. Put back the guide plate removed in step 2.

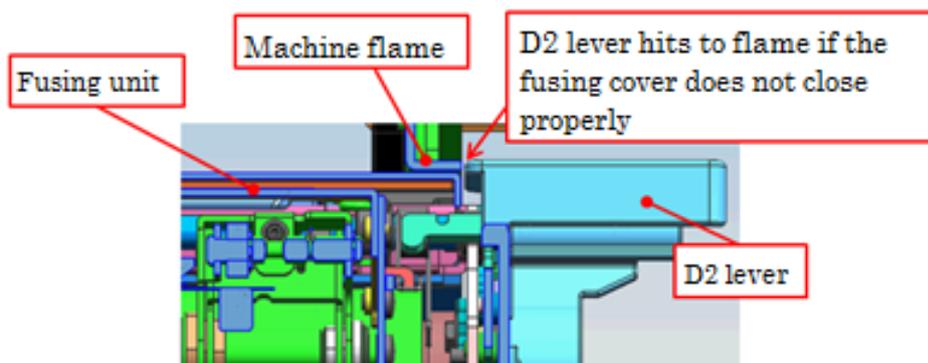
Model: CH-C2		Date: 20-Oct-17	No.: RD257040
Subject: <Office/Pro> SC583 occur due to damage of Fusing unit D2 lever		Prepared by: K. Yamamoto	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The fusing unit D2 lever is broken and SC583 occurs.

CAUSE

The D2 fusing unit lever hits the machine frame and breaks if the cover of the fusing unit does not close properly.



Model: CH-C2	Date: 20-Oct-17	No.: RD257040
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SOLUTION

Production line

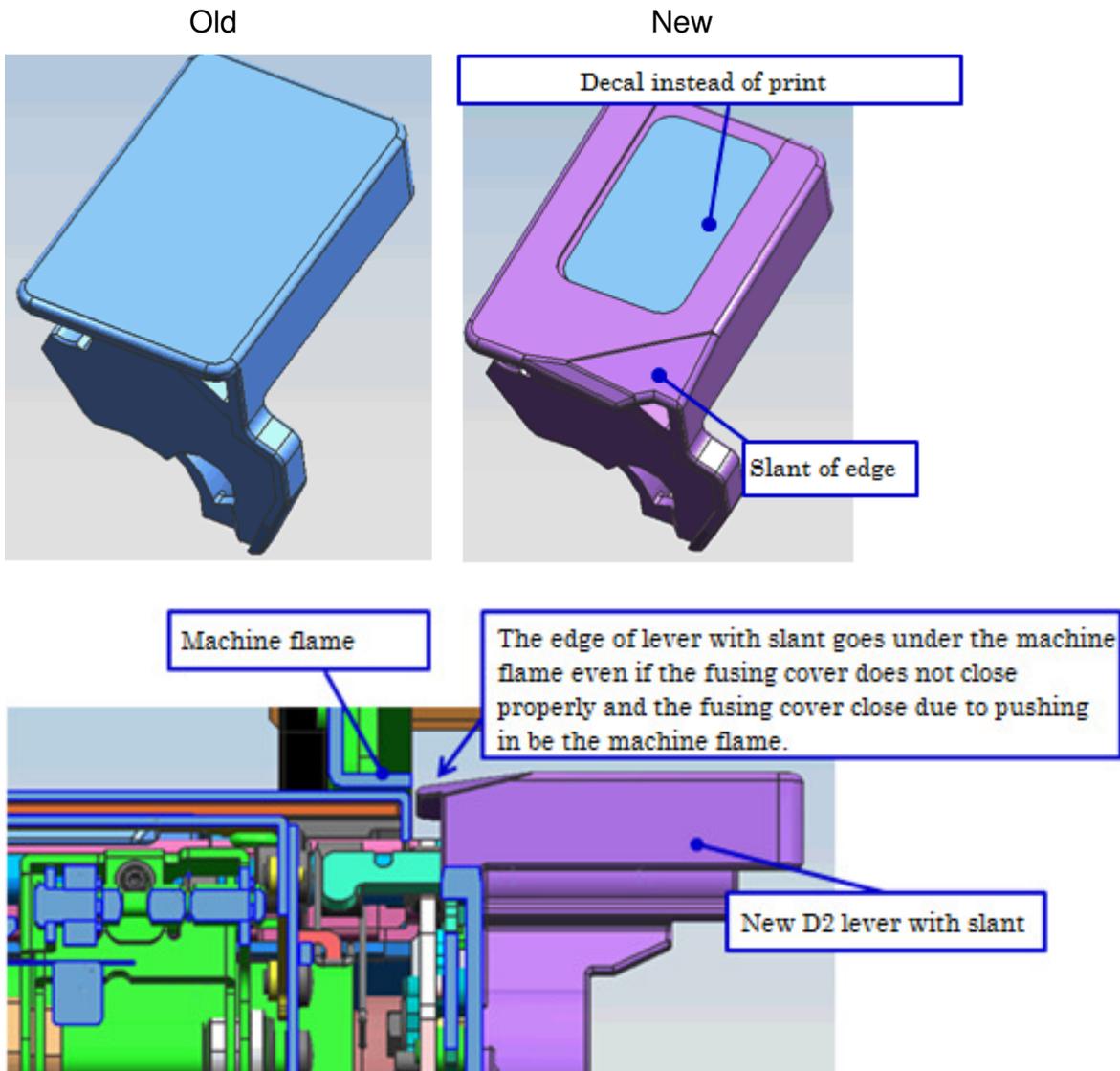
The shape of the lever is changed.

Note: The edge of the lever is slanted so that even if the fusing cover does not close properly, the lever goes under the frame of machine and closes the cover.

In the field

Replace the fusing unit D2 lever with the new part.

Old part number	New part number	Description	Q'ty	Int	Note
D2584359	D2584372	GRIP:SEPARATION:OPEN AND CLOSE:ASS'Y	1	X/O	-



Model: CH-C2		Date: 6-Dec-17	No.: RD257041
Subject: Manual correction: Install procedure for Finisher SRS4120/4130 (D3CG/D3CH)		Prepared by: K. Hamada	
From: 2nd 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 Correction

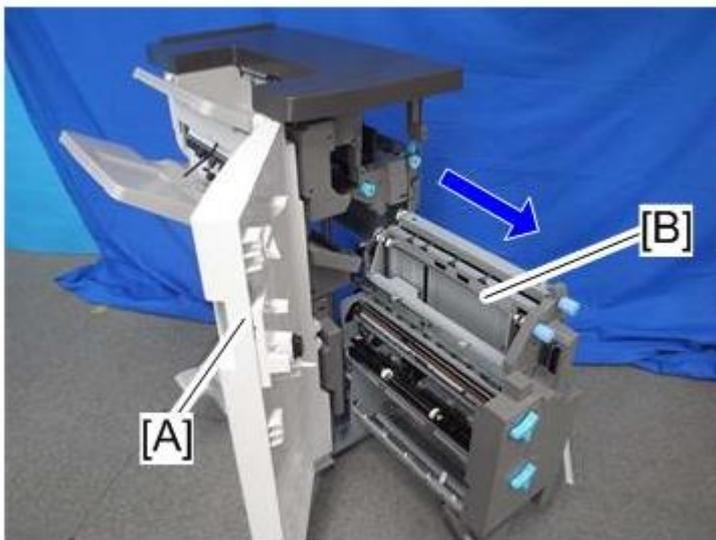
- ① HTML version: Top Page > Main Chapters>Installation > Finisher SR4120/SR4130
PDF version: page 224 – 239 (MP C6503 series Field Service Manual)

Add the following description to the service manual.

How to install accessory item No.20.



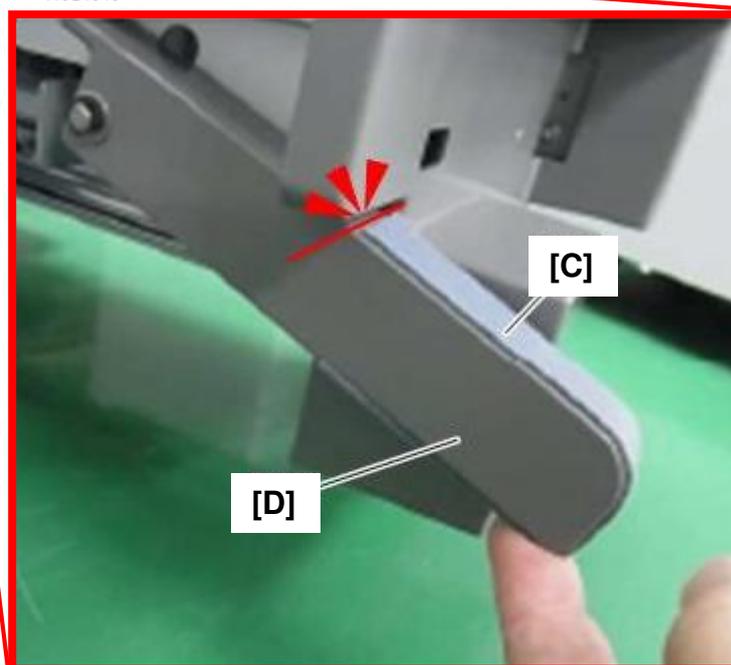
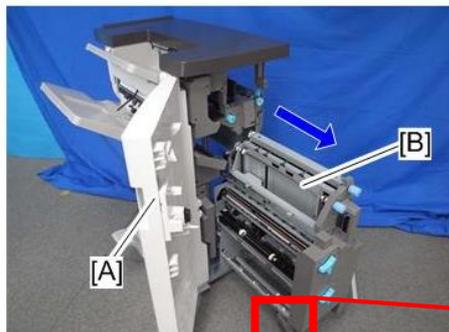
1. Open the front cover [A] and pull out the booklet unit [B].



Model: CH-C2

Date: 6-Dec-17

No.: RD257041

2. Attach the cushion [C] to the arm [D].

Model: CH-C2office		Date: 22-Dec-17	No.: RD257042
Subject:Parts Catalog Correction: Operation panel PCBs		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing 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 <input type="checkbox"/> Tier 0.5

Old part number	New part number	Description	Q'ty	Int	Page	Index
D2411523	→ D2965430	PCB:CHEETAH_G2:ONE_COMON:ASS'Y <i>(EU/NA/AA)</i>	1	XX	3	10
D2411535				XX	3	11
D2411523	→ D2965431	PCB:CHEETAH_G2:ONE_COMON:ASS'Y <i>(CHN)</i>	1	XX	3	10
D2411536				XX	3	11

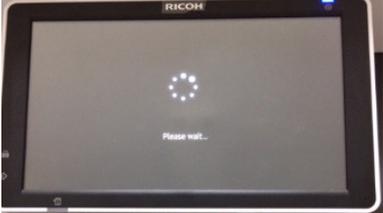
Change/Reason:

Two Operation Panel PCBs have been combined into one PCB.

