

Reissued: 13-Oct-15

Model: Mo-C1	Date: 07-Dec-12	No.: RD124001f
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**RTB Reissue**

Version 1.08:00 has been corrected or added.

Subject: Firmware Release Note: Engine		Prepared by: Y. Kurohashi	
From: 2nd 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 **Engine**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.08 :00</b>	<b>D1245442H</b>	<b>September 2015 production</b>	<b>Available</b>
1.07 :00	D1245442G	October 2013 production	Available
1.06 :00	D1245442F	July 2013 production	Available
1.05 :00	D1245442E	May 2013 production	Available
1.04 :00	D1245442D	March 2013 production	Available
1.03 :00	D1245442C	January 2013 production	Available
1.02 :00	D1245442B	December 2012 production	Available
1.01:00	D1245442A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.08 :00</b>	<b>Error Correction:</b> <b>Red line appears in scan direction, if scanning a full color, uncompressed TIFF file.</b>
1.07 :00	Symptoms corrected: 1. Ink may leak out during the following maintenance procedures if the cover is closed without returning (reattaching) the ink cartridge/waste ink tank. <ul style="list-style-type: none"> <li>- Auto maintenance performed when the machine power is turned ON</li> <li>- Auto maintenance performed before/during/after a print job</li> <li>- Refreshing or Cleaning maintenance initiated by the user</li> </ul>

Reissued: 13-Oct-15

Model: Mo-C1	Date: 07-Dec-12	No.: RD124001f
Version	Modified Points or Symptom Corrected	
1.06 :00	Symptom corrected: 1. CaCO <sub>3</sub> (calcium carbonate) from the paper stocks to the platen cover when using Chinese paper types.  Other changes: 1. The clearance between the paper and feed roller was changed.	
1.05 :00	Symptom corrected: SC293 occurs (ink is ejected unexpectedly) if a new paper roll or ream of cut paper is loaded while the "Ink End" alert for yellow or magenta is displayed.	
1.04 :00	[Symptom corrected] 1. The carriage rams into the frame wall. 2. Noise is generated by the paper exit sensor. [Specification change] A new SP has been added: SP3112-10 (Plotter Emergency Stop) 1: ON 0: OFF (default) For details, please refer to RTB: RD124020	
1.03 :00	[Symptom corrected] Color shifting occurs (magenta only).	

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Model: Mo-C1	Date: 07-Dec-12	No.: RD124001f
Version	Modified Points or Symptom Corrected	
1.02 :00	<p data-bbox="408 309 686 344">[Symptom corrected]</p> <p data-bbox="408 358 1305 394">1. A blank sheet is printed out when a test pattern print is performed.</p> <p data-bbox="408 407 622 443">[Other changes]</p> <p data-bbox="408 456 1458 546">1. The skew detection accuracy of the dress sensor was improved, including the correction value used for narrow paper types (297 mm, 420 mm, 11", 17").</p> <p data-bbox="408 560 1436 649">2. The total time needed to complete a multi-file print job onto A2+ sized paper has been shortened.</p> <p data-bbox="408 663 558 698"><b>Important:</b></p> <p data-bbox="408 712 1458 801">Make sure to update the firmware at machine installation on the target machines (see affected machine serial numbers).</p> <p data-bbox="427 815 979 851">D124-17: E082GB00065 – E082GB00088</p> <p data-bbox="555 864 979 900">E082GB00118 – E082GB00223</p> <p data-bbox="427 913 979 949">D124-27: E082GB00001 – E082GB00064</p> <p data-bbox="555 963 979 999">E082GB00089 – E082GB00117</p>	
1.01:00	1st Mass production	

Model: Mo-C1	Date: 07-Dec-12	No.: RD124004
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Subject: Firmware Release Note: NetworkDocBox		Prepared by: F. Noguchi	
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1245748A	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

Model: Mo-C1	Date: 07-Dec-12	No.: RD124005
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Subject: Firmware Release Note: PowerSaving Sys(subcpu)		Prepared by: F. Noguchi	
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PowerSaving Sys(subcpu)**.

Version	Program No.	Effective Date	Availability of RFU
1.16	D1245742A	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
1.16	1st Mass production

Model: Mo-C1	Date: 07-Dec-12	No.: RD124008
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Subject: Firmware Release Note: Web Uapl		Prepared by: F. Noguchi	
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.04	D1245745A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

**Reissued: 18-Jun-13**

Model: Mo-C1	Date: 07-Dec-12	No.: RD124010a
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**RTB Reissue**

Version 7.80.14 has been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>7.80.14</b>	<b>D1245242B</b>	<b>July 2013 production</b>	<b>Available</b>
7.80.13	D1245242A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>7.80.14</b>	<p><b>Error Correction:</b></p> <p><b>Added support for the following languages in "Print Settings List (RPGL)" in the List/Test Print of Printer Features: French, German, Italian, Spanish, Dutch, Norwegian, Danish, Swedish, Polish, Portuguese, Hungarian, Czech, Finnish, Russian, Greek, Catalan, Brazilian Portuguese</b></p> <p><b>This firmware is dependent on the following firmware modules. Please be sure to update all of them: RPGL firmware ver.7.7.9 or later</b></p>
7.80.13	1st Mass production

**Reissued: 04-Nov-15**

Model: Mo-C1	Date: 07-Dec-12	No.: RD124012b
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RTIFF		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 type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **RTIFF**.

Version	Program No.	Effective Date	Availability of RFU
<b>12.12.37</b>	<b>D1245245C</b>	<b>December 2015 production</b>	<b>Available</b>
12.12.36	D1245245B	July 2013 production	Available
12.12.35	D1245245A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>12.12.37</b>	<b>Other changes:</b> - <b>Support for the Portuguese orthography.</b>
12.12.36	Error Correction : 1. Added support for the following languages in "Print Settings List (RTIFF)" in the List/Test Print of Printer Features: French, German, Italian, Spanish, Dutch, Norwegian, Danish, Swedish, Polish, Portuguese, Hungarian, Czech, Finnish, Russian, Greek, Catalan, Brazilian Portuguese 2. When there is a difference in resolution between the machine and the JPEG data, "T. Auto R/E to Scanned Image Size" in the RTIFF Menu or the "tiffit" printing option might not work properly.
12.12.35	1st Mass production

**Reissued: 07-Mar-14**

Model: Mo-C1	Date: 07-Dec-12	No.: RD124013c
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**RTB Reissue**

Version 1.02 has been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.02</b>	<b>D1245274C</b>	<b>March 2014 production</b>	<b>Available</b>
1.01	D1245274B	July 2013 production	Available
1.00.1	D1245274A_CS10430	-----	Available
1.00	D1245274A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.02</b>	<p><b>Symptom corrected:</b></p> <ul style="list-style-type: none"> <li>- <b>PDF Direct jobs containing a mask that was created using tiling will be reset.</b></li> <li>- <b>Limitcheck error occurs when printing jobs that contain extremely small images that are difficult to draw.</b></li> </ul>
1.01	<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Job can be printed out using paper of a size larger than that job available in a different tray or using roll paper even if none of the trays contain paper of a size that matches with the job.</li> <li>2. WebPrintTool supported for printing PS data.</li> </ol>
1.00.1	<p>Using Forced Print to print out a PS file and a PDF file.</p> <p>When using Auto Select Paper Input, the machine chooses the paper input (roll paper) in accordance with the size of the PS and PDF original.</p> <ol style="list-style-type: none"> <li>1. Synchro Cut is used to cut the paper to fit the page size.</li> <li>2. If rotating the image decreases the length of the page, the image is rotated before printing.</li> <li>3. The paper input is automatically changed/selected.</li> <li>4. If there is no paper input containing the size that fits the original, the machine chooses the paper input containing the next closest size, and commences printing.</li> </ol>

**Reissued: 07-Mar-14**

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	<p>5. If the original data is bigger than any of the paper sizes loaded in the paper inputs, the job is cancelled.</p> <p>Please note that until this firmware has been applied to machines on the production line, it is currently released for use in isolated cases (like this one) only</p> <p>At the moment, this is planned for June 2013, to coincide with the release of the official version of the firmware.</p>
1.00	1st Mass production

Model: Mo-C1	Date: 07-Dec-12	No.: RD124014
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Subject: Firmware Release Note: PS3		Prepared by: F. Noguchi	
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (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	D1245273A	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: 24-Oct-16

Model: Mo-C1	Date: 07-Dec-12	No.: RD124015g
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**RTB Reissue**

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

Subject: Firmware Release Note: Printer		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 type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.07</i></b>	<b><i>D1245251H</i></b>	<b><i>November 2016 production</i></b>	<b><i>Available</i></b>
1.06	D1245251G	August 2016 production	Available
1.05	D1245251F	December 2015 production	Available
1.04	D1245251E	February 2015 production	Available
1.03	D1245251D	March 2014 production	Available
1.02	D1245251C	July 2013 production	Available
1.01	D1245251B	March 2013 production	Available
1.00.1	D1245251A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
<b><i>1.07</i></b>	<b><i>Symptom corrected:</i></b> <b><i>WebPrinting Tool does not start up on Internet Explorer 11.</i></b>
1.06	Symptom corrected: Printing a CAD data via Web Printing Tool may result in a blank output.
1.05	Other changes: - Support for the Portuguese orthography.
1.04	Other changes: - Running WebPrint Tool on a client PC installed with Java 7 Update 51 or later version displays a security alert message. - SP5-490-001 (MF Key Card: Job Permit Setting) is now available. Note: Previously, this SP could only be used on machines sold in Japan.

Reissued: 24-Oct-16

Model: Mo-C1	Date: 07-Dec-12	No.: RD124015g
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Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: The printer might stall when one of the following is performed: <ol style="list-style-type: none"><li>1. Printing without storing jobs that contain exclusions when using the "Card Authentication Package V2", "Enhanced Locked Print NX V2", "Card Authentication Package Enterprise Server V2", or "Enhanced Locked Print NX Flex Server V2" setting.</li><li>2. Printing a webpage from the browser on the operation panel.</li></ol>
1.02	Symptom corrected: Fixed: When printing a gzip file, print jobs might be reset. If that occurs, the message "Compressed Data Error." will appear on the display. Other changes <ol style="list-style-type: none"><li>1. Job can be printed out using paper of a size larger than that job available in a different tray or using roll paper even if none of the trays contain paper of a size that matches with the job.</li><li>2. WebPrintTool supported for printing PS data.</li></ol>
1.01	Symptom corrected: When printing from a removable storage device while the machine's Data In LED light is blinking, if printing from the removable storage device is canceled, then subsequent jobs are unable to print.
1.00.1	1st Mass production

Reissued: 06-Mar-14

Model: Mo-C1	Date: 07-Dec-12	No.: RD124016a
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The items in ***bold italics*** were added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b><i>3.12.27</i></b>	<b><i>D1245253B</i></b>	<b><i>March 2014 production</i></b>	<b><i>Available</i></b>
3.12.26	D1245253A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<b><i>3.12.27</i></b>	<b><i>Symptom corrected:</i></b> <b><i>- When printing certain documents in Microsoft Word, an SC899 error might occur.</i></b>
3.12.26	1st Mass production

**Reissued: 30-Nov-15**

Model: Mo-C1	Date: 07-Dec-12	No.: RD124017c
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**RTB Reissue**

The items bold and italics has been added.

Subject: Firmware Release Note: Extended JS(exjs)		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 type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="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 **Extended JS(exjs)**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.17.00</b>	<b>D6245760D</b>	<b>November 2015 production</b>	<b>Not available</b>
1.16.00	D6245760C	January 2015 production	Not available
1.15.00	D6245760B	January 2013 production	Not available
1.12.01	D6245760A	1st Mass production	Not available

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

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

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

Version	Modified Points or Symptom Corrected
<b>1.17.00</b>	<p><b>Specification Change:</b></p> <p><b>Support for the Portuguese orthography.</b></p> <p><b>Symptom corrected:</b></p> <p><b>SC899 may occur when the user starts up the MFP browser.</b></p>
1.16.00	<p>Symptom corrected:</p> <p>SC899 occurs when a character string containing "%s" is exported to the debug log.</p>
1.15.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>The value of the rotation correction angle in the bodyInfo.xml of the JPEG image is incorrect.</li> <li>Sending cannot be cancelled after a jam is cleared.</li> </ol>
1.12.01	1st Mass production

Reissued: 30-Nov-15

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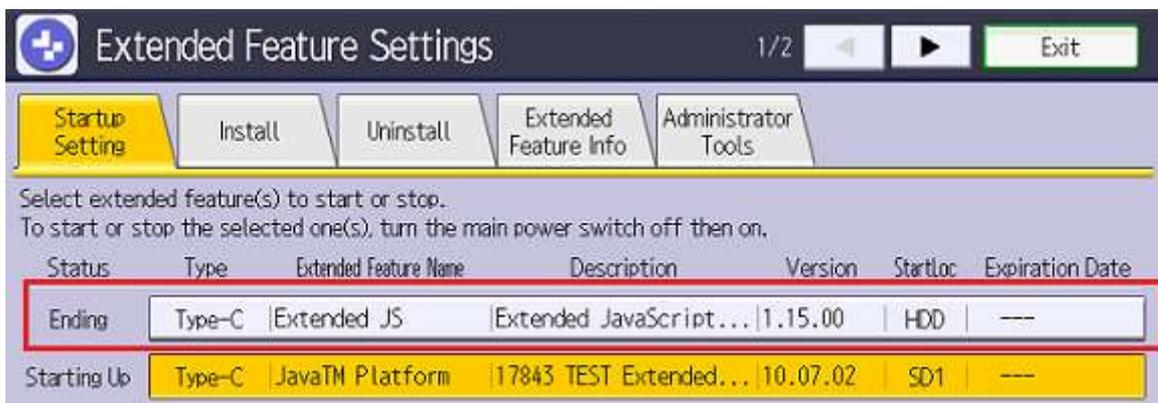
The following is the firmware upgrade procedure for Extended JS(exjs).

**<Firmwares upgrade procedure>**

1. Download the most recent version to the PC.  
(File name)  
D6245760x.exe
2. Double click the .exe file.  
Two files will be generated.  
- D6245760x\_machine.exe  
- D6245760x\_stock.exe
3. Double click "D6245760x\_machine .exe" file.  
This will generate the following file.  
- createServiceSDcard.bat
4. Insert the blank SD into the SD card writer that is connected to PC.
5. Make sure which drive is assigned for the SD card.
6. Double click the "createServiceSDcard.bat" file.  
The command prompt screen is appeared.

Please input drive letter of SD card [a - x]:

7. Enter the name of the drive in which the SD card is located, and then press ENTER.  
Note: If the wrong drive name is entered and an error occurs, the firmware update will automatically be cancelled.
8. Wait for the machine to complete the firmware upgrade.
9. After the firmware has been upgraded, press the ENTER key to complete the process.
10. Remove the SD card from the SD card writer after going off the access lamp on the SD card writer. Use this SD to then update the firmware for machines that have the browser installed.
11. Update the firmware on the machine.
  - 1) Turn the machine main power ON.
  - 2) Change the status of the Extend JS from Starting up to Ending (System Settings->Expanded Features Settings->Startup Setting).



- 3) Turn the machine main power OFF.
- 4) Insert the SD card containing the BAT file for version update into the Service Slot of

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Model: Mo-C1

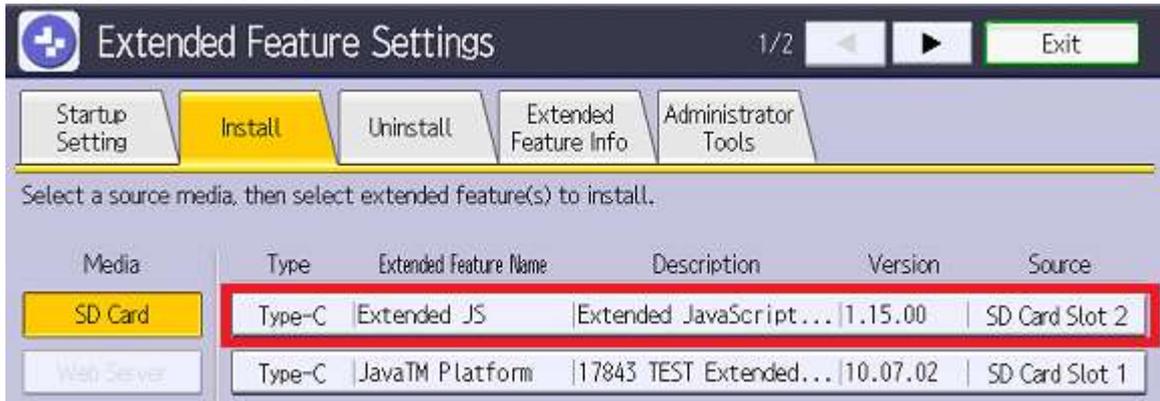
Date: 07-Dec-12

No.: RD124017c

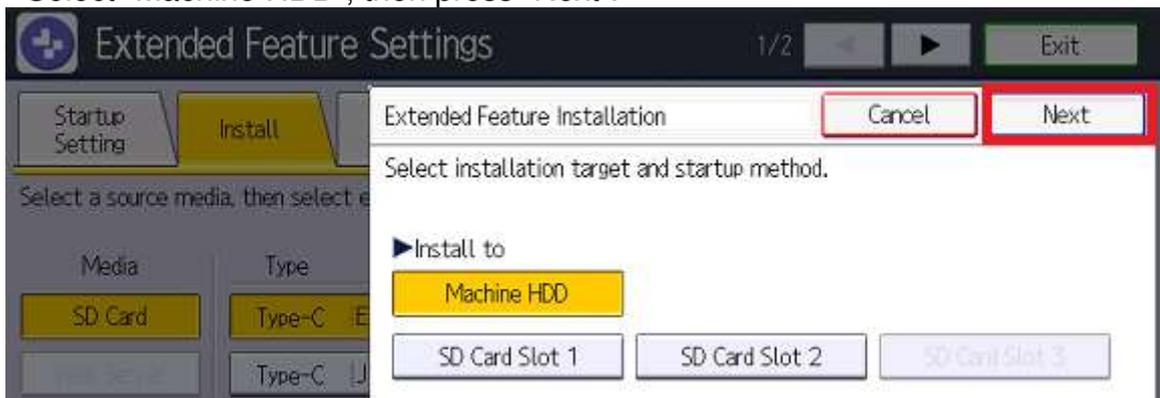
the machine.

- 5) Turn the machine main power ON.
- 6) Install the Extended JS onto the machine's hard drive (System Settings->Expanded Features Settings->Install), and set the EXJS so that it runs automatically when the machine is booted up.

