

Model: Model RN-MF1		Date: 25-May-09	No.: RM016001
Subject: How to access Maintenance Mode		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important information regarding Maintenance Mode

To access Maintenance Mode, do the following:

1. Type the following keys, in sequence: **[Clear/Stop]** → **[1]** → **[0]** → **[7]**
2. Hold down the **[Start]** key until the Maintenance Mode screen is displayed.

Note: This should take about 3 seconds.

Reissued: 20-Jul-12

Model: RN-MF1/P1	Date: 18-Dec-09	No.: RM016002d
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.00	<i>M0125512_LR0545</i>	<i>July 2011 production</i>	<i>Not Available</i>
1.08	M0125510J	May 2011 production	Not Available
1.07	M0125510H	February 2010 production	Not Available
1.06	M0125510G	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
2.00	<i>Other changes:</i> <i>Supports the new CPU on the Engine PCB (see RTB #RM016016).</i> <i>Important: Use F/W update tool ver1.6 bundled with this firmware. Do not use an older version of this tool.</i>
1.08	Other changes: NVRAM control was improved.
1.07	(Minor change applied for Japan model only).
1.06	Modified update tool (12-Jan-10)
1.06	1st Mass production (18-Dec-09)

Reissued: 08-Dec-16

Model: RN-MF1	Date: 07-Jan-10	No.: RM016003p
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.11	<i>M0165051W</i>	-	<i>Not available</i>
2.10	M0165051V	-	Not available
2.09	M0165051U	November 2015 production	Not available
2.08	M0165051T	September 2013 production	Not available
2.07	M0165051S	January 2013 production	Not available
2.05	M0165051R	July 2012 production	Not available
2.04	M0165051Q_2_04	January 2012 production	Not available
2.03	M0165051P	October 2011 production	Not available
2.01	M0165051N	May 2011 production	Not available
1.62	M0165051M	January 2011 production	Not available
1.59	M0165051L	August 2010 production	Not available
1.58	M0165051K	June 2010 production	Not available
1.56	M0165051J	March 2010 production	Not available
1.41	M0165051H	January 2010 production	Not available
1.30	M0165051G	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
2.11	Error Correction: - <i>An error may occur, if ScanToFolder is run while a shared folder is open.</i> Other changes: - <i>Support of Mac OS 10.12(Sierra)</i>
2.10	Symptom corrected: - When "DHCP" is set to "Active" and "DNS Method" is set to "Auto-Obtain (DHCP)", an extra character is added in the domain name. Other changes: - In Mac OS X 10.11, if the "Queue" field is blank when adding a printer by specifying its IP address, the operating system experiences a significant

Reissued: 08-Dec-16

Model: RN-MF1		Date: 07-Jan-10	No.: RM016003p
Version	Modified Points or Symptom Corrected		
	delay in response time.		
2.09	Other changes: - Scan to folder is available for Mac OS X 10.7~10.10		
2.08	Other changes: - Supports continuous printing on Linux via USB. Symptom corrected: 1. If printing data that includes a thin line using PCL6 driver, multiple dashes might be printed. 2. The gateway address might be cleared when its lease from the DHCP server expires, which would cause the related connections to other segments to fail. 3. The machine may stall and continually display "Printing..." if a FAX is not received properly over a weak connection with ECM Reception disabled. 4. Undefined codes are displayed in the OPC Alert Status in Maintenance mode.		
2.07	Symptom corrected: 1. Stored FAX documents that have already been printed out may be printed out again under the following conditions: - A separate FAX document larger than A4 in length is divided into multiple pages and printed out - After this, the machine main power is turned OFF/ON 2. The PCL5 algorithm for variable-width fonts is applied to fixed-width fonts. This caused line widths to be inconsistent and might have affected the placement of other objects on the page. (GFPR#RE12060006) 3. When printing a specific PS job, an "ERROR: limitcheck" error occurs because, depending on the data that was sent, the memory is full. (GFPR#RE12060001) 4. If accessing the printer from a specific IP address (192.0.0.0/24), the job cannot be printed.		
2.05	Symptom corrected: Jobs of at least 204792 bytes in size submitted via the network might result in a buffer overflow and the job being reset.		
2.04	Other changes: Shortened the time it takes for the first copy to be made in cases where the original is scanned on the exposure glass and enlargement/reduction is used.		
2.03	Symptom corrected: 1. The XSS vulnerability on Web Image Monitor. 2. PS jobs containing specific fonts types are cancelled with the following PS error (error only output if the "Error Report" setting is enabled): ERROR: unregistered OFFENDING COMMAND: show 3. Engine firmware v2.0 or later, which supports the new CPU, cannot be updated.		
2.01	Other changes: IPv6 is now supported. To follow is a list of drivers and utilities that support the use of IPv6: Windows: - PCL XL mono driver v1.60 - PS3 mono driver v1.0.1.00		

Reissued: 08-Dec-16

Model: RN-MF1	Date: 07-Jan-10	No.: RM016003p
Version	Modified Points or Symptom Corrected	
	<ul style="list-style-type: none"> - Network TWAIN Driver v1.60.0.0 - USB TWAIN/WIA Driver v1.60.0.0 - LAN Fax driver v1.60 <p>Mac OS:</p> <ul style="list-style-type: none"> - TWAIN driver (Mac OS X 10.6 or later) v2.60.0 - TWAIN driver (Mac OS X 10.5 or earlier) v1.6.00 <p>IPsec is now supported. To follow is a list of drivers and utilities that support the use of IPsec:</p> <p>Windows:</p> <ul style="list-style-type: none"> - PCL XL mono driver v1.60 - PS3 mono driver v1.0.1.00 - Network TWAIN Driver v1.60.0.0 - USB TWAIN/WIA Driver v1.60.0.0 - LAN Fax driver v1.60 <p>Mac OS:</p> <ul style="list-style-type: none"> - TWAIN driver (Mac OS X 10.6 or later) v2.60.0 - TWAIN driver (Mac OS X 10.5 or earlier) v1.6.00 <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If a PCL job contains a PDL comment of 253 bytes or more, it will cause the device to hang-up. 2. The printing of JPEGs as PCL 6 data might result in the job being cancelled and a PCL XL error being output. 3. Auto tray selection is applied to PCL5 jobs even if the job explicitly defines a source tray. 	
1.62	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. FAX reception is not blocked while the machine is still in an SC (error) condition. 2. Sometimes, maintenance mode cannot be accessed when a fusing-related error occurs. 3. SC688 may occur after printing out a large quantity of transmission reports. 4. The machine may stall if the memory becomes full when sending an LG sized document. 5. Images may be shifted if they are sent as Locked Print jobs while the machine is still in Energy Saver mode. 6. A PC Fax job may not be sent when the following conditions are met: <ul style="list-style-type: none"> - The machine receives the PC Fax at the same time it receives an incoming (outside) Fax - The previous job was also a PC Fax, and the job was cancelled 7. A PC Fax may not be sent if an outside Fax is received while the PC Fax memory is full. 	
1.59	<p>Other changes:</p> <ol style="list-style-type: none"> 1. FAX and PC-FAX control were further improved. 	
1.58	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> 1. If a PC-FAX is received or the handset is taken off the hook while the machine is switching over to Energy Saver Mode (a period of 500ms), the machine stalls and the FAX document is not printed out. Although the document is still in temporary memory, it will be deleted after the main power 	

