Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262004

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☒ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ Tier 2	

This RTB has been issued to announce the firmware release information for the
PowerSaving Sys.

Version	Program No.	Effective Date	Availability of RFU
F.L3.04	D2625223A	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
F.L3.04	1st Mass production

RICOH

Technical **B**ulletin

Reissued: 01-Jun-16

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262005a

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

Subject: Firmware Release Note: BluetoothService for eDC.	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	*D2621572B_forEDC*	*April 2016 production*	*Not Available*
1.01	D2621572_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.02	*Symptom corrected:* *Applications can be uninstalled from Web Image Monitor.*
1.01	1st Mass production

RICOH

Technical **B**ulletin

Reissued: 06-Sep-16

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262010a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Web Uapl	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
1.01	*D2625226B*	*September 2016 production*	*Available*
1.00	D2625226A	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
1.01	*Symptom corrected:* - *Web Image Monitor might time out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off.* - *Web Image Monitor might encounter a "404 Not Found" error when attempting to display a list of stored files from a link sent via email.*
1.00	1st Mass production

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262013

Subject: Firmware Release Note: Option RTIFF		Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
12.19.18	D2625235B	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
12.19.18	1st Mass production

Technical **B**ulletin

Reissued: 08-Mar-17

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262014a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PDF	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	*D2625239B*	*March 2017 production*	*Available*
1.02	D2625239A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.03	*Symptom corrected:* *1. Printing might be slow when a spreadsheet containing many cells with patterns that are different from the default pattern in the following setting is printed from Microsoft Excel 2013:* *Select "Format Cell", select the "Fill" tab, and change the "Pattern Style" setting* *2. PDF file may not be printed via direct print if the PDF file contains True Type fonts.* *3. When printing PDF data that includes overprinting via PDF Direct Print, after taking a significant amount of time to print the first few pages in a job, the job might be cancelled.* *4. An SC899 error might occur when printing a document that has fewer than four colors-for CMYK-specified.-* *5. Images might be missing when printing from the PS3 driver.* *6. An SC899 error might occur when printing PS data that contains composite fonts.*
1.02	1st Mass production

RICOH

Technical **B**ulletin

PAGE: 1/1

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262015

Subject: Firmware Release Note: PS3	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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	D2625237A	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

Technical **B**ulletin

PAGE: 1/1

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262017

Subject: Firmware Release Note: RPCS		Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
3.19.15	D2625233A	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
3.19.15	1st Mass production

RICOH **T**echnical **B**ulletin

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262018

Subject: Firmware Release Note: RPGL Font			Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2625236	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

Technical **B**ulletin

Reissued: 25-May-16

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262022b

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PrinterInfo for eDC	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	*D2621555B_forEDC*	*April 2016 production*	*Not Available*
1.02	D2621555A_forEDC	April 2016 production	Not Available
1.01	D2621555_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.03	*Symptom corrected:* *Pre-installed application can be falsely uninstalled with the extended features of Web Image Monitor.*
1.02	Error Correction: Names of the applications that appear in "Activate Application" and "Update Application" of the service mode are incorrect.
1.01	1st Mass production

Technical **B**ulletin

PAGE: 1/1

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262024a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: ProgramInfoService for eDC	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.17	*D2621548B_forEDC*	*May 2016 production*	*Not Available*
1.16	D2621548A_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.17	*Symptom corrected:* *Preinstalled applications can be accidentally uninstalled from Web Image Monitor.*
1.16	1st Mass production

Technical **B**ulletin

Reissued: 27-May-16

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262029a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: StopKeyWidget for eDC	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	*D2621546B_forEDC*	*April 2016 production*	*Not Available*
1.01	D2621546A_forEDC	1st Mass production	Not Available

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

Version	Modified Points or Symptom Corrected
1.02	*Symptom corrected:* *Preinstalled applications can be accidentally uninstalled from Web Image Monitor.*
1.01	1st Mass production

Model: **Mo-C2**	Date: 04-Mar-16	No.: RD262031

Subject: Firmware Release Note: Data Erase Opt	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Data Erase Opt**.

Version	Program No.	Effective Date	Availability of RFU
1.02	D3BC5757A	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
1.02	1st Mass production

Technical **B**ulletin

Model: **Mo-C2**/**MET-C2ab/MET-C2cde/MET-C2yz/** **Brz-MF1/MT-C6/Gim-MF1.5dM/CH-C2/CH-C2Pro**	Date: 04-Mar-16	No.: RD262032a

Subject: Firmware Release Note: PS3 Font	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

Version	Modified Points or Symptom Corrected
1.17	1st Mass production

Technical **B**ulletin

PAGE: 1/1

Model: **Mo-C2/*MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brazil-MF1***	Date: 04-Mar-16	No.: RD262033a

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Font EXP	Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
1.00	D2415581	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

Subject: Firmware Release Note: Data Erase Onb		Prepared by: Y. Kurohashi
From: 1st PP Tech Service Sect., PP Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☒ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Data Erase Onb**.

Version	Program No.	Effective Date	Availability of RFU
1.05	D2625244	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
1.05	1st Mass production

Reissued: 16-Dec-16

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

RTB Reissue

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

Subject: Firmware Release Note: QRCodeforSDC for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

Version	Modified Points or Symptom Corrected
2.1.2	**Other changes:** - **New Model Supported.** Symptom corrected: - The QR code application quits when opening the settings in Taiwanese models. On the Griffin-C2_ch, before installing an application or updating to a new version, the CheetahSystem firmware needs to be updated to v1.09 D2411420K) or later.
2.1.1	Symptom corrected: When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.
2.1.0	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: - If Smart Device Connector has not been installed on the device, when the smart device reads the QR code on the Smart Operation Panel, the screen will navigate to the Smart Device Connector website. - Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF. - Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.

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

Version	Modified Points or Symptom Corrected
2.0.1	Other changes: Minor changes made to improve reliability. --- 1st mass production for Mo-C2 --- Symptom Corrected: Some of the wording in English was incorrect. Other changes: Support for Bluetooth Low Energy in Smart Device Connector.
2.0.0	1st Mass production

RICOH

Technical Bulletin

Reissued: 19-Jan-17

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

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

Subject: Firmware Release Note: QuickCardAuth for eDC	Prepared by: T. Tachibana
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

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

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

Version	Modified Points or Symptom Corrected
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.
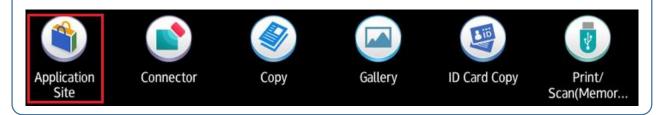
Model: Mo-C2	Date: 10-Mar-16	No.: RD262035

Subject: Notification about configuring Application Site		Prepared by:
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		Yuji Fukuzaki

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

This RTB is a notification about the network configuration for Application Site. Application Site has been implemented as of the Model Lef-C1. This notification affects the following models:
- Model Lef-C1 (D259)
- Model GR-C2ab* (D219/D220/D214/D196/D236)
- Model Mo-C2 (D262)
-
*Gr-C2 devices produced from March 2016 to May 2016 will also be affected.
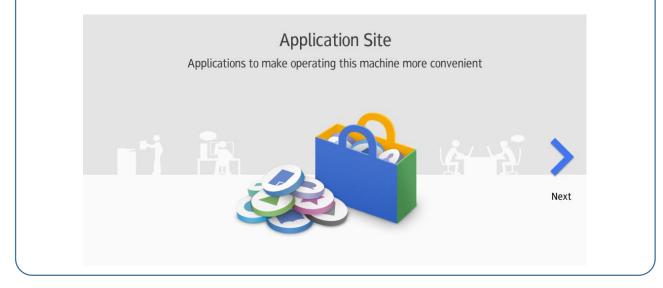
> **Note:** Application Site is an application delivery system for the Smart Operation Panel. Customers can install and update applications on their devices. In addition, if an application requires new firmware, customers can also update the device firmware on their own.

> **Note:** The current Application Site only displays a splash screen until Application Site is officially published.

Model: Mo-C2	Date: 10-Mar-16	No.: RD262035

Notification to configure Application Site: Proxy settings need to be configured in the controller and Smart Operation Panel in environments that use a proxy server.

Proxy settings in the controller: Web Image Monitor > @Remote > RC Gate Proxy Server

Proxy settings in the Smart Operation Panel: User Tools > Screen Features > Proxy settings

What will happen if the proxy settings in the controller are not configured?: Zoo will fail to start up the service and the following error message will be displayed after tapping the Zoo icon:

Model: Mo-C2	Date: 10-Mar-16	No.: RD262035

Solution:

Customers should be able to configure Application Site on their own. To assist them in doing so, we will:

- Publish an errata sheet on the device's webpage in the middle of April.
- Add a section to the user manual that explains how to configure the proxy settings for Application Site.

Reference: The network information for Application Site

Application Site needs to access the following servers:

Servers	Purpose	URL
SERES	Checking for the latest version of the firmware and downloading it.	https://p-rfu-ds2.support.ricoh.com
eDC	Downloading applications.	https://support.ricoh.com https://e2-as1.support-download.com https://e2-cs2.support-download.com
Application site	Viewing the Application Site and downloading applications.	https://download.mlp.ricoh.com/appmarket https://hapi.start.ricoh.com/v1/discovery/appsite https://www.ricoh.co.jp/common/sitestratos/

* If a customer has security measures in place to not allow any of the conditions above, please ask them to configure their environment for the Application Site to access the appropriate servers. The IP addresses are not mentioned above because there are multiple servers in various locations that are managed via load balancing to minimize downtime. Because of this, there is no static IP address.

RICOH **T**echnical **B**ulletin

Model: Mo-C2	Date: 28-Mar-16	No.: RD262036

Subject: Updates of SOP 2nd Generation on MP CW2201		Prepared by: Y.Fukuzaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

This RTB is to inform you of the corrections to the "Smart Operation Panel 2nd Generation Field Service Manual".

1) Mechanism > Overview > Application Specifications

The following applications will be preinstalled as of the release of the MP CW2201:

Application	Functions
Bluetooth Service	Provides configurations for standard Bluetooth on the Android OS.
Bluetooth Authentication Plugin	Provides a device driver function to use Bluetooth authentication.

The following applications will be preinstalled as of the release of the MP CW2201:

Application	Functions
Copy	Copy application with a new UI.
Scan	Scan application with a new UI.
Printer	Printer application with a new UI.
Quick Print Release	Ability to view and print stored documents.
Print/Scan(Memory Storage Device)	"Media print" and "Scan to Media" have been integrated into this application. The media device is recognized by the Smart Operation Panel, so it will be quicker than the conventional functions.

2) Mechanism > Overview > Panel display > Soft keys on the screen
   The function keys and system messages have been integrated into the banner.

