# RICOH

# Technical Bulletin

**Reissued: 09-Jan-14**

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095001h |
|---|---|---|

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

| Subject: Firmware Release Note: Engine | Prepared by: T. Miyamoto |
|---|---|
| From: 1st PP Tech Service Sect., PP Tech Service Dept. | |

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|---|---|---|---|
| ***1.009:16*** | ***D0955253B*** | ***January 2014 production*** | ***Not available*** |
| 1.008:16 | D0955253A | January 2013 production | Not available |
| 1.007:16 | D0955253 | June 2012 production | Not available |
| 1.006:16 | D0955252E | July 2011 Production | Not available |
| 1.005:16 | D0955252D | May 2011 production | Not available |
| 1.004:16 | D0955252C | April 2011 production | Not available |
| 1.003:16 | D0955252B | February 2011 production | Not available |
| 1.000A:16 | D0955252A | 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 |
|---|---|
| ***1.009:16*** | ***Specification changes:***<br>***1. To meet the Energy Star Ver2.0 standards, ITB alignment control values are no longer stored on the NVRAM during monochrome printing.***<br>***2. Higher reliability against SC39x (drum-lock); machine warm-up following a forced termination is performed after activating the development motor.***<br>***3. Higher reliability against Jam 170 when alternately running A3/DLT and A4/LT staple jobs.***<br>***NOTE***<br>***When applying this firmware, make sure to upgrade the firmware for SR5020 to Ver.3.19 (P/N:D4345620N) or newer.*** |
| 1.008:16 | <u>Modified Points</u><br>Support for both ProC901 and ProC901 PLUS<br><br>Following Firmware need to be updated together.<br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Web Support</td><td>D0956083A</td><td>1.04</td></tr><tr><td>Engine</td><td>D0955253A</td><td>1.008:16</td></tr><tr><td>System/Copy</td><td>D0956081A</td><td>2.00</td></tr></table> |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095001h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | |
| 1.007:16 | **Modified Points**<br>1. Improvement for shockjitter<br>2. Improvement for removing JAM037<br>3. Countermeasure against SC621<br>4. Countermeasure against SC453<br>5. Improvement for mis-display of SR5020 JAM<br>6. Countermeasure against displaying "Now printing" while adjusting the fusing temperature<br>7. Countermeasure against jam in SR5020 soon after recovering from pause during stapling, and irregular paper stock.<br><br>When the flywheel is added to the machine for a countermeasure against the shockjitter, following SP needs to be changed together.<br>SP2-992-001:  0.0 -> 0.5<br>SP2-993-001:  0 -> 1<br><br>Following Firmware need to be updated together<br><br>_(table below)_ |

| | Part number | Version |
|---|---|---|
| Web Support | D0956083 | 1.03 |
| Engine | D0955253 | 1.007:16 |
| System/Copy | D0956081 | 1.05 |

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.006:16 | **Modified Points**<br>- JAM for following situation has been fixed<br>  decurler setting is changed for every sheet, and paper is feed from different tray every sheet.<br>  Eg. 1st sheet from tray 1 go through upper pass of decurler<br>  2nd sheet from tray 3 go through lower pass of decurler<br>  3rd sheet from tray 1 go through upper pass of deculer again <-- JAM<br>- Order of signal from SR5020 has been modified to prevent the lost of SR5020 setting<br>- PM counter for thermistor can be cleared<br><br>Note<br>If the engine version is older than 1.005:16, first update all the firmware listed below、then update to engine version 1.006:16 |

| | Part number | Version |
|---|---|---|
| Engine | D0955252D | 1.005:16 |
| System/Copy | D0956091C | 1.02 |
| Websys | D0956093B | 1.01 |
| Ope Panel NA | M0776395B | 1.02 |
| Ope Panel EU | M0776396B | 1.02 |
| Language | M0776391A | 1.02 |

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.005:16 | **Modified Points** |

**Reissued: 09-Jan-14**

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095001h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | - Early web cleaning indication has been fixed<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br>- Countermeasure for 2 output checks, waste toner could clog and disable the function of the toner collection coil, which could result in breakage of the gear rotating the waste toner transport coil, and toner leakage.<br>- Following adjustable range has been changed in Web Image Monitor<br>Erase Margin Adj Leading Edge<br>Erase Margin Adj Trailing Edge<br>Minimum setting 0.0 --> -6.0<br><br>Following firmware need to be upgraded together<br><br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Engine</td><td>D0955252D</td><td>1.005:16</td></tr><tr><td>System/Copy</td><td>D0956091C</td><td>1.02</td></tr><tr><td>Websys</td><td>D0956093B</td><td>1.01</td></tr><tr><td>Ope Panel NA</td><td>M0776395B</td><td>1.02</td></tr><tr><td>Ope Panel EU</td><td>M0776396B</td><td>1.02</td></tr><tr><td>Language</td><td>M0776391A</td><td>1.02</td></tr></table> |
| 1.004:16 | Modified Points<br>Bugs in menu items in Custom Paper Setting Advanced Setting are fixed.<br><br>Item Menu No. 03 "Pickup Assist Setting"<br>Item Menu No. 15 "Paper Transfer Feed Speed Adjustment"<br><br>Bug which has been fixed<br>Even the No. 03 "Pickup Assist Setting" was set as OFF, inside the machie, "Pickup Assist Setting" was set to auto setting; therefore, depending on Paper weight and Paper Size, "Pickup Assist Setting" was activated.<br><br>Even the No 15 "Paper Transfer Feed Spped Adjustment" was set as 0.0, PTR was not moving at the correct speed<br><br>Apply Condition for Creo Controller<br><br>Please use Creo Controller Ver 1.003:16 or older. |
| 1.003:16 | Modified Points<br><Specification Changes><br>1. Creo controller is supported.<br>2. New function has been added to avoid decrease in productivity which occurs when frequently activating/deactivating the units involving image creation.<br>   - SP2-908-001 Deactivating image creation/Extend deactivation time ON/OFF |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095001h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | - SP2-908-002 Deactivating image creation/Time extended<br> This function is not available on System Firmware 1.01 or older.<br> It will become available when the System Firmware is upgraded.<br> (Firmware Version: TBA)<br>3. Saddle-stitching is available with custom paper sizes on the Plockmatic. (Available when connected to the Creo controller)<br>4. Potential control has been modified to avoid the problem of ID exceeding the upper limit when powering on the machine.<br><br>&lt;Fixes&gt;<br>1. Problem of decrease in print speed when saddle-stitching SRA3 on the Booklet Finisher (SR5020) has been fixed.<br>2. Problem of the printer halting and disabled to resume from an error when saddle-stitching in duplex on the Plockmatic has been fixed.<br>3. Problem of the printer disabled to warm-up and recover from a jam or open-door status has been fixed.<br>4. Problem of indicating incorrect jam locations in the downstream peripherals when the configuration consists of both Booklet Trimmer (TR5020) and Stacker (SK5010) has been fixed.<br><br><br>Apply condition:<br>Firmwares below to be applied together as a set.<br><br>PROGRAM_TABLE_1<br><br>* Update to the following versions is required for all peripherals listed below.<br><br>PROGRAM_TABLE_2<br><br>Note<br>Make sure to update the peripherals in order of proximity to the main frame.<br>Do not update consecutively by selecting several peripherals |
| 1.000A:16 | 1st Mass production |

PROGRAM_TABLE_1:

| Program Name | Program No. | Version |
|---|---|---|
| System | D0956091B | 1.01 |
| Network Support (NCS) | D0956092B | 7.11 |
| Engine | D0955252B | 1.003:16 |

PROGRAM_TABLE_2:

| | Program No. | Version |
|---|---|---|
| SR5000 | B8305102S | V02.030:62 |
| SR5020 | D4345620K | V03.160:08 |
| TR5020 | D4555510D | V15.280:16 |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095002b |
|---|---|---|

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

| Subject: Firmware Release Note: Language Install | Prepared by: H. Kawamura |
|---|---|
| From: PP Tech Service Dept., 1st PP Tech Service Sect. | |

| 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
**Language Install.**

| Version | Program No. | Effective Date |
|---|---|---|
| *1.03* | *M0776391B* | *August 2011 Production* |
| 1.02 | M0776391A | May 2011 Production |
| 1.01 | M0776391 | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---|---|
| *1.03* | *Modified Points* <br> - *In the Paper Library, Advanced setting for paper created from "*Not Programmed" can be adjusted.* <br> - *When replacing GW-Controller, data saved to paper library can be restored.* <br> - *On the operation panel, Paper Library screen, some words have been changed.* <br>   *- Recall Paper Library -> Paper Library* <br>   *- Program/Change/Delete Custom Paper -> Custom Paper* <br><br> *Following firmware need to be upgraded together* |

|  | *Part Number* | *Version* |
|---|---|---|
| *Network Support* | *D0956092C* | *7.12* |
| *Web Support* | *D0956093C* | *1.02* |
| *OpePanel.EXP_USA* | *M0776395C* | *1.03* |
| *OpePanel.EXP_EUR* | *M0776396C* | *1.03* |
| *Language Install* | *M0776391B* | *1.03* |
| *System/Copy* | *D0956091D* | *1.03* |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095002b |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.02 | Modified point<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br><br>Following firmware need to be upgraded together<br><br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Engine</td><td>D0955252D</td><td>1.005:16</td></tr><tr><td>System/Copy</td><td>D0956091C</td><td>1.02</td></tr><tr><td>Websys</td><td>D0956093B</td><td>1.01</td></tr><tr><td>Ope Panel NA</td><td>M0776395B</td><td>1.02</td></tr><tr><td>Ope Panel EU</td><td>M0776396B</td><td>1.02</td></tr><tr><td>Language</td><td>M0776391A</td><td>1.02</td></tr></table> |
| 1.01 | 1st Mass production |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095003b |
|---|---|---|

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

| Subject: Firmware Release Note: OpePanel.EXP | Prepared by: H. Kawamura |
|---|---|
| From: PP Tech Service Dept., 1st PP Tech Service Sect. | |

| 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
**OpePanel.EXP.**

**For US Models**

| Version | Program No. | Effective Date |
|---|---|---|
| *1.03* | *M0776395C* | *August 2011 Production* |
| 1.02 | M0776395B | May 2011 Production |
| 1.01 | M0776395A | 1st Mass production |

**For EU Models**

| Version | Program No. | Effective Date |
|---|---|---|
| *1.03* | *M0776396C* | *August 2011 Production* |
| 1.02 | M0776396B | May 2011 Production |
| 1.01 | M0776396A | 1st Mass production |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095003b |
|---|---|---|

**For US Models**

| Version | Modified Points or Symptom Corrected |
|---|---|
| *1.03* | *Modified Points*<br>- *In the Paper Library, Advanced setting for paper created from "\*Not Programmed" can be adjusted.*<br>- *When replacing GW-Controller, data saved to paper library can be restored.*<br>- *On the operation panel, Paper Library screen, some words have been changed.*<br>   *- Recall Paper Library -> Paper Library*<br>   *- Program/Change/Delete Custom Paper -> Custom Paper*<br><br>*Following firmware need to be upgraded together*<br><table><tr><td></td><td>*Part Number*</td><td>*Version*</td></tr><tr><td>*Network Support*</td><td>*D0956092C*</td><td>*7.12*</td></tr><tr><td>*Web Support*</td><td>*D0956093C*</td><td>*1.02*</td></tr><tr><td>*OpePanel.EXP_USA*</td><td>*M0776395C*</td><td>*1.03*</td></tr><tr><td>*OpePanel.EXP_EUR*</td><td>*M0776396C*</td><td>*1.03*</td></tr><tr><td>*Language Install*</td><td>*M0776391B*</td><td>*1.03*</td></tr><tr><td>*System/Copy*</td><td>*D0956091D*</td><td>*1.03*</td></tr></table> |
| 1.02 | Modified point<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br><br>Following firmware need to be upgraded together<br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Engine</td><td>D0955252D</td><td>1.005:16</td></tr><tr><td>System/Copy</td><td>D0956091C</td><td>1.02</td></tr><tr><td>Websys</td><td>D0956093B</td><td>1.01</td></tr><tr><td>Ope Panel NA</td><td>M0776395B</td><td>1.02</td></tr><tr><td>Language</td><td>M0776391A</td><td>1.02</td></tr></table> |
| 1.01 | 1st Mass production |

## For EU Models

| Version | Modified Points or Symptom Corrected |
|---|---|
| *1.03* | *Modified Points*<br>- *In the Paper Library, Advanced setting for paper created from "*Not Programmed" can be adjusted.*<br>- *When replacing GW-Controller, data saved to paper library can be restored.*<br>- *On the operation panel, Paper Library screen, some words have been changed.*<br>   *- Recall Paper Library ->Paper Library*<br>   *- Program/Change/Delete Custom Paper -> Custom Paper*<br><br>*Following firmware need to be upgraded together*<br><br><table><tr><td></td><td>*Part Number*</td><td>*Version*</td></tr><tr><td>*Network Support*</td><td>*D0956092C*</td><td>*7.12*</td></tr><tr><td>*Web Support*</td><td>*D0956093C*</td><td>*1.02*</td></tr><tr><td>*OpePanel.EXP_USA*</td><td>*M0776395C*</td><td>*1.03*</td></tr><tr><td>*OpePanel.EXP_EUR*</td><td>*M0776396C*</td><td>*1.03*</td></tr><tr><td>*Language Install*</td><td>*M0776391B*</td><td>*1.03*</td></tr><tr><td>*System/Copy*</td><td>*D0956091D*</td><td>*1.03*</td></tr></table> |
| 1.02 | Modified point<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br><br>Following firmware need to be upgraded together<br><br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Engine</td><td>D0955252D</td><td>1.005:16</td></tr><tr><td>System/Copy</td><td>D0956091C</td><td>1.02</td></tr><tr><td>Websys</td><td>D0956093B</td><td>1.01</td></tr><tr><td>Ope Panel EU</td><td>M0776396B</td><td>1.02</td></tr><tr><td>Language</td><td>M0776391A</td><td>1.02</td></tr></table> |
| 1.01 | 1st Mass production |

**Reissued: 26-Jun-13**

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095004c |
|---|---|---|

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

| Subject: Firmware Release Note: Network Support | Prepared by: T. Miyamoto |
|---|---|
| From: 1st PP Tech Service Sect., PP Tech Service Dept. | |

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|---|---|---|---|
| ***7.13*** | ***D0956092D*** | ***May 2013 production*** | ***Not available*** |
| 7.12 | D0956092C | August 2011 production | Not available |
| 7.11 | D0956092B | February 2011 production | Not available |
| 7.10 | D0956092A | 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 |
|---|---|
| ***7.13*** | 1. *If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.* |
| | 2. *Scan to SMB fails if the both of the following conditions are met.*<br> - *Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.*<br> - *One or more octets in the destination's IPv4 address contain leading zeros.* |
| | 3. *Symptom corrected: SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.* |
| | 4. *Symptom corrected: Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.* |
| | 5. *If "CNAME" is specified as the destination folder, ScanTo Folder will abort.* |
| | 6. *If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail.* |

| Model: **Aries-C1.5** | Date: 04-Oct-10 | No.: RD095004c |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | *7. Cannot scan to shared folders in Windows 8.* |
| | *8. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.*<br>*This firmware is dependent on the following firmware modules.*<br>*Please be sure to update all of them:*<br>*System/Copy firmware v2.02 or later.*<br><br>*Following Firmware need to be updated together.*<br><table><tr><td></td><td>*Part number*</td><td>*Version*</td></tr><tr><td>*System/Copy*</td><td>*D0956081C*</td><td>*2.02*</td></tr><tr><td>*Network Support*</td><td>*D0956092D*</td><td>*7.13*</td></tr><tr><td>*Scanner*</td><td>*D0956097B*</td><td>*01.11*</td></tr></table> |
| 7.12 | 1. If SSDP = Active (Web Image Monitor > Configuration > Network Security), a high load on the CPU might result in Web Image Monitor locking up.<br>2. An external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the "NetWare" setting was already "Active" (before the network settings were changed).<br>3. The icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.<br>4. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.<br>5. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.<br>6. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.<br><br><table><tr><td></td><td>Part Number</td><td>Version</td></tr><tr><td>Network Support</td><td>D0956092C</td><td>7.12</td></tr><tr><td>Web Support</td><td>D0956093C</td><td>1.02</td></tr><tr><td>OpePanel.EXP_USA</td><td>M0776395C</td><td>1.03</td></tr><tr><td>OpePanel.EXP_EUR</td><td>M0776396C</td><td>1.03</td></tr><tr><td>Language Install</td><td>M0776391B</td><td>1.03</td></tr><tr><td>System/Copy</td><td>D0956091D</td><td>1.03</td></tr></table> |
| 7.11 | Symptom corrected:<br>1. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.<br>2. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected<br>3. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. |
| 7.10 | 1st Mass production |

