

Model: Be-C2LT	Date: 11-Mar-16	No.: RD212006
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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"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2125868A	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: MET-C1cde/MET-C1cde_SOP CH-C1/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/Be-C2/ Be-C2LT	Date: 01-Jul-13	No.: RD149014d
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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"/> 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

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: 11-Mar-16

Model: MET-C1cde/MET-C1cde_SOP CH-C1 Office/CH-C1 Pro/BR-C1/Z-C2/Z-C2_SOP/Leo-C1/Leo-P1/Be-C2/ Be-C2LT	Date: 01-Jul-13	No.: RD149026d
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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"/> 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

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

Reissued: 11-Mar-16

Model: Be-C2/Be-C2LT	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"/> 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 **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: Be-C2/ Be-C2 LT	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"/> 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 **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: 21-Dec-16

Model: Be-C2/Be-C2 LT	Date: 01-Sep-15	No.: RD211010c
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Network Support		Prepared by: Y. Kurohashi	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
14.31	D2065871D	December 2016 production	Available
14.30	D2065871C	September 2015 production	Available
14.29	D2065871B	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
14.31	Symptom Corrected: - When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail.
14.30	Other changes: Changed the DH key specification to use 2,048 bits instead of 512 bits to prevent the Logjam vulnerability (CVE-2015-4000). In addition, by modifying this specification, SSL/TLS communication can be established when using Mac OS X 10.10.4 and iOS 8.4.
14.29	1st Mass production

Reissued: 11-Mar-16

Model: <i>Be-C2/ Be-C2 LT</i>	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"/> 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 **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: <i>Be-C2/ Be-C2 LT</i>	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"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
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: <i>Be-C2/ Be-C2LT</i>	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"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	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: <i>Be-C2/ Be-C2 LT</i>	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"/> 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 **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: <i>Be-C2/ Be-C2 LT</i>	Date: 01-Sep-15	No.: RD211017a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: NetworkDocBox		Prepared by: Y. Kurohashi	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D2065869A	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: <i>Be-C2/ Be-C2 LT</i>	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"/> 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 **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: <i>Be-C2/ Be-C2 LT</i>	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"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

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.

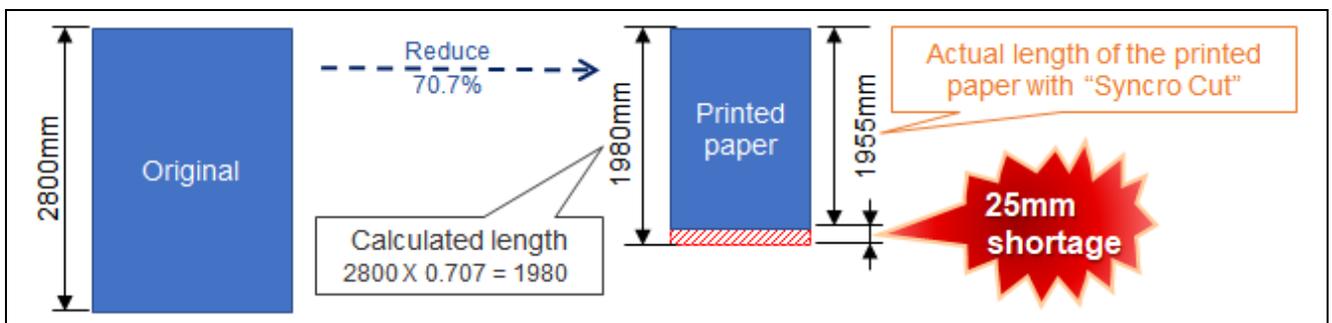
“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.26	1st Mass production

Model: Be-C2LT		Date: 19-Jul-18	No.: RD212009
Subject: Image missing during reduced copying with Syncro Cut		Prepared by: Kanji Nakano	
From: PP CF/WF Sec., CIP Product Quality Management 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 <input type="checkbox"/> Tier 0.5

SYMPTOM

The image at the trailing edge is missing and the paper is shortened when printing at a 70.7% reduction with Syncro Cut.



