Model: **PE-P2/MF3 (P2 only)**	Date: 12-Aug-11	No.: RM096001e

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

Subject: Firmware Release Note: MAIN-PDL	Prepared by: J.Kitagawa
From: 2nd Tech Service Sect., MFP/Printer 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 PE-P2 **MAIN-PDL.**

Version	Program No.	Effective Date	Availability of RFU
1.07	*M0965655F*	*June 2016 production*	*Not available*
1.06	M0965655E	October 2012 production	Not available
1.05	M0965655D	May 2012 production	Not available
1.04	M0965655C	January 2012 production	Not available
1.01T1	M0965655B_001	WEB release only	Not available
1.01	M0965655B	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
1.07	*Symptom corrected:* *1. When conducting Scan to Email via an SMTP server that has a particular IP address, an error occurs and sending fails.* *2. Scan to Folder fails when using particular IP addresses.* *3. 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 delay in response time.*
1.06	Symptom corrected: - SC819 error occurs when printing a specific PDF file by using the PCL5c driver.
	- 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)
1.05	Symptom corrected: PCL firmware ignores the value of the HMI (Horizontal Motion Index) in portrait duplex jobs.
	PCL jobs with job names (@PJL JOBNAME) that contain the '%' character, will stall the printer.

Model: **PE-P2/MF3 (P2 only)**	Date: 12-Aug-11	No.: RM096001e

Version	Modified Points or Symptom Corrected
1.04	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Other changes: An OID for the device's hostname has been added to the MIB. This allows for the device hostname to be displayed in 'Ricoh Document Solutions' products such as Smart Device Monitor.
1.01T1	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Note: This modification will be applied to the production line in the near future.
1.01	1st Mass production

Model: **PE-P2/MF3 (P2 only)**	Date: 12-Aug-11	No.: RM096002e

RTB Reissue
The items in **_bold italics_** have been changed or added.

Subject: Firmware Release Note: MAIN-GDI	Prepared by: J.Kitagawa
From: 2nd Tech Service Sect., MFP/Printer 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 PE-P2 **MAIN-GDI.**

Version	Program No.	Effective Date	Availability of RFU
_1.07_	**_M0955655F_**	**_June 2016 production_**	**_Not available_**
1.06	M0955655E	March 2015 production	Not available
1.05	M0955655D	January 2015 production	Not available
1.04	M0955655C	January 2012 production	Not available
1.01T1	M0955655B_001	WEB release only	Not available
1.01	M0955655B	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
_1.07_	**_Symptom corrected:_** **_1. When conducting Scan to Email via an SMTP server that has a particular IP address, an error occurs and sending fails._** **_2. Scan to Folder fails when using particular IP addresses._** **_3. 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 delay in response time._**
1.06	Other changes: [China version only]: The default setting for the Auto Off (Sleep mode) timer was changed to 1 minute. Note: This was done to comply with Chinese energy efficiency standards.
1.05	Other changes: (Specification change applied for Japan model only).

Model: **PE-P2/MF3 (P2 only)**	Date: 12-Aug-11	No.: RM096002e

Version	Modified Points or Symptom Corrected
1.04	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Other changes: An OID for the device's hostname has been added to the MIB. This allows for the device hostname to be displayed in 'Ricoh Document Solutions' products such as Smart Device Monitor.
1.01T1	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Note: This modification will be applied to the production line in the near future.
1.01	1st Mass production

Model: **PE-P2/PE-MF3**	Date: 12-Aug-11	No.: RM096003e

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

Subject: Firmware Release Note: Engine	Prepared by: Y. Nishida
From: 3rd Tech Service Sect., MFP/Printer 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
01.06	*M0965130G*	*July production '14*	*Not available*
01.05	M0965130F	August production '12	Not available
01.04	M0965130E	December production '11	Not available
01.03	M0965130D	October production '11	Not available
01.02	M0965130C	August production '11	Not available
01.01	M0965130B	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
01.06	*Symptom corrected:* *When printing different paper sizes from different trays continuously, jam occurs at the paper size which is fed later.*
01.05	Other changes: Idling of the fusing roller will be performed less often (the need for this has decreased) with continuous print jobs using small paper sizes. Note: This idling prevents rises in temperature at the roller's edges.
01.04	Other changes: The communication between the CPU and ASIC (located on the Engine board) was optimized.
01.03	Other changes: A fusing idling mode was added to Engine Maintenance Mode for "Fine" resolution printing (for details, see RTB #RM096006).
01.02	Symptom corrected: A paper jam does not occur but an exit jam may be detected incorrectly.
01.01	1st Mass production

Reissued: 06-Dec-16

Model: **PE-P2/PE-MF3 (MF3 only)**	Date: 17-Oct-11	No.: RM096004h

RTB Reissue

The items in **_bold italics_** have been changed or added.

Subject: Firmware Release Note:MAIN-PDL	Prepared by: J. Kitagawa
From: 2nd Tech Service Sect., MFP/Printer 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 **MAIN-PDL.**

MF3c version

Version	Program No.	Effective Date	Availability of RFU
_1.17_	**_M1005655H_**	**_-_**	**_Not available_**
1.16	M1005655G	July 2016 production	Not available
1.15	M1005655F	Field Update Only	Not available
1.13	M1005655E	October production '12	Not available
1.12	M1005655D	May production '12	Not available
1.11	M1005655C	January production '12	Not available
1.03T2	M1005655B-003	WEB release only	Not available
1.03T1	M1005655B-002	WEB release only	Not available
1.03	M1005655B	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.

MF3c version

Version	Modified Points or Symptom Corrected
_1.17_	**_Error Correction_** **_-_** **_An error may occur, if ScanToFolder is run while a shared folder is open._** **_Other changes_** **_-_** **_Support of Mac OS 10.12(Sierra)_**
1.16	Error Correction: - FAX functions (both sending and receiving) do not work under the specific condition. Symptom corrected: 1. When conducting Scan to Email via an SMTP server that has a particular IP address, an error occurs and sending fails. 2. Scan to Folder fails when using particular IP addresses. 3. 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

Model: **PE-P2/PE-MF3 (MF3 only)**	Date: 17-Oct-11	No.: RM096004h

Version	Modified Points or Symptom Corrected
	specifying its IP address, the operating system experiences a significant delay in response time.
1.15	Other changes: - The Scan to Folder function is available for Mac OS X 10.7, 10.8, 10.9, and 10.10.
1.13	Symptom corrected: - If 'System Settings > Copier > Select Paper' = 'Bypass Tray', the machine will inform the PC client that its status is "Paper Out".
	- 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)
	- SC819 error occurs when printing a specific PDF file by using the PCL5c driver.
	Other changes: - If a POP3 server (Web Image Monitor > Network Settings > POP3 > POP3 Server) has not been configured for the machine, the Fax's Automatic POP function will be automatically disabled.
1.12	Symptom corrected: PCL firmware ignores the value of the HMI (Horizontal Motion Index) in portrait duplex jobs.
	PCL jobs with job names (@PJL JOBNAME) that contain the '%' character, will stall the printer.
	Internet FAX transmission may fail when sending to non-RICOH machines.
1.11	Specification changes: Supports Shortcut to Function. Note: This feature allows the user to allocate a hard-key on the operation panel to one of the following frequently-used functions. This can be done from the operation panel or from inside Web Image Monitor. • ID Card Copy Mode (Default) • Fax Auto Print Setting • Fax Immediate TX • Select Scanner Destination A related instruction sheet will be packaged together with the machine.
	Improved the image quality of FAXes sent in JBIG mode to non-RICOH machines.
	Symptom corrected: If an Internet FAX is forwarded to an email address, the destination SMTP server of that address may indicate an error.
	The printer may stall after receiving data sent directly from a digital camera using PictBridge.
	The printer may stall if the operator uses the same e-mail address for both the Administrator address and user address for Internet FAX.
	Other changes: An OID for the device's hostname has been added to the MIB. This allows for the device hostname to be displayed in 'Ricoh Document Solutions' products such as Smart Device Monitor.
1.03T2	Symptom corrected: If an Internet FAX is forwarded to an email address, the destination SMTP server