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095005 |
|---|---|---|

| Subject: Firmware Release Note: Network DocBox | | Prepared by: N. Iida |
|---|---|---|
| From: PPBG Service Planning 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 **Network DocBox.**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.00 | D0956096A | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.00 | 1st Mass production |

# RICOH

# Technical Bulletin

PAGE: 1/1

**Reissued: 26-Jun-13**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095006a |
|---|---|---|

**RTB Reissue**

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

| Subject: Firmware Release Note: Scanner | Prepared by: T. Miyamoto |
|---|---|
| From: 1st PP Tech Service Sect., PP Tech Service Dept. | |

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|---|---|---|---|
| ***01.11*** | ***D0956097B*** | ***May 2013 production*** | ***Not available*** |
| 01.10 | D0956097A | 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 |
|---|---|
| ***01.11*** | ***Symptom corrected:*** <br> ***1. With machines that apply either the Basic Authentication or the Key Counter, the operation panel could black out and result in SC899 when turning OFF/ON the main power after the blackout.*** <br> ***2. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via Web Image Monitor are occurred the following phenomena.*** <br> ***"User Entry ID" is always displayed as "0x00000000".*** <br> ***"User Code /User Name" is appeared as garbage characters.*** <br> ***Following Firmware need to be updated together.*** <br><br> <table><tr><td></td><td>***Part number***</td><td>***Version***</td></tr><tr><td>***System/Copy***</td><td>***D0956081C***</td><td>***2.02***</td></tr><tr><td>***Network Support***</td><td>***D0956092D***</td><td>***7.13***</td></tr><tr><td>***Scanner***</td><td>***D0956097B***</td><td>***01.11***</td></tr></table> |
| 01.10 | 1st Mass production |

# **T**echnical **B**ulletin

PAGE: 1/4

**Reissued: 26-Jun-13**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095007h |
|---|---|---|

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

| Subject: Firmware Release Note: System/Copy | Prepared by: T. Miyamoto |
|---|---|
| From: 1st PP Tech Service Sect., PP Tech Service Dept. | |
| Classification: | ☐ Troubleshooting ☐ Part information ☐ Action required<br>☐ Mechanical ☐ Electrical ☐ Service manual revision<br>☐ Paper path ☐ Transmit/receive ☐ Retrofit information<br>☐ Product Safety ☒ Other (Firmware) ☒ Tier 2 |

This RTB has been issued to announce the firmware release information for the
**System/Copy.**

| Version | Program No. | Effective Date | Availability of RFU |
|---|---|---|---|
| **2.02** | **D0956081C** | **May 2013 production** | **Not available** |
| 2.01 | D0956081B | January 2013 production | Not available |
| 2.00 | D0956081A | January 2013 production | Not available |
| 1.05 | D0956081 | May 2012 production | Not available |
| 1.04 | D0956091E | May 2012 production | Not available |
| 1.03 | D0956091D | August 2011 production | Not available |
| 1.02 | D0956091C | May 2011 production | Not available |
| 1.01 | D0956091B | February 2011 production | Not available |
| 1.00.1 | D0956091A | 1st Mass production | Not available |

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

| Version | Modified Points or Symptom Corrected |
|---|---|
| **2.02** | ***Symptom corrected:***<br>1. **Scan to folder fails with Mac OS X 10.7(Lion) and 10.8(Mountain Lion).**<br><br>2. **System stalls when running a large volume copy job.**<br><br>3. **Supply call is not sent if the supply call notification is changed from "At replaced" to "At near end".**<br><br>***Following Firmware need to be updated together.***<br><br><table><tr><td></td><td>**Part number**</td><td>**Version**</td></tr><tr><td>**System/Copy**</td><td>**D0956081C**</td><td>**2.02**</td></tr><tr><td>**Network Support**</td><td>**D0956092D**</td><td>**7.13**</td></tr><tr><td>**Scanner**</td><td>**D0956097B**</td><td>**01.11**</td></tr></table> |
| 2.01 | Symptom corrected:<br>When printing in duplex on paper sizes A3/DLT or larger and a blank page is printed on the 2<sup>nd</sup> side, the black developments counter fails to count the blank page.<br><br>Note: The developments counter is only for design section purpose and not used |

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095007h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | for billing. |
| 2.00 | **Modified Points**<br>Support for both ProC901 and ProC901 PLUS<br><br>Following Firmware need to be updated together. |
| 1.05 | **Modified Points**<br>1. Improvement for shockjitter<br>2. Improvement for removing JAM037<br>3. Countermeasure against SC621<br>4. Countermeasure against SC453<br>5. Improvement for mis-display of SR5020 JAM<br>6. Countermeasure against displaying "Now printing" while adjusting the fusing temperature<br>7. Countermeasure against jam in SR5020 soon after recovering from pause during stapling, and irregular paper stock.<br><br>When the flywheel is added to the machine for a countermeasure against the shockjitter, following SP need to be changed together.<br>SP2-992-001:  0.0 -> 0.5<br>SP2-993-001:  0 -> 1<br><br>Following Firmware need to be updated together |
| 1.04 | **Modified Points:**<br>Able to saddle stitch custom size paper using Plockmatic/COLUMBIA<br><br>EFI version need to upgrade together with following patch when applying this firmware<br>1-1B0MG8 |

Version 2.00 firmware table:

| | Part number | Version |
|---|---|---|
| Web Support | D0956083A | 1.04 |
| Engine | D0955253A | 1.008:16 |
| System/Copy | D0956081A | 2.00 |

Version 1.05 firmware table:

| | Part number | Version |
|---|---|---|
| Web Support | D0956083 | 1.03 |
| Engine | D0955253 | 1.007:16 |
| System/Copy | D0956081 | 1.05 |

**RICOH**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095007h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.03 | Add the function to confirm the paper catalog version<br><br>| | Part number | Version |<br>|---|---|---|<br>| Network Support | D0956092C | 7.12 |<br>| Web Support | D0956093C | 1.02 |<br>| OpePanel.EXP_USA | M0776395C | 1.03 |<br>| OpePanel.EXP_EUR | M0776396C | 1.03 |<br>| Language Install | M0776391B | 1.03 |<br>| System/Copy | D0956091D | 1.03 | |
| 1.02 | - Early web cleaning indication has been fixed<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br><br>Following firmware need to upgraded together<br><br>| | Part number | Version |<br>|---|---|---|<br>| Engine | D0955252D | 1.005:16 |<br>| System/Copy | D0956091C | 1.02 |<br>| Websys | D0956093B | 1.01 |<br>| Ope Panel NA | M0776395B | 1.02 |<br>| Ope Panel EU | M0776396B | 1.02 |<br>| Language | M0776391A | 1.02 | |
| 1.01 | Modified Points:<br><Specification Changes><br>1. Creo controller is supported.<br><br><Fixes><br>1. Problem of paper does not come out from selected tray, after stopping sample copy has been fixed.<br>2. JAM clearance animation was fixed.<br>3. Problem of indicating incorrect jam locations in the downstream peripherals when the configuration consists of both Ring Binder RB 5000 and Stacker (SK5010) has been fixed.<br><br>Apply condition:<br>Firmwares below to be applied together as a set.<br><br>| Program Name | Program No. | Version |<br>|---|---|---|<br>| System | D0956091B | 1.01 |<br>| Network Support (NCS) | D0956092B | 7.11 |<br>| Engine | D0955252B | 1.003:16 |<br><br>\* Update to the following versions is required for all peripherals listed below.<br><br>| | Program No. | Version |<br>|---|---|---|<br>| SR5000 | B8305102S | V02.030:62 |<br>| SR5020 | D4345620K | V03.160:08 |<br>| TR5020 | D4555510D | V15.280:16 |<br><br>Note |

# RICOH

# **T**echnical **B**ulletin

PAGE: 4/4

**Reissued: 26-Jun-13**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095007h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | Make sure to update the peripherals in order of proximity to the main frame. Do not update consecutively by selecting several peripherals |
| 1.00.1 | 1st Mass production |

**Reissued: 22-Feb-13**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095008d |
|---|---|---|

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

| Subject: Firmware Release Note: Web Support | Prepared by: T. Miyamoto |
|---|---|
| From: 1st PP Tech Service Sect., PP Tech Service Dept. | |

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

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

| Version | Program No. | Effective Date | Availability of RFU |
|---|---|---|---|
| ***1.04*** | ***D0956083A*** | ***January 2013 production*** | ***Not Available*** |
| 1.03 | D0956083 | May 2012 production | Not Available |
| 1.02 | D0956093C | August 2011 production | Not Available |
| 1.01 | D0956093B | May 2011 production | Not Available |
| 1.00.1 | D0956093A | 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 |
|---|---|
| ***1.04*** | ***Modified Points*** <br> ***Support for both ProC901 and ProC901 PLUS*** <br><br> ***Following Firmware need to be updated together.*** <table><tr><td></td><td>***Part number***</td><td>***Version***</td></tr><tr><td>***Web Support***</td><td>***D0956083A***</td><td>***1.04***</td></tr><tr><td>***Engine***</td><td>***D0955253A***</td><td>***1.008:16***</td></tr><tr><td>***System/Copy***</td><td>***D0956081A***</td><td>***2.00***</td></tr></table> |

# RICOH

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095008d |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.03 | Modified Points<br>1. Improvement for shockjitter<br>2. Improvement for removing JAM037<br>3. Countermeasure against SC621<br>4. Countermeasure against SC453<br>5. Improvement for mis-display of SR5020 JAM<br>6. Countermeasure against displaying "Now printing" while adjusting the fusing temperature<br>7. Countermeasure against jam in SR5020 soon after recovering from pause during stapling, and irregular paper stock.<br><br>When the flywheel is added to the machine for a countermeasure against the shockjitter, following SP need to be changed together.<br>SP2-992-001: 0.0 -> 0.5<br>SP2-993-001: 0 -> 1<br><br>Following Firmware need to be updated together |
| 1.02 | Modified Points<br><br>In the Paper Library, Advanced setting for paper created from "*Not Programmed" can be adjusted.<br><br>Following Firmware need to be updated together |

For version 1.03:

| | Part number | Version |
|---|---|---|
| Web Support | D0956083 | 1.03 |
| Engine | D0955253 | 1.007:16 |
| System/Copy | D0956081 | 1.05 |

For version 1.02:

| | Part number | Version |
|---|---|---|
| Network Support | D0956092C | 7.12 |
| Web Support | D0956093C | 1.02 |
| OpePanel.EXP_USA | M0776395C | 1.03 |
| OpePanel.EXP_EUR | M0776396C | 1.03 |
| Language Install | M0776391B | 1.03 |
| System/Copy | D0956091D | 1.03 |

# **T**echnical **B**ulletin

**Reissued: 22-Feb-13**

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095008d |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.01 | <u>Modified Points</u><br>- Early web cleaning indication has been fixed<br>- fuser unit PM counter is corresponding to several fusing unit to prevent fusing belt from wearing away<br>- Countermeasure for 2 output checks, waste toner could clog and disable the function of the toner collection coil, which could result in breakage of the gear rotating the waste toner transport coil, and toner leakage.<br>- Following adjustable range has been changed in Web Image Monitor<br>  Erase Margin Adj Leading Edge<br>  Erase Margin Adj Trailing Edge<br>  Minimum setting 0.0 --> -6.0<br><br>Following firmware need to be upgraded together<br><br><table><tr><td></td><td>Part number</td><td>Version</td></tr><tr><td>Engine</td><td>D0955252D</td><td>1.005:16</td></tr><tr><td>System/Copy</td><td>D0956091C</td><td>1.02</td></tr><tr><td>Websys</td><td>D0956093B</td><td>1.01</td></tr><tr><td>Ope Panel NA</td><td>M0776395B</td><td>1.02</td></tr><tr><td>Ope Panel EU</td><td>M0776396B</td><td>1.02</td></tr><tr><td>Language</td><td>M0776391A</td><td>1.02</td></tr></table> |
| 1.00.1 | 1st Mass production |

# **R**ICOH

# **T**echnical **B**ulletin

PAGE: 1/1

| Model: **Aries-C1.5** | Date: 06-Oct-10 | No.: RD095009 |
|---|---|---|

| Subject: Firmware Release Note: Web Uapl | | Prepared by: N. Iida |
|---|---|---|
| From: PPBG Service Planning 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 |
|---|---|---|
| 1.00.19 | D0956095A | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.00.19 | 1st Mass production |

# **RICOH**                    **T**echnical **B**ulletin                    **PAGE: 1/2**

**Reissued: 13-Oct-10**

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1, B-C3/C3.5/C4, V-C2** | Date: 21-Nov-06 | No.: RB835001h |
|---|---|---|

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

| **Subject**: Cover Interposer Tray CI5000 | Prepared by: J. Ohno |
|---|---|
| From: PPBG Service Planning Dept. | |

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

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

| Version | Program No. | Effective Date |
|---|---|---|
| *03.010:46* | *B8355510H* | *May 2010 production* |
| 02.073:44 | B8355510G | December 2009 production |
| 02.071:42 | B8355510F | April 2009 production |
| 02.070:41 | B8355510E | April 2009 production |
| 02.067:40 | B8355510D | Jan 2009 production |
| 02.064:37 | B8355510C | Sep 2008 production |
| 02.050:32 | B8355510B | Feb 2008 production |
| 02.030:26 | B8355510A | Nov 2007 production |
| 01.000:20 | B8355510 | 1st Mass production. |

| Version | Modified Points or Symptom Corrected |
|---|---|
| *03.010:46* | *The Inserter is supported by the Pro C901/C901S.*<br><br>*Symptoms Corrected:*<br>・ *Program download to the Cover Interposer Tray CI5010 and any other downstream peripherals results in failure in the following configuration:*<br> *Pro C901/C901S mainframe + Buffer Pass Unit Type 5000 + Cover Interposer Tray CI5010 + any downstream peripheral*<br>・ *The Cover Interposer Tray CI5010 will not feed the cover sheets and the control panel indicates 'Printing' due to a data transmission error between the Cover Interposer and the Pro C901/C901S/C900/C900S.* |
| 02.073:44 | Modified Points<br>・ For CI5010/CI5000, to prevent the false positive of the following symptom. When the switch is turned on with the papers are set at the 1st tray, some of the paper sizes are not detected correctly.<br>・ To prevent the false positive of the following symptom. When sending the job from the Web Image Monitor, which the job's 1st paper is fed from the CI5000/5010, paper set error occurs. |
| 02.071:42 | Other changes:<br>The Venus C2 supports the Ring Binder. |

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1, B-C3/C3.5/C4, V-C2** | Date: 21-Nov-06 | No.: RB835001h |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 02.070:41 | Symptom corrected:<br>・ During a job that involves paper feeding from the Inserter, the job cannot be completed if the Inserter cover is opened.<br>・ During a job that involves paper feeding from the Inserter, the job cannot be completed if the paper on the feeder tray is dragged out.<br>・ During a job that involves paper feeding from the Inserter, the job cannot be completed if a jam occurs on the Inserter or a downstream peripheral. |
| 02.067:40 | Other changes:<br>Support for Katana-C2/P1. |
| 02.064:37 | Changes:<br>Support for Aegis-C1/P1. |
| 02.050:32 | Other changes:<br>Support for Bellini-C3.5(Katana-C1.5). |
| 02.030:26 | Other changes:<br>Supports the D014/D015 copier. |
| 01.000:20 | 1st Mass production |

**Reissued: 13-Oct-10**

| Model: **B-C4, B-P1, Aries-P1.5/C1.5** | Date: 04-Mar-09 | No.: RD434001f |
|---|---|---|

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

| Subject: Firmware Release Note: Finisher_COLUMBIA | Prepared by: J. Ohno |
|---|---|
| From: PPBG Service Planning Dept. | |

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

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

| Version | Program No. | Effective Date |
|---|---|---|
| *03.140:08* | *D4345620J* | *October 2010 production* |
| 03.100:08 | D4345620H | March 2010 production |
| 03.090:08 | D4345620G | August 2009 production |
| 03.080.08 | D4345620F | May 2009 production |
| 03.060:08 | D4345620E | March 2009 production |
| 03.050:08 | D4345620D | February 2009 production |
| 03.020:08 | D4345620A | 1st Mass production |

| Version | Modified Points or Symptom Corrected |
|---|---|
| *03.140:08* | *The Columbia is supported by the Pro C901/C901S.* <br><br> *The following behaviors/problems have been resolved.* <br> - *Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.* <br> - *Stop timing of the shift tray Exit Roller has been modified.* <br> - *System has been modified to transmit the tray shift position data to the mainframe.* <br> - *WAIT signal sent from the Columbia to the mainframe has been modified.* <br> - *Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.* <br> - *Jam occurs in the staple tray when switching to staple mode.* <br>   *(Examples of the mode changes causing the jam: Shift -- > Staple, Proof --  > Staple)* <br> - *The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.* <br> - *When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.* <br> - *Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3,DLT,SRA3,18inch sizes in standard paper).* |

| Model: **B-C4, B-P1, Aries-P1.5/C1.5** | Date: 04-Mar-09 | No.: RD434001f |
| --- | --- | --- |

| 03.100:08 | Symptom Corrected:<br>- When GBC Punch connected, jam problem is fixed when using the GBC punch mode. |
| --- | --- |
| 03.090:08 | Symptom Corrected:<br>- When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.<br>- When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle. |
| 03.080.08 | Symptom Corrected: :<br>- SC990 at JAM occurrence when connecting GBC Puncher.<br>- Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.<br>Other changes :<br>- Cutting position on the Trimmer can be adjusted by mode change. |
| 03.060:08 | Symptom corrected:<br>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only) |
| 03.050:08 | Other changes:<br>Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T. |
| 03.020:08 | 1st Mass production |

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 21-Oct-10 | No.: RG178121 |
|---|---|---|

| Subject: Notes on Handling the Developer unit | Prepared by: Junji Kobayashi |
|---|---|
| From: PPBG Service Planning Dept. | |

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

This RTB has been issued to announce the correct handling procedure of the developer unit to prevent fluctuation of the PG (gap between the development roller and the drum) which could occur in the front side of the drum.