Reissued: 08-Dec-16

Model: RN-MF1	Date: 07-Jan-10	No.: RM016003p
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Version	Modified Points or Symptom Corrected
	is turned off.
1.56	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> 1. Although the reception result shows OK, a received Fax may not be printed out after the Job No. changes from "999" to "001". 2. A FAX cannot be sent via immediate transmission if the receiving machine (produced by a different manufacturer) mistakenly detects the FAX signal as the line cut signal. 3. After a paper jam is cleared, the job resumes and is completed but the registration of the image on the paper may be incorrect. 4. Scan to USB might produce an image with random anomalies. When one of these images is opened in an image viewer or PDF reader, the application will likely show an error message. 5. Web ImageMonitor contained Finnish wording errors. 6. If the "Machine Settings" > Fax > OK button is pressed and password entered, the device Fax tray will be changed to Tray 2 even though the WIM setting still appears to be set to Tray 1. This occurred even if the device did not have a Tray 2 and could result in the inability of the fax function to print anything (incoming faxes, fax reports). 7. An MS-Word document submitted as a duplex job and containing a textbox that is too small to display all the text within it, might cause the MFP to stall. 8. The PCL font list contains a font called "Albertus Medium Semi-Bold". The correct name is "Albertus Medium". 9. Overlapping rectangles in PowerPoint documents might be printed as transparent. This only occurred if the job was submitted with Color Mode = BW, by the PCL6 driver. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Supports the use of the FAX Number Confirmation feature with WIM. 2. The processing of N-up jobs has been made more efficient. (PCL job only) 2. Minor speed improvements when printing back to back jobs. (PCL job only)
1.41	<p>Symptom corrected:</p> <p>On rare occasions PS jobs of 2 or more pages might have made the printer stall.</p> <p>Other changes:</p> <p>A FAX number confirmation feature was added to prevent FAXes from being sent to unintended recipients.</p>
1.30	1st Mass production

Model: RN-MF1		Date: 08-Jan-10	No.: RM016004
Subject: Duplex Jam (Defective Feeler)		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

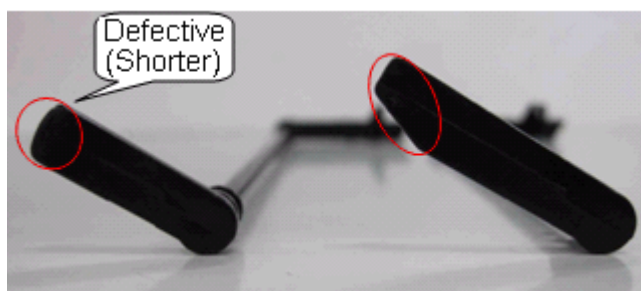
A jam may occur during duplex printing.

CAUSE

A defective feeler in the duplex unit (Horizontal Paper Feed) may cause a detection failure.

Defective feeler: M0134778 (Feeler:Sensor:Horizontal Transport)

The defective feeler is shorter than a normal feeler. This is not a design problem.



SOLUTION

Check the feeler (M0134778) and if it is defective, replace it. Refer to the procedure.

- Failure rate 0.31%

This is the failure rate of the defective feeler and the failure rate of the machine may be lower than this failure rate.

- S/N Information (Possibly Affected Units)

RA: total 130 units

M017-19: S6999500127 to S6999500203 (77 units)

M017-27: S6999500204 to S6999500309 (53 units)

RE: total 156 units

M017-27: S6999500208 to S6999500310, S6999601100 to S6999601219 (144 units)

M017-28: S6999500443 to S6999500460 (12 units)

RAC: total 108 units

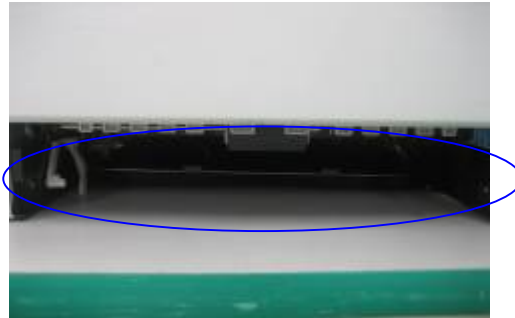
M017-17: S6999500001 to S6999500085 (84 units)

M017-18: S6999500089 to S6999500122 (24 units)

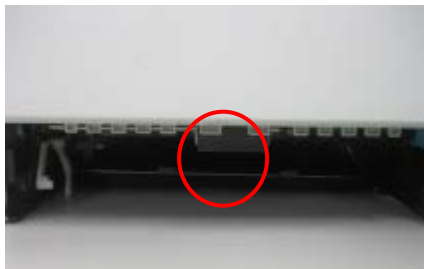
- Procedure

1. Check procedure.

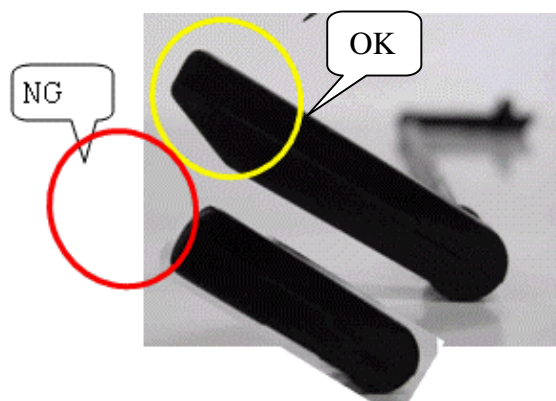
- 1) Pull tray 1 out completely with both hands.
(Place the tray on a flat surface.)
- 2) Push the blue lever.
Pushing the blue lever lowers the duplex transport unit.



- 3) Check the shape of the feeler: M0134778
(Feeler:Sensor:Horizontal Transport).



Check the shape of the feeler in the middle of the lower guide with a flashlight.



The defective feeler is shorter.

2. Replacement procedure

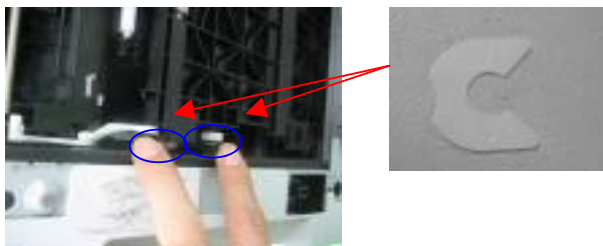
Replace the feeler if it is defective.
Remove the AIO first before you do this procedure.

- 1) Set the machine with the rear side facing down, resting on the table.

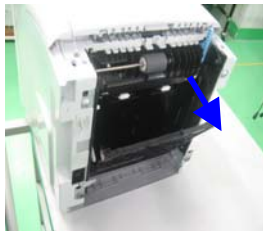
Important Note: Do not open the ADF.