- <Note>
- No problem occurs with "Variable Cut".
 - The system scans whole image normally.

CAUSE

Malfunction of the engine software.

SOLUTION

Production line:

The Engine firmware was modified as follows (Applied from April 2018 production).

Program No. D2125280D
Version **1.03:00**

In the field:

Update to the modified firmware and then do the PROCEDURE below.

PROCEDURE

SP4961 (Document Length Adjustment)

*** SP4961-001**

1. Measure the short edge of the A4 paper with a ruler. This value is <1>.
2. Check the value of SP4961-003 when scanning the paper with LEF. This value is <2>.
- If <1> is bigger than <2>, then SP4961-001 is equal to <1> minus <2>, as a positive value.
- If <1> is smaller than <2>, then SP4961-001 is equal to <1> minus <2>, as a negative value.

*** SP4961-002**

1. Using free-cut mode, output 1000mm of paper.
2. Measure the length of the paper with a ruler. This value is <1>.
3. Check the value of SP4961-003 when scanning the paper with SEF. This value is <2>.
- If <1> is bigger than <2>, then SP4961-002 is equal to <1> minus <2>, as a positive value.
- If <1> is smaller than <2>, then SP4961-002 is equal to <1> minus <2>, as a negative value.

Model: BE-C2Lt		Date: 6-Aug-18	No.: RD212010
Subject: FSM correction – Fuse on the IOB -		Prepared by: Akira Shigeta	
From: 2nd Technical Support Sect., Service Strategy 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 Correction

Fuse information was added in the following section of the Service Manual:

7. Detailed Description > Boards > Main Boards > IOB

Name	No.	Contact	Processing
FU1	—	Logic circuit, Sensor	IOB, harness/sensor connections
FU2	—	Cassette/Roll feeding	IOB, feeding device
FU3	—	Feeding Motor, Quenching lamp	IOB, harness connections
FU4	—	Clutch, FAN, Accounting circuit	IOB, harness connections
FU5	—	Development motor, LPH, FAN, Power Pack	IOB, harness connections

Reissued: 25-Dec-18

Model: BE-C2ab	Date: 6-Dec-18	No.: RD212011a
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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"/> 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

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.	DOUBLE POLE/NEUTRAL FUSING Disconnect the main power before changing fuse.

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: 14-Feb-19	No.: RD212012
Subject: FSM correction -Replacement of Developer and Toner-		Prepared by: A Shigeta	
From: 2nd Technical Support Sect., Service Strategy 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

Please correct the descriptions in **red** to your FSM in the following section:

