

Model: N-C3		Date: 10-Dec-10	No.: RD093001
Subject: Service Manual Correction		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Revisions made to the N-C3 Field Service Manual (FSM) and Technical Training Package (TTP)

This RTB contains the following revisions (additions, deletions, corrections), which have been **highlighted in bold** below:

- 1) Revisions made to the **FSM (RFLP)**, which have already been applied to the final release, the FSM (Final)
- 2) Revisions made to the **TTP (Final)**

1) Field Service Manual (FSM)

● Corrected:

2. Installation > Main Machine Installation (D093/D094) > Developer

9. Switch the main power switch on.

If the development motor starts, wait for 50 sec. for it to stop. Go to step 13.

-or-

If the development motor does not start, go to the next step.

10. Open SP2924-1. Change the "1" setting to "3".

11. Switch the main power switch off/on. The development motor starts. Wait 50 sec. for it to go off.

12. Open SP2924-1. Change the "3" setting to "1".

13. Switch the main power switch off.

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● Corrected:

2. Installation > Installation of MFP Option > IEEE802.11a/g Interface Unit Type J > Installation

- 13. Print a Configuration Page to confirm correct information:
 User Tools > Printer Features > List/ Test Print > Configuration Page
- 14. Do **SP5840-001** (WEP Key Selected).

● Added:

3. Preventive Maintenance > PM Tables > Main Machine

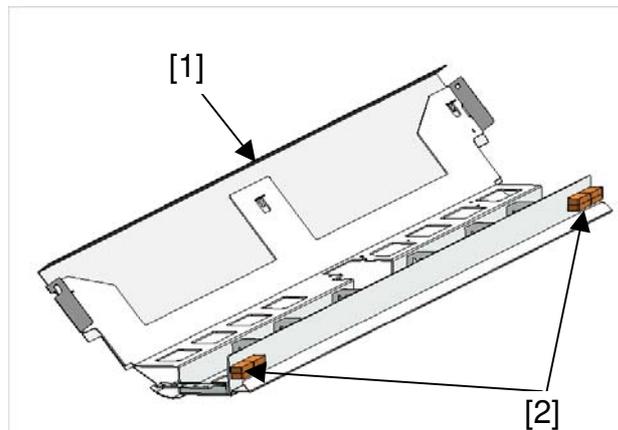
Description	Q'ty	PM Interval		PM	Comments
		Metric	Feet		
Development					
Magnet (Idle Registration Roller panel)		5.5	18.0	C	vacuum cleaner

● Added:

3. Preventive Maintenance > Cleaning Points

Idle Registration Roller panel

- 1. Remove idle registration roller panel [1].
 (Refer to 4. Replacement and Adjustment > Common Procedure > Idle Registration Roller Panel)
- 2. Use a vacuum cleaner to remove the developer from the magnets [2].



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● Added:

- 4. Replacement and Adjustment > Scanner > CIS
 - 13. Do a test copy and check the quality.

Important:

After replacing the CIS, store the SD card and data sheet with the flat brush stored on the right bottom edge of the main machine.

● Corrected:

- 4. Replacement and Adjustment > Development > Developer
 - 12. Switch the main power switch on.
 - If the development motor starts, wait 50 sec. for it to stop. Go to step 16.**
 - or-**
 - If the development motor does not start, go to the next step.**
 - 13. Open SP2924-1. Change the "1" setting to "3".**
 - 14. Switch the main power switch off/on. The development motor starts. Wait 50 sec. for it to go off.**
 - 15. Open SP2924-1. Change the "3" setting to "1".**
 - 16. Switch the main power switch off.

● Corrected:

- 5. System Maintenance > Main SP Modes

1005	Fusing Temperature Adjustment	
1	Copy Ready Temperature	
	Sets the copy ready fusing temperature. The setting is the difference from the target fusing temperature that is set with SP1931. [0 to 50/10/1°C] Copying can start at this temperature before the hot roller reaches its target temperature (SP1931).	
1936	Lower Limit Temp: Press Roller	
1	Plain: Mode1	[0 to 50/0/5°C]
2	Plain: Mode2	
3	Plain: Mode3	
4	Plain: Mode4	
5	Plain: Mode5	
6	Trans.: Mode1	[0 to 50/20/5°C]
7	Trans.: Mode2	[0 to 50/0/5°C]
8	Trans.: Mode3	
9	Trans.: Mode4	

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10	Trans.: Mode5	
11	Film: Mode1	
12	Film: Mode2	
13	Film: Mode3	
14	Film: Mode4	
15	Film: Mode5	
2208	Toner Supply Setting	
3	Toner Supply Mode	
	<p>Sets the toner supply mode.</p> <ul style="list-style-type: none"> This SP sets the toner supply mode for toner supply control. This determines the supply GAIN based on the ID sensor reading of the ID sensor pattern. This determines the supply GAIN for the fixed toner supply mode for 3% coverage and 6% coverage. When fixed toner supply is selected, the image density is determined by the rate of coverage in the image passing through the machine. If the density of the image on the paper passing through is higher than the rate set for the fixed toner supply mode, the image will be lighter. <p>[0 to 2 / 0 / 1] 0: Detect Mode (uses ID sensor) 1: Fixed Mode (%3). Coverage fixed at 3% (medium) 2: Fixed Mode (6%). Coverage fixed at 6% (darker)</p> <ul style="list-style-type: none"> If the ID sensor is damaged and cannot be replaced immediately, set either SP to "1". The operator can continue to use the machine until a new ID sensor becomes available. <p>After the ID sensor has been replaced, reset the SP to 0.</p>	
7	Long Print: Mode Setting	
	<p>The machine switches to the Long Print mode (fixed toner supply mode) for any original longer than 1189 mm (46.8 in.).</p> <p>[0 to 1/0/1] 0: Drawing 1: Graphic</p> <ul style="list-style-type: none"> This SP can be set for the graphic or line mode, depending on which type of job is most frequently required for printing. <p>For a Long Print mode job the setting of SP2208-5 is reflected when the operator selects graphic mode, and the setting of SP2208-6 is reflected when the operator selects line mode.</p>	
2301	Transfer Current Adjustment	
6	Roll Paper: Translucent: Before Leading Edge [0 to 230/60/1 μA]	
2924	Developer Mixing	
1	Warmup	
	<p>Prevents the occurrence of dirty background on the first copy after the machine is switched on, or returns from the auto off mode or sleep mode.</p>	

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	<p>[0 to 3/1/1] 0: Off 1: On (50 sec.). Development motor rotates 50 sec. after the machine is switched on when fusing temperature is less than 50°C (122°F). 2: On (30 sec.). Development motor rotates 30 sec. after the machine is switched on when fusing temperature is less than 50°C (122°F). 3: Development motor rotates 50 sec., regardless of the current fusing temperature.</p>		
2	Enable		
	<p>If the upper unit remains open for a long time, external light can sometimes temporarily fatigue the drum and cause horizontal banding in prints. To solve this problem, set this SP to "1" so as soon as the upper unit is closed, the charge corona can apply a charge to the drum to correct the problem. [0 to 1/1/1] 0: OFF 1: ON</p>		
2926	Used Toner Overflow Detect		
1	Used Tnr M (Sensor Detection)		
	<p>Sets the length of time that the used toner bottle motor operates. The motor starts 10 sec. after the main power switch is switched on and if the fusing temperature is less than 50°C (122°F). [0 to 30/30/5] Note: Ten seconds after the machine is switched on if the machine detects that the toner collection bottle is full, the used toner bottle motor does not operate.</p>		
3	Used Toner Bottle Full Detect		
	<p>Sets the length of paper that can be printed from the time the toner bottle is detected near full until the used toner bottle is detected completely full. [1 to 50/30/1 m]</p>		
3920	ID Sensor Pattern Interval		
1	Job End		
	<p>This SP sets the distance between the readings of the previous and next ID sensor pattern. [20 to 1000 / 100 / 100 cm]</p>		
4903	Image Quality Adjustment		
3	Independent Dot Erase : Drawing		
	<p>Sets the independent dot erase mode for scanning independent dot erase in Line Drawing Mode. [0 to 7 / 0 / 1] 0 (Weakest), 4 (Medium: Default), 7 (Strongest)</p>		
5045	Accounting Counter	CTL	

