Reissued: 06-Jan-12

Model: **V-C2/Be-C1.5**	Date: 15-Nov-07	No.: RD014013a

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3 Font	Prepared by: T.Toriumi
From: 1st 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 **PS3 Font.**

Version	Program No.	Effective Date	Availability of RFU
1.04	D3775915A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.04	***Support for Model Be-C1.5 (D154)*** 1st Mass production

Reissued: 19-Mar-12

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154002a

RTB Reissue
The items bold and italics has been added.

Subject: Firmware Release Note: Engine	Prepared by: F.Noguchi
From: 2nd 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 **Engine.**

Version	Program No.	Effective Date	Availability of RFU
1.01:04	*D1545230A*	*April 2012 production*	*Available*
1.00:04	D1545230	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
1.01:04	*Other changes:* *The occurrence conditions for SC305 (charger cleaner lock) were optimized to further reduce unnecessary occurrences.*
1.00:04	1st Mass production

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154003

Subject: Firmware Release Note: Printer	Prepared by: F.Noguchi
From: 2nd 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 **Printer.**

Version	Program No.	Effective Date	Availability of RFU
1.01	D1545781	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	1st Mass production

Reissued: 21-Nov-13

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154005a

RTB Reissue

Version 1.01 has been added.

Subject: Firmware Release Note: Network DocBox	Prepared by: F.Noguchi
From: 2nd 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 **Network DocBox.**

Version	Program No.	Effective Date	Availability of RFU
1.01	*D1545746A*	*August 2013 production*	*Available*
1.00	D1545746	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>* *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 byte in length.*
1.00	1st Mass production

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154008

Subject: Firmware Release Note: Web Uapl		Prepared by: F.Noguchi
From: 2nd 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 **Web Uapl.**

Version	Program No.	Effective Date	Availability of RFU
1.01	D1545745	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	1st Mass production

Reissued: 10-Apr-14

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154009a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: LCDC	Prepared by: F.Noguchi
From: 2nd 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 **LCDC.**

Version	Program No.	Effective Date	Availability of RFU
1.02	*D1541491A*	*May 2014 production*	*Available*
1.01	D1541491	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	*Other changes:* *A password screen is now displayed when the machine is booted up for the first time at installation.* *This firmware is dependent on the following firmware modules. Please be sure to update all of them:* *- System/Copy firmware v1.03 or later.*
1.01	1st Mass production

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154010

Subject: Firmware Release Note: PS(PS3/PDF)			Prepared by: F.Noguchi
From: 2nd 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 **PS (PS3/PDF).**

Version	Program No.	Effective Date	Availability of RFU
1.00	D1545782	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 21-Nov-13

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154011a

RTB Reissue

Version 1.01 has been added.

Subject: Firmware Release Note: GW1a-sub cpu(PowerSavingSys)	Prepared by: F.Noguchi
From: 2nd 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 **GW1a-sub cpu (PowerSavingSys).**

Important Note Regarding Firmware Updates on All GW 2007 Autumn Products

SC672 may occur during a firmware update before the "Update done" message appears, but this has no effect on the update itself.
If this SC appears, wait at least five minutes and then turn the main power OFF/ON. After this,

- If the machine boots up normally, make sure the firmware is **v1.xx** and its part number is **D1545747x.**
  UserTools => System Settings => Administrators => Firmware version

- If "**Please Wait**" is displayed but does not clear after a while, turn the main power OFF, reinsert the update SD card, and then turn the main power back ON.

Note: This is because the update itself may have failed. Also, the update will start automatically after the power is turned back ON.

Version	Program No.	Effective Date	Availability of RFU
1.01	*D1545747A*	*November 2013 production*	*Available*
F.00	D1545747	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>* *SC816 may occur when the machine recovers from Energy Saver mode if SP5985-001 is not set to a value of "1".*
F.00	1st Mass production

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154012

Subject: Firmware Release Note: GL2&TIFF-Filter		Prepared by: F.Noguchi
From: 2nd 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 **GL2&TIFF-Filter.**

Version	Program No.	Effective Date	Availability of RFU
2.2.9	D3965751	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	Symptom Corrected
2.2.9	1st Mass production

Firmware upgrade procedure for the GL2&TIFF-Filter: VM Card (D3965751x):
　Refer to the next page.