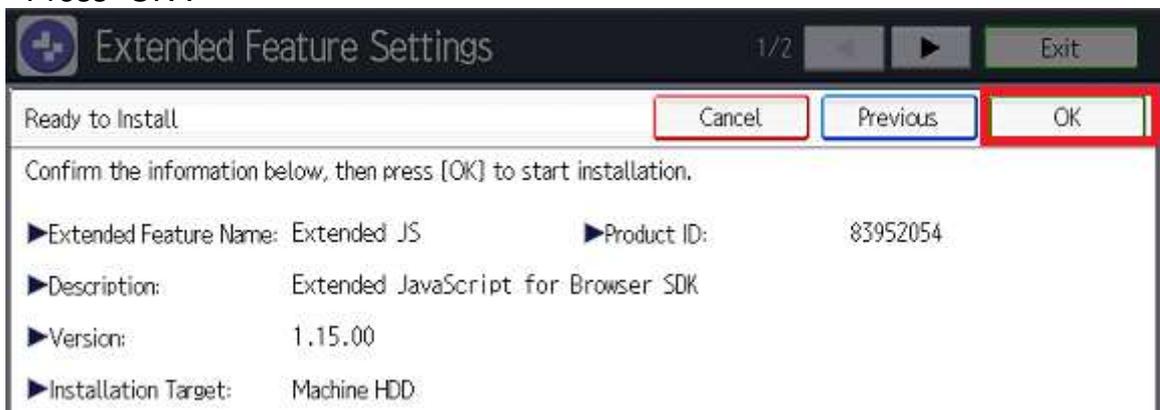
- Select "Extended JS".



- Select "Machine HDD", then press "Next".



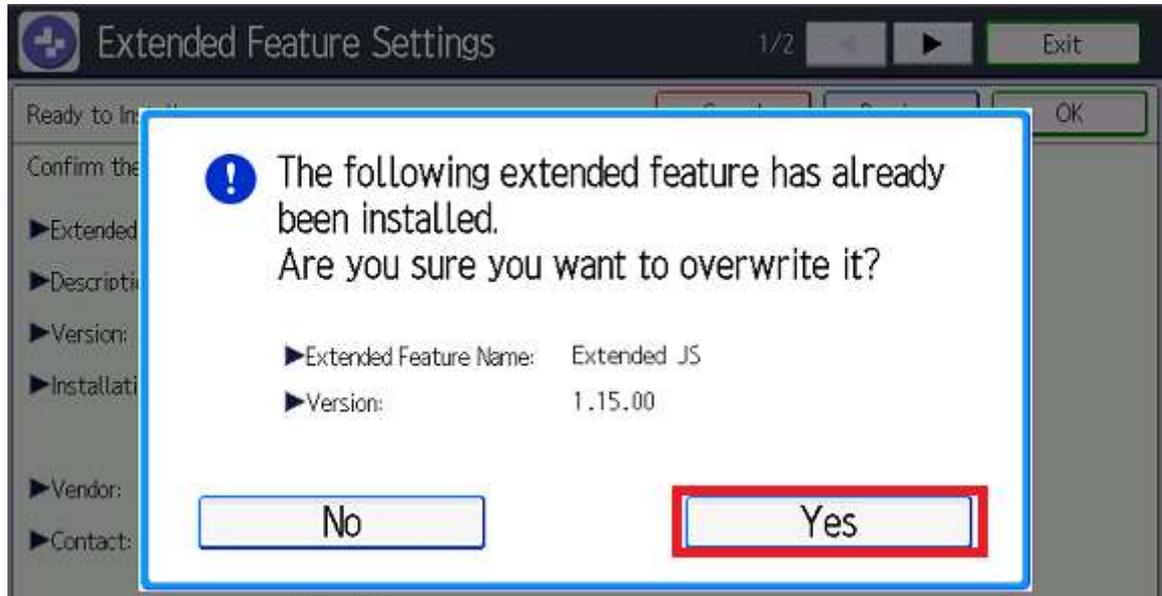
- Press "OK".



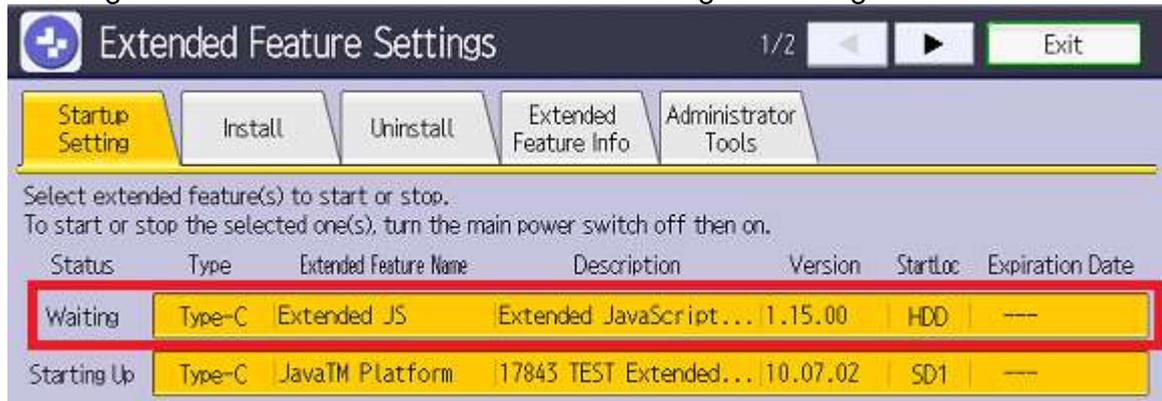
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- Press "Yes".



- Change the status of the Extend JS from Ending to Waiting.



7) Turn the machine main power OFF.

12. Remove the SD card inserted in Step 4 from the Service Slot.

13. Turn the machine main power ON.

14. Wait for the Copy screen to be displayed, then wait an additional 15-30 seconds. Check to make sure that the EXJS is currently running and that it has been overwritten with the new version (System Settings->Expanded Features Settings->Startup Setting).

Model: AI-C2/AP-C3/AT-C3/MT-C5/Mo-C1	Date: 13-Jan-12	No.: RD129019
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Subject: Firmware Release Note: Font EXP		Prepared by: T.Hirakawa	
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 **Font EXP**.

Version	Program No.	Effective Date	Availability of RFU
1.04	D1295770B	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Model: Mo-C1		Date: 12-Mar-13	No.: RD124020
Subject: New SP mode: SP3112-10 (Plotter Emergency Stop)		Prepared by: F. Noguchi	
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

Due to field request, the following new SP has been added from March 2013 production.

**New SP:**

<b>3112</b>	Printing Mode Setting
<b>10</b>	Plotter Emergency Stop
	<p>The operator can stop the printer engine by pressing the [Original Stop Key] on the right side of the scanner cover and the [Stop key] on the operation panel (in addition to stopping the scanner, which is already possible).</p> <p>1: ON</p> <p>0: OFF (default)</p> <p><b>Important notes</b></p> <ul style="list-style-type: none"> <li>- When the keys are pressed, both the scanner and printer engine are immediately stopped.</li> <li>- However, the engine cannot be stopped while the machine is performing self-maintenance.</li> </ul>

**Firmware: Engine**

Version	Program No.	Effective Date	Availability of RFU
1.04 :00	D1245442D	March 2013 production	Available

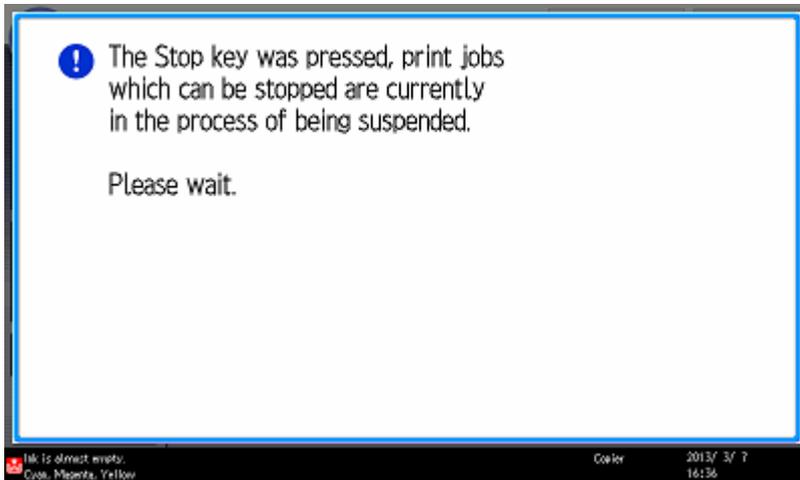
**Cut-in serial number**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh MP CW2200SP Savin MP CW2200 Lanier MP CW2200	120/60	USA, Canada, S. America	D124-17	E083G3xxxxx
Ricoh MP CW2200SP Gestetner MP CW2200	220-240/50, 60	Europe, Asia, Oceania, etc	D124-27	E083G3xxxxx
Ricoh MP CW2200SP	120/60	220-240/50, 60	D124-21	From first production

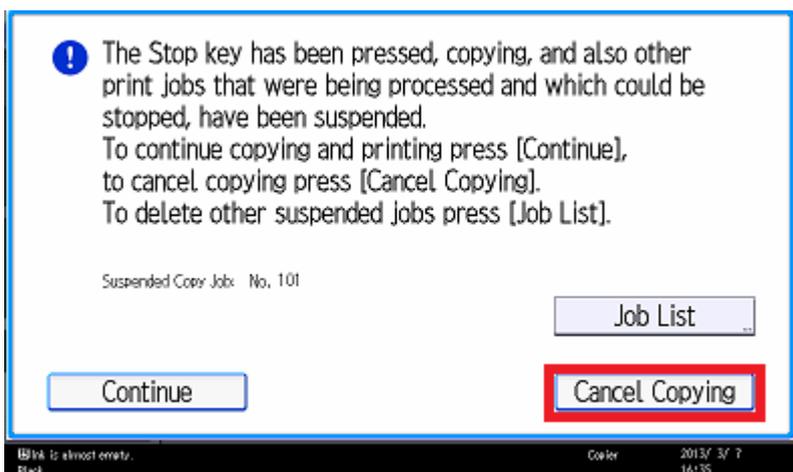
Model: Mo-C1	Date: 12-Mar-13	No.: RD124020
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**Procedure 1 (Recommended):**

1. Press the [Original Stop Key] on the scanner unit when you want to stop the print job.
  - Printing onto the current page will cease immediately and the sheet will be exited from the machine.
  - If printing onto roll paper, the roll will be returned to its home position. If printing onto cut sheets, the machine will prompt the user to remove the paper from the machine.
2. Press the [Stop key] on the operation panel before [Ready] is displayed.
  - The pages still inside the machine (that have not been printed onto) are not printed out.
  - If the [Stop key] is not pressed, the job will resume once the paper roll winds back to its home position.



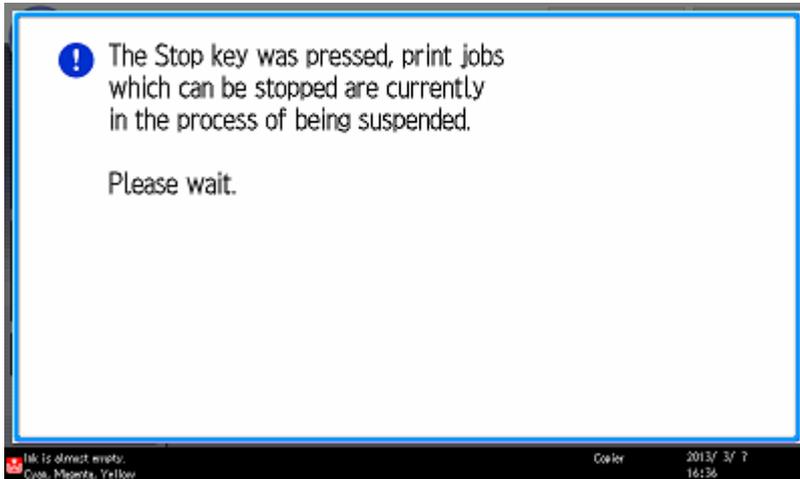
3. Press [Cancel Copying] on the LCD touch screen.



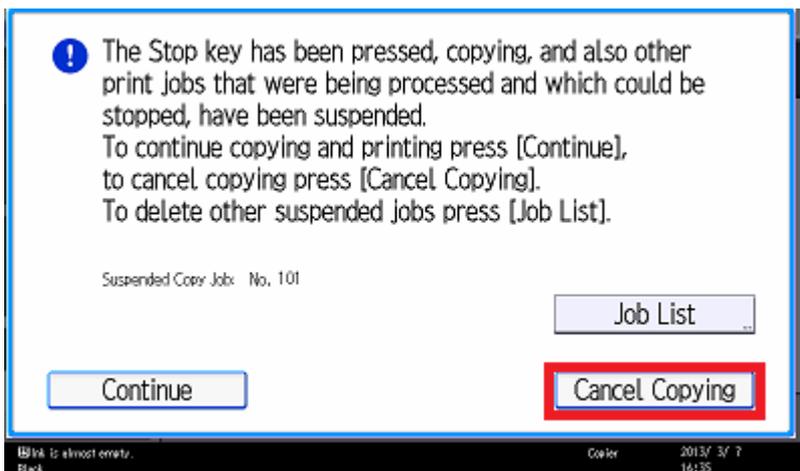
Model: Mo-C1	Date: 12-Mar-13	No.: RD124020
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**Procedure 2:**

1. Press the [Stop key] when you want to stop the print job.
  - The pages still inside the machine (that have not been printed onto) are not printed out.
  - Printing will continue for pages on which printing has already begun.



2. Keep pressing the [Original Stop Key].
  - Printing will stop for pages on which printing has already begun, and the sheets will be exited immediately.
  - If printing onto roll paper, the roll will be returned to its home position. If printing onto cut sheets, the machine will prompt the user to remove the paper from the machine.
3. Press [Cancel Copying] on the LCD touch screen.



Model: Mo-C1		Date: 22-Apr-13	No.: RD124021
Subject: SP5749: Import/Export		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 (Specification)	<input checked="" type="checkbox"/> Tier 2

**Service Manual Revision**

The following was added to the Service Manual.

**Appendix: Service Program Mode Tables (pg.166)**

SP5-xxx: Mode

5749	Import/Export
1	Import
101	Export
251	Export Result Print (SP)
252	Import Result Print (SP)

**Data that can be imported and exported:**

- Copier / Document Server Features
- Printer Features
- Scanner Features
- Facsimile Features
- Extended Feature Settings
- Program (Document Server)
- Program (Copier)
- Program (Scanner)
- Web Image Monitor Setting
- Web Service Settings
- System Settings

**Data that cannot be imported or exported:**

- Address book
- Programs (fax function)
- Programs (printer function)
- Scanner function programs that include password settings
- User stamp in the copy default settings
- Settings for configuring from telnet
- @Remote-related data
- Counters
- EFI printer unit settings (At the time of EFI printer unit connection)

Model: Mo-C1	Date: 22-Apr-13	No.: RD124021
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- Settings that can be specified using Web Image Monitor or Web Service only (such as Bonjour or SSDP settings)
- Some System Settings\*1 \*2
- \*1 The setting for the date, those settings that require the device certificate, and those settings that need to be adjusted for each device (for example, image adjustment settings) cannot be imported or exported.
- \*2 Settings only for executing functions and settings only for viewing cannot be imported or exported.

**Import/export condition:**

Import/export is possible between devices only if their models, region of use, and the following device configuration match.

- Input Tray
- Output Tray
- Whether or not equipped with the duplex function
- Whether or not equipped with a finisher and the type of finisher
- ADF
- Whether or not equipped with a hard disk
- Whether or not equipped with the Remote Machine function

**Location of stored data (log):**

- The log is stored in the same location as the exported device setting information file.
- To use this function, it is necessary to create the device setting information file with special software and store it on the web server. For details, contact your sales representative.

**Possible solutions for import/export problems:**

If an error occurs, check the log's result code first. Values other than 0 indicate that an error occurred. The result code will appear in the circled area illustrated below.

- Example of a log file

```

*1.0.0*
*ExecType*,*Date*,*SerialNo*,PnP*,*Model*,*Destination*,*IP*,*Host*,*Storage*,*FileName*
*,*FileID*,*TotalItem*,*NumOfOkItem*,*ResultCode*,*ResultName*,*Identifier*
*IMPORT*
*2012-07-05T15:29:16+09:00*
*3C35-7M0014*
*Brand Name*
*Product Name*
*0*
*10*
*10.250.155.125*
*RNP00267332582D*
*SD*
*201207051519563C35-710220.csv*
*201207051519563C35-710220*
* 0*
* 2*
*...ID REQUEST*
*TargetID*,*ModuleID*,*PrefID*,*Item*,*NgCode*,*NgName*
    
```

Model: Mo-C1	Date: 22-Apr-13	No.: RD124021
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If you cannot solve the problem or do not know how to solve it after checking the code, note down the error log entry, and then contact your service representative.

Result Code	Cause	Solutions
<b>2</b> <b>(INVALID REQUEST)</b>	A file import was attempted between different models or machines with different device configurations.	Import files exported from the same model with the same device configurations.
<b>4</b> <b>(INVALID OUTPUT DIR)</b>	Failed to write the device information to the destination device.	Check whether the destination device is operating normally.
<b>7</b> <b>(MODULE ERROR)</b>	An unexpected error occurred during import or export.	Switch the power off and then back on, and then try the operation again. If the error persists, contact your service representative.
<b>8</b> <b>(DISK FULL)</b>	The available storage space on the external medium is insufficient.	Execute the operation again after making sure there is enough storage space.
<b>9</b> <b>(DEVICE ERROR)</b>	Failed to write or read the log file.	Check whether the path to the folder for storing the file or the folder in which the file is stored is missing.
<b>10</b> <b>(LOG ERROR)</b>	The hard disk is faulty.	Contact your service representative.
<b>20</b> <b>(PART FAILED)</b>	Failed to import some settings.	The reason for the failure is logged in "NgCode". Check the code. ◆ Reason for the Error (Ng-Name) 2. INVALID VALUE The specified value exceeds the allowable range. 3. PERMISSION ERROR The permission to edit the setting is missing. 4. NOT EXIST The setting does not exist in the system. 5. INTERLOCK ERROR The setting cannot be changed because of the system status or interlocking with other specified settings. 6. OTHER ERROR The setting cannot be changed for some other reason.
<b>21</b> <b>(INVALID FILE)</b>	Failed to import the file because it is in the wrong format in the external medium.	Check whether the file format is correct. The log is in the form of a CSV file
<b>22</b> <b>(INVALID KEY)</b>	The encryption key is not valid.	Use the correct encryption key.

