

Model: <b>Be-C2</b>	Date: 01-Sep-15	No.: RD211005
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Subject: Firmware Release Note: Web Uapl		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2065868B	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: 11-Mar-16

Model: <b>Be-C2/Be-C2LT</b>	Date: 01-Sep-15	No.: RD211006b
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: browser		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01.00	D2275754B	September 2015 production	Available
1.00.00	D2275754A	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
1.01.00	Error Correction: 1. Keyboard response is slow when using the Web Scanner application. 2. SC899 may occur when performing Java Script functions.
1.00.00	1st Mass production

Reissued: 11-Mar-16

Model: <b>Be-C2/ Be-C2 LT</b>	Date: 01-Sep-15	No.: RD211009b
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Extend JS		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01.00	D2275755B	September 2015 production	Not available
1.00.03	D2275755A	1st Mass production	Not available

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

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

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

Version	Modified Points or Symptom Corrected
1.01.00	Error Correction: SC899 may occur when the user starts up the MFP browser.
1.00.03	1st Mass production

Reissued: 11-Mar-16

Model: <b>Be-C2/ Be-C2 LT</b>	Date: 01-Sep-15	No.: RD211012a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Option RTIFF		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
12.16.14	D2065877A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
12.16.14	1st Mass production

Reissued: 11-Mar-16

Model: <b>Be-C2/ <i>Be-C2 LT</i></b>	Date: 01-Sep-15	No.: RD211013a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PDF		Prepared by: Y. Kurohashi	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	D2065881A	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.02	1st Mass production

Reissued: 11-Mar-16

Model: <b>Be-C2/ Be-C2LT</b>	Date: 01-Sep-15	No.: RD211014a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PS3		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2065879A	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: 11-Mar-16

Model: <b>Be-C2/ <i>Be-C2 LT</i></b>	Date: 01-Sep-15	No.: RD211016a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RPGL Font		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	D2065885	1st Mass production	Available

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

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

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

Version	Modified Points or Symptom Corrected
1.02	1st Mass production

Reissued: 11-Mar-16

Model: <b>Be-C2/ Be-C2 LT</b>	Date: 01-Sep-15	No.: RD211018a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Option Netware		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
14.25	D8835760	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
14.25	1st Mass production



Reissued: 11-Mar-16

Model: <b>Be-C2/ Be-C2 LT</b>	Date: 01-Sep-15	No.: RD211019a
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## RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: Y. Kurohashi	
From: 1st PP 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.26	D2065863A	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
1.26	1st Mass production

Reissued: 01-Sep-15

Model: MET-C1cde/MET-C1cde_SOP CH-C1/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/ <b>Be-C2</b>	Date: 01-Jul-13	No.: RD149014c
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## RTB Reissue

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

Subject: Firmware Release Note: Font EXP		Prepared by: Y. Kurohashi	
From: 1st Tech Service Sect., MFP/Printer 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D1495581	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: 01-Sep-15

Model: MET-C1cde/MET-C1cde_SOP CH-C1 Office/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/ <b>Be-C2</b>	Date: 01-Jul-13	No.: RD149026c
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**RTB Reissue**

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

Subject: Firmware Release Note: PS3 Font		Prepared by: Y. Kurohashi	
From: 1st Tech Service Sect., MFP/Printer 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 checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**Important Information about Normal/Smart Panel Firmware Updates**

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
1.12	D6205681	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
1.12	1st Mass production

Model: Be-C2a/b		Date: 3-Dec-15	No.: RD211021
Subject: Service Manual revision – NVRAM replacement		Prepared by: Y.Kurohashi	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

1. Please add the following descriptions regarding system halt errors in your FSM on P.515.
2. The areas highlight in **red** were corrected.

## After Replacement

1. Turn the machine on.
2. Calibrate the touch panel. (page 914 "Calibrating the Touch Panel")
3. Do SP5801-1 (All Clear) to reset default settings for the NVRAM.
4. Cycle the machine off/on.
5. In User Tools, confirm that the counter setting is "0".
6. Make some test copies or prints.
7. Confirm that the counter value has increased by the same number of copies/prints you just made.

## To Download NVRAM Data from the SD Card

1. Turn the machine off.
2. Insert the SD card to hold the NVRAM data in **Slot 2**.
3. Turn the machine on.
4. Enter the SP mode and do SP5811-001 and enter the machine serial number.
5. Set SP5985-001 Onboard NIC and SP5985-002 Onboard USB to "1"
6. Enter the SP mode and do SP5825.
7. Print an SMC report with SP5990-2.
8. Compare the information in this SMC report with the one you printed before NVRAM removal.
  - If the content of the SMC reports do not match, this means that the content of the old NVRAM could not be uploaded to the SD card.
  - In this case, do SP5801-1 again and do the settings recommended for the machine.
  - The factory settings are printed on a sheet of paper taped on the inside of the rear cover.