Model: **PE-P2/PE-MF3 (MF3 only)**	Date: 17-Oct-11	No.: RM096004h

Version	Modified Points or Symptom Corrected
	of that address may indicate an error. Note: This modification will be applied to the production line in the near future.
1.03T1	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Note: This modification will be applied to the production line in the near future.
1.03	1st Mass production

Model: **PE-P2/PE-MF3 (MF3 only)**	Date: 17-Oct-11	No.: RM096005i

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

Subject: Firmware Release Note:MAIN-GDI	Prepared by: J. Kitagawa
From: 2nd Tech Service Sect., MFP/Printer 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 **MAIN-GDI.**

GDI (MF3a version)

Version	Program No.	Effective Date	Availability of RFU
1.17	*M0995655J*	*-*	*Not available*
1.16	M0995655H	July 2016 production	Not available
1.15	M0995655G	Field Update Only	Not available
1.14	M0995655F	December production '14	Not available
1.13	M0995655E	October production '12	Not available
1.12	M0995655D	May production '12	Not available
1.11	M0995655C	January production '12	Not available
1.03T2	M0995655B-003	WEB release only	Not available
1.03T1	M0995655B-002	WEB release only	Not available
1.03	M0995655B	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.

GDI (MF3a version)

Version	Modified Points or Symptom Corrected
1.17	*Error Correction* *- An error may occur, if ScanToFolder is run while a shared folder is open.* *Other changes* *- Support of Mac OS 10.12(Sierra)*
1.16	Error Correction: - FAX functions (both sending and receiving) do not work under the specific condition. Symptom corrected: 1. When conducting Scan to Email via an SMTP server that has a particular IP address, an error occurs and sending fails. 2. Scan to Folder fails when using particular IP addresses. 3. 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:

Model: **PE-P2/PE-MF3 (MF3 only)**	Date: 17-Oct-11	No.: RM096005i

Version	Modified Points or Symptom Corrected
	- 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.
1.15	Other changes: - The Scan to Folder function is available for Mac OS X 10.7, 10.8, 10.9, and 10.10.
1.14	Other changes: (Specification change applied for Japan model only).
1.13	Symptom corrected: - If 'System Settings > Copier > Select Paper' = 'Bypass Tray', the machine will inform the PC client that its status is "Paper Out".
	Other changes: - If a POP3 server (Web Image Monitor > Network Settings > POP3 > POP3 Server) has not been configured for the machine, the Fax's Automatic POP function will be automatically disabled.
1.12	Symptom corrected: Internet FAX transmission may fail when sending to non-RICOH machines.
1.11	Specification changes: Improved the image quality of FAXes sent in JBIG mode to non-RICOH machines.
	Symptom corrected: If an Internet FAX is forwarded to an email address, the destination SMTP server of that address may indicate an error.
	The printer may stall after receiving data sent directly from a digital camera using PictBridge.
	The printer may stall if the operator uses the same e-mail address for both the Administrator address and user address for Internet FAX.
	Other changes: An OID for the device's hostname has been added to the MIB. This allows for the device hostname to be displayed in 'Ricoh Document Solutions' products such as Smart Device Monitor.
1.03T2	Symptom corrected: If an Internet FAX is forwarded to an email address, the destination SMTP server of that address may indicate an error. Note: This modification will be applied to the production line in the near future.
1.03T1	Symptom corrected: The printer may stall after receiving data sent directly from a digital camera using PictBridge. Note: This modification will be applied to the production line in the near future.
1.03	1st Mass production

Model: PE-P2/MF3	Date: 04-Nov-11	No.: RM096006

Subject: Creasing Paper in Fine Resolution Mode After Standard Resolution Mode	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

Paper creasing occurs when printing in Fine resolution mode just after printing in Standard resolution mode.

CAUSE

The fusing temperature is lowered when switching to Fine resolution, but sometimes the actual temperature on the fusing roller surface does not decrease as quickly as expected.

> **Note:** This machine uses a lower fusing temperature for Fine resolution, as compared to that for Standard resolution printing. This is because the printing speed used for Fine resolution is half that for Standard resolution.

SOLUTION

1. Update the Engine firmware to ver**01.03 or later.**

   > **Note:** A fusing idling mode was added.

> **Important:** Please advise customers that due to this change, when the operator switches from Standard resolution to Fine resolution while making continuous prints, the machine requires about 30-90 seconds before it is ready to accept a job. During this idling period, "Cooling down …" (Printer version) or "Processing…" (MF version) is displayed.

2. Change the following Special mode setting (inside Engine Maintenance mode) to prevent the paper from creasing.

0x00: Normal

0x06: Reduces the toner M/A by 20% (from the beginning of mass production)

0x07: Reduces the toner M/A by 10% (from the beginning of mass production)

0x10: Fusing idling mode, to be used when switching from Standard resolution to Fine resolution in the middle of continuous print jobs (ver**1.03** or later)

S mode settings

	Fusing Idling mode for Fine resolution printing	
Normal	**Enabled** (+10)	0x10
	Disabled	**0x00 (Default)**
Reduces the toner M/A by 20%	**Enabled** (+10)	0x16
	Disabled	0x06
Reduces the toner M/A by 10%	**Enabled** (+10)	0x17
	Disabled	0x07

Note: Reducing the toner M/A reduces the amount of toner used to develop the image. If a page with nearly 100% solid image coverage is printed out during Toner Near End, the trailing edge sometimes appears lighter than the rest of the image. Reducing the toner M/A reduces the image density of the image overall, which makes this lighter area less noticeable.

Model: PE-P2/MF3 (MF3 only)	Date: 26-Jan-12	No.: RM096007

Subject: Damaged Leading Edge of Original		Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

The leading edge of the original may sometimes be damaged when feeding from the ADF.

Damage
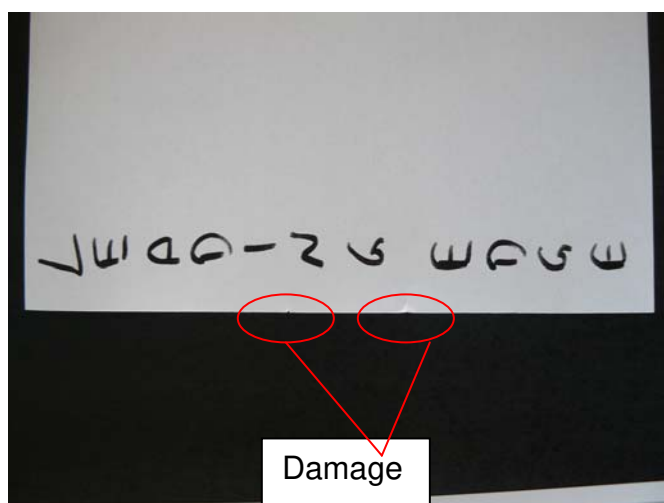
CAUSE

The leading edge sometimes touches the ribs on the scanner upper case.