Model: Ch-C2 Office		Date: 24-Jan-18	No.: RD257043
Subject: Trouble shooting: Smart Operation Panel Issues		Prepared by: Y. Taniguchi	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Notice: There are two types of electrical board construction in SOP for this model (1 board type and 2 boards type).

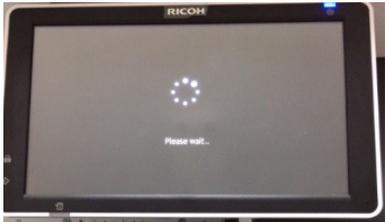
Troubleshooting for the Smart Operation Panel (2 boards type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Main board. 4. Replace the Sub board. 5. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit. 3. Replace the Sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Main board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware to the latest version in recovery mode. 2. Do a factory reset. 3. Replace the Main board.

HW: Hardware issue, SW: Software issue

Model: Ch-C2 Office	Date: 24-Jan-18	No.: RD257043
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Troubleshooting for the Smart Operation Panel (1 board type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Board. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the Board 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the Board.

HW: Hardware issue, SW: Software issue

Model: Ch-C2 Office

Date: 24-Jan-18

No.: RD257043

Components to Check during Troubleshooting

1. Main board (2 boards type only)



2. Sub board (2 boards type only)



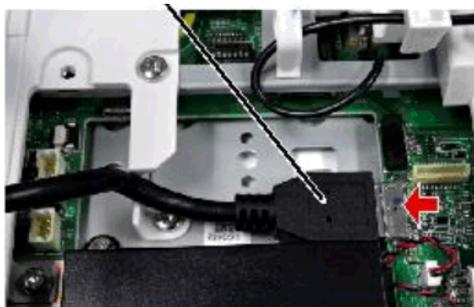
3. Board (1 board type only)



4. USB cable



5. Connection between USB cable and Board or Sub board



Model: Ch-C2 Office

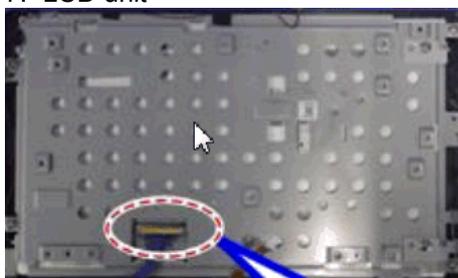
Date: 24-Jan-18

No.: RD257043

6. Connection between USB cable and BiCU



7. LCD unit



8. LCD I/F cable



Model: Ch-C2 Office

Date: 24-Jan-18

No.: RD257043

How to distinguish the type of electrical board construction

PCB construction type is distinguishable from the prefix (4 digits) of SOP parts number shown on SOP back side. "D196", "D223", "D241", "D261", "D263", "M0AJ" and "D296" are two PCBs type. Others are One PCB type.

[Example for One PCB type]



Model: CH-C2		Date: 8-Feb-18	No.: RD257044
Subject: DO NOT install Legacy UI firmware v1.20		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

IMPORTANT Notice about Legacy UI Firmware v1.20

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

Note: These versions are no longer released/available.

- This is because with this version, the following symptoms occur with the Smart Operation Panel when Legacy mode is used.
 - Cannot access user settings.
 - Legacy application cannot boot-up.
 - "Please wait" remains displayed.

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

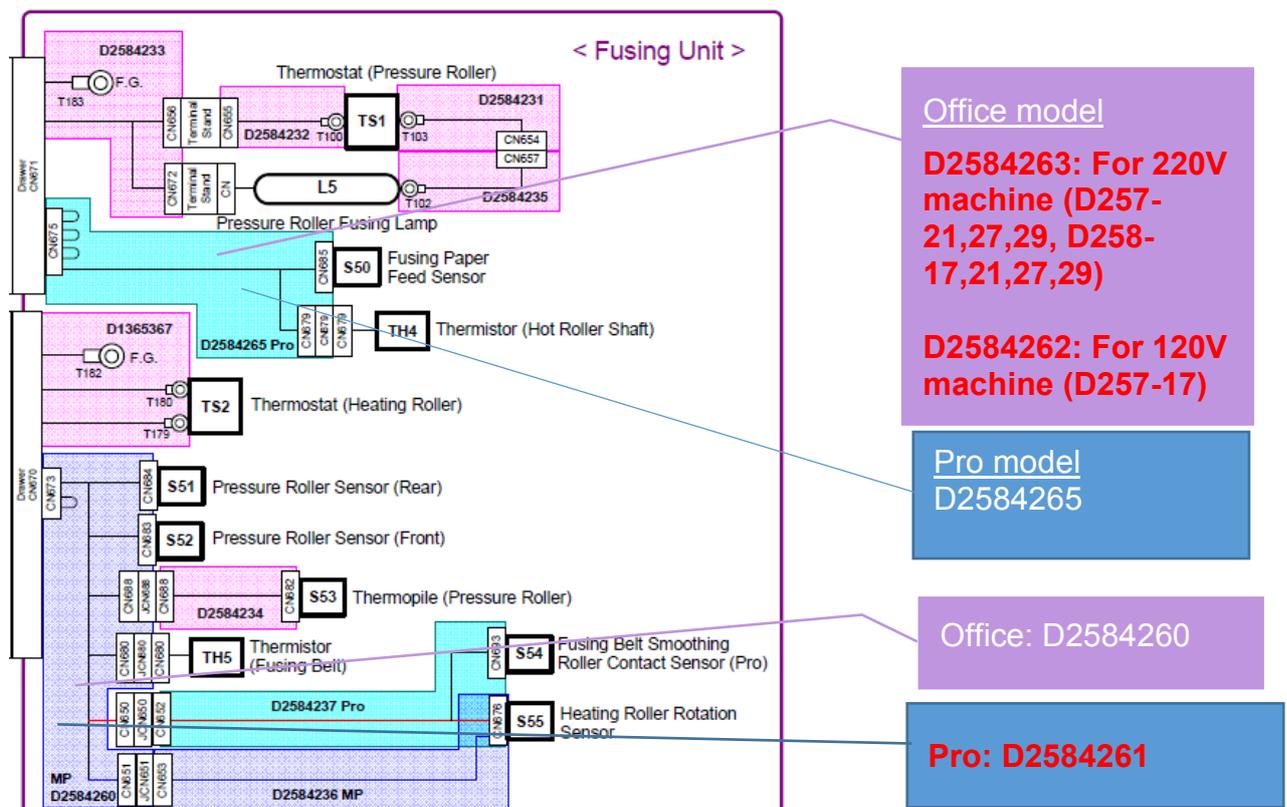
- To avoid this, install Legacy UI **v1.19 or older**.

Model: CH-C2 Office		Date: 2-Mar-18	No.: RD257045
Subject: Harness p/n added to P-to-P		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D2584263	HARNESS:FUSING UNIT:200V: OFFICE (D257-21,27,29, D258-17,21,27,29)	0 - 1		3/6	P-To-P	
	D2584262	HARNESS:FUSING UNIT:100V: D257 (D257-17)	0 - 1		3/6	P-To-P	
	D2584261	HARNESS:FUSING UNIT:IH: PRO	0 - 1		3/6	P-To-P	

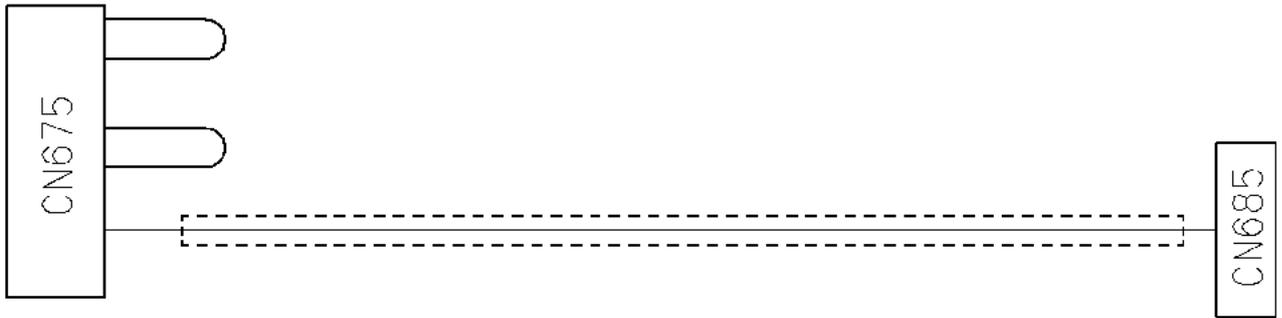
Change: The above three part numbers were added to the P-to-P diagram.

Reason: The part numbers were missing from the P-to-P diagram.