## The following problems could occur if the drums are not handled in the correct way:

1) Difference in image density
2) Different density between left and right sides on a page
3) Toner adhesion to the development rollers
4) Scratches on the drums resulting from toner adhesion to the development rollers
5) Toner clumps caused by narrowed PG

## Notes on Handling the Developer Units

● Always hold the prescribed locations when handling the developer unit.
● Never apply external pressure to the front and rear plates and the stay.

Hold the Case and the Cover when handling the developer unit.



Case

Cover
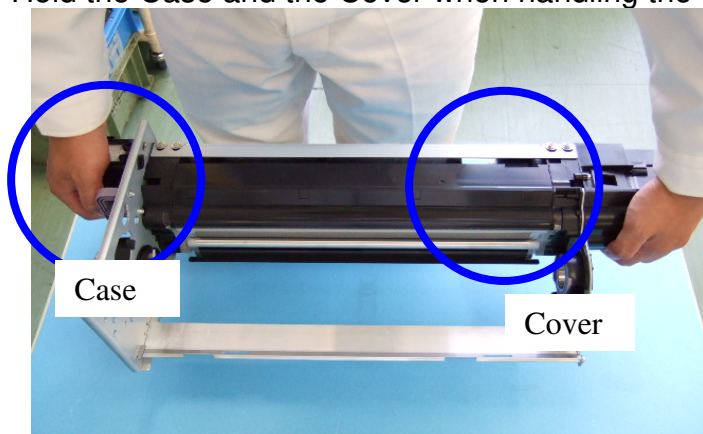
DO NOT hold any metal plates
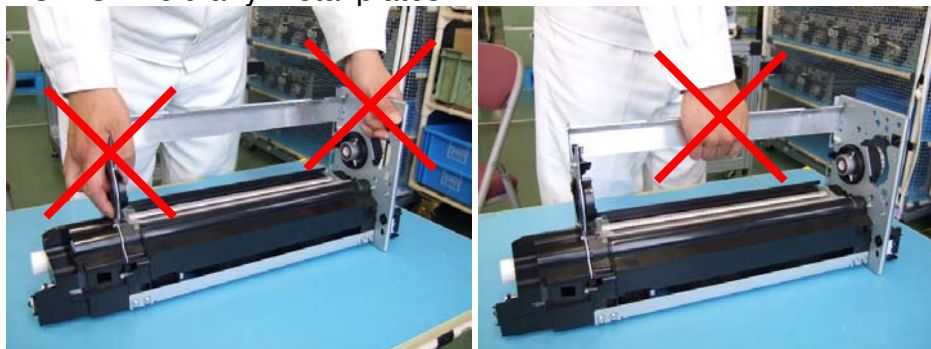


Attention needed for the following parts



Front Plate

Stay

Rear Plate

Vertical direction

Horizontal direction

Applying external pressure will deform the front and rear plates in vertical and horizontal directions, resulting in fluctuation of the PG.

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 21-Oct-10 | No.: RG178122 |
|---|---|---|

| Subject: Notes on Handling the Photoconductive Drum | Prepared by: Junji Kobayashi |
|---|---|
| From: PPBG Service Planning Dept. | |

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

This RTB has been issued to announce the correct handling procedure of the photoconductive drums to prevent fluctuation of the PG (gap between the development roller and the drum) which could occur at the front side of the drum.

## The following problems could occur if the drums are not handled in the correct way:

1) Different density between left and right sides on a page
2) Toner adhesion to the development rollers
3) Scratches on the drums resulting from toner adhesion to the development rollers
4) Toner clumps caused by narrowed PG

## Notes on Fastening the Drum Knob

● Always pull out the developer unit and remove the drum cleaner when fastening the drum knob.

● Never try to further fasten the drum knob when the drum cleaner is installed.

Keep the developer unit drawn out when fastening the drum knob.



Drum Knob

Turn clockwise to fasten.
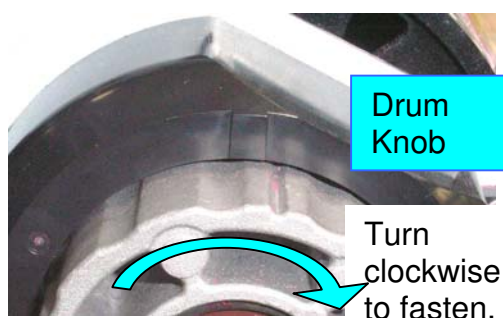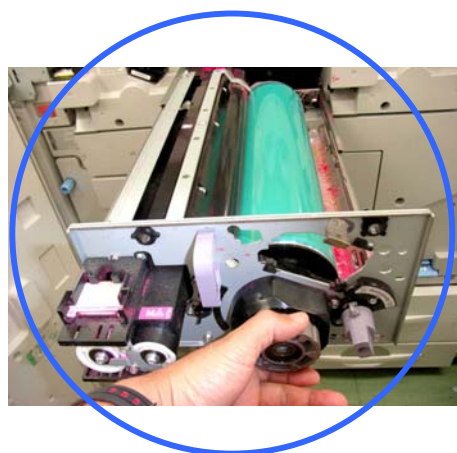
| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 21-Oct-10 | No.: RG178122 |
|---|---|---|

Do NOT fasten the drum knob when the developer unit is installed.

Do NOT fasten the drum knob when the drum cleaner is installed.
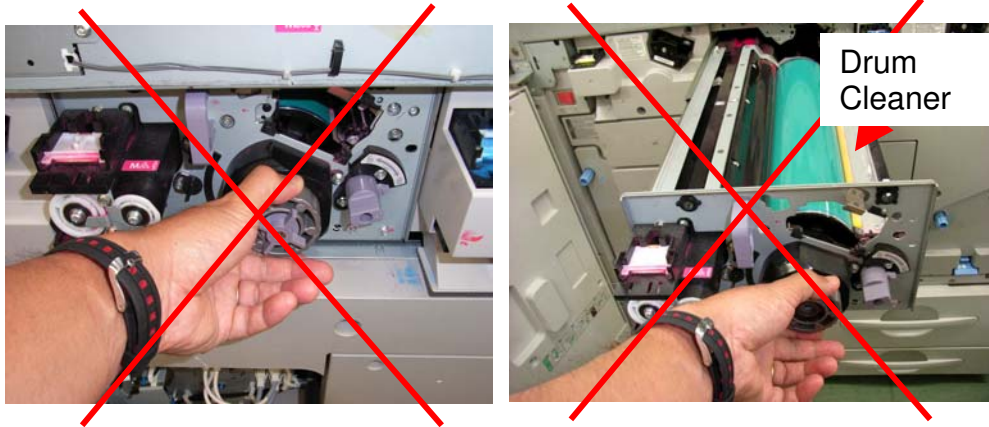


Drum
Cleaner

If the drum knob is loosened while the drum cleaner is installed, make sure to remove the drum cleaner before fastening the drum knob.
Never fasten the drum knob when the drum cleaner is installed.

Doing so could apply pressure to the drum and narrow the PG on the front side.

# **R**ICOH　　　**T**echnical **B**ulletin

| Model: Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RM077007 |
|---|---|---|

| Subject: Latest firmware version List | Prepared by: N.Iida |
|---|---|
| From: PPBG Service Planning Dept. | |

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

This RTB has been issued to announce the firmware versions applied to the 1st mass production of the Aries-P1.5/C1.5.  Firmwares are available from the Download Center. Please refer to the table 'Peripheral Devices' described on the following page for peripheral devices installed with the Aries-P1.5/C1.5.

## **Aries-P1.5**

| Program Name | Firmware No. | Version | Note |
|---|---|---|---|
| System | M0776091A | Ver.1.00 | |
| Engine | M0775252A | Ver.1.000A:16 | |
| Websys | M0776093A | Ver.1.00 | |
| OpePanel(NA) | M0776385A | Ver.1.01 | |
| OpePanel(EU) | M0776386A | Ver.1.01 | |
| Language | M0776390 | Ver.1.01 | |
| NCS | M0776092A | Ver.7.10 | |

## **Aries-C1.5**

| Program Name | Firmware No. | Version | Note |
|---|---|---|---|
| System/Copy | D0956091A | Ver.1.00.1 | |
| Engine | D0955252A | Ver.1.000A:16 | |
| Scanner | D0956097A | Ver.01.10 | |
| Websys | D0956093A | Ver.1.00.1 | |
| WebUapl | D0956095A | Ver.1.00.19 | |
| OpePanel(NA) | M0776395A | Ver.1.01 | |
| OpePanel(EU) | M0776396A | Ver.1.01 | |
| Language | M0776391 | Ver.1.01 | |
| NCS | D0956092A | Ver.7.10 | |
| NFA | D0956096A | Ver.1.00 | |

## **Color controller E41**

| Soft ware | System version | Parts number | Note |
|---|---|---|---|
| System soft ware | V1.0 | M3916740 | |
| User soft ware | V1.0 | M3916730 | |

## **Color controller E81**

| Soft ware | System version | Parts number | Note |
|---|---|---|---|
| System soft ware | V1.0 | M3926740 | |
| User soft ware | V1.0 | M3926730 | |

| Model: Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RM077007 |
|---|---|---|

The firmware versions in the following table are required for proper operation of the unit. Please prepare the firmware in advance to perform the update upon site installation.

Note

- Peripheral devices must be updated from the units installed closest to the mainframe. Power cycle the mainframe after updating each peripheral.

- Make sure to check the notes described in the release note before updating the peripheral devices.

**Peripheral Devices**

| Devices | Firmware No. | Version | Note |
|---|---|---|---|
| Finisher SR5020 | D4345620J | Ver.03.140:08 | |
| Finisher SR5000 | B8305102R | Ver.02.000:61 | |
| High Capacity Stacker SK5000 1st | D4475104H_up | Ver.02.270:09 | |
| High Capacity Stacker SK5000 2nd | D4475104H_down | Ver.02.270:09 | |
| Cover Interposer Tray CI5010 | B8355510H | Ver.03.010:46 | |
| Z-Folding Unit ZF4000 | B6605552 | Ver 2.14 | ROM replacement required for update. ROM p/n B6605552 |
| Perfect Binder GB5000 P-Binder_B1 P-Binder_B2 P-Binder_B3 P-Binder_B4 P-Binder_B5 | D3915020E D3915070D D3915730A D3915120C D3915170C | Ver.0.320:11 Ver.0.220:00 Ver.1.19 Ver.0.160:00 Ver.0.28:00 | |
| Ring Binder RB5000 Ring Binder_B1 Ring Binder_B2 | D3925510G D3925520C | Ver 01.310:04 Ver 01.060:01 | |
| Trimmer Unit TR5020 | D4555510C | Ver15.270 : 15 | |
| Buffer Pass Unit Type 5000 | M3791702C | Ver.02.030:05 | |

| Model: Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RM077008a |
|---|---|---|

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

| Subject: Paper Libraly Data for AriesP1.5/C1.5 | Prepared by: N.Iida |
|---|---|
| From: PPBG Service Planning Dept. | |

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

This RTB has been issued to announce the release of the data files (xxx.mqp) and the Media List used for the Paper Library on the Aries-P1.5/C1.5.

## About the Media List

Media have been evaluated under 4 categories, "Image Quality", "Image Performance", "Feed Performance" and "Others", which are ranked in 4 levels (A+, A, B, and C). The lowest rank from among the 4 categories becomes the overall evaluation rank for each media.

| Rank | Description |
|---|---|
| A+ | Good results, no remarks. (Better than the product spec) (Only Image Quality) |
| A | Good results, no remarks. (Product Spec) |
| B | Note the remarks. Customers must be aware of the remarks. |
| C | Not recommended. |

Example of media evaluation results:

| Overall | Image Quality | Image Performance | Feed Performance | Others |
|---|---|---|---|---|
| A | A | A | A | A |
| B | B | A | B | A |
| C | C | A | A | A |

## About the MQP file

The MQP file only contains data for media ranked either 'A+' or 'A'. Installing the MQP file in the Aries–P1.5/C1.5 will enable application of the media from the Paper Library.

**Reissued:02-Nov-10**

| Model: Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RM077008a |
|---|---|---|

## Media List & MQP file

The Media List and MQP file have been uploaded onto the GKM support site Tier2 under the title "Pro C901and 901S Media List/Paper Library Data" in the 'Summary' column. Download the latest version from the GKM, and install the MQP file when setting up the machine.

### NA *Release Date: 22th Oct 2010*

Summary     : Pro C901and 901S Media List/Paper Library Data for North America

Media List   : ProC901_C901S   Media List for NA(Rev.1).xls

MQP file     : ProC901_Printer_NA_Rev1.mqp

           ProC901S_Copier_NA_Rev1.mqp

### EU *Release Date: 2nd Nov 2010*

Summary     : *Pro C901and 901S Media List/Paper Library Data for EU*

Media List   : *ProC901_C901S Media List for EU(Rev.1).xls*

MQP file     : *ProC901_Printer_EU_Rev1.mqp*
           *ProC901S_Copier_EU_Rev1.mqp*

### AP *Release Date: 2nd Nov 2010*

Summary     : *Pro C901and 901S Media List/Paper Library Data for AP*
Media List   : *ProC901_C901S Media List for AP(Rev.1).xls*
MQP file     : *ProC901_Printer_AP_Rev1.mqp*
           *ProC901S_Copier_AP_Rev1.mqp*

## NOTE

- The Printer model and the Copier model use different MQP files; no interchangeability. Install the correct MQP file for the machine.  The software is designed to reject the installation if the MQP file is not for the correct machine.

- The MQP file does not incorporate regional restrictions.  Reinstall the file if you installed a file for an incorrect region.