SOLUTION

Production line

- Four ribs were added to the "Guide:Feed:Driven".

- The height of the ribs on the ADF was increased by 1 mm.

- The space between the ribs was shortened.

See next page

Old part number	New part number	Description	Q'ty	Int	Note
G1832581	M0161601	GUIDE:FEED:DRIVEN	1 -1	X/O	

Cut-in serial numbers:

TBA

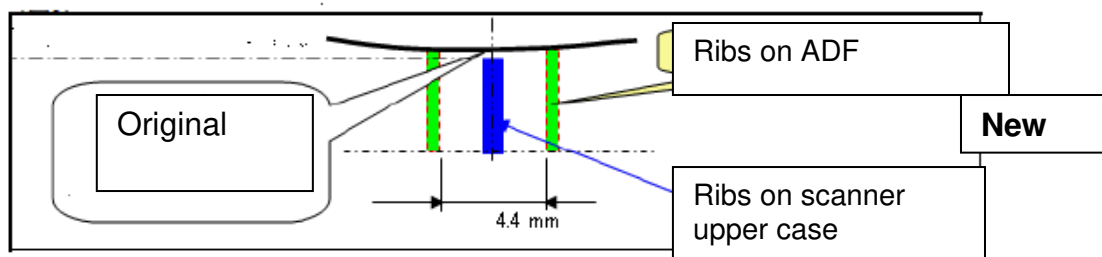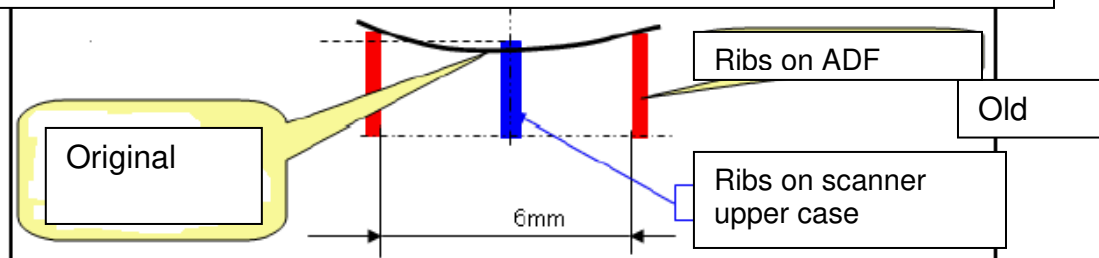| Model: PE-P2/MF3 (MF3 only)	Date: 26-Jan-12	No.: RM096007

Four ribs added to Guide:Feed:Driven

Four additional ribs

A6	=52.5mm
A5	=105mm
A4	=210mm
LT/LG	=217mm

Old

New

Space between ribs shortened

6mm

2.2mm

4.4mm

1.4 mm
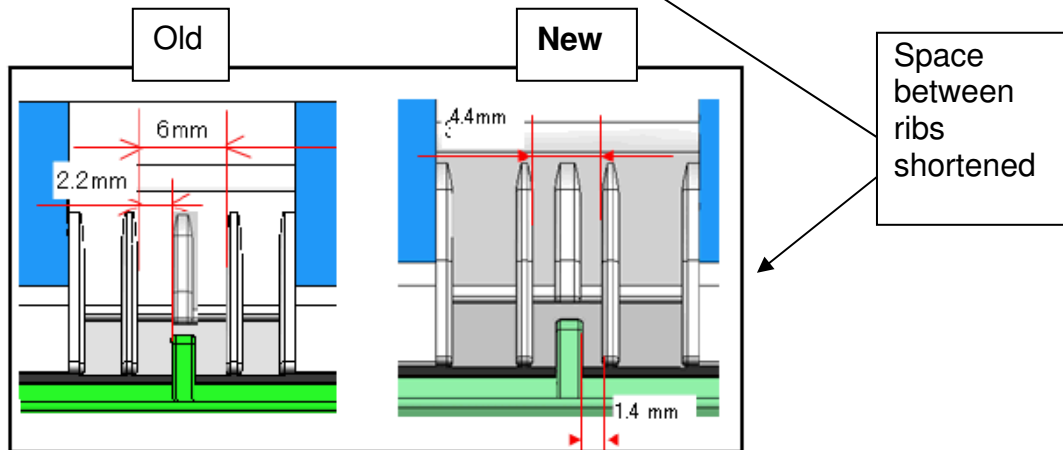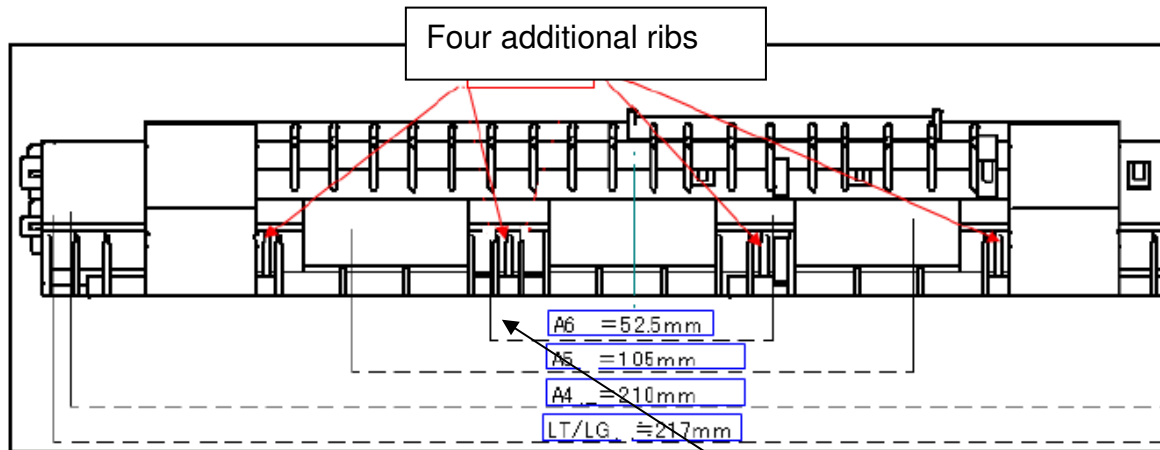
Height of ribs on ADF increased by 1 mm

Ribs on ADF

Old

Original

Ribs on scanner upper case

6mm

Ribs on ADF

New

Original

Ribs on scanner upper case

4.4 mm

Reissued:25-May-12

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

RTB Reissue

The items in bold italics have been changed or added.

Subject: Error Code on TX Report/Activity Report	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

Important Information on Communication Error Codes

This RTB contains descriptions for the dial, transmission (TX), and reception (RX) error codes that appear on the TX Report/Activity Report. Please share this information with all service representatives and Call Center staffers.

Basic error code structure

Error codes consist of six hexadecimal digits (0–5).