- 2) Remove the two white retaining rings (with a small flat-blade screwdriver).



- 3) Open the lower guide as wide as possible.



- 4) Release the left side of the feeler from the lower guide.



Model: RN-MF1

Date: 08-Jan-10

No.: RM016004

- 5) Release the right side of the feeler.



- 6) Replace the defective feeler with a new one.
First, fit the right side of the feeler on the lower guide.
It is successfully fitted when you hear the click.



Then, fit the left side of the feeler.

- 7) Attach the two levers to the lower guide and fit the two retaining rings.



- 8) Close the lower guide.



- 9) Return the machine to its normal position.



Model: RN-MF1/RN-P1		Date: 09-Feb-10	No.: RM016005
Subject: Insufficient Fusing		Prepared by: Y.Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Some areas of the image are missing when printing onto plain paper.

CAUSE

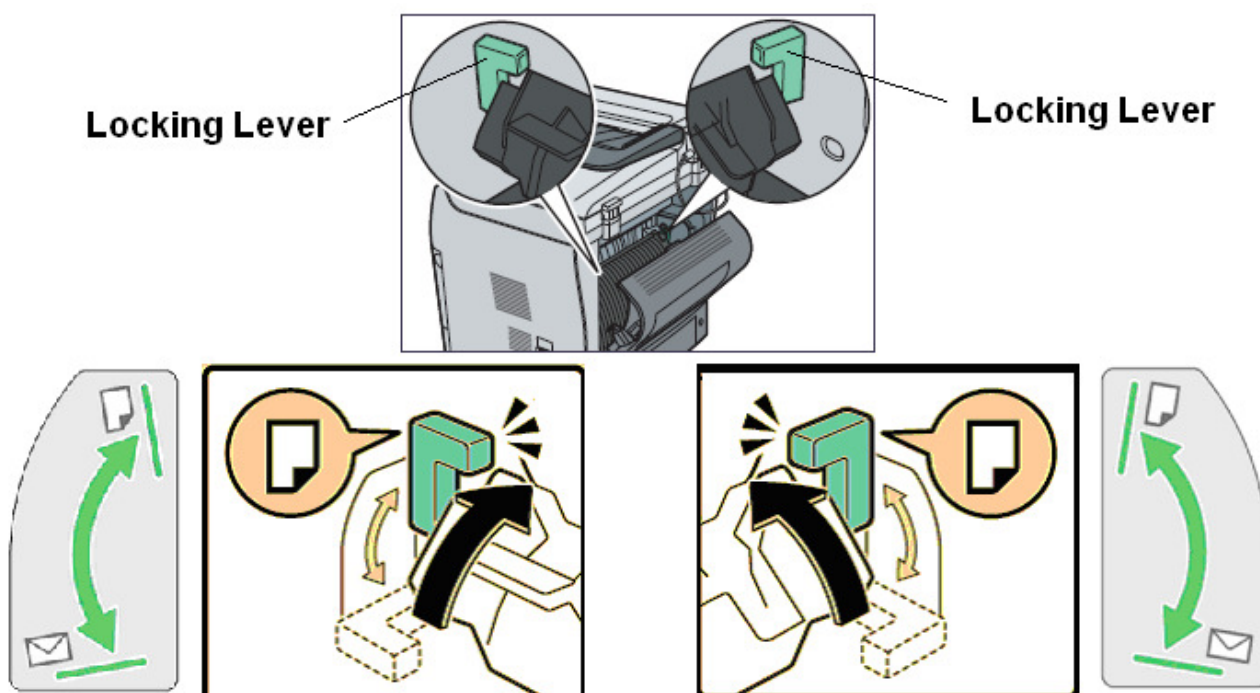
The locking levers are not in the raised position when printing begins.

Note: Toner may not fuse properly to the paper when printing onto plain paper with the locking levers in the lowered position.

SOLUTION

- If this symptom occurs, raise both locking levers and try printing again.
- As mentioned in the CAUTION sheet, raise both locking levers when setting up this machine. This is because the levers should always be in the raised position when printing onto regular paper.

Important: When printing onto envelopes, lower the levers. Then, after the job is completed, return the levers to the raised position.



Reissued: 01-Aug-16

Model: RN-P1	Date: 12-Feb-10	No.: RM016006f
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

<M012/M013 (RN-P1)>

Version	Program No.	Effective Date	Availability of RFU
2.08	M0125051N	-	Not available
2.06	M0125051M	September 2013 production	Not available
2.05	M0125051L	January 2013 production	Not available
2.04	M0125051K	July 2012 production	Not available
2.03	M0125051J	October 2011 production	Not available
2.01	M0125051H	April 2011 production	Not available
1.21	M0125051G	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
2.08	<p>Symptom corrected:</p> <ul style="list-style-type: none"> - Scan to E-Mail does not work. - When "DHCP" is set to "Active" and "DNS Method" is set to "Auto-Obtain (DHCP)", an extra character is added in the domain name. <p>Other changes:</p> <ul style="list-style-type: none"> - In Mac OS X 10.11, if the "Queue" field is blank when adding a printer by specifying its IP address, the operating system experiences a significant delay in response time.
2.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The gateway address might be cleared when its lease from the DHCP server expires, which would cause the related connections to other segments to fail. 2. When printing certain data, thin lines might not appear or multiple dashes might be printed. <p>Other changes:</p> <p>Supports continuous printing on Linux via USB.</p>
2.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If accessing the printer from a specific IP address (192.0.0.0/24), the job cannot be printed.

Reissued: 01-Aug-16

Model: RN-P1		Date: 12-Feb-10	No.: RM016006f
Version	Modified Points or Symptom Corrected		
	2. The PCL5 algorithm for variable-width fonts is applied to fixed-width fonts. This caused line widths to be inconsistent and might have affected the placement of other objects on the page. (GFPR#RE12060006) 3. When printing a specific PS job, an "ERROR: limitcheck" error occurs because, depending on the data that was sent, the memory is full. (GFPR#RE12060001)		
2.04	Symptom corrected: Jobs of at least 204792 bytes in size submitted via the network might result in a buffer overflow and the job being reset.		
2.03	Symptom corrected: 1. The XSS vulnerability on Web Image Monitor. 2. PS jobs containing specific fonts types are cancelled with the following PS error (error only output if the "Error Report" setting is enabled): ERROR: unregistered OFFENDING COMMAND: show 3. If "Blank Page Print" is enabled "= Not Print", consecutive PCL jobs containing trailing blank pages will have anomalies such as garbled characters. 4. Engine firmware v2.0 or later, which supports the new CPU, cannot be updated.		
2.01	Other changes: IPv6 is now supported. To follow is a list of drivers and utilities that support the use of IPv6: Windows: - PCL XL mono driver v1.60 - PS3 mono driver v1.0.1.60 - Smart Organizing Monitor v1.60 Mac OS: - Smart Organizing Monitor v1.60 IPsec is now supported. To follow is a list of drivers and utilities that support the use of IPsec: Windows: - PCL XL mono driver v1.60 - PS3 mono driver v1.0.1.60 - Smart Organizing Monitor v1.60 Mac OS: - Smart Organizing Monitor v1.60 Symptom corrected: 1. If a PCL job contains a PjL comment of 253 bytes or more, it will cause the device to hang-up. 2. The printing of JPEGs as PCL 6 data might result in the job being cancelled and a PCL XL error being output. 3. Auto tray selection is applied to PCL5 jobs even if the job explicitly defines a source tray.		
1.21	1st Mass production		

Model: RN-P1		Date: 19-Feb-10	No.: RM016007
Subject: How to access SP Mode (RN-P1)		Prepared by: Y.Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Important information about SP mode (Smart Organizing Monitor)

To access the SP mode of Smart Organizing Monitor, open the Printer Configuration screen by inputting the field technician access code: "Admin074"

Model: RN-MF1a/b,-P1a/b		Date: 23-Mar-10	No.: RM016008
Subject: Speaker Fixing Screw		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
04503008N	04523008N	TAPPING SCREW - M3X8	2	X/O	

Change: The type of tapping screw was changed.