Model: **Be-C1.5**	Date: 26-Jan-12	No.: RD154012

Firmware's upgrade procedure

1. Download the most recent version to the PC.

    (File name)

    D3965751x.exe

2. Create new folder (for the TIFF/GL Filter) before you decompress the EXE files.

    < D3965751x.exe> Filter

    Note: When updating the TIFF/GL Filer and Java VM v4 prn:
    The extracted filenames for the new (upgraded) firmware for the TIFF/GL Filer and Java VM v4 prn are the same.
    If you decompress them inside the same directory, the old files will be overwritten.

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.

C\WINDOWS\system32\cmd.exe

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

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

C\WINDOWS\system32\cmd.exe

Extracting g: \sdk\67633664\webprint\help\ja\1600.html
Extracting g: \sdk\67633664\webprint\help\ja\2000.html
Extracting g: \sdk\67633664\webprint\help\ja\2100.html
Extracting g: \sdk\67633664\webprint\help\ja\2200.html
Extracting g: \sdk\67633664\webprint\help\ja\2300.html

    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.

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.

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: Be-C1.5	Date: 19-Mar-12	No.: RD154013

Subject: Change the default value of Accounting Counter	Prepared by: F. Noguchi
From: 2nd 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

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: feet^2

● This change was applied from March 2012 production, from the following cut-in serial numbers:

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Aficio MP W5100en	120/60	USA, Canada, S. America	D154-17	W812G300001
Aficio MP W7140en	120/60	USA, Canada, S. America	D155-17	W822G300001

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, m2, ft2, or yd2) [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: Model BE-C1/C1.5		Date: 24-Feb-14	No.: RD154014

Subject: Memory increased to 2GB		Prepared by: Y Kurohashi
From: PP Technical Service Dept 2nd PP Technical Service Sect		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

Change/Reason:

Memory capacity was increased from 1GB to 2 GB in accordance with the upgrade to Energy Star Version 2.0.

Cut-in S/N

Model	Region	Product code	S/N
BE-C1a	EU	D04627	V1640100001
BE-C1b	EU	D04927	V1740100001
BE-C1.5a	NA	D15417	W814G100001
BE-C1.5b	NA	D15517	W824G100001

Note

● The additional 1GB memory (included as an accessory to the Scanner Option Type W7140) does not have to be installed on units of the above cut-in s/n to use the scanning function.

● The procedure described in the following section of the field service manual does not have to be performed for the units of the above cut-in s/n:

Steps 6 and 7 of "Scanner Option Type W7140"

Model: Model BE-C1/C1.5	Date: 24-Feb-14	No.: RD154014

6. Remove the controller box cover.

d397i002

7. Insert the memory unit in the open slot on the controller board.

RICOH

Reissued: 28-Jan-15

Model: **Be-C1/Be-C1.5**	Date: 03-Sep-10	No.: RD046026c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: GL2&TIFF-Filter: VM Card	Prepared by: Y.Okano
From: 3rd 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 **GL2&TIFF-Filter: VM Card.**

Version	Program No.	Effective Date	Availability of RFU
2.2.12	***D3965751B***	***January 2015 production***	***Not available***
2.2.11	D3965751A	April 2014 production	Not available
2.2.9	D3965751	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	Symptom Corrected
2.2.12	***Other changes:*** ***Running Web Print Tool on a client PC installed with Java 7 Update 51 or later version displays a security alert message.***
2.2.11	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.
2.2.9	Support for Model Be-C1.5 (D154) 1st Mass production

Firmware upgrade procedure for the GL2&TIFF-Filter: VM Card (D3965751x):
   Refer to next page.

Reissued: 28-Jan-15

Model: **Be-C1/Be-C1.5**	Date: 03-Sep-10	No.: RD046026c

RTB Reissue
The items in bold italics have been corrected.
Firmwares upgrade procedure

1. Download the most recent version to the PC.

    (File name)

    D3965751x.exe

2. Create new folder (for the TIFF/GL Filter) before you decompress the EXE files.

    < D3965751x.exe> Filter

    Note: When updating the TIFF/GL Filer and Java VM v4 prn:
    The extracted filenames for the new (upgraded) firmware for the TIFF/GL Filer and Java VM v4 prn are the same.
    If you decompress them inside the same directory, the old files will be overwritten.