1	Function key	Users can assign shortcuts for each application. Up to three applications can be assigned as shortcuts. When an application is assigned as a function key, users can call the application from any screen. The function key is disabled by default. Users must first enable this function to be able to allocate applications to function keys.
2	System messages key	System messages are displayed in this area. Multiple messages can be displayed by tapping this area of the banner and scrolling.

3) System Maintenance > Software Update > Installation

"Application Site" has been added to Screen Service mode. Field engineers can start up Application Site to install or update applications or firmware without needing user administrator credentials.

Model: Mo-C2	Date: 28-Mar-16	No.: RD262036

This menu just opens Application Site by using the Web Browser app. If the firmware version that is installed on the controller needs to be updated to use Application Site, then Application Site cannot be accessed until that update is completed.

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Model: **CheetahBusinessApplication/ Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/Mo-C2**	Date: 13-May-16	No.: RM923010

Subject: Firmware Release Note: JobHistory	Prepared by: Y. Fukuzaki
From: Connectivity Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D3CM5509_forEDC	1st Mass production	Not available

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

Version	Modified Points or Symptom Corrected
1.0.0	Other changes: - 1st mass production - Initial release via the Application Site.

Reissued: 06-Jun-16

Model: GR-C2_SOP, *Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1*	Date: 30-Jul-15	No.: RD196026a

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

Subject: Firmware Release Note: IWnnIME for eDC	Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

Version	Modified Points or Symptom Corrected
2.3.3	1st Mass production

Reissued: 24-Nov-16

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

RTB Reissue

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

Subject: Firmware Release Note: iWnnIME for eDC			Prepared by: C. Shimaji
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

For Korean

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

For Simplified Chinese

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

For Traditional Chinese

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

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

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Reissued: 14-Dec-16

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

RTB Reissue

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

Subject: Firmware Release Note: NFCPlugin for eDC	Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

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

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

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

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

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Reissued: 14-Dec-16

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

RTB Reissue

The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: USBCardPlugin for eDC	Prepared by: H. Morishima
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

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

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Reissued: 13-Dec-16

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

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BLEPlugin for eDC	Prepared by: N. Yasuda
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

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

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

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

Model: Mo-C2	Date: 25-Aug-16	No.: RD262039

Subject: ARFU (Automatic Remote Firmware Update)	Prepared by: E.Hinata
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2 ☐ Tier 0.5

Important Information:

New Features for Automatic Remote Firmware Update

Contents:
1. OVERVIEW
2. SUPPORTED FIRMWARE
3. SETTING PROCEDURE
4. DETAILED DESCREPTION

1. OVERVIEW

Firmware Update (Auto Remote Firmware Update)

⬇ Note

- Auto remote firmware update (ARFU) requires connection to the Internet. Be sure to get permission from the customer before setting up ARFU.
- Encryption level: 2048 bit supported, 512 bit NOT supported.

Overview

By Auto Remote Firmware Update (ARFU), the firmware is updated by checking the global server every 76 hours and downloading the latest package if it is newer than the one installed on the machine.

Function Overview

(1) Checking for the latest firmware

(2) Downloading the latest firmware

SERES-BB (Global Server)

(3) Automatic firmware update

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2. SUPPORTED FIRMWARE

Product name	Firmware Module	Version	Program No.	Note
MP CW2201SP	System/Copy	D2625221E	1.05	Support for ARFU

Model: Mo-C2	Date: 25-Aug-16	No.: RD262039

3. SETTING PROCEDURE

Specify ARFU settings as required.

Operating Conditions:
▪ Use the machine in an environment where it can be connected to the Internet.

⬇ Note
▪ Be sure to get permission from the customer before setting ARFU up.
▪ The connection is one-way, so the user's data cannot be accessed from the global server.

Configuration Procedure
1. **Check if the firmware version is the version described in the table above or newer, and update if necessary.**
2. **In User Tools > Machine Features > System Settings > Interface Settings, specify the IP address, Subnet, Gateway, and DNS settings according to the user's network environment.**
   ⭐ Important
   Make sure to specify the DNS settings. To acquire the firmware data, it is necessary to have the host name resolved so that access to the global server is possible using the host name.
3. **Check the user's network environment and, as required, specify the proxy server settings in the following SPs:**
   ▪ SP5-819-062 (Use Proxy DFU(SSP))
     1: Used / **0: Not used**
   ▪ SP5-816-063 (Use Proxy DFU(SSP))
   ▪ SP5-816-064 (Proxy Port Number)
   ▪ SP5-816-065 (Proxy User Name)
   ▪ SP5-816-066 (Proxy Password)

   They can be specified also via Web Image Monitor from Device by logging in with the administrator authorization. Management>Configuration>Device Setting>Auto Firmware Update.
   ⬇ Note
   "Auto Firmware Update" will appear on Web Image Monitor if SP5-886-111(AutoUpdateSetting) is set to "1(ON)."
4. **Set SP5-886-111 (AutoUpdateSetting) to "1 (ON)"**
   ⬇ Note
   1. To download the firmware only using SFU, and not by ARFU, specify the settings as follows:
      - SP5-886-111(AutoUpdateSetting) to "0 (OFF)"
      - Set SP5-886-115 (SfuAutoDownloadSetting) to "1 (ON)"
5. **When setting the prohibited day, time and so on of the auto firmware update, set them with following SPs.**
   ▪ SP5-886-112 (AutoUpdateProhibitTermSetting)
     0: OFF, 1: ON (Default)
   ▪ SP5-886-113 (AutoUpdateProhibitStartHour)
     Default: 9
   ▪ SP5-886-114 (AutoUpdateProhibitEndHour)
     Default: 17
   ▪ SP5-886-120 (AutoUpdateProhibitDayOfWeekSetting)
     Default: 0x00
     Set the bits for the days of the week to prohibit updating.
     Prohibited (Monday - Sunday): Bit 7
     Monday: bit 6
     Tuesday: bit 5
     Wednesday: bit 4

Thursday: bit 3
Friday: bit 2
Saturday: bit 1
Sunday: bit 0
e.g.) Prohibited on Mon., Fri., Sat., and Sun.: 0x47 (01000111)

They can be specified also via Web Image Monitor logged in as the machine administrator from Device. Management>Configuration>Device Setting>Auto Firmware Update.

Note
 "Auto Firmware Update" will appear on Web Image Monitor if SP5-886-111(AutoUpdateSetting) set to "1(ON)"

6. **Check SP5-816-087 (Remote Service: CERT:Macro Ver) and make sure the encryption level is 2048 bit. If not, set to 2048 bit.**
  [1]: 512 bit / **[2]: 2048 bit**

Important
 If SP5-816-087 is [1]: 512 bit, specify the settings as follows:
 1. Initialize the encryption level by executing SP5-870-003 (Common Key Info Writing: Initialize)
 2. Rewrite as 2048 bit in SP5-870-004 (Common Key Info Writing: Writing 2048 bit).
 3. Turn the main switch off and on.

Note
 ARFU uses the same certificate as @Remote to communicate with the Global Server. This may cause failure in connecting with the Center Server, if the device is to be installed in the following conditions. Make sure to check the conditions before changing the encryption level and do the corresponding workaround.

 Conditions

 1) Customer uses RC Gate Type BN1.
 RC Gate Type BN1 does not support 2048 bit encryption level communication with Ricoh devices (HTTPS Managed devices). Therefore, the device cannot be registered under RC Gate Type BN 1.

 2) A Ricoh device (HTTPS Managed) that supports only 512 bit encryption level is registered as an External appliance.
 Only one encryption level can be set for an External Appliance for its communication with imaging devices. If a 512 bit encryption level Ricoh device (HTTPS Managed) is registered, the external appliance as well as other devices must also use 512 bit encryption level even if 2048 bit encryption is supported on those devices.

 Workaround

 For Condition 1:
 1. Advise your customer to change to the latest appliance that supports 2048 bit encryption level communication.

 For Condition 2:
 1. Manage the device with embedded RC Gate. (2048 bit)
 2. Exclude non-supported devices (i.e., those devices that cannot be changed from 512-bit to 2048-bit) from the external appliances, then change the encryption level of external appliances and all managed devices (from 512 bit to 2048 bit).

7. **Use the machine with its main power on and connected to the Internet.**

   Checking the ARFU Connection
1. **Enter the SP mode.**
2. **Press [Firmware update].**
3. **Press [Update].**
4. **Press [Execute update].**

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- "Execute update" appears even if @Remote connection has not been established.
- If an error code appears when you click "Execute update", the machine is in the following status.

Error code	Status
E51	The machine in operation for printing, etc.
E71	Network connection error

5. **Check if one of the following messages appears: "Will you download the latest package Ver *** and update?" or "The installed package is the latest version.".**
   - If the message appears, it is possible to execute ARFU.
     ->Press "**No**" and close SP mode to complete the configuration.
   - If the message does not appear, it is not possible to execute ARFU.
     ->Check the network settings again.

⭐ Important
   - **Update will run immediately if you press "Yes" at the message "Will you download the latest package Ver *** and update?" Update cannot be canceled, as it is run by SFU. (Update can be canceled for ARFU.)**

⭐ Important
   - If the access to the global server is restricted, request the network administrator (customer) to permit the following FQDN name for communication.
     - **FQDN: p-rfu-ds2.support.ricoh.com**

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Note
- ▪ SP5-886-116 (Auto Update Prohibit Term Setting) displays the scheduled date and time of the next ARFU.
- ▪ If the scheduled date and time of the next ARFU coincides with a time and day of the week when ARFU is prohibited, the machine sends an inquiry to the server to check if there is a new firmware package at this time. If there is a new firmware package, it is downloaded in the background, but the package updating is cancelled and executed on the next occasion, 76 hours later, to update the package.

4. DETAILED DESCRIPTION

Types of firmware update files, supported update methods:

	SFU	SD Card	RFU	**ARFU**
Individual firmware	N/A	Available	Available	**N/A**
Package firmware	Available	Available	Available	**Available**

What is Included in the Firmware Package:
Firmware included in the firmware package is indicated by "X" in the firmware download web site.
Firmware not included in the package requires updating by SD cards, etc.

Example

X/ -	Firmware
-	aics
X	animation
X	Application Site
X	BluetoothService
X	CheetahSystem
-	CSPF
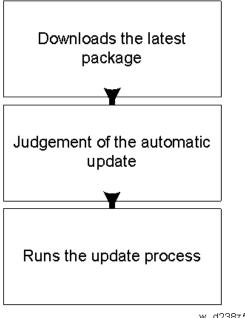
Release role:
- Firmware is not included in the package releases, if there had been no changes since the 1st mass production.
- Once a firmware is released in a package, the firmware will always be included in succeeding packages.