Reason: To make sure that the screw does not overlap the edge of the speaker.



Old

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New

Reissued: 2-Jun-10

Model: RN-MF1/ RN-P1	Date: 28-May-10	No.: RM016009a
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RTB Reissue

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

Subject: Missing leading edge of image (registration failure)		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The image is shifted toward the leading edge of the paper (registration is out of alignment) when continuous prints are made.

Note: This occurs with a frequency of about once every ten sheets to once every hundred sheets.



CAUSE

The spring for the registration feeler is not strong enough, causing the registration sensor to mis-detect the position of the paper.

SOLUTION

Production line:

The tension of the spring for the registration feeler was optimized.

P/N: M0122724 → **M0122725** (SPRING:FEELER:REGISTRATION)

Action in the field:

If this issue is reported in the field, replace the machine.

Reissued: 2-Jun-10

Model: RN-MF1/ RN-P1

Date: 28-May-10

No.: RM016009a

AFFECTED UNITS**- Serial numbers:**

RAC: total 1681 units

M01217 (307 units) / M01218 (110 units): S5708501223 to S5708601033

M01317 (942 units) / M01318 (112 units): S5808501693 to S5808601216

M01717 (207 units) / M01718 (3 units): S6908500428 to S6908600224

RE: total 1606 units

M01227 (207 units) / M01228 (263 units): S5708501468 to S5708601193

M01327 (312 units) / M01328 (68 units): S5808500681 to S5808700039

M01627 (447 units) / M01628 (136 units): S6808500162 to S6808600727

M01727 (84 units) / M01728 (89 units): S6908600299 to S6908601044

RA: total 130 units

M01227 (23 units): S5708600015 to S5708600157

M01327 (26 units): S5808500779 to S5808600363

M01627 (62 units): S6808500177 to S6808500423

M01727 (19 units): S6908500655 to S6908600398

- Failure rate:

1.87% of affected units

Model: RN-MF1		Date: 14-Jun-10	No.: RM016010
Subject: Received fax in the temporary memory is deleted		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

If a PC-Fax is received or the handset is taken off the hook while the machine is switching over to Energy Saver Mode (a period of 500ms), the machine stalls and fax documents which are still in temporary memory are deleted after the main power is turned off.

Note:

- After the symptom occurs, the Power Failure Report is printed out the next time the power is turned off/on. Because of this, the receiver realizes that the document has been deleted, but the sender does not (since transmission itself was successful). As a result, the receiver must request the sender to send the fax again.
- The user can attach a commercially available handset to the machine. (Ricoh has not launched a handset option for your area).

POWER FAILURE REPORT					
					Date: 06/09/2010 08:58am
					Name: 0
					ID: 0
#	Date/Time	Type	Remote		Pages
020	06/08/2010 10:28pm	Receive	039999999		1

CAUSE

Software bug

SOLUTION

- For machines using controller assembly P/N M0165005 (PCB:CTL-MF:ASS'Y), upgrade the Main (Controller) firmware to **ver1.58** or newer.
- Or, upgrade the controller assembly to the new part (M0165007).

Important: Do not place any new orders for M0165005.

Model: RN-MF1

Date: 14-Jun-10

No.: RM016010

AFFECTED UNITS (Serial Numbers)

M01617 / M01618 S6899500001 to S6808800275

M01621 S6808701607 to S6808800348

M01627 / M01628 S6899500647 to S6808800223

M01717 / M01718 S6999500001 to S6908900174

M01719 S6999500127 to S6908901087

M01727 / M01728 S6999500204 to S6908900392

Model: RN-MF1ab, -P1a/b		Date: 25-Nov-10	No.: RM016011
Subject: Do not change the following settings in SP mode From: 2nd Overseas Tech Support Sec. 2nd PQM Dept		Prepared by: I Soh	
Classification: <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2	

Notice:

Please do not change the following settings in SP mode at any time.

- Destination
- PnP Name
- BRAND ID

Model: RN-MF1 (USA only)		Date: 26-Nov-10	No.: RM016012
Subject: Mercury Decal		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB applies to the **NA market only**.

OVERVIEW

- Some machines were shipped to the field without the decal shown below, which indicates that certain machine components contain mercury. This decal is required in several states in the U.S., including Vermont.
- The following action is necessary for all target machines (details below), since it is possible for any machine to be moved to one of these states.

ACTION IN THE FIELD

- A letter will be sent to customers asking them to attach the decal to the machine. Please advise them how to attach the decal if any calls/inquiries are received.
- Also, at the next service visit, please make sure that the following decal has been attached to the machine.

Part Number	Description
G1789910	DECAL:VERMONT:2



Lamp(s) in LCD Panel and Scanning Unit Contain Mercury, Dispose According to Local, State or Federal Laws. >PS<

Model: RN-MF1 (USA only)

Date: 26-Nov-10

No.: RM016012

Machines on which the decal has already been attached

The decal **does not** need to be attached to the following machines.

- The decal has already been attached to the following machines from February 2010 production:

M01617 S68087xxxxx

M01618 S6808600569

M01717 S6908600001

M01718 S6908600227

- The decal has **already been attached** to the following machines, which were reworked before being released to the field:

M01617

Machine code	From	To	Quantity
M01617	S6808500002	S6808500006	5
M01617	S6899500051	S6899500051	1
M01617	S6899500083	S6899500083	1
M01617	S6899500085	S6899500212	128
M01617	S6899500214	S6899500314	101
M01617	S6899500316	S6899500360	45
M01617	S6899500363	S6899500364	2
M01617	S6899600001	S6899600001	1
M01617	S6899600003	S6899600005	3
M01617	S6899600007	S6899600144	138
M01617	S6899600146	S6899600163	18
M01617	S6899600165	S6899600212	48
M01617	S6899600214	S6899600250	37
M01617	S6899600252	S6899600267	16
M01617	S6899600269	S6899600270	2
M01617	S6899600272	S6899600293	22
M01617	S6899600304	S6899600304	1
M01617	S6899600306	S6899600318	13
M01617	S6899600323	S6899600324	2
M01617	S6899600328	S6899600334	7
M01617	S6899600336	S6899600337	2
M01617	S6899600339	S6899600339	1
M01617	S6899600341	S6899600341	1
M01617	S6899600344	S6899600351	8
M01617	S6899600356	S6899600356	1
M01617	S6899600364	S6899600375	12