**Note:**

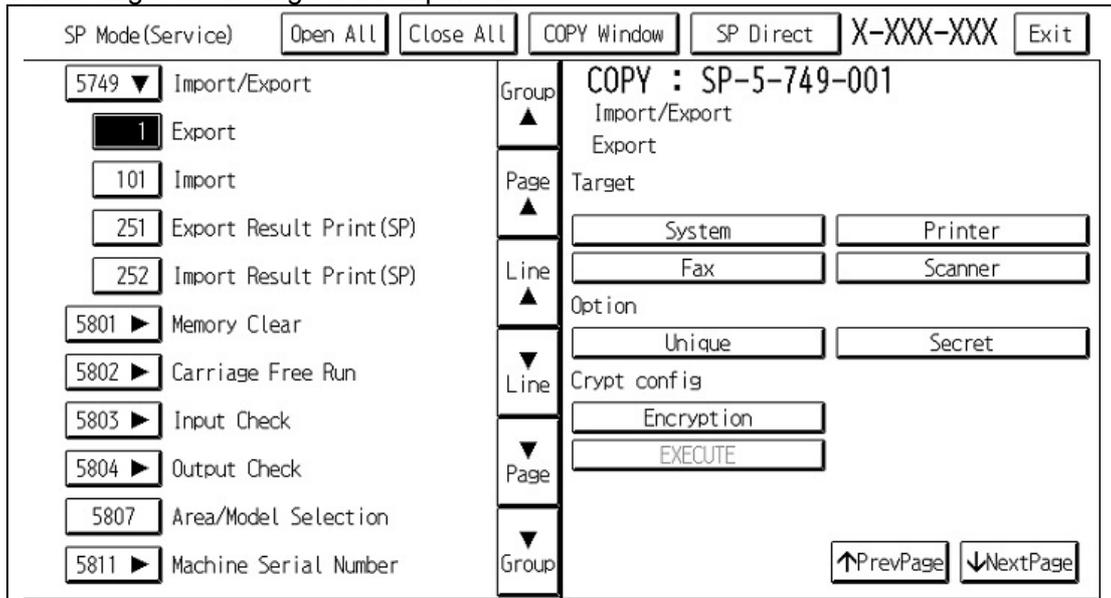
- When exporting device information from the control panel, the data can be saved only on an SD card.
- The file format for exports is CSV.

Model: Mo-C1	Date: 22-Apr-13	No.: RD124021
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**Exporting Device Information**

When exporting SP device information from the control panel, the data is saved on an SD card.

1. Insert an SD card into the media slot on the side of the control panel.
2. Enter SP mode.
3. Press SP5749-001
4. Select target SP settings to be exported.



5. Select the option settings.

Item	Specification	Note
<b>Unique</b>	Information unique to the machine is included in the exported file if you have selected the "Unique" setting	<p>Information unique to the machine that can be updated:</p> <ol style="list-style-type: none"> <li>1. Items that are used to identify the machine among a group of multiple devices. Ex: IP address, host name, information associated with the FAX number, mail address assigned to the machine</li> <li>2. Items for specifying the options installed on the machine. Ex: Lot number for developer</li> </ol> <p>Information unique to the machine that cannot be updated:</p> <ol style="list-style-type: none"> <li>3. Items for which the problem may occur by importing Ex: Serial number, information related to @Remote</li> <li>4. Items for managing the history of the machine Ex: Time and date, counter information, installation date</li> <li>5. Engine settings</li> </ol>

Model: Mo-C1	Date: 22-Apr-13	No.: RD124021
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Item	Specification	Note
<b>Secret</b>	Confidential information is exported if you select the "Secret" setting.	<p>Confidential information:</p> <p>#1. Data that absolutely cannot be exported. (Asterisks ("**") are used to mask this information inside the exported file.) Ex: Password, encryption key, PIN code</p> <p>#2. Confidential information Ex: User name, user ID, department code, e-mail addresses, phone numbers</p> <p>#3. Personal information Example: Document name, image data</p> <p>#4. Sensitive information Ex: IP address, MAC address, Network parameters</p>

6. Select an encryption setting.

<b>Encryption</b>	<p>Select whether or not encryption will be performed when exporting.</p> <p>If the "Encryption" key is pressed, you can export confidential information (in an encrypted state)</p>	<p>If the encryption function is used, the encryption key must be set through direct input</p> <ul style="list-style-type: none"> <li>- Type an arbitrary password using the software keyboard</li> <li>- The password can be up to 32 characters in length</li> </ul>
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7. Press "Execute".

8. Press [OK].

Note:

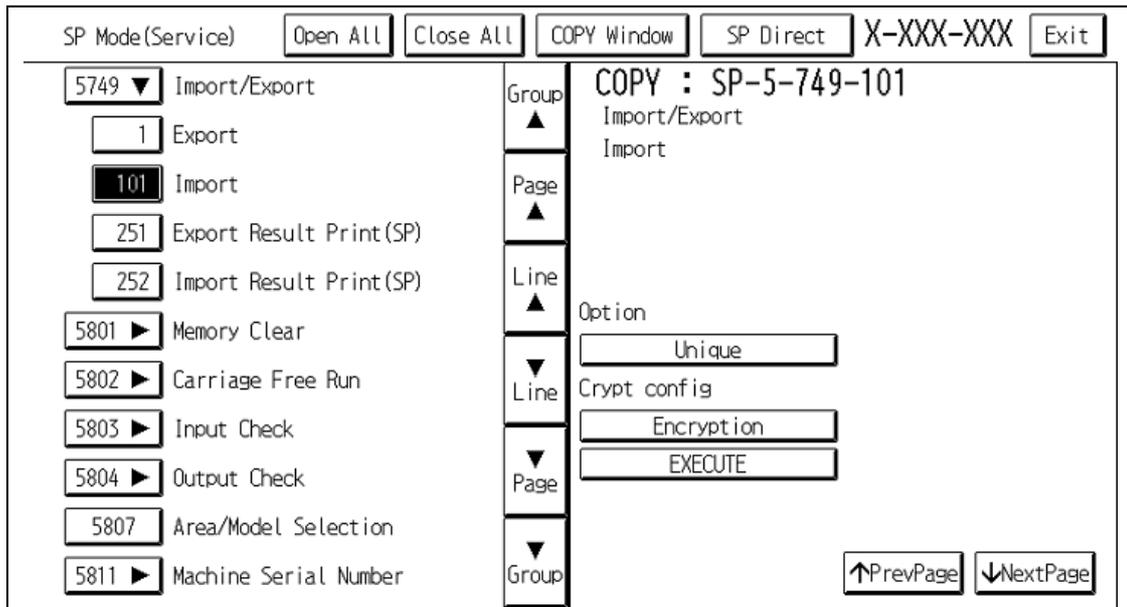
- If data export fails, the details of the error can be viewed in the log.

Model: Mo-C1	Date: 22-Apr-13	No.: RD124021
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**Importing Device Information**

Import device information saved on an SD card.

1. Insert an SD card into the media slot on the side of the control panel.
2. Enter SP mode.
3. Press SP5749-101



4. Select a unique setting.
5. Press “Encryption key”, if the encryption key was created when the file was exported.

<b>Unique</b>	To import unique information to the machine, press the “Unique” key.	Refer to the above information
<b>Encryption</b>	If the encrypted file is selected as the file to be imported, this setting is required.	

6. Press “Execute”.
7. Press [OK].

Note:

- If data export fails, the details of the error can be viewed in the log.

Model: Mo-C1		Date: 17-May-13	No.: RD124022
Subject: SC293 occurs and ink is ejected unexpectedly		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

SC293 occurs and ink is ejected unexpectedly if "Ink End" for yellow or magenta occurs during printing, and the paper is then reloaded (cut sheets) or wound back (paper roll).

SC293 (OCFS Ink Timeout During Filling) occurs and ink is ejected unexpectedly if the following conditions are met simultaneously.

- Conditions
  - "Ink End" alert for yellow or magenta is displayed.
  - The control panel displays "Home screen", or "Scanner screen".
  - The "Paper Input Location" on the control panel is changed, or a new paper roll or ream of cut paper is loaded.



## CAUSE

Firmware bug

## SOLUTION

### Production line

The firmware was modified to **ver. 1.0.5:00** and applied to the production line on May 1, 2013.

Model: Mo-C1	Date: 17-May-13	No.: RD124022
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Cut-in serial numbers:

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh MP CW2200SP Savin MP CW2200 Lanier MP CW2200	120/60	USA, Canada, S. America	D124-17	E083G5xxxxx
Ricoh MP CW2200SP Gestetner MP CW2200	220-240/50, 60	Europe, Asia, Oceania, etc	D124-27	E083G5xxxxx
Ricoh MP CW2200SP	120/60	220-240/50, 60	D124-21	E083G5xxxxx

**Action in the Field**

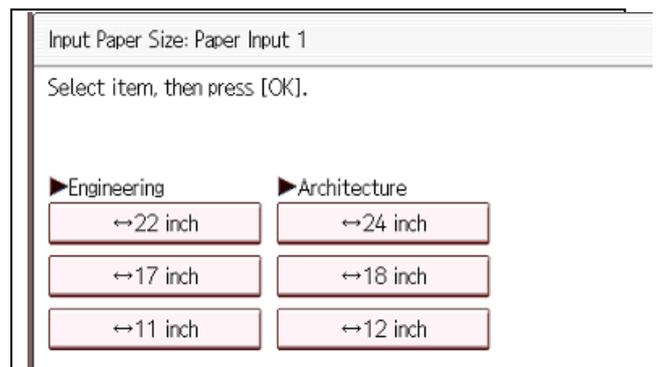
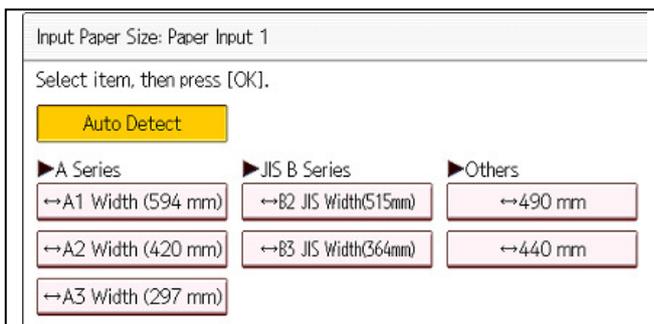
Update the firmware to **ver. 1.05:00** when you install a new machine or at the next service visit.

**Important:** If the symptom occurs before you can update the firmware, wipe the ink off the platen cover with a damp cloth, and then dry the area with a dry cloth.

Model: Mo-C1		Date: 26-Mar-14	No.: RD124023
Subject: Missing large paper sizes (A0, 914mm, 30/34/36 inch)		Prepared by: F.Noguchi	
From: 2nd Tech Service sect, PP Tech Service Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

Large paper sizes (A0, 914mm, 30/34/36 inch, etc.) are not displayed in User Tools after the MCU is replaced, making it impossible to specify these sizes.



**CAUSE**

- The NVRAM on the old MCU was not removed and attached to the new MCU, or
- The NVRAM was carried over to the new MCU, but the value of **SP5807-001** (Area/Model Selection Area Code Setting) was not changed

**SOLUTION**

**When replacing the MCU only:**

Remove the NVRAM from the old MCU and attach it to the new board.

**When replacing the MCU and NVRAM at the same time or NVRAM only:**

1. Install the new MCU.
2. Set **SP5807-001** to the appropriate value (region):  
1: Japan (Default) 2: NA (-17/-57) 3: EU (-27/-67) 6: China (-21/-61)
3. Set **SP5-882-001** (Machine Type) to a value of "1" in Factory SP mode.  
0: D125 (A1/D) (Default) 1: D124 (A0/E)
4. Input the SP data on the Factory Settings Sheet.

Model: Mo-C1		Date: 27-Mar-14	No.: RD124024
Subject: "Please wait" message and does not boot up		Prepared by: F.Noguchi	
From: 2nd Tech Service sect, PP Tech Service Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

The machine displays the "Please wait" message and does not boot up at power ON if the controller board was just replaced.

**CAUSE**

Loose connection at the connector that joins the controller board and IPU

**Note:** In some cases, the connector appears to be properly connected but the internal pins are not properly engaged.

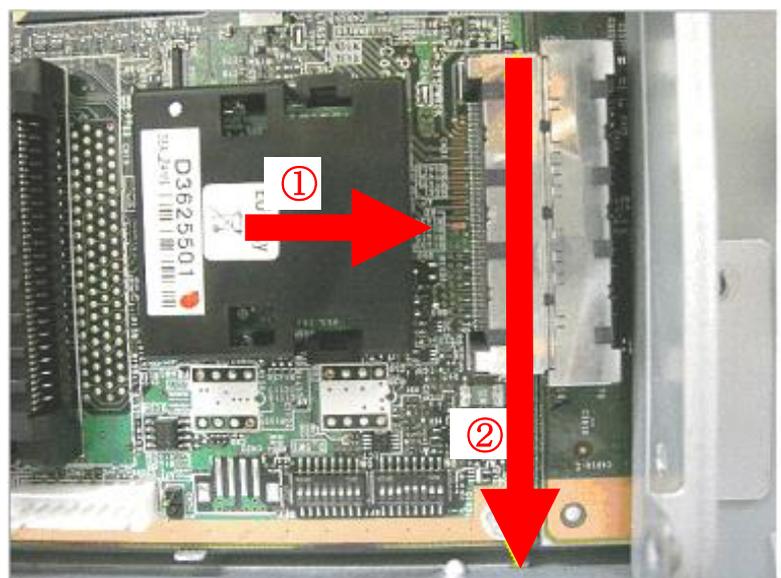
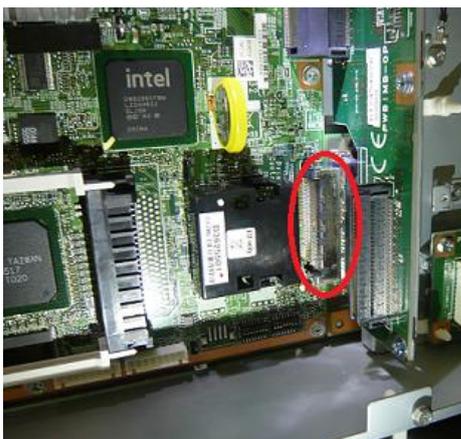
**SOLUTION**

Do the following if the symptom occurs and whenever you attach the controller board:

1. Insert the controller board into the IPU connector.
2. Tighten all the fixing screws for the controller about half-way.
3. Slide the board downward, so that each screw is **flush against the top** of the screw hole.

**Important:** Each screw should be located at the **top** of the screw hole, not in the middle or bottom.

4. Tighten the screws all the way.



Model: Mo-C1		Date: 11-Apr-14	No.: RD124025
Subject: Break/cracks in the bearing's resin coating		Prepared by: F.Noguchi	
From: 2nd Tech Service sect, PP Tech Service Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

The following occur due to a break/cracks in the bearing's resin coating:

1. Carriage unit (Slider: Carriage: Unit)
  - Rattling noise can be heard when the carriage is moved.
  - Jitter at 63mm intervals along the mainscan direction in halftone images
2. Roll unit (Guide rollers for paper spool)
  - Paper feed jam: The spool of the roll and external area contact one another, which places an excessive load on the spool during paper feed and prevents proper rotation.

&lt;Slider: Carriage: Unit&gt;



&lt;Guide rollers for paper spool&gt;

**CAUSE**

Bubbles formed during the application of the bearing's resin coating, which compromised the coating's integrity.

**SOLUTION****Production line:**

The material of the resin has been changed to improve the durability.  
Applied from: January, 2014 production

<Cut-in serial numbers>

D124-17, -21, -27: Discontinued

D124-57: E084Q110040~

D124-61: From first production

Model: Mo-C1

Date: 11-Apr-14

No.: RD124025

D124-67: E084Q130091 ~

D622-01: Discontinued

D622-03: E574Q130001 ~

Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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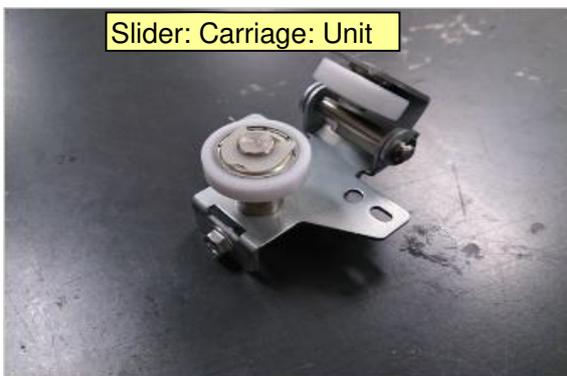
**In the field:**

Replace the following parts at the next site visit.

- Slider: Carriage: Unit (1 pc: Main unit)
- Roller: Carriage: Guide (2 pcs each: Roll unit 1 & 2)

<Parts information>

Part number	Description	Q'ty
D1249900	Modification Kit: Slider: Carriage Slider: Carriage: Unit 1 pc Roller: Carriage: Guide 4 pcs	1



<Affected serial numbers>

D124-17, -21, -27 : E082GB00001~E083G700242

D124-57 : E083Q710001~E083QA10013, E083QA10015~E083QA10031  
 E083QA10033~E083QA10062, E083QA10069, E083QA10070  
 E083QA10072, E083QA10076, E083QA10077, E083QA10080  
 E083QA10084, E083QA10085, E083QA10089  
 E083QA10092~E083QA10094, E083QA10096~E083QA10104  
 E083QA10106, E083QA10108, E083QA10110  
 E083QA10113~E083QB10001, E083QB10005, E083QB10021  
 E083QB10146, E083QB10151  
 E083QC10002, E083QC10005, E083QC10006, E083QC10032  
 E083QC10057~E083QC10089

D124-61 : No affected machine

D124-67 : E083Q630002~E083Q830013, E083Q810015~E083Q830050  
 E083Q830052, E083Q830053, E083Q810055

Model: Mo-C1

Date: 11-Apr-14

No.: RD124025

E083Q830057~E083Q830063, E083Q810065~E083Q830068  
E083Q830070~E083Q830072, E083Q830074, E083Q830076  
E083Q830077, E083Q830079, E083Q830081~E083Q930161  
E083Q930163~E083QA30002, E083QA30005  
E083QA30010~E083QA30012, E083QA30015~E083QA30017  
E083QA30019, E083QA30025, E083QA30027  
E083QA30035~E083QA30093, E083QA30095~E083QA30109  
E083QA30111~E083QA30122, E083QA30125, E083QA30126  
E083QA30132, E083QA30134~E083QB30003, E083QB30006  
E083QB30008, E083QB30010~E083QB30014, E083QB30016  
E083QB30018, E083QB30022, E083QB30024~E083QB30026  
E083QB30029, E083QB30032, E083QB30034, E083QB30036  
E083QB30038~E083QB30043, E083QB30045~E083QB30048  
E083QB30050~E083QB30054, E083QB30056~E083QB30059  
E083QB30062~E083QB30089, E083QB30092~E083QB30094  
E083QB30096~E083QB30098, E083QB30100, E083QB30101  
E083QC30011, E083QC30015, E083QC30021, E083QC30023  
E083QC30024, E083QC30028, E083QC30032, E083QC30081  
E083QC30085~E083QC30088, E083QC30090,  
E083QC30092~E083QC30096

D622-01 : E572GB00001~E573G700039

D622-03 : E573Q730001~E573Q930104, E573Q930109~E573Q930140  
E573Q930145~E573Q930192, E573Q930197~E573Q930212  
E573Q930217~E573Q930233, E573Q930235~E573Q930242  
E573QA30013~E573QA30032  
E573QB30003~E573QB30004, E573QB30037~E573QB30040  
E573QB30045, E573QB30070~E573QB30073  
E573QB30082~E573QC30002