Model: BE-C2a/b		Date: 3-Dec-15	No.: RD211022
Subject: Manual correction - Caution note on PSU replacement		Prepared by: Yutaka Kurohashi	
From: 1st PP Tech Service Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please add the following caution in the field service manual in this section:  
 Replacement and Adjustment > PCB, HDD > Controller Box Cover Removal

Parts number	Parts description	Region
AZ240226	POWER SUPPLY UNIT:ECO:100V:456.4W:NA D135	NA
AZ240259	POWER SUPPLY UNIT:ECO:200V:456.4W	NA,EU,CHN,DOM

Model: BE-C2a/b

Date: 3-Dec-15

No.: RD211022

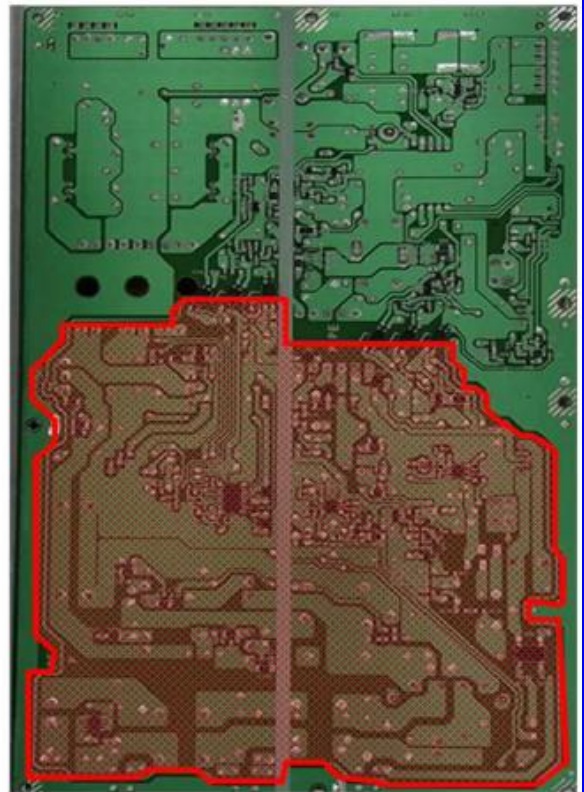
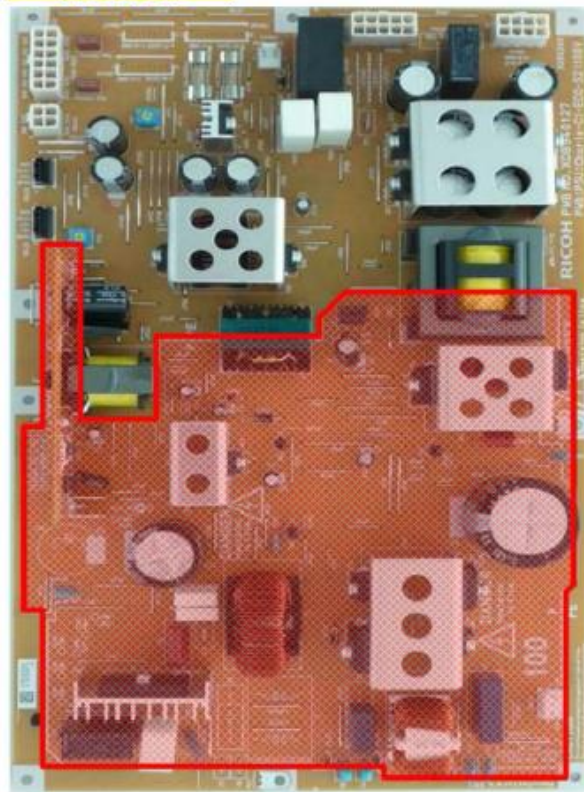
## ⚠ CAUTION:

**NEVER touch** the areas outlined in red in the photos below to prevent electric shock caused by residual charge.

Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

The procedure to discharge residual charge from the machine by unplugging the power cord from the AC wall outlet and pressing the main power switch works only for the DC circuits on this board. Residual charge remains in the AC circuits.

