

Model: RN-MF2/RN-P2	Date: 15-Mar-12	No.: RM118001
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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
1.01	M1165510A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.01	1st Mass production

Model: RN-MF2		Date: 15-Oct-12	No.: RM118004
Subject: I-Fax POP3 fails		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/P 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 checked="" 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

The error message, "I-Fax POP3 fails" appears on the LCD even when users do not use the Internet Fax (I-Fax).

CAUSE

By specification, the machine will detect that I-FAX POP3 fails if "Internet Fax Transmission" and "Automatic POP" are set to "Active". This is true even when I-FAX is not used.

SOLUTION

Do one of the following:

1. Upgrade to the main (controller) firmware to **ver2.02 or later**.
2. Set "Internet FAX Transmission" and "Automatic POP" to "**Inactive**" via WIM.

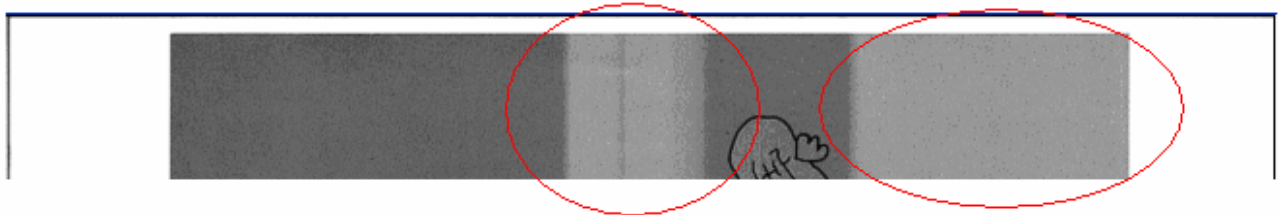
[Cut in S/N]

Product Code	Serial Number
M11917	T332Q800001
M11919	As of the issuing of this document, there is no plan for production. S/N T332Q9***** and later are modified.
M11922	T332Q804805
M11927	T332Q805457
M11817	T322Q900001
M11821	T322Q900031
M11822	T322Q900091
M11827	T322Q900452

Model: RN-MF2		Date: 7-Mar-13	No.: RM118005
Subject: White Stripes		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/P 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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

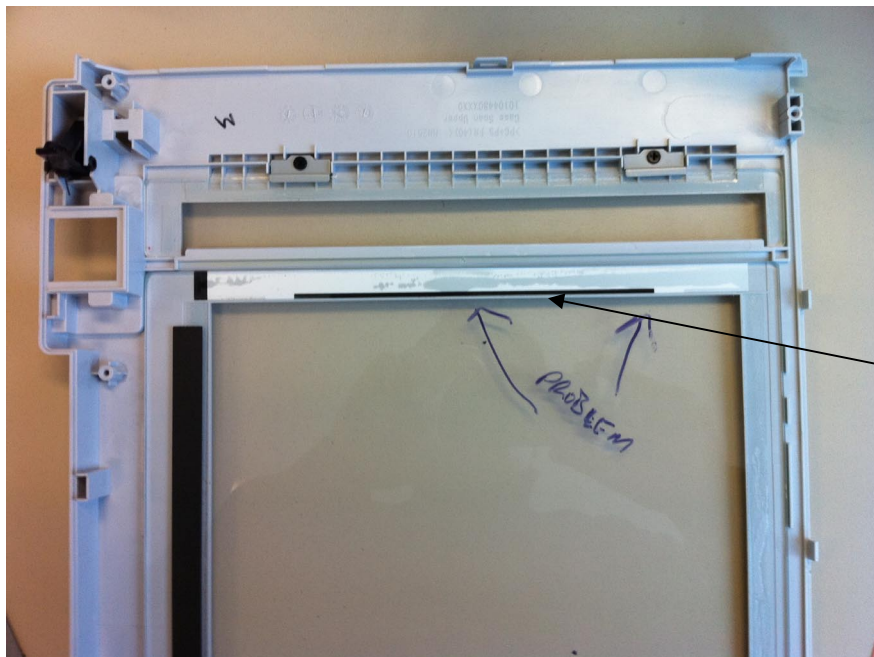
White stripes may appear on copies.



CAUSE

The glue that fixes the calibration white plate to the edge of the exposure glass melts. As a result, it leaks out and is picked up by the scanner.

Note: The glue tends to melt when the temperature and humidity are high (40C/90%), and when the exposure glass is cleaned with alcohol.



Glue melted

Upper Scanner Case

Model: RN-MF2

Date: 7-Mar-13

No.: RM118005

SOLUTION

Production line

1. The following were added to the production process from September 25, 2011.
 - No cleaning solvents (including pure alcohol) are used to clean the shading sheet, exposure glass, and upper scanner case.
 - A visual check is performed to make sure that glue cannot be seen between the exposure glass and white plate, after the glue has dried.
2. A new type of glue is used to attach the white plate. This glue will not melt in high-temperature, high-humidity conditions, nor by cleaning solvents.

In accordance with this change, the part number for the upper scanner case was changed as follows:

Old part number	New part number	Description	Q'ty	Int
G1831757	M0991757	CASE:SCANNER:UPPER:ASS'Y	1 - 1	X/O

Cut-in serial numbers: See the last page of this RTB.