2. Installation -> Main machine -> 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.

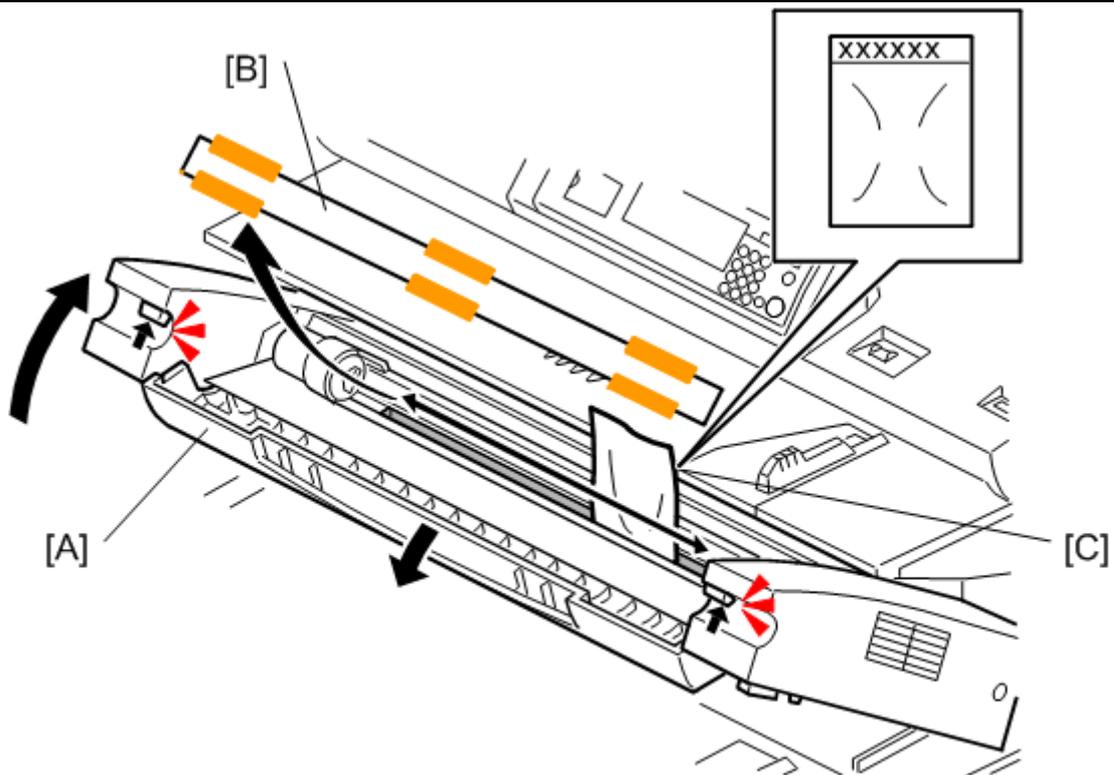
Important

- Do not open the second pack of developer yet.