AZ240226

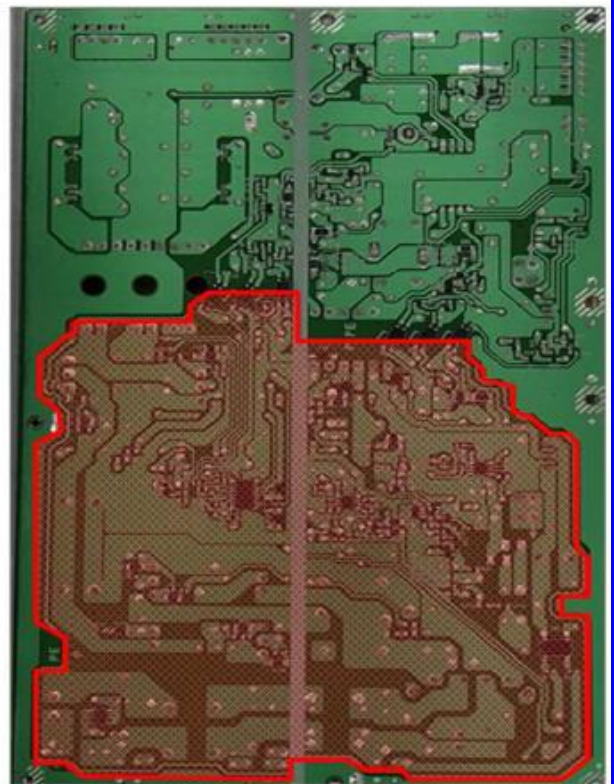
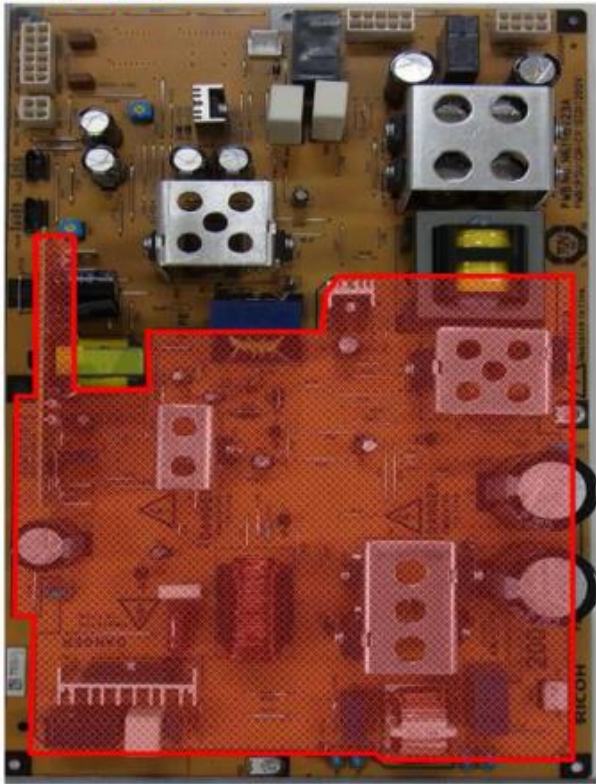




Model: BE-C2a/b

Date: 3-Dec-15

No.: RD211022

**AZ240259**

Model: Be-C2		Date: 17-Feb-16	No.: RD211023
Subject: HOLDER:GLASS:CLEANER:ASS'Y without double-sided tape		Prepared by: T. Asada	
From: FQM Group2, Field Quality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

## SYMPTOM

The double-sided tape is missing from the following machine accessory.

HOLDER:GLASS:CLEANER:ASS'Y     P/N: D1491317



## SOLUTION

Order a new assembly using the P/N mentioned above and replace it.

## Affected S/N

Product code	Serial number	Model name
D20817	G505GC00024	MP W7100/MP W7100SP
D20817	G505GC00021	MP W7100/MP W7100SP
D20817	G505GC00022	MP W7100/MP W7100SP
D20827	G505GC00019	MP W7100SP
D20827	G505GC00023	MP W7100SP
D20827	G505GC00025	MP W7100SP
D20827	G505GC00014	MP W7100SP
D21117	G515GC00008	MP W8140/MP W8140SP
D21117	G515GC00009	MP W8140/MP W8140SP
D21117	G515GC00006	MP W8140/MP W8140SP
D21117	G515GC00010	MP W8140/MP W8140SP
D21117	G515GC00013	MP W8140/MP W8140SP
D21117	G515GC00012	MP W8140/MP W8140SP
D21117	G515GC00011	MP W8140/MP W8140SP



Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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## RTB Reissue

The content in **bold** was added.

Subject: Procuring toner and developer for new installs		Prepared by: A Shigeta	
From: A3 Tech Service.,MFP 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 type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please correct the descriptions ~~struck out~~ and in **red** to your FSM in the following section:  
 Installation > Installation Procedure > Developer and Toner

## Developer and Toner

### CAUTION

- Make sure that the power cord of the machine is disconnected.
- 1. Press the release buttons on each end of the upper unit together simultaneously and raise the upper unit.
- 2. Open the toner hopper cover [A].
- 3. Remove the sheet [B].