Model: Mo-C1

Date: 11-Apr-14

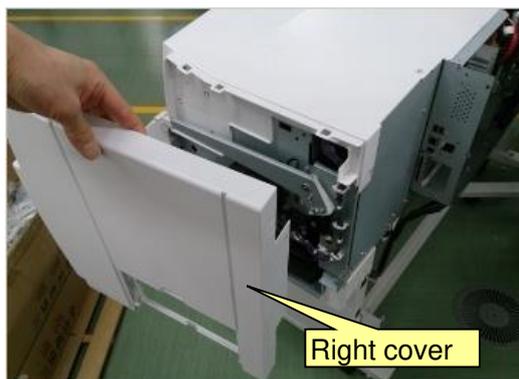
No.: RD124025

**REPLACEMENT PROCEDURE****<Slider: Carriage: Unit>**

1. Separate the main unit and the scanner unit.
2. Remove the ink collector cover. (snap-fit x2)



3. Remove the right cover. (screw x3)  
(Pull up the cover at an angle to remove.)

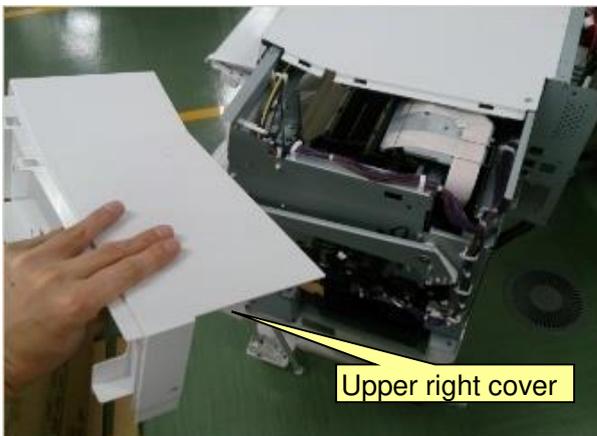
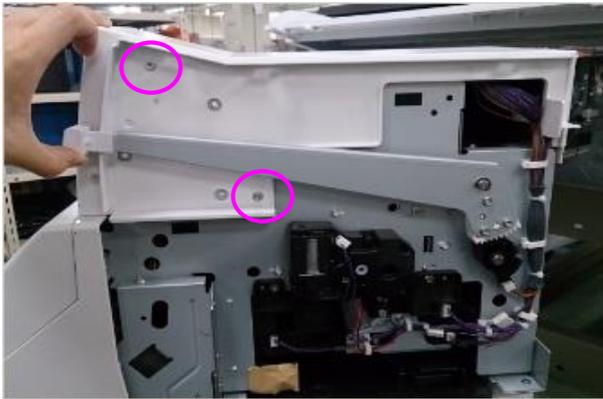


Model: Mo-C1

Date: 11-Apr-14

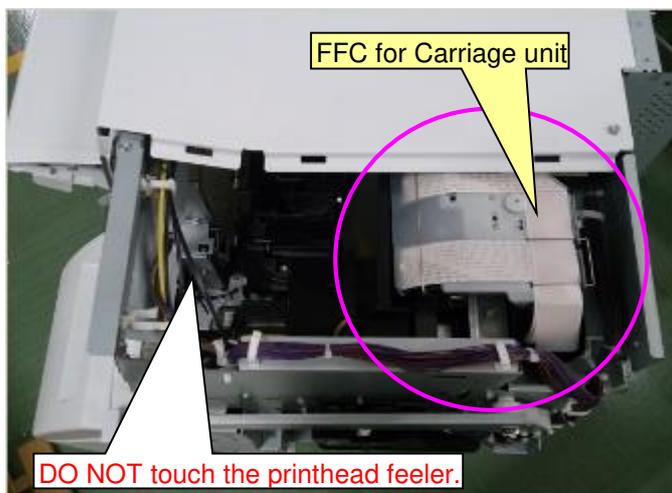
No.: RD124025

4. Remove the upper right cover. (screw x3)



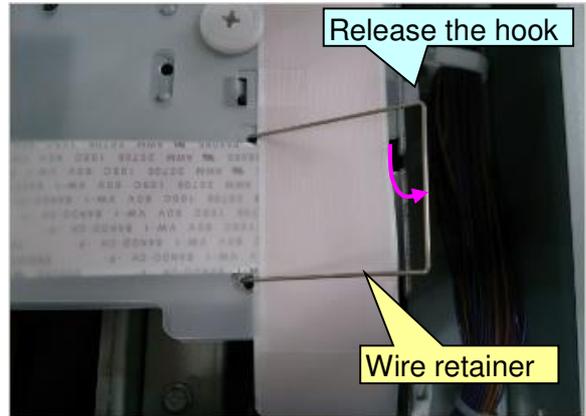
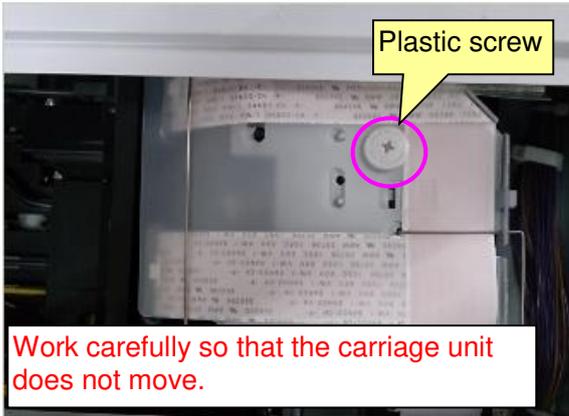
Note:

- \* DO NOT move the carriage unit. Doing so will shift the capping position. Work with the cover removed.
- \* DO NOT touch the feeler. Doing so will cause ink spillage.

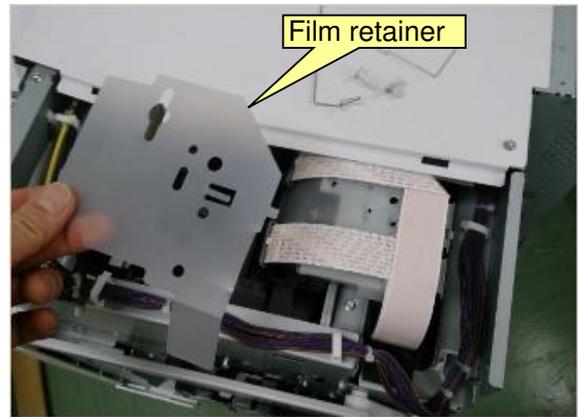
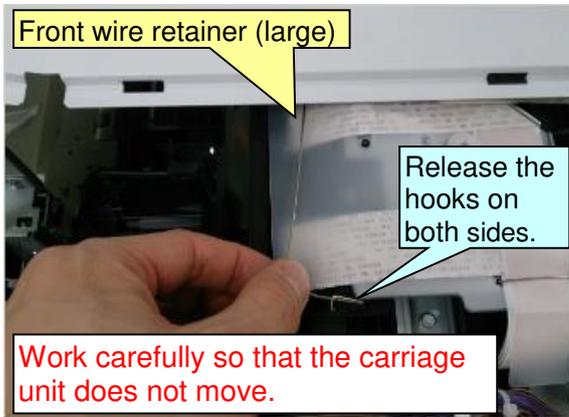


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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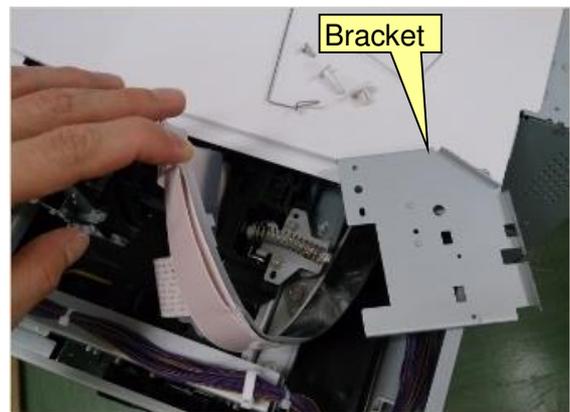
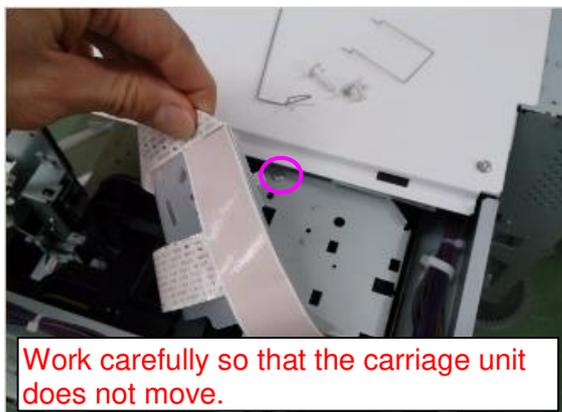
5. Remove the white plastic screw and the wire retainer.



6. Remove the large wire retainer and the film retainer.

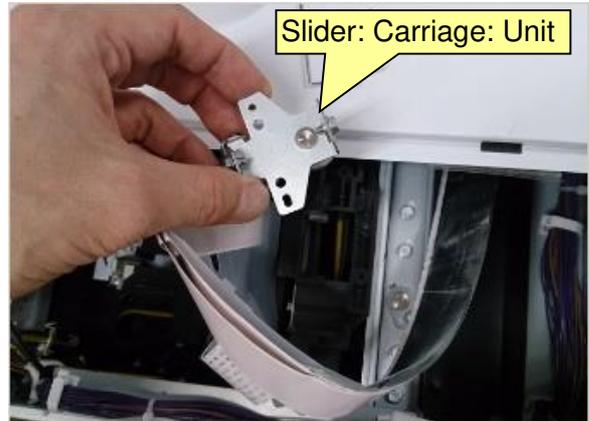
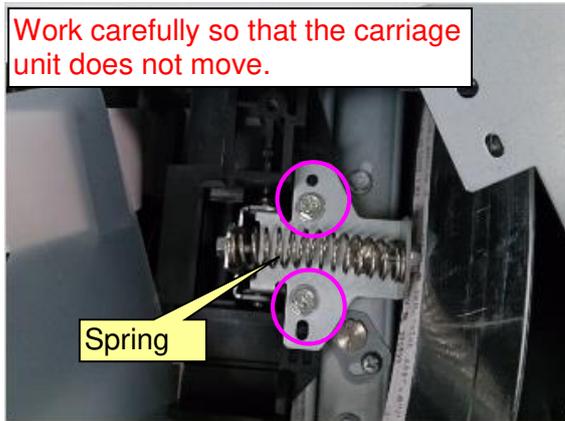


7. Pull off the FCC and remove the bracket. (screw x1)

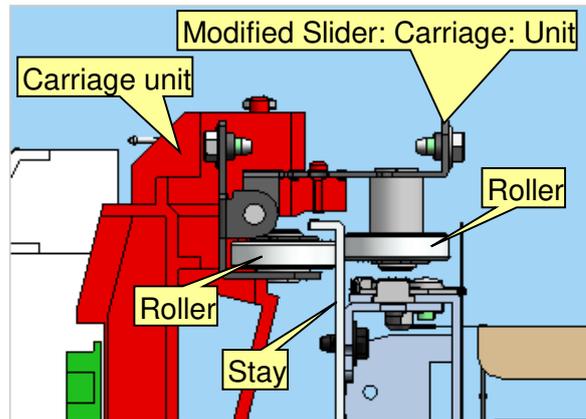
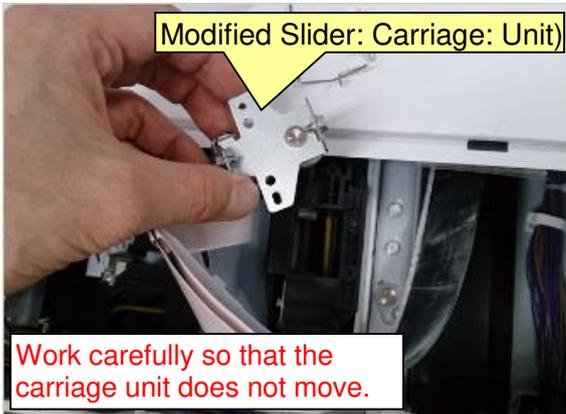


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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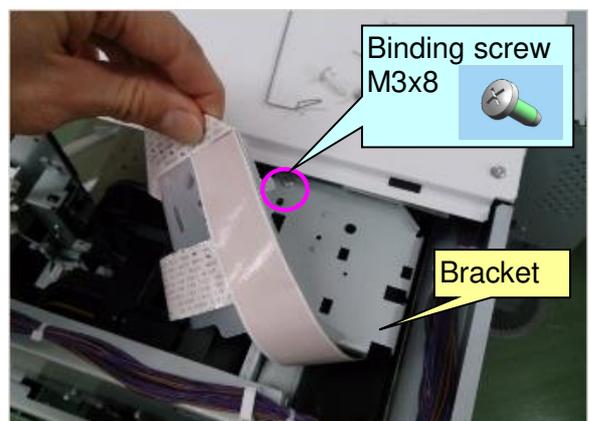
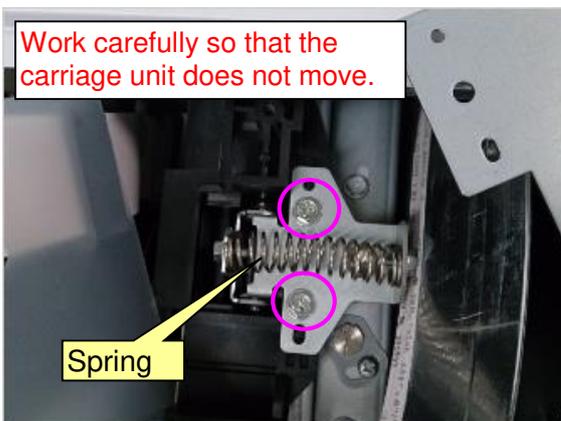
8. Remove the Slider: Carriage: Unit. (spring x1, screw x2)



9. Install the modified Slider: Carriage: Unit so that its roller nips the stay. See the illustration to the right to install the modified Slider: Carriage: Unit.

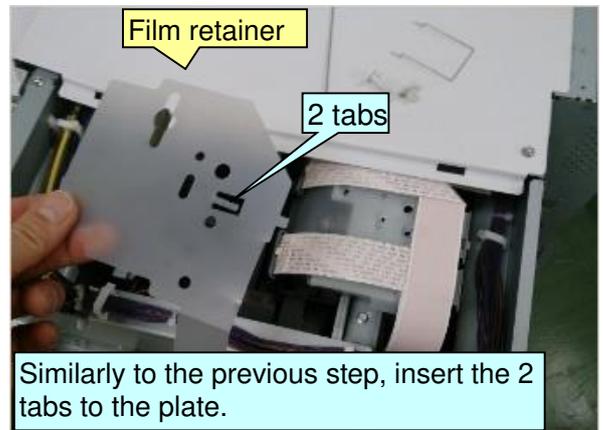
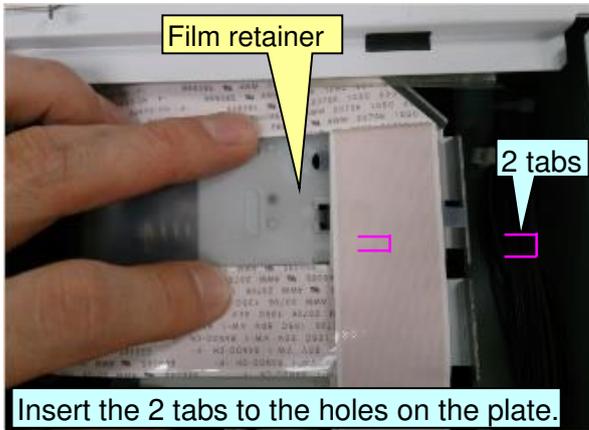


10. Fasten the 2 screws (M3x8) and attach the spring. Fix the bracket with the 2 binding screws.

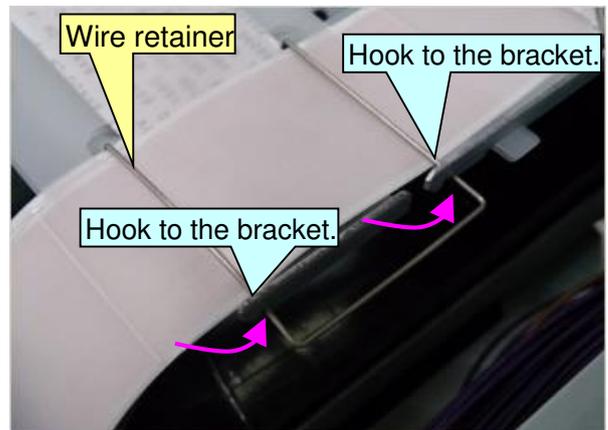
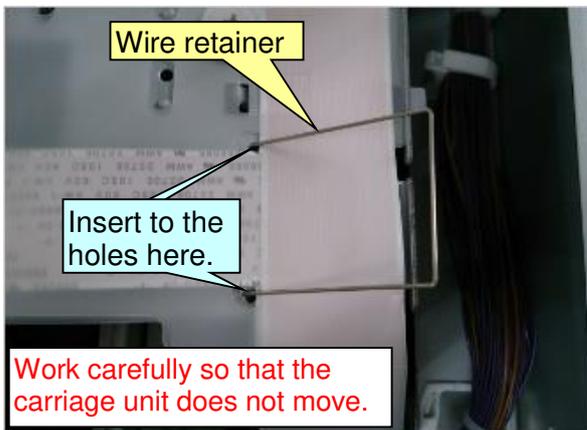


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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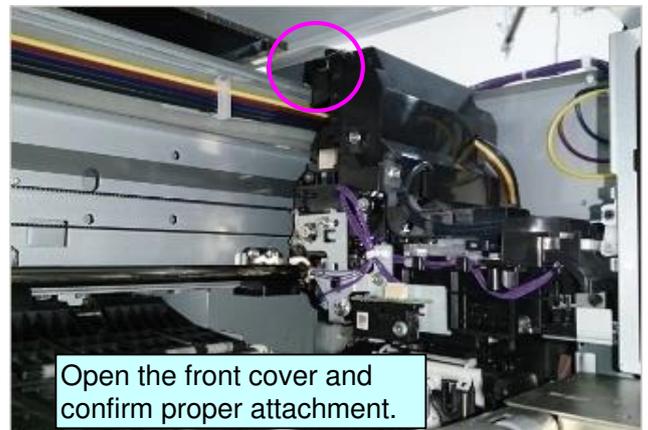
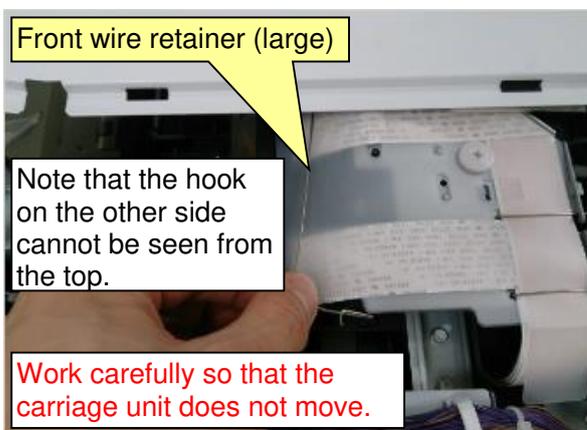
11. Place the FFC onto the bracket and insert the 2 tabs to attach the film retainer over the FFC.