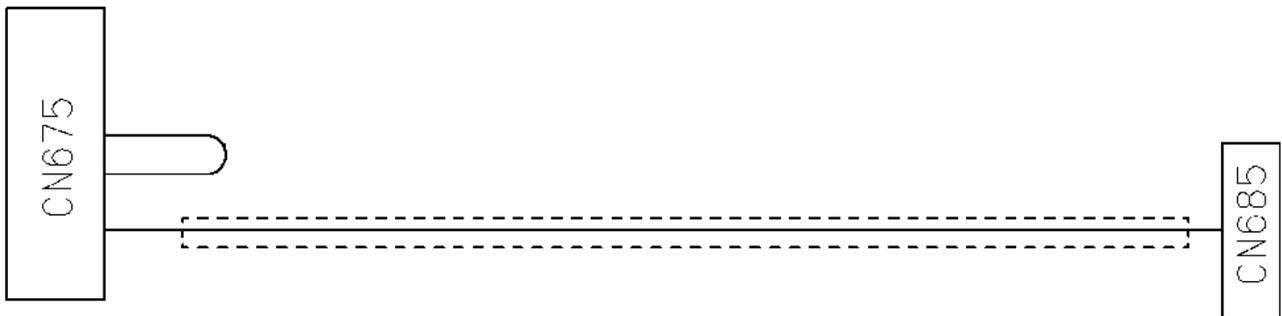


Model: CH-C2 Office	Date: 2-Mar-18	No.: RD257045
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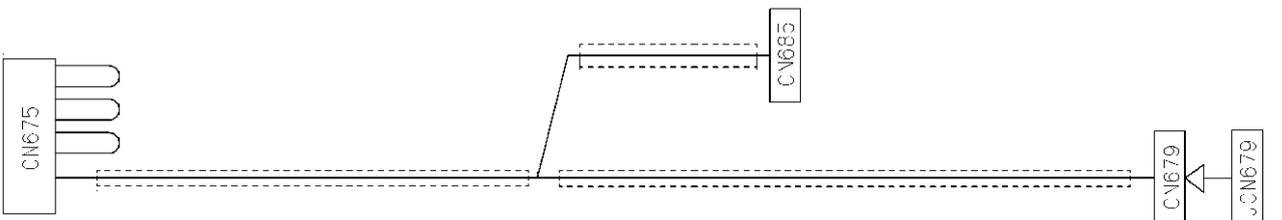
D2584263	HARNESS:FUSING UNIT:200V: OFFICE (D257-21,27,29, D258- 17,21,27,29)	For Office
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D2584262	HARNESS:FUSING UNIT:100V: D257 (D257-17)	For Office
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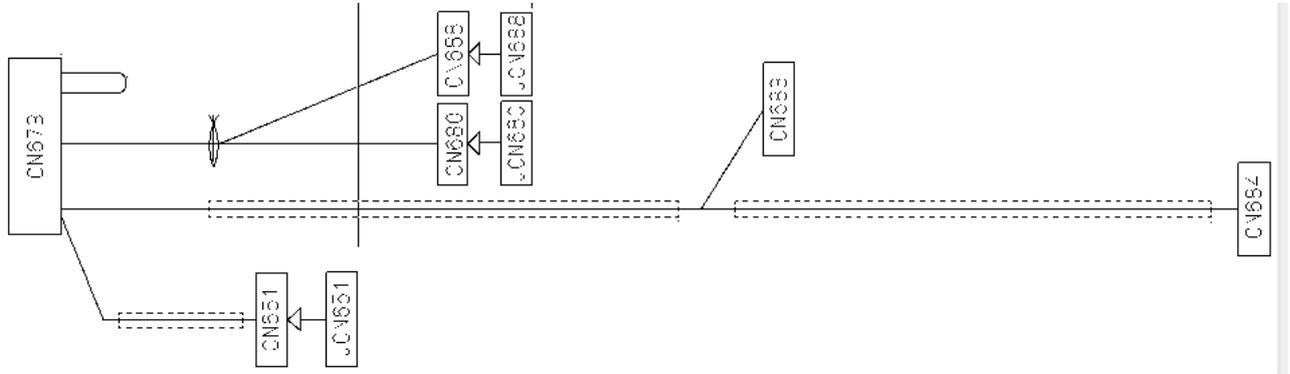


D2584265	HARNESS:FUSING UNIT:200V: PRO	For Pro
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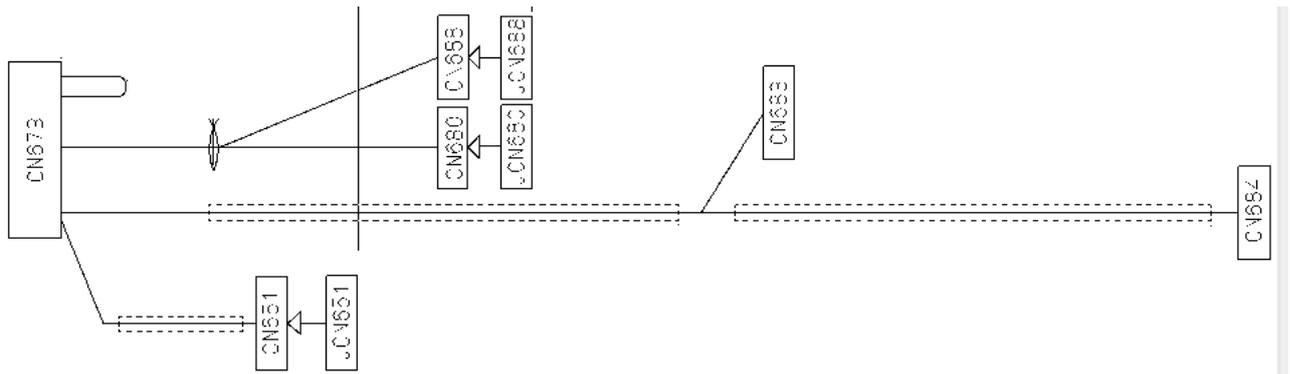


Model: CH-C2 Office	Date: 2-Mar-18	No.: RD257045
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D2584260	HARNESS:FUSING UNIT:IH: D257/D258	For Office
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D2584261	HARNESS:FUSING UNIT:IH: PRO	For Pro
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Model: Ch-C2 a/b, Model Ch-C2 pro a/b		Date: 6-Jul-17	No.: RD257036
Subject: CC-CERTIFIED IN 2016 Machine		Prepared by: T.Suzuki	
From: Tech Support Sect.,Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB describes the requirements for installing models in the MP C6503/C8003 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP C6503/C8003 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

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

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

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 8-10.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 8. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MPC6503/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/MPC6503/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/MPC6503/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/MPC6503/en/pdf/Oss.html>
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the following URL:
https://support.ricoh.com/services/device/ccmanual/mp_c6503_c8003/en/download_admin.html
https://support.ricoh.com/services/device/ccmanual/mp_c6503_c8003/en/download_user.html

2. Tell the customer to read the “Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 11.

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation", "SD Card Appli Move" and "Move Exec" in "MP C6503/C8003, Pro C5200S/C5210S Machine Code: D257/D258/D260/D261 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C6503/C8003, Pro C5200S/C5210S Machine Code: D257/D258/D260/D261 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M26.

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M26(D3D9)", and "Accessory Check" in "FAX Option Type M26 Machine Code:D3D9 Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M26.

For the detailed installation procedure, see "Fax Option Type M26" in "1. Installation", FAX Option Type M26 Machine Code:D3D9 Field Service Manual.

5. Hide Administrator Password Change Screen

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

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

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

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

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

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

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

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

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

10. Enabling the Encryption Settings

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

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

11. Check firmware versions.

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

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

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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Firmware versions with which the MP C6503/C8003 models first achieved CC-CERTIFICATION:

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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Firmware Name:	Version:	Firmware Number:
System/Copy	1.06	D2585760J
Fax	04.00.00	D2585762F
RemoteFax	02.00.00	D2585763C
Scanner	01.01	D2585764E
Web Uapl	1.04	D2585766C
NetworkDocBox	1.00	D2585770C
animation	1.00	D2585767D
Printer	1.03	D2585772G
RPCS	3.20.20	D2585774B
Font EXP	1.00	D2415581
PCL	1.03	D2585775D
PCL Font	1.09	D2415586
PDF	1.01	D2585778D
PS3 Font	1.17	D2415681
Java VM v12 std	12.47.01	D2585780G
Web Support	1.04	D2585765F
Network Support	16.46	D2585769F
Data Erase Onb *	1.05	D2625244
GWFCU3.8-14(WW)	02.00.00	D2585755D
PowerSaving Sys	F.L3.08	D2585761B
M2a_System	1.21	D2411420Y
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.01	D2411465B
M2a_cspf	2.02.00	D1961430B
M2a_ICCdDisptch	2.12.04	D2411450A
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.14	D2411427Q
M2a_MeidaPrtScn	1.16	D2411447P
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.10	D2411458L
M2a_PrinterSJob	1.63	D2411446M
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.17	D2411443P
M2a_SimpleFAX	1.12	D2411445M
M2a_SimpleScan	1.13	D2411444P

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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Firmware Name:	Version:	Firmware Number:
M2a_SmartCopy	1.21	D2411454R
M2a_SmartFAX	1.18	D2411457N
M2a_SmartScan	1.12	D2411456M
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcolInfo	1.06	D2411437F
M2a_WFaxInfo	1.02	D2411435D
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WToner	1.05	D2411434G
M2a_zoo	1.04.01	D2411467G
Engine	1.09:02	D2585520F
ADF	01.000:04	D3AZ5550E

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

Ic Key and Ic Ctlr versions with which the MP C6503/C8003 models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

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

These versions can be confirmed from the operation panel.

MultiLink-Panel

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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Firmware Name:	Version:	Firmware Number:
Firmware	1.21	D2411420Y
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.01	D2411465B
CSPF	2.02.00	D1961430B
ICCardDispatcher	2.12.04	D2411450A
iWnn IME	2.3.3	D1961403
iWnn IME Korean Pack	1.0.0	D1961406
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
LegacyUI type-1	1.14	D2411427Q
Print/Scan(Memory Storage Device)	1.16	D2411447P
Standard IC Card Plugin	2.12.00	D2411452
Printer	1.10	D2411458L
Quick Print Release	1.63	D2411446M
ProgramInfoService	1.18	D2411438D
Smart Device Connector	2.1.2	D2411453F
Quick Card Authentication Config.	2.12.04	D2411468A
Quick Copy	1.17	D2411443P
Quick Fax	1.12	D2411445M
Quick Scanner	1.13	D2411444P
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Copy	1.21	D2411454R
Fax	1.18	D2411457N
Scanner	1.12	D2411456M
Proximity Card Reader Support Plugin	2.12.00	D2411459
Eco-friendly Widget	1.06	D2411437F
Fax RX File Widget	1.02	D2411435D
Change Langs. Widget	1.06	D2411431H
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G
Application Site	1.04.01	D2411467G
Keymicon	6.11	D2411423
LegacyUIData	1.00	D2585767D

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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The list of Operating Instructions (O/I)

<For North America>

Paper Documents

- D257-7003 Read This First
- D195-7543A Notes for Using This Machine Safely
- D223-7238 For Users of This Product
- D219-7457 Notes to Users in the United States of America
- D219-7460 Note to users in Canada
- D256-8998 Note to users
- D223-7235 Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D241-7178 NOTICE TO USERS
- D241-7084 Notes for Users
- D257-7042A Notes for Users

Online Document Set 1

- D257-7070 About This Machine
- D257-7071 Copy/ Document Server
- D257-7072 Fax
- D257-7073 Print
- D257-7074 Scan
- D257-7075 Troubleshooting
- D257-7076 Connecting the Machine/ System Settings
- D257-7077 Security Guide
- D257-7078 PostScript 3

Online Document Set 2

- D257-7067 User Guide

Online Document Set 3

- D257-7068 Operating Instructions Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D257-7051 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Europe>

Model: Ch-C2 a/b, Model Ch-C2 pro a/b	Date: 6-Jul-17	No.: RD257036
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Paper Documents

- D257-7002 Read This First
- D195-7543A Notes for Using This Machine Safely
- D3BR-4506 For Users of This Product
- D150-1468A Note to users EU Countries
- D256-8998 Note to users
- D259-7521 Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D241-7178 NOTICE TO USERS
- D241-7068 Notes for Users
- D257-7042A Notes for Users
- D257-7081 Notes for Users

Online Document Set 1

- D257-7070 About This Machine
- D257-7071 Copy/ Document Server
- D257-7072 Fax
- D257-7073 Print
- D257-7074 Scan
- D257-7075 Troubleshooting
- D257-7076 Connecting the Machine/ System Settings
- D257-7077 Security Guide
- D257-7078 PostScript 3

Online Document Set 2

- D257-7067 User Guide

Online Document Set 3

- D257-7068 Operating Instructions Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D257-7051 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia>

Paper Documents

- D257-7004 Read This First
- D223-7236 Notes for Using This Machine Safely

Model: Ch-C2 a/b, Model Ch-C2 pro a/b

Date: 6-Jul-17

No.: RD257036

- D223-7238 For Users of This Product
- D256-8998 Note to users
- D223-7235 Start Guide
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D241-7178 NOTICE TO USERS
- D241-7087 Notes for Users
- D257-7042A Notes for Users

Online Document Set 1

- D257-7070 About This Machine
- D257-7071 Copy/ Document Server
- D257-7072 Fax
- D257-7073 Print
- D257-7074 Scan
- D257-7075 Troubleshooting
- D257-7076 Connecting the Machine/ System Settings
- D257-7077 Security Guide
- D257-7078 PostScript 3