Model: RN-MF1 (USA only)
Date: 26-Nov-10
No.: RM016012

M01617	S6899600377	S6899600383	7
M01617	S6899600385	S6899600397	13
M01617	S6899600401	S6899600405	5
M01617	S6899600413	S6899600413	1
M01617	S6899600415	S6899600425	11
M01617	S6899600429	S6899600430	2
M01617	S6899600437	S6899600437	1
M01617	S6899600439	S6899600451	13
M01617	S6899600453	S6899600460	8
M01617	S6899600462	S6899600497	36
M01617	S6899600502	S6899600503	2
M01617	S6899600505	S6899600505	1
M01617	S6899600510	S6899600520	11
M01617	S6899600522	S6899600576	55
M01617	S6899600579	S6899600579	1
M01617	S6899600582	S6899600582	1
M01617	S6899600589	S6899600589	1
M01617	S6899600593	S6899600593	1
M01617	S6899600597	S6899600602	6
M01617	S6899600604	S6899600618	15
Total:			807

M01618

Machine code	From	To	Quantity
M01618	S6808500936	S6808500936	1
M01618	S6808500938	S6808500938	1
M01618	S6808500940	S6808500959	20
M01618	S6808500962	S6808500963	2
Total:			24

M01717

Machine code	From	To	Quantity
M01717	S6908500001	S6908500251	251
M01717	S6908500005	S6908500005	1
M01717	S6908500068	S6908500068	1
M01717	S6908500083	S6908500083	1
M01717	S6908500124	S6908500124	1
M01717	S6908500126	S6908500126	1
M01717	S6908500131	S6908500131	1
M01717	S6908500132	S6908500132	1
M01717	S6908500133	S6908500133	1
M01717	S6908500135	S6908500135	1
M01717	S6908500137	S6908500137	1
M01717	S6908500138	S6908500138	1
M01717	S6908500141	S6908500141	1
M01717	S6999600002	S6999600006	5
M01717	S6999600008	S6999600008	1
M01717	S6999600018	S6999600020	3
M01717	S6999600022	S6999600022	1
M01717	S6999600024	S6999600025	2

Model: RN-MF1 (USA only)

Date: 26-Nov-10

No.: RM016012

M01717	S6999600029	S6999600029	1
M01717	S6999600037	S6999600040	4
M01717	S6999600043	S6999600043	1
M01717	S6999600062	S6999600062	1
M01717	S6999600065	S6999600065	1
M01717	S6999600069	S6999600078	10
M01717	S6999600080	S6999600081	2
M01717	S6999600086	S6999600086	1
M01717	S6999600097	S6999600097	1
M01717	S6999600112	S6999600112	1
M01717	S6999600117	S6999600117	1
M01717	S6999600120	S6999600124	5
M01717	S6999600126	S6999600130	5
M01717	S6999600132	S6999600150	19
M01717	S6999600152	S6999600152	1
M01717	S6999600154	S6999600160	7
M01717	S6999600162	S6999600162	1
M01717	S6999600168	S6999600168	1
M01717	S6999600173	S6999600173	1
M01717	S6999600176	S6999600177	2
M01717	S6999600184	S6999600184	1
M01717	S6999600191	S6999600192	2
M01717	S6999600195	S6999600195	1
M01717	S6999600199	S6999600200	2
M01717	S6999600218	S6999600229	12
M01717	S6999600254	S6999600255	2
M01717	S6999600306	S6999600306	1
M01717	S6999600316	S6999600316	1
M01717	S6999600323	S6999600324	2
M01717	S6999600326	S6999600326	1
M01717	S6999600329	S6999600330	2
M01717	S6999600332	S6999600333	2
M01717	S6999600336	S6999600337	2
M01717	S6999600341	S6999600341	1
M01717	S6999600347	S6999600347	1
M01717	S6999600368	S6999600368	1
M01717	S6999600371	S6999600372	2
M01717	S6999600377	S6999600378	2
M01717	S6999600385	S6999600386	2
M01717	S6999600391	S6999600392	2
M01717	S6999600395	S6999600395	1
M01717	S6999600397	S6999600397	1
M01717	S6999600400	S6999600402	3
M01717	S6999600406	S6999600407	2
M01717	S6999600410	S6999600415	6
M01717	S6999600421	S6999600421	1
M01717	S6999600423	S6999600423	1
M01717	S6999600427	S6999600428	2
M01717	S6999600432	S6999600434	3
M01717	S6999600436	S6999600436	1

Model: RN-MF1 (USA only)	Date: 26-Nov-10	No.: RM016012
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M01717	S6999600438	S6999600446	9
M01717	S6999600448	S6999600450	3
M01717	S6999600452	S6999600454	3
M01717	S6999600456	S6999600456	1
M01717	S6999600459	S6999600461	3
M01717	S6999600463	S6999600472	10
M01717	S6999600474	S6999600495	22
M01717	S6999600497	S6999600506	10
M01717	S6999600508	S6999600508	1
M01717	S6999600510	S6999600511	2
M01717	S6999600513	S6999600523	11
M01717	S6999600533	S6999600533	1
M01717	S6999600536	S6999600537	2
M01717	S6999600540	S6999600567	28
M01717	S6999600573	S6999600574	2
M01717	S6999600577	S6999600577	1
M01717	S6999600593	S6999600593	1
M01717	S6999600606	S6999600615	10
M01717	S6999600620	S6999600621	2
M01717	S6999600628	S6999600633	6
M01717	S6999600636	S6999600641	6
M01717	S6999600643	S6999600646	4
M01717	S6999600648	S6999600674	27
M01717	S6999600679	S6999600681	3
M01717	S6999600683	S6999600702	20
		Total:	592

M01718

Machine code	From	To	Quantity
M01718	S6908500363	S6908500405	43
M01718	S6908500406	S6908500406	1
M01718	S6908500407	S6908500413	7
M01718	S6908500414	S6908500427	14
M01718	S6908500428	S6908500428	1
M01718	S6908500429	S6908500445	17
M01718	S6908500446	S6908500446	1
M01718	S6908500447	S6908500449	3
M01718	S6908500450	S6908500450	1
M01718	S6908500450	S6908500452	3
M01718	S6999500111	S6999500111	1
M01718	S6999500118	S6999500118	1
M01718	S6999500120	S6999500120	1
M01718	S6999500125	S6999500126	2
M01718	S6999600705	S6999600707	3
M01718	S6999600709	S6999600716	8
M01718	S6999600734	S6999600737	4
M01718	S6999600739	S6999600741	3
M01718	S6999600743	S6999600743	1
M01718	S6999600745	S6999600747	3
M01718	S6999600763	S6999600763	1