Module	Mass production	1st Package (2 modules)	2nd Package (3 modules)	3rd Package (4 modules)
System/Copy	1.00	1.01	1.02	1.02
Engine	1.00	-	1.01	1.01
Scan	1.00	1.01	1.02	1.02
CheetahSystem	1.00	-	-	-
SimpleCopy	1.00	-	-	1.01

Downloading and Updating Process

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Downloads the latest package

The machine checks the server for the latest package version.
If the version of the package on the global server is later than that of the package installed on the machine, or if the machine has not downloaded the firmware package, the machine downloads the latest package in the background even when the customer is using the machine.
If download fails, the machine will retry downloading 76 hours later.
The downloaded package can also be used with SFU (Smart Firmware Update). A package downloaded with SFU (Smart Firmware Update) can be used with ARFU (Auto Remote Firmware Update) and vice versa.
When replacing the hard disk, the firmware package data becomes lost from the hard disk. Even if the latest firmware is on the new hard disk, be sure to receive the latest package data.
When the machine connects to the server where the package files are stored, the DNS settings and the name solution by DNS are needed. The machine will still try to download the package even if the name cannot be resolved, but will fail as the name is not resolved.
The time and date to send the next inquiry to the global server can be checked with SP5-886-116 (Farm Update Setting: Auto Update Next Date).
The auto remote firmware update is executed every 76 hours.
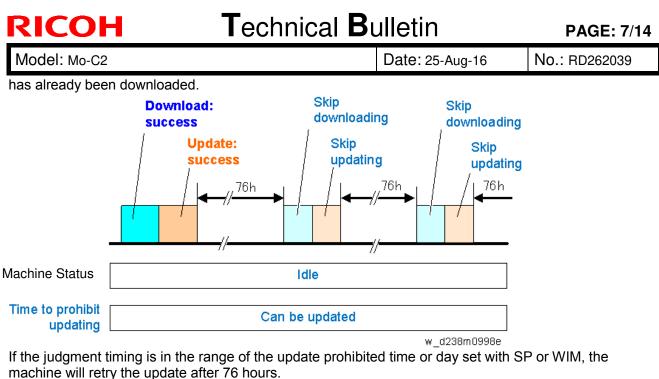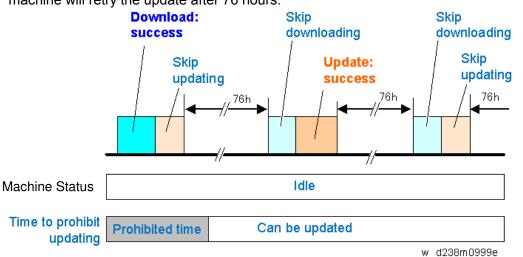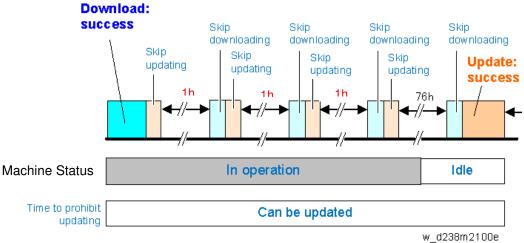
Judgment of ARFU

Update judgment is done when the latest update package is successfully downloaded, or the package

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has already been downloaded.

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If the judgment timing is in the range of the update prohibited time or day set with SP or WIM, the machine will retry the update after 76 hours.

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If the machine is in use when the judgment process runs, the process is retried. Retry is done up to three times in 1 hour interval (can be changed with SP5-886-117: Auto Update Retry Interval Hour) and if the machine is in use for all three retries, the machine will retry the update after 76 hours.

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Situations judged as machine in use

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No.	Situations judged as machine in use
1	When the control panel is used within 30 seconds
2	During firmware update
3	While firmware update is disabled
4	While printing (copy, printer, fax, re-printing via network)
5	While scanning (copy, scanner, fax)
6	Retrieving image data via network
7	While initial setting (User Tools settings) or SP is being set
8	While fax is transferring data
9	During on hook / on handset
10	During the PC-FAX process (from PC to machine data transfer to the end of the job)
11	While shifting to/from the energy server mode
12	When not being able to run firmware update due to the modules that are running e.g.) Waiting for DCS transfer (refer to appendix), accessing devices such as HDD/SD card, etc.
13	While displaying a preview
14	While the document server function is in use
15	Connecting to TWAIN
16	During the interrupt copy process
17	While displaying the printer menu
18	While updating the display for the document server function via WIM or for stored fax documents
19	While writing log information
20	While accessing the address book
21	During SC

Update Process

When the machine has decided to run the auto firmware update, the following message is displayed.

Firmware update will start.
Press [OK].
It will start automatically after **30** seconds
have elapsed.

Cancel   OK

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The popup will have "Cancel" and "OK" buttons and the update process will start either when the "OK" button is selected or 30 seconds has passed.

When the "Cancel" button is selected, the machine will run the "Retry update" process.

When the device update and three retries in recovery mode both fail, it is determined as a device defect and will display an SC for the defective device. If such an SC appears, replace the indicated board. In the case of SC845, the SC cannot be reported via @Remote.
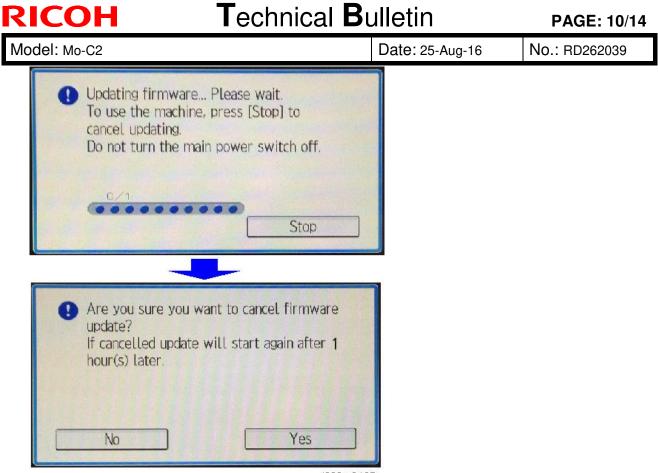
Device and corresponding SC number.

Device name	SC number
Engine board	SC845-01
Controller board	SC845-02
Operation panel (normal panel)	SC845-03
Operation panel (smart panel)	SC845-04
FCU	SC845-05

Canceling the update

It is possible to cancel the Auto Remote Firmware Update (ARFU) or update in recovery mode from the operation panel.

Updating firmware... Please wait.
To use the machine, press [Stop] to cancel updating.
Do not turn the main power switch off.

0/1

Stop

Are you sure you want to cancel firmware update?
If cancelled update will start again after 1 hour(s) later.

No   Yes

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But this is not possible while updating the operation panel itself. On the other hand, the update for the operation panel will run at the final stage of the update. Thus canceling the update at that stage has no real effect.
When the update is cancelled, the machine will reboot when updates for all modules of one of the following devices is done.
1. Engine Board
2. FCU
3. Controller Board
4. Operation Panel
For example, when the update process is cancelled while updating the first module of the operation panel, the machine will reboot when all modules in the operation panel have been updated.
The firmware contents included in the package can be referred to in the release note in SERES release of the package.
The next update will run 76 hours after the cancellation. The old (cancelled) package will be discarded if the package downloaded 76 hours later is the latest.

Checking the ARFU Result
Checking the Result from the Firmware Update Setting
1. **Enter the SP mode.**
2. **Press [Firmware update].**
3. **Press [Update].**
4. **Press [Update Package Information].**
5. **If the firmware package is the same as the one on the global server, the update was completed successfully. Otherwise, check the result using the logging date.**
   In SP7-520-041 to -045 (Update Log: Auto:Version), you can check the versions of the packages updated by ARFU. (-041 displays the latest result. It is also printed on the SMC sheet.)
   Checking the Result Using the Logging Data
1. **Enter the SP mode.**

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2. **Press [System/Copy].**
3. **Check the results for ARFU by SP7-520-051 to 060 (Update Log: Auto:Result)**
   "-051" is the latest update result. For details about the number of each result log, see page 1 "Firmware Update (Auto Remote Firmware Update)".

Related SP

SP Number	Selection **Def.**	Overview
SP5-886-111	**0: OFF** 1: ON	Sets auto update ON/OFF by ARFU.
SP5-886-112	**0: OFF** 1: ON	Will not run the update when update prohibited time setting is ON and the current time is in the range of the time set.
SP5-886-113	0 to 23 **9**	▪ Start time < End time: Prohibited time is from the start time to the end time on the same day. ▪ Start time > End time: Prohibited time is from the start time to the end time on the next day.
SP5-886-114	0 to 23 **17**	▪ Start time == End time: Prohibited time setting is disabled. (Update will not be prohibited.)
SP5-886-115	**0: OFF** 1: ON	Even when the update function is disabled, downloading the package is allowed. The downloaded package can be used with SFU.
SP5-886-116	Display only	Displays when the latest package check will run.
SP5-886-117	1 to 24 **1**	Set time for the next version check after retry.
SP5-886-120	**0x00**	Update will not run if the corresponding bit for each day below is set to 1. ▪ prohibited:bit7 ▪ Monday: bit 6 ▪ Tuesday: bit 5 ▪ Wednesday: bit 4 ▪ Thursday: bit 3 ▪ Friday: bit 2 ▪ Saturday: bit 1 ▪ Sunday: bit 0 This setting is not affected by the prohibited time setting. e.g.) Prohibited on Mon., Fri., Sat., and Sun. : 0x47 (01000111)
SP7-520-011 to 015	Display only	History of date and time when update has started. The five most recent are recorded, the lowest number being most recent. If the last update failed, this is not recorded.

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SP Number	Selection **Def.**	Overview
SP7-520-021 to 025	Display only	History of date and time when update has finished. The five most recent are recorded, the lowest number being most recent. The record is created when the update has successfully finished. When the update is cancelled, no record is created.
SP7-520-031 to 035	Display only	History of the package number (including suffix) for which update has completed. The five most recent are recorded, the lowest number being most recent. The record is created when the update has successfully finished. When the update is cancelled, no record is created.
SP7-520-041 to 045	Display only	History of the package version for which update has completed. The five most recent are recorded, the lowest number being most recent. The record is created when the update has successfully finished. When the update is cancelled, no record is created.
SP7-520-051 to 060	Display only	History of the result of the download and the update. Refer below for the numbers set.

Numbers set for the result history for SP7-520-051 to 060

No.	Result	Description
1	Downloading with SFU	Cannot download or update as the machine is now downloading the package for SFU.
2	HDD uninstalled	Cannot download or update as the machine has no HDD.
3	Updating with SFU	Cannot download or update as the machine is being updated with SFU.
4	HDD error	Cannot download or update as the HDD cannot be used.
5	Version information obtain error	Cannot download or update as the version information cannot be obtained.
6	Update download error	Cannot download or update as the update download failed. In non @Remote method, this shows that the download failed because there was no proxy set.