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1	Counter Method	
	<p>Selects the counting method</p> <p>[0 to 1/0/1]</p> <p>0: Development counter (black prints)</p> <p>1: Paper counter. Shows the total page counts</p>	
5056	Coverage Counter Display	CTL
	<p>This SP switches the counter list for the system administrator on/off.</p> <p>[0 to 1/1/1] 0: On, 1: Off</p>	
5113	Optional Counter Type	CTL
1	Default Optional Counter Type	
	<p>[0 to 12/0/1]</p> <p>Selects the type of counter:</p> <p>0: None</p> <p>1: Key Card (RK3, 4) Japan Only</p> <p>2: Key Card Down</p> <p>3: Pre-paid Card</p> <p>4: Coin Rack</p> <p>5: MF Key Card</p> <p>11: Exp Key Card (Add)</p> <p>12: Exp Key Card (Deduct)</p>	
2	External Optional Counter Type	
	<p>Enables the SDK application. This lets you select a number for the external device for user access control.</p> <p>[0 to 3/0/1]</p> <p>Note: "SDK" refers to software on an SD card.</p> <p>[0 to 3/1]</p> <p>0: None</p> <p>1: Expansion Device 1</p> <p>2: Expansion Device 2</p> <p>3: Expansion Device 3</p>	
5118	Disable Copying	CTL
	<p>Temporarily denies access to the machine.</p> <p>[0 to 1/0/1]</p> <p>0: Release for normal operation</p> <p>1: Prohibit access to machine</p>	
5121	Counter Up Timing	CTL
	<p>Determines whether the optional key counter counts up at paper feed-in or at paper exit.</p> <p>[0 to 1/1/1]</p> <p>0: Feed count</p> <p>1: No feed count</p>	

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5127	APS Off Mode	CTL
	<p>This SP can be used to switch APS (Auto Paper Select) off while a coin lock or pre-paid key card device is connected to the machine.</p> <p>[0 to 1/0/1] 0: On 1: Off</p>	
5162	App. Switch Method	CTL
	<p>Determines if the application screen changes with a hardware switch or a software switch.</p> <p>[0 to 1/0/1] 0: Soft Key Set 1: Hard Key Set</p>	
5169	CE Login	CTL
	<p>This SP enables and disables the CE log in mode. With this SP enabled, the machine is in the CE (Customer Engineer/Service Technician) login mode. In the CE login mode:</p> <ul style="list-style-type: none"> ▪ The machine power can be turned off and on in the SP mode, and it will remain in the SP mode after power is restored. ▪ This SP is automatically reset to "0" (disabled) after the service technician closes the SP mode with the [Exit] soft button or after the log out timer expires. <p>Note: The Auto Logout Timer is in the "System Settings" of UserTools.</p> <p>[0 to 1/0/1] 0: Disable, 1: Enable 0: CE login mode disabled. 1: CE login mode enabled.</p>	
5180	Charge Counter Method Japan Only	CTL
	<p>This SP codes sets the charge counter method.</p> <p>[0 to 1/0/1] 0: Count number of sheets by paper size 1: Count frequency by paper size</p>	
5501	PM Alarm	CTL
2	Original Count Alarm	
	<p>[0 to 1/0/1] 0: No alarm sounds 1: Alarm sounds after the number of originals passing through the ARDF > 10,000</p>	
5505	Error Alarm	CTL
	<p>Sets the error alarm level.</p> <p>[0 to 255 / 1 / 1 Step] Note: 1 Step is 100 mm.</p>	
5507	Supply Alarm	CTL

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1	Paper Supply Alarm	
	Switches the control call on/off for the paper supply. [0 to 1/0/1] 0: Off, 1: On 0: No alarm. 1: Sets the alarm to sound for the specified number transfer sheets for each paper size (A3, A4, B4, B5, DLT, LG, LT, HLT)	
3	Toner Supply Alarm	
	Switches the control call on/off for the toner end. [0 to 1/0/1] 0: Off, 1: On If you select "1" the alarm will sound when the main machine detects toner end.	
5508	CC Call	CTL
1	Jam Remains	Enables/disables initiating a call. [0 to 1/1/1] 0: Disable 1: Enable
2	Continuous Jams	
3	Continuous Door Open	
11	Jam Detection: Time Length	
	Sets the length of time to determine the length of an unattended paper jam. [3 to 30/10/1] This setting is enabled only when SP5508-4 is enabled (set to 1).	
12	Jam Detection Continuous Count	
	Sets the number of continuous paper jams required to initiate a call. [2 to 10/5/1] This setting is enabled only when SP5508-4 is enabled (set to 1).	
13	Door Open: Time Length	
	Sets the length of time the remains opens to determine when to initiate a call. [3 to 30/10/1] This setting is enabled only when SP5508-4 is enabled (set to 1).	
5816	Remote Service	CTL
1	I/F Setting	
	Turns the remote diagnostics off and on. [0 to 2/2/1] 0: Remote diagnostics off. 1: Serial (CSS or @Remote) remote diagnostics on. 2: Network remote diagnostics on for @Remote	
3	Function Flag	
	Enables and disables remote diagnosis over the @Remote network. [0 to 1/0/1]	

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	0: Disables remote diagnosis over the network. 1: Enables remote diagnosis over the network.	
7	SSL Disable	
	Controls if RCG (Remote Communication Gate) confirmation is done by SSL during an RCG send for the @Remote over a network intersection. [0 to 1/0/1] 0: Yes. SSL not used. 1: No. SSL used.	
8	RCG Connect Timeout	
	Sets the length of time (seconds) for the time-out when the RCG (Remote Communication Gate) connects during a call via the @Remote network. [1 to 90/30/1 sec.]	
9	RCG Write to Timeout	
	Sets the length of time (seconds) for the time-out when sent data is written to the RCG during a call over the @Remote network. [0 to 100/60/1 sec.]	
10	RCG Read Timeout	
	Sets the length of time (seconds) for the timeout when sent data is written from the RCG during a call over the @Remote network. [0 to 100/60/1 sec.]	
11	Port 80 Enable	
	Controls if permission is given to get access to the SOAP method over Port 80 on the @Remote network. [0 to 1/0/1] 0: No. Access denied 1: Yes. Access granted.	
150	Selection Country DFU	
	Used only for Embedded RC Gate-M to select a country name. Once the number/country is selected, the following settings are checked: <ul style="list-style-type: none"> ▪ Access point telephone number ▪ Dial-up user name ▪ Modem parameters set for the country [0 to 10/*/1] *: 0: Japan, 1: USA, 3:UK 0:Japan, 1:USA, 2:Canada, 3:UK, 4:Germany, 5:France, 6:Italy, 7:Netherlands, 8:Belgium, 9:Luxembourg, 10:Spain	
5828	Network Setting	CTL
65	Job Spool	
	Switches job spooling on and off. [0 to 1/0/1] 0: No spooling 1: Spooling enabled	

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66	Job Spool Clear: Start Time	
	<p>This SP determines whether the job interrupted at power off is resumed at the next power on. This SP operates only when SP5828065 is set to 1.</p> <p>[0 to 1/1/1] 1: Resumes printing spooled job. 0: Clears spooled job.</p>	
90	TELNET (0:OFF 1:ON)	
	<p>Disables or enables Telnet operation. If this SP is disabled, the Telnet port is closed.</p> <p>[0 to 1/1/1] 0: Disable 1: Enable</p>	
91	Web (0:OFF 1:ON)	
	<p>Disables or enables the Web operation.</p> <p>[0 to 1/1/1] 0: Disable 1: Enable</p>	
5840	IEEE 802.11	CTL
6	Channel MAX	
	<p>Sets the maximum range of the bandwidth for the wireless LAN. This bandwidth setting varies for different countries.</p> <p>[1 to 14/14/1]</p>	
7	Channel MIN	
	<p>Sets the minimum range of the bandwidth for operation of the wireless LAN. This bandwidth setting varies for different countries.</p> <p>[1 to 14/1/1]</p>	
5844	USB	CTL
2	Vendor ID DFU	
	<p>Sets the vendor ID: Initial Setting: 0x05A Ricoh Company [0x0000 to 0xFFFF/1]</p>	
3	Product ID DFU	
	<p>Sets the product ID. [0x0000 to 0xFFFF/1]</p>	
4	Device Release Number DFU	
	<p>Sets the device release number of the BCD (binary coded decimal) display. [0000 to 9999/100/1] Enter as a decimal number. NCS converts the number to hexadecimal number recognized as the BCD.</p>	