Model: RN-MF1 (USA only)		Date: 26-Nov-10	No.: RM016012
M01718	S6999600770	S6999600770	1
M01718	S6999600791	S6999600791	1
M01718	S6999600806	S6999600817	12
M01718	S6999600829	S6999600829	1
M01718	S6999600830	S6999600830	1
M01718	S6999600835	S6999600835	1
M01718	S6999600840	S6999600844	5
M01718	S6999600846	S6999600852	7
M01718	S6999600854	S6999600869	16
M01718	S6999600870	S6999600870	1
M01718	S6999600871	S6999600894	24
M01718	S6999600896	S6999600896	1
M01718	S6999600898	S6999600899	2
M01718	S6999600901	S6999600907	7
M01718	S6999600909	S6999600909	1
M01718	S6999600916	S6999600917	2
M01718	S6999600920	S6999600920	1
M01718	S6999600922	S6999600922	1
M01718	S6999600924	S6999600924	1
M01718	S6999600926	S6999600927	2
M01718	S6999600929	S6999600930	2
M01718	S6999600932	S6999600933	2
M01718	S6999600943	S6999600943	1
M01718	S6999600945	S6999600945	1
M01718	S6999600946	S6999600946	1
M01718	S6999600952	S6999600952	1
M01718	S6999600960	S6999600963	4
M01718	S6999600965	S6999600966	2
M01718	S6999600968	S6999600973	6
M01718	S6999600986	S6999600986	1
M01718	S6999600988	S6999600988	1
M01718	S6999600991	S6999600991	1
M01718	S6999600996	S6999600996	1
M01718	S6999601000	S6999601005	6
M01718	S6999601007	S6999601010	4
M01718	S6999601014	S6999601014	1
M01718	S6999601016	S6999601017	2
M01718	S6999601019	S6999601024	6
		Total:	250

Model: RN-MF1a/b,-P1a/b (Europe, Asia, China)		Date: 10-Feb-11	No.:RM016013
Subject: Power Switch		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is for the following models (**Europe, Asia, and China** regions):

M012-21,-27,-28,-29, M013-21,-27,-28,-29, M016-21,-27,-28,-29,-31, M017-21,-27,-28,-29

Old part number	New part number	Description	Int	Note
12042499	12042879	SWITCH:A8L-21-15N2	X/X	
M0125689	M0125684	HARNESS:MAIN SWITCH:EU	X/X	
M0125690	M0125685	HARNESS:INLET:EU	X/X	
-	M0125039	MAIN SWITCH:SERVICE:ASS'Y	X/O	This includes the 3 parts above.

Change: The shape of the switch connectors and harness connectors were changed.

Reason: The vendor of the switch was changed.

Note: P/N M0125039 contains P/N 1204879, M0125684, and M0125039.

Important: When any of the old parts needs to be replaced, make sure to install all of the new parts together as a set (install the M0125039 assembly).

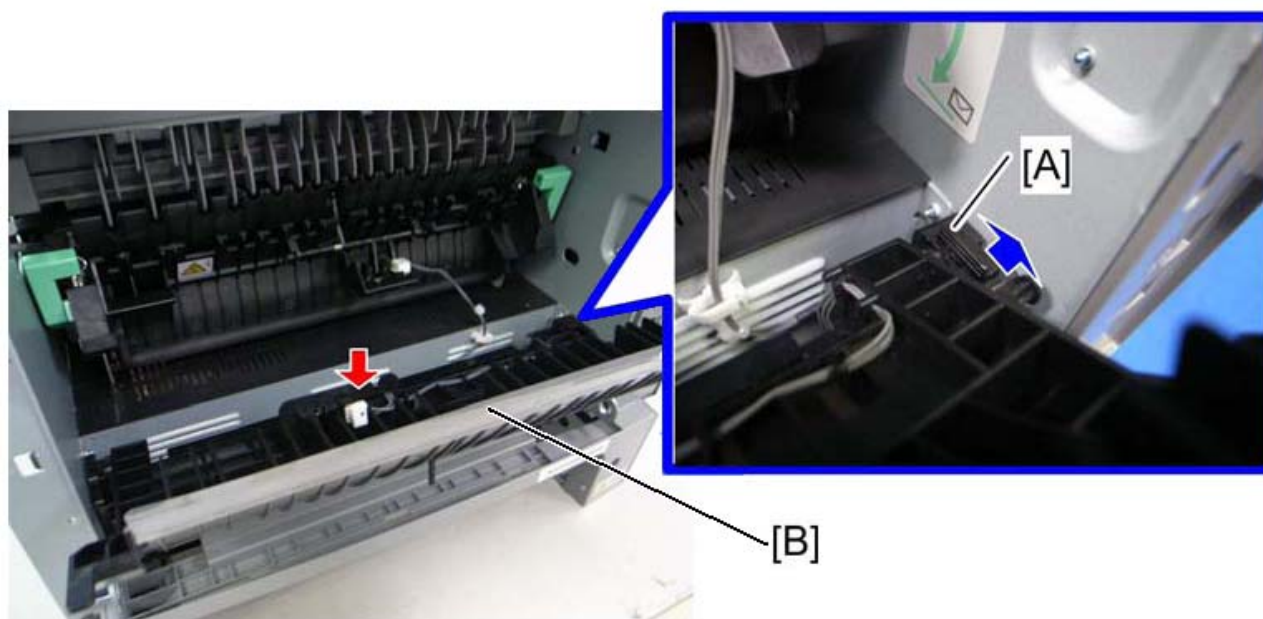
Model: RN-MF1b		Date: 10-May-11	No.: RM016014
Subject: Service Manual Correction (PSU)		Prepared by: Y. Gaman	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

Replace Step 17 of the PSU replacement procedure with the following.

Replacement and Adjustment

PSU (pg. 80)



m016r169

17. Release the lock [A], and then remove the entrance guide [B] (Connector x 1).

Reissued: 28-Oct-11

Model: RN-MF1a/b,-P1a/b	Date: 29-Sep -11	No.: RM016015a
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RTB Reissue

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

Subject: Counter Error		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

An error in the counter information in the NVRAM is caused by electrical noise.
There are 4 counters -- Total, Fusing Unit, Transfer Roller, and Paper Feed Roller.
There are two types of error.

1. A counter moves to erase mode and shows an incorrect count.
2. A counter is frozen and stops counting up.

Note: The counter begins counting again after coming back from Energy Saver mode or from power off/on.

Supplemental information:

<Counter error pattern due to electric noise>

When noise occurs, the 2-byte set is written as "FF", which indicates an abnormal value. As the counter value is eight digits long, the "FF" set can appear in four different locations (see below).

Example: A counter is "0"

Pattern	Before		After	
	Decimal number	Hex number	Decimal number	Hex number
1	0	00000000	-16777216	FF000000
2			16711680	00FF0000
3			65380	0000FF00
4			255	000000FF

CAUSE

The engine firmware did not prevent counter errors caused by electrical noise. When performing continuous print jobs, electrical noise from static electricity generated at the paper feed roller and caused the NVRAM to malfunction, writing an "FF" value to the counter as described above.