Model: Mo-C2	Date: 25-Aug-16	No.: RD262039

No.	Result	Description
7	Name resolution error	Cannot download or update as the name cannot be resolved upon downloading the update.
8	Auto update setting disabled	The package has been downloaded but will not run the update as SP5-886-111 (auto update setting) is disabled and SP5-886-115 (auto download setting for SFU) is enabled.
9	Update prohibited time	Cannot start to update as the auto update prohibited time setting (SP5-886-112) is enabled and the time update initiated was in the range of prohibited time (SP5-886-113 to 114). Or the day which update was initiated was a day for which update was prohibited (SP5-886-120).
10	Update postponed due to machine in use	Cannot start update due to the following conditions when update was initiated. ▪ The machine is in use by a user (the panel was used within 30 seconds) ▪ Machine offline for other reasons ▪ Operation prohibited ▪ Displaying SP/UP menu ▪ Firmware update is running with another method ▪ Configuration change prohibited ▪ Verifying the operation panel (smart panel)
11	Update cancelled by user	Update was cancelled because a user selected "Cancel" in the popup shown before starting the update.
12	Offline failed	Cannot start to update as the machine is offline for other reasons.
13	Update successful	Update was started and successfully completed.
14	Update failed	Update was started but failed.
15	Update deemed completed	Update was cancelled after the process was initiated because a user selected "Cancel". There is no need to resume the update due to one of the following reasons: ▪ A newer update has been released and received. ▪ When retrying ARFU, the update has already been completed by another method.
16	Update cancelled by user after update initiated	Update was cancelled after the process initiated because a user selected "Cancel" during the update.

No.	Result	Description
17	Version information obtain error (Connection failed with host name)	Cannot download or update as the connection failed with host name when obtaining version information.
18	Version information obtain error (proxy verification failure)	Cannot download or update as the proxy verification failed with proxy settings when obtaining version information.
19	Version information obtain error (other than proxy verification failure when proxy is set)	Cannot download or update as an error other than proxy verification with proxy settings occurred when obtaining version information.
20	Update download error (proxy verification failure)	Cannot download or update as the proxy verification failed with proxy settings when downloading the package.
21	Update download error (other than proxy verification failure when proxy is set)	Cannot download or update as an error other than proxy verification with proxy settings occurred when downloading the package.
22	Update by retry successful	After power failure, unsuccessful update, or rebooting, update by retry is executed successfully. However, this does not apply to the case where the update was cancelled after the process was initiated because a user selected "Cancel". In this case, the update is "successful" if the retry is not executed between the start and completion of the next update (76 hours after the cancellation).

Model: MO-C2	Date: 14-Dec-16	No.: RD262040

Subject: Service Manual Correction - Horizontal Encoder Sheet	Prepared by: Rie Shohda
From: 1st Tech Service Sect., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

SERVICE MANUAL CORRECTION
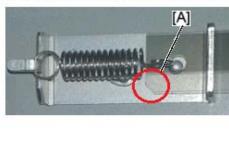
Please apply the following corrections to your service manual.

- 'upper left' was corrected to 'lower left' (described in red).
- The photo was changed in line with the above correction (circled in red).

4. Replacement and Adjustment > Horizontal Encoder Sheet > Precaution

Precaution

- To attach the left end of the horizontal encoder sheet, place it so that the cutout [A] is placed at the **lower left**
- Slide the horizontal encoder sheet to the cutout [B] of the horizontal encoder sensor.

A transparent sheet is attached to the service part of the horizontal encoder sheet for protecting the part. Peel off the protective sheet before attaching the part.

d1249700

- Before you turn the machine on, check the position of the horizontal encoder strip on the left.
  - 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].

Reissued: 22-May-17

Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

RTB Reissue
The items in **bold italics** were corrected or added.
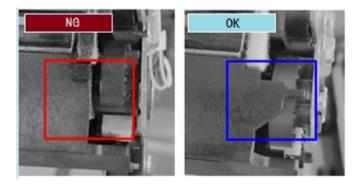
Subject: Troubleshooting SC202 at installation	Prepared by: Kanji Nakano
From: PP CF/WF Sec., CIP Product Quality Management Dept	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

SYMPTOM

SC202 occurs at installation.

CAUSE

The print head carriage frame was not designed to cover the full range of variation in strength. As a result, excessive stress produces a crack in the rib of the frame.

SOLUTION

Production line:
The shape of the part was changed to further increase its strength.
   P/N D2622016E → D2622034
   Applied from: March 2017

In the field:
Replace the print head carriage **(Procedure below).**

   <u>**Parts**</u>
   Use the following parts.
      D2629901   CARRIAGE:REAR:ASS'Y
      D2629902   PIN:PREVENTFENCE:HEAD
      D2629903   TUBE:COUPLING

Note: The page numbers in the procedure refer to the MP CW2201 Field Service Manual.

Procedure

⭐ Important

- The screws shown below are adjusted their position at the factory. Never loosen nor remove them for changing or adjusting.

Forty screws on the backward frame of the main unit (the figure is with the upper cover removed)
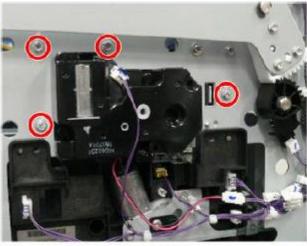
d262k8502

Four screws beneath the paper holding lever (the figure below is with the right cover removed)

d262k3035

Remove Ink Supply Unit

1. Remove the maintenance unit (p.534).

2. Remove the top cover (p.245).

3. Remove the ink collector tank (p.531).

4. Remove the ink cartridge cover (p.243).

5. Remove the front cover (p.249).

6. Remove the paper exit guide (p.251).
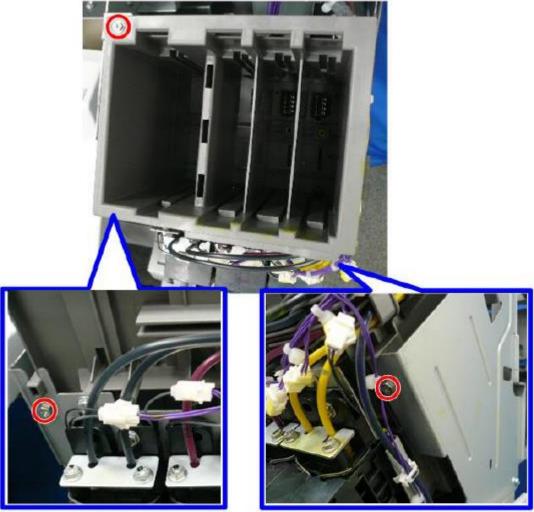
7. Remove the screws around the ink supply unit. (🖊 x3)

d262k3101

8. Release the clamps, free the ink tubes, and remove the connectors [A] and [B] of the ink supply unit.

(🖽 x2, 🖾 x2)
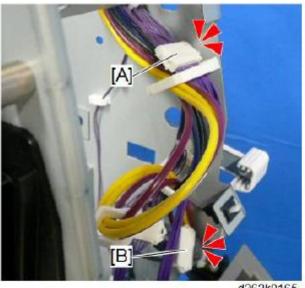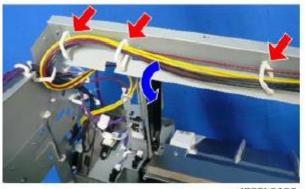
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a
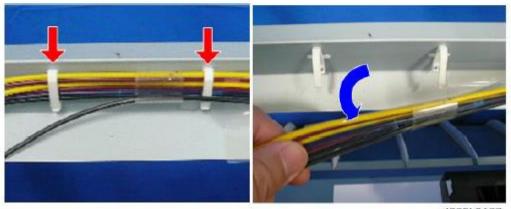
d262k0165

9. Release the clamps inside the frame on the right front of the main unit and free the ink tubes. (🔧x3)

d262k0166

10. Release the clamps inside the frame at the center of the main unit and free the ink tubes. (🔧x2)

d262k0167
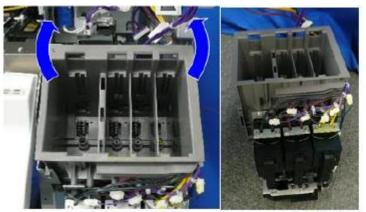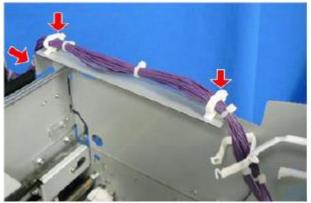
11. Remove the ink supply unit.

d262k0168

Free the Harness on the Right Side of the Main Unit

1. Release the clamps on the right top of the main unit and free the harness. (🖰x3)

D262k3092
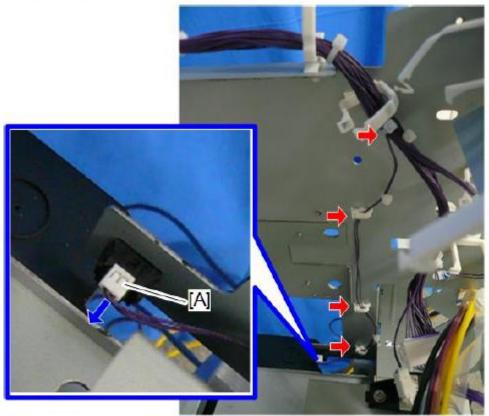
2. Remove the connector [A] of the ink collector tank cover sensor inside the right panel, release the clamps, and free the sensor harness. (⬛ x1, 🖳 x4)
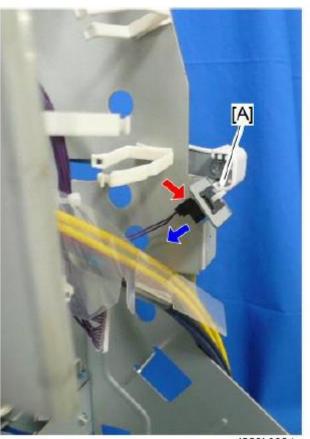
[A]

D262k3093
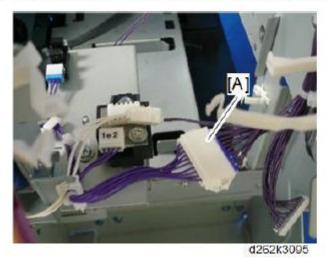
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

3. Remove the connector of the ink cartridge cover sensor [A] inside the front of the main unit. (🖼 x1)

d262k3094

4. Remove the connector [A] of the ink supply unit. (🖼 x2)

d262k3095
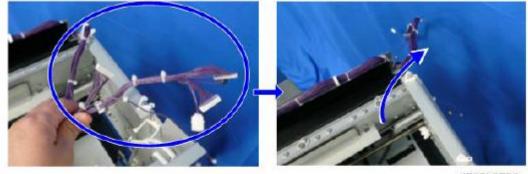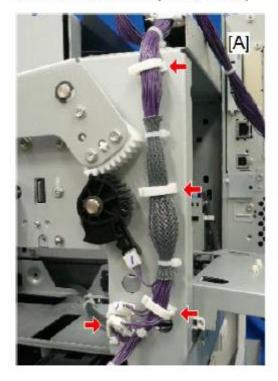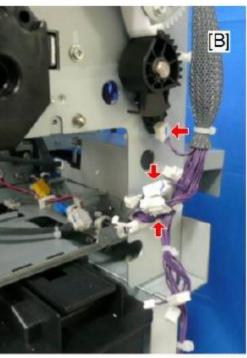
5. Take out the harnesses from the main unit and move them to the back of the main unit.