### Important

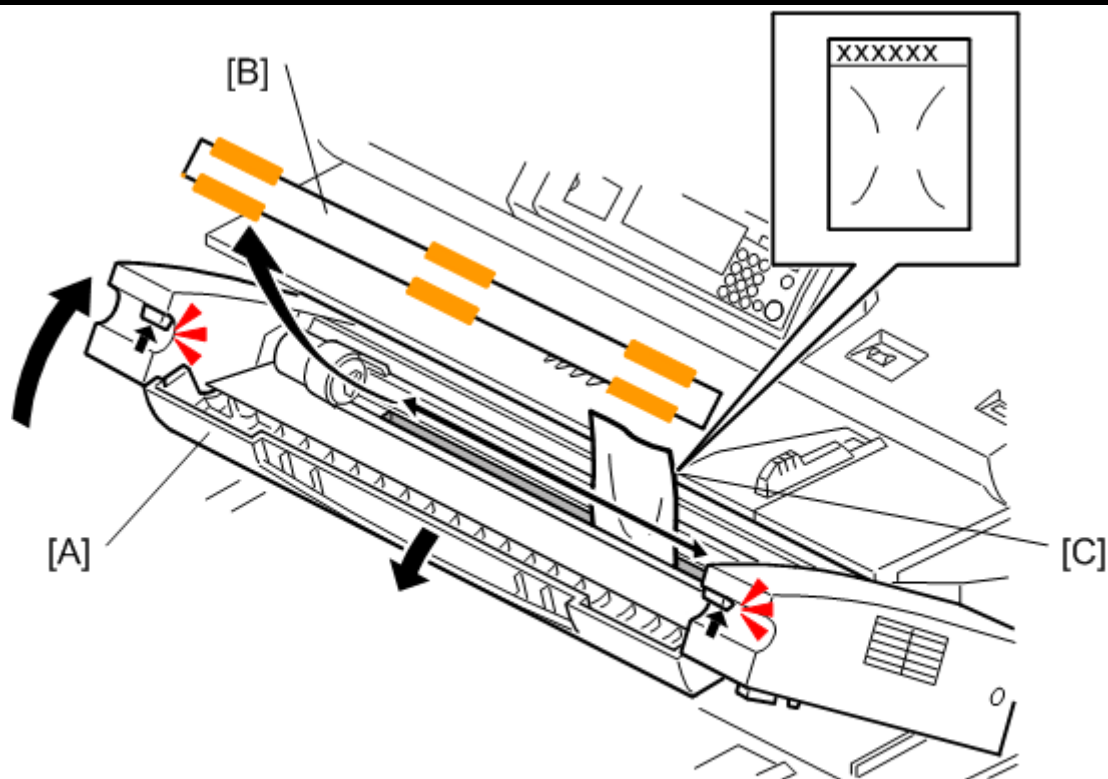
- ~~There are two 1-kg packs of toner provided. Do not open each pack until you are instructed to do so in the procedure below.~~
- **Toner and developer are not included as accessories. Procure toner and developer for new site installs. 2 packs of developer will be necessary. (As a standard procedure, toner is procured as supply and developer as service part.)**
- A developer lot number is embossed on the top edge of each package.
- Keep these top edges after you open each developer package.
- You will need these numbers when you input them later in **SP2801-2** and **-3**.
- 4. Open the first 1 kg pack of developer [C] and pour it into the development unit.
  - Slowly pour the developer into the development unit, as you move the pack from left to right until the pack is empty.
  - An equal amount of developer must be spread along the entire open slot of the development unit.

### Important

- Do not open the second pack of developer yet.