- The MQP file name must be renamed upon installation.  Refer to 'Installation Procedure: Paper Library' on the following page.

| Model: Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RM077008a |
|---|---|---|

### Installation Procedure: Paper Library

1. Create a folder on the SD card, and name the folder "mqp".

2. Copy the MQP file into the "mqp" folder, and then rename the copied file "library.mqp".

3. Make sure the mainframe is turned off.

4. Insert the SD card containing the "library.mqp" file into the upper SD card slot on the controller.

5. Turn on the mainframe.

6. Enter SP5-711-001, and then press "Execute" on the control panel.

7. Press "Execute" again on the control panel.

8. Wait for the message "Completed" to appear, and then Press "OK".  Exit the SP mode.

9. Turn off the mainframe, and then remove the SD card from the controller.

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 25-Oct-10 | No.: RG178124 |
|---|---|---|

| Subject: LED Indication Sequence (POST Code) | Prepared by: Junji Kobayashi |
|---|---|
| From: PPBG Service Planning Dept. | |

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

## Reason to Issue

This RTB has been issued to announce the method for checking whether or not the controller board is defective when a controller board related SC code is notified.
LEDs indicate the process of power supply followed by the CPU activation.

## LED Configuration

The diagram below shows the LED configuration.  The controller status can be checked by observing the sequence of the LED turning on, off, or flashing.
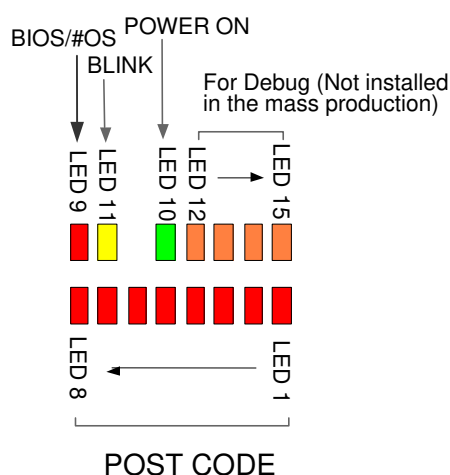


These LEDs are used to check the system activation process which follows the POST; power on self test.

## LED Indication Sequence (POST Code)

### ■ Checking the LED Status

The LEDs will turn OFF, turn ON, or FLASH in the following order when powering on the machine.

**Start** — Power ON

**Step 1** — All LEDs turn OFF.
    This indicates that 5VE has been supplied to the board.

**Step 2** — LED 10 turns ON.
    This indicates that 3.3VE has been supplied to the board.

**Step 3** — LED 2 turns ON.
    This indicates that 3.3VEP has been supplied to the board.

**Step 4** — LED 11 FLASHES, and LED [8:1] indicates 'POST Code'.
    This indicates that the CPU is activated and Power On Self Test is running on the BIOS.

    → If the POST is successfully carried out, the final code indicated is '0xC0'.

**Reference Step** — LED [4:1] turns ON.
    This indicates that Boot 12 has activated the program.

**Reference Step** — LED 5 turns ON.
    This indicates that Boot 12 has activated Boot 3.

**Reference Step** — LED 6 turns ON, and LED[8:7] turns OFF.
    This indicates that Boot 3 is activated.

**Reference Step** — LED 8 FLASHES.
    This indicates that Net BSD (kernel) is activated.

**Reference Step** — LED 9 FLASHES.
    This indicates that the system is running.
    (Flashing interval is shorter when the load on the CPU is heavy.)

→   System activation up to Step 4 is expected to complete in 15 seconds after powering on the machine.

# RICOH

# Technical Bulletin

PAGE: 1/1

| Model: Aries-P1.5/C1.5 | Date: 08-Nov-10 | No.: RM077009 |
|---|---|---|

| Subject: Change the PM Yield of Fusing Belt | Prepared by: Hiroaki Matsui |
|---|---|
| From: PPBG Service Planning Dept. | |

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

## GENERAL

As mentioned in the service manual, the PM yield of the fusing belt is prescribed as 400k. However, the operation panel indicates the yield of 800k.

## SOLUTION

F/W will be modified to indicate the correct PM yield of 400k.
For a temporary solution until the fixed f/w is released, please change the value from 800k to 400k in SP7951-118 (Page Counter:End Std Value Fusing Belt) when installing the machine on-site.

| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | Date: 11-Jan-11 | No.: RG178130 |
|---|---|---|

| Subject: Notes on Cleaning the Developer Unit | | Prepared by: Hiroaki Matsui |
|---|---|---|
| From: PPBG QA/Service Planning Dept. | | |

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

This RTB has been issued to announce important notes on handling the development rollers to prevent toner clumps on the development rollers from generating scratches on the drum surface.

## Note

Always rotate the development rollers clockwise when required to rotate them manually on occasion of cleaning maintenance, etc.

**Rotating the development rollers counterclockwise with the developer installed will cause toner to adhere to the development rollers (see Reference below), resulting in higher chances of damaging the drums. Make sure to clear out the developer from the unit in advance when rotating the developer rollers counterclockwise.**
**Also, please do NOT clear the PM counter if the developer removed is to be re-installed and used again.**
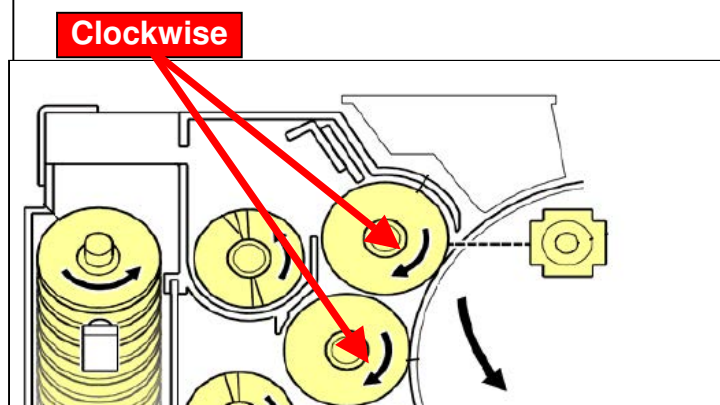


## Reference

Rotating the development rollers counterclockwise with the developer installed will cause the entrance seal to deflect (especially at the edge).
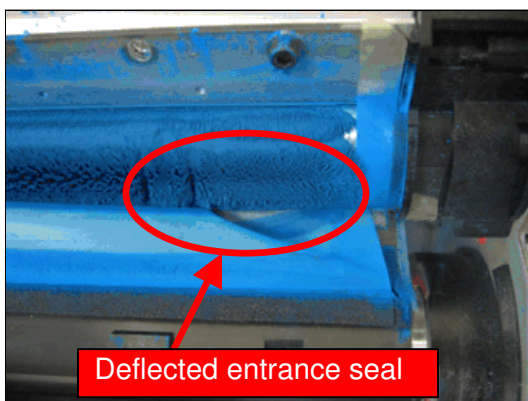


**The photo on the left shows the developer unit with its upper cover removed.**
**Note that deflection of the entrance seal is not visible from the outside.**

# **T**echnical **B**ulletin

**PAGE: 1/4**

RICOH

**Reissued: 28-Feb-11**

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1 , B-C3/C3.5/C4, DDP** | Date: 11-May-06 | No.: RB234014m |
|---|---|---|

**RTB Reissue**

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

| Subject: Controller firmware (Finisher) | Prepared by: T.Mimura |
|---|---|
| From: PPBG Service Planning Dept. | |

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

**Finisher**

| Version | Program No. | Effective Date |
|---|---|---|
| *02.030:62* | *B8305102S* | *March 2011 production* |
| 2.000:61 | B8305102R | October 2010 production |
| 1.900:60 | B8305102Q | January 2010 production |
| 1.820:59 | B8305102P | Aug 2009 production |
| 1.800:58 | B8305102N | June 2009 production |
| 1.600 | B8305102M | March 2009 production |
| 1.500 | B8305102L | January 2009 production |
| 1.420:51 | B8305102K | August 2008 production |
| 1.400:50 | B8305102J | July 2008 production |
| 1.310:48 | B8305102H | May 2008 production |
| 1.160 | B8305102G | April 2007 production |
| 1.140 | B8305102F | November 2006 production |
| 1.100 | B8305102E | June 2006 production |

**Finisher**

| Version | Modified Points or Symptom Corrected |
|---|---|
| *02.030:62* | ***Specification Change:*** *With the Booklet Maker BK5010, it enables saddle-stitch of custom size. **Currently, this function is available only when connected to a Creo controller.*** <br><br> ***Symptoms Corrected:*** <br> • ***The error occurs when making one booklet with the Boolket Maker BK5010.*** <br> • ***The jam occurs when copy/print with switching the punch-hole type. This occur when we use main machine(110cpm or 135 cpm)/SR5000 with decurl unit.*** |
| 2.000:61 | Specification Change <br> ・ Process Speed Setting (Low) on the Pro C901/C901S is supported. <br> ・ Z-fold staple job is supported for 8K paper size (267×390mm applied in China) on the RICOH Pro 907/1107/1357. <br> ・ Initialization behavior of the exit guide plate rollers have been changed to rotate the drive rollers to prevent the drive rollers from adhering to the driven |

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1 , B-C3/C3.5/C4, DDP** | Date: 11-May-06 | No.: RB234014m |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | rollers.<br><br>Symptoms Corrected:<br>・ Jam 116 occurs when switching from proof mode to staple mode while the stapler is in the position for staple refill.<br>・ With the Booklet Maker BK5010 installed the control panel remains to indicate jam status even after clearing the jam. |
| 1.900:60 | Modified Points:<br>・ Countermeasure against the machine cannot print when SC750 is occurring.<br>・ Countermeasure against the machine cannot print when SC721 is occurring.<br><br>SC750<br>Cause<br>After the SR5000 send the "tray rising" command, it did not send "stop rising tray" command. The engine was waiting to receive the "stop rising tray" command; therefore, it did not start printing<br><br>Measure<br>When JAM and SC occurred on tray lift motor, while sending the "tray rising" command, SR5000 will also send "stop tray rising" command, in order to start printing.<br><br>SC721<br>Cause<br>After the SR5000 send the "wait" command, it did not send "wait cancel" command. The engine was waiting to receive the "wait cancel" command; therefore, it did not start printing<br><br>Measure<br>If the staple jogger motor is not at the home position when standby poison check occurred, "request default the position flag" will be set; however, when JAM or SC occurred on stable jogger motor, changed to "request default the position flag" will not be set.<br>When checking whether there are staples, if the stapler is not at the home position," move to the home position" signal was released but, for ver. 1.900:60, when JAM or SC occurred in stapler motor, it does not sent the "move to the home position" signal. |
| 1.820:59 | Symptoms Corrected:<br><br>1. The shift tray does not descend nor ascend even when the emergency stop button is pressed.<br><br>2. The machine stalls at a "printing in process" status in a jam where the paper is not exit to the shift tray.<br>This symptom occurs only when installing the Katana-C2 and the EFI controller.<br><br><NOTE><br>Please apply firmware V1.820 or later for a configuration consisted of the Katana- |

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1 , B-C3/C3.5/C4, DDP** | Date: 11-May-06 | No.: RB234014m |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| | C2 and the EFI controller. |
| 1.800:58 | Symptom Corrected:<br>- Jam115 when changing from Standard size to Non-standard size.<br><br>Other changes:<br>- Moving distance of initialization has been changed to "2mm after sensor turn-off". |
| 1.600 | <NOTE> Please apply Version (V1.600) onward when applying Plockmatic/GBC on the Aegis.<br><br>Symptom Corrected:<br>1. During Plockmatic connection, JAM115 occurs when operating manual stapling.<br>2. During Plockmatic connection, indication of "out of staples" does not disappear even when staples are added after commanding a saddle-stitch job, in which the VICTORIA-E is powered in a "out of staples" status.<br>3. During Plockmatic connection, when commanding saddle-stitch of more than 2 sheets consisted of a single print using<br>   a  12x18 sheet, job completion is not correctly informed in order to start the 2nd stapling function, and results in a "still copying" status.<br>4. During GBC connection, sheets that are not assigned to be punched are punched.<br><br>Changes made:<br>When operating saddle-stitch of more than 16 sheets at Plockmatic connection,<br>   a  the width of the exit guide plate opening will be set to 5mm.<br>   b  the shutting timing of the exit guide plate will be when 20mm of the leading edge goes through. |
| 1.500 | Symptom Corrected:<br>1. Operation stops and will not recover when "stop" button on VICTORIA-E_LED is pressed during stacker exit.<br>2. Deactivate request cannot be cancelled at Plockmatic connection.<br>3. Deactivate request cannot be cancelled at GBC connection.<br>4. Under the condition of having no staples, jam occurs when staple function is released after its operation has been stopped.<br>5. In Aegis-P1, paper cannot be fed when Plockmatic is connected; indicator shows "full" in shift tray.<br><br>Other changes:<br>1. Under staple-mode, single sheet of paper ejected to the shift tray will not be stapled.<br><br>※ Although display differs in version-up Finisher Version (1.500:53) and SP mode Version (1.500:52), there is no problem as long as the SP mode Version is set to "1.500". |

**Reissued: 28-Feb-11**

| Model: **Aries-C1.5/P1.5, AG-C1/P1, AGL-C1/P1 , B-C3/C3.5/C4, DDP** | Date: 11-May-06 | No.: RB234014m |
|---|---|---|

| Version | Modified Points or Symptom Corrected |
|---|---|
| 1.420:51 | Changes:<br>Support for Aegis-C1/P1. |
| 1.400:50 | Symptom Corrected:<br>・When the SP adjustment value for the Jogger is set to +1.5mm, the Jogger gradually widens and results in misaligned sheets. |
| 1.310:48 | Symptom Corrected:<br>1. When a jam occurs at the GBC, the number of sheets of recovery is different. (The 1st sheet is omitted.)<br><br>Other changes:<br>1. Support for Plockmatic SRA3 size. |
| 1.160 | Symptom corrected:<br>1. JAM 230 sometimes occurs, and the VICTORIA does not send its self-status to machine.<br>2. Sometimes the VICTORIA cannot align the paper correctly when stapling.<br>3. If GBC punch is selected during a copy job already set for 3-hole punching, the paper is punched by both the VICTORIA and the GBC punch unit. |
| 1.140 | Symptom corrected:<br>1. The machine stalls and displays "Copying..." if the top sheet on the shift tray is removed after the tray is full.<br>  Note: When this occurs, copies cannot be made.<br>2. The machine displays SC625 instead of a "jam" message when an exit jam occurs with stapled paper.<br>3. Sometimes, the punch motor does not turn ON.<br>4. The last sheet of a staple job is not stapled correctly.<br>  Conditions: 2 sheets/set, A4 LEF<br>5. Jam 111<br>6. The shift tray does not shift (stacking only) after an exit jam at the shift tray is cleared.<br>7. SC625 occurs after a staple jam is cleared.<br>  Conditions: The staple jam occurs when the operator opens the door during staple stacking.<br>8. The machine displays "Copying..."if the previous job used mixed-sizes and was cancelled.<br>9. A error with the jogger fences occurs when using Z-fold stapling mode. |
| 1.100 | Latest Firmware Version |

| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | | Date: 23-Mar-11 | No.: RG178134 |
|---|---|---|---|
| Subject: Rework to Prevent SC328 | | Prepared by: H. Matsui | |
| From: PPBG Service Planning Dept. | | | |

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

## Symptom
SC328 (Toner supply motor error)

## Cause
Variations in the precision of assembly of the bushing/holders that fix the sub-hopper units' drive shaft apply stress and causes wear on the drive shaft. (Abrasion of the drive shaft occurs at the bushing closest to "Holder-A".)

## Solution
Please remove "Holder-A" at your next service visit for the affected units (see the next page for the list of affected units).

NOTES
- The bushings and Holder-B will give enough support to secure the drive shaft. Removal of the Holder-A will not affect the function.
- Removing the Holder-A will prevent further abrasion of the drive shaft and SC328.
- A worn drive shaft can be continuously used and will not affect the function.



Abrasion occurs at this location.