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5	Fixed USB Port	
	<p>This SP standardizes for common use the model name and serial number for USB PnP (Plug & Play). It determines whether the driver requires re-installation.</p> <p>[0 to 2 / 0 / 4] 0: Off 1: Level 1 2: Level 2</p>	
100	Notify Unsupport	
	<p>This SP determines whether an alert message appears on the control panel when a a USB device (unsupported device) that cannot use an A-connector is connected.</p> <p>[0 to 1/1/1] 0: Function enable 1: Function disable</p> <ul style="list-style-type: none"> ▪ An unsupported device is a device that cannot use the functions of the USB device. For example, a USB mouse cannot be used even if it connected. <p>If the PictBridge option is not mounted, even if a digital camera is connected it cannot be used because it is an unsupported device.</p>	
5846	UCS Setting	CTL
3	Maximum Entries	
	<p>Changes the maximum number of entries that UCS can handle.</p> <p>[2000 to 20000/2000/1] If a value smaller than the present value is set, the UCS managed data is cleared, and the data (excluding user code information) is displayed.</p>	
6	Delivery Server Retry Timer	
	<p>Sets the interval for retry attempts when the delivery server fails to acquire the delivery server address book.</p> <p>[0 to 255/0/1 sec.] 0: No retries</p>	
7	Delivery Server Retry Times	
	<p>Sets the number of retry attempts when the delivery server fails to acquire the delivery server address book.</p> <p>[0 to 255/0/1]</p>	
8	Delivery Server Maximum Entries	
	<p>Lets you set the maximum number of account entries and information about the users of the delivery server controlled by UCS.</p> <p>[2000 to 20000/2000/1]</p>	
10	LDAP Search Timeout	
	<p>Sets the length of the time-out for the search of the LDAP server.</p> <p>[1 to 255/60/1]</p>	

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20	WSD Maximum Entries
	WSD (Web Services on Devices) is the Microsoft standard for connectivity to web-service enabled devices. [50 to 250/250/1] Default: 250
62	Complexity Option 1
	Use this SP to set the conditions for password entry to access the local address book. Specifically, this SP limits the password entry to upper case and sets the length of the password. [0 to 32/0/1] Note: This SP does not normally require adjustment. This SP is enabled only after the system administrator has set up a group password policy to control access to the address book.
63	Complexity Option 2
	Use this SP to set the conditions for password entry to access the local address book. Specifically, this SP limits the password entry to lower case and defines the length of the password. [0 to 32/0/1] Note: This SP does not normally require adjustment. This SP is enabled only after the system administrator has set up a group password policy to control access to the address book.
64	Complexity Option 3
	Use this SP to set the conditions for password entry to access the local address book. Specifically, this SP limits the password entry to numbers and defines the length of the password. [0 to 32/0/1] Note: This SP does not normally require adjustment. This SP is enabled only after the system administrator has set up a group password policy to control access to the address book.
65	Complexity Option 4
	Use this SP to set the conditions for password entry to access the local address book. Specifically, this SP limits the password entry to symbols and defines the length of the password. [0 to 32/0/1] Note: This SP does not normally require adjustment. This SP is enabled only after the system administrator has set up a group password policy to control access to the address book. This SP is enabled only after the system administrator has set up a group password policy to control access to the address book.

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91	FTP Auth. Port Settings	
	Sets the FTP port to get the delivery server address book that is used in the individual authorization mode. [0 to 65535/3671/1]	
94	Encryption Stat	
	Shows the status of the encryption function of the address book on the LDAP server.	
5849	Installation Date	CTL
2	Switch to Print	
	Determines whether the installation date or total count is printed on the total counter printout. [0 to 1/0/1] 0: Off. No Print 1: On. Print	
5860	SMTP/POP3/IMAP4	CTL
21	MDN Response RFC2298Compliance	
	Determines whether RFC2298 compliance is switched on for MDN reply mail. [0 to 1/1/1] 0: No 1: Yes	
22	SMTP Auth. From Field Replacement	
	Determines whether the FROM item of the mail header is switched to the validated account after the SMTP server is validated. [0 to 1/0/1] 0: No. "From" item not switched. 1: Yes. "From" item switched.	

- Deleted:

6. Troubleshooting > Image Problem Troubleshooting > Scanning

~~8. Bands/ lines every 20 mm pitch in halftone areas~~



~~Possible causes:~~

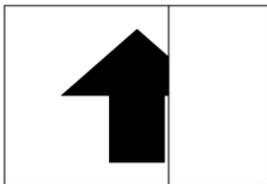
- ~~• LPH defective~~

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- Corrected:

6. Troubleshooting > Image Problem Troubleshooting > Image Writing
 2. Band with no image-width 1/3 of image

Illustration



Possible causes:

- Connection problem between VDB and LPH
- LPH head defective

- Added:

5. Bands/ lines every 20 mm pitch in halftone areas



Possible causes:

- **LPH defective**

- Corrected:

6. Troubleshooting > Jam Code Tables, Cover Open > Overview

When a jam occurs:

- The jam indication lights.
- A diagram on the LCD shows the location of the jam with instructions about how to correct the problem.
- The “Code” numbers in the table are also shown. **Use SP7507 (Plotter Jam History) and SP7508 (Original Jam History) to see the most resent codes.**

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2) Technical Training Package (TTP)

● Corrected:

PROCESSES AROUND THE DRUM > Charge Corona unit

Voltages

- ◆ Grid: **-800 V**
- ◆ Drum surface: **-800 V**
- ◆ Corona wire: About **1,200 μA**

● Corrected:

DEVELOPMENT AND TONER SUPPLY > Development Bias

The CBG power pack supplies development bias voltage to the development roller.

- ◆ Voltage: **-600 V** (SP 2201 001)

● Corrected:

DEVELOPMENT AND TONER SUPPLY > ID Sensor

Vsp and Vsg are read every 100 cm (39.3 in.) or after job end, to adjust the toner supply.

The machine compares the Vsg reading with the PWM value that was stored when the ID sensor was initialized in order to determine if the current Vsg value is correct.

- If Vsg < 2.5 V twice, SC401 occurs (**ID Sensor Vsg Error**)
- If Vsg > 2.5 V, the machine will adjust the ID sensor
- If Vsg > 4.8 V, SC401 occurs
- If Vsg = 0 (PWM 0%), SC401 occurs**

● Deleted:

~~Vsg is checked once only, when these two conditions occur:~~

- ~~◆ Just after the machine power is switched on~~
- ~~◆ The upper unit is closed.~~

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- Corrected:

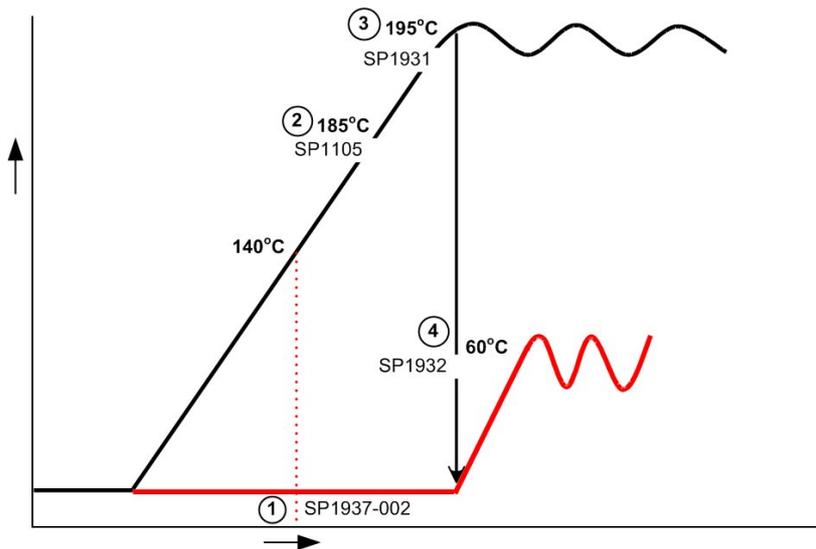
DEVELOPMENT AND TONER SUPPLY > ID Sensor Operation at Warm-up