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.

C\WINDOWS\system32\cmd.exe

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

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

C\WINDOWS\system32\cmd.exe

Extracting g: \sdk\67633664\webprint\help\ja\1600.html
Extracting g: \sdk\67633664\webprint\help\ja\2000.html
Extracting g: \sdk\67633664\webprint\help\ja\2100.html
Extracting g: \sdk\67633664\webprint\help\ja\2200.html
Extracting g: \sdk\67633664\webprint\help\ja\2300.html

    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.

12. Insert the SD card into Slot 2.

RICOH

Model: **Be-C1/Be-C1.5**	Date: 03-Sep-10	No.: RD046026c

RTB Reissue
The items in bold italics have been corrected.
13. Turn the machine main power ON.

14. Access UP mode and confirm that the firmware has been successfully upgraded.

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD154015

Subject: Accounting counter problem on @Remote embedded machines	Prepared by: Y.Kurohashi
From: 2nd 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

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.)

1. Submits @Remote application approval request to @Remote Center

3. Counter info is falsely rewritten in 'Meter' when updating the certification.

Internet

@Remote Center

2. Approves application of @Remote and requests for the certificate and update.
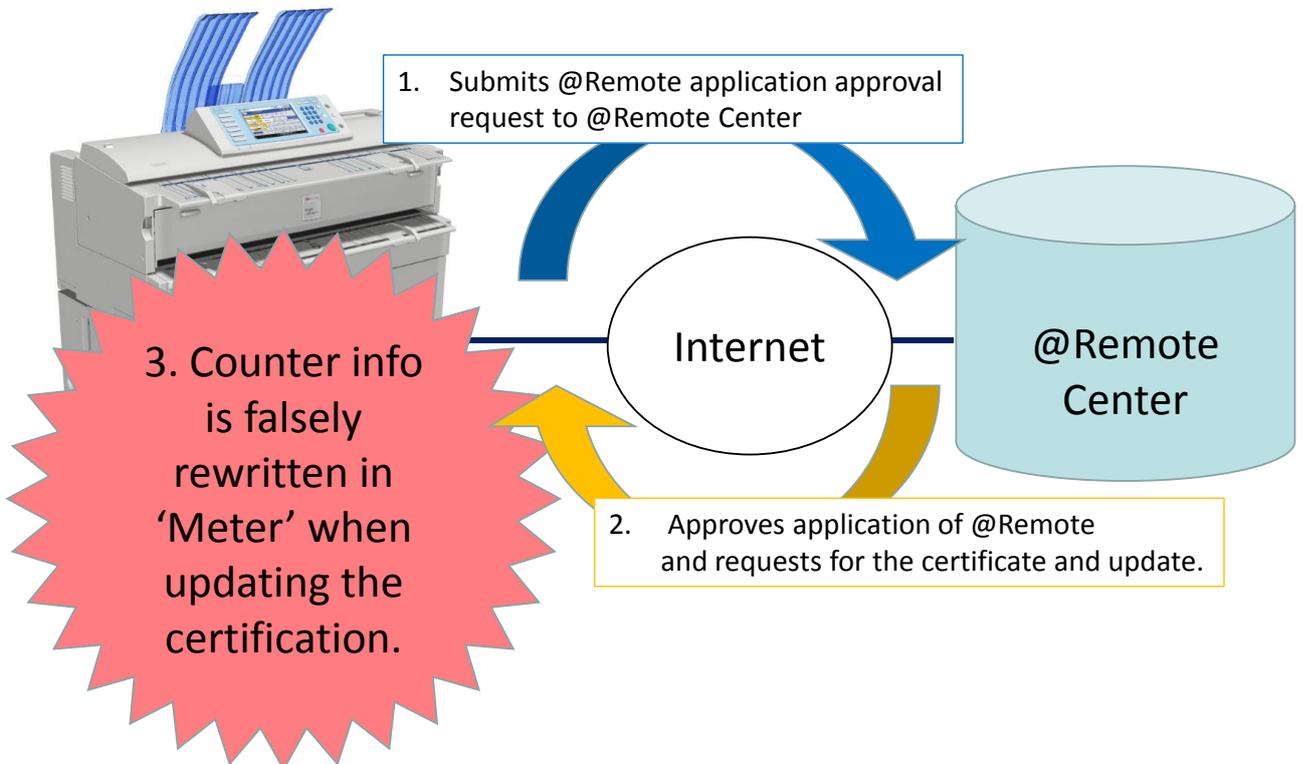
CAUSE