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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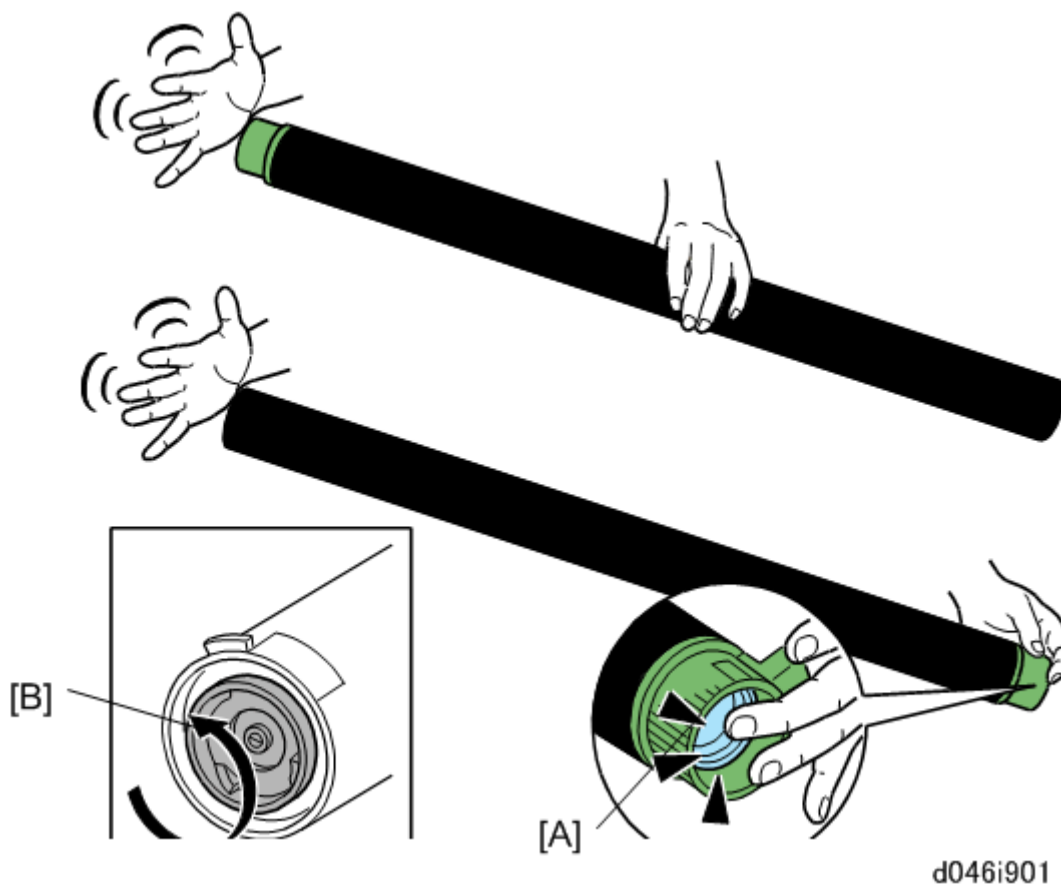


d046i100

5. Prepare the toner cartridge for installation. ***If a new toner is equipped with orange knob, then go to the step 6\* that will statrs from page 5.***
  - Shake the cartridge several times and make sure that the toner is moving inside.
  - Push the cartridge cap [A]. At the same time, tap the bottom of the toner cartridge 4 or 5 times.
  - Hold the cartridge horizontally and shake it quickly from side to side 4 or 5 times.
  - Hold the joint [B] of the toner cartridge with two fingers, and turn the joint. If the joint does not turn, do the procedure again.

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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**★ Important**

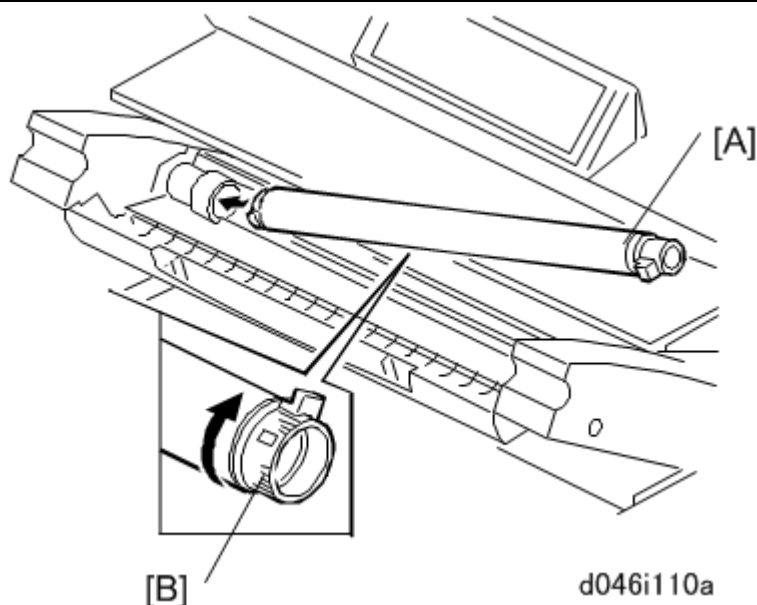
- Show the customer how to prepare a toner cartridge for installation.
  - If toner is not loosened before the toner cartridge is installed, the customer may hear a rattling noise. The agitators inside the toner cartridge will disengage if compacted toner does not let them turn easily. This is the source of the rattling noise.
  - To prevent this problem, instruct the customer to store extra toner cartridges horizontally on a flat surface.
  - A toner cartridge should never be put on its end or stored vertically.
6. Install the unopened toner cartridge [A].

**★ Important**

- Do not remove the tape from the toner cartridge at this time.
7. Rotate knob [B] until it stops.

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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8. Close the toner hopper cover.
9. Close the upper unit.
10. Connect the machine power cord to the power supply.
11. Press the power switch on the left side of the machine. The drum motor switches on and distributes the developer evenly inside the development unit.