DEVELOPMENT AND TONER SUPPLY > Warm-up

- If the fusing temperature is below 50°C (122°F) after the machine is powered on (or returns from the auto off mode or sleep mode), the machine starts and runs the warm-up cycle for 50 sec. to prevent the occurrence of dirty background on the first copy.
 - Drum motor
 - Quenching lamp
 - CGB power pack
 - Separation power pack

- Corrected:

FUSING > Fusing Warm-up 1

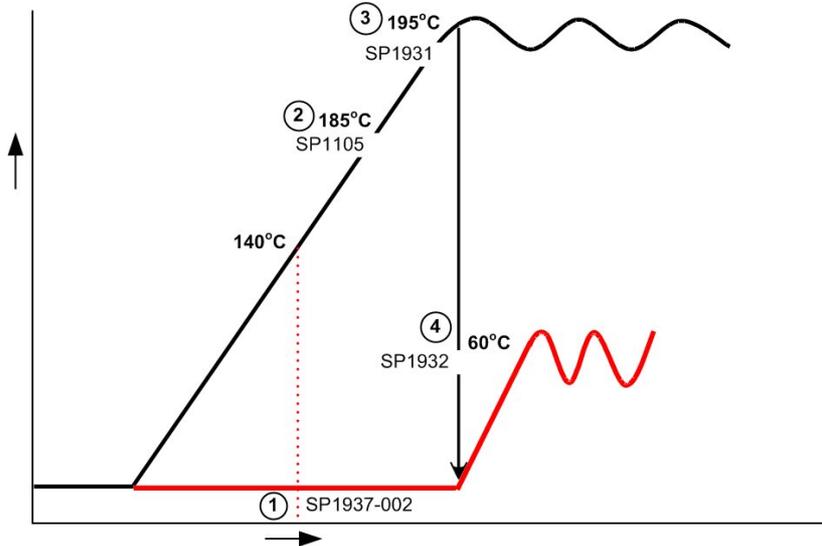


- First, the machine detects how long it takes for the hot roller to get to 140°C.
 - ◆ If it takes more than **85 seconds**, the procedure will be different, as we shall see later.

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- Corrected:

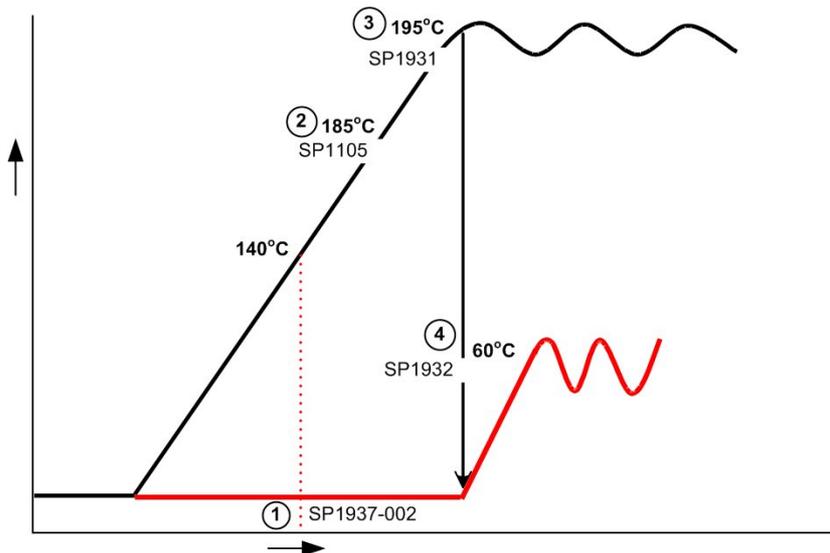
FUSING > Fusing Warm-up 2



- ❑ If it took less than **85 seconds** for the hot roller to get to **140°C**, then copying can start when the hot roller gets to 185°C (this is 10°C less than the copy start temperature).

- Corrected:

FUSING > Fusing Warm-up 3

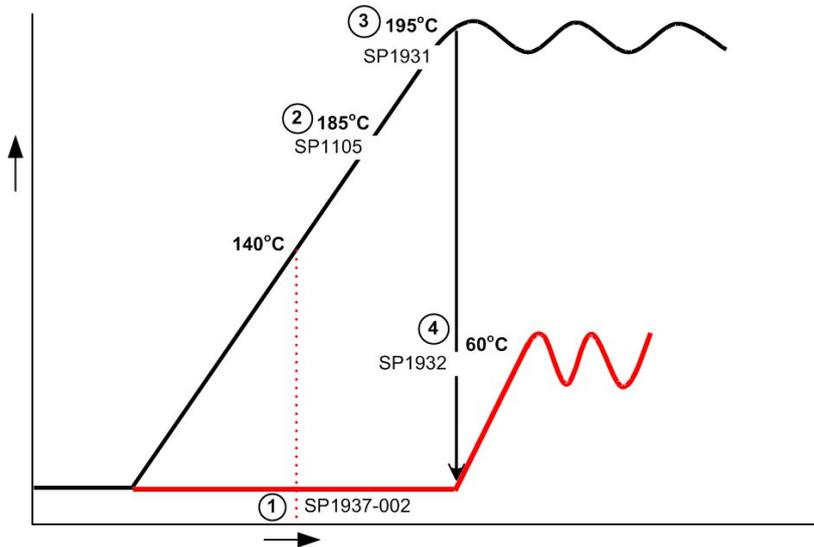


- ❑ When the hot roller temperature gets to its target (195°C), the fusing unit idles until the pressure roller gets to its target temperature (60°C).
- ❑ If it took longer than **85 s** for the hot roller to get to **140°C**, copying cannot start until the hot roller gets to its target temperature.

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- Corrected:

FUSING > Fusing Warm-up 3



- During standby mode, the hot roller and pressure rollers are kept within $\pm 5^{\circ}\text{C}$ of their target temperatures.
 - ◆ Hot roller: 195°C
 - ◆ Pressure roller: 60°C

Reissued: 28-Mar-11

Model: N-C3	Date: 10-Jan-11	No.: RD093003a
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RTB Reissue

The items bold and italics has been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02.01	<i>D0935442C</i>	<i>April 2011 production</i>	<i>Available</i>
1.01:01	D0935442B	1st Mass production	Available

Note: Definition of Availability of RFU

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

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

Version	Modified Points or Symptom Corrected
1.02.01	<i>Symptoms corrected: Part of the trailing edge of scanned images (Scanner, Copier) is missing.</i>
1.01:01	1st Mass production

Reissued: 24-Mar-14

Model: N-C3	Date: 10-Jan-11	No.: RD093004b
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RTB Reissue

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the **Lcdc (OpePanel)**.

US

Version	Program No.	Effective Date	Availability of RFU
1.02	D0931491B	May 2014 production	Available
1.01	D0931491A	1st Mass production	Available

EU

Version	Program No.	Effective Date	Availability of RFU
1.02	D0931492B	May 2014 production	Available
1.01	D0931492A	1st Mass production	Available

CN

Version	Program No.	Effective Date	Availability of RFU
1.02	D0931493A	May 2014 production	Available
1.01	D0931493	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.