Holder - B    Drive Shaft    Bushing    **Holder - A**



31.Toner Supply 4

Holder - B

Bushing

Holder - A
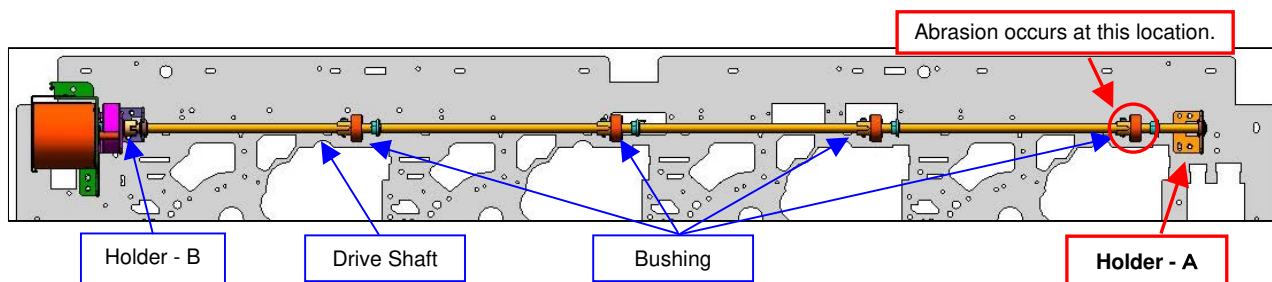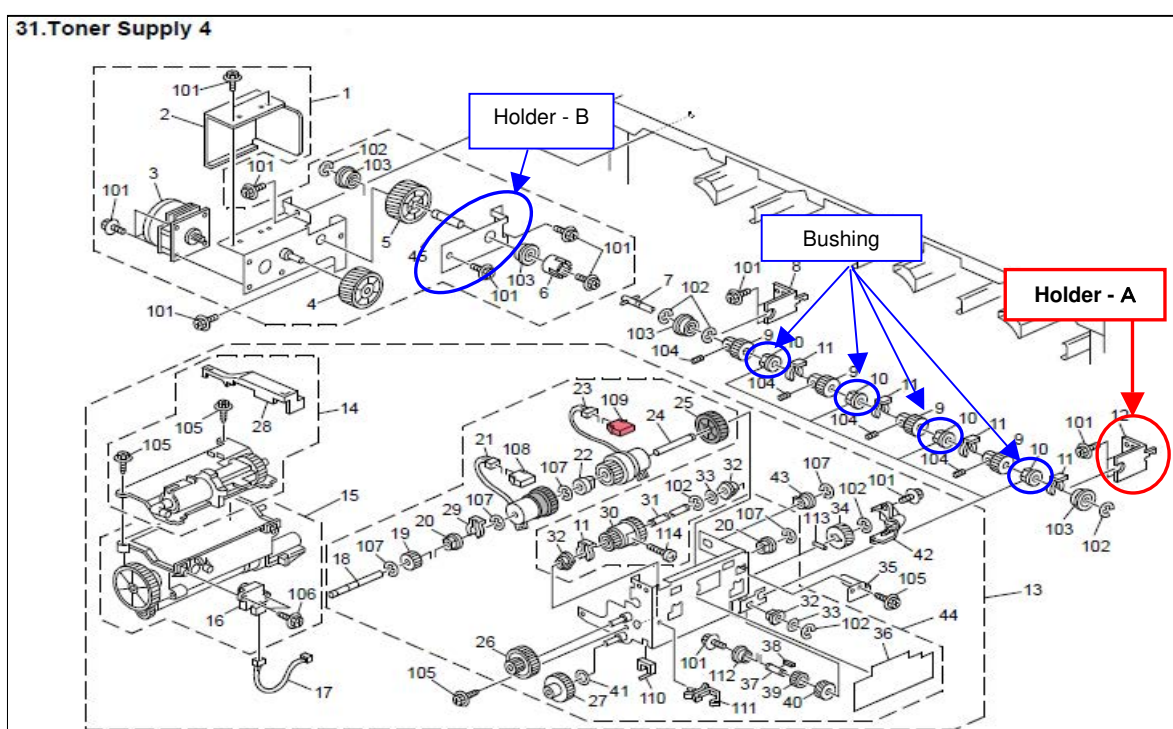
| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | Date: 23-Mar-11 | No.: RG178134 |
|---|---|---|

**Affected Units**

Total Number of Affected units in NA: 1967

| No | Product Description | Serial Numbers | Affected units | |
|---|---|---|---|---|
| | | | QTY | Total |
| 1 | Pro C720 | S9704900001 - S9706000013 | 112 | 114 |
| | | S9714900001 , S9714900002 | 2 | |
| 2 | Pro C720S | V8904900001 - V8906000045 | 434 | 434 |
| 3 | Pro C900 | S3286000001 - S3286000050 | 50 | 433 |
| | | S3294900001 - S3296000047 | 285 | |
| | | S3205000001 - S3205800002 | 98 | |
| 4 | Pro C900 Base Unit | S7095500001 - S7095900003 | 9 | 9 |
| 5 | Pro C900 E-80 QX | S7095400001 - S7095900002 | 10 | 18 |
| | | S7005000001 - S7006000001 | 8 | |
| 6 | Pro C900 C-80 CREO | S7004900001 - S7005600002 | 27 | 27 |
| 7 | Pro C900S | M8795000001 - M8796000033 | 432 | 718 |
| | | M8704900001 - M8705900011 | 276 | |
| | | M8714900001 - M8714900010 | 10 | |
| 8 | Pro C900s E-80 QX | V7495700001 - V7495900007 | 16 | 32 |
| | | V7405100001 - V7405100011 | 11 | |
| | | V7414900001 - V7414900005 | 5 | |
| 9 | Pro C901 | T0105800001 - T0106000016 | 30 | 37 |
| | | T0114900001 - T0114900007 | 7 | |
| 10 | Pro C901S | V9905800001 - V9906000044 | 116 | 145 |
| | | V9914900001 - V9914900029 | 29 | |

Total Number of Affected units in EU: 435

| No | Product Description | Serial Numbers | Affected units | |
|---|---|---|---|---|
| | | | QTY | Total |
| 1 | Pro C720 | S9702700001 - S9703300001 | 15 | 17 |
| | | S9712500001 , S9712500002 | 2 | |
| 2 | Pro C720S | V8902700003 - V8903300011 | 36 | 52 |
| | | V8912500001 - V8912500016 | 16 | |
| 3 | Pro C900 | S3293300004 - S3293600009 | 37 | 79 |
| | | S3202500001 - S3203400001 | 41 | |
| | | S3212500001 | 1 | |
| 4 | Pro C900S | M8793300006 - M8793600017 | 75 | 200 |
| | | M8702500001 - M8703400006 | 120 | |
| | | M8712500001 - M8712500005 | 5 | |
| 5 | Pro C900 C-80 CREO | S7093400002 - S7093600002 | 8 | 32 |
| | | S7002800002 - S7003300002 | 21 | |
| | | S7012500001 - S7012500003 | 3 | |
| 6 | Pro C900s E-80 QX | V7493300001 - V7493600001 | 4 | 11 |
| | | V7402500001 - V7403200001 | 7 | |
| 7 | Pro C901 | T0112500001 - T0112500019 , T0112700004 | 20 | 20 |
| 8 | Pro C901S | V9903600017 , V9903600018 | 24 | 24 |
| | | V9912500001 - V9912500019 | | |
| | | V9912600015 , V9912600019 , V9912700002 | | |

Affected units in Asia

| No | Product Description | Serial Numbers |
|---|---|---|
| 1 | Pro C720 | S9701200003 or older |
| 2 | Pro C720S | V8910100001 or older |

| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | Date: 23-Mar-11 | No.: RG178134 |
|---|---|---|

| 3 | Pro C900 | S3200800004 or older |
| 4 | Pro C900S | M8700700005 or older |
| 7 | Pro C901 | T0110100001 or older (T0110100001 has been modified.) |
| 8 | Pro C901S | V9910100001 or older (V9910100001 has been modified.) |

Supplementary Explanation on Machine Serial Numbers
Serial numbers for mass production units are an 11 digit number which is composed of MC type No.,
production year, production month +48(NA) / +24(EU) / +0(Asia), and a 5 digit sequential number.
(Pre-production units do not apply the above numbering system.)

Example of a serial number registered for a Pro C900 machine

| Model / Brand | Serial number - numbering method. |
|---|---|
| G17817 | **S32** ☐ ☐☐ ☐☐☐☐☐<br><br>Mc type No.　　Year　　(Month+ XX)　　(Sequential numbering from 00001 each month.)<br><br>XX = 48  NA<br>XX = 24  EU<br>XX =　0  Asia |
| | (In the case of NA)<br>Serial number "S3294900017" is composed of the following information:<br>● Mc Type No.　= S32 (Pro C900)<br>● Year　　　　= 9　(2009 production)<br>● Month +48　　= 49　(49 – 48 = 1 = January production)<br>● Sequential Number = 00017<br><br>⬇<br><br>This indicates that the unit is a Pro C900 and was the 17th unit manufactured in the month of January in year 2009.<br><br>(*) Year = 0 indicates that the unit was manufactured in year 2010. |

Table of MC Type No.

| No | Product  Description | MC type NO. |
|---|---|---|
| 1 | Pro C720 | **S97** |
| 2 | Pro C720S | **V89** |
| 3 | Pro C900 | **S32** |
| 4 | Pro C900 Base Unit | **S70** |
| 5 | Pro C900 E-80 QX | **S70** |
| 6 | Pro C900 C-80 CREO | **S70** |
| 7 | Pro C900s | **M87** |
| 8 | Pro C900S E-80 QX | **V74** |
| 9 | Pro C901 | **T01** |
| 10 | Pro C901S | **V99** |

| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | Date: 23-Mar-11 | No.: RG178134 |
|---|---|---|

### "Holder A" Removal Procedure

**Note:  Make sure the machine power is turned off before doing this procedure.**

**1. Open both front doors, and remove the front upper cover.**



**2. Remove the cover of the Yellow development unit, and draw out the Yellow development unit.**



**3. Remove the rear upper cover, and open the rear unit.**



**4. Remove the cooling fan.**
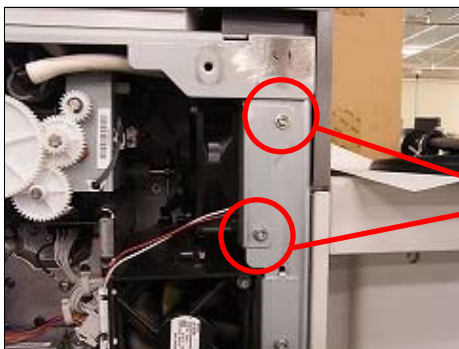


Remove the two screws to remove the cooling fan.

| Model: AG-P1 / C1 , AGL-P1/C1 , Aries-P1.5/C1.5 | Date: 23-Mar-11 | No.: RG178134 |
|---|---|---|

**5. Disconnect 3 connectors, remove the snap ring, and remove 1 screw fixing the Yellow sub-hopper and 2 screws fixing the Holder-A.**
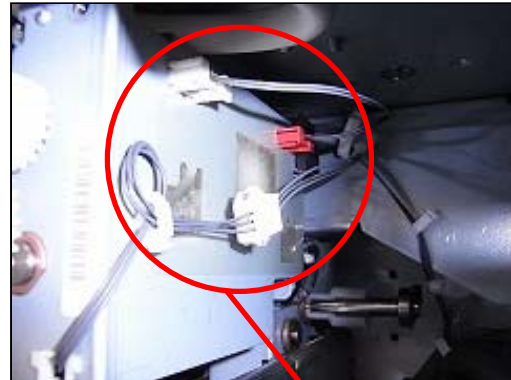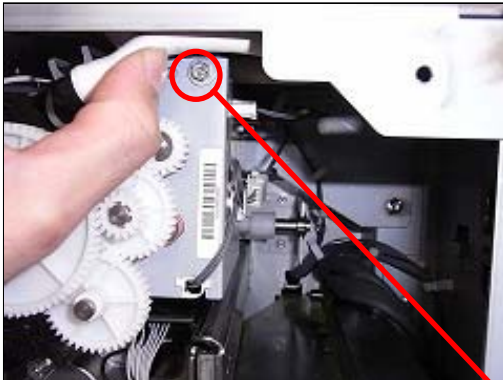


**5-1.** Disconnect 3 connectors here.
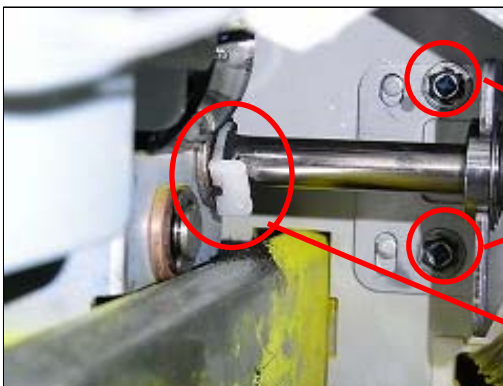


**5-3.** Remove 1 screw fixing the sub-hopper, and 2 screws fixing the Holder-A.

**5-2.** Remove the snap ring and slide the bushing to the right.

**6. Release the Yellow sub-hopper halfway, and remove the Holder-A.**
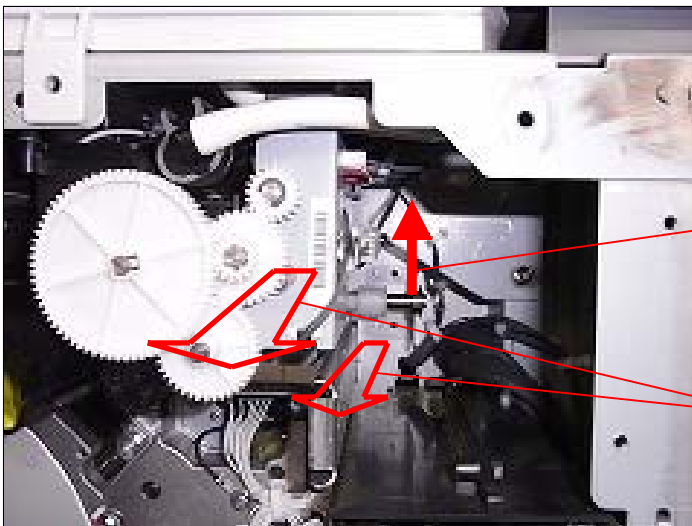


**6-1.** Lift up the Holder-A.

**6-2.** Pull out both sub-hopper and Holder-A together to the front.  (The sub-hopper is released halfway.)

**Note:**
Holder-A is locked in place with the side plate of the mainframe.  To release the lock, lift up Holder-A as you pull it out to the front together with the sub-hopper.  The sub-hopper is released halfway in this condition.
**Do not remove the Toner Supply Tube.**
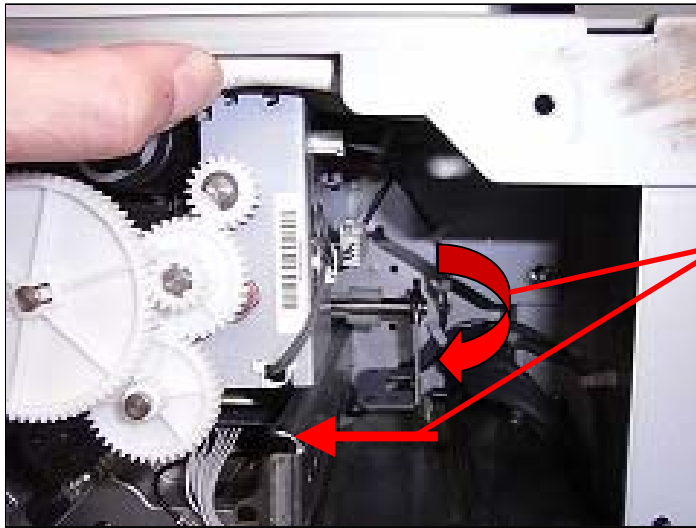
To remove the Holder-A, rotate it clockwise, and then slide it to the left.

**Holder-A**

**NOTE**
Holder-A shown above is applied for C901/C901S.  The shape of Holder-A is different for C900/C900s/C720/C720s but the removal procedure is the same.

**Appearance after removing Holder-A**

Ball Bearing

After removing the Holder-A, the ball bearing will remain and be of no use.
However, the ball bearing should NOT be removed to prevent the risk of dropping the retaining ring into the machine.
Also, leaving the ball bearing will not affect the function.