**Note**

- The drum motor should switch on as soon as the machine warms up. However, the motor may not switch on immediately if the temperature of fusing unit is below 50°C (122°F).

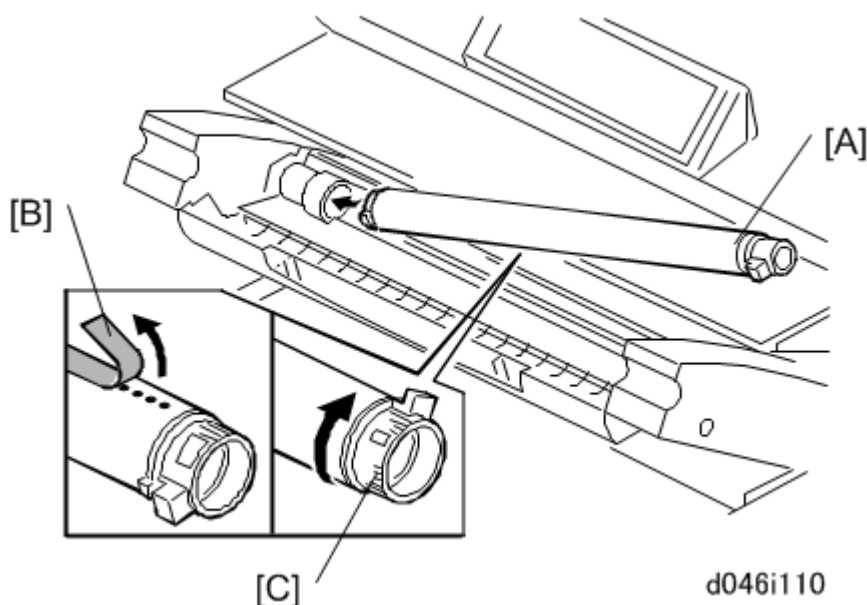


d208a0112

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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12. Wait about 2 min. for the machine to stop.
13. Press the power switch again to turn the machine off.
14. Wait until the power LED on the operation panel goes off,.
15. Open the upper unit.
16. Open the toner hopper cover.
17. Remove the unopened toner cartridge.
18. Open the second 1 kg pack of developer, then slowly add it to the development unit.  
Move the pack from left to right until it is empty.
19. Use a clean cloth to clean the edges around the slot of the development unit.
20. Install the toner cartridge [A]. (You can refer to the decal attached to the left side of the machine.)
  - Peel off the green tape [B] from right to left to expose the perforated clear tape (these are the toner supply holes). (This clear tape is not removed.)
  - Rotate knob [C] clockwise until it stops.



21. Close the toner hopper cover.
22. Close the upper unit.

**★ Important**

***Below is a procedure when the toner is equipped with orange knob.***

***6\*. Close the toner hopper cover.***

***7\*. Close the upper unit.***

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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**8\*. Connect the machine power cord to the power supply.**

**9\*. Press the power switch on the left side of the machine. The drum motor switches on and distributes the developer evenly inside the development unit.**

**Note**

- The drum motor should switch on as soon as the machine warms up. However, the motor may not switch on immediately if the temperature of fusing unit is below 50°C (122°F).**



d208a0112

**11\*. Wait about 2 min. for the machine to stop.**

**12\*. Press the power switch again to turn the machine off.**

**13\*. Wait until the power LED on the operation panel goes off.**

**14\*. Open the upper unit.**

**15\*. Open the toner hopper cover.**

**16\*. Remove the old toner cartridge.**

**17\*. Open the second 1 kg pack of developer, then slowly add it to the development unit. Move the pack from left to right until it is empty.**

**18\*. Use a clean cloth to clean the edges around the slot of the development unit.**

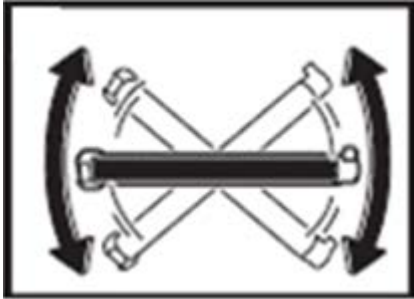
**19\*. Prepare a new toner cartridge for installation.**

- Shake the cartridge several times and make sure that the toner is moving inside.**
- Tap the bottom of the toner cartridge 4 or 5 times.**