12. Attach the wire retainer and hook it to the bracket.

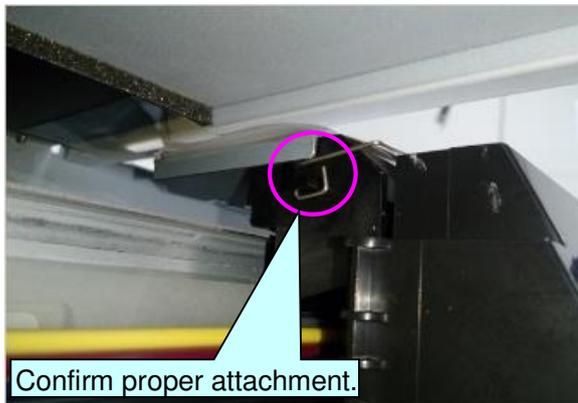


13. Hook the left end first to attach the large wire retainer. Look from the front to confirm proper attachment.

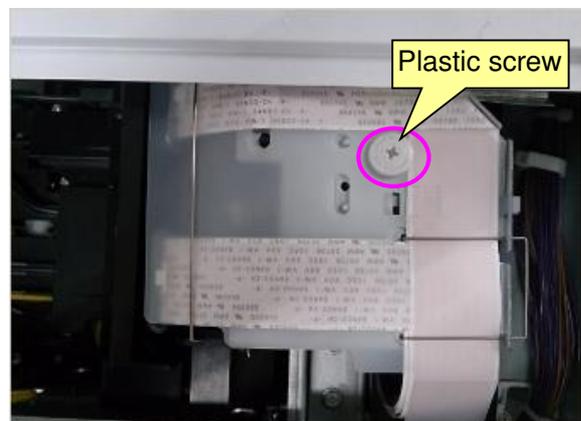
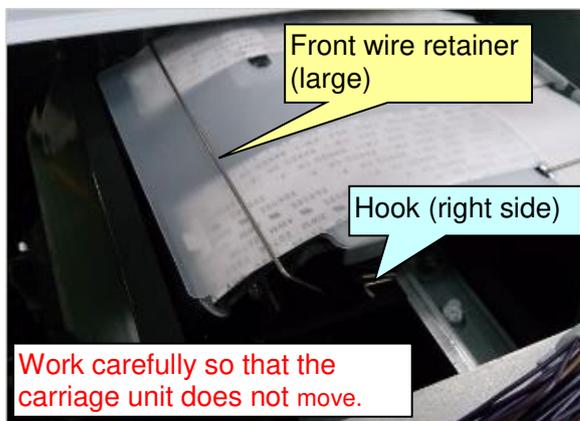


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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14. Confirm proper attachment as shown.



15. Attach the other hook (right) and fasten the plastic screw.



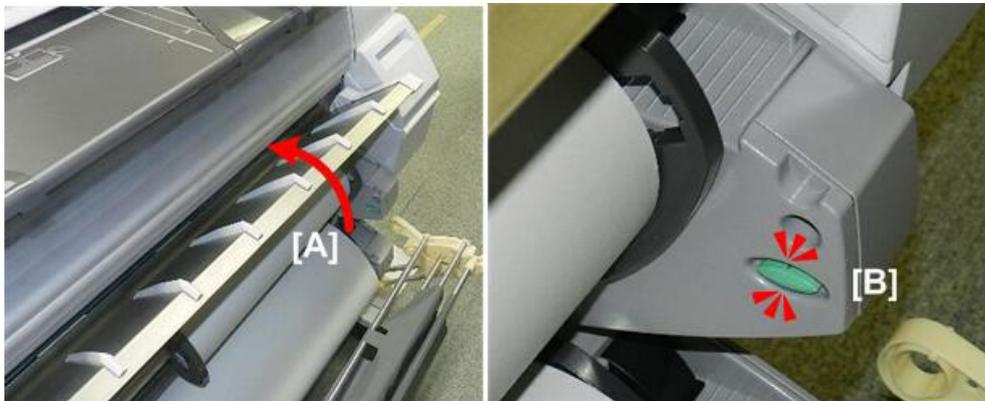
16. Attach the upper right cover (screw x3), right cover (screw x3) and ink collector cover (snap-fit x2)

17. Connect the main unit and scanner unit.

Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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**< Roller: Carriage: Guide > (For Roll unit 1 & 2)**

1. Raise the paper exit guide [A] and press button [B] and hold it for at least 2 seconds to rewind the paper.



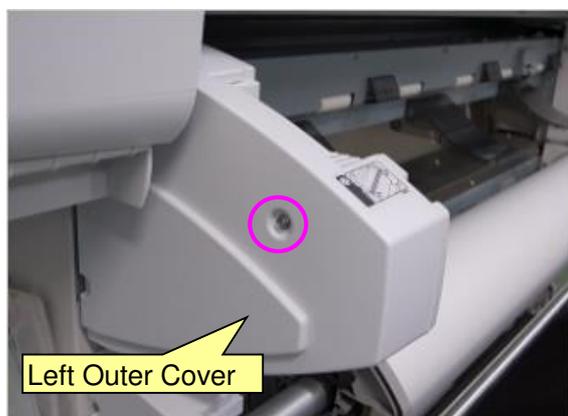
d124r011

2. Avoid touching the paper with your hands. Grip the roll at the plastic holders on both ends, and then lift the paper roll out of the machine.



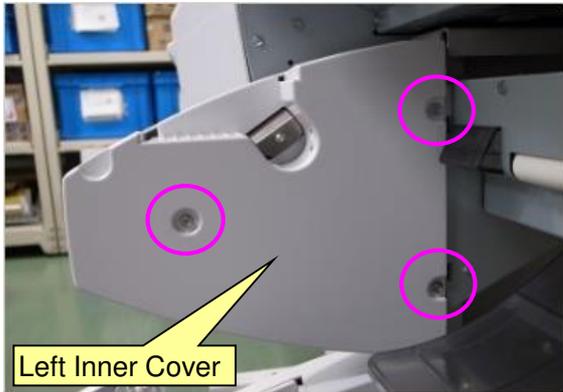
d124r012

3. Lay the roll horizontally on a flat clean surface.
4. Remove the one screw from the left outer cover.

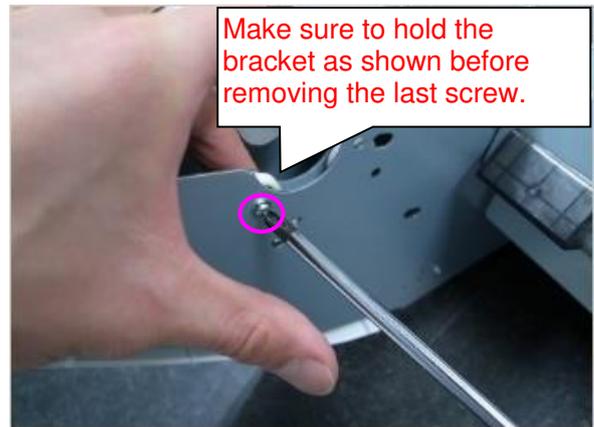
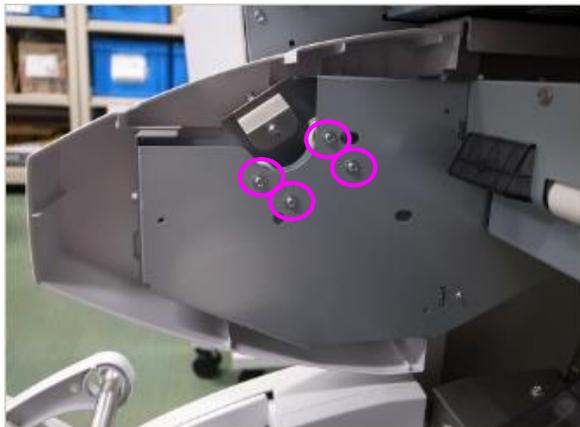


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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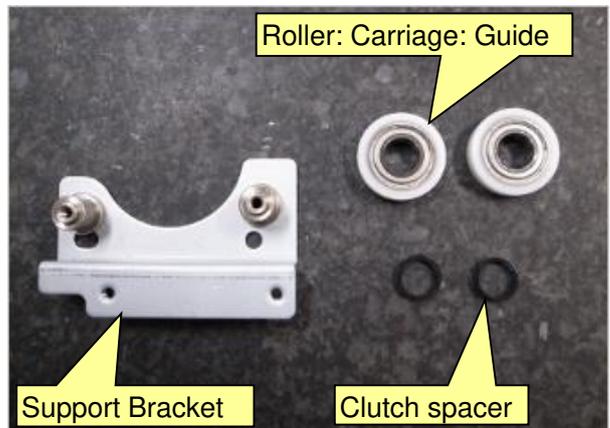
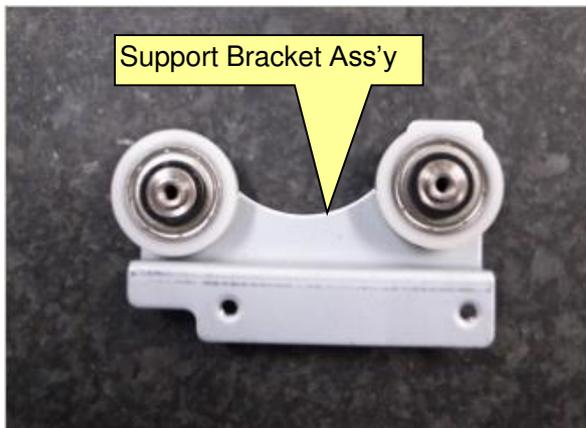
5. Lift the left inner cover up to detach. (screw x3)



6. Remove the support bracket. (screw x4)  
**IMPORTANT:** Hold the support bracket with you hand when you remove the 4th screw.

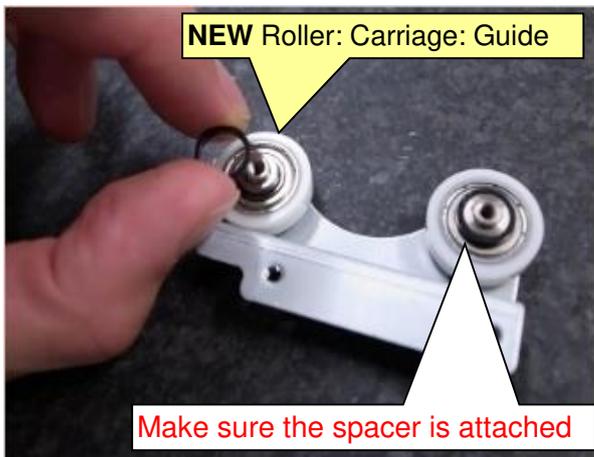


7. Remove the Roller: Carriage: Guide from the support bracket ass'y.

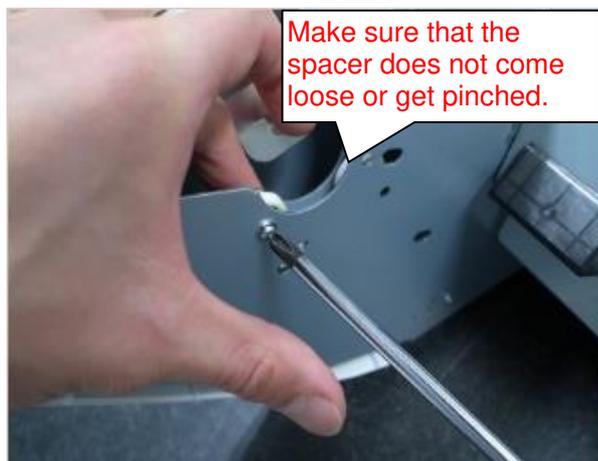
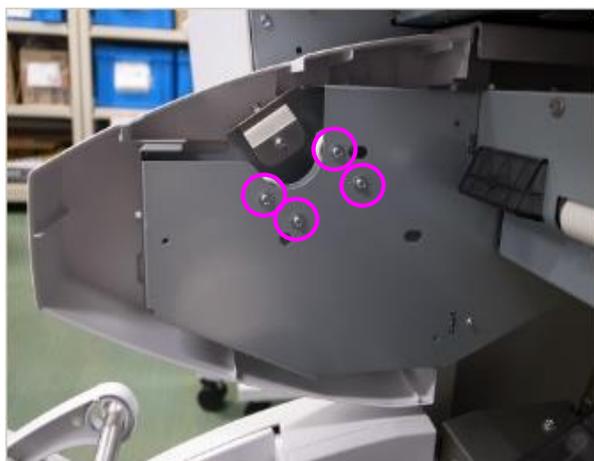


Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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- 8. Attach the new (countermeasure) Roller: Carriage: Guide to the support bracket.



- 9. Attach the support bracket ass'y to the frame (sems screws x 4). Hold the support plate as shown and tighten the screws.

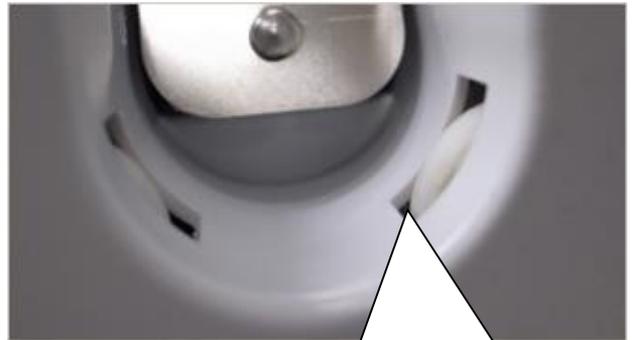
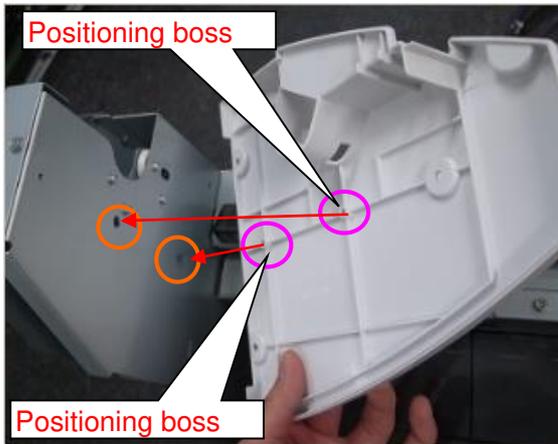


- 10. Position the cover into the space in the rear as shown and attach. (screw x3)



Model: Mo-C1	Date: 11-Apr-14	No.: RD124025
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11. Make sure each of the cover's positioning bosses fit into the holes shown.



**NG:**  
If the bosses are not in the correct position, the rollers cannot fit through the holes in the cover, as shown:

12. Tighten the screw for the left outer cover.



Model: Mo-C1	Date: 09-May-14	No.: RD124026
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Subject: Additional Tapes and Shipping Materials		Prepared by: Y.Kurohashi	
From: 2nd Tech Service sect, PP Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**Service Manual Revision**

The procedure for removing tape and shipping materials was changed as follows (Step 4 was revised).

**Note:** Protective shipping materials were added to the area inside the front cover shown below. This was done to further protect the area from any shock or vibration during transport.

**[Main Machine Installation] - [Remove Tapes and Shipping Materials]**



**Procedure**

[Main Machine Installation][Remove Tapes and Shipping Materials][ 4. Remove the tape and cardboard.]

1. Open the scanner unit and remove the paper sheet.
2. Remove all the external tape and other materials attached to the machine.



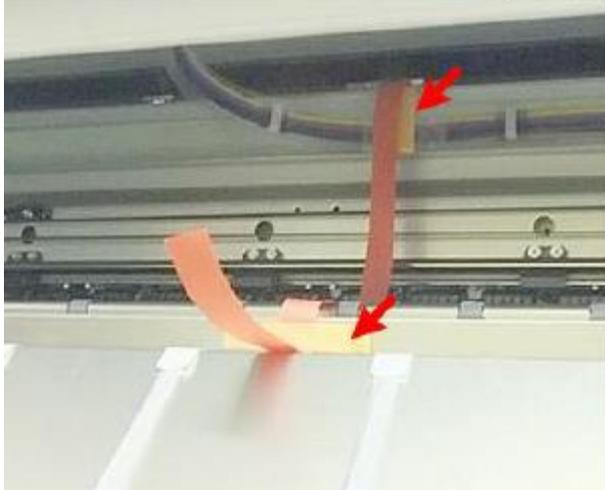
3. Lift the front cover, and then fold the bottom into the machine so that it locks and remains open.



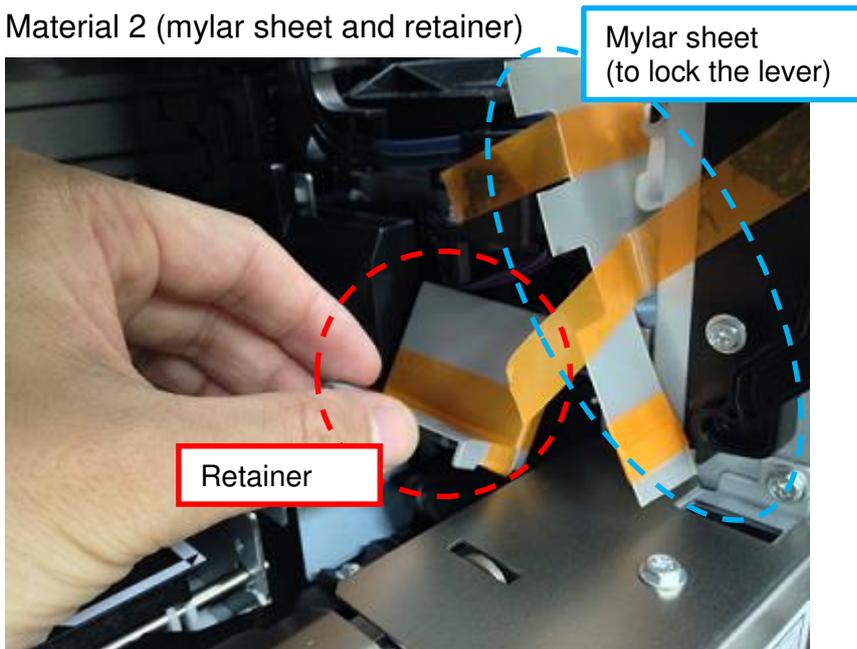
Model: Mo-C1	Date: 09-May-14	No.: RD124026
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4. Remove the following materials (1 and 2).