**7. Follow the above steps 1~6 in reverse order to complete the procedure.**

# **T**echnical **B**ulletin

**PAGE: 1/7**

**Reissued: 01-Nov-11**

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

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

| Subject: Firmware Release Note: BufferPassUnit | Prepared by: H.Kawamura |
|---|---|
| From: PP Tech Service Dept., 1st PP Tech Service Sect. | |

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

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

| Version | Program No. | Effective Date |
|---|---|---|
| ***03.000:06*** | ***M3791702D*** | ***November 2011 Production*** |
| 02.030:05 | M3791702C | October 2010 production |
| 02.010 :05 | M3791702B | May 2010 production |
| 01.000:03 | M3791702A | 1st Mass production |

| Version | Modified Points or Symptoms Corrected |
|---|---|
| ***03.000:06*** | ***Modified Points:***<br>- ***Countermeasure for cannot recover from failure of updating the firmware***<br>***If the firmware update from SD card failed, such as power off, buffer pass did not start properly, and could not reupdate, and could not fix by replacing the board. This issue was fixed.***<br>- ***Countermeasure for updating the firmware for downstream peripherals***<br>***There was a possibility that the firmware of down stream peripherals could not update properly. So far this issue was not reported from Pro C900/ 900S/ 901/ 901S/ 720/ 720S.***<br>***In order to prevent the above issue, a measure was implemented in this firmware.*** |
| 02.030:05 | Modified Points:<br>ON and OFF signal of the Fore Edge Cut setting specified for 2 separate jobs are not switched between the jobs when the Trimmer Unit TR5020 is selected as the finishing peripheral due to the data transmission failure in the Buffer Pass Unit.<br>For instance, the fore edge of the 2nd job below will be falsely trimmed when running these jobs continuously.<br>Ex.<br>1st Job: Fore Edge Cut ON<br>2nd Job: Fore Edge Cut OFF |
| 02.010 :05 | * "Low Speed Mode" for the Aries-1.5 has been supported.<br>* Lag in network communication while downloading a firmware for a |

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

| Version | Modified Points or Symptoms Corrected |
|---|---|
| | downstream peripheral causes an error.<br>* Jam occurs at the Stacker (SK5000 or SK5010) when sheets are fed alternately from the Cover Interposer and the Mainframe tray to the Stacker (SK5000 or SK5010). |
| 01.000:03 | 1st Mass production<br><br>The limitations listed below are resolved by upgrading the Buffer Pass Unit to "V1.000:03". Object units are April and May production. In order to upgrade the object units to "V1.000:03", System and Engine fimwares must be versions listed below or later.<br>System  G1786091G  V2.05 or later<br>Engine  G1785252D  V3.000:12 or later<br><br>【Limitations Resolved】<br>All SCs involving the Buffer Pass unit are indicated as SC992 (Undefined error).<br>When the front door of the Buffer Pass unit is open, the operation panel indicates an open door of the mainframe, and the LED of the Buffer Pass unit is lit.<br>Jam in the Buffer Pass unit is indicated on the operation panel as a jam occurrence at the paper exit of the mainframe, and the LED of the Buffer Pass unit is lit.<br>Firmware cannot be upgraded with the SD card.<br><br>【Object Serial Number】<br>8M37917(NA)         S67T0400001 to S67T0400005<br>                             S67T0500001 to S67T0500004<br><br>8M37927(EU/AP)   S67T0400006, S67T0500005 to S67T0500011<br><br>In Regard to April & May Production Buffer Pass Units<br>    Upon initial installation, upgrade the entire System to V 4.0(*1), then upgrade the Buffer Pass unit to "V1.000:03".<br>    If the Buffer Pass unit is to be installed to a System that runs on V4.0(*1), upgrade the unit to "V1.000:03".<br>    If an individually supported Engine firmware is applied, we recommend to upgrade the entire System to V4.0(*1), then upgrading the Buffer Pass Unit to "V1.000:03".<br><br>NOTE<br>"V1.1000:03" is installed for June 2009 production Buffer Pass units (S6790600001 onward). If the unit is to be installed with the Aegis-P1, the System and Engine fimrwares must be the versions listed below or later.<br>System   G1786091G  V2.05 or later<br>Engine   G1785252D  V3.000:12 or later<br><br>Following describes the latest firmware combinations.<br><br>***Please refer to <Appendix 1> for update procedures.*** |

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

| Version | Modified Points or Symptoms Corrected |
|---|---|
| | ***Ensure to follow the procedures when updating.*** |

**[Version 4.0**(*1)**]**

*Please make sure that ALL versions listed below are updated concurrently.

| Program Name | Program No. | Version | |
|---|---|---|---|
| System | G1786091G | 2.05 | |
| Websystem | G1786093E | 1.53 | |
| Network Support(NCS) | G1786092D | 7.04 | |
| Engine | G1785252G | 3.000:12 | |
| LCDC | NA:G1785971C<br>EU:G1785972C | 1.03 | |
| Animation | G1786094B | 2.2 | |
| Language | G1785979A | 1.03 | |
| Fiery Server | - | 4.0 | |

* Update to the following versions is required for all peripherals listed below.

| | Program No. | Version | |
|---|---|---|---|
| CI5010 | B8355510F | V2.071:42 | |
| SR5000 | B8305102P | V1.820:59 | |
| RB5000 | Main:D3925510E<br>Sub: D3925520C | V1.290:04<br>V1.060:01 | |
| GB5000<br>P-Binder_B1<br>P-Binder_B2<br>P-Binder_B3<br>P-Binder_B4<br>P-Binder_B5 | <br>D3915020C<br>D3915070B<br>D3915730A<br>D3915120B<br>D3915170A | <br>V0.28<br>V0.19<br>V0.13<br>V0.15<br>V0.25 | |
| BK5000 | B8365550B | V2.17:15 | |
| SK5000<br>1st stacker<br>2nd stacker | <br>D3645620_P1<br>D3645620_P2 | V4.02:12 | |
| Buffer Pass Unit<br> Type 5000 | M3791702A | V1.000:03 | |

Note
    Make sure to update the peripherals in order of proximity to the main frame.
    Do not update consecutively by selecting several peripherals.
    For GB5000, 5 boards can be updated consecutively.
    For RB5000, 2 boards can be updated consecutively.

# **T**echnical **B**ulletin

PAGE: 4/7

**RICOH**

Reissued: 01-Nov-11

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

**<Appendix 1>**

Please ensure to follow the procedures for the update.

The firmware of GW controller needs to be updated at a time.

Make sure to update in the order since there is the order also for the other firmware.
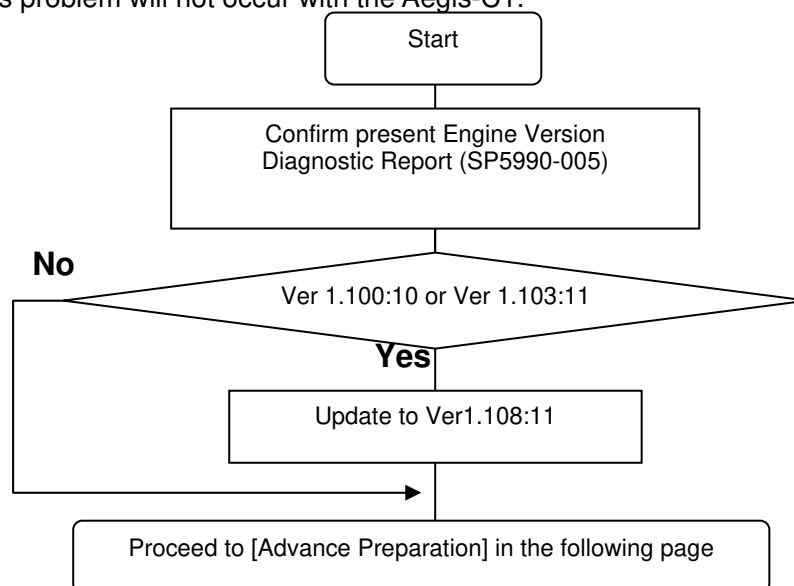
NOTE:

Do not do remote-update.

If the currently-operated Fiery Server is updated from "Vx.x" to "V4.0", the HDD will be formatted, all the stored data will be deleted, and the various settings will return to the default since the system is reinstalled. Be sure to back-up the setting information, the imported data, the fonts, the customized profiles, etc., beforehand.

When updating the Aegies-P1, please ensure to confirm the Engine Firmware version. If the version is 1.100:10 or 1.103:11, update to V1.108:11 will be required.

When a direct update to the latest version is attempted from either Version1.100:10 or 1.103:11, WatchDogTimeOut ERROR(*1) could occur resulting in a non-functioning of the operation panel, and the machine will stop. As replacement of the BCU board will be required to resolve this error, please ensure to follow this correct procedure.

NOTE: This problem will not occur with the Aegis-C1.

```
                          ┌─────────────┐
                          │    Start    │
                          └──────┬──────┘
                                 │
                    ┌────────────┴────────────┐
                    │ Confirm present Engine   │
                    │ Version                  │
                    │ Diagnostic Report        │
                    │ (SP5990-005)             │
                    └────────────┬────────────┘
                                 │
        No              ◇────────┴────────◇
   ┌────────────────────  Ver 1.100:10 or  ──────────┐
   │                       Ver 1.103:11
   │                     ◇─────────┬───────◇
   │                          Yes  │
   │                    ┌──────────┴──────────┐
   │                    │ Update to Ver1.108:11 │
   │                    └──────────┬──────────┘
   │                               │
   └──────────────────────────────►
                    ┌────────────────────────────────────┐
                    │ Proceed to [Advance Preparation] in  │
                    │ the following page                   │
                    └────────────────────────────────────┘
```

(*1) WatchDogTimeOut ERROR

While the software timer resets the hardware timer in a certain interval, WatchDogTimeOut error occurs when this reset is not executed after a lapse of time specified and the hardware timer reaching a time-out state. This problem has been confirmed with versions 1.100:10 and 1.103:11 and has been resolved from 1.108:11. Hence firmware is updated in the particular order mentioned in above.

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

[Advance Preparation]
    Turn the power switch of Fiery Server off or unplug the power cable when updating since you will turn the main power off/on repeatedly.
    Unplug the LAN cable of the GW controller.
    Unplug the data cable of the peripheral just under the main frame not to operate during updating.

## 1. Firmware of GW controller Update
1-1. Copy the listed firmware below to the SD card..
    For Aegis-C1

| Program name | Program No. | Version |
|---|---|---|
| System/Copy | D0166091D | V1.04 |
| Scanner | D0166097B | V1.05 |
| WebSys | D0166093B | V1.03 |
| WebUApl | D0166095C | V1.12 |
| NCS | D0166092B | V7.04.1 |
| NFA | D0166096B | V1.03 |

    For Aegis-P1

| Program name | Program No. | Version |
|---|---|---|
| System/Copy | G1786091G | V2.05 |
| WebSys | G1786093E | V1.53 |
| NCS | G1786092D | V7.04 |

1-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
1-3. Turn the main power on, select all after the selection screen is displayed, and update.
NOTE: For Aegis-C1, be sure to select till the next page.
1-4. Turn off the main power and remove the SD card from the slot when the update is completed.
NOTE: Go to the next step with the main power off.

## 2. Engine firmware Update
2-1. Copy the Engine firmware to "romdata" of the SD card.
    For Aegis-C1

| Program name | Program No. | Version |
|---|---|---|
| Engine | D0165252D | V3.000:12 |

    For Aegis-P1

| Program name | Program No. | Version |
|---|---|---|
| Engine | G1785252G | V3.000:12 |

2-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
2-3. Turn the main power on, select "Engine firmware" after the selection screen is displayed, and update.
2-4. Turn off the main power and remove the SD card from the slot when the update is completed.
NOTE: Go to the next step with the main power off.

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

| Model: AG-P1/C1,AGL-P1/C1,Aries-P1.5/C1.5 | Date: 03-Aug-09 | No.: RG178065c |
|---|---|---|

## **3. OpePanel Update**
3-1. Copy the OpePanel firmware to "romdata" of the SD card.

For Aegis-C1

| Program name | Program No. | Version |
|---|---|---|
| LCDC | NA:G1785975C EU:G1785976C | V1.06 |

For Aegis-P1

| Program name | Program No. | Version |
|---|---|---|
| LCDC | NA:G1785971C EU:G1785972C | V1.03 |

3-1. Copy the OpePanel firmware to "romdata" of the SD card.
3-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
3-3. Turn the main power on, select "LCDC firmware" after the selection screen is displayed, and update.
3-4. Turn off the main power and remove the SD card from the slot when the update is completed.
NOTE: Go to the next step with the main power off.

## **4. Animation Update**
4-1. Copy the Animation firmware to "romdata" of the SD card.

For Aegis-C1

| Program name | Program No. | Version |
|---|---|---|
| Animation | D0166094A | V1.6 |

For Aegis-P1

| Program name | Program No. | Version |
|---|---|---|
| Animation | G1786094B | V2.2 |

4-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
4-3. Turn the main power on, select "Animation firmware" after the selection screen is displayed, and update.
4-4. Turn off the main power and remove the SD card from the slot when the update is completed.
NOTE: Go to the next step with the main power off.

## **5. Language Update**
5-1. Copy the Language firmware to "romdata" of the SD card.

For Aegis-C1

| Program name | Program No. | Version |
|---|---|---|
| Language | G1785980A | V1.06 |

For Aegis-P1

| Program name | Program No. | Version |
|---|---|---|
| Language | G1785979A | V1.03 |

5-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
5-3. Turn the main power on, select "Language firmware" after the selection screen is displayed, and update.
NOTE: Update by overwriting though the displayed versions of "ROM" and "NEW" might be the same since Opepanel has already been updated.

5-4. Turn off the main power and remove the SD card from the slot when the update is completed.
5-5. Turn on the main power and enter SP mode after "No Connection…" is displayed. Confirm the version by entering "SP7801: ROM No./Firmware Version". Turn off the main power and update the peripheral after confirming the version.

## **6. Peripheral Update**
[Advance Preparation] Connect the data cable of the peripheral with the main power off.
NOTE:
    Make sure to update the peripherals in order of proximity to the main frame.
    Do not update consecutively by selecting several peripherals.
    For GB5000, 5 boards can be updated consecutively.
    For RB5000, 2 boards can be updated consecutively.
.
6-1. Copy the firmware necessary for the machine configuration to "romdata" of the SD card.

|  | Program No. | Version |
|---|---|---|
| CI5010 | B8355510F | V2.071:42 |
| SR5000 | B8305102P | V1.820:59 |
| RB5000 | Main : D3925510E<br>Sub: D3925520C | V1.290:04<br>V1.060:01 |
| GB5000<br>P-Binder_B1<br>P-Binder_B2<br>P-Binder_B3<br>P-Binder_B4<br>P-Binder_B5 | <br>D3915020C<br>D3915070B<br>D3915730A<br>D3915120B<br>D3915170A | <br>V0.28<br>V0.19<br>V0.13<br>V0.15<br>V0.25 |
| BK5000 | B8365550B | V2.17:15 |
| SK5000<br>1st STACKER<br>2nd STACKER | <br>D3645620_P1(1st)<br>D3645620_P1(2nd) | V4.05:13 |
| Buffer Pass Unit Type5000 | M3791702A | V1.000:03 |

6-2. Insert the SD card into Slot 2 (upper slot) with the main power off.
6-3. Turn the main power on, and update the peripherals in order of proximity to the main frame after the selection screen is displayed. Turn the main power off/on and restart when the update is completed. Update the next peripheral.
6-4. Turn off the main power and remove the SD card from the slot when all the update is completed.
6-5. Turn on the main power and select SP mode after "No Connection…" is displayed.
Confirm the version by entering "SP7801: ROM No./Firmware Version".
6-6. Turn off the main power and update the Fiery server after confirming the version.

## **7. Fiery Server Update**
[Advance Preparation] Turn on the power switch of the Fiery server or connect the power cable that has been unplugged.
Refer to "Fiery System Installation" in the service manual and do the Fiery Server Installation.

| Model: Aries-C1.5 (D095) | Date: 28-Nov-11 | No.: RD095010 |
|---|---|---|

| Subject: Part Changes (Bearing & Plates) | Prepared by: A. Takada |
|---|---|
| From: PP Tech Service Dept., 1st PP Tech Service Sect. | |

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

**Change:** Bearing and the shape of the accompanying plates
**Reason:** To share common parts with the LCIT RT5060 (D516)

1, The bearing was changed as shown in the photo below.



2, The size of the holes on the plates were reduced to correspond with the modified bearings.