Monthly call ratios:

- Total counter: 0.0039%
- Fusing Unit counter: 0.0078%
- Transfer Roller counter: 0.0078%
- Paper Feed Roller counter: 0.0039%

Note: The occurrence ratios of the transfer roller counter and fusing unit counters are double those of the total and paper feed roller counters.

Reissued: 28-Oct-11

Model: RN-MF1a/b,-P1a/b

Date: 29-Sep -11

No.: RM016015a

SOLUTION

Update the Engine F/W to ver. 1.08 (applied to mass production from May, 1st, 2011)

This firmware version was applied to the production line from the following serial numbers.

Cut-in serial numbers:**RAC:**

M01217/ M01218: S5718900001

M01317/ M01318: S5818900001

M01617/ M01618: S6818900605

M01717/ M01718: S6918900045

RE:

M01227/ M01228: S5718800866

M01327/ M01328: S5818900156

M01627/ M01628: S6818900001

M01727/ M01728: S6918900795

RA:

M01227: S5718900312

M01327: S5818900187

M01627: S6818900280

M01719: S6918900001

M01727: S6918900793

RCN:

M01321: S5819000622

M01621: S6819000724

Reissued: 20-Jun-12

Model: RN-MF1/P1	Date: 20-Oct-11	No.:RM016016a
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RTB Reissue

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

Subject: CPU and firmware Change Notification		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information About Engine PCB Replacement

Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for engine PCBs used on Ricoh products. To continue machine production, a different type of CPU had to be used on engine PCBs.

Service parts changes

- 1) As a result, a modified version of the engine firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

Note: There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.

- 2) The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the second line in the table below.

Note: This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

For RN-MF1a/P1a:

Old Part Number	New Part Number	Description	I/C
M0125453	M0125455	PCB:ECB-RP1A	O/O
-	M0125454	PCB:ECB-RP1A	

Cut-in S/N: MF1a: S6819300520 / P1a: S5719400847

For RN-MF1b/P1b:

Old Part Number	New Part Number	Description	I/C
M0135453	M0135455	PCB:ECB-RP1B	O/O
-	M0135454	PCB:ECB-RP1B	

Cut-in S/N: MF1b: S6919301954 / P1b: S5819400578

Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v.1.08 or older) on the new engine board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.2.00) cannot be used on the old board. For this reason, the new firmware will not be released to the field.
- If you replace the engine board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N M0125454 or M0135454.

Model: RN-P1L (Europe)		Date: 12-Dec-11	No.: RM016017
Subject: Service manual revision (M120)		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

New Model (M120) Added to the RN-P1 Series

The **M120** was added as a new model to the RN-P1 series, to be sold in the EU market.

Due to this addition:

- The Service Manual and TTP for the M012/M013 were revised so that any mention of "M013" should be changed to "**M013/M120**".
Note: This is because the M120 is identical to the M013 in terms of what is mentioned in these documents.
- The M120 uses a new print cartridge and service parts that are unique to this model (non-interchangeable with the M013).

Note: The P/N information for these service parts will be announced at a later date via PCIL.
 Heat insulating plate, controller board, engine board, model name plate, operation panel decal

Model: RN-P1L (Europe)	Date: 15-Jun-12	No.: RM016018
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Subject: Firmware Release Note: Engine(2ndCPU)		Prepared by: Y.Gaman	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine (2ndCPU)**.

Version	Program No.	Effective Date	Availability of RFU
2.00	M1085512_LR0547	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
2.00	1st Mass production

Reissued: 02-Aug-16

Model: RN-P1L (Europe)	Date: 18-Aug-12	No.: RM016019c
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.04	M1205051D	August 2016 production	Not available
1.03	M1205051C	September 2013 production	Not available
1.02	M1205051B	January 2013 production	Not available
1.01	M1205051A	July 2012 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	Symptom corrected: <ul style="list-style-type: none"> - <i>When "DHCP" is set to "Active" and "DNS Method" is set to "Auto-Obtain (DHCP)", an extra character is added in the domain name.</i> - <i>Scan to E-Mail does not work.</i> Other changes: <ul style="list-style-type: none"> - <i>In Mac OS X 10.11, if the "Queue" field is blank when adding a printer by specifying its IP address, the operating system experiences a significant delay in response time.</i>
1.03	Symptom corrected: <ol style="list-style-type: none"> 1. The gateway address might be cleared when its lease from the DHCP server expires, which would cause the related connections to other segments to fail. 2. When printing certain data, thin lines might not appear or multiple dashes might be printed. Other changes: Supports continuous printing on Linux via USB.

Reissued: 02-Aug-16

Model: RN-P1L (Europe)	Date: 18-Aug-12	No.: RM016019c
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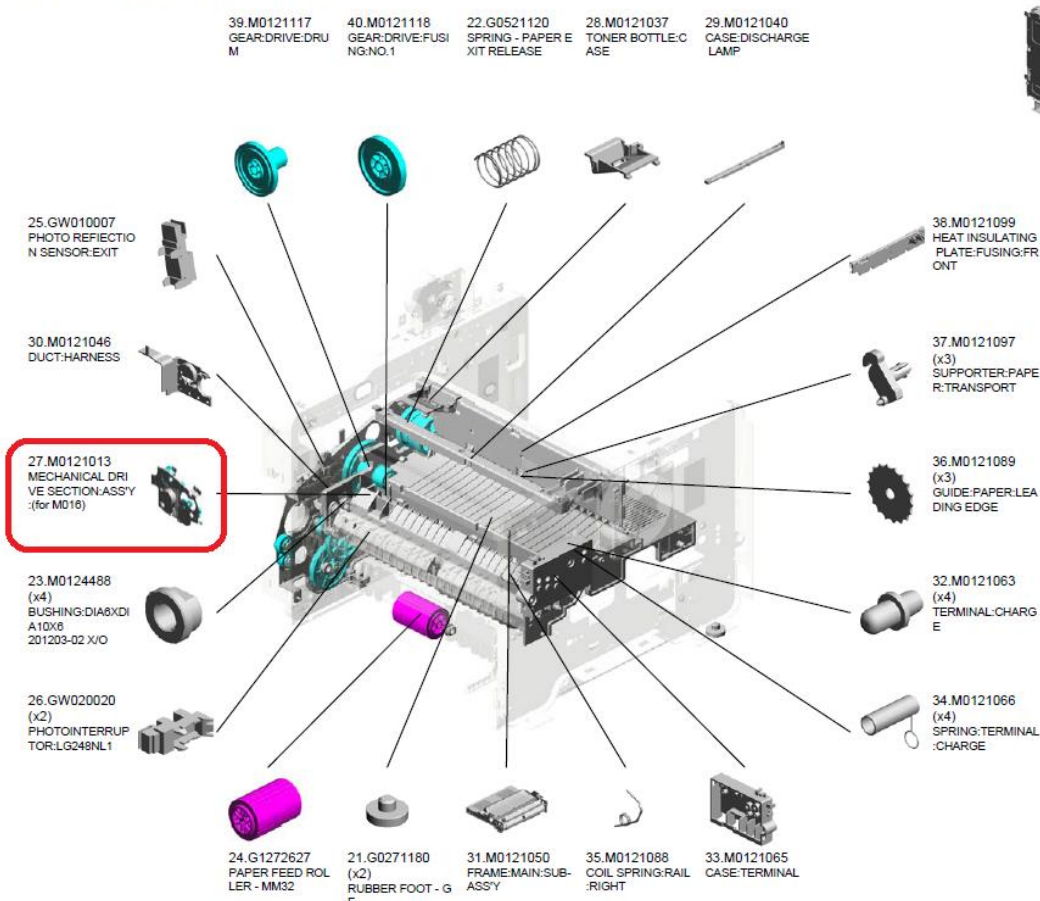
Version	Modified Points or Symptom Corrected
1.02	Symptom corrected: <ol style="list-style-type: none">1. If accessing the printer from a specific IP address (192.0.0.0/24), the job cannot be printed.2. The PCL5 algorithm for variable-width fonts is applied to fixed-width fonts. This caused line widths to be inconsistent and might have affected the placement of other objects on the page. (GFPR#RE12060006)3. When printing a specific PS job, an "ERROR: limitcheck" error occurs because, depending on the data that was sent, the memory is full. (GFPR#RE12060001)
1.01	Symptom corrected: Jobs of at least 204792 bytes in size submitted via the network might result in a buffer overflow and the job being reset.