Digit 5 (far left): TX or RX

TX:	**1**xxxxx
RX:	**2**xxxxx
Internet Fax TX:	**3**xxxxx
Internet Fax RX:	**4**xxxxx

Digit 4: Coding (MH/MR/MMR/***JBIG***)

MH:	x**1**xxxx
MR:	x**2**xxxx
MMR:	x**3**xxxx
JBIG:	***x4xxxx***

Digit 3: Modem mode

V27ter nonECM	xx**1**xxx
V29 nonECM	xx**2**xxx
V17 nonECM	xx**3**xxx
V33 nonECM	xx**4**xxx
V34	xx**5**xxx
V27ter ECM	xx**9**xxx
V29 ECM	xx**a**xxx
V17 ECM	xx**b**xxx
V33 ECM	xx**c**xxx

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

Digit 2: Modem speed

2400	xxx**1**xx
4800	xxx**2**xx
7200	xxx**3**xx
9600	xxx**4**xx
12000	xxx**5**xx
14400	xxx**6**xx
16800	xxx**7**xx
19200	xxx**8**xx
21600	xxx**9**xx
24000	xxx**a**xx
26400	xxx**b**xx
28800	xxx**c**xx
31200	xxx**d**xx
33600	xxx**e**xx

Digits 1 & 0

Error code table

Error Type		*Error Description*	*Error Code*
General		*STOP*	*xxxx01*
		RX T1 Time Out	*Not logged in activity report*
Local Mechanical error		*Scanner Error during TX*	*1xxx11*
		Memory Full during RX	*2xxx14*
		Authorized Reception = Enable, *Since received TSI was not matched, reception was refused.*	*xxxx06*
TX Job Error		*TX Job Lost*	*1xxx18*
		TX Job deleted	*1xxx19*
Dial failure		*Connection Fail*	*xxxx21*
		Dial Fail	*xxxx22*
		Redial All Failed	*xxxx23*

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

Comm. Error	1. Phase-B Error	TX T1 Time Out	xxxx31
		V8 negotiation Fail	xxxx32
		Retry Out	xxxx40
		Too many FTT	xxxx41
		Too many CRP	xxxx42
		T2 Time Out	xxxx43
		DCN received	xxxx44
		Command Rec Error	xxxx45
		Resp Rec Error	xxxx46
		Invalid Command/Response RX	xxxx47
		Remote No RX capability	xxxx48
		T1 time out after EOM	xxxx49
	2. Phase-C Error	T2 Time Out	xxxx50
		Image Data not ready	xxxx51
		Phase-C Time Out	xxxx52
		JBIG Buffer Full	xxxx53
	3. Phase-D Error	Retry Out	xxxx60
		T2 Time Out	xxxx61
		DCN received	xxxx62
		Too many CRP	xxxx63
		Too many PPR	xxxx64
		RNR time Out	xxxx65
		RTN/PIN Received, EOR/ERR/DCN	xxxx66
		Invalid Command/Response RX	xxxx67
		Command Rec Error	xxxx68
		Resp Rec Error	xxxx69
	4. Phase-E Error	Time Out	xxxx70
	5. Other General Comm Error	Modem hang-up	xxxx80
		V34 abort received	xxxx81
		V34 T1 timeout, control channel error	xxxx82

Model: PE-P2/MF3 (MF3 only)		Date: 09-Feb-12	No.: RM096008a

		V34 T1 timeout, primary channel error	*xxxx83*
		Data not sent until guard timer expires	*xxxx84*

Note: The following information is also in the User Guide.

Error Code	Description	Solution
1XXX11	An original has been jammed inside the ADF while sending a fax in Immediate Transmission mode.	1. Remove jammed originals, and then place them again. 2. Check the originals are suitable for scanning.
1XXX21	The line could not be connected correctly.	1. Confirm that the telephone line is properly connected to the machine. 2. Disconnect the telephone line from the machine, and connect a standard telephone in its place. Confirm that you can make calls using the telephone. If you cannot make calls this way, contact your telephone company.
1XXX22 to 1XXX23	Dialing fails when trying to send faxes.	1. Confirm that the fax number you dialed is correct. 2. Confirm that the destination is a fax machine. 3. Confirm that the line is not busy. 4. You may need to insert a pause between dial digits. Press the [Pause/Redial] key after, for example, the area code. 5. Confirm that [PSTN / PBX] under [Admin. Tools] is set properly for

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

		your connection method to the telephone network.
1XXX32 to 1XXX84	An error occurred while sending a fax.	1. Confirm that the telephone line is properly connected to the machine.
		2. Disconnect the telephone line from the machine, and connect a standard telephone in its place. Confirm that you can make calls using the telephone. If you cannot make calls this way, contact your telephone company.
2XXX14	The machine was not able to print the received fax, or the machine's memory reached capacity while receiving a fax because the document was too large.	1. The paper tray was empty. Load paper in the paper tray.
		2. The tray set for [Select Paper Tray] under [Fax Features] did not contain A4, Letter, or Legal size paper. Load valid size paper in the tray, and configure the paper size settings under [System Settings] accordingly.
		3. A cover or tray was open. Close the cover or tray.
		4. There was a paper jam. Remove the jammed paper.
		5. A print cartridge was empty. Replace the print cartridge.
		6. The received fax was too large. Ask the sender to re-send the document in parts as several smaller individual faxes, or to send at a lower resolution.

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

2XXX32 to 2XXX84	An error occurred while receiving a fax.	1. Confirm that the telephone line is properly connected to the machine. 2. Disconnect the telephone line from the machine, and connect a standard telephone in its place. Confirm that you can make calls using the telephone. If you cannot make calls this way, contact your telephone company.
3XXX11	Connection to the server failed while sending an Internet Fax.	1. Confirm that the network cable is properly connected to the machine. 2. Confirm that the network settings such as IP address, DNS, and SMTP settings have been configured properly (make sure that no double-byte character is used).
3XXX12	E-mail transmission failed while sending an Internet Fax.	There was an error in the header of the e-mail. Confirm that the network settings such as IP address, DNS, and SMTP settings have been configured properly (make sure that no double-byte character is used).
3XXX13	E-mail transmission failed while sending an Internet Fax.	There was an error in the part header of the e-mail. Confirm that the network settings such as IP address, DNS, and SMTP settings have been configured properly (make sure that no double-byte character is used).

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

3XXX14	E-mail transmission failed while sending an Internet Fax.	There was an error in the converted TIFF file. Confirm that the network settings such as IP address, DNS, and SMTP settings have been configured properly (make sure that no double-byte character is used).
3XXX33	The machine memory reached capacity while sending an Internet Fax.	The fax was too large. Resend the document in parts as several smaller individual faxes, or send at a lower resolution.
4XXX21	Connection to the server failed while receiving an Internet Fax.	1. Confirm that the network cable is properly connected to the machine. 2. Confirm that the network settings such as IP address, DNS, and POP3 settings have been configured properly (make sure that no double-byte character is used).
4XXX22	E-mail reception failed while receiving an Internet Fax.	LIST command to the POP3 server failed. Ask the sender to check the e-mail settings.
4XXX23	E-mail reception failed while receiving an Internet Fax.	There was an error in the header of the e-mail. Ask the sender to check the e-mail settings.
4XXX24	E-mail reception failed while receiving an Internet Fax.	1. There was an error in the part header of the e-mail. Ask the sender to check the e-mail settings. 2. The e-mail had an invalid Content-Type, or an unsupported type of file (such as PDF or JPEG) was received. Ask the sender to check the file type.