US

Version	Modified Points or Symptom Corrected
1.02	<p>Other changes:</p> <ol style="list-style-type: none"> A password screen is now displayed when the machine is booted up for the first time at installation. <p>This firmware is dependent on the following firmware modules.</p> <p>Please be sure to update all of them:</p> <ul style="list-style-type: none"> System/Copy firmware v3.06 or later Language firmware v1.02 or later. <ol style="list-style-type: none"> A cautionary message will be displayed while HDD encryption is being performed.
1.01	1st Mass production

Reissued: 24-Mar-14

Model: N-C3	Date: 10-Jan-11	No.: RD093004b
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EU

Version	Modified Points or Symptom Corrected
1.02	<p>Other changes:</p> <ol style="list-style-type: none"> 1. A password screen is now displayed when the machine is booted up for the first time at installation. <p>This firmware is dependent on the following firmware modules.</p> <p>Please be sure to update all of them:</p> <ul style="list-style-type: none"> - System/Copy firmware v3.06 or later - Language firmware v1.02 or later. <ol style="list-style-type: none"> 2. A cautionary message will be displayed while HDD encryption is being performed.
1.01	1st Mass production

CN

Version	Modified Points or Symptom Corrected
1.02	<p>Other changes:</p> <ol style="list-style-type: none"> 1. A password screen is now displayed when the machine is booted up for the first time at installation. <p>This firmware is dependent on the following firmware modules.</p> <p>Please be sure to update all of them:</p> <ul style="list-style-type: none"> - System/Copy firmware v3.06 or later - Language firmware v1.02 or later. <ol style="list-style-type: none"> 2. A cautionary message will be displayed while HDD encryption is being performed.
1.01	1st Mass production

Reissued: 25-May-11

Model: N-C3	Date: 10-Jan-11	No.: RD093005b
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.03	D0935621D	June 2011 production	Available
1.02	D0935621C	February 2011 production	Available
1.01	D0935621B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.03	<p>Symptom corrected: <i>If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing..." displayed on the operation panel.</i></p> <p>Other changes: <i>A new BitSwitch#9-4 has been added.</i> <i>When set to '1', if multiple collated copies are printed, the device no longer responds to PJI USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</i></p>
1.02	Symptom corrected: Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs.
1.01	1st Mass production

Reissued: 15-Dec-14

Model: N-C3	Date: 10-Jan-11	No.: RD093006c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: Y.Okano	
From: 3rd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter**.

The following is the firmware upgrade procedure for GL2&TIFF-Filter.

<Firmwares upgrade procedure>

1. Download the most recent version to the PC.

(File name)

D0935628x.exe

2. Create new folder (for the TIFF/GL Filter) before you decompress the EXE files.
3. Double click the .exe file.

Note: This will generate the following file.

update To. bat
sdk.exe

4. Turn the machine main power OFF.
5. Remove the SD card from Slot 2 and insert it into the SD card writer that is connected to PC.
6. Make sure which drive is assigned for the SD card.
7. Double click the "update To. bat" file.
The command prompt screen is appeared.

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

8. Enter the name of the drive in which the SD card is located, and then press ENTER.

Note: If the wrong drive name is entered and an error occurs, the firmware update will automatically be cancelled.

9. Wait for the machine to complete the firmware upgrade.
Note: With a USB2.0 connection, this should take approximately 3-5 minutes.
10. After the firmware has been upgraded, press the ENTER key to complete the process.
11. Remove the SD card from the SD card writer after going off the access lamp on the SD card writer.

Reissued: 15-Dec-14

Model: N-C3	Date: 10-Jan-11	No.: RD093006c
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RTB Reissue

The items in bold italics have been added.

- 12. Insert the SD card into Slot 2.
- 13. Turn the machine main power ON.
- 14. Access UP mode and confirm that the firmware has been successfully upgraded.

Version	Program No.	Effective Date	Availability of RFU
<i>1.0.19</i>	<i>D0935628D</i>	<i>January 2014 production</i>	<i>Not available</i>
1.0.18	D0935628C	April 2014 production	Not available
1.0.17	D0935628B	February 2013 production	Not available
1.0.16	D0935628A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.0.19</i>	<i>Other changes: Running WebPrint Tool on a client PC installed with Java 7 Update 51 or later version displays a security alert message.</i>
1.0.18	Symptom corrected: If the job contains a PictureName parameter consisted of more than 128 characters, problems such as reduced image size, mirror image, disappearing fonts might occur.
1.0.17	Symptom corrected: A paper size error occurs when all of the following conditions are met: - The image is 279.3mm or less in length - Roll paper is selected - Synchro Cut is selected
1.0.16	1st Mass production

Reissued: 28-Sep-11

Model: N-C3	Date: 10-Jan-11	No.: RD093009a
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RTB Reissue

Version 1.01 has been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D0935613A	October 2011 production	Available
1.00.1	D0935613	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	<p>Other changes:</p> <p>Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</p> <ul style="list-style-type: none"> - Network DocBox Ver 1.01 (D0935614A) - Scanner Ver e01.01 (D0935611A) - Web Uapl Ver 1.01 (D0935613A)
1.00.1	1st Mass production

Reissued: 13-Mar-13

Model: N-C3	Date: 10-Jan-11	No.: RD093010b
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RTB Reissue

Version 1.02 has been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	D0935614B	March 2013 production	Available
1.00	D0935614	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	<p>Symptom corrected</p> <p>The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 bytes in length.</p>
1.01	<p><Symptom corrected></p> <p>If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</p> <p><Other changes></p> <p>Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.</p> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</p> <ul style="list-style-type: none"> - Network DocBox Ver 1.01 (D0935614A) - Scanner Ver e01.01 (D0935611A) - Web Uapl Ver 1.01 (D0935613A)
1.00	1st Mass production

Reissued: 24-Mar-14

Model: N-C3	Date: 10-Jan-11	No.: RD093011a
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.02	<i>D0931496A</i>	<i>May 2014 production</i>	<i>Not available</i>
1.01	D0931496	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	<p><i>Other changes:</i></p> <p><i>1. A password screen is now displayed when the machine is booted up for the first time at installation.</i></p> <p><i>This firmware is dependent on the following firmware modules.</i></p> <p><i>Please be sure to update all of them:</i></p> <ul style="list-style-type: none"> - <i>System/Copy firmware v3.06 or later</i> - <i>Lcdc (OpePanel) firmware v1.02 or later.</i> <p><i>2. A cautionary message will be displayed while HDD encryption is being performed.</i></p>
1.01	1st Mass production

Model: N-C3		Date: 13-Jan-11	No.: RD093013
Subject: Firmware Release Note: SubCPU (Power Saving Sys)		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SubCPU (Power Saving Sys)**.

Version	Program No.	Effective Date	Availability of RFU
1.08	D0935602	1st Mass production	Available

Note: Definition of Availability of RFU

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

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

Version	Modified Points or Symptom Corrected
1.08	1st Mass production

Reissued: 01-Sep-11

Model: N-C3	Date: 13-Jan-11	No.: RD093014a
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RTB Reissue

Version 1.01 has been added.

Subject: Firmware Release Note: PS3/PDF		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.01</i>	<i>D0935627B</i>	<i>October 2011 production</i>	<i>Available</i>
1.00	D0935627A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.01</i>	<i>Symptom corrected: PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)</i>
1.00	1st Mass production

Model: N-C3		Date: 13-Jan-11	No.: RD093015
Subject: Firmware Release Note: RPCS		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
3.10.8	D0935623	1st Mass production	Available

Note: Definition of Availability of RFU

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

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

Version	Modified Points or Symptom Corrected
3.10.8	1st Mass production

Reissued: 07-Dec-11

Model: N-C3	Date: 18-Jan-11	No.: RD093016b
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RTB Reissue

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

Subject: Firmware Release Note: Java VM v7 part Update Tool		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 part UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
<i>7.16.07</i>	<i>D5065917E_upd</i>	<i>November 2011 production</i>	<i>Not available</i>
7.14.03	D5065917D_upd	June 2011 production	Not available
7.09.03	D5065917C_upd	December 2010 production	Not available
-	-	1st Mass production	-

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>7.16.07</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. SDK/J starting logo screen does not change.</i> <i>2. Vulnerability to the re-negotiation of SSL/TLS.</i> <i>3. Multi installation to HDD fails for VM card Type-C applications.</i> <i>4. Other minor bug corrections.</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>1. Kerberos certification corresponding to RC4-HMAC code form.</i> <i>2. VM card Type-C application remote installation.</i> <i>3. Support for eDC-i1.2.</i>

Reissued: 07-Dec-11

Model: N-C3	Date: 18-Jan-11	No.: RD093016b
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Version	Modified Points or Symptom Corrected
7.14.03	<p>Supported: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.</p> <p>Fixed:</p> <ol style="list-style-type: none">1. May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up.2. The device may stall if an SDK application takes more than 15 seconds to start up.3. SC997 can occur if an SDK application takes more than 15 seconds start up.4. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator.5. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size. <p>Others: The Java VM v7.xx update tool has been merged into a single download object (self-extracting archive) which can be used for all supported models. A list (list.txt) of supported VM card part nos. is included in the update archive.</p>
7.09.03	Minor bug correction.
-	1st Mass production

Model: N-C3		Date: 18-Jan-11	No.: RD093017
Subject: Firmware Release Note: App2Me		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **App2Me**.