Model: RN-MF1		Date: 28-Oct-14	No.: RM016020
Subject: Parts Catalog correction		Prepared by: Takuma. Sakakibara	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Parts Catalog correction (M016):

Description	PN	Correction	Reason
MECHANICAL DRIVE SECTION:ASS'Y:(for M016)	M0121013	Part Elimination	This part cannot be provided by the manufacturer. Please order the sub pieces instead of the ASS'Y.

U008 MAIN FRAME/PAPER FEED



U001	U002	U003	U004	U005	U006	U007	U008	U009	U010	U011	U012	U013	U014
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Model: RN-P1/MF1/P2/MF2		Date: 17-Apr-15	No.: RM018007
Subject: SC670:Engine Communication Error		Prepared by: Takuma. Sakakibara	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

The description of SC670 is missing in RN-P/MF series (SP 3400/3410/3500/3510) Field Service Manual.

6. Troubleshooting

SC 6xx (Communication and Other Error)

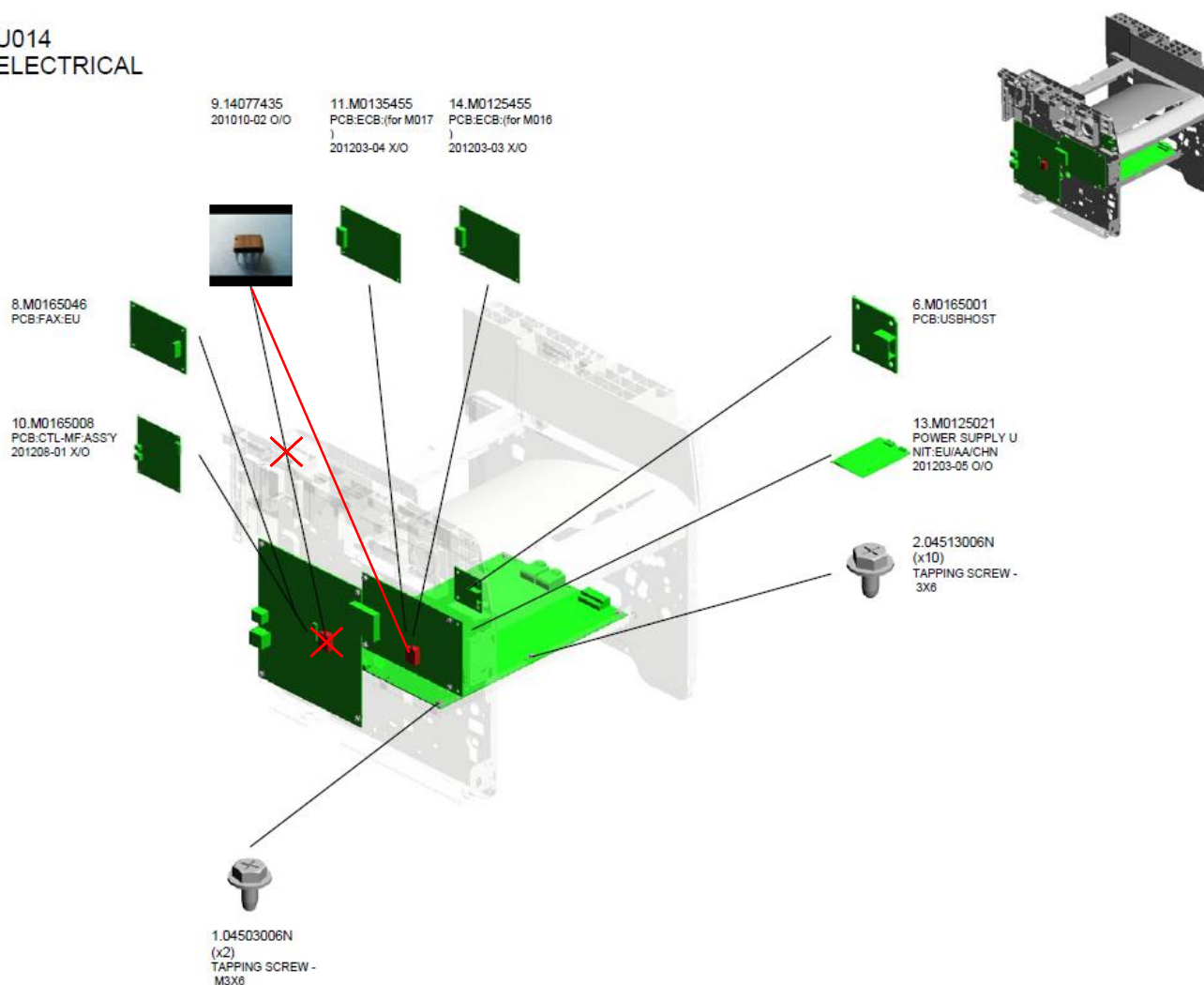
SC670	Meaning
	<ul style="list-style-type: none"> Engine Communication Error
	Description
	<ul style="list-style-type: none"> The engine failed to communicate with the firmware
SC670	Cause:
	<ul style="list-style-type: none"> Firmware upgrade failure PCB defective
SC670	Action:
	<ul style="list-style-type: none"> Try update the firmware again Replace the PCB

Model: RN-P1/MF1		Date: 21-May-15	No.: RM016021
Subject: Parts Catalog correction: NVRAM		Prepared by: Takuma. Sakakibara	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**The only NVRAM for RN-P1/MF1 is
EEPROM:CAT93C76LI-G(14077435) on Engine
PCB.**

M016 / M017:

U014
ELECTRICAL



Model: RN-P1/MF1

Date: 21-May-15

No.: RM016021

M012 / M013 / M120 / M016 / M017:

14077435

***14076657 is not available for RN-P1/MF1.**