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096008a

4XXX25	E-mail reception failed while receiving an Internet Fax.	There was an error in the text part of the part body of the e-mail. Ask the sender to check the e-mail settings.
4XXX26	E-mail reception failed while receiving an Internet Fax.	There was an error in the received TIFF file (which resulted from a condition not indicated by the error codes 4XXX43 to 4XXX45). Ask the sender to check the TIFF file.
4XXX42	E-mail reception failed while receiving an Internet Fax.	There was an error in the part header of the e-mail. Ask the sender to check the e-mail settings.
4XXX43	A TIFF file could not be received via Internet Fax properly.	The compression method of the received TIFF file was other than MH/MR/MMR. Ask the sender to check the TIFF file.
4XXX44	A TIFF file could not be received via Internet Fax properly.	The resolution of the TIFF file was not supported, or the width of the TIFF file was A3 or B4. Ask the sender to check the TIFF file.
4XXX45	A TIFF file could not be received via Internet Fax properly.	The format of the TIFF file was other than TIFF-S/F. Ask the sender to check the TIFF file.
4XXX46	The machine memory reached capacity while receiving an Internet Fax.	The fax was too large. Ask the sender to resend the document in parts as several smaller individual faxes, or send at a lower resolution.

Model: PE-P2/MF3 (MF3 only)	Date: 09-Feb-12	No.: RM096009

Subject: "Telephone" is Displayed	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

Sometimes, "Telephone" is displayed for an incoming fax, and the fax cannot be received.

CAUSE

The PABX or PSTN emits a signal greater than the value set in "Off-hook level settings" (Fax Maintenance – Rx Settings).

> **Note:** In the German market, for example, some PABX machines are known to emit a signal higher than 25V.

SOLUTION

Try raising the Off-hook level one step from its current value.

Fax Maintenance/RX Settings/Off-Hook Level:　10V 15V 20V 25V 35V

> **Note:** The "35V" selection appears on all machines, from the beginning of mass-production. Please add this to your Service Manual on page 151.

Reissued:18-Jul-12

Model: PE-P2/MF3 (MF3c only)	Date: 25-Apr-12	No.: RM096010a

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

Subject: Short Cut Key Decal	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

Old part number	New part number	Description	Q'ty	Int	Note
	M1001371	DECAL:SHORT_CUT_KEY:US ENGLISH	0 - 1		
	M1001372	DECAL:SHORT_CUT_KEY:SYMBOL-EU	0 - 1		
	M1001373	DECAL:SHORT_CUT_KEY:CHINESE	0 - 1		
	M1001374	DECAL:SHORT_CUT_KEY:TAIWANESE	0 - 1		

Change:

1) A shortcut key decal was newly added as an accessory for the **MF3c (M100) mainframe** only.

2) A short instructional overview of the function described below is now inserted in machine boxes at the factory (from the cut-in S/N listed below) and in the O/I Kit.

Reason: So that customers can use the decals, if necessary, with the following new feature:

From main PDL firmware **version 1.11**, the operator can allocate a hard key on the operation panel to one of the following frequently used functions:

ID Card Copy Mode (Default), Fax Auto Print Setting, Fax Immediate TX, Select Scanner Destination
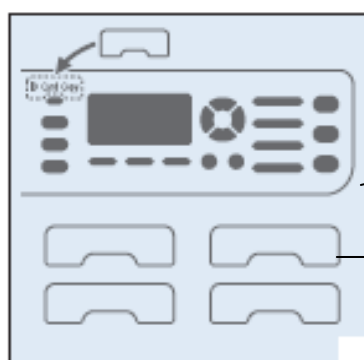
Decal – Short_Cut_Key

Blank decals

Note: Operators can write what they like on the four blank decals.

Reissued:18-Jul-12

Model: PE-P2/MF3 (MF3c only)	Date: 25-Apr-12	No.: RM096010a

Note: When customers with machines produced before the cut-in S/N download the main PDL firmware, the instructional overview is automatically downloaded as well. However, the following sentence and its illustration are not included:

Specify the name of the function on the name label that is supplied with the machine, and attach the label to the [ID Card Copy] key.

Short Instructional Overviews

The following were applied to machines in production (cut-in S/N below) and to the O/I Kit.

MODEL NAME	DESTINATION	CODE	Instructional overview
Ricoh Aficio SP C242SF (Lanier SP C242SF) (Savin SP C242SF)	USA	M100-17	English M1008531.pdf
Ricoh Aficio SP C242SF	Taiwan	M100-19	Simplified Chinese and Traditional Chinese M1008537.pdf
Ricoh Aficio SP C242SF	China	M100-21	
Gestetner SP C242SF Nashuatec SP C242SF Rex Rotary SP C242SF	Europe	M100-22	English, German, French, Italian, Spanish, Dutch, and Portuguese M1008533.pdf
Ricoh Aficio SP C242SF (Lanier SP C242SF)	Europe, Asia, etc	M100-27	
OI KIT for C242 SF	Europe	M100-30	Danish, Norwegian, Finish, Swedish, Czech, Hungarian, Polish, and Russian M1008535.pdf

Model: PE-P2/MF3 (MF3c only)	Date: 25-Apr-12	No.: RM096010a

Cut-in Serial Numbers

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C240SF (Lanier SP C240SF) (Savin SP C240SF)	120/60	USA	M099-17	
Gestetner SP C240SF Nashuatec SP C240SF Rex Rotary SP C240SF	220/50, 60	Europe	M099-22	
Ricoh Aficio SP C240SF (Lanier SP C240SF)	220/50, 60	Europe, Asia, etc	M099-27	

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C242SF (Lanier SP C242SF) (Savin SP C242SF)	120/60	USA	M100-17	T222P300001
Ricoh Aficio SP C242SF	110/50	Taiwan	M100-19	T222P300261
Ricoh Aficio SP C242SF	220/50, 60	China	M100-21	T222P300298
Gestetner SP C242SF Nashuatec SP C242SF Rex Rotary SP C242SF	220/50, 60	Europe	M100-22	T222P3xxxxx
Ricoh Aficio SP C242SF (Lanier SP C242SF)	220/50, 60	Europe, Asia, etc	M100-27	T222P300311
OI KIT for C242 SF	220/50, 60	Europe	M100-30	* *120627 (date of production)* *M1007001E (KIT NO.)*

*: The date of production is printed on the O/I Kit label, and the Kit No. is printed on the O/I Kit label and carton label.

Model: PE-P2/MF3	Date: 17-Aug-12	No.: RM096011

Subject: No warm-up operation due to Q103 damage on the PSU	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

The machine does not reach the Ready condition after the main power is turned on. Instead, the Power LED lights, and "Initializing…" remains displayed on the LCD.

CAUSE

The sensor EGB harness for the PSU is pinched, which causes a short circuit between the harness and machine ground. As a result, Q103 (FET) on the PSU is damaged.

SOLUTION

Production line

1. Detailed instructions about how to run the sensor EGB harness were added to the production line procedures.

2. A post-attachment inspection for this part was also added.

Applied from: March 2012 production

Machine code	Cut-in serial number
M095	T192P300001
M096	T202P300001
M099	T212P300001
M100	T222P300001

In the field

If the symptom occurs, do the procedure shown below.