d262k3096

6. Release the clamps [A] and remove the connectors [B] on the right back of the main unit, and free the harness. (🔧x4, 🔌 x2)

d262k3097
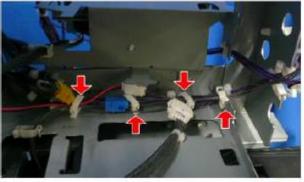
7. Free the auto-nozzle check unit (p.540).
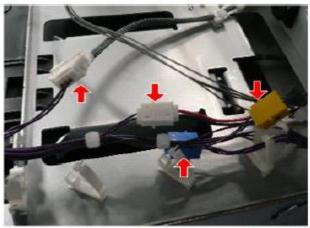
8. Release the clamps inside the right of the main unit. (📇x4)

d262k3098

9. Remove the connectors, and free the harnesses. (📇 x4)

d262k3099

10. Take out the harnesses from the main unit.

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11. Move the harnesses to the back of the main unit.
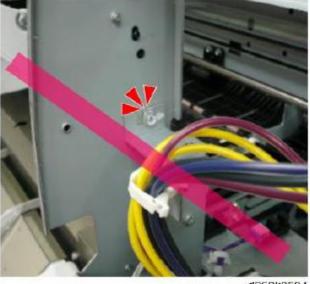
d262k3100

Main Ink Level Sensor Bracket Removal

⭐ Important

- The screws shown below are adjusted their position at the factory. Never loosen nor remove them for changing or adjusting.

- A screw at the upper part of the air release solenoid bracket.

d262k8504
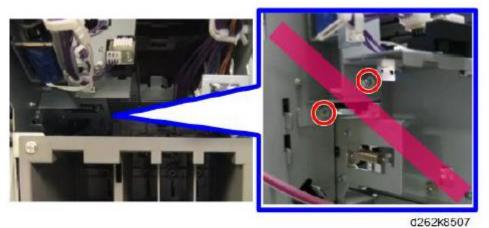
- Two screws at the lower part of the air release solenoid and main ink level sensor bracket.

d262K8507

1. Mark the point of the boss of the main ink level sensor bracket (a red line in the illustration below).

D262k3091

🔽 Note
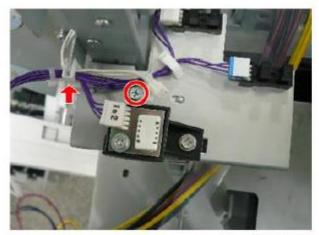
- When the main ink level sensor bracket is to be attached, be sure to place the OCFS actuator at the center of the OCFS actuator sensor. For details, see "Attach the main ink level sensor bracket in the procedure below" in "Precautions" for attaching the carriage unit.
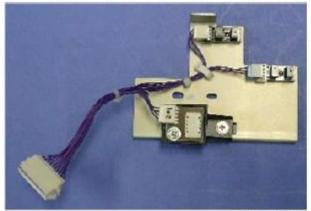
2. Remove the main ink level sensor bracket on the right front of the main unit. (🔧x2, 🔩x1)

d262k3102

d262k3103
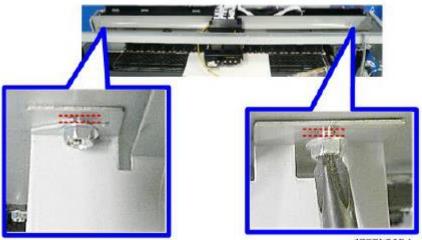
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

Ink Tube Rail Removal

1. Loosen the right and left screws on the ink tube rail. (✒ x2)

d262k3104
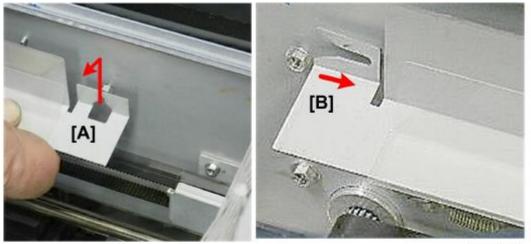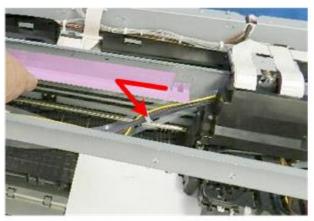
2. Remove the rail from the loosened screws [A] and [B].

d124r458

3. Move the rail to the left and pull it out from the rear of the carriage unit to take it out from the main unit.

d124r459

Horizontal Encoder Sheet Removal

🔽 Note

- Do not touch the horizontal encoder sheet with bare hands.
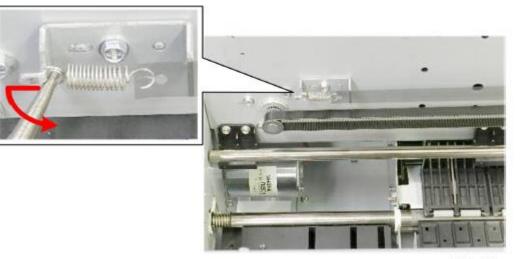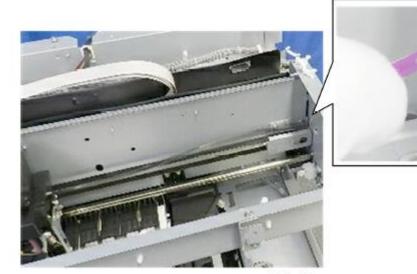
1. Release and remove the spring on the left of the main unit. (✎ x1)

d124r460

2. On the right of the main unit, remove the right end of the horizontal encoder sheet from the screw.

d124r461
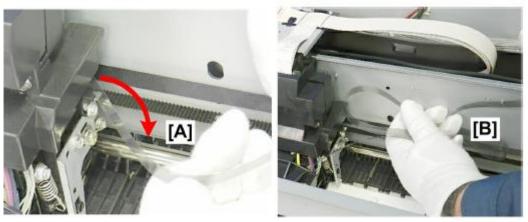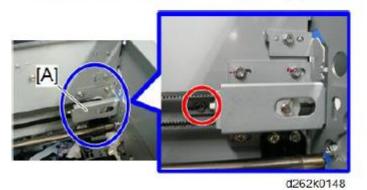
3. Pull out the horizontal encoder sheet from the back of the carriage unit [A] to take it out from the main unit [B].

d124r462

Tension Bracket Removal

1. Remove the screws of the tension bracket [A] inside the right of the main unit. (🔩 x3)

d262k0148

2. On the right of the main unit, remove the tension screw hidden behind the paper holding lever and the tension bracket is removed. (🔩 x1)

🔽 Note
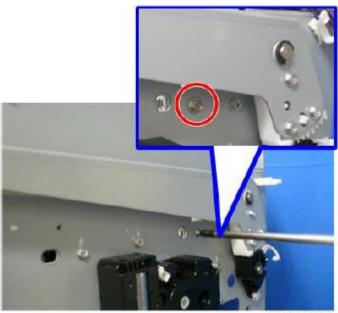
- When removing the outside screw, hold the bracket to prevent the spring, that is not fixed to the bracket, from falling.

d262k0149

d262k0150
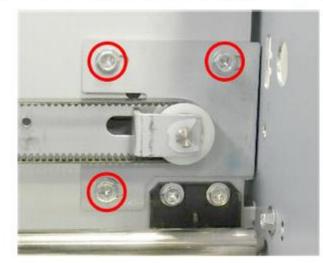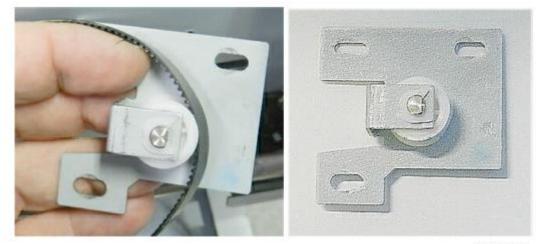
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

3. Remove the plate of the tension bracket together with the horizontal timing belt. (✏ x3)

d124r466

d124r467
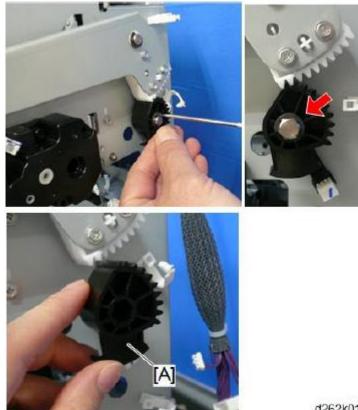
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

Right Plate Removal

1. Remove the actuator [A] beneath the paper holding lever. (🅒 x1)

d262k0151

Reissued: 22-May-17
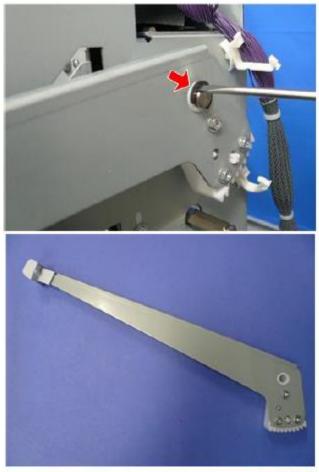
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

2. Remove the paper holding lever. (🔗 x1)

d262k0152

Reissued: 22-May-17
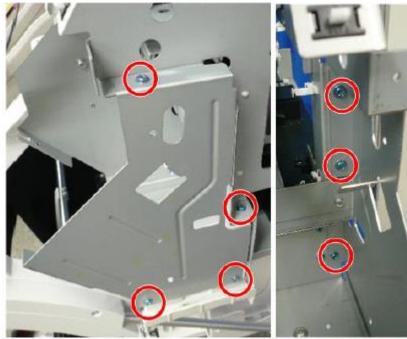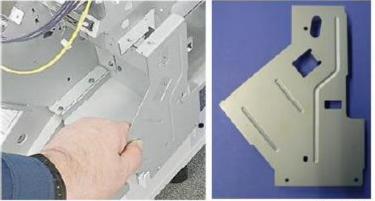
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

3. Remove the blue screws on the right front plate. (🔩 x7)

d262k0153
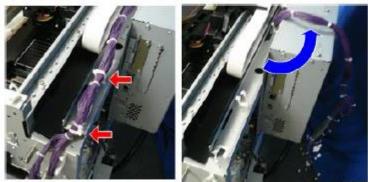
4. Remove the right front plate.