### *Model：LCIT RT5040 (D095)*

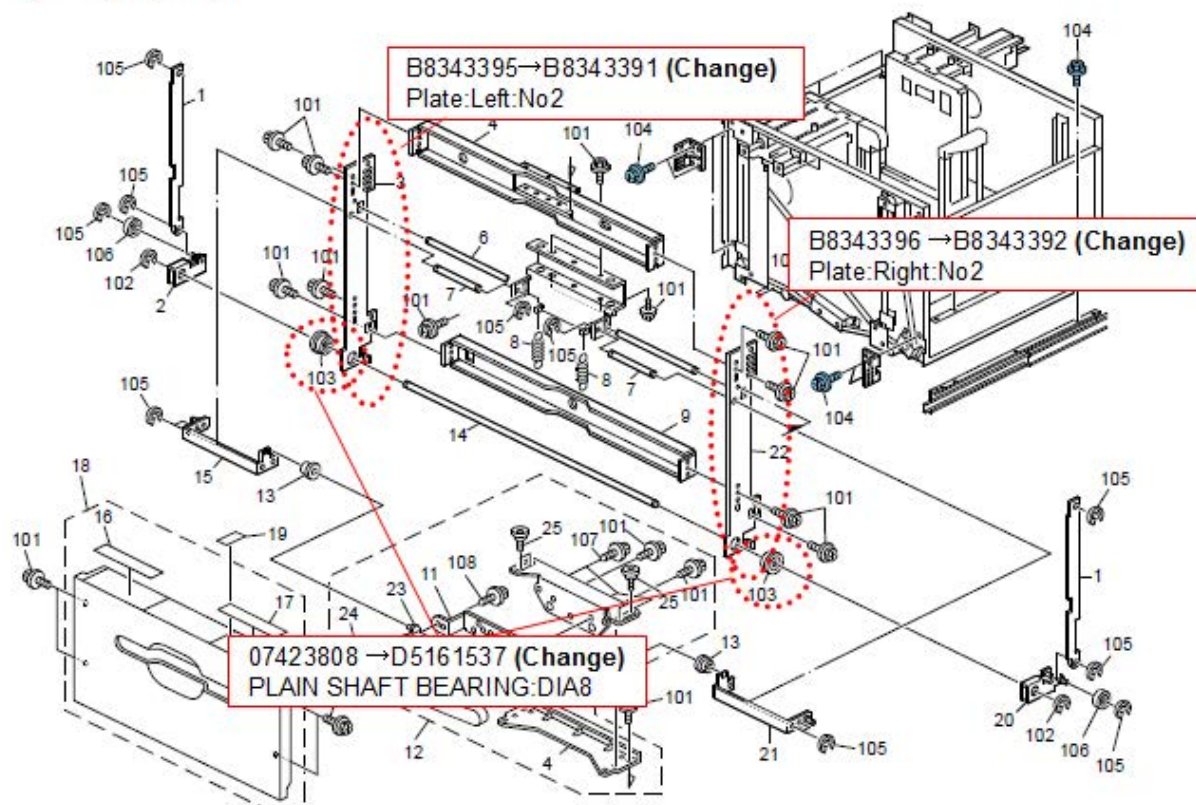| Old Part Number | New Part Number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|---|
| 07423808 | D5161537 | Plain Shaft Bdaring:DIA8 | 2 | X/O | 266 | 103 | |
| B8343395 | B8343391 | Plate:Left:No.2 | 1 | X/O | 266 | 3 | |
| B8343396 | B8343392 | Plate:Right:No.2 | 1 | X/O | 266 | 22 | |

・ *Make sure all 3 parts shown in the above table are replaced as a set.*
・ *The modification described in this bulletin also applies to Aegis-C1 (D016), Aries-C1 Lt (D097), LCT RT4000 (D350), LCT RT5020 (D355), and LCT RT5050 (D532).*

## 121.Paper Tray 1 (D095)



B8343395→B8343391 **(Change)**
Plate:Left:No2

B8343396 →B8343392 **(Change)**
Plate:Right:No2

07423808 →D5161537 **(Change)**
PLAIN SHAFT BEARING:DIA8

266

# **R**ICOH　**T**echnical **B**ulletin

| Model: Aries-P1.5/C1.5 | Date: 13-Feb-12 | No.: RD095011 |
|---|---|---|

| Subject: Parts Changes – Scanner Cover | | Prepared by: S. Sasaki |
|---|---|---|
| From: 1st PP Tech Service Sec., 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 |

Please apply the following changes to your parts catalog.

**Change:** Material of the scanner cover / addition of brackets

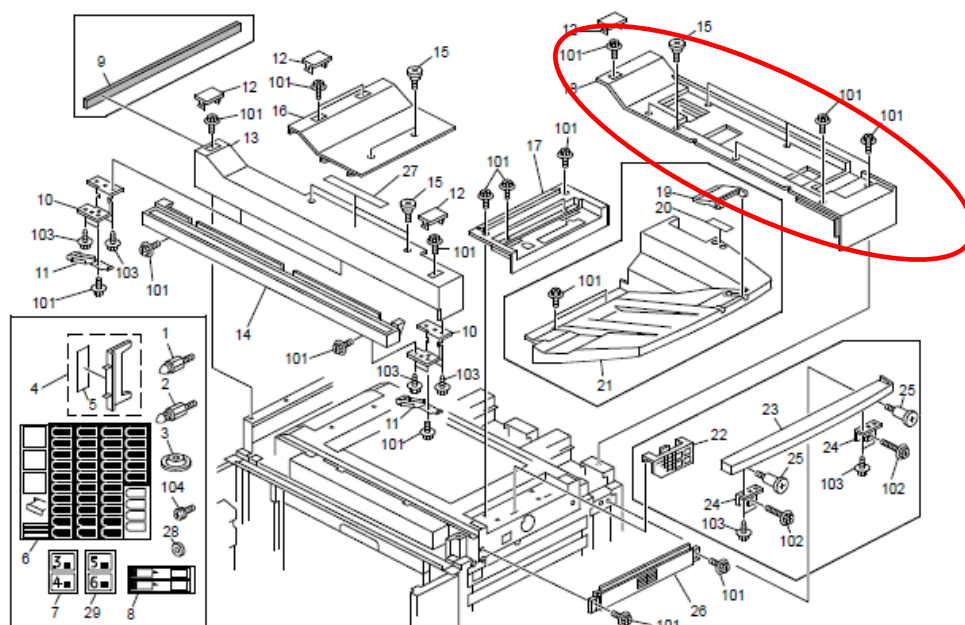**Reason:** To improve the durability of the scanner cover

### *103. Exterior 1 (D095)*
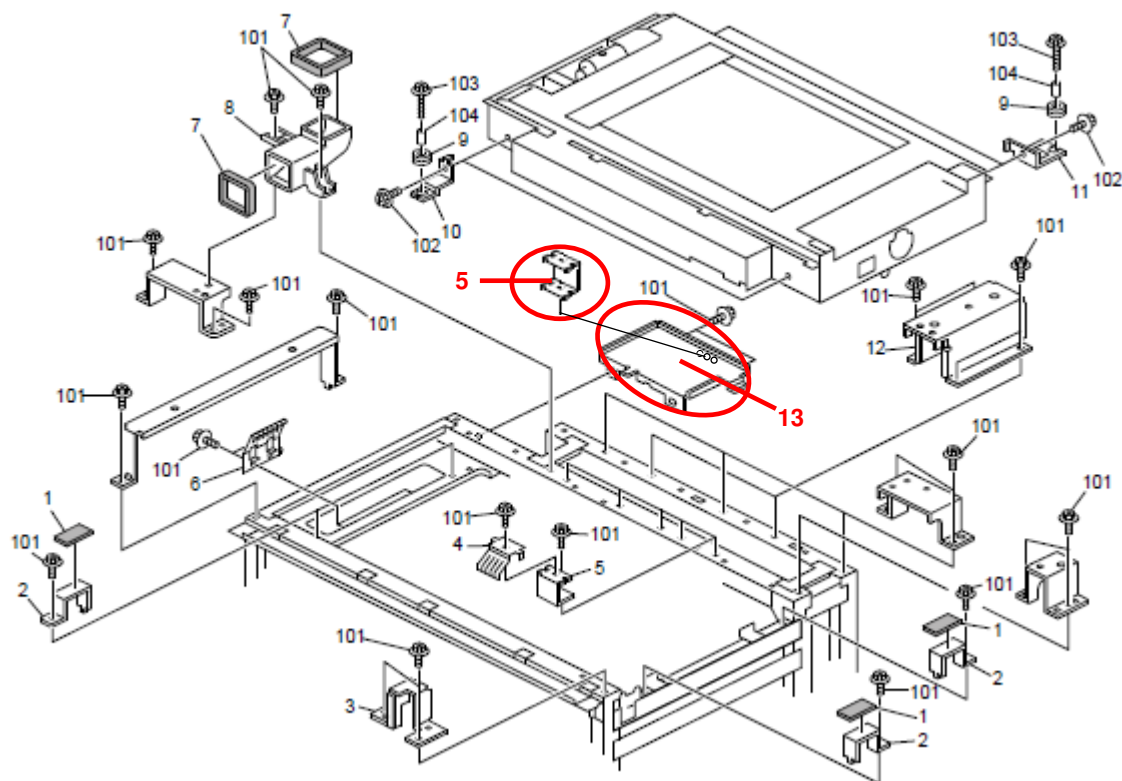### *116. Optics Section 1 (D095)*

| Old Part Number | New Part Number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|---|
| D0951980 | D0951960 | COVER:UPPER REAR:SCANNER | 1 | X/O as a set | 231 | 18 | *1 |
| | D0161171 | BRACKET:GROUND PLATE | 5-6 | | 257 | 5 | *1 |
| | D0161985 | BRACKET:COVER:UPPER REAR:LEFT　　　　　INNER REAR:SCANNER | 1 | | 257 | 13 | *1 |

*NOTE 1: Interchangeability is X/O as a set.

103.Exterior 1 (D095)



116.Optics Section 1 (D095)

| Model: Katana-C2 (D059) | Date: 26-Jan-12 | No.: RD059095 |
|---|---|---|

| Subject: Part Changes - New ball bearings- | Prepared by: A. Takada |
|---|---|
| From: PP Service Planning Department 1G | |

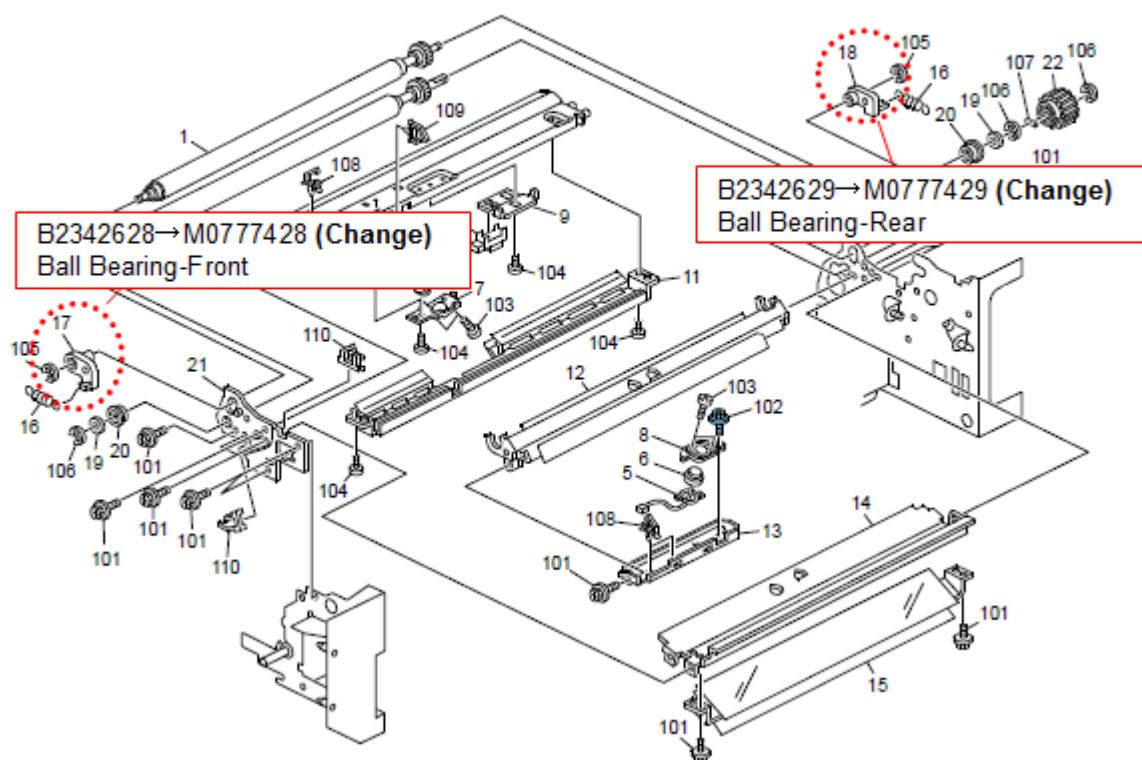| Classification: | ☐ Troubleshooting | ☒ Part information | ☐ Action required |
|---|---|---|---|
| | ☐ Mechanical | ☐ Electrical | ☐ Service manual revision |
| | ☐ Paper path | ☐ Transmit/receive | ☐ Retrofit information |
| | ☐ Product Safety | ☐ Other ( ) | ☐ Tier 2 |

**Change:** New ball bearings

**Reason:** To prevent possible breakage of the ball bearings installed in the transfer timing roller of the registration unit

### Model: Katana-C2 (D059)

| Old Part Number | New Part Number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|---|
| B2342628 | M0777428 | BALL BEARING :REGISTRATION:DRIVEN:FRONT | 1 | X/O | 82 | 17 | Change |
| B2342629 | M0777429 | BALL BEARING :REGISTRATION:DRIVEN:REAR | 1 | X/O | 82 | 18 | Change |
| - | G0603293 | SPACER:6.1X8.5X0.5 | 2 | X/O | 83 | 23 | Add |

NOTE: When replacing the above parts, replace all 3 parts as a set.



33. Paper Registration 2 (D059/D060/D061)

B2342628→M0777428 (Change)
Ball Bearing-Front

B2342629→M0777429 (Change)
Ball Bearing-Rear

| Model: Katana-C2 (D059) | Date: 26-Jan-12 | No.: RD059095 |
|---|---|---|

## Close up view



0720 0040E  Retaining Ring - M4

G0603293 **(New)**
SPACER:6.1X8.5X0.5

B2342628→M0777428 **(Change)**
Ball Bearing-Front

# RICOH  Technical Bulletin

PAGE: 1/1

| Model: Aries C1.5 | Date: 16-May-12 | No.: RD095012 |
|---|---|---|

| Subject: Part Changes – For ADF motor and harness | Prepared by: H. Kawamura |
|---|---|
| From: PP Service Planning Department 1G | |

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

**Change:** Motor and harness

**Reason:** The factory of the motor has changed; the harness connecting the motor needs to be replaced together with the motor.

| Old Part Number | New Part Number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|---|
| B3015211 | B3015212 | Harness:Dc Motor | 1 | X/X | 253 | 25 | Replace as set |
| AX060321 | AX060407 | DC Motor 24V 27W | 1 | X/X | 253 | 1 | Replace as set |

NOTE: Motor and Harness need to be replaced as a set.
Motor and Harness interchangeability is X/X individually, and O/O.as a set.
This change has been applied from 2011 November production.
This change is also applied to ProC900S, ProC720S

### 114.ADF 9 (D095)
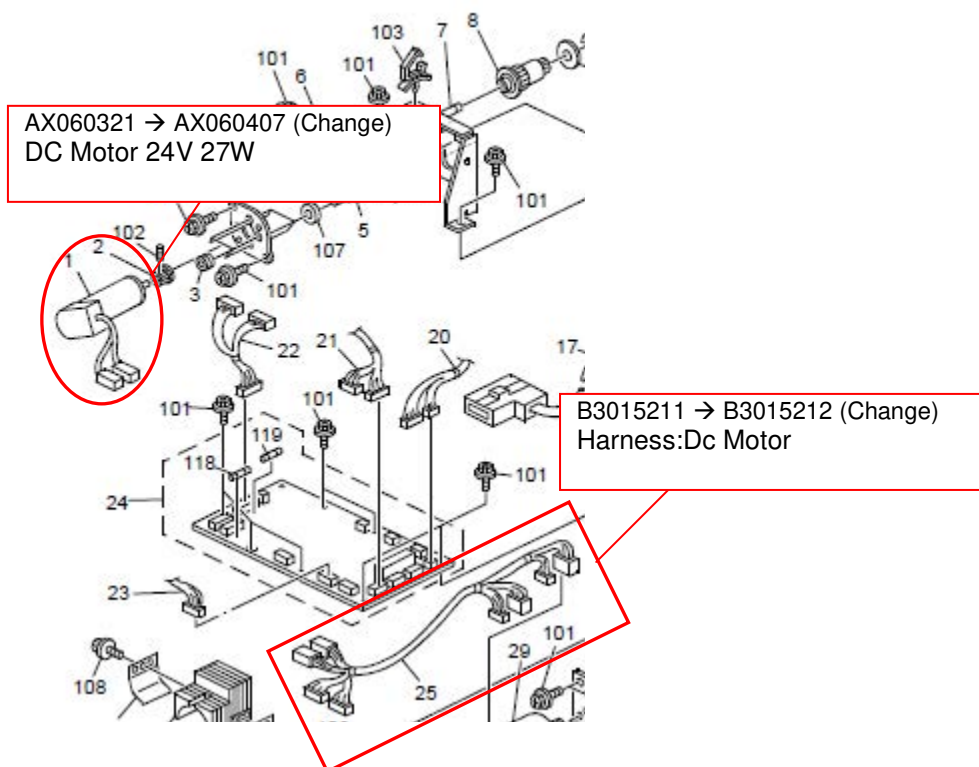
| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

**RTB Reissue**

The items in **bold italics** were corrected or added.

| Subject: Notes on Handling PCDUs to prevent drum scratching | Prepared by: H. Kawamura |
|---|---|
| From: PPBG Service Planning Dept. | |

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

This RTB has been issued to announce the correct handling procedure of the PCDU* to prevent scratches on the drum, which occurs when the PG* is narrower at the front side of the drum.