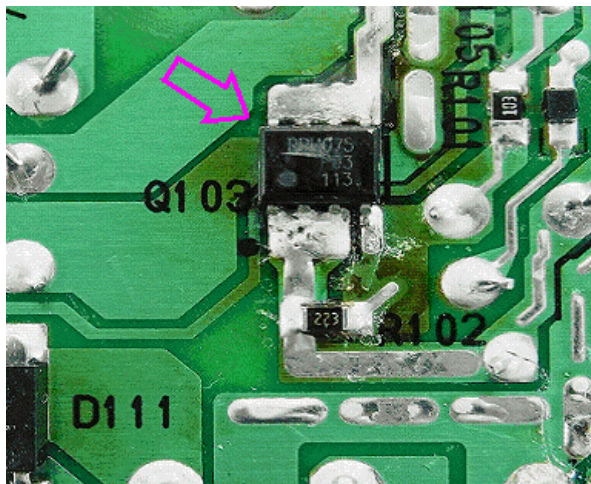| Model: PE-P2/MF3	Date: 17-Aug-12	No.: RM096011

PROCEDURE

Do the following if the symptom occurs in the field:

1. Check Q103 on the rear side of the PSU to see if it was damaged.

   Note: See the Service Manual for the PSU replacement procedure.

 Q103: Rear side of the PSU

2. If it was damaged, replace the PSU with the following:

   110V/120V machines: PSU **GZ230061**: POWER SUPPLY UNIT:NA/TWN:139W

   220V machines: PSU **GZ230062**: POWER SUPPLY UNIT:EU/AA/CHN:139W

3. Check the sensor EGB harness (M1005402: HARNESS:EGB:SENSOR) to see if it is pinched.

   Note: See the Service Manual for the paper exit sensor replacement procedure.
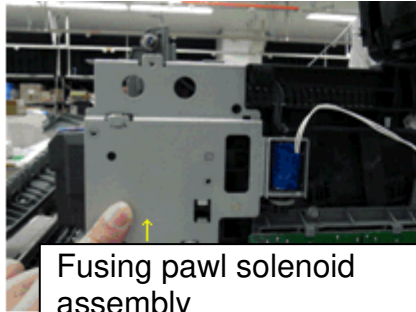
Fusing pawl solenoid assembly
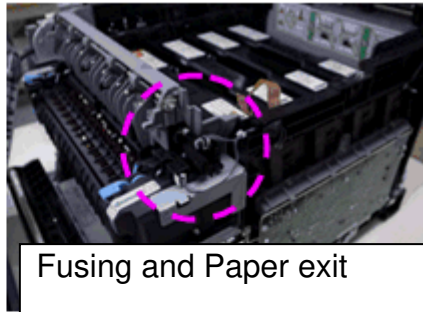
Fusing and Paper exit
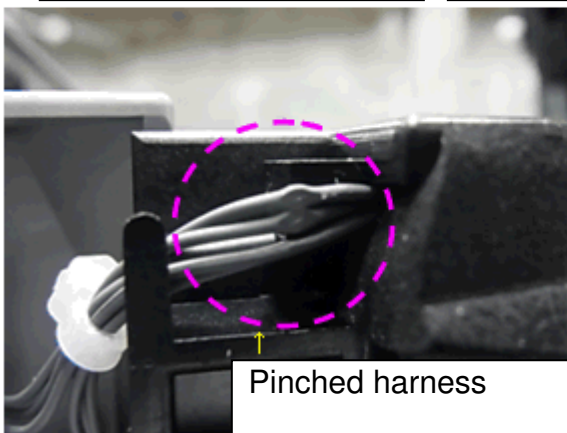
Pinched harness

4. If the harness is pinched, but the cables inside are not cut or broken, wrap the affected area with insulating tape.

5. If any of the harness cables are cut or broken, or if the temporary taping solution in Step 4 is not effective, replace the harness so that it is not pinched.
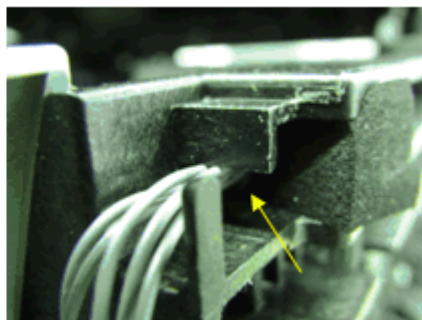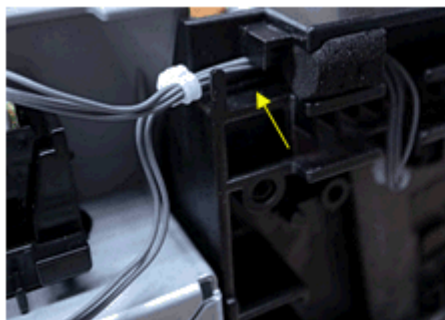
6. Run/lead the harness as shown.

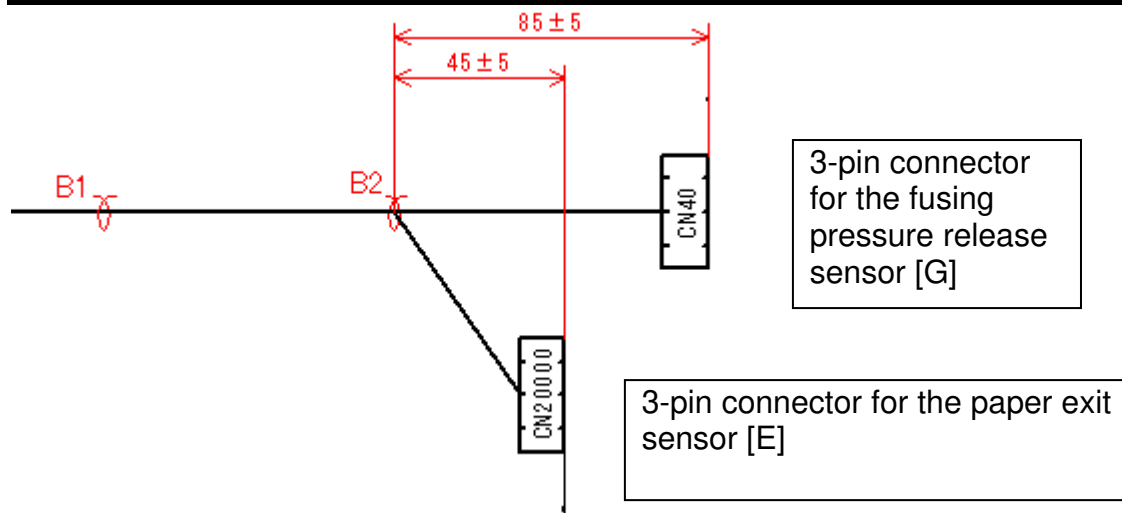| Model: PE-P2/MF3	Date: 17-Aug-12	No.: RM096011

7. Make sure that **B1** and **B2** are in the positions shown in the photo below.

8. Push the sponge cushion [A] against the unit frame, so that the harness does not move outside the harness path [C].

9. If there is slack in the upper section of the harness [F] **more than** is shown in the photo, press the upper section [F] (for fusing pressure release sensor [G]) down, so that it does not rise above the level shown in the photo.

10. If there is slack in the lower section of the harness [D] **more than** is shown in the photo, press the lower section [D] (for the paper exit sensor [E]) inward, so that it does not protrude from the location shown in the photo.