d262k0154

5. Release the clamps on the right back of the main unit, free the harnesses, and move them to the back of the main unit. (📇x2)

d262k0155

6. Remove the right panel.

1. Remove the screws on the right back of the main unit. (🔩x6)

d262k0156
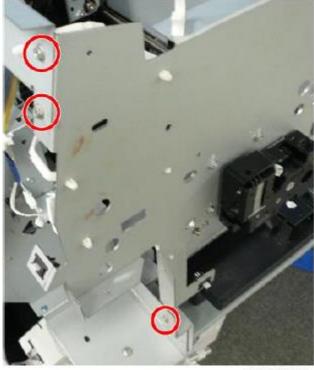
2. Remove the screws on the front. (🖉 x3)

d262k0157

3. Remove the plate [A] inside the right panel. (🖉 x1)

[A]

d262k0159
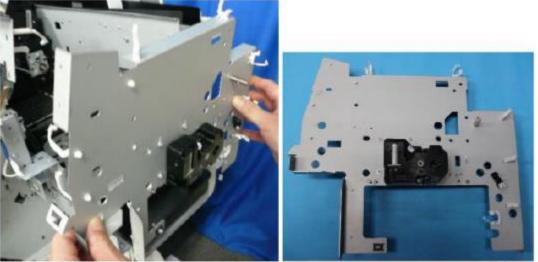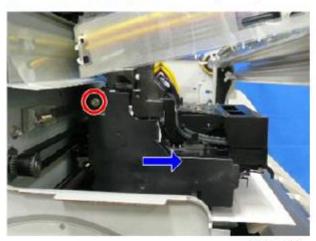
4. Remove the right panel.

d262k0158

Carriage Unit Removal
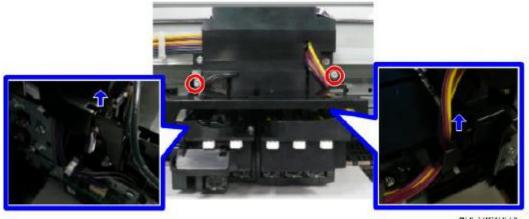
1. Remove the carriage left cover. (�🔧 x1)

d262k3020

Reissued: 22-May-17

Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

2. Remove the carriage upper cover that hold the ink tubes on both sides of the carriage unit. (🔧 x2)
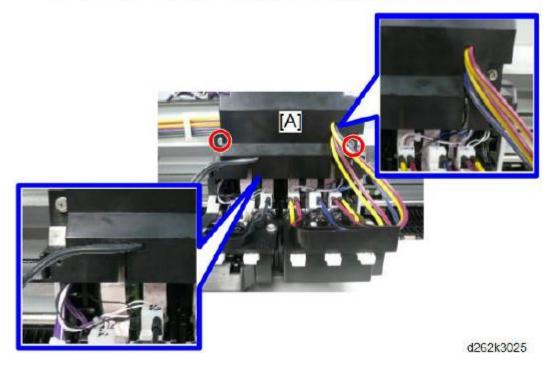
d262k3024

3. Remove the carriage front cover [A]. (🔧 x2)

⬇ Note

- To remove the carriage front cover, remove the ink tubes from the groove.
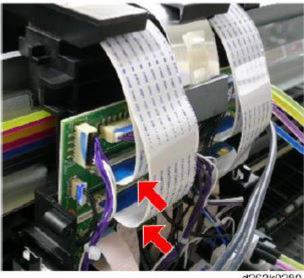
d262k3025
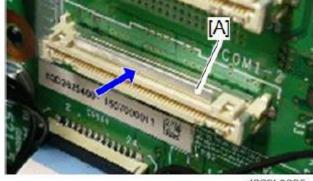
4. Release the FFCs from the left of the HRB. (▨ x2)

d262k0280

🔽 Note

- To release the FFCs, push the plate [A] to the HRB.

[A]

d262k3085
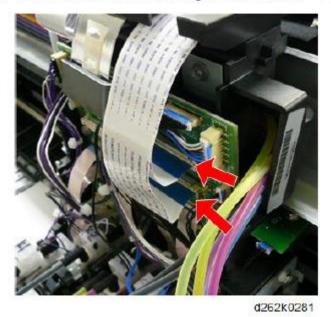
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

5. Release the FFCs from the right of the HRB. (▤ x2)

d262k0281

6. Release the FFC from the center of the HRB. (▤ x1)
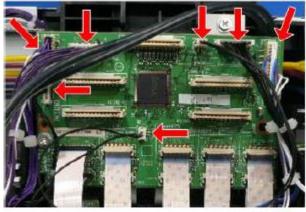
d262k0282
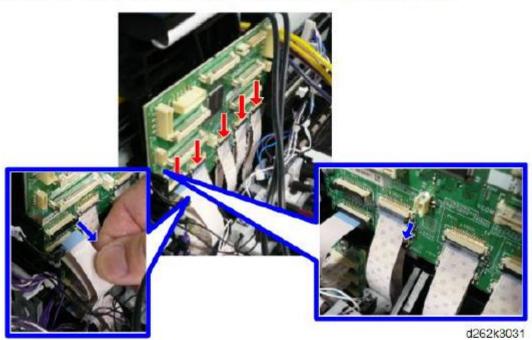
7. Remove the connector from the HRB. (📖 x7)

d262k3030

8. Release the FFCs (front side) from the lower part of the HRB. (▤ x5)

d262k3031

⬇Note
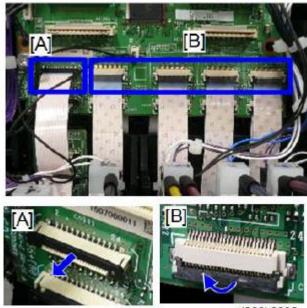
- To release the FFCs, be sure you understand of the directions of the locks.

- To release the FFCs [A], pull the lock toward you.

- To release the FFCs [B], push up the lock.

Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

d262K3086
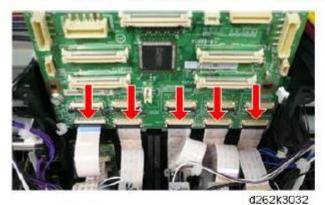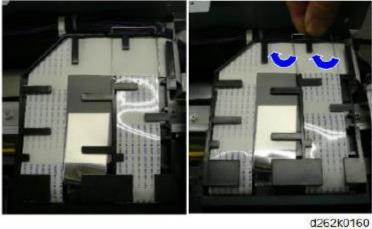
9. Release the FFCs (backward) from the lower part of the HRB. (🟨 x5)

d262k3032
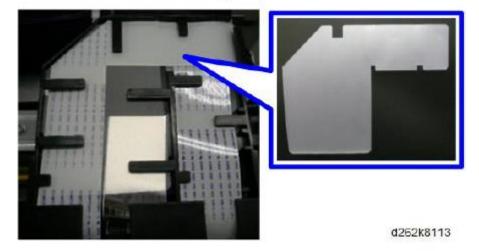
10. Slide the wire retainer on the right top of the FFC guide plate to the left while holding it pushed and remove it from the cutout.

d262k0160

11. Remove the sheet from the FFC guide plate.
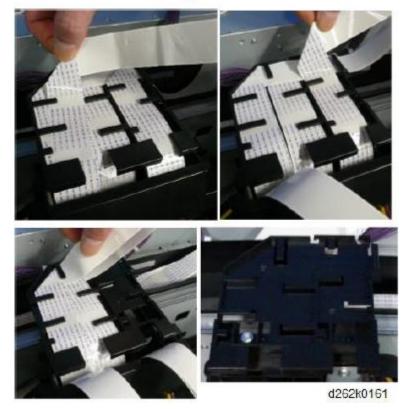
d262k8113

12. **Release the FFCs from the guide**

d262k0161
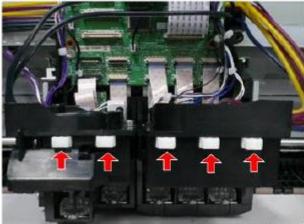
13. Take the plugs for attaching to the ink tubes and plugs (capped) for attaching to the ink supply ports of the print head unit as they are disconnected, to prevent ink leakage. Two plugs for black print head and five plugs for color print head are necessary.

d262k0298

Parts No.
D2629902 PIN:PREVENTFENCE:HEAD
D2629903 TUBE:COUPLING

14. Place a large sheet of paper under the carriage unit. (This prevents the platen from being dirty caused by ink leakage as the ink tube is removed.)

15. Push the right and left white projections of the black and color print heads to release the air from the head tanks.
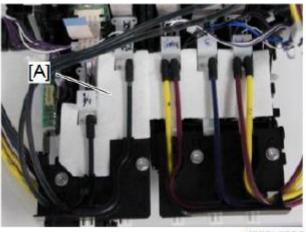
d262k3079
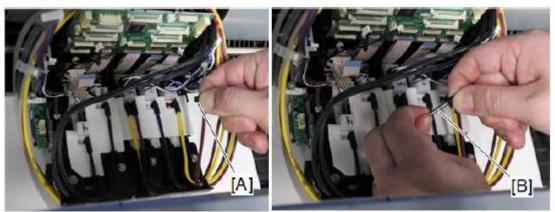
16. Attach the protective sheet [A] to the new print head.

d262k0299

17. Remove the ink tube (M2) [A] from the ink supply port of the print head, and attach the plug [B] to the ink tube port.

d262k0291

Reissued: 22-May-17

Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

18. Attach the plug (capped) [A] to the ink supply port from which the ink tube (M2) was removed.

d262k3066

Reissued: 22-May-17
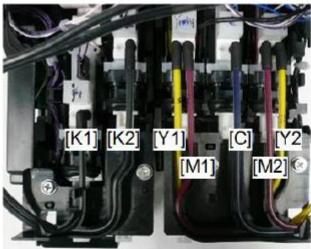
Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

19. Repeat steps 16 and 17 for ink tubes (Y2), (C), (M1), (Y1), (K2), and (K1) in this order.

[K1] [K2] [Y1] [C] [Y2]
[M1] [M2]
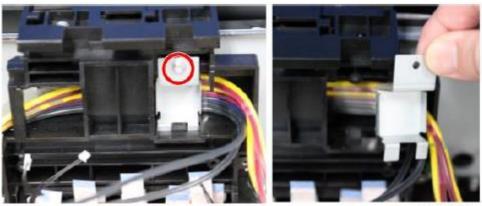
d262k3078

20. Remove the HRB. (🔩 x1)

d262k3033

21. Attach the plugs of all seven ink tubes and seven ink supply ports, then remove the bracket that secures the ink tubes. (🔩 x1)
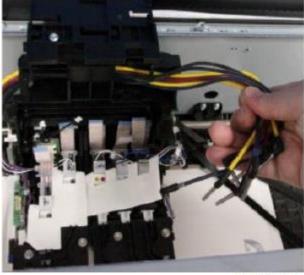
d262k0300
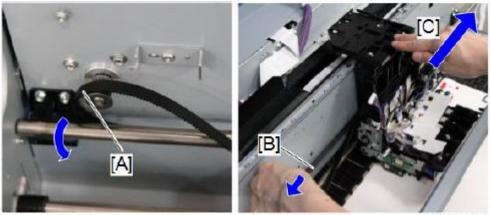
22. Remove the ink tubes from the carriage unit.