A software bug

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 D124-27 D124-67	D1245211
MP W5100	D046-17 D046-27	D0465280
MP W7140	D049-17 D049-27	
MP W5100en	D154-17	D1545280
MP W7140en	D155-17	
MP W2401	D093-21 D093-27	D0935640
MP W3601	D094-17 D094-21 D094-27	

Model: Mo-C1,Be-C1,Be-C1.5,N-C3	Date: 1-Aug-14	No.: RD154015

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.: RD154015

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	·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.: RD154015

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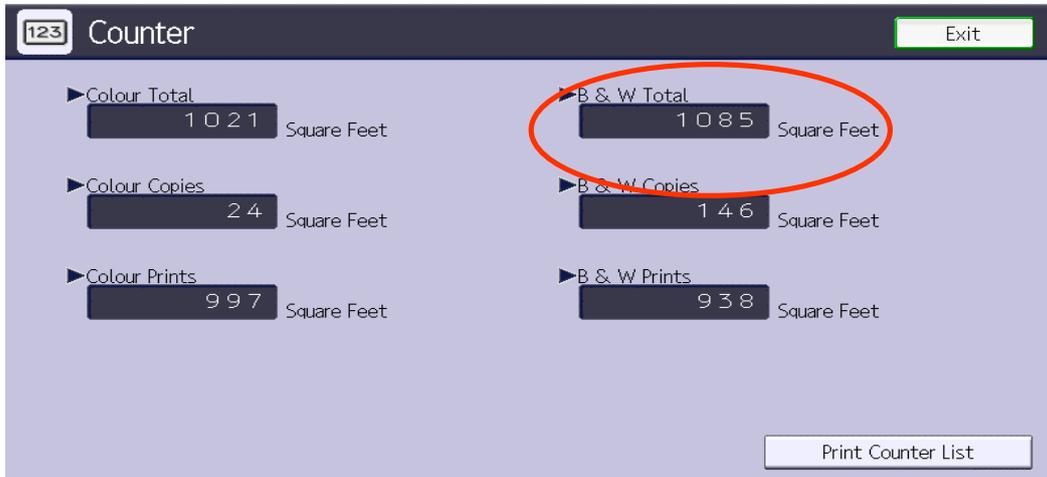
Incorrect status (after SP5045-002 is falsely rewritten in meters)

The B&W Total counter unit indicates the total print volume of the month as 129 meters.
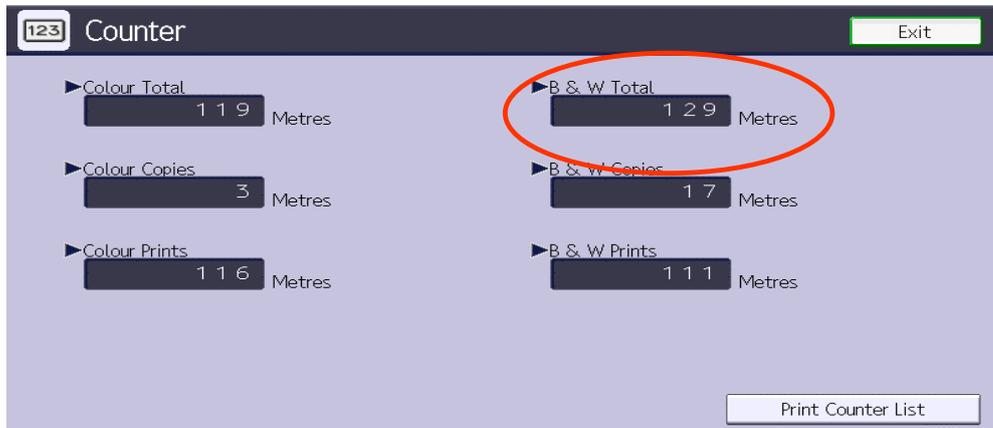
Click worth 956 square feet (1085-129) is not charged to your customer.
This is because data sent from @Remote disregards unit of measure.

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