Version	Program No.	Effective Date	Availability of RFU
1.5.300	D5065990A	1st Mass production	Not available

Note: Definition of Availability of RFU

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

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

Version	Modified Points or Symptom Corrected
1.5.300	1st Mass production

Model: N-C3		Date: 28-Jan-11	No.: RD093018
Subject: Service Manual Correction		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

This RTB contains the following Service Manual revisions (**additions**), which have been **highlighted in bold** below:

4. Replacement and Adjustment > Scanner > CIS > Reinstallation

1. Attach the three brackets removed from the old CIS unit to the new CIS unit.
2. Install the new CIS in the machine.
3. Remove the SD card slot cover ( x1).
4. **Remove the SD card from Slot 1.**
5. Insert the SD card (provided with CIS unit) in Slot 1.
6. Re-connect the machine power plug and switch the machine on.
7. Wait for the "Ready" screen to display.

Important:

SC870 will be displayed at this time, triggered by the removal of the SD card in Step 4 above. However, this is not because of a problem with the machine or SD card, so continue on with this procedure. The SC will be cleared after you reinsert the SD card and turn the machine power ON again in Step 13.

8. Press the [Program] key on the right side of the operation panel.

```

SPC DATA SET MODE Application (Ver. 0.01 SPC

OK 01.SPC DATA SET MODE

d093r113
    
```

9. On the operation panel, press [0]> [1]> [Start].

```

SPC DATA SET MODE Application (Ver. 0.01 SPC

Finished!!

d093r114
    
```

10. Press the [Program] key then touch [Exit] to return to standby mode.
11. Press the operation power switch to switch the machine off, then switch off the main power switch.

Model: N-C3	Date: 28-Jan-11	No.: RD093018
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12. Remove the SD card from Slot 1.
13. Reinsert the SD card that you removed in Step 4 back into Slot 1.
14. Reattach the SD card slot cover, and then turn ON the machine main power.

Note: When the machine boots up, SC870 will no longer be displayed.

15. Do SP4417 and print Pattern 28 to check the CIS.
16. Do a test copy and check the quality.

Important:

After replacing the CIS, store the SD card and data sheet with the flat brush stored on the right bottom edge of the main machine.

Model: N-C3		Date: 10-May-11	No.: RD093019
Subject: Service Manual & Parts Catalog Correction		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual correction and service parts change information for the China Model (-21)

- This RTB contains a Service Manual correction and service parts information for the **China model (-21)** only.
- These changes were made in order to comply with Chinese standards (China Compulsory Certification).

Service Manual correction

The areas highlighted in **bold** below were corrected.

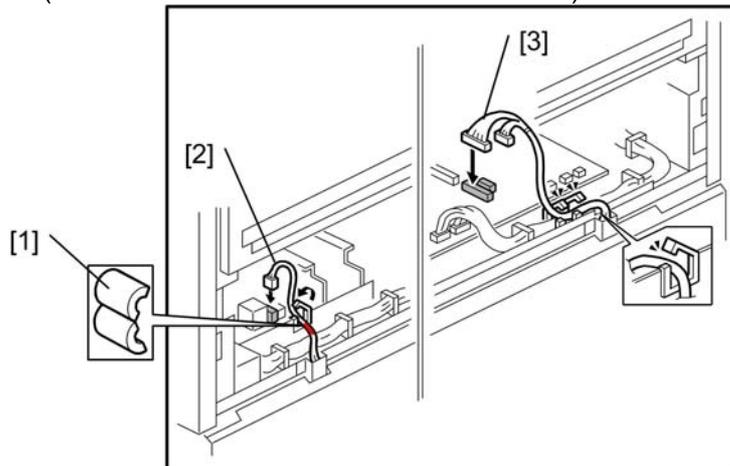
2. Installation > Roll Feeder (D503/D504) > Accessory Check

No.	Description	Q'ty
1	Lower Output Trays	3
2	Leg Covers	2
3	Movable Guides	6
4	Shoes	4
5	Joint Brackets (Left, Right)	2
6	Exit Guide Plates	2
7	Screws (Cosmetic Silver)	4
8	Screws (Blue)	9
9	Harness Brackets	2
10	Mylars – Wide	2
11	Mylars – Narrow	2
12	Nylon clamp	1
13	Harness clamp	1
14	Ferrite Core (for the -17 and -27 models only)	1
15	Guide Plate	1
16	Decal: Cutter: Caution	1

Model: N-C3	Date: 10-May-11	No.: RD093019
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2. Installation > Roll Feeder (D503/D504) > Roll Feeder Installation Procedure
 > Connecting the Main Machine and Roll Feeder

8. Route the harness ( x 2) through bracket [5] and then attach the bracket ( x 2).
 (Use one screw from the accessories).



d334i010

9. Attach ferrite core [1] **(for the -17 and -27 models only)**

Model: N-C3	Date: 10-May-11	No.: RD093019
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Service parts information

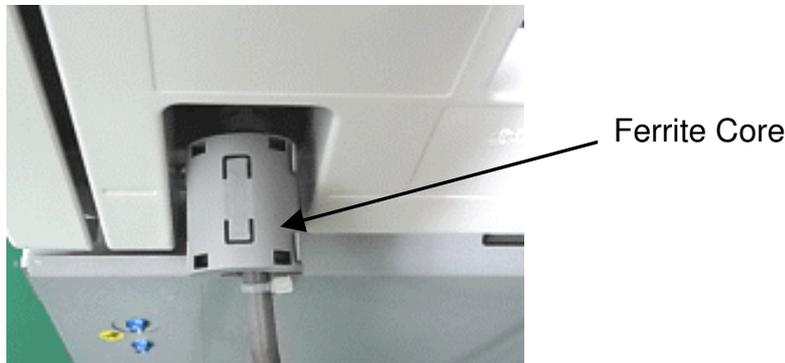
- The following changes were made for the reason described above, i.e. to comply with Chinese standards (China Compulsory Certification).

N-C3 (D093/D094)

New part number	Description	Q'ty	Page	Index	Note
16070534	Ferrite Core – ZCAT3050-1330	0 - 1	51	112	*

*: New index

Change: The ferrite core was added as a service part for the mainframe. (It is attached to the power supply cord from the beginning of mass-production).



N-C3 Roll Feeder (D503/D504)

Old part number	Description	Q'ty	Page	Index	Note
16070534	Ferrite Core – ZCAT3050-1330	1 - 0	3	105	

Change: The ferrite core was deleted from the roll feeder accessories.

Model: N-C3		Date: 25-May-11	No.: RD093020
Subject: Printer Bit Switch		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

Add the description shown **in bold** below.

Section 5: System Maintenance Reference > Main SP Modes > Printer

Appendices: 2. SP Mode Tables > Printer, Scanner SP Tables > Printer Service Mode

1001	Bit Switch	
009	bit 0	PDL Auto Detection of Jobs Submitted via USB/IEEE1284
		To be used if PDL auto detection fails. A failure of PDL auto detection does not necessarily mean that the job cannot be printed. This bit switch tells the device whether to execute a time out immediately (default) upon failure or to wait 10 sec.
	bit 1	Forced Printing
		If enabled, the image will be printed regardless of whether the specified roller for the correct size paper or not. This is similar to "Form Feed" on a standard printer. Default: Enabled
	bit 2	Job Cancel
		If enabled, all jobs will be cancelled after a jam occurs. Note: If this bit switch is enabled, printing under the following conditions could cause problems: <ul style="list-style-type: none"> ▪ Job submission via USB port or parallel port. ▪ Spool printing: WIM> Configuration> Device Settings> System
	bit 4	Timing of the PjL Status ReadBack (JOB END) when printing multiple collated copies.
		This bit switch determines the timing of the PjL USTATUS JOB END sent when multiple collated copies are being printed. 0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job. 1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.