Material 1 (tape, cardboard and strip)



Material 2 (mylar sheet and retainer)

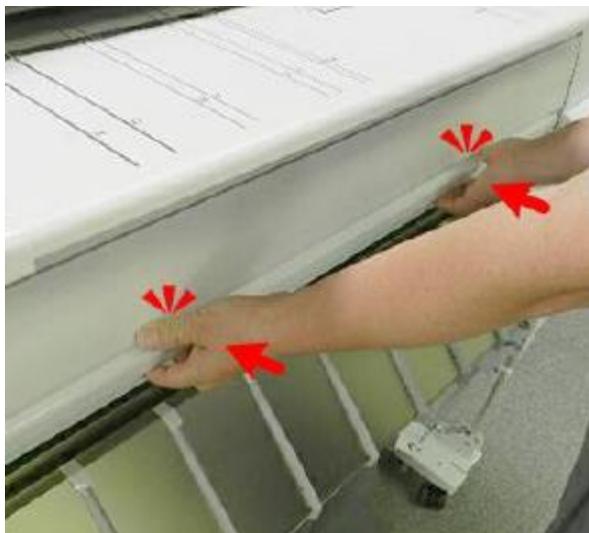


Model: Mo-C1

Date: 09-May-14

No.: RD124026

5. Close the front cover. Push it in and make sure that it locks.

**CUT-IN SERIAL NUMBERS**

D124-57 E084Q310041 ~

D124-61 E084Q380002 ~

D124-67 E084Q430002 ~

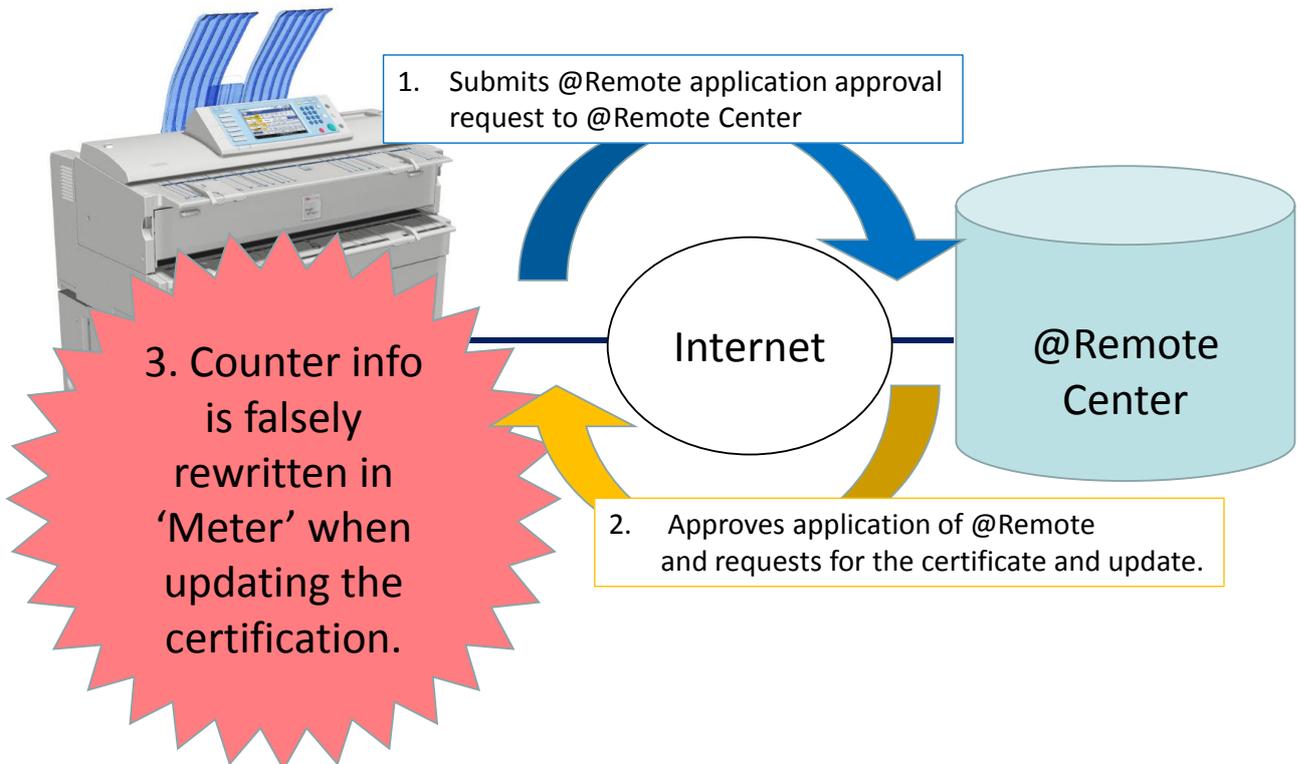
Model: Mo-C1,Be-C1,Be-C1.5,N-C3		Date: 1-Aug-14	No.: RD124027
Subject: Accounting counter problem on @Remote embedded machines		Prepared by: Y.Kurohashi	
From: 2nd Tech Service sect, PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <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 checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

Accounting counter SP5045-002 is falsely rewritten as "0: meters" when devices are connected to @Remote center via Embedded @Remote to update the certificate information. This causes a discrepancy between the customer's service contract and the accounting counter setting.

The problem may occur in either of the following conditions:

- When initially setting up the embedded @Remote
- When re-attempting to approve @Remote application after failing to connect to @Remote (\* This condition applies only to MPCW2200.)



**CAUSE**

A software bug

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD124027
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**SOLUTION**

**Production line:**

The bug was fixed in the following firmware.

Firmware	Model	P/N	Version
System/ Copy	MPCW2200	D1245743F	Ver.1.05
	MPW7140 MPW5100	D0465749D	Ver.3.04
	MPW7140en MPW5100en	D1545749C	Ver.1.04
	MPW3601 MPW2401	D0935605G	Ver.3.07

**P/N of the controller board**

Model	Code	P/N
MPCW2200SP	D124-17	D1245211
	D124-57	
	D124-27	
	D124-67	
MP W5100	D046-17	D0465280
	D046-27	
MP W7140	D049-17	
	D049-27	
MP W5100en	D154-17	D1545280
MP W7140en	D155-17	
MP W2401	D093-21	D0935640
	D093-27	
MP W3601	D094-17	
	D094-21	
	D094-27	

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD124027
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**Cut-in S/N**

Model	Code	S/N
MPCW2200SP	D124-17 D124-57	E084Q510077~
	D124-27 D124-67	E084Q630001~
MP W5100	D046-17	Discontinued
	D046-27	V1640600004~
MP W7140	D049-17	Discontinued
	D049-27	V1740700001~
MP W5100en	D154-17	W814G600012~
MP W7140en	D155-17	W824G700001~
MP W2401	D093-21	W1140600050~
	D093-27	W1140600042~
MP W3601	D094-17	W1240600049~
	D094-21	W1240700001~
	D094-27	W1240700001~

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD124027
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**In the field:**

1. Contact your sales staff and obtain details of your customer’s service contract (click, annual service, price, etc.) and check if the contract corresponds with the accounting counter setting on the device (SP5045-002).
2. To correct the counter setting or to prevent future problems, perform the necessary actions by referring to the table below.

@Remote	Counter setting (SP5045-002)	Is counter setting corresponding with the contract?	Affected model	Actions
Embedded	"0" (meters)	Yes	ALL	Update the firmware on the next service visit.
		No	ALL	<ul style="list-style-type: none"> <li>• Provide explanation on the problem to the customer and update the firmware.</li> <li>• Change the accounting counter setting SP5045-002 from "0 (meters)" to the unit of measurement according to your customer’s contract.</li> <li>• Connect to @Remote and confirm that the value in SP5045-002 remains corrected.</li> </ul>
	Other than "0" (meters)	Yes	MPCW2200	Visit the customer site as soon as possible and update the firmware. (See NOTE below.)
			MPW7140/en MPW5100/en MPW3601 MPW2401	Update the firmware on the next service visit.
	No	ALL	Check if the accounting counter setting is correct. Make correction, if necessary.	
External or no @Remote	-	-	-	Update the firmware on the next service visit.

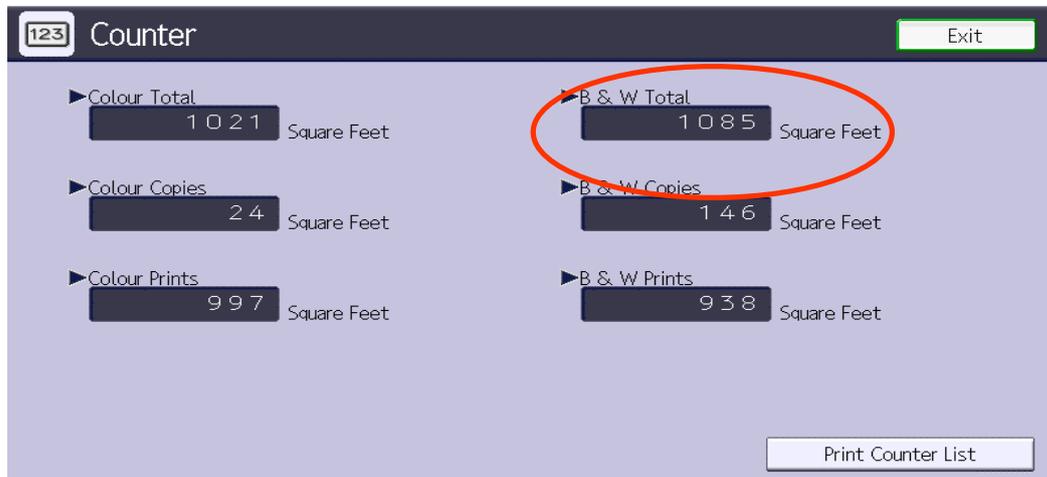
**NOTE:** For MPCW2200 the problem occurrence condition is not limited to the initial setup of @Remote and occurs even when connected to @Remote.

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD124027
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**Example:** Click charge contract in “5: square feet”

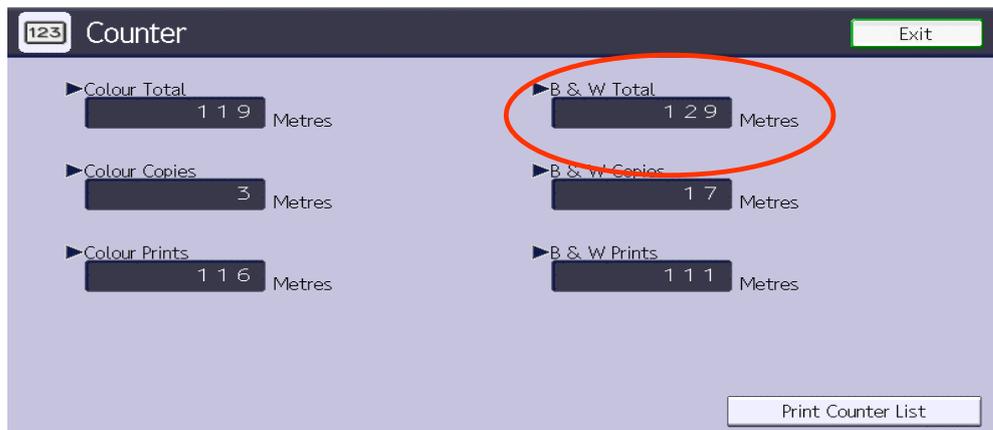
Correct status (before SP5045-002 is falsely rewritten in meters)

B&W Total counter indicates the total print volume of the month as 1085 square feet.



Incorrect status (after SP5045-002 is falsely rewritten in meters)

The B&W Total counter unit indicates the total print volume of the month as 129 meters.



Click worth 956 square feet (1085-129) is not charged to your customer. This is because data sent from @Remote disregards unit of measure.

	Correct status (Square feet)	Incorrect status (Meters)
On the operation panel	1085 square feet	129 meters
Click data sent by @Remote	1085	129

Model: Mo-C1		Date:17-Oct-14	No.: RD124028
Subject: Ink cartridges deleted from list of accessories		Prepared by: T. Asada	
From: 3rd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**Service manual Revision**

Please apply the following correction to your field service manual.

On page 458, delete the ink cartridges from the list of accessories, as the ink cartridges are no longer included as an accessory.

**IMPORTANT**

Please procure C, M, Y, and K ink respectively in advance for ordering ink supply unit.

Ink Supply Unit Accessories



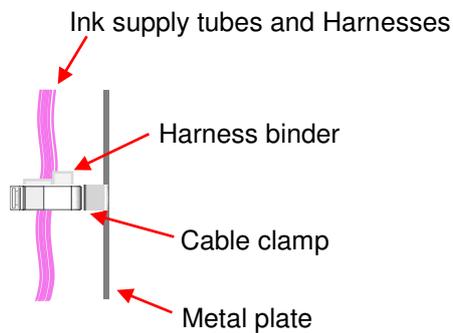
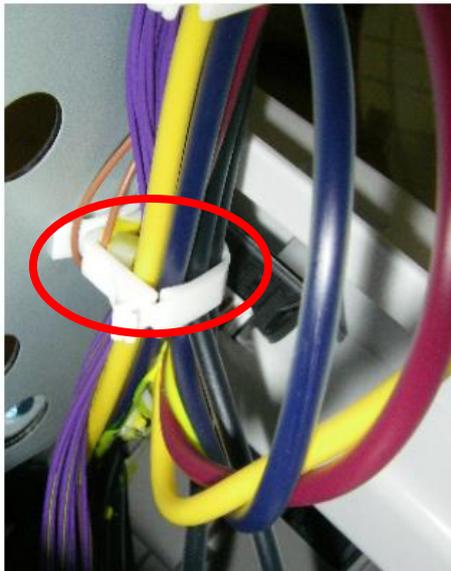
d124r752

No.	Item	Q'ty
1.	Ink Supply Unit (ink tubes attached)	1
<del>2.</del>	<del>Ink Cartridges (K, C, Y, M)</del>	<del>4</del>
3.	Ink Sump	1
4.	Ink Sump Cap	1
5.	Rubber Caps	5
6.	Plugs	15

Model: Mo-C1		Date: 27-Mar15	No.: RD124029
Subject: Ink leaks from a crack in the tube		Prepared by: Y.Kurohashi	
From: 3rd Tech Service sect, PP Tech Service Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

Ink leaks from a crack in the tube in the location circled in red below.



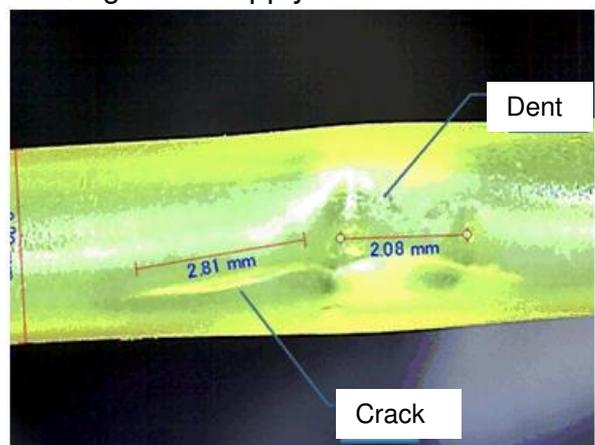
**CAUSE**

The harness binder that binds the ink supply related harnesses interferes with and applies pressure to the ink supply tubes.

Harness binder



Damaged ink supply tube



Model: Mo-C1

Date: 27-Mar15

No.: RD124029

**SOLUTION****Production line:****Temporary solution**

The position of the harness binder was lowered to prevent it from interfering with the ink supply tubes since Jan 20, 2015.

See the illustration on page 4.

**Permanent solution**

Replaced the cable clamp with a larger one since Feb 1, 2015.

	P/N	Description
Old	11050488	CLAMP:LWS-1211Z
New (Large)	11050655	CLAMP:LWSR-1816S

**Cut-in serial numbers**

D124-17, -21, -27: Discontinued

D124-57: E085Q210001 ~

D124-61: E085Q480001 ~

D124-67: E085Q230001 ~

**In the field:**

Check the position of the harness binder and correct it as necessary by following the procedure below. Perform this procedure at new site installs or the next service visit.

**Affected units**

D124-17, -21, -27 : E082GB00001 ~ E083G700242

D124-57 : E083Q710001 ~ T.B.D.

D124-61 : T.B.D.

D124-67 : E083Q630002 ~ T.B.D.

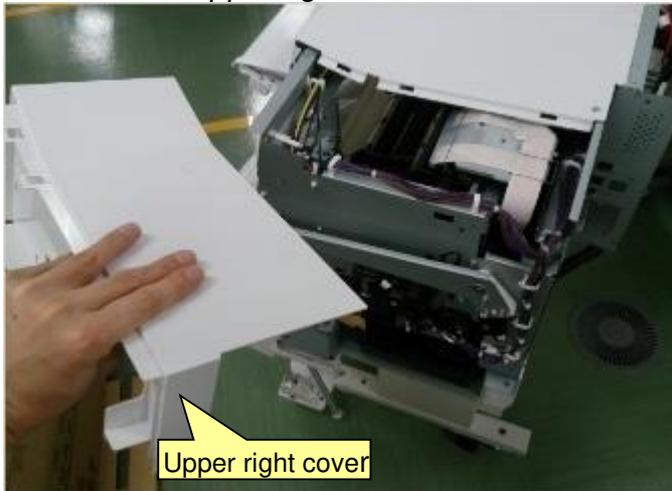
Model: Mo-C1

Date: 27-Mar15

No.: RD124029

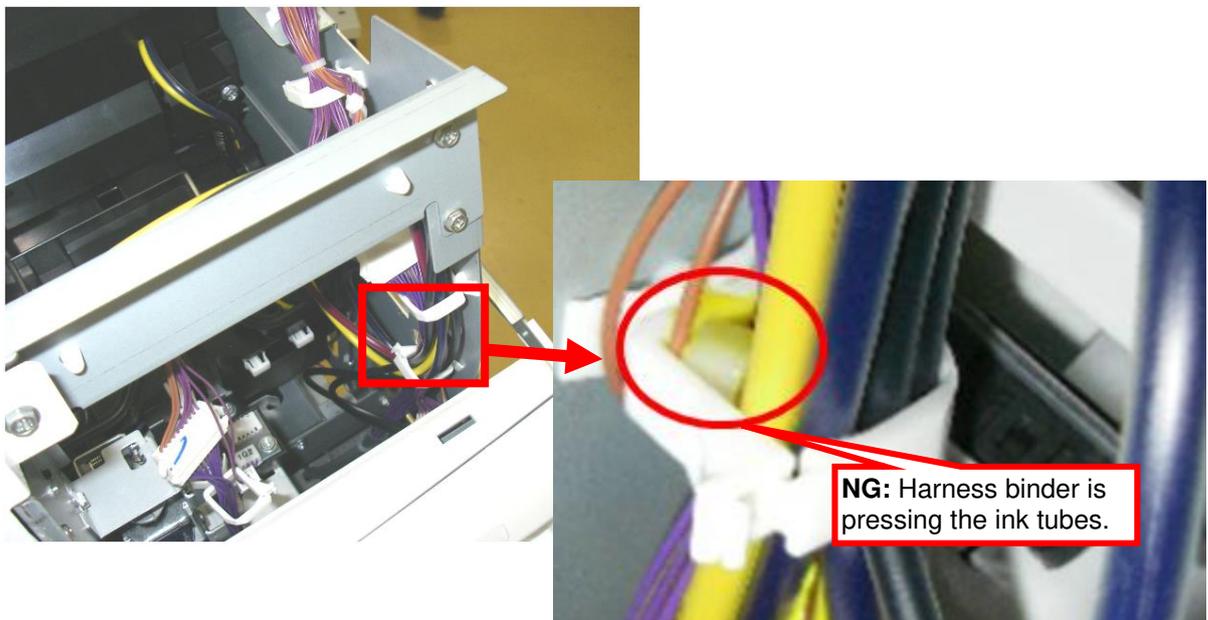
**Procedure**

1. Remove the upper right cover.

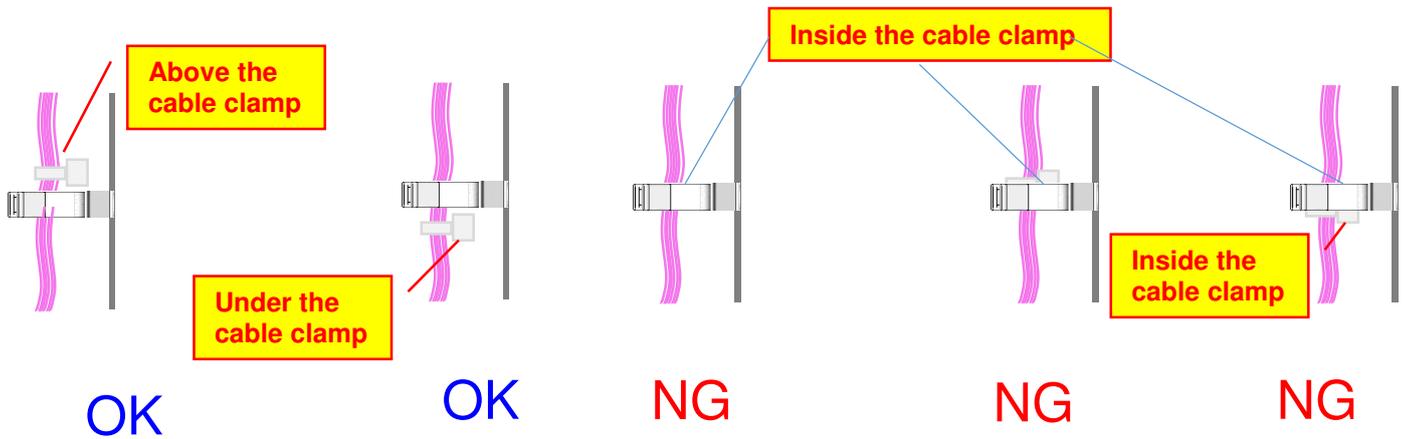


2. Check the position of the harness.

- OK : The binder is positioned either under or above the cable clamp.
- NG : The binder is positioned inside the cable clamp.