Online Document Set 2

- D257-7067 User Guide

Online Document Set 3

- D257-7068 Operating Instructions Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D146-7587 Notes on Security Functions
- D257-7051 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

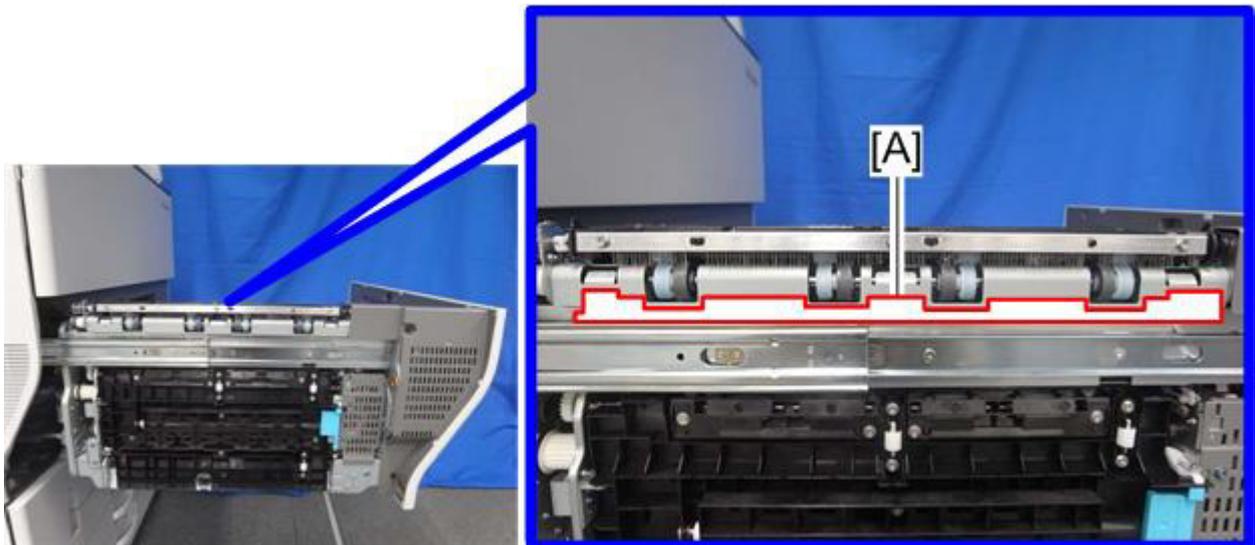
Model: CH-C2 Office		Date: 5-Apr-18	No.: RD257046
Subject: Copy Tray Type M26 Installation		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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 <input type="checkbox"/> Tier 0.5

Copy Tray Type M26 (D3D2)

Please correct the Copy Tray Type M26 Installation procedure described in the section:
2. Installation > Copy Tray Type M26(D3D2)

Incorrect

12. Attach the sheet [A] to the left side of the drawer unit.



d1351764

Note

There are four cutouts in the sheet.

Align the left-most cutout with the corner [A] of the paper exit.

Model: CH-C2 Office

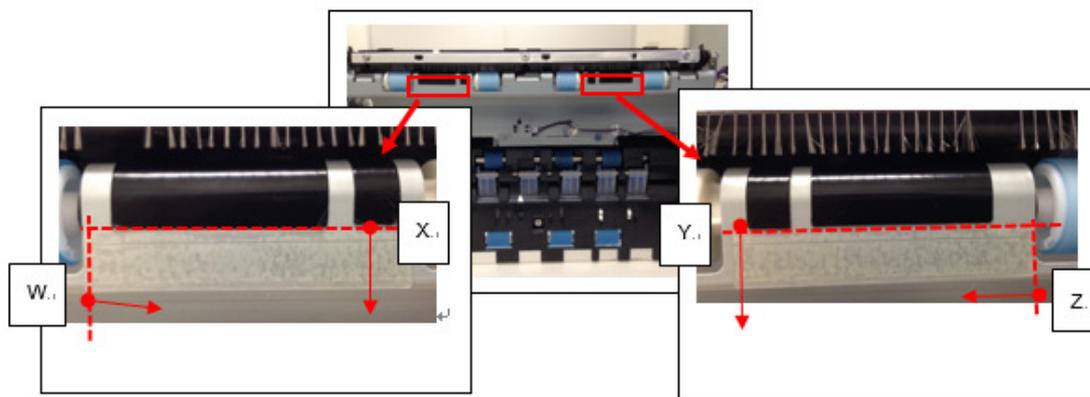
Date: 5-Apr-18

No.: RD257046

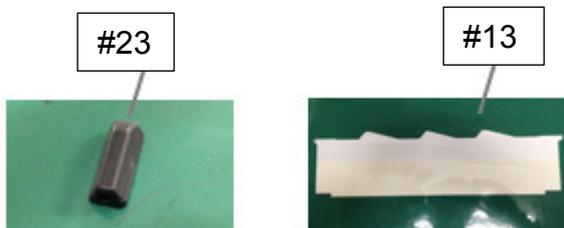
Correct

Step 12 was separated into the following four steps.

- Attach the two sheets indexed #24 to the paper exit unit by aligning the corners W/Z and edges X/Y.
- * Tolerance: 0~0.5mm



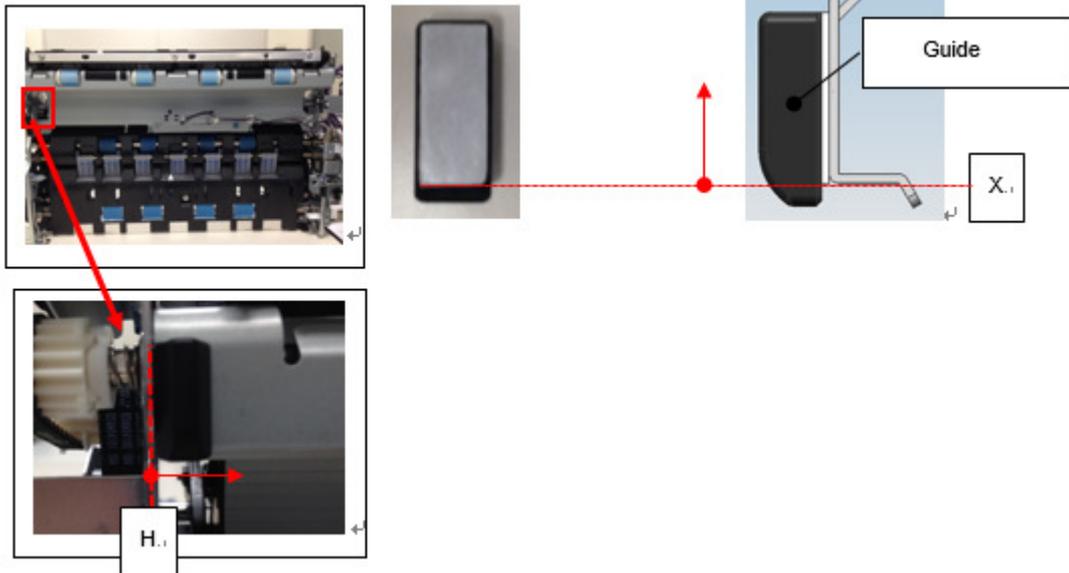
- Attach the guide [#23] and sheet [#13] in the following two steps.



Model: CH-C2 Office	Date: 5-Apr-18	No.: RD257046
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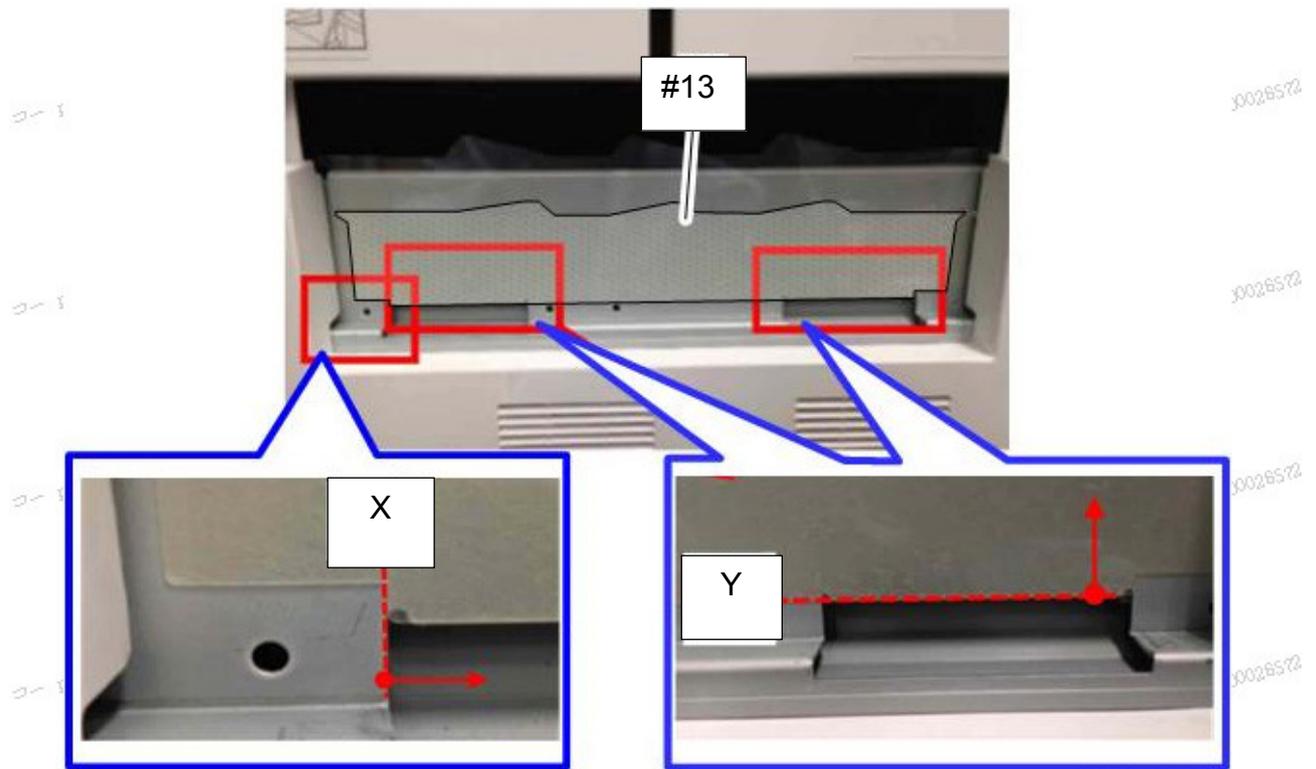
- a. With the drawer unit pulled out, attach the guide [#23] to the non-operator side of the paper exit unit by aligning the edge H with edge X.