Model: N-C3		Date: 19-Jul-11	No.: RD093021
Subject: @Remote notification of supply alarm is not sent.		Prepared by: F. Noguchi	
From: 1st Overseas Tech Support Sec, 1st PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

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

CAUSE

Firmware bug

ACTION

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

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

Version	Program No.	Effective Date	Availability of RFU
3.03	D0935605C	August 2011 production	The firmware can be updated via RFU or SD card

Reissued: 15-Nov-11

Model: N-C3	Date: 28-Jul-11	No.: RD093022a
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v7 prt for eDC)		Prepared by: H. Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 prt for eDC**.

Version	Program No.	Effective Date
<i>7.16.07</i>	<i>D5065917E_edc</i>	<i>November 2011 production</i>
7.14.03	D5065917D_edc	June 2011 production

Version	Modified Points or Symptom Corrected
<i>7.16.07</i>	<p><i>*This module is for Remote Install Manager and updating JavaVM.</i></p> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. SDK/J starting logo screen does not change.</i> <i>2. Vulnerability to the re-negotiation of SSL/TLS .</i> <i>3. Multi installation to HDD fails for VM card Type-C applications.</i> <i>4. Other minor bug corrections.</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>1. Kerberos certification corresponding to RC4-HMAC code form.</i> <i>2. VM card Type-C application remote installation.</i> <i>3. Support for eDC-i1.2.</i>
7.14.03	Initial release

Model: N-C3		Date: 19-Mar-12	No.: RD093023
Subject: Change the default value of Accounting Counter		Prepared by: F. Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Notice Regarding the Counting Unit for the Accounting Counter (SP5045-002)

- The default value for **SP5045-002** (Accounting Counter – Counting Unit) was changed as follows:
 Old: 2: feet
 New: 5: feet²
- This change was applied from March 2012 production, from the following cut-in serial numbers:

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W3601 Gestetner GWD3006 Savin3406WD Lanier LW426	120/60	USA, Canada, S. America	D094-17	W1220300001

Note:

- The default value for SP5045-002 appears in the Service Manual as “0”, but this is incorrect. The default value from the beginning of mass-production was “2”, and due to this change, it is now “5”.
- The description for SP5045 is shown below:

5045	Accounting Counter	GW
	Sets the method of accounting for machine usage.	
1	Counter Method Japan Only	
2	Counter Unit Selects the unit for the counter (m, ft, yards, m ² , ft ² , or yd ²) [0 to 8/ 5 / 1] 0: metres 1: yards 2: feet 3: m ² 4: yards ² 5: feet ² 6: A3 area = 1 unit 7: 0.1 metre (key counter only) 8: 0.1 yard (key counter only)	

Model: N-C3		Date: 5-Mar-13	No.: RD093024
Subject: BRACKET: POSITIONING: LEFT and RIGHT		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0462582	D0462265	BRACKET:POSITIONING:LEFT	1	X/O	27	19	*
D0462583	D0462266	BRACKET:POSITIONING:RIGHT	1	X/O	27	20	*

***Note:** Interchangeability is **X/O as a set.**

Change: The shape of the positioning bracket was changed, increasing the insulation clearance (distance) between the bracket and development unit casing.

Reasons: To further minimize LPH image shifting due to static electricity buildup.

IMPORTANT: If you need to replace any of the old parts with the new ones, make sure to install all the new parts **together as a set.**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio MP W2401	220-240/50, 60	China	D093-21	W11208XXXXX
Ricoh Aficio MP W2401 NRG MP W2401	220-240/50, 60	Europe, Asia, Oceania, etc	D093-27	W11208XXXXX
Ricoh Aficio MP W3601 Gestetner GWD3006 Savin3406WD Lanier LW426	120/60	USA, Canada, S. America	D094-17	W11208XXXXX
Ricoh Aficio MP W3601	220-240/50, 60	China	D094-21	W11208XXXXX
Ricoh Aficio MP W3601 NRG MP W3601	220-240/50, 60	Europe, Asia, Oceania, etc	D094-27	W11208XXXXX

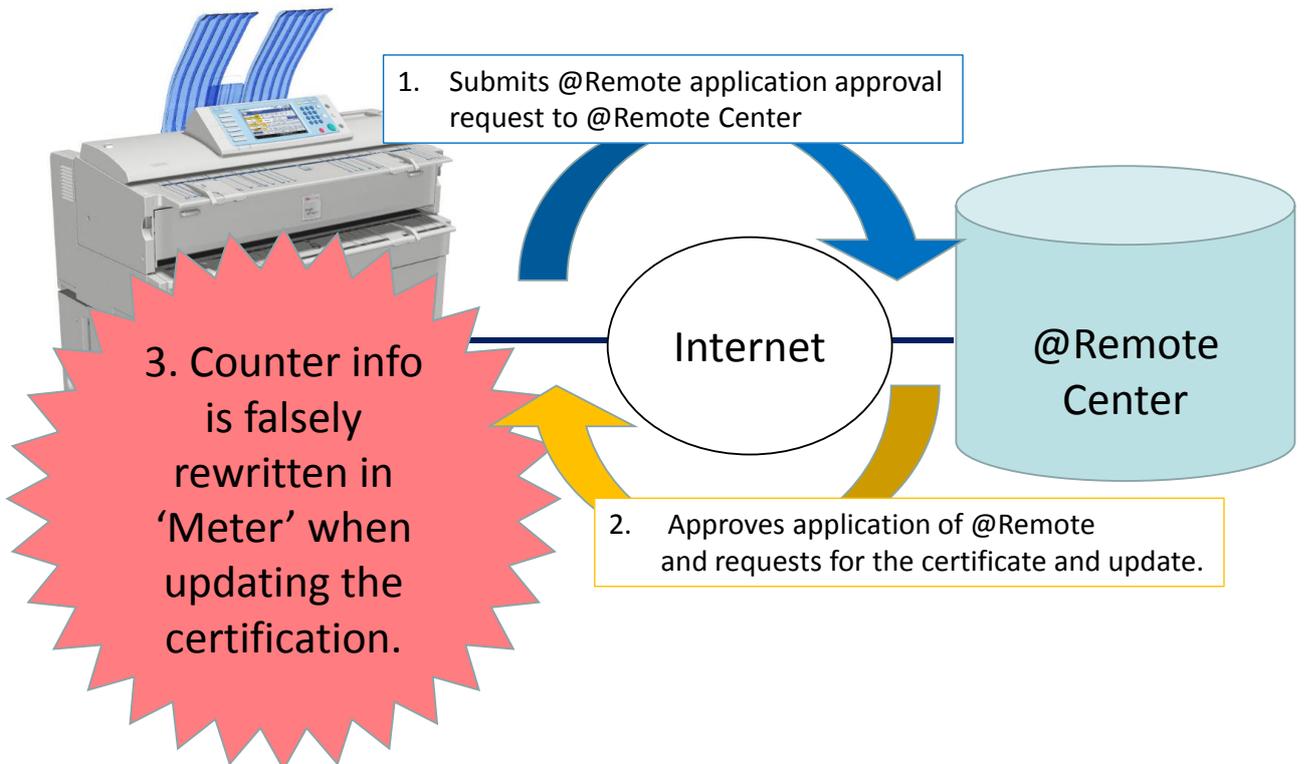
Model: Mo-C1,Be-C1,Be-C1.5,N-C3		Date: 1-Aug-14	No.: RD093025
Subject: Accounting counter problem on @Remote embedded machines		Prepared by: Y.Kurohashi	
From: 2nd Tech Service sect, PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

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

The problem may occur in either of the following conditions:

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



CAUSE

A software bug

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD093025
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SOLUTION

Production line:

The bug was fixed in the following firmware.