Reissued: 5-Feb-19

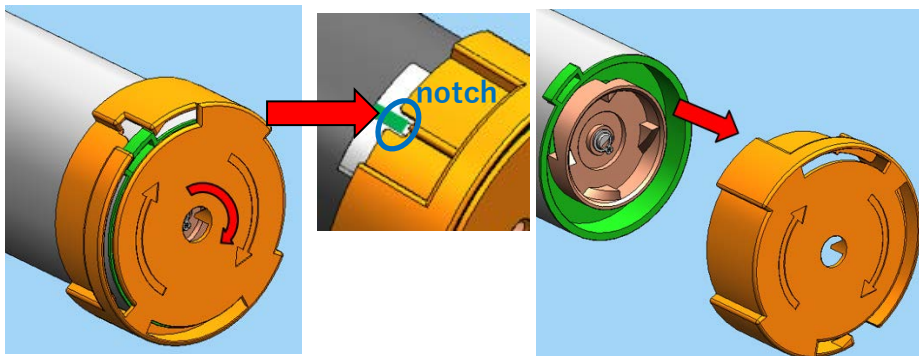
Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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- *Hold the cartridge horizontally and shake it quickly from side to side 4 or 5 times.*



**★ Important**

- *Show the customer how to prepare a toner cartridge for installation.*
- *A toner cartridge should never be put on its end or stored vertically.*
- *Do not remove the tape from new toner cartridge at this time.*
- *Rotate that knob in the direction marked on it until the green line appears in the notch area. Once the green line appears, pull the knob out.*

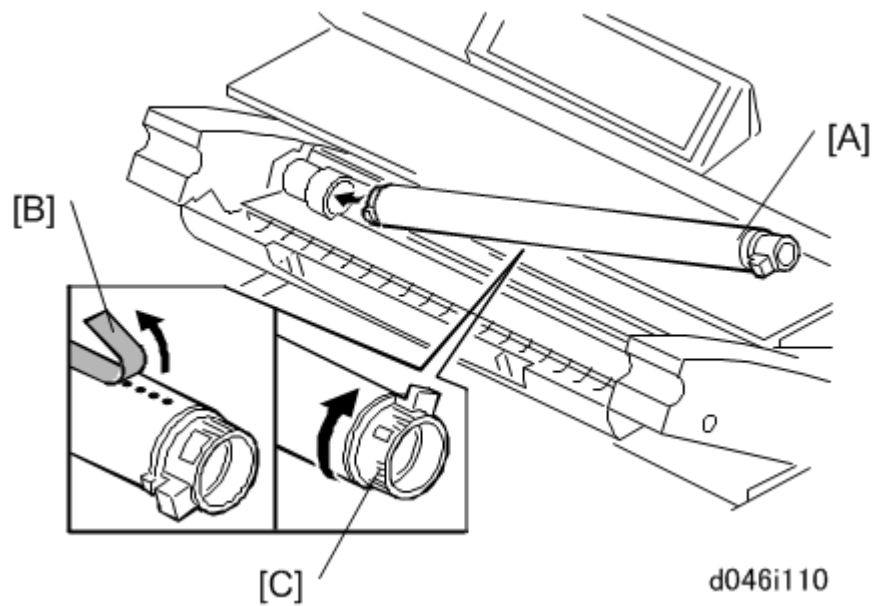


**20\*. Install the new toner cartridge[A]. (You can refer to the decal attached to the left side of the machine.)**

- *Peel off the green tape [B] from right to left to expose the perforated clear tape (these are the toner supply holes). (This clear tape is not removed.)*
- *Rotate the knob [C] until it stops.*

Reissued: 5-Feb-19

Model: Be-C2	Date: 31-Aug-16	No.: RD211024a
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**20\*. Close the toner hopper cover.**

**21\*. Close the upper unit.**



Reissued: 25-Dec-18

Model: BE-C2ab	Date: 6-Dec-18	No.: RD211025a
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## RTB Reissue

The picture of a pneumatic arm was deleted.

Subject: FSM correction – Addition to safety notices -		Prepared by: Akira Shigeta	
From: 2nd Technical Support Sect., Service Strategy Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2



## Service Manual Correction

The safety notice in **red** added in the following section.

Important Safety Notices > Before Installation, Maintenance > Warning Label

### Warning Label

The following figure shows the warning labels attached to this machine. Understand the symbols and be sure to read the instructions of the warning labels.

Label				
Description	General Caution.	Be careful. Hot surface.	Do not put your hand.	<b>DOUBLE POLE/NEUTRAL FUSING</b> <b>Disconnect the main power before changing fuse.</b>

The safety notice in **red** added in the following section.