* Tolerance: 0~0.5mm



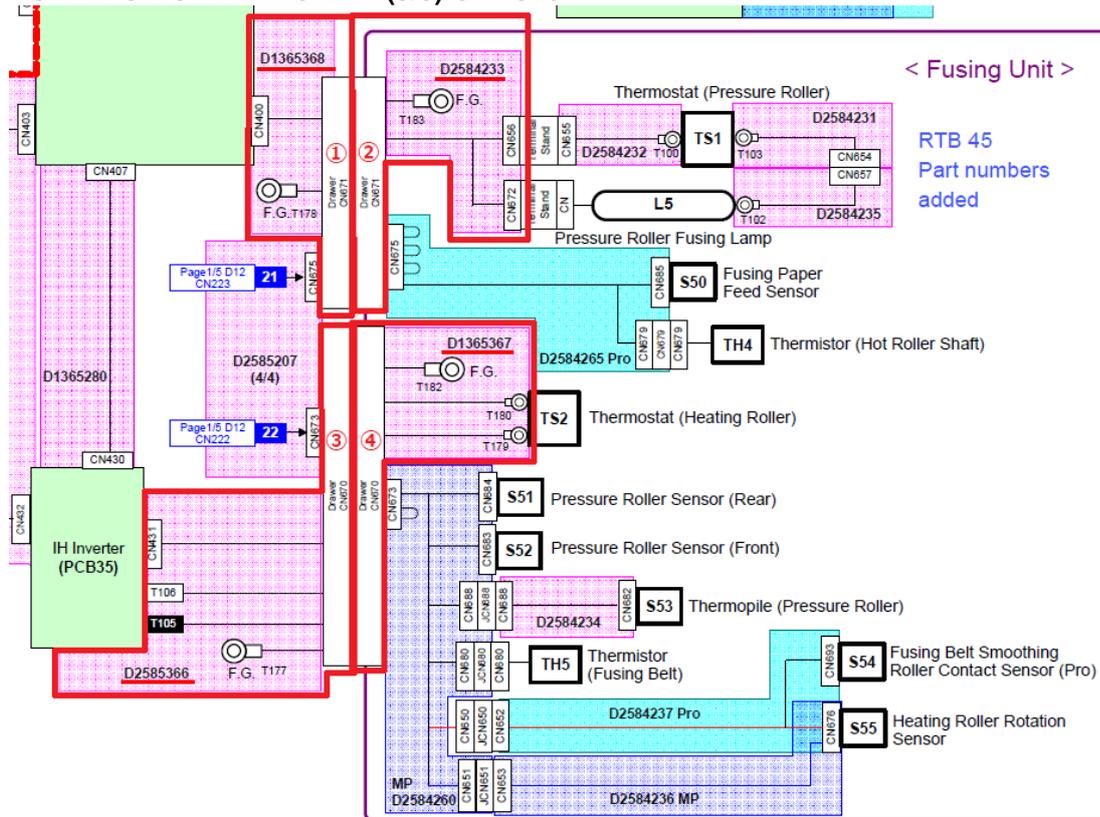
- b. Attach the sheet [#13] to the exit of the mainframe by aligning the corner X with edge Y.

* Tolerance: 0~0.5mm



Model: CH-C2a		Date: 8-May-18	No.: RD257047
Subject: Drawer connector P/N correction		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

POINT TO POINT DIAGRAM (3/6) G11-J16



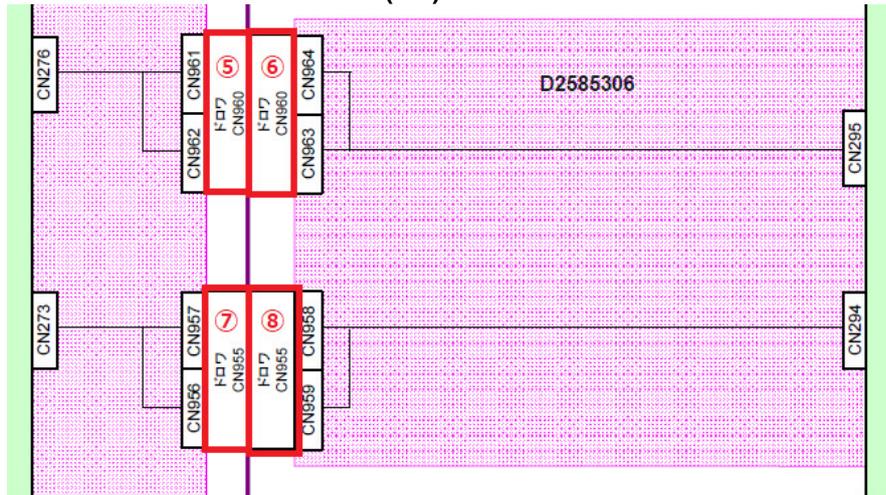
- ① The drawer is included in **D1365368** (HARNESS:FUSING:DRAWER:PRESSURE:MAIN)
- ② The drawer is included in **D2584233** (HARNESS:FUSING UNIT:DRAWER:PRESSURE)
- ③ The drawer is included in **D2585366** (HARNESS:IHU:FUSING:DRAWER:THERMOSTAT)
- ④ The drawer is included in **D1365367** (HARNESS:INDUCTION HEATING UNIT:FUSING UNIT:DRAWER)(**Note 1**)

Note 1

D1365367 cannot be ordered. Please order the parts below instead:
 D2584288 (COIL:IH:100V:ASS'Y) For D257 (NA)
 D2584289 (COIL:IH:200V:ASS'Y) For D257 (EU/AA/CHN), D258, D260, D261

Model: CH-C2a	Date: 8-May-18	No.: RD257047
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POINT TO POINT DIAGRAM (4/6) F3-G6



- ⑤ 11035841 (CONNECTOR:28W0R-RFC-EGD(LF)(SN))
- ⑥ 11035840 (CONNECTOR:RFCP-28W0-E)
- ⑦ 11035760 (CONNECTOR:36W0R-RFC-EGD(LF)(SN))
- ⑧ 11035758 (CONNECTOR:RFCP-36W0-E)

Model: Ch-C2 Office		Date: 18-May-18	No.: RD257048
Subject: Manual correction: SP1-206-001		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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

SP 1-206-001

The above SP does not exist. Please delete the following descriptions pertaining to this SP from your FSM.

P493

~~Before adjusting skew manually, be sure to enter the SP mode and set SP1-206-001 to "2" (OFF). This disables side-to-side registration in the main machine's registration unit.~~

P497

~~1. Enter the SP mode and set SP1-206-001 to "2" (OFF).~~

~~10. When you are finished, enter the SP mode and re-set SP1-206-001 to "1".~~

P498

~~1. Enter the SP mode and set SP1-206-001 to "2" (Off).~~

P500

~~4. Enter the SP mode and re-set SP1-206-001 to "1".~~

Model: CH-C2a		Date: 30-May-18	No.: RD257049
Subject: Installation procedure of Enhanced Security HDD		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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 <input type="checkbox"/> Tier 0.5

Note 1 :

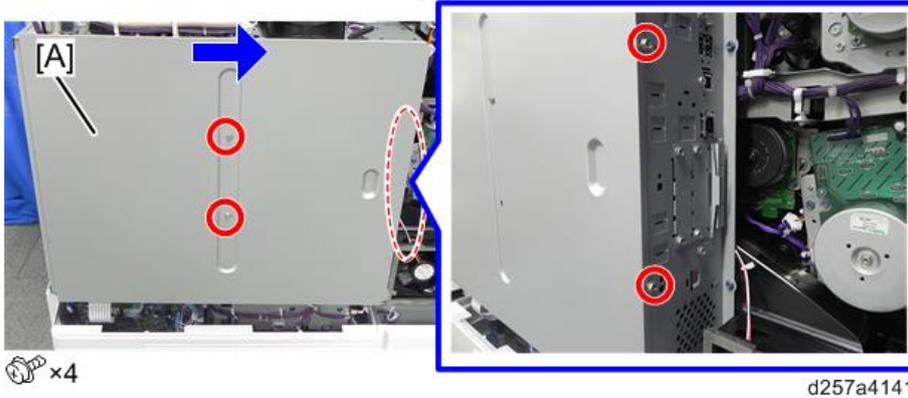
- The HDD unit contains two separate HDD's. The two standard HDD's are always replaced together, when replacing with Enhanced Security HDD's.
- Never remove an HDD unit from the work site without the consent of the client.

Before installing the Enhanced Security HDD

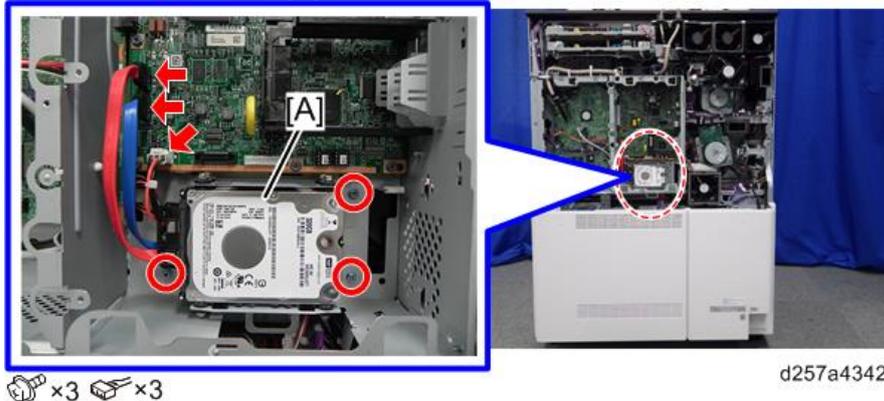
Copy the address book data to an SD card from the HDD with SP5-846-051, if possible.

Installation Procedure

1. Remove the rear middle cover.
2. Remove the controller box cover [A].

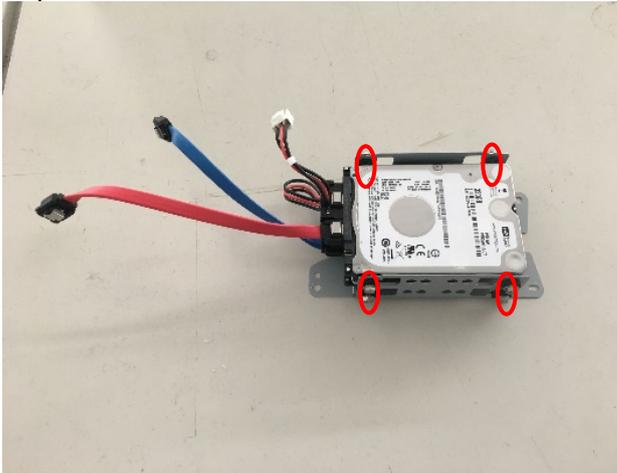


3. Remove the HDD unit [A].



Model: CH-C2a	Date: 30-May-18	No.: RD257049
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- 4.** Separate the standard HDD's from the bracket.



- 5.** Disconnect the cables from the standard HDD's.



- 6.** Remove the Enhanced Security HDD's from the protective packaging.



d191b0078

- 7.** Connect the cables to the Enhanced Security HDD's.
8. Fasten the HDD's to the bracket
9. Install the HDD bracket in the controller box.
10. Reassemble the parts removed for installation.