11. Reattach the fusing pawl solenoid assembly, making sure that the harness **does not get pinched.**

12. Put back all the parts removed.

13. Make sure that the machine can boot up to the Ready condition normally and also make normal prints.

Model: PE-P2/MF3	Date: 17-Aug-12	No.: RM096011

85±5

45±5

B1

B2

CN40

CN20000

3-pin connector for the fusing pressure release sensor [G]

3-pin connector for the paper exit sensor [E]

Model: PE-P2/MF3 (MF3 only)	Date: 21-Jan-13	No.: RM096012

Subject: White or Color Stripes		Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

White or colored stripes may appear on copies.
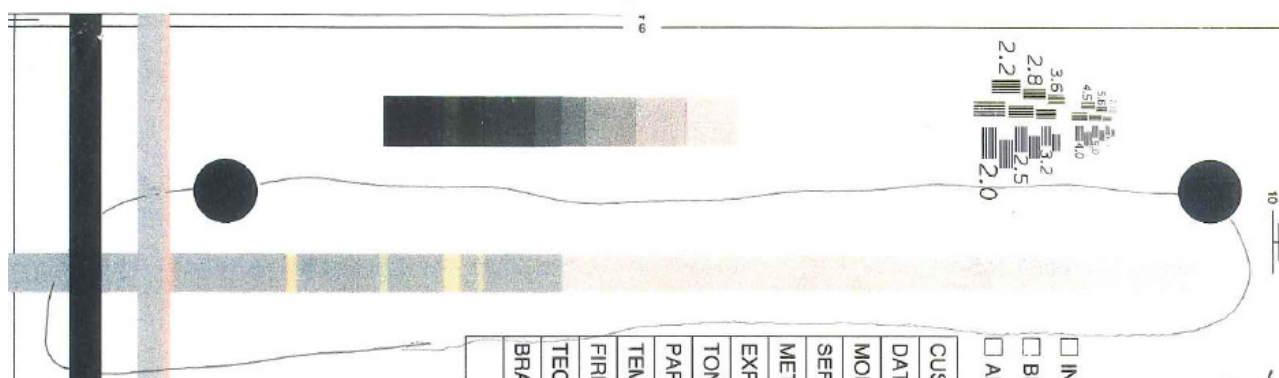
CAUSE

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.

Model: PE-P2/MF3 (MF3 only)	Date: 21-Jan-13	No.: RM096012
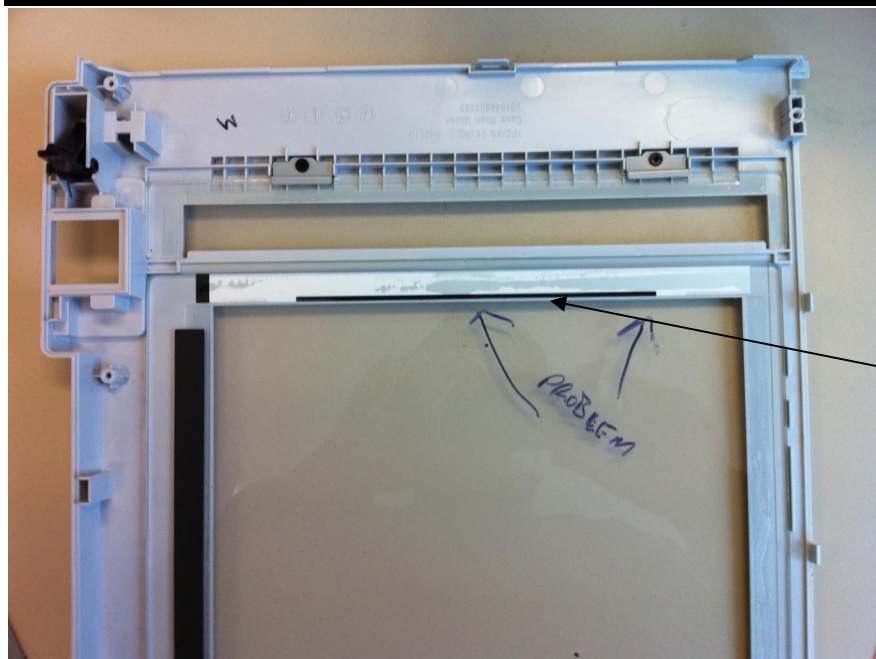
Glue melted

Upper Scanner Case

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	Page	Index	Note
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:

Model: PE-P2/MF3 (MF3 only)	Date: 21-Jan-13	No.: RM096012

- 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

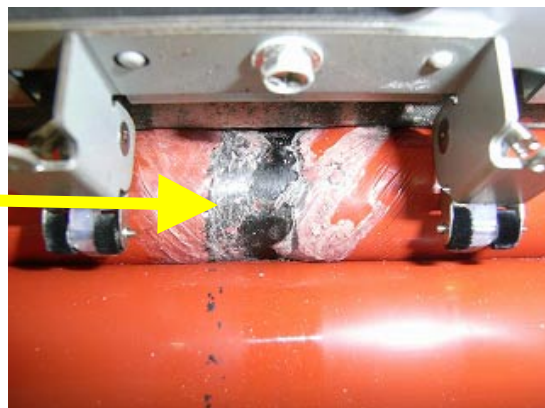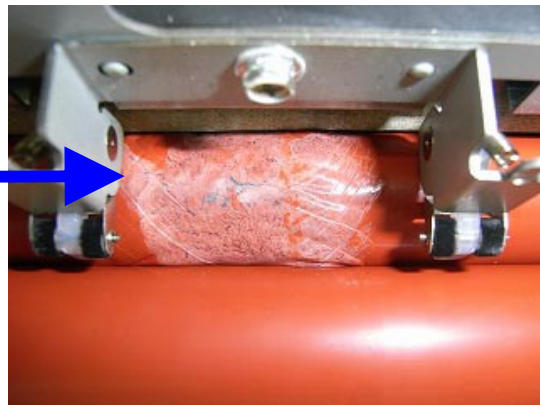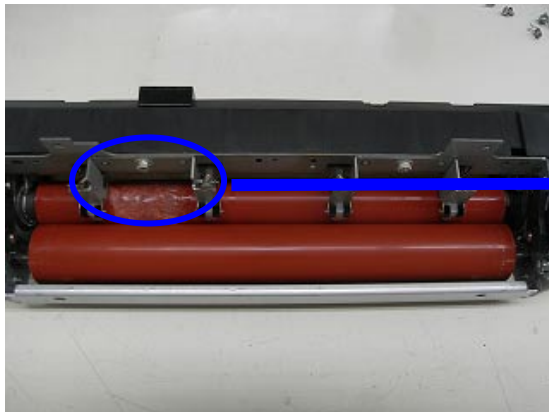| MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C240SF (Lanier SP C240SF) (Savin SP C240SF)	120/60	USA	M099-17	T212PCxxxxx
Gestetner SP C240SF Nashuatec SP C240SF Rex Rotary SP C240SF	220/50, 60	Europe	M099-22	T212PC00857
Ricoh Aficio SP C240SF (Lanier SP C240SF)	220/50, 60	Europe, Asia, etc	M099-27	T212PB00371

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C242SF (Lanier SP C242SF) (Savin SP C242SF)	120/60	USA	M100-17	T222PA01197
Ricoh Aficio SP C242SF	110/50	Taiwan	M100-19	T222PCxxxxx
Ricoh Aficio SP C242SF	220/50, 60	China	M100-21	T222PB02442
Gestetner SP C242SF Nashuatec SP C242SF Rex Rotary SP C242SF	220/50, 60	Europe	M100-22	T222PB02418
Ricoh Aficio SP C242SF (Lanier SP C242SF)	220/50, 60	Europe, Asia, etc	M100-27	T222PA00715

Model: PE-P2/MF3	Date: 20-Nov-13	No.: RM096013

Subject: Rubber of the Hot Roller	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

SYMPTOM

One or more of the following occur at 50-100mm from the center of the hot roller (right side, left side, or both):

- Creases develop in the tube around the hot roller
- The hot roller's rubber layer separates from the metallic core
- The tube and rubber layer are damaged

CAUSE

The actual temperature of the hot roller surface was higher than the target (especially in the damaged areas) under the following conditions. The accumulated temperature stress triggers the symptom.