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

P/N of the controller board

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

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD093025
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Cut-in S/N

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

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD093025
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In the field:

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

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

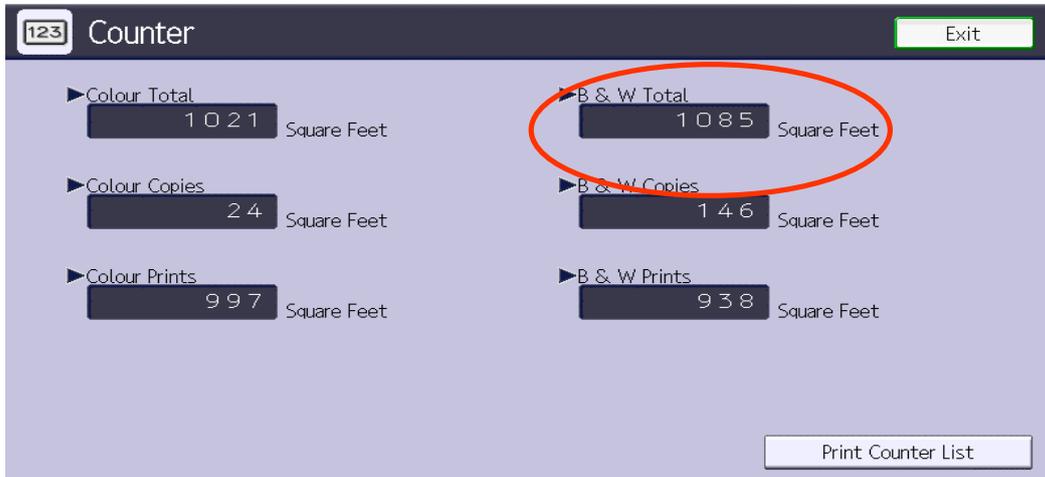
NOTE: For MPCW2200 the problem occurrence condition is not limited to the initial setup of @Remote and occurs even when connected to @Remote.

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD093025
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Example: Click charge contract in “5: square feet”

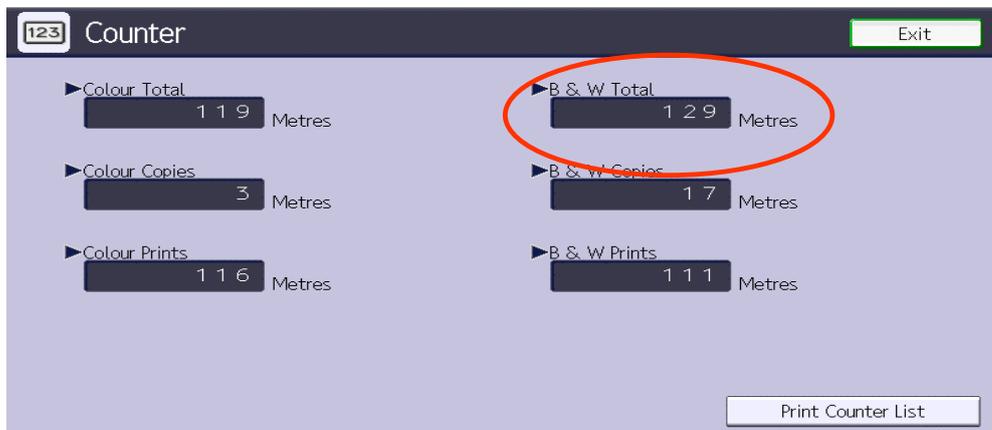
Correct status (before SP5045-002 is falsely rewritten in meters)

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



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

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



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

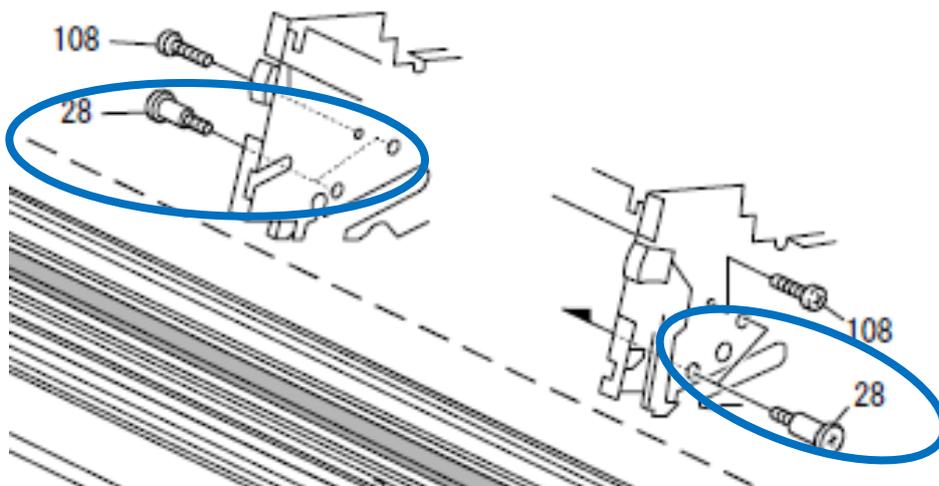
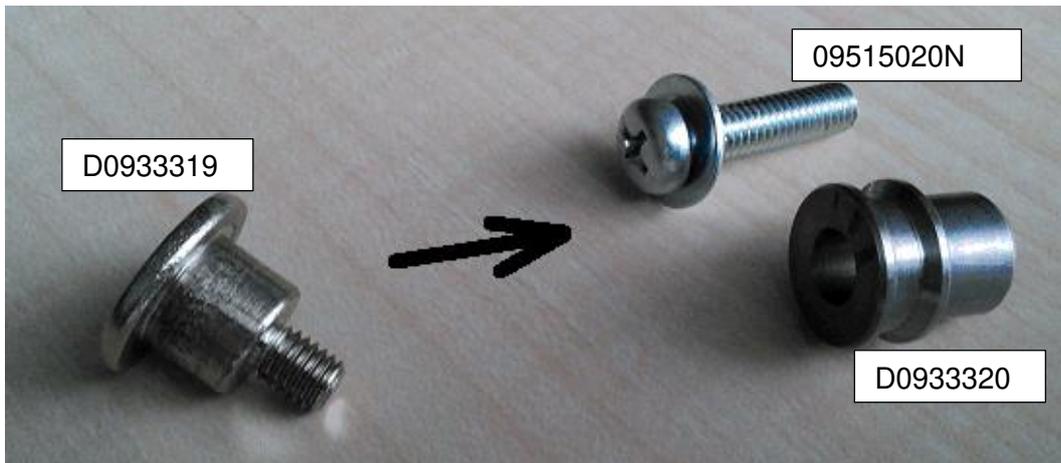
	Correct status (Square feet)	Incorrect status (Meters)
On the operation panel	1085 square feet	129 meters
Click data sent by @Remote	1085	129

Model: N-C3		Date: 29-Jun-16	No.: RD093026
Subject: Parts catalog correction – Modified development unit screws		Prepared by: Y.Kurohashi	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: Screws used for the development unit were changed to gain higher precision in assembling the unit.

Old P/N	New P/N	Description	Q'ty	Page	Index
D0933319	D0933320	COLLAR:DEVELOPMENT UNIT	4	27	28
	09515020N	SCREW:POLISHED ROUND:M5X20	4		

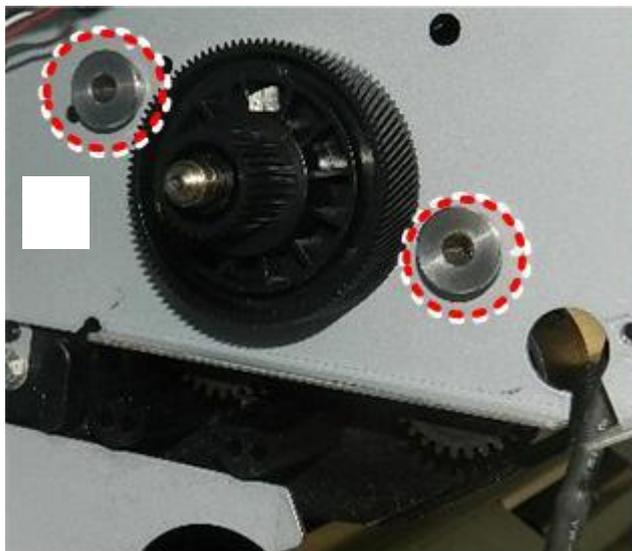
NOTE: When replacing the above screws, replace both types of screws as a set.



Replacement Procedure

(The example shown below is the procedure for the left hand side. The procedure is the same for the right hand side.)

1. Install the collar first, then determine the position of the development unit.



2. Fasten the screws (M5x20).