After installing the Enhanced Security HDD

- 1.** Execute SP5-832-001 to format the hard disk.

Model: CH-C2a

Date: 30-May-18

No.: RD257049

2. Execute SP5-853-001 to copy the preset stamp data from the firmware to the hard disk.
3. Execute SP5-846-052 to copy the address book back to the hard disk from the SD card.
4. Turn the main power switch off/on.

Note 2 :

- Make sure the cables are correctly connected on the controller board.
 - Red cable: Upper socket
 - Blue cable: Lower socket
- If the connections are reversed, the machine will issue an error at startup. If this occurs, just reconnect the HDD correctly and start again. This will not damage the HDD.

Disposal of HDD Unit

- If the customer has any concerns about the security of any information on the HDD, the HDD must remain with the customer for disposal or safe keeping.
- The HDD may contain proprietary or classified (Confidential, Secret) information. Specifically, the HDD contains document server documents and data stored in temporary files created automatically during copy job sorting and jam recovery. Such data is stored on the HDD in a special format, so it cannot normally be read but can be recovered through illegal methods.

Reinstallation

- Explain to the customer that the following information stored on the HDD is lost when the HDD is replaced: Document server documents, fixed stamps, document server address book.
- The address book and document server documents (if needed) must be input again.
- If the customer is using the Data Overwrite Security, the Data Encryption feature or OCR Scanned PDF, these applications must be installed again.

Model: Ch-C2 Office		Date: 24-Oct-18	No.: RD257050
Subject: Manual correction: Additional PCDU cleaning and lubrication procedure		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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

Additional cleaning and lubrication procedures

The following additional procedures for cleaning and applying lubricant are required after replacing the PDCU, charge roller unit, drum cleaning unit and drum. Please add these procedures to your FSM in section:

Replacement Adjustment > PCDU > PCDU, Charge Roller Unit, Drum Cleaning Unit Removal, OPC Drum

What you will need:

D0159501 ZINC STEARATE

D0159500 G104 YELLOW TONER

D0747690 BRUSH:BLOWER

1. Place a few sheets of paper on the table to prevent toner from dirtying the table.
2. Remove the PCDU [A] from the machine and place it on the cradle [B] on the table.



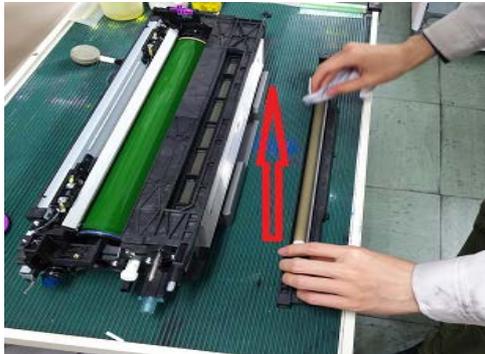
3. Remove the charge roller unit [A].



NOTE: After removing the charge roller unit, place it on a clean, flat surface with the roller facing up.

Model: Ch-C2 Office	Date: 24-Oct-18	No.: RD257050
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4. Clean the charge roller unit by wiping in one direction as indicated with the arrow. Use wet cloth first, and then, dry cloth.



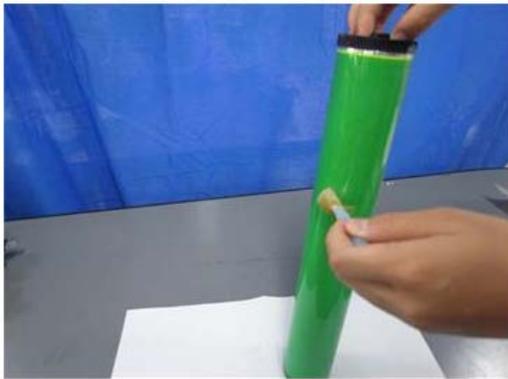
5. Remove the drum cleaning unit [A].



6. Remove the drum.



7. Using the blower brush (D0747690), clean the drum, toner catcher of the development unit, and toner receptacle at the bottom of the drum cleaning unit. Then, apply the lubricant powder (D0159501; zinc stearate) across the entire surface of the drum evenly.

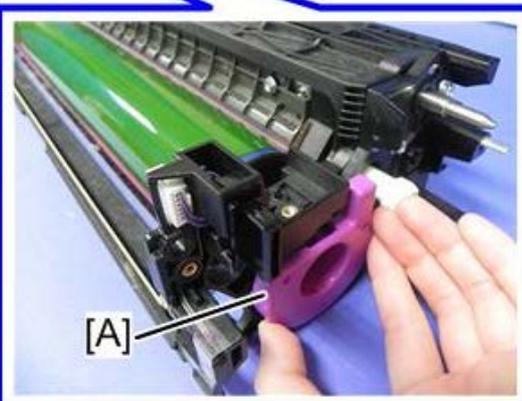
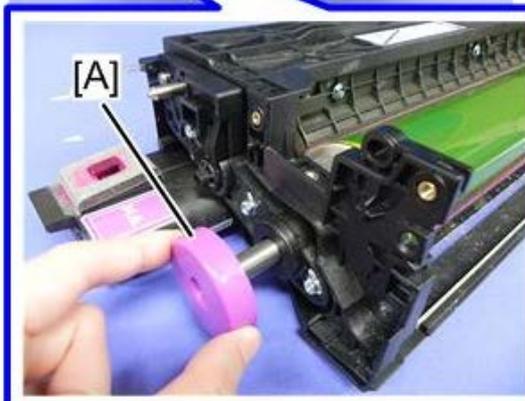
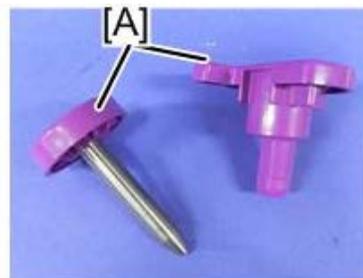
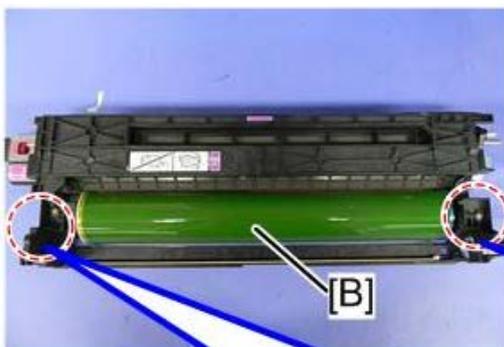


Drum edge



NOTE: Heavy load is put on the edges of the drum. Make sure to apply the lubricant powder at both edges evenly.

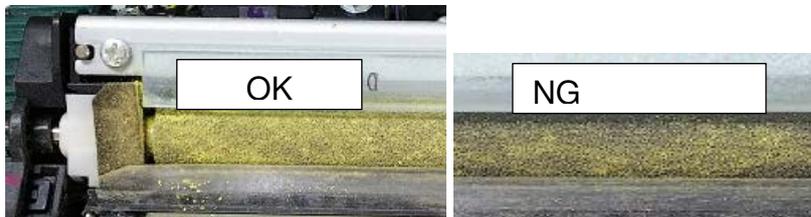
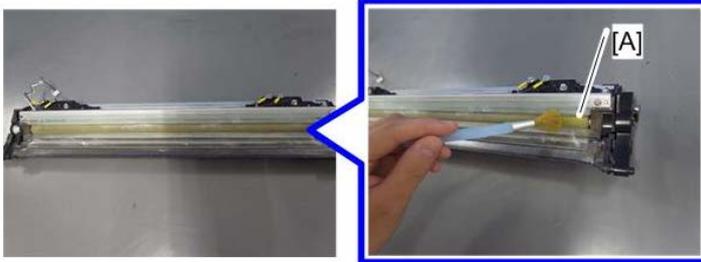
8. Put back the drum. Attach the drum holders [A] to the front and rear sides of the drum [B]. To prevent drum fatigue, cover the drum surface with drum protective sheet or sheet of paper.



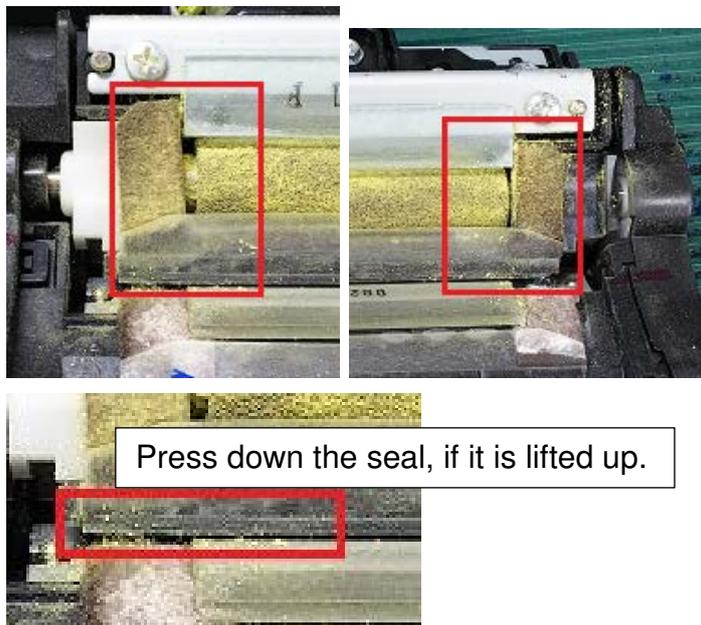
If you have replaced the drum cleaning unit, continue with step 9. If not, do steps 9a and 10a instead of steps 9 and 10.

When the drum cleaning unit was replaced

9. Mix the lubricant powder and yellow toner in a 1:1 ratio and apply it to the entire surface of the lubrication roller [A] with the brush of the blower brush as you rotate the roller.



10. Apply the mixture to the side seals and entrance seal edge.



NOTE: Heavy load is put on both edges of the entrance seal, which can cause the seal to lift up. If so, press it down.

11. Make sure no lubricants remain on the lubricant blade. If any lubricants remain on the blade, clean with a brush and move them to the lubricant roller.

Model: Ch-C2 Office

Date: 24-Oct-18

No.: RD257050

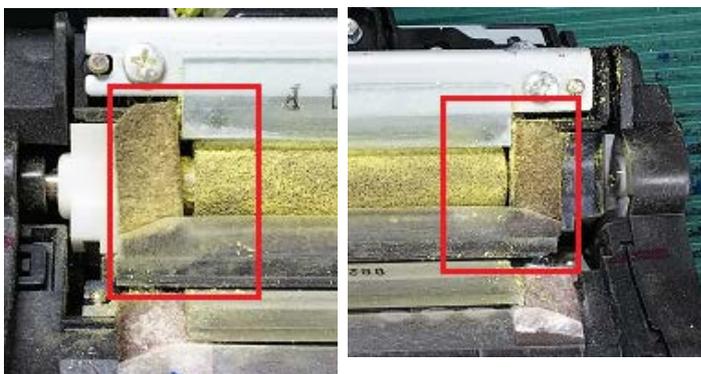
**When the drum cleaning unit was not replaced**

9a. Clean the drum cleaning unit.