Conditions:

1. Just after the machine reaches the Ready condition following power ON or recovery from Sleep mode.

2. Just after a print job is performed.

SOLUTION

Production line:

The Engine firmware was modified (to v1.05) so that the actual temperature on the roller surface is lower.

 Applied from: August 2012

In the field:

1. Replace the fusing unit.

2. Update the **Engine** firmware to **v1.05** or later.

RICOH

Model: PE-P2/MF3	Date: 19-Dec-13	No.: RM096014

Subject: Shaft: Paper Feed Roller		Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

Old part number	New part number	Description	Q'ty	Int	Note
G1662580	M1982580	SHAFT:PAPER FEED ROLLER:PRESS FIT	1 - 1	X/X	O/O as a set
08050089 ⌐		RETAINING RING - M4	n - n-1		
└→	H5213355	C RING - PAPER FEED ROLLER	0 - 1	X/X	

Change:

1) The width of the e-ring groove in the paper feed roller shaft was increased.
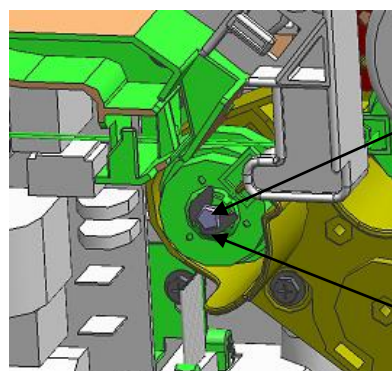
2) The e-ring was changed to a C-ring.

Reason: To facilitate assembly.
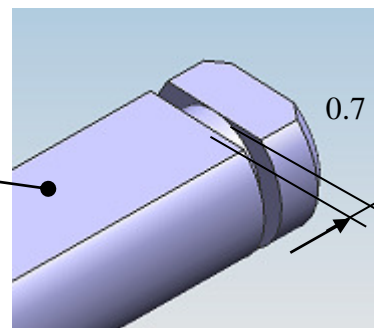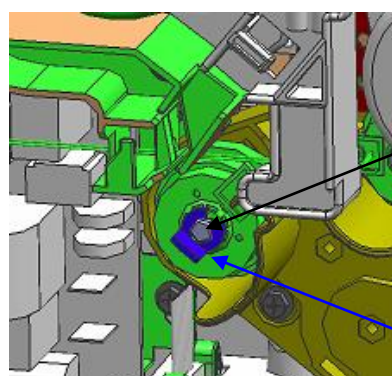
Old

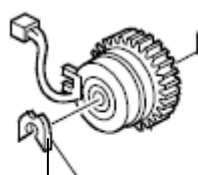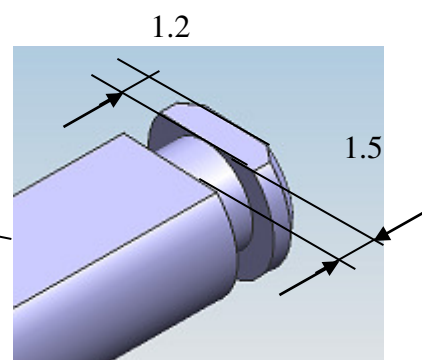G1662580 Paper Feed Roller Shaft

08050089 E-ring

0.7

New

M1982580 Paper Feed Roller Shaft

H5213355 C-ring

1.2

1.5

08050089 → H5213355

SRD (China) Production

Printer Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP 240DN	120/60	USA	M095-17	T194P1xxxxx

| Model: PE-P2/MF3 | | | Date: 19-Dec-13 | No.: RM096014 |

Ricoh Aficio SP C240DN	110/50	Taiwan	M095-19	T194P1xxxxx
Ricoh Aficio SP C240DN	220/50, 60	China	M095-21	T194P1xxxxx
Gestetner SP C240DN Nashuatec SP C240DN Rex Rotary SP C240DN	220/50, 60	Europe	M095-22	T194P1xxxxx
Ricoh Aficio SP C240DN (Lanier SP C240DN)	220/50, 60	Europe, Asia, etc	M095-27	T194P1xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C242DN (Lanier SP C242DN) (Savin SP C242DN)	120/60	USA	M096-17	T204P1xxxxx
Ricoh Aficio SP C242DN	220/50, 60	China	M096-21	T204P1xxxxx
Gestetner SP C242DN Nashuatec SP C242DN Rex Rotary SP C242DN	220/50, 60	Europe	M096-22	T204P1xxxxx
Ricoh Aficio SP C242DN (Lanier SP C242DN)	220/50, 60	Europe, Asia, etc	M096-27	T204P1xxxxx

MF version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C240SF (Lanier SP C240SF) (Savin SP C240SF)	120/60	USA	M099-17	T214P1xxxxx
Gestetner SP C240SF Nashuatec SP C240SF Rex Rotary SP C240SF	220/50, 60	Europe	M099-22	T214P1xxxxx
Ricoh Aficio SP C240SF (Lanier SP C240SF)	220/50, 60	Europe, Asia, etc	M099-27	T214P1xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C242SF	120/60	USA	M100-17	T224P1xxxxx

Model: PE-P2/MF3			Date: 19-Dec-13	No.: RM096014
(Lanier SP C242SF) (Savin SP C242SF)				
Ricoh Aficio SP C242SF	110/50	Taiwan	M100-19	T224P1xxxxx
Ricoh Aficio SP C242SF	220/50, 60	China	M100-21	T224P1xxxxx
Gestetner SP C242SF Nashuatec SP C242SF Rex Rotary SP C242SF	220/50, 60	Europe	M100-22	T224P1xxxxx
Ricoh Aficio SP C242SF (Lanier SP C242SF)	220/50, 60	Europe, Asia, etc	M100-27	T224P1xxxxx

Model: PE-P2/MF3(MF3 only)	Date: 26-Sep-14	No.: RM096015

Subject: COVER:CARRIAGE:UPPER	Prepared by: H.K.
From: 3rd Tech Service Sect., MFP/P 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

Old part number	New part number	Description	Q'ty	Int	Note
G1831761 ⌐		COVER:CARRIAGE:UPPER	1 - 0		
	└▶G1831765	CCD:MODULE:ASS'Y	0 - 1	X/O	

Change: The Upper Carriage Cover service part was deleted and replaced with the CCD Module Assembly.

Reason: The manufacturer of the CCD modules has mistakenly modified the cover without notification. As a result, there is no interchangeability between the old and new covers, and both cannot be supplied.

Upper Carriage Cover

CCD: Module:Ass'y