d262k0301

23. On the left of the main unit, remove the horizontal timing belt [A] from the motor drive gear.

24. Move the carriage unit to the right end of the main unit [C] while pulling up the horizontal timing belt [B] (to prevent the belt from fouling at the back of the carriage unit).
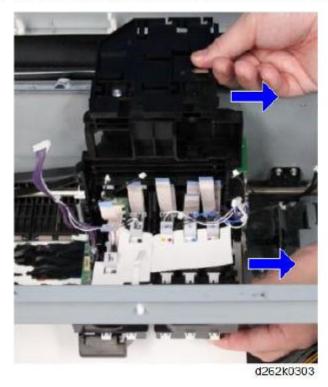
d262k0302

25. Hold the carriage unit with both hands and remove it from the guide rod.

d262k0303

Note
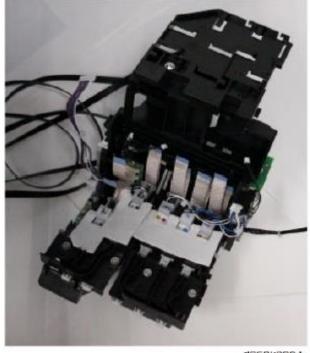
- Place the removed carriage unit on the flat place.
- Place the carriage unit with the nozzles facing down on a flat paper.
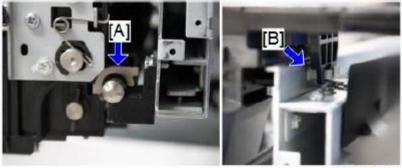
Carriage Unit

d262k0304

Precaution

Check the position of the carriage unit after attaching it to the guide rod.

1. The shaft [A] at the lower part of the carriage unit is inserted in the guide rod.

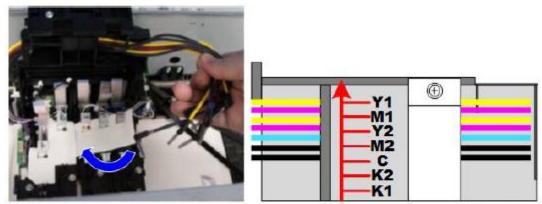2. The slider [B] at the upper part of the carriage unit contacts with the rail as shown below.

d262k0305

Before attaching the bracket to secure the ink tubes, check that the ink tubes are lined correctly as shown below.

d262k0162

Reissued: 22-May-17

Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

1. Pass the ink tubes, K2, K1, Y1, M1, C, Y2, and M2 in this order one by one through the upper part of the carriage unit.

2. Pass the ink tubes from left side to the right side of the carriage unit in the order described above.

   Note

   - Then the tubes are prevented from crossing inside the carriage unit.

   - If the ink tubes are crossed, the bracket to secure the ink tubes may not be attached correctly.

3. If the plugged ink tube is hard to pass the upper part of the carriage unit, pull it out using the longnose pliers.

d262k0308

Place the ink tubes on the print head in the procedure below.

1. Remove the plugs of the ink tubes (K1) and (K2) and the ink supply ports of the print head.

2. Attach the ink tubes (K1) and (K2) to the ink supply ports and place them on the path of the print head in the order of K2 and K1.
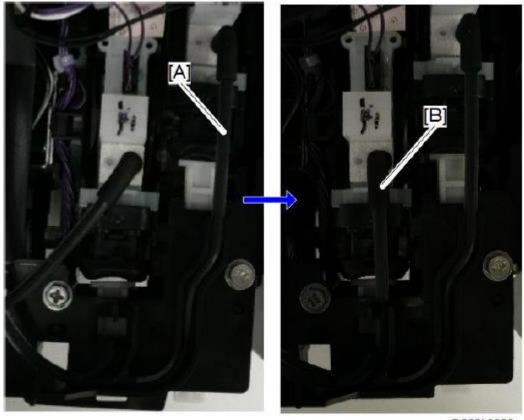
Place the ink tube (K2) [A] on the path of the print head first.

Then place the ink tube (K1) [B] upon the ink tube (K2) on the path of the print head.
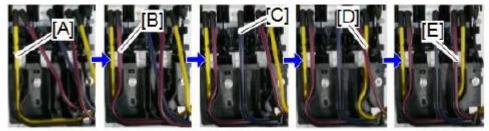

D262k3088

3. Remove the plugs from the ports of the ink tubes (Y1), (M1), (C), (M2), and (Y2) and the ink supply ports of the print heads.

4. Place the ink tubes on the path of the print head, from right to left in order of Y1, M1, C, Y2, and M2.

- Place the ink tube (Y1) on the path of the print head first. [A]

- Then place the ink tube (M1) upon the ink tube (Y1) on the path of the print head. [B]

- Then place the ink tube (C) upon the ink tube (M1) [C] and the ink tube (Y2) upon the ink tube (C) on the path of the print head. [D]

- Last of all, place the ink tube (M2) upon the ink tube (Y2) on the path of the print head. [E]

RICOH

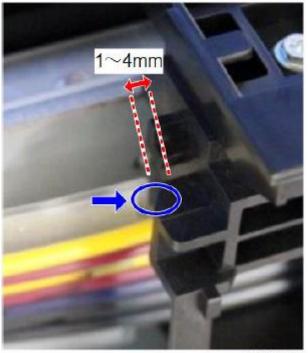| Model: MO-C2	Date: 19-Dec-16	No.: RD262041a

d262k3077

Before attaching the bracket to secure the ink tubes, check the followings:

- Place the ink tube so that the cutout of the ink tube guide is placed 1 to 4 mm apart from the side of the carriage unit.

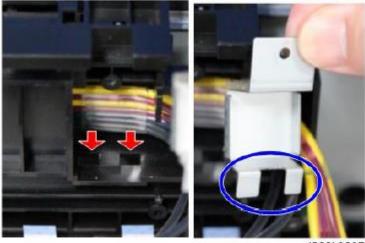- Check that there is the space between the ink tube guide and the carriage unit.

1~4mm

d262k0306

To attach the bracket to secure the ink tubes, insert the two projections under the bracket to the holes of the carriage unit.

d262k0307
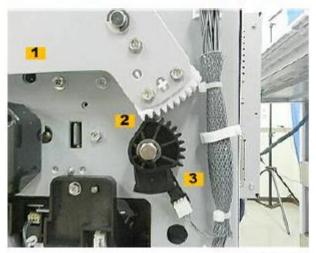
When the carriage unit installation completes, move the unit right and left to check that it does not fall down from the rail.

Note

- If the ink tube falls down, the ink tube is loosely attached on the left of the carriage unit. Remove the bracket to secure the ink tubes and pull the ink tube from the left of the carriage unit as possible to remove the looseness.

When the paper holding lever is attached, check the followings:

[1] The paper holding lever is horizontal.

[2] The gear and the first gear teeth of the paper holding lever are aligned.

[3] The actuator for the gear is in the gap of the registration release sensor.

d1241091

Attach the main ink level sensor bracket in the procedure below.
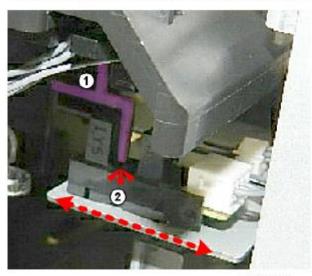
1. Loosen the screw of the bracket to move the bracket back and forth.

d1241092_e

2. Check that the feeler is placed at the center of the feeler sensor [1] [2]. If it is not placed at the center, adjust the position by moving the bracket back and forth.

d1241093_e

3. Tighten the screw of the bracket.

Model: Mo-C2	Date: 8-Aug-17	No.: RD262042

Subject:: FSM correction -SC670-02 and SC672-11-	Prepared by: Akira Shigeta
From: Tech. Support Sec., Product Marketing Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Service Manual Revision

Add the following description for SC670-02 and SC672-11

6. Troubleshooting: Service Call Conditions

SC 670-02	D	Engine start-up error
		Unexpected down status was detected after /ENGRDY assertion.
		• The engine board resets unexpectedly.
		1. Check the latest firmware is installed on the machine.
		2. Check the connection between the BiCU and the controller board, then check whether any SC codes appear by disconnecting the harness.
		3. Replace parts in the order below. ・ BiCU ・ PSU ・ Controller board

SC 672-11	D	Controller start-up error
		After the machine is powered on, communication between the controller and the operation panel is not established, or communication with the controller is interrupted after a normal start-up.
		• The controller stalled • The controller board installed incorrectly • The controller board is defective • The operation panel connector is loose or defective • The controller is not shut down completely when you turn the main switch off.
		1. Turn the main power switch OFF/ON. 2. Check the connection of the harness that connects to the operational panel. 3. Check the connections of the controller board. 4. Replace the controller board.

Model: MO-C2	Date: 4-Dec-17	No.: RD262043

Subject: Troubleshooting for nozzle clogging occurred in a short time	Prepared by: Kanji Nakano
From: PP CF/WF Sec., CIP Product Quality Management Dept	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2 ☐ Tier 0.5

SYMPTOM

The K2 nozzle clogs after a normal print job, and then clogs again within a day even if print head cleaning or flushing is performed.
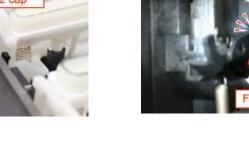
CAUSE

On some assembled maintenance units, the filler and K2 cap holder may contact each other when the K1 suction cup slides during normal maintenance. This tilts the K2 cap, and the cap cannot seal the head correctly. As a result, the K2 nozzle dries out.

K1 suction cap slide

Component interference

Tilted K2 cap

SOLUTION

Production line:
The shape of the filler was changed so as to create more space between the filler and K2 cap holder.

In the field:
Do the following.

> **Important:** Make sure to do the following two checks, as only some (not all) of the fillers will cause the symptom to occur.

1. Check whether the user has performed **print head cleaning** or **flushing** when the nozzle clogging occurred.
   - If they have not, request the user to perform these actions.
   - If they have, go to Step 2.

   Note: These procedures are described in the User Manual as solutions for nozzle clogging.

2. Use the **PROCEDURE** below to check whether detachment of the cap is the cause of the clogging.

PROCEDURE

(1) Open and close the front cover while the machine is in stand-by.

   Note:

   - The machine will check for any foreign objects.

Open Front Cover

Model: MO-C2	Date: 4-Dec-17	No.: RD262043

- The print heads will start moving once the unit is in operation.

Maintenance unit in operation

(2) Open the front cover when the print head moves to the center of the print area.

Note: The print head will stop.

Head moves to print area

(3) Touch the K2 cap lightly with your finger.