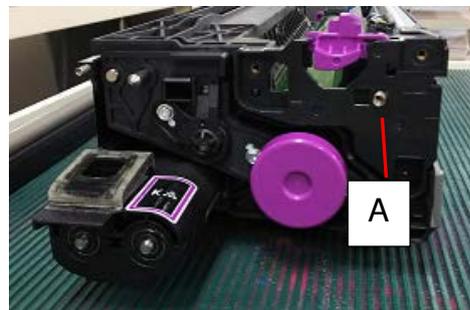
NOTE: Do not use a vacuum cleaner. Clean the cleaning blade with the blower brush until you confirm no lubricant remaining on the cleaning blade. To drop waste toner to the toner collection coil, tap the casing at the opposite side of the cleaning unit. Clean the entrance seal positioned toward the lubricant blade. Do not rotate the lubricant roller, to prevent the lubricant powder from dropping. Clean any dust observed.

10a. Mix the lubricant powder and yellow toner in a 1:1 ratio and apply it to the side seals and entrance seal and entrance seal edge.



Model: Ch-C2 Office	Date: 24-Oct-18	No.: RD257050
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11. Put back the cleaning unit to the PCDU and then put back the front face plate [A].



12. Rotate the drum two or three times in the direction shown with the arrow. Use your thumbs and index fingers.



13. Put back the charge roller unit and remove the drum holders from the front and rear sides of the drum.

14. Put back the PCDU to the machine.

Notes on when the drum cleaning unit or the cleaning blade was replaced

Enter the SP mode. In the PM counter screen, set "New Part Set" to ON for the drum cleaning unit or the drum cleaning blade. This setting triggers to run process control, cleaning setting initialization and (DEMS:Pro only) after the main switch turns Off and then On.

Notes on when the drum cleaning unit or the cleaning blade was not replaced

Pro C5200S/C5210S: After putting back the PCDU into the machine, do SP3-040-001 (DEMS: Execute) to correct uneven image density.

MP C6503/C8003: After putting back the PCDU into the machine, do SP3-011-001 (Manual ProCon:Exe - Normal ProCon).

Notes on replacing the drum cleaning unit and drum cleaning blade

Do not replace the drum cleaning unit or the drum cleaning blade together with the following parts.

- ITB
- ITB Cleaning Unit
- ITB Cleaning Blade (ITB Cleaning Unit Component)
- ITB Lubricant Bar (ITB Cleaning Unit Component)
- ITB Lubricant Blade (ITB Cleaning Unit Component)

Reason:

After replacing the drum cleaning unit or the drum cleaning blade, the cleaning setting is initialized automatically. However, when after replacing the above five parts, you need to run SP2-696-001 (Force Apply Lubricant Execute) manually to lubricate the parts before the cleaning setting initialization runs. This is to prevent the ITB cleaning blade from flipping up, which may occur if the cleaning setting initialization runs before the replaced parts are lubricated.

If you need to replace the above five parts together with the drum cleaning unit or the drum cleaning blade, use the following procedure.

1. In the PM counter screen, set "New Part Set" to ON for the drum cleaning unit or the drum cleaning blade.
2. Replace the drum cleaning unit or the drum cleaning blade. (The cleaning setting initialization will run automatically.)
3. In the PM counter screen, set "New Part Set" to ON for the above five parts.
4. Replace the above five parts.
5. Enter the SP mode and run SP2-696-001 (Force Apply Lubricant Execute) manually.

Model: CH-C2		Date: 11-Nov-18	No: RD257051
Subject: <Office/Pro> SC665-02/03, SC670 due to wrong insert of flat cable		Prepared by: K. Yamamoto	
From: Field Quality Management Group1, FQM 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

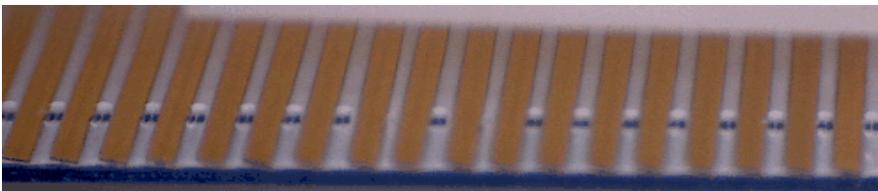
SYMPTOM

SC665-02/03, SC670 occur

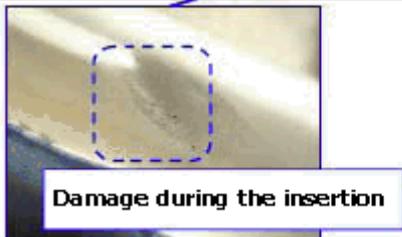
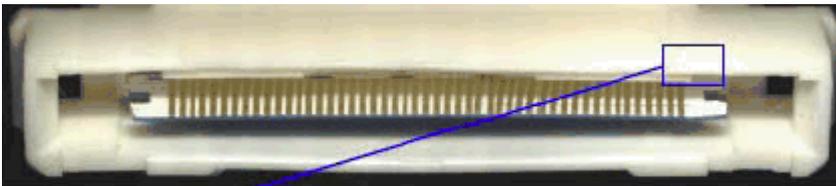
CAUSE

The connector for the flat cable (D2585220) that runs between the ICU or IOB and PFB was inserted incorrectly.

Case 1: Damage between terminals



Case 2: Connector is damaged



Model: CH-C2

Date: 11-Nov-18

No: RD257051

SOLUTION**If the connector is not damaged:**

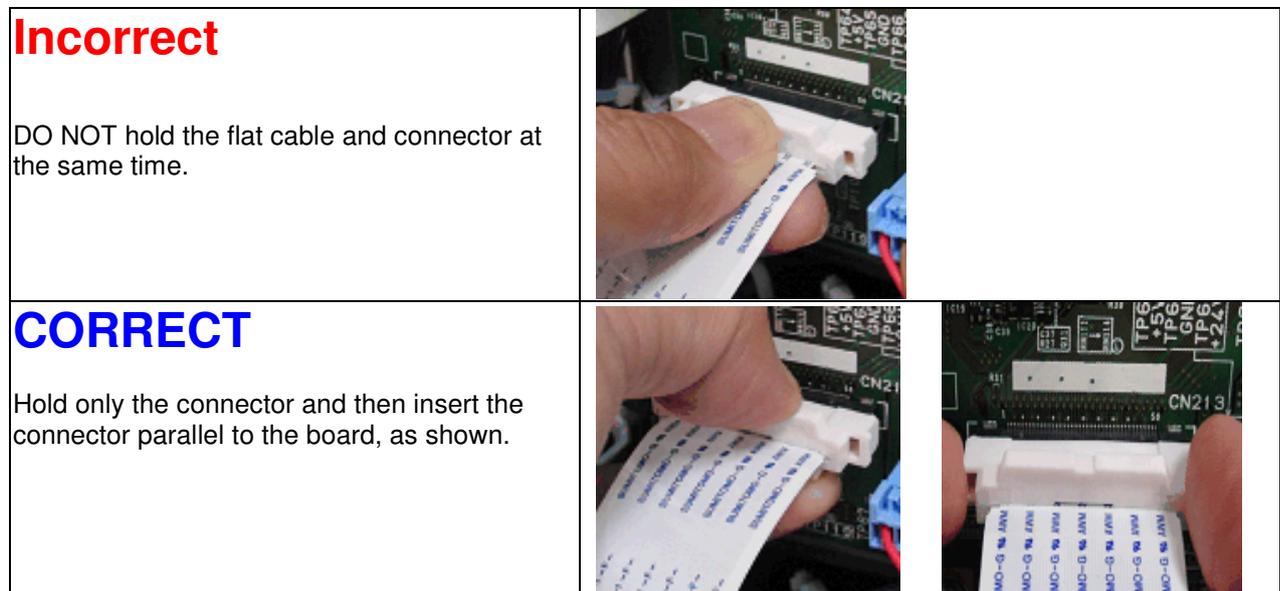
Reconnect the flat cable correctly.

If the connector is damaged:

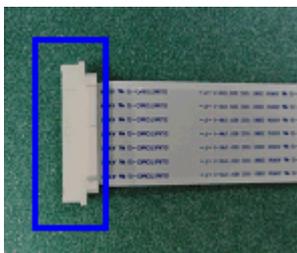
Replace the flat cable (D2585220) and connect it correctly.

Connecting the flat cable

Hold only the connector and insert the connector parallel to the board.

**Note:**

There is some free movement between the connector (boxed in blue in the photo) and the flat cable. As a result, if you hold the connector and cable together, the lines/terminals may become offset from their correct positions.



Model: CH-C2		Date: 7-Jan-19	No.: RD257052
subject: DO NOT install Legacy UI v1.23		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

IMPORTANT Notice about Legacy UI v1.23

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

Note: These versions are no longer released/available.

Firmware	version	P/N
Legacy UI	1.23	D2411439_for EDC

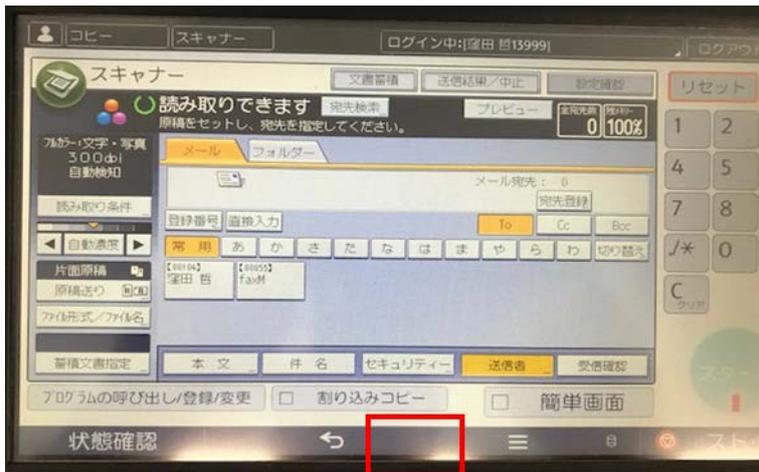
Affected models:

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

- This is because there is a bug with the operation panel feature.

Specifically:

With firmware combination **#3** below, the Home button is not displayed, making it impossible to switch between applications.



Comb.	CheetahSystem	LegacyUI	Result
1	1.30 or older	1.22 or older	Good

Technical Bulletin

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Model: CH-C2	Date: 7-Jan-19	No.: RD257052
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2	1.31 or newer	1.22 or older	Good
3	1.30 or older	1.23 or newer	Problem occurs
4	1.31 or newer	1.23 or newer	Good

- To ensure this does not occur, ~~downgrade~~ the Legacy UI to ver. ~~1.22~~. **Update the Cheetah System to 1.31 or newer.**

Model: Ch-C2ab office		Date: 26-Feb-19	No.: RD257053
Subject: FSM correction: SP5061-002 Toner Near End alert message		Prepared by: H.Kameda	
From: 2nd Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

The descriptions *in bold italic* have been added:

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

SP5-XXX (Mode)

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

Note 1:

For this change to take effect, make sure to update to the Web support version 1.05.