In the field

1. If the symptom occurs, replace the upper scanner case or scanner unit.
2. To prevent occurrences, do the following:
 - Do not use cleaning solvents (including pure alcohol) to clean the white plate, exposure glass, or internal area around the scanner unit.
 - Advise customers not to use cleaning solvents (including pure alcohol) to clean the exposure glass. Rather, as mentioned in the User Guide, advise them to clean it with a soft, damp cloth and then dry it with the dry cloth.
 - Advise customers to turn Energy Saver mode ON. This is because if it is OFF, the temperature around the scanner unit will tend to increase.

CUT-IN SERIAL NUMBERS

DESTINATION	CODE	SERIAL NUMBER
North America, etc	M118-17	T322QB00001
China	M118-21	T322QA00024
Europe	M018-22	T322QA00091
Europe, Asia, etc	M018-27	T322Q900901

Model: RN-MF2

Date: 7-Mar-13

No.: RM118005

DESTINATION	CODE	SERIAL NUMBER
North America, etc	M119-17	T332Q903387
Taiwan	M119-19	As of the issuing of this document, there is no plan for production. S/N T333Q3xxxxx and later are modified.
Europe	M119-22	T333Q101626
Europe, Asia, etc	M119-27	T332QA03036

Model: RN-MF2		Date: 12-Mar-13	No.: RM118006
Subject: A beep cannot sound		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

No sound is generated when the operation panel hard keys are pressed.

CAUSE

Firmware bug

SOLUTION

Upgrade the Main (controller) firmware to **ver2.05** or later.

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)

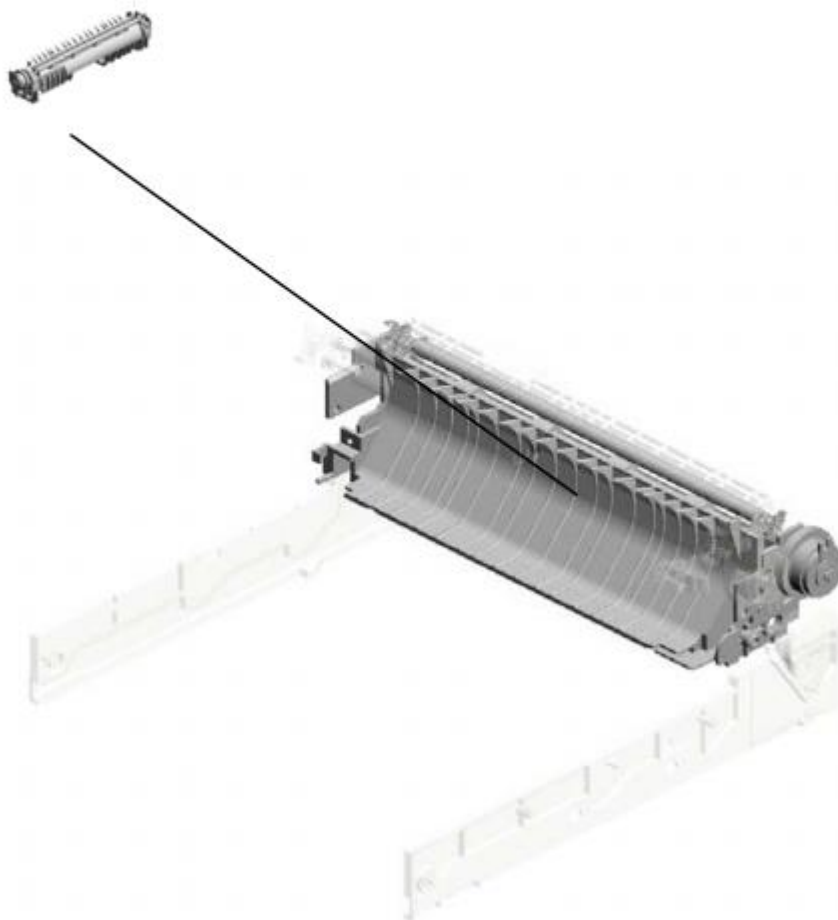
SC670	Meaning
	<ul style="list-style-type: none"> Engine Communication Error
	Description
	<ul style="list-style-type: none"> The engine failed to communicate with the firmware
SC670	Cause:
	<ul style="list-style-type: none"> Firmware upgrade failure PCB defective
SC670	Action:
	<ul style="list-style-type: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

Model: PN-P2/MF2		Date: 1-Apr-16	No.:RM118008
Subject: PAPER FEED: JOINT UNIT: ASS'Y		Prepared by: T. Sakakibara	
From: 2rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

JOINT UNIT: ASS'Y is available as a spare part.

U006.PAPER FEED

U006 S001
M1172516
JOINT UNIT:ASS'Y



Model: RN-MF2		Date: 15-Jun-16	No.: RM118009
Subject: All Document Transfer		Prepared by: Y. Gaman	
From: 2nd 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

“All Document Transfer” was added as a new fax maintenance feature for M118/M119.

Fax Maintenance	
All Document Transfer*	<p>All Document Transfer transfers data to another fax machine for printing when the machine cannot print, for example, due to an engine defect. The feature is to be used for emergencies.</p> <p>Operating procedure:</p> <ol style="list-style-type: none"> 1. Enter the Maintenance Mode. 2. Select Fax Maintenance. 3. Select All Document Transfer. 4. Enter a Fax number. 5. Press the [Start] key. <p>“All Doc Trans. OK” appears on the LCD after the data has been successfully transferred to another fax machine.</p>

* Main (controller) firmware ver.2.01 or later