Model: Mo-C1	Date: 27-Mar15	No.: RD124029
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If the harness binder position is NG, unlock the cable clamp and shift the position of the harness binder either above or under the clamp

Reissued: 17-Feb-16

Model: Mo-C1	Date:17-Apr-15	No.: RD124030a
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**RTB Reissue**

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

Subject: "Cover Open" remains displayed.		Prepared by: T. Asada	
From: QAC Field Quality Management Dept., Group 2			
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

**SYMPTOM**

"Cover Open" remains displayed even when the covers are closed.

How to confirm the symptom

Check if the left/right front cover sensors are working properly in SP5803-50 (***Front Cover Sensor LEFT***) and SP5803-51 (***Front Cover Sensor RIGHT***).

If SP5803-50 is "1" and SP5803-51 is "0", the cover open message is caused by the problem described below.

***If otherwise, confirm proper attachment of the covers, harness connection and electrical conduction by referring to the service manual and point-to-point diagram.***

**CAUSE**

***Ink leaked on the print head control board shorts the 37V power circuit and damages the following components on the MCU.***

- ***37V fuse (FU13)***
- ***Power transistor (PwTr)***

***NOTE: For detail, see "Reference" on pages 4~6 of the bulletin.***

~~The following are the two possible causes of the symptom.~~

- ~~● Ink leaked on the printhead causes a short circuit and blows 37V fuse (FU3).~~
- ~~● Power transistor on the MCU is damaged.~~

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Model: Mo-C1	Date:17-Apr-15	No.: RD124030a
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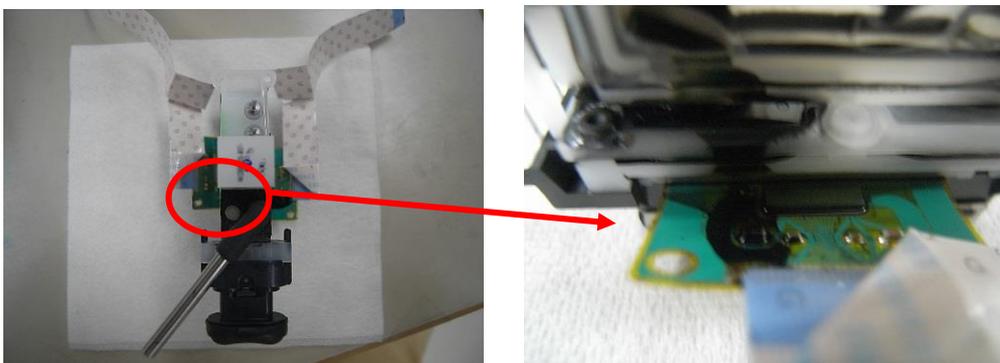
Signs of the symptom

Following are examples of image quality issues observed shortly before the fuse (FU13) blows where images can be partially missing or ink is continuously ejected. In such cases, cleaning the print head does not resolve the problem.



**Ink leaked on the print head control board**

***Photos below show a short circuited print head control board caused by ink leakage. Note that the short circuit may not be noticeable from visual inspection.***



**Important Note**

***Since this symptom is caused by damage triggered by a paper jam, See “Proactive measures” that shows how to prevent this symptom.***

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Model: Mo-C1

Date:17-Apr-15

No.: RD124030a

## SOLUTION

**Replace all of the following 3 parts together. Power ON the machine only after replacing all 3 parts.**

1. Replace the print heads (both BK and Color).  
**See *IMPORTANT* note below.**
2. Replace the HRB.
3. Replace the MCU.

If the above does not resolve the problem, confirm secure connection of the +37V harnesses downstream to the MCU by referring to the point-to-point diagram.

## IMPORTANT

- ***Make sure to replace all of the above 3 parts before turning ON the machine power. Turning ON the machine power after replacing only one or two among the 3 parts will damage the newly replaced part(s) again.***
- ***Depending on the condition of the print head control board, both BK and Color print heads may not have to be replaced to resolve the problem. See “C” of the Reference section for the check procedure on how to make this judgment.***  
***However, it is recommended to replace both print heads in case mistakes occur in the check procedure.***
- ~~It is very important that the components are replaced in the above order to prevent the fuse from blowing again.~~
- After replacing the print heads and HRB, confirm secure connection of the flat cables connecting the print heads and HRB. Loose connection of these cables can cause a short circuit.

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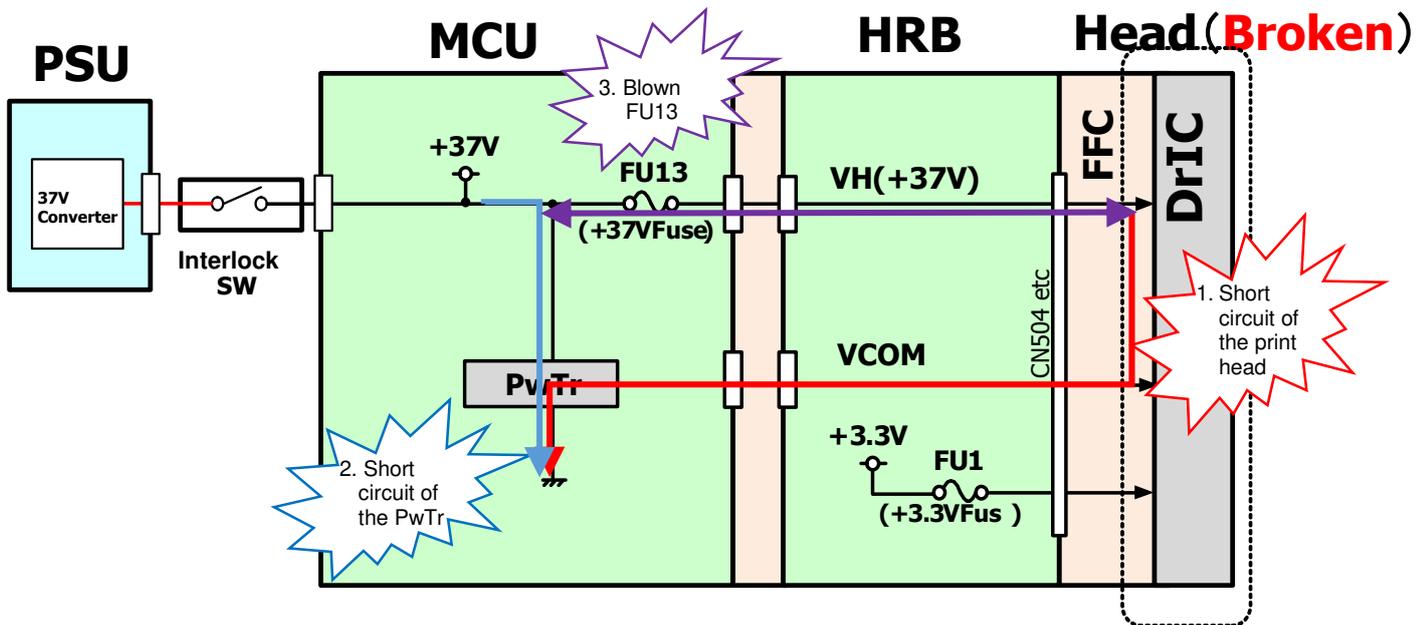
Model: Mo-C1	Date:17-Apr-15	No.: RD124030a
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**REFERENCE**

**A) The ink leak causes the symptom**

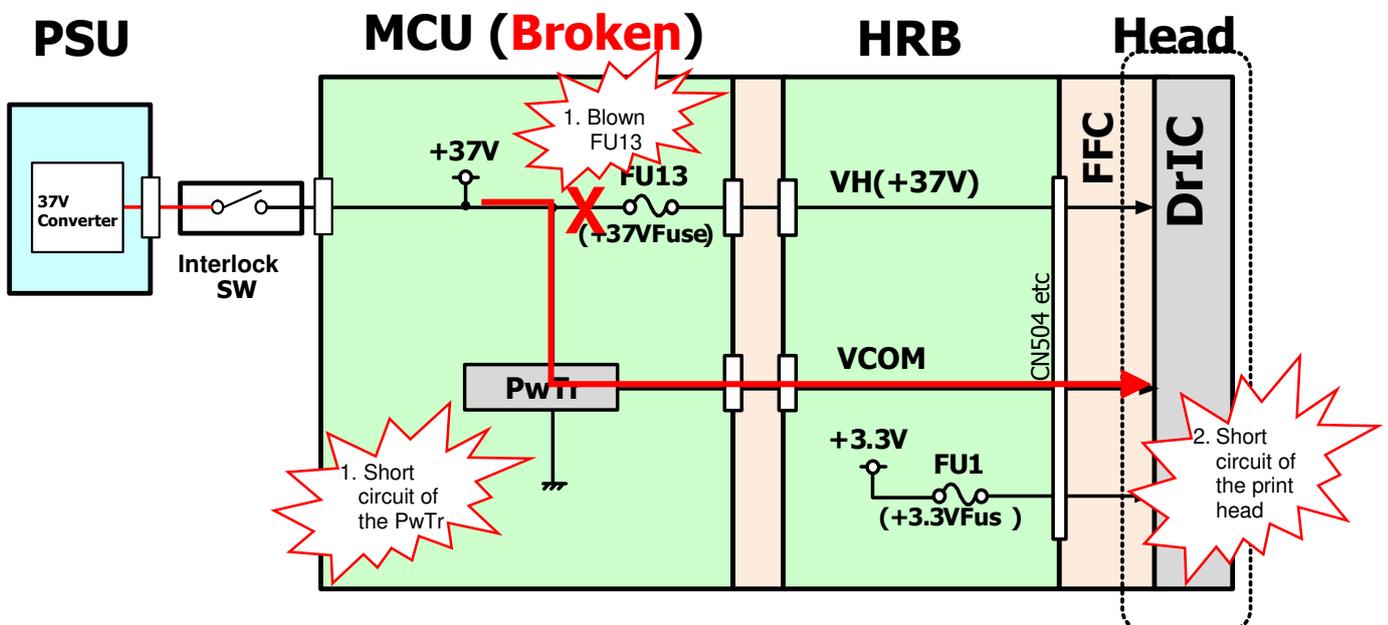
The following diagram describes an example of a short circuit that may occur when the ink leaks on the print head control board.

Note that the symptom could occur even if fuse (FU13) has not been blown and a short circuit only of the PwTr.



**B) Damaged MCU causes the symptom**

The following diagram shows an example of a short circuit that may occur when the MCU was broken.



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Model: Mo-C1	Date:17-Apr-15	No.: RD124030a
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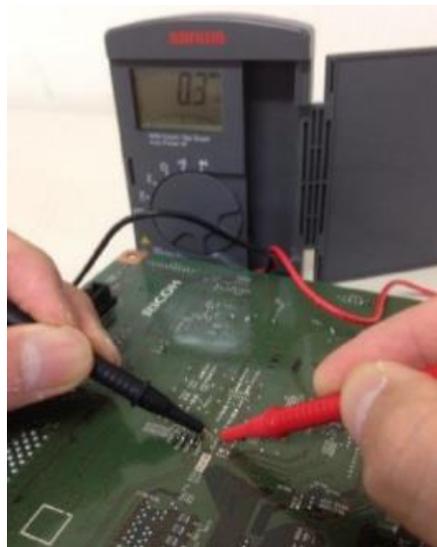
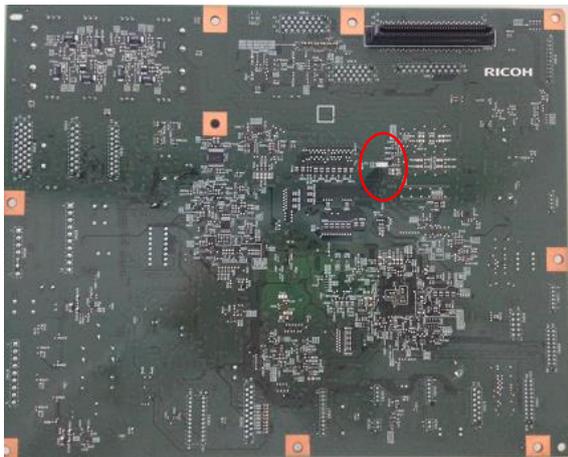
**C) How to judge whether both BK and Color print heads have to be replaced or not**

*If all of the following conditions are met, replacing either print head, BK or Color should resolve the problem.*

- *Fuse FU13 on MCU is not blown.*
  - *Fuse FU1 on HRB is not blown.*
  - *PwTr [Q12/Q13/Q18/Q19] or [Q14/Q15/Q16/Q17] on MCU is detected at a normal resistance level (19Ω ~ 21Ω).*
- *MCU and HRB must be replaced even if all of the above conditions are met.*
  - *If all of the above conditions are NOT met, powering ON the machine will damage the newly replaced MCU and HRB. For this reason, both print heads should be replaced to avoid this risk.*

**Check procedure**

1. **Measure the resistance level to check if fuse FU13 (located on the back side) on the MCU is blown or not.**
  - **Normal range** : 0.1Ω ~ 0.9Ω (Go to step 2)
  - **Abnormal range (fuse blown)** : 1KΩ ~ 1MΩ

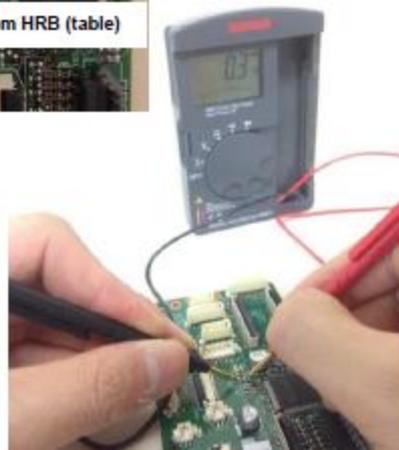
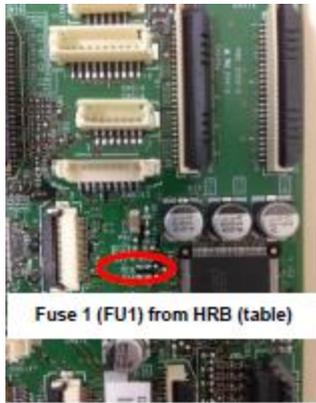


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**2. Measure the resistance level to check if fuse FU1 on the HRB is blown or not.**

- **Normal range** :  $0.1\Omega \sim 0.9\Omega$  (Go to step 3)
- **Abnormal range (fuse blown)** :  $1k\Omega \sim 1M\Omega$



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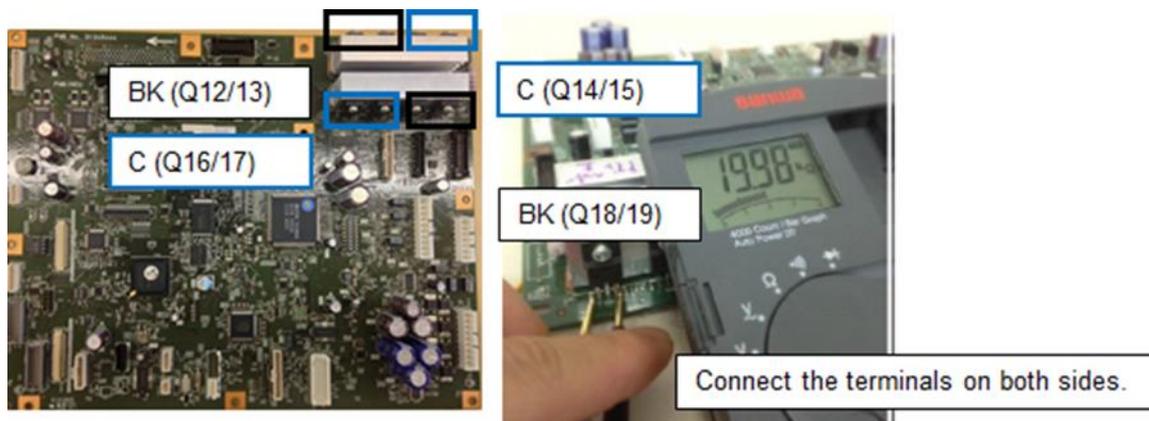
Model: Mo-C1	Date:17-Apr-15	No.: RD124030a
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**3. Measure the resistance level to check if PwTr on MCU is short circuited or not.**

- **Normal range** : 19kΩ ~ 21kΩ
- **Abnormal range (short circuit)** : 0.1Ω ~ 0.9Ω

**BK print head does not have to be replaced, if Q12/Q13/Q18/Q19 are all within normal range. (Replace only Color print head.)**

**Color print head does not have to be replaced, if Q14/Q15/Q16/Q17 are all within normal range. (Replace only BK print head.)**



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**Proactive measures**

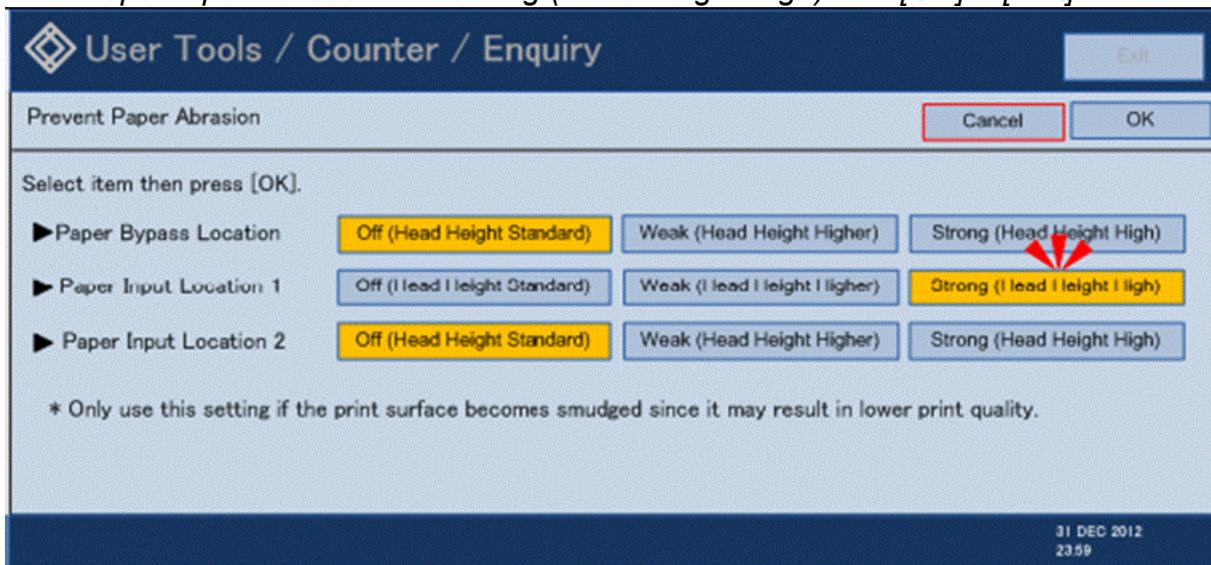
**1. Preventing paper abrasion**

The request would be to have the user use a mode that raises the height of the print head from 1.4mm to 3.0mm. Side effects of this are that productivity is decreased and resolution is also decreased with one-sided printing.