Important Safety Notices > After Installation and Servicing > Disposal of Used Items

### Disposal of Used Items

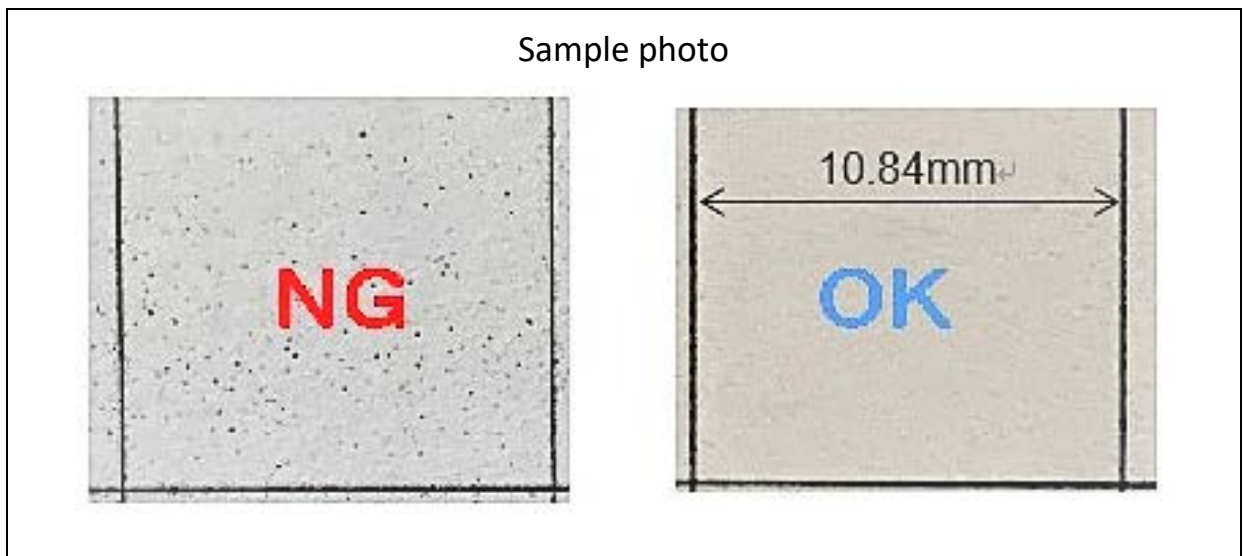
#### **WARNING**

- Never incinerate used toner or toner cartridges.
- Toner and toner cartridges are thrown into the fire can ignite or explode and cause serious injury. At the work site always carefully wrap used toner and toner cartridges with plastic bags to avoid spillage before disposal or removal
- **Never attempt to disassemble a pneumatic arm charged with gas under high pressure or throw it into a fire.**

Model: Be-C2		Date: 10-Jun-19	No.: RD211026
Subject: Troubleshooting - Dirt on white background		Prepared by: Kanji Nakano	
From: PP CF/WF Sec., CP/IP Product Quality Mngmt Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## SYMPTOM

Dirty spots appear on a white background in rare cases due to the following cause.



## CAUSE

Large toner particles were mixed in with the smaller (normal-sized) particles due to temporary issues with the toner manufacturing process.

Model: Be-C2

Date: 10-Jun-19

No.: RD211026

## SOLUTION

If the symptom occurs, perform troubleshooting according to the page 929 of the Field Service Manual.

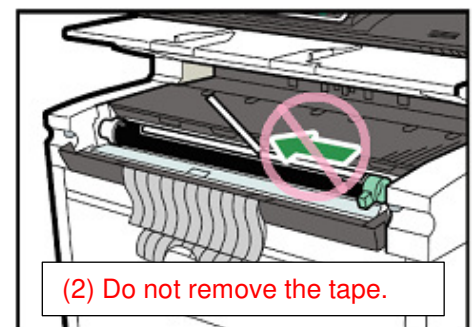
Nevertheless, if the problem persists, replace the toner cartridge (see **PROCEDURE** below).

## PROCEDURE

### 1. Complete consumption of old toner

- (1) Take out the toner cartridge from the product concerned, and close the toner supply port with a tape so that the toner remaining in the cartridge does not scatter.

- (2) Set a new toner cartridge.  
However, do not remove the sealing tape from the supply port so that toner is not supplied into the product.



- (3) Access SP Mode and select the following:

**SP 2902 [Test Pattern] >> 22: Full Dot Pattern**

- (4) Set the paper size, orientation, and number of printed sheets to "A1", "Landscape", and "2 sheets", respectively, and print.
- (5) Repeat Step 4 until the Toner Near-End or Toner End alert is displayed.

### 2. Install a new toner cartridge

Remove the tape from the new toner cartridge you set in Step 2 and complete installation of the cartridge as per the usual procedure.

Model: Be-C2ab		Date: 25-Jun-19	No.: RD211027
Subject: FSM correction – The machine specification information –		Prepared by: Akira Shigeta	
From: 2nd Tech Support Sect., Tech Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Service Manual Revision

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

### 1. Product Information > Machine Codes, Peripheral Configurations

#### Machine, Option Codes

Common Name	Product Name	No.
<del>Wide Stacker</del> <b>Double Stacker</b>	<del>W Stacker Type 7140</del> <b>Double Stacker Type 7140</b>	<del>D438</del> <b>D469</b>