- Change in the toner near end alert message
 - Before: Toner Cartridge is almost empty. Check toner cartridge replacement(s).
 - After: Check you have a toner cartridge replacement(s). Current toner cartridge can be used until the replacement alert.
- Toner near end display ON/OFF SP (SP5061-002) was added.

Note 2:

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

Note 3:

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

Model: CH-C2ab		Date: 2-Jul-19	No.: RD257054
Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by: Y.Hayashi	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" 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 <input type="checkbox"/> Tier 0.5

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

Old part number	New part number	Description	Q'ty	Int
D2585796	D2585788	PCB:CTL:CH-C2OF_E_A:SERVICE PARTS:ASS'Y	1	O/O
D2585797	D2585789	PCB:CTL:CH-C2OF_E_B:SERVICE PARTS:ASS'Y	1	O/O

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

D2585760 -> D2585776
 Version 1.18 Version 1.19

Caution

- The old System/Copy firmware (version 1.18) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.19) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.18. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

Model: Ch-C2ab		Date: 19-Jul-19	No.: RD257055
Subject: Image Transfer Roller compliant to RoHS2.0 regulation		Prepared by: Yasuyuki Hayashi	
From: 2nd 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

IMPORTANT NOTICE ON IMAGE TRANSFER ROLLER

For any replacement of the image transfer roller that takes place after July 21, 2019 for MP C6503/ C8003, please make sure to replace it with the new roller (p/n: D2586166).

This is because the old roller (p/n: D0746158) contains phthalic acid and does not conform to the latest RoHS2.0 regulation, which takes effect from the above date.

Old part number	New part number	Description	Q'ty
D0746158	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	4

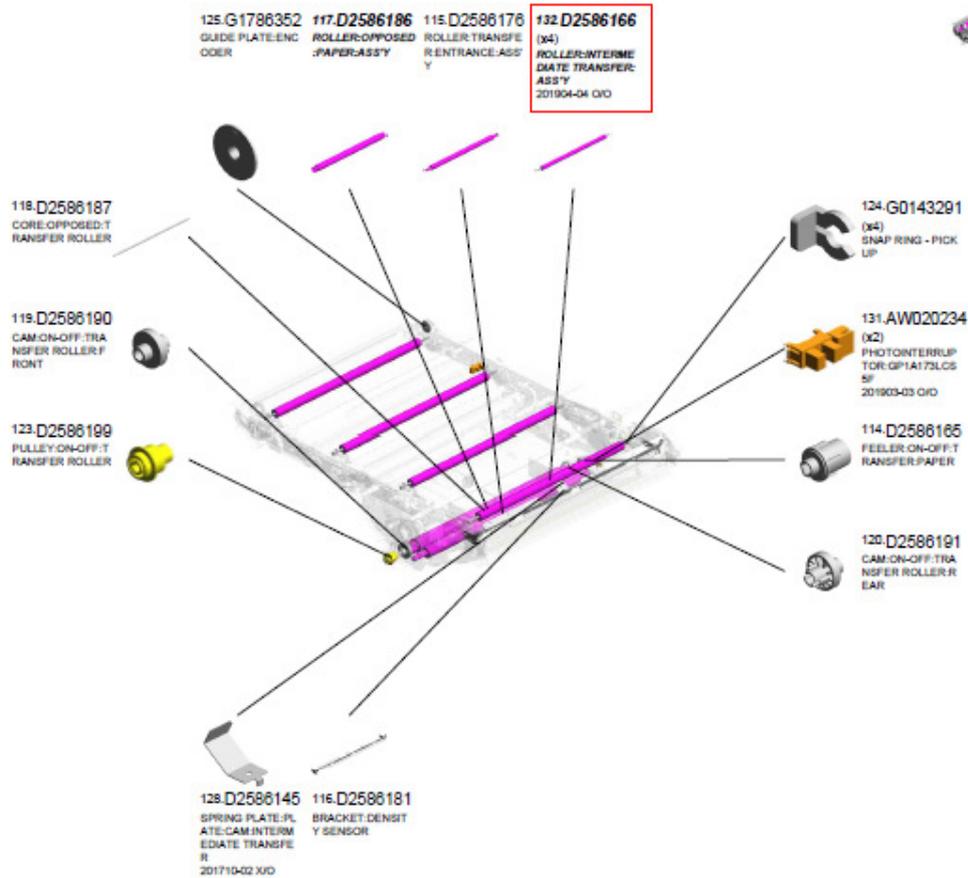
The above part change information was announced in " PCIL_2019(Summary_01-05)".

There is no need to make a forced visit to replace with the new roller.

Model: Ch-C2ab	Date: 19-Jul-19	No.: RD257055
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3D parts catalog was revised as follows.

U010_S001: TRANSFER UNIT: INTERMEDIATE TRANSFER



U001	U002	U003	U004	U005	U006	U007	U008	U009	U010	U011	U012	U013	U014
------	------	------	------	------	------	------	------	------	------	------	------	------	------

201904-04	1904 Modification		D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S002	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S002	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S002	132	1	
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S002	132	1	

Model: Charis-C2	Date: 25-Jul-19	No.: RD257056
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Subject: Jam 63 (DF jam)		Prepared by: K. Yamamoto	
From: Oversea Field Sect., OP Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

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

CAUSE

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

SOLUTION

If the symptom occurs, do the following:

1. Update the SPDF firmware to the following version.

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

No	Firmware	P/N
1	ADF_SINAI-D Ver.01.020:04	D3AZ5550G

Model: Charis-C2

Date: 25-Jul-19

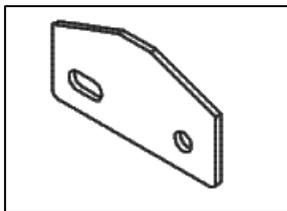
No.: RD257056

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

See PROCEDURE below.

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

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



Note:

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



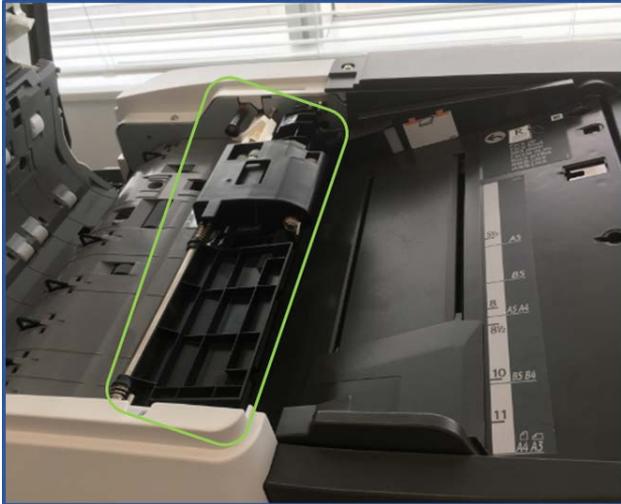
Model: Charis-C2

Date: 25-Jul-19

No.: RD257056

PROCEDURE

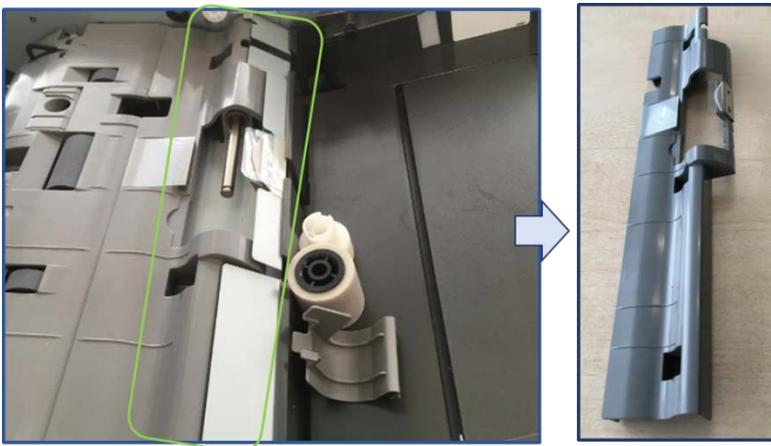
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



Model: Charis-C2

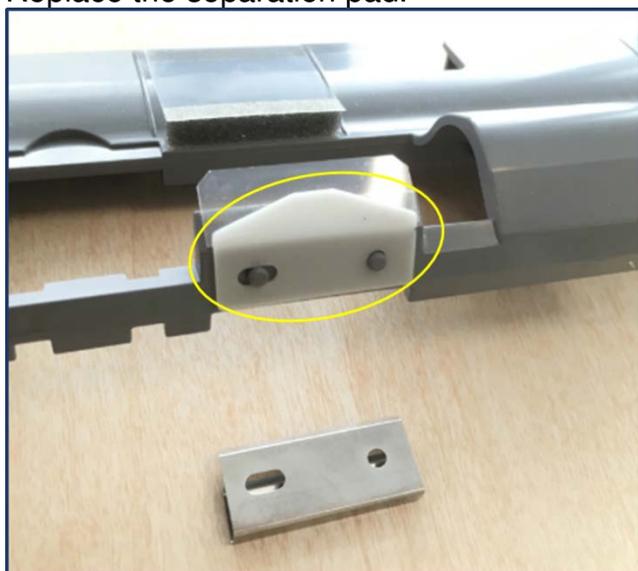
Date: 25-Jul-19

No.: RD257056

4. Remove the separation pad cover.



5. Replace the separation pad.



Model: CH-C2		Date: 20-Nov-19	No.: RD257057
Subject: Manual correction: Install procedure for Cover Interposer Tray CI4020 (D712)		Prepared by: Yasuyuki Hayashi	
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 (UI)	<input type="checkbox"/> Tier 2

Service Manual Correction

Main Chapters> Installation> Cover Interposer Tray CI4020 (D712)> Accessories

The descriptions in ***bold italic*** have been corrected.
 No.3 is modified and No.15 is added.

No.	Description	Q'ty
1.	Base Cover (Tray Unit)	1
2.	Rear Cover	1
3.	Spacer <i>Upper Rear Cover</i>	1
4.	Entrance Guide Plate	1
5.	"L" Hinge Pins (Tray Unit Front Cover)	2
6.	Sponge Strip	1
7.	Leveling Shoes	4
8.	Front Docking Bracket	1
9.	Rear Docking Bracket	1
10.	Screw (M4 x 14)	4
11.	Screw (M3 x 6)	2
12.	Screw (M3 x 8)	1
13.	Screws (M4 x 8)	7
14.	Flat Knob Screw	1
15.	<i>Screw (M4 x 12)</i>	2

Model: CH-C2	Date: 20-Nov-19	No.: RD257057
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Main Chapters> Installation> Cover Interposer Tray CI4020 (D712)> Installation
Procedure> Mounting the Tray Unit

The following description in ***bold and italic*** is added to step 9.

9. Attach the base cover [A]. (M4 x 10)

Note: Attachment with the screw (M4 x 10) should be conducted by hand, not by the screwdriver.