**NOTE**  * PCDU includes the photoconductive drums and the development units.
  * PG is the gap between the drum and the development rollers

# 1. Primary Considerations When Handling the PCDU

**Take note of the information in the following section to avoid the problems listed below.**

1) Different density between left and right sides on a page
2) Toner adhesion to the development rollers
3) Scratches on the drums resulting from toner adhesion to the development rollers
4) Toner clumps caused by narrowed PG

## 1-1. Confirming Attachment of the Inner Cover

The Inner Cover must always be fastened with the 3 screws circled in blue in the photo below when in operation.  Note that these screws not only function to hold the cover but fix the PCDU to the mainframe.
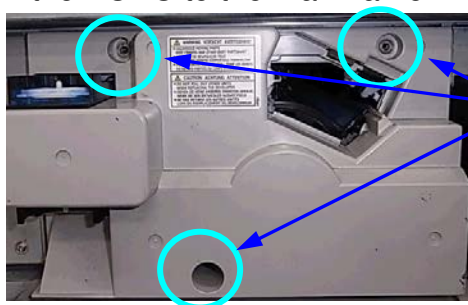


Confirm complete fastening of the 3 screws.
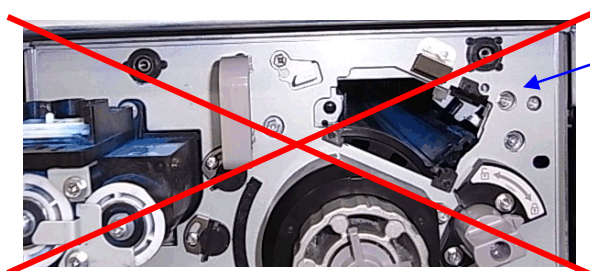
Never operate the machine without the Inner Cover or the screws.

The development unit will be positioned incorrectly when operated without the Inner Cover and the screws, causing scratches on the drum surface and uneven image density.

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

## 1-2. Confirming Correct Installation of the Developer Unit
### - Proper engagement of the drum internal and drum drive external gears -

Make sure the development unit is correctly installed by checking the appearance of the knob and the screw holes.

**When the development unit is correctly installed…**



The surface of the knob and the adjacent area (black-colored) is almost flush, as shown in the left photo. Also, the screw holes for attaching the inner cover should be clearly visible as shown in the center and right photos.

**When the development unit is incorrectly installed…**
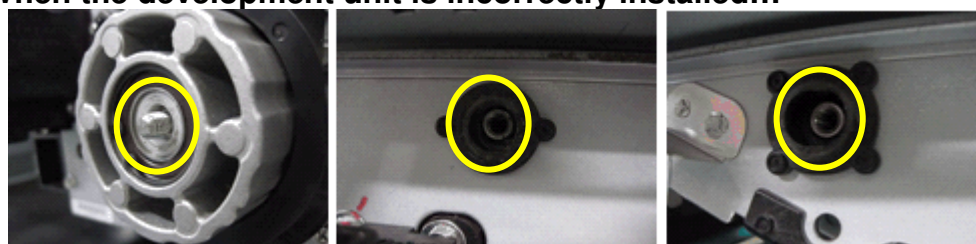


The surface of the knob is clearly protruding against the adjacent area (black-colored) and the screw holes are sunk in and are not clearly visible, as shown in the photos above. In this case, the unit is bounced back towards the front side because the drum internal and drum drive external gears are not properly engaged as shown below.



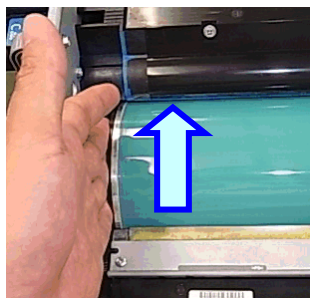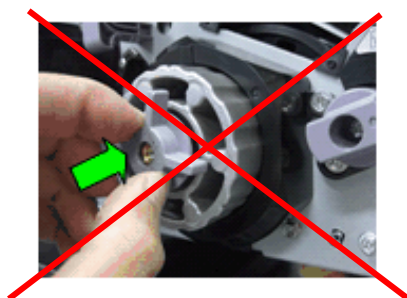Properly engaged



Not properly engaged



Drum internal gear



Drum drive external gear

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

> **If the development unit is not correctly installed, pull out the PCDU and slightly reposition the drum so that the internal and external gears are engaged properly.**



**Do not attempt to forcefully fasten the (cross-shaped) drawer stop knob by shoving in the unit.  Doing so will NOT help install the unit completely but will only damage the teeth of the internal gear.**



When the gears are not engaged properly, the drum cleaning unit pushes the drum towards the direction in which the PG is narrowed.  Printing in this condition will cause toner to adhere to the development rollers and generate scratches on the drum surface.

The following SCs may occur if the drum surface has been scratched and reveals the aluminum substrate.

| SC error name | Color | SC code |
|---|---|---|
| Development bias: high voltage error | K | 320 |
| | C | 321 |
| | M | 322 |
| | Y | 323 |

If the above SC occurs and heavy scratches are observed on the drum surface, replace the drum with a new one.

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

## 2. Correct Procedures for Fastening the Drum Knob

**Take note of the information in the following section to avoid the problems listed below.**

1) Different density between left and right sides on a page
2) Toner adhesion to the development rollers
3) Scratches on the drums resulting from toner adhesion to the development rollers
4) Toner clumps caused by narrowed PG

- Always pull out the development unit and remove the drum cleaner when fastening the drum knob.
- Never attempt to further fasten the drum knob when the drum cleaning unit is installed.



Drum Knob

Turn clockwise to fasten.
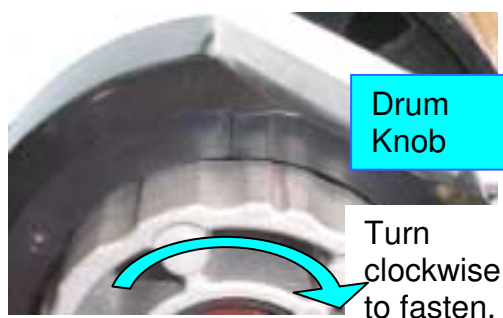
Do NOT fasten the drum knob when the development unit is installed.
Do NOT fasten the drum knob when the drum cleaning unit is installed.
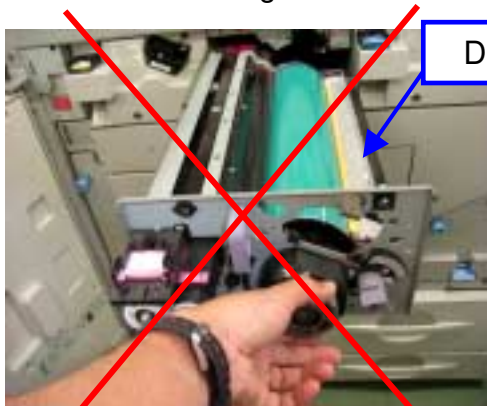


Drum Cleaning Unit

If the drum knob is loosened with the drum cleaning unit installed, make sure to remove the drum cleaning unit, and then fasten the knob.

Fastening the drum knob with the drum cleaning unit installed will cause the drum cleaning unit to apply pressure to the drum and narrow the PG at the front side.
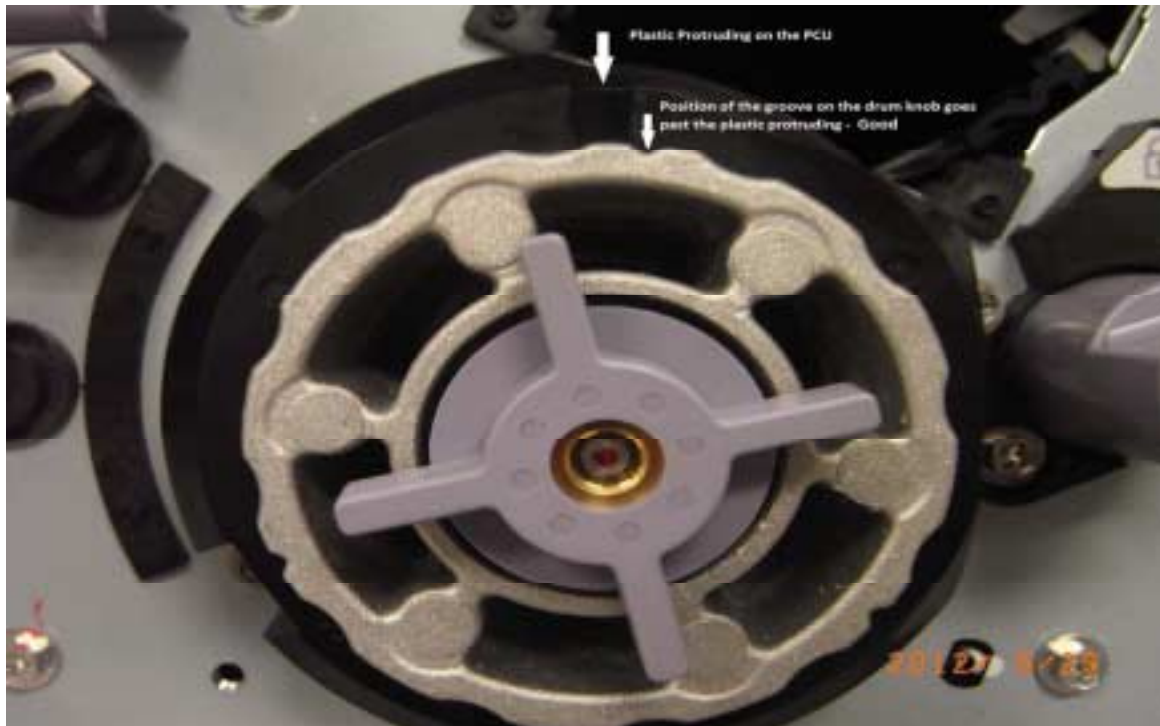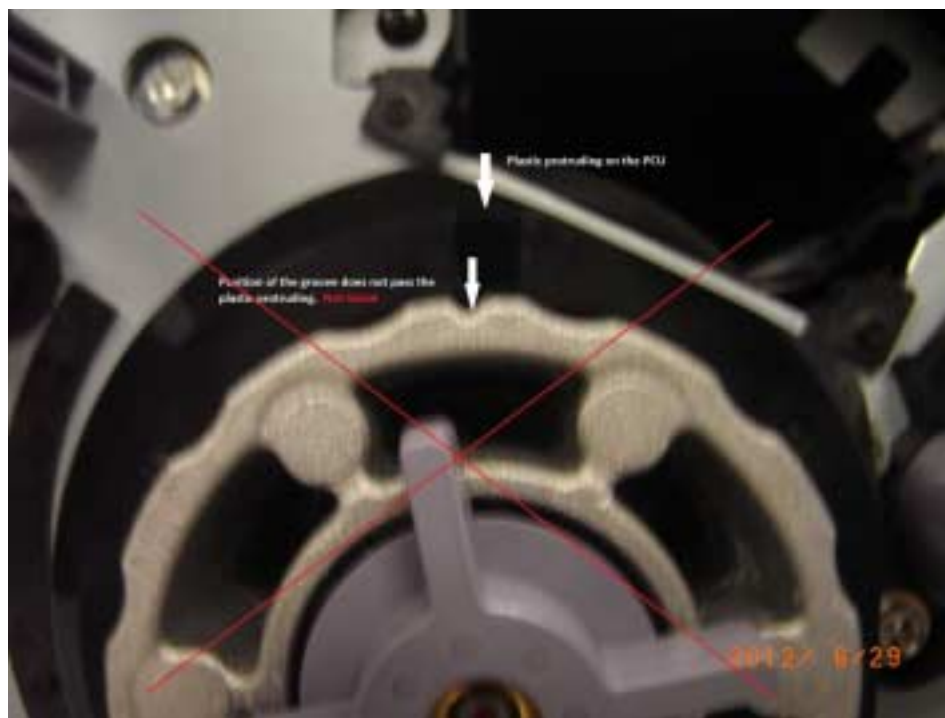
| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

*Tighten the Drum Knob so that the groove on the Drum Knob goes past the plastic protrusion on the PCDU as shown in the photo below.*



*Correct Drum Knob Position*



*Incorrect Drum Knob Position*

| Model: AG-P1/C1, AGL-P1/C1, Aries-P1.5/C1.5 | Date: 06-Dec-10 | No.: RG178128c |
|---|---|---|

## 3. Handling the Development Unit

**Take note of the information in the following section to avoid the problems listed below.**

1) Variation in image density
2) Different density between left and right sides on a page
3) Toner adhesion to the development rollers
4) Scratches on the drums resulting from toner adhesion to the development rollers
5) Toner clumps caused by narrowed PG

● Always hold the prescribed locations when handling the development unit.
● Never apply external pressure to the front and rear plates and the stay.



Hold both ends when carrying the development unit.

Face plate - Rear

Face plate - Front
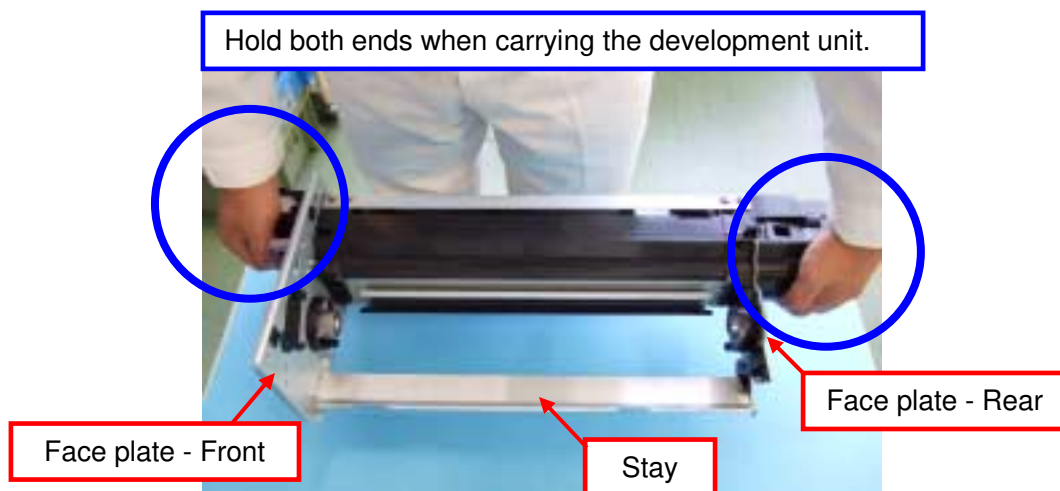
Stay

Do not grip the face plates or the stay.



Applying external pressure will deform the front and rear plates in vertical and horizontal directions, resulting in fluctuation of the PG.



**Vertical direction**    **Horizontal direction**