☐ Paper path ☐ Product Safety

Technical Bulletin

Model: Browser Unit Type D		Date: 18-Nov-08		No.: RD377A01	
Subject: Firmware Release Note:Browser Type D			Prepared by: K. Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	Troubleshooting	☐ Part info	ormat	ion	n required
	☐ Mechanical	☐ Electrica	al	☐ Servi	ce manual revision
	☐ Paper nath	☐ Transm	it/roc	eive 🗆 Retro	fit information

)

☐ Tier 2

PAGE: 1/1

This RTB has been issued to announce the firmware release information for the Browser Type D.

Other (

Version	Program No.	Effective Date
1.62	D3775905D	July 2008 production
1.60	D3775905C	1st Mass Production

Version	Symptom Corrected
1.62	Symptom corrected: 1. If the Clear/Stop button is pressed while the MFP's http service is in use, the MFP start button might turn red and not return to green until rebooted. Additionally, some of the links in the operation panel might not work as expected.
1.60	1st Mass Production

Technical Bulletin

PAGE: 1/2

Reissued: 19-Aug-09

Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01a
----------------------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note:Browser Type D			Prepared	d by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	☐ Tier 2

This RTB has been issued to announce the firmware release information for the ${f Browser}$ ${f Type}$ ${f D}$.

Version	Program No.	Effective Date
1.71	D3775905F	June 2009 production
1.63	D3775905E	September 2008 production
1.62	D3775905D	July 2008 production
1.60	D3775905C	1st Mass Production

Version	Symptom Corrected
1.71	Symptom corrected: 1. Image data files remain in HDD memory if the main power switch is turned off while the scanned data is being transferred. 2. The MFP browser screen may not respond once the machine enters Sleep Mode. 3. If the operation switch is turned off/on while the software keyboard is displayed, the MFP browser screen may not open. 4. Duplex documents rescanned from the ADF after a jam might result in an SC990 error. 5. Scanning from MFP browser cancelled and no error message displayed. This occurred if a document had just been scanned directly from the exposure glass, using the standard scanner and the device was still waiting for additional pages to be added to the job ("Place next original within XX sec"). 6. No user login screen displayed in the MFP browser if both User Code Auth. is enabled and the VM card option is inserted in the MFP's card slot. 7. If authentication is enabled, an SC990 or SC819 error will occur after 2000 users have logged on/off the device without a power cycle. 8. When the device changes into Energy Saver mode, an SC990 or SC819 error might occur.
	9. If User Code Auth. is enabled, users are shown the login screen again after logging in.

1.60

Technical **B**ulletin

PAGE: 2/2

Reissued: 19-Aug-09

expected.

1st Mass Production

Model: Model Browser Unit Type D		Date: 18-Nov-08	No.: RD377A01a
Version	Symptom Corrected		
	10. Orientations applied to Sc. configured via the Browse 11. The ScanRouter login screunit if device settings have been rebooted. Other changes: 1. The version of the Browser.	r unit. een might not be shown in e been changed but the d r unit (MFP Browser optic	n the Browser levice has not
	in the Self-Diagnosis Report (SP5-990-005). Note: The Self-Diagnosis Report is part of the SMC report.		
1.63	Symptom corrected: Minor bug.		
1.62	Symptom corrected: 1. If the Clear/Stop button is pre the MFP start button might turn r Additionally, some of the links in	ed and not return to green	until rebooted.

Technical Bulletin

PAGE: 1/2

Reissued: 19-Nov-09

Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01b
----------------------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note:Browser Type D			Prepared	d by: Y. Ino
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	⊠ Tier 2

This RTB has been issued to announce the firmware release information for the ${f Browser}$ ${f Type}$ ${f D}$.

Version	Program No.	Effective Date
1.72	D3775905G	November 2009 production
1.71	D3775905F	June 2009 production
1.63	D3775905E	September 2008 production
1.62	D3775905D	July 2008 production
1.60	D3775905C	1st Mass Production

Version	Symptom Corrected
1.72	Symptom corrected: If delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), the device will not attempt to resend the document. This occurred if both of the following conditions were met: 1) The ScanRouter Server is configured to receive documents via HTTP. 2) The document being delivered is a PDF of at least 200KB.
1.71	 Symptom corrected: Image data files remain in HDD memory if the main power switch is turned off while the scanned data is being transferred. The MFP browser screen may not respond once the machine enters Sleep Mode. If the operation switch is turned off/on while the software keyboard is displayed, the MFP browser screen may not open. Duplex documents rescanned from the ADF after a jam might result in an SC990 error. Scanning from MFP browser cancelled and no error message displayed. This occurred if a document had just been scanned directly from the exposure glass, using the standard scanner and the device was still waiting for additional pages to be added to the job ("Place next original within XX sec"). No user login screen displayed in the MFP browser if both User Code Auth. is enabled and the VM card option is inserted in the MFP's card



Technical Bulletin

PAGE: 2/2

Reissued: 19-Nov-09

expected.