Model: Be-C2

Date: 14-Feb-19

No.: RD212012



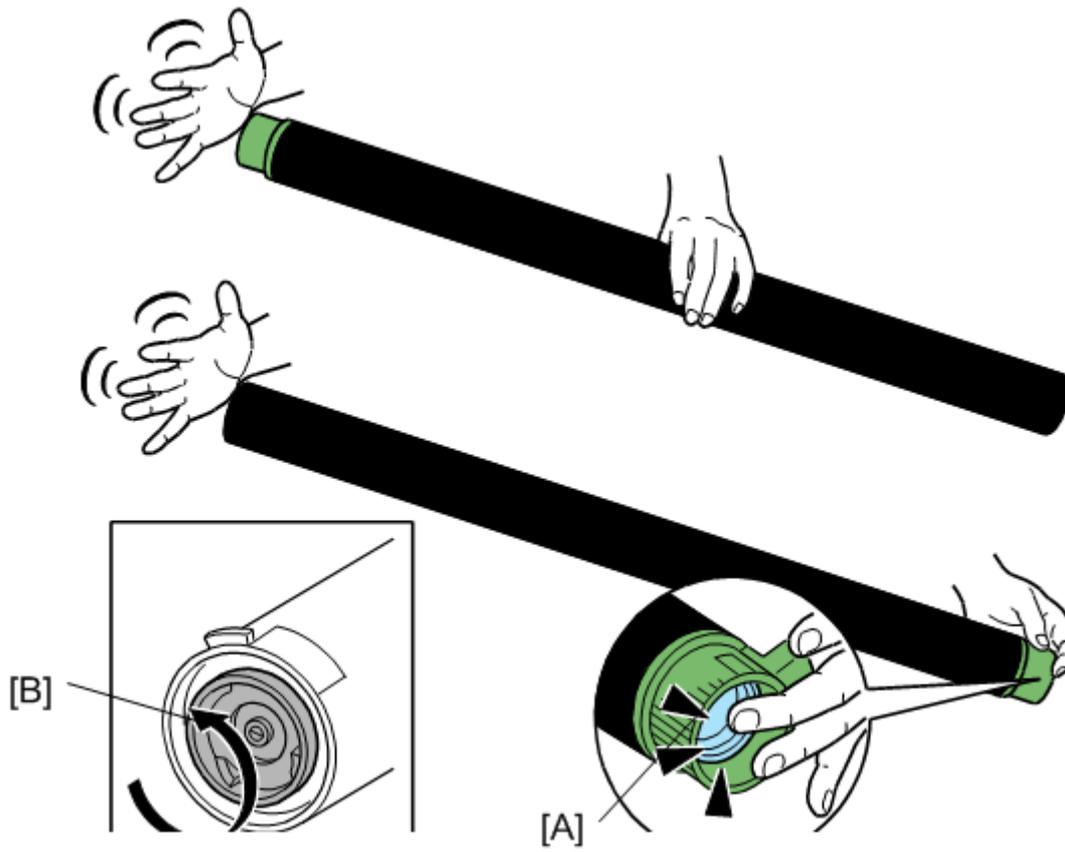
d046i100

5. Prepare the toner cartridge for installation. ***If a new toner is equipped with orange knob, then go to the step 6* that will start 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.

Model: Be-C2

Date: 14-Feb-19

No.: RD212012



d046i901

★ 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

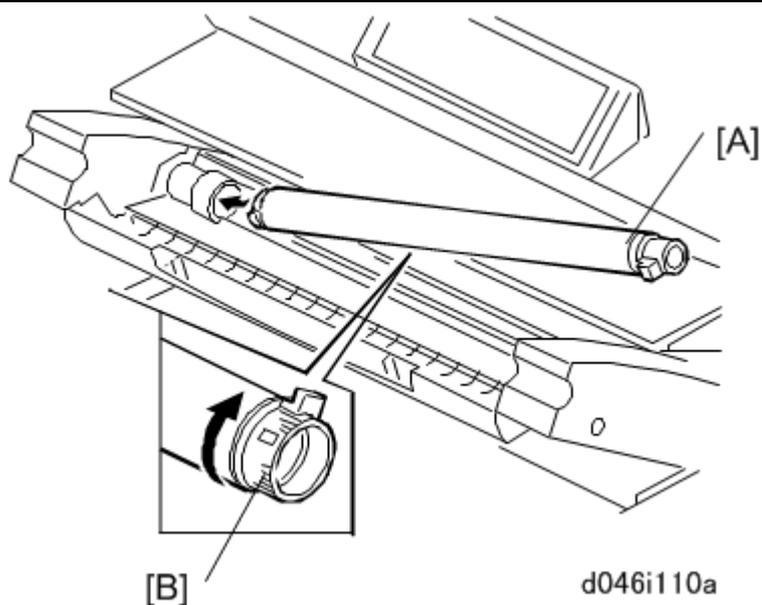
- Do not remove the tape from the toner cartridge at this time.

7. Rotate knob [B] until it stops.

Model: Be-C2

Date: 14-Feb-19

No.: RD212012



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

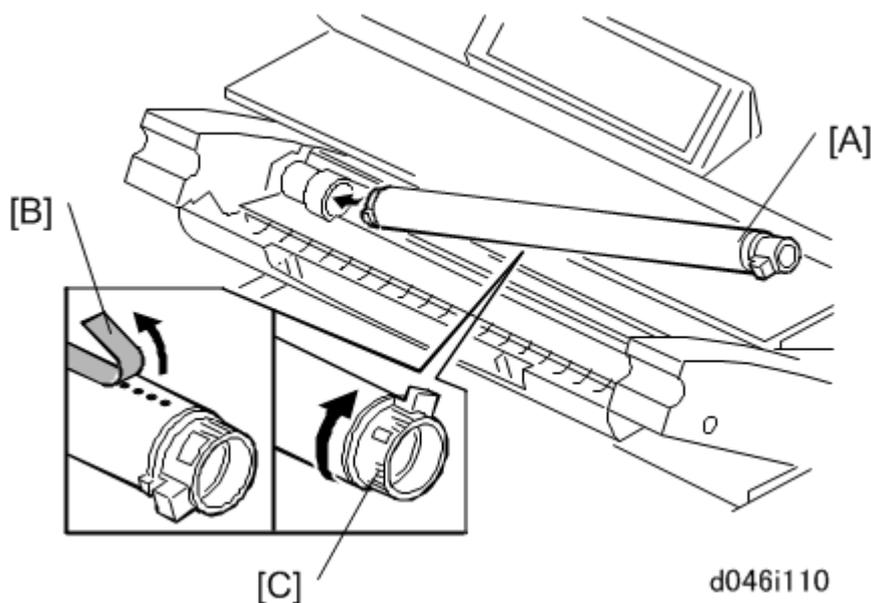
12. Wait about 2 min. for the machine to stop.

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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.

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

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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).*



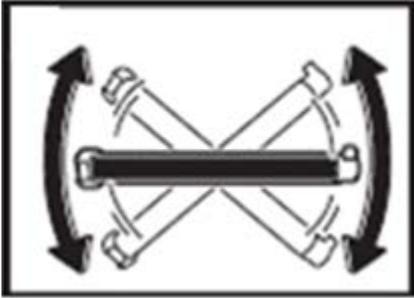
d208a0112

- 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.*
 - *Hold the cartridge horizontally and shake it quickly from side to side 4 or 5 times.*

Model: Be-C2

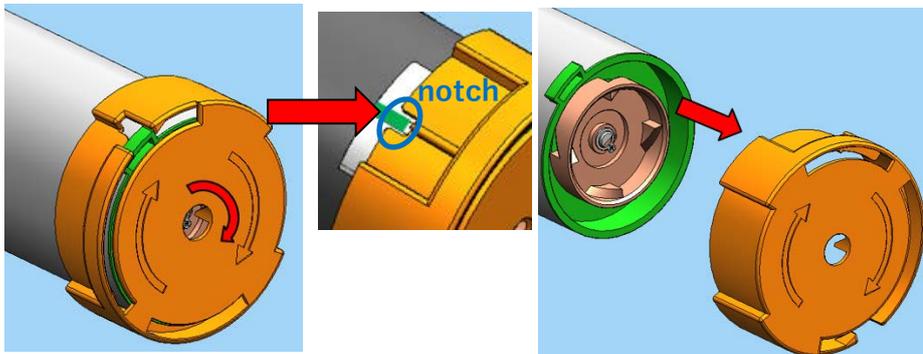
Date: 14-Feb-19

No.: RD212012



★ 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.**



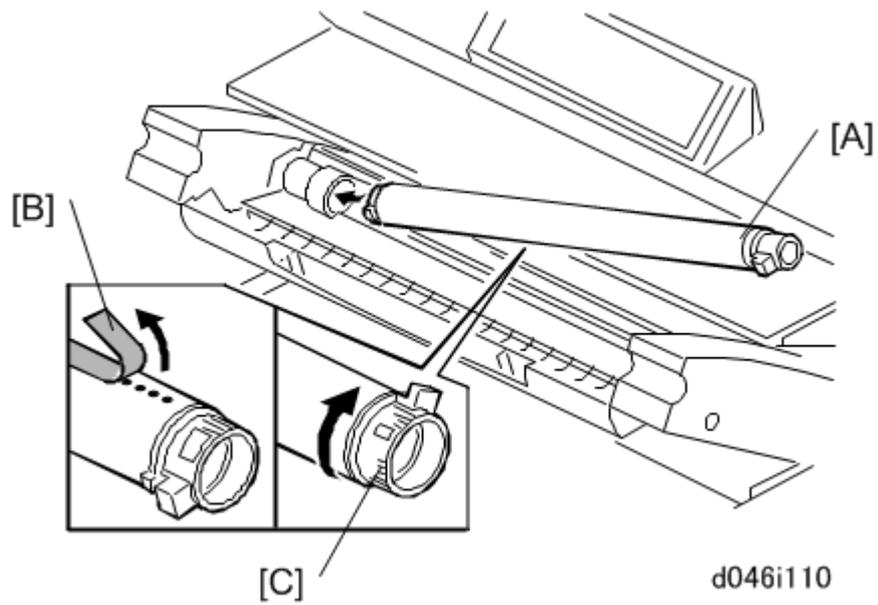
20*. Install the new toner cartridge[A]. (You can refer to the decal attached to the left side of the machine.)

- **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.**

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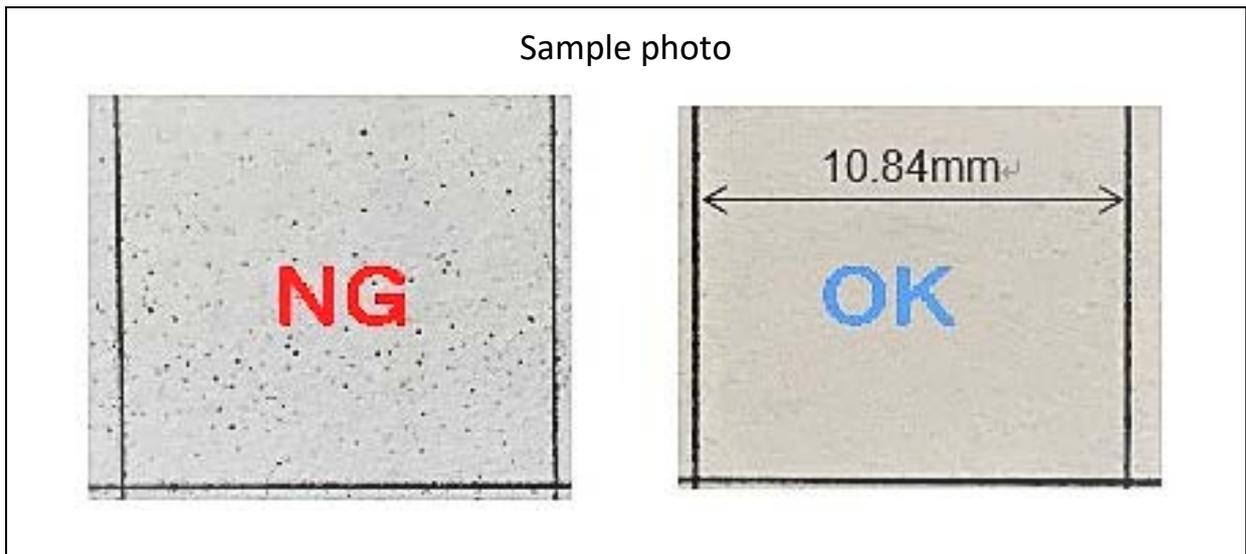
20*. Close the toner hopper cover.

21*. Close the upper unit.

Model: Be-C2Lt		Date: 10-Jun-19	No.: RD212013
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"/> 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

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-C2Lt	Date: 10-Jun-19	No.: RD212013
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SOLUTION

If the symptom occurs, perform troubleshooting according to the page 483 of the Field Service Manual.

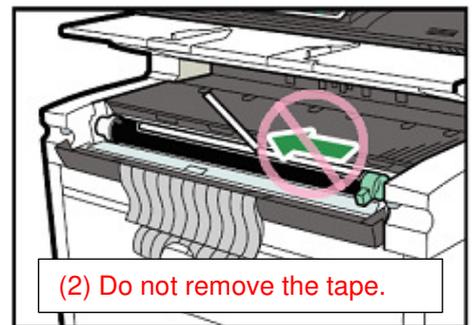
Nevertheless, if the problem persists, replace the toner cartridge (see **PROCEDURE** below).

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-C2Lt		Date: 24-Jun-19	No.: RD212014
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"/> 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"/> Other ()		

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.
Wide Stacker Double Stacker	W Stacker Type 7140 Double Stacker Type 7140	D438 D469