How to apply:

[General Features] tab -> [Next] -> "Prevent Paper Abrasion"

->"Paper Input Location 1: Strong (Head Height High)" -> [OK]-> [Exit]



d1249922

**2. Use an insert to advise users on correct jam removal**

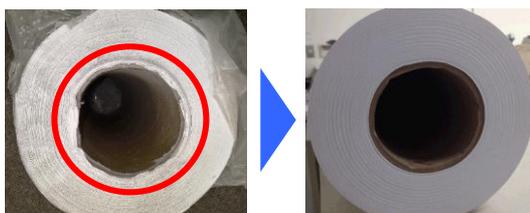
Insert: Please print this file and attach it around your unit to notify the customers.



Notification Sheet.pptx

**3. Advise users on paper storage**

Advise users that if humidified paper (paper that has absorbed moisture during storage) is used, paper jams will tend to occur frequently. In order to prevent such frequently occurring jams, users should be advised again regarding the correct way to store paper.



Model: Mo-C1	Date: 23-Apr-15	No.: RD124031
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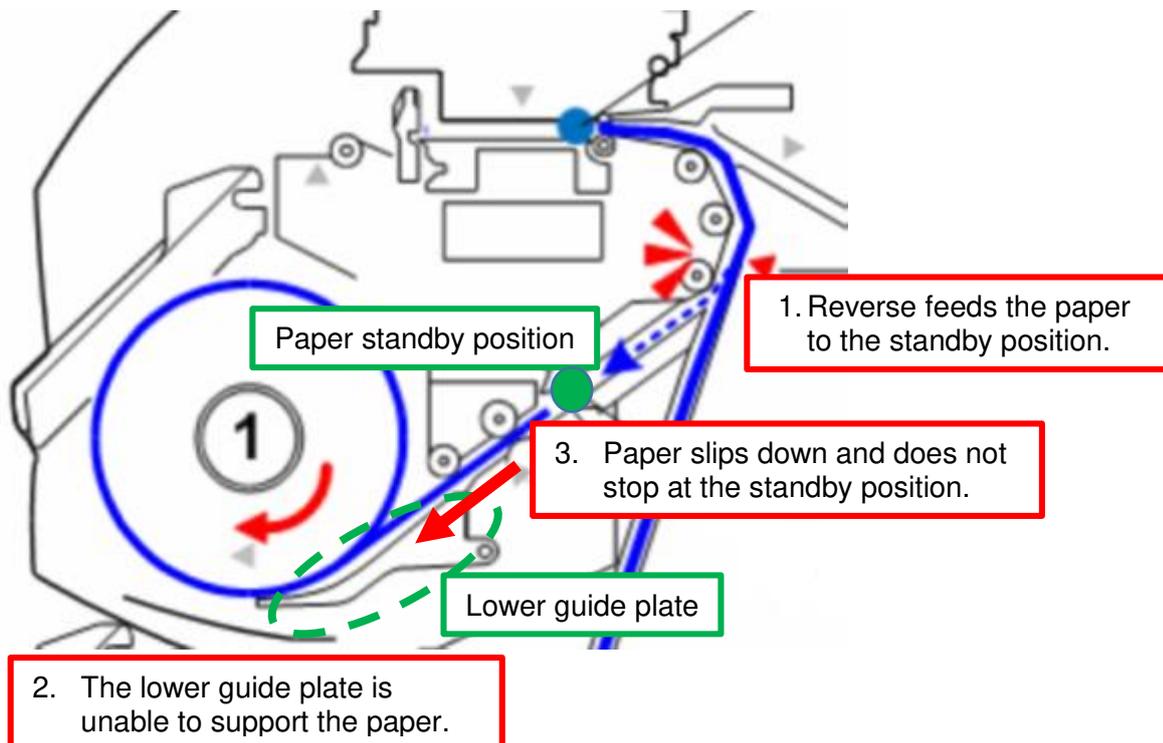
Subject: Jam008 with translucent paper and thin paper		Prepared by: Y. Kurohashi	
From: 3rd Tech Service Sect, PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Jam008 occurs during the roll initialization process with paper that is low in stiffness, for example, translucent paper and thin paper.

## CAUSE

Friction is too low for the lower guide plate to support the paper when reverse feeding during the roll initialization process, causing the paper to slip down and the leading edge to pass the paper standby position.

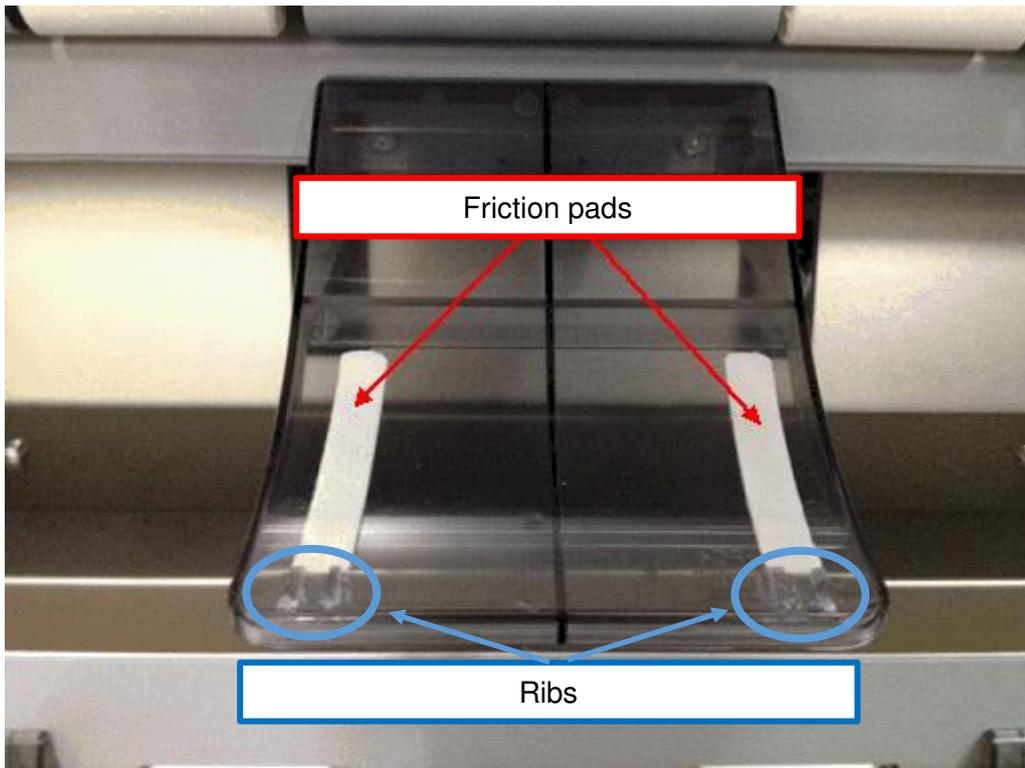


Model: Mo-C1	Date: 23-Apr-15	No.: RD124031
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**SOLUTION**

**Production line:**

Friction pads and ribs were attached to the lower guide plate for better grip against paper that is low in stiffness.



**Lower guide plate**

Part Description	Old Part Number	New Part Number	Page Number in P/C
GUIDE:MANUAL FEED:LOWER:ASS'Y		D1242662	U009 PAPER EXIT S001
GUIDE:MANUAL FEED:LOWER	D1242645	-	U009 PAPER EXIT 23

The new guide plates are applied to mass production since Jan 2014.

**In the field:**

Replace with the modified lower guide plate, if the problem occurs.

**NOTE:** When replacing the guide plate for Tray 1, procure and replace a total of 3 guide plates.

Model: Mo-C1	Date: 23-Apr-15	No.: RD124032
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Subject: Torque limiter registered as assembly unit		Prepared by: Y. Kurohashi	
From: 3rd Tech Service Sect, PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

**CHANGE**

- The spring for the torque limiter on the right hinge of the paper exit guide was changed from a round spring to a flat spring, and is also greased at the factory.
- In line with the above, the components of the torque limiter are no longer registered as individual service parts and have been registered as an assembly unit.

**REASON**

For higher durability

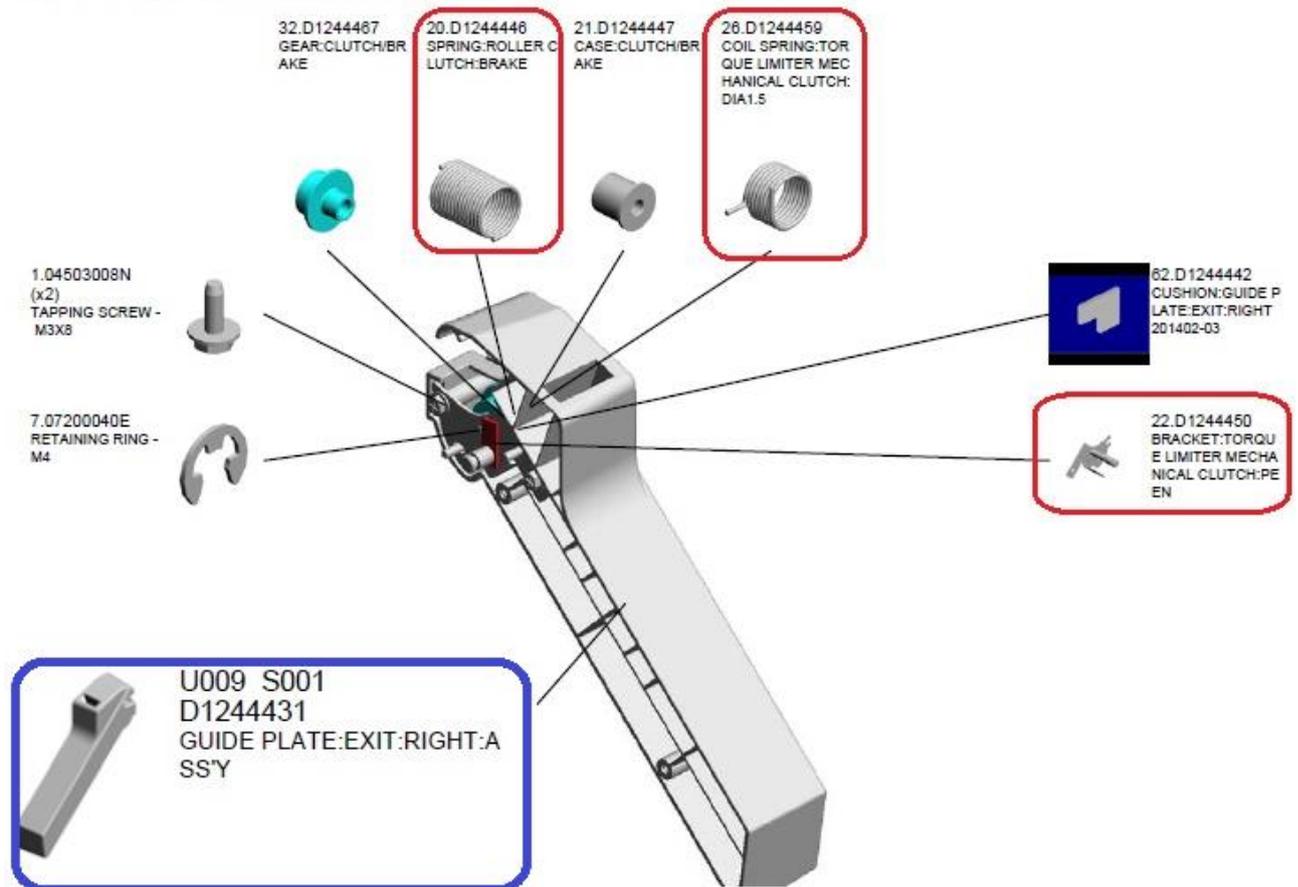
Part Description	Old Part Number	New Part Number	Page Number in P/C
GUIDE PLATE:EXIT:RIGHT:ASS'Y	-	D1244431	U009 PAPER EXIT S001
BRACKET:TORQUE LIMITER MECHANICAL CLUTCH:PEN	D1244450	Delete	U009 PAPER EXIT 23
SPRING:ROLLER CLUTCH:BRAKE	D1244446	Delete	U009 PAPER EXIT 21
COIL SPRING TORQUE LIMITER MECHANICAL CLUTCH:DIA1.5	D1244459	Delete	U009 PAPER EXIT 27

The modification has been applied to mass production since Sep, 2013.

Model: Mo-C1	Date: 23-Apr-15	No.: RD124032
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Parts outlined in **red** were deleted from the parts catalog.  
Outlined in **blue** is the new service part registered as an assembly unit.

U009\_S001  
GUIDE PLATE:EXIT:RIGHT:ASS'Y

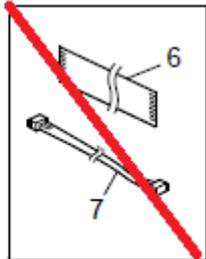
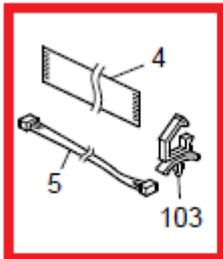
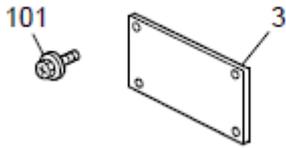


Model: Mo-C1		Date: 28-Sep-15	No.: RD124033
Subject: Harnesses used for the Copy Data Security option		Prepared by: Y.Kurohashi	
From: 1st Tech Service sect, PP Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

The following harnesses are used for 'Copy Data Security Unit' on Mo-C1.

- Index #4      p/n: B7705432      Harness: FFC: ICIB: Russian
- Index #5      p/n: B7705435      Harness: Power Source: ICIB

Copy Data Security Unit Type F  
(B829-07)



Model: Mo-C1		Date: 13-Apr-16	No.: RD124035
Subject: Notes on reinstalling the encoder strip		Prepared by: Y. Kurohashi	
From: 1st Tech Service Sect, PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" 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

Please add the following notes in **blue** to the field service manual in section:

Replacement and Adjustment > Main Scan > Horizontal Encoder > Reinstallation

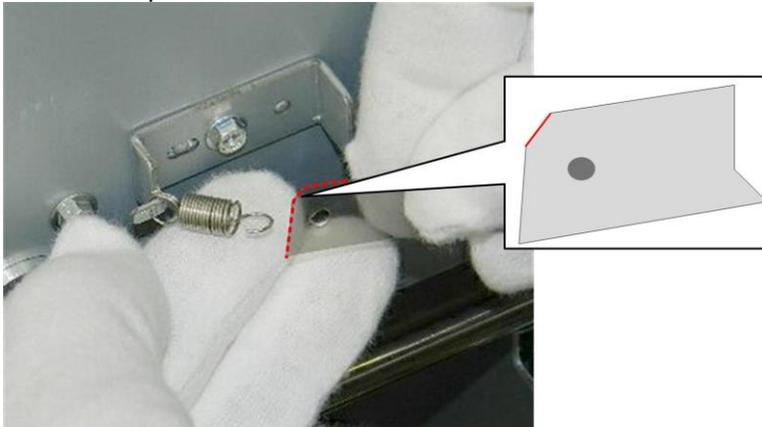
Parts number	Parts description
D1242199	ENCODER:CARRIAGE

**Reinstallation / Replacing**

- Before reinstallation, inspect the encoder strip. If it is dirty, clean it with an alcohol damp cloth, and then dry it with a dry linen cloth.

**★ Important**

- Never use a cotton ball, cotton swab, or tissue paper to clean the surface of the encoder strip.



d124r377

- Attach the left end of the strip with the beveled corner pointing up (the right end of the strip is square).

Model: Mo-C1

Date: 13-Apr-16

No.: RD124035

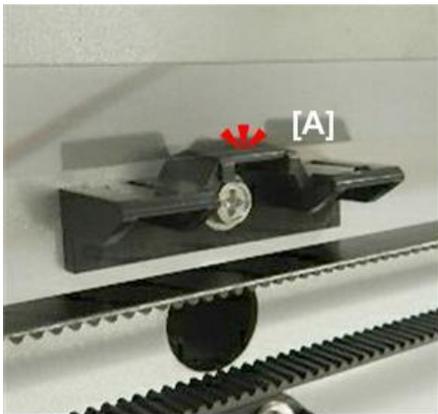
**★ Important**

- Horizontal encoder strip procured as a service part is attached with a transparent sheet for protection. Peel off the protection sheet before installing the encoder strip.



d1249700

- Before you turn the machine on, check the position of the horizontal encoder strip.
  - If the encoder strip is up on the bracket as shown at [A], pull it forward and down so it is in front of the bracket as shown at [B].
  - If the machine is turned on with the strip positioned as shown at [A], the movement of the carriage unit may scratch the surface of the encoder strip.



Incorrect



Correct

d124i209