- If the cap falls out of place very easily, replace the maintenance unit with the new one that contains a modified filler (See below).
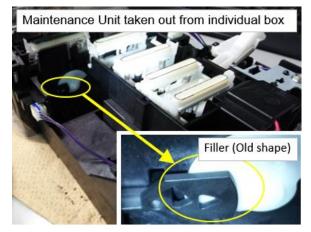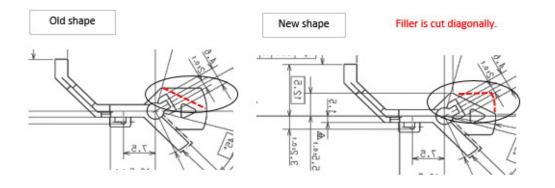
K2 cap

Maintenance unit with newly-shaped filler:

New P/N: **D2623504**

The shape of the filler was changed so as to create more space between the filler and K2 cap holder.

Maintenance Unit taken out from individual box

Filler (Old shape)

Old shape

New shape

Filler is cut diagonally.

Model: Mo-C2	Date: 22-Jan-17	No.: RD262044

Subject: Troubleshooting for SC665-01 and SC666-01	Prepared by: A. Shigeta
From: Tech. Support Sec., Product Marketing Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☒ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

SC665-01 or SC666-01 is displayed.

Description

Components of 37V power circuit are damaged.

Note) 37V power circuit: Print head – (FFC) – HRB – (FFC) – BiCU

SOLUTION

Step 1: Confirm whether SC665-01 had been displayed before SC666-01.

Note) SC665-01 is displayed when the FFC between HRB and BiCU is not correctly inserted on those boards. For the detail explanation, please see the index A. in **Reference** section.

- If YES, the circuit damaging cause exists on the route from Print head to HRB. For example, ink leak on the head control board destructs the BiCU on 37V power circuit.

- If NO, the circuit damaging cause cannot be clarified.

Step 2: Replace following parts all together then power on the machine. For the detail explanation, please see the index B. in **Reference** section.

1. Print heads (Both Bk and Color)
2. FFCs between Print heads to HRB (2 cables for each head. Totally, 8 cables)
3. HRB
4. FFCs between HRB and BiCU (Totally, 5 cables)
5. BiCU

Reference

A. The detail explanation for SC665-01

SC665-01 is one of the tools to prevent the destruction of 37V power circuit components. The detection sequence is as follows.

1. The machine examines the state of connection between HRB and BiCU.

2. If communication error is found, SC665-01 is displayed not supplying 37V to the Print head to prevent the head destruction.

3. If communication error is not found, 37V is supplied to the Print head then the state of 37V power circuit is examined to decide SC666-01 has to be displayed.

B. Useful tips for examining the state of components of 37V power circuit

1. HRB condition can be checked with the resistance level by tester.

   Target element: FU1 located on backside of the HRB

   - Normal range   : 0.1Ω ~ 0.9Ω
   - Abnormal range   : Few KΩ ~ Few MΩ, or O.L

2. BiCU condition can be checked with the resistance level by tester.

   Target element: FU7 located on the BiCU

   - Normal range   : 0.1Ω ~ 0.9Ω
   - Abnormal range   : Few KΩ ~ Few MΩ, or O.L

   Target element: Q8,9,10,11,13,14,17,18,19,33 (10 transisotors) located around the heat sink on the BiCU.

   - Normal range   : 119Ω ~ 121Ω
   - Abnormal range   : 0.1Ω ~ 0.9Ω

Note) Below is an image for examination.

C. Machine specification

There are no detection sequence for examining communication state between Print head and HRB.

RICOH

Technical Bulletin

Model: Mo-C2	Date: 24-Jan-18	No.: RD262045

Subject:: FSM correction – Addition of Scanner SP: SP2-031-001/002 –	Prepared by: Akira Shigeta
From: Tech. Support Sec., Product Marketing Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Service Manual Revision

Add the following description for SP2031-001/002

Appendices > 3. SP Mode Tables > SP2-XXX Scanning Image Quality

2031	Vertical Judgement Settings
1	Function Setting
	[0 to 1 / **0** / 1]
	0: Valid
	1: Invalid
2	Algorithm Setting
	[0 to 2 / **0** / 1]
	0: Normal (Accuracy: High, Time: Long).
	1: Simple (Accuracy: Low, Time: Short)
	2: Combined (Accuracy: Medium, Time: Medium)

Note)

・These SPs are used for OCR function. If the direction of certain original image is not correctly recognized, algorithm (recognition pattern) should be changed.
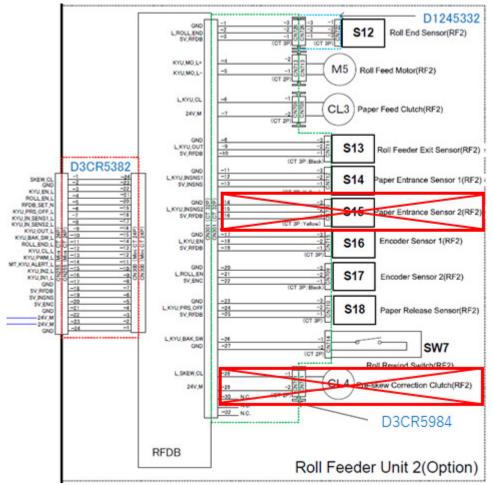
・These SPs are available after installing "Scanner" firmware from Ver. 01.06.

RICOH **T**echnical **B**ulletin

Model: Mocha-C2	Date: 1-Nov-18	No.: RD262046

Subject: P to P correction	Prepared by: A. Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☒ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

P-to-P Revision

P to P diagram for Roll Feeder Unit 2 (Section: 9-10/ C-D) was corrected as follows.

Note)

Harnesses for Paper Entrance Sensor 2 and Pre-skew Correction Clutch are not included in D3CR5984.

Technical Bulletin

Model: Mo-C2	Date: 29-Jan-19	No.: RD262047

Subject:: FSM correction -SC672-00-	Prepared by: Akira Shigeta
From: 2nd Technical Support Sect., Service Strategy Dept	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Service Manual Revision

Add the following description for SC672-00

6. Troubleshooting: Service Call Conditions

SC 672-00	D	Controller start up error
		• After the machine is powered on, the communication between the controller and the operation panel is not established, or communication with controller is interrupted after a normal startup. • After startup reset of the operation panel, the attention code (FDH) r the attention acknowledge code(FEH) is not sent from the controller within 30 seconds. • After the controller issues a command to check the communication line with the controller at 30 second intervals, the controller fails to respond twice.
		• Controller stalled • Controller board installed incorrectly • Controller board defective • Operation panel connector loose or defective • The controller is not completely shut down when the main switch is turned off.
		1. Turn the main power switch OFF/ON. 2. Check the connection of the harness that connects to the operational panel. 3. Check the connections of the controller board. 4. Replace the controller board.

RICOH Technical Bulletin

PAGE: 1/1

Model: Mocha-C2	Date: 25-June-19	No.: RD262048

Subject: Parts Catlog Correction: CTL board and Firmware	Prepared by: Akira Shigeta
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2 ☐ Tier 0.5

The controller boards have been changed with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D2625213	D2625216	CONTROL BOARD:JX2H:M-C2:EXP:SUB-ASS'Y	1	O/O

And System/Copy Firmware Version has been changed as below.

D2625221   ->   D2625246

Version 1.17   Version 1.18

Caution

There is interchangeability between the new CTL board and the firmware.

Old System/Copy firmware (version 1.17) cannot be used for new CTL board.

If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.17. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.

If SC878 occurs after downgrading the firmware, the CTL board has to be replaced to solve the SC878.

Change/Reason:

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

Model: Mo-C2	Date: 2-Jul-19	No.: RD262049

Subject: FSM correction – Ink Supply Unit replacement procedure	Prepared by: Akira Shigeta
From: 2nd Tech Support Sect.,Tech Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Service Manual Revision

Following section was deleted and corrected in **bold red**.

4. Replacement and Adjustment > Ink Supply > Ink Supply Unit

Ink Supply Unit Removal

Perform "**Remove** Ink Supply Unit" in "Carriage Unit **(Frame)**" (p.466).

New Ink Supply Unit Installation

1. Cap the tip of each new tube with a rubber nozzle.

d262k1083

2. Follow in reverse order the removal procedure for the ink supply unit described above **until Step 5: Remove the front cover**.

3. The ink cartridge cover on the front and the ink collector tank cover on the right side must be installed to prevent their sensors from returning an error when the machine is turned on.
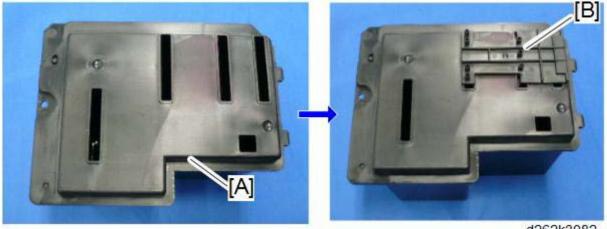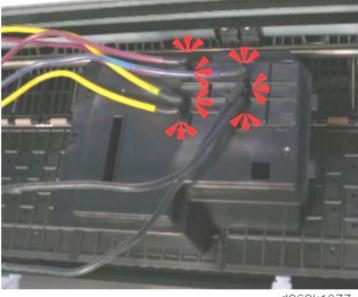
4. ~~Reattach the ink cartridge cover.~~

5. Reconnect the FFCs (▤ x4) to the carriage unit.

6. Close the front cover if it is up.

7. Make sure that the paper exit guide is down.

8. Set the service ink cartridges in the new ink supply unit.

9. The dummy tank [A] is provided with a nozzle plate [B].

d262k3082

10. Snap the nozzle plate onto the top of the dummy tank.

11. Set the dummy tank on the platen.

d262k1077

12. Connect each tube to the top of the box. The order of connection is not important.

13. Before moving on to the next step, check:

  • FFCs on the carriage unit must be connected to prevent errors.

• The front cover must be closed for the cover sensor to detect that the front cover is closed.

• Paper exit guide must be down for the guide sensor to detect that the guide is down.

• Right covers must be attached for the ink collector sensor to detect that the cover is closed.

• Ink cartridge cover must be attached.

14. Open the ink cartridge cover and leave it open.

⭐ Important

• The ink cartridge cover must be open so that you can complete this procedure.

• If the machine is powered on with the cover closed, the machine will start the initial filling sequence and try to move the carriage unit to the home position for capping.

15. Turn on the machine.

16. Ignore the error.

17. Go into the SP mode and do SP2012-1. If the value of this SP code does not read "9", then enter "9".

18. Confirm that all seven ink supply tubes are connected securely to the dummy tank.

19. Open SP2100-5, and then enter "**127**".

• The ink starts pumping from the ink cartridges, through the tubes and into the ink sump.

• When you see "Completed" notification, the pumping operation is finished.

20. Turn the machine off.

21. Disconnect the ink supply tubes from the dummy tank.

22. Insert a metal plug into the end of each tube to prevent ink leakage.