1st Mass Production

1.60

Model: Model	Model: Model Browser Unit Type D		No.: RD377A01b	
Version	Symptom Corrected			
	slot. 7. If authentication is enabled, an SC990 or SC819 error will occur afte 2000 users have logged on/off the device without a power cycle. 8. When the device changes into Energy Saver mode, an SC990 or SC error might occur. 9. If User Code Auth. is enabled, users are shown the login screen again after logging in. 10. Orientations applied to ScanRouter documents, might be incorrect if configured via the Browser unit. 11. The ScanRouter login screen might not be shown in the Browser unit device settings have been changed but the device has not been rebooted. Other changes: 1. The version of the Browser unit (MFP Browser option) is now shown in Self-Diagnosis Report (SP5-990-005).		er cycle. C990 or SC819 screen again incorrect if Browser unit if ot been	
1.63	Note: The Self-Diagnosis Report is part of the SMC report. Symptom corrected:			
1.62	Minor bug. Symptom corrected:			
	If the Clear/Stop button is pressed the MFP start button might turn red an Additionally, some of the links in the or the links.	nd not return to green ur	ntil rebooted.	

Technical Bulletin

PAGE: 1/2

Reissued: 10-Mar-10

Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01c
----------------------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added

Subject: Firmware Release Note:Browser Type D			Prepared by: Y. Ino		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety	Other ()	⊠ Tier 2	

This RTB has been issued to announce the firmware release information for the **Browser Type D**.

Version	Program No.	Effective Date
1.81	D3775905H	March 2010 production
1.72	D3775905G	November 2009 production
1.71	D3775905F	June 2009 production
1.63	D3775905E	September 2008 production
1.62	D3775905D	July 2008 production
1.60	D3775905C	1st Mass Production

Version	Symptom Corrected
1.81	Symptom corrected:
	1. Minor bug correction.
1.72	Symptom corrected: If delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), the device will not attempt to resend the document. This occurred if both of the following conditions were met: 1) The ScanRouter Server is configured receive documents via HTTP. 2) The document being delivered is a PDF of at least 200KB.
1.71	 Symptom corrected: Image data files remain in HDD memory if the main power switch is turned off while the scanned data is being transferred. The MFP browser screen may not respond once the machine enters Sleep Mode. If the operation switch is turned off/on while the software keyboard is displayed, the MFP browser screen may not open. Duplex documents rescanned from the ADF after a jam might result in an SC990 error. Scanning from MFP browser cancelled and no error message displayed. This occurred if a document had just been scanned directly from the exposure glass, using the standard scanner and the device was still waiting for additional pages to be added to the job ("Place next original within XX sec"). No user login screen displayed in the MFP browser if both User Code Auth. is enabled and the VM card option is inserted in the MFP's card



1.60

Technical Bulletin

PAGE: 2/2

Reissued: 10-Mar-10

expected.

1st Mass Production

Model: Model Browser Unit Type D Date: 18-Nov-08 No.: RD			No.: RD377A01c			
Version	Symptom Corrected					
	slot. 7. If authentication is enabled, an SC990 or SC819 error will occur after 2000 users have logged on/off the device without a power cycle. 8. When the device changes into Energy Saver mode, an SC990 or SC819 error might occur. 9. If User Code Auth. is enabled, users are shown the login screen again after logging in. 10. Orientations applied to ScanRouter documents, might be incorrect if configured via the Browser unit. 11. The ScanRouter login screen might not be shown in the Browser unit if device settings have been changed but the device has not been rebooted.					
	Other changes: 1. The version of the Browser unit (MFP Browser option) is now shown in the Self-Diagnosis Report (SP5-990-005). Note: The Self-Diagnosis Report is part of the SMC report.					
1.63	Symptom corrected: Minor bug.					
1.62	Symptom corrected: 1. If the Clear/Stop button is pressed	while the MFP's http s	ervice is in use,			

the MFP start button might turn red and not return to green until rebooted. Additionally, some of the links in the operation panel might not work as

Technical Bulletin

PAGE: 1/2

Model: Browser option Type D Dat			te: 09-May-11		No.: RD377A02	
Subject: Browser option instllation procedure			Prepare	d by: K. H	Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	☐ Troubleshooting	☐ Part information		tion	Action	required
	☐ Mechanical	☐ Electric	al		⊠ Servic	ce manual revision
	☐ Paper path ☐ Transmit/rec		eive	Retrof	fit information	
	☐ Product Safety	Other ()	☐ Tier 2	

Service Manual Revision

The areas in bold were added.

Brower option installation procedure

Caution

- Unplug the main machine power cord before you do the following procedure.
- 1. For models which have the VM card, do the following:
 - Press the "User tools" button to enter the User Tools mode.
 - Press "Extended Feature Settings" on the LCD.
 - Press "Extended Feature Settings" on the LCD again.
 - Press the "Start up" tab.
 - Stop all SDK applications by touching the application lines.
 - Exit UP mode, and then turn off the machine.
 - Remove the VM card from the SD slot.
- 2. Remove the slot cover for SD cards
- 3. Turn the SD card label face to the rear of the machine. Then push it slowly into the slot until you hear a click.
- 4. Plug in and turn on the main power switch
- 5. Push the "User Tools" key. If an administrator setting is registered for the machine, steps 5 and 6 are required. Otherwise, skip to step 7.
- 6. Push the "Login/Logout" key
- 7. Login with the administrator user name and password.
- 8. Touch "Extended Feature Settings" twice on the LCD.
- 9. Touch "Install" on the LCD.
- 10. Touch "SD card".
- 11. Touch the "Browser" line.
- 12. Under "Install to", touch "Machine HDD" and touch "Next".

Technical Bulletin

PAGE: 2/2

Model: Browser option Type D Date: 09-May-11 No.: RD377A02

- 13. When you see "Ready to Install", check the information on the screen to confirm your previous selection.
- 14. Touch "OK". You will see "Installing the extended feature... Please wait." and then "Completed".
- 15. Touch "Exit" to go back to the setting screen.
- 16. Touch "Change Allocation".
- 17. Touch the "Brower" line.
- 18. Press one of the hard keys, which you want to use for the Browser Unit. By default, this function is assigned to the "Other Functions" key (bottom key of the function keys).
- 19. Touch "OK".
- 20. Touch "Exit" twice to go back to the copy screen.
- 21. Turn off the main power switch.
- 22. Install the key for "Browser Unit" to the place where you want it.
- 23. Turn on the main power switch.
- 24. When the machine reaches the Ready condition, press the key that you installed in Step 22 above.

Note: A message will be displayed confirming that the browser option was successfully installed.

- 25. Turn off the main power switch.
- 26. Remove the SD card from the slot.
- 27. Attach the slot cover.
- 28. Tell the customer to keep the SD card in a safe place after you have installed the application program from the card to the HDD.

This is because:

- The SD card is the only proof that the user is licensed to use the application program.
- You may need to check the SD card and its data to solve a problem in the future.

Technical Bulletin

PAGE: 1/2

Reissued:02-Sept-11

Model: Browser option Type D	Date: 09-May-11	No.: RD377A02a
------------------------------	-----------------	----------------

RTB Reissue

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

Subject: Browser option instllation procedure			Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	☐ Tier 2

Service Manual Revision

The areas in bold were added.

Browser option installation procedure

Important:

The Browser Option can only be installed on <u>one</u> machine, and once the installation is complete, it <u>cannot be installed on any other machine after that</u>. This is true even if you uninstall it from the selected machine.

Caution

- Unplug the main machine power cord before you do the following procedure.
- 1. For models which have the VM card, do the followings:
 - Press "User tools" button to enter the User Tools mode.
 - Press "Extended Feature Settings" on the LCD.
 - Press "Extended Feature Settings" on the LCD again.
 - Press "Start up" tab.
 - Stop all SDK applications with touching application lines.
 - Exit UP mode, and then turn off the machine.
 - Remove the VM card from SD slot.
- 2. Remove the slot cover for SD cards
- 3. Turn the SD card label face to the rear of the machine. Then push it slowly into slot until you hear a click.
- 4. Plug in and turn on the main power switch
- 5. Push the "User Tools" key. If an administrator setting is registered for the machine, steps 5 and 6 are reqiored. Otherwise, skip to step 7.
- 6. Push the "Login/Logout" key

Technical Bulletin

PAGE: 2/2

Reissued:02-Sept-11

Model: Browser option Type D Date: 09-May-11 No.: RD377A02a

- 7. Login with the administrator user name and password.
- 8. Touch "Extended Feature Settings" twice on the LCD.
- 9. Touch "Install" on the LCD.
- 10. Touch "SD card".
- 11. Touch the "Browser" line.
- 12. Under "Install to", touch "Machine HDD" and touch "Next".
- 13. When you see "Ready to Install", check the information on the screen to confirm your previous selection.
- 14. Touch "OK". You will see "Installing the extended feature... Please wait." and then "Completed".
- 15. Touch "Exit" to go back to the setting screen.
- 16. Touch "Change Allocation".
- 17. Touch "Brower" line.
- 18. Press one of the hard keys, which you want to use for the Browser Unit. By default, this function is assigned to the "Other Functions" key (bottom key of the function keys).
- 19. Touch "OK".
- 20. Touch "Exit" twice to go back to the copy screen.
- 21. Turn off the main power switch.
- 22. Install the key for "Browser Unit" to the place where you want it.
- 23. Turn on the main power switch.
- 24. When the reaches the Ready condition, press the key that you installed in Step 22 above.

Note: A message will be displayed confirming that the browser option was successfully installed.

- 25. Turn off the main power switch.
- 26. Remove the SD card from slot.
- 27. Attach the slot cover.
- 28. Tell a customer to keep the SD card in a safe place after you have installed the application program from the card to the HDD.

This is because:

- The SD card is the only proof that the user is licensed to use the application program.
- You may need to check the SD card and its data to solve a problem in the future.

Technical Bulletin

PAGE: 1/2

Reissued: 06-Jan-12

Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01d
----------------------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

The items in bold italics have been added.					
Subject: Firmware Release Note:Browser Type D		Prepared by: H.Tamaki			
From: 1st Tech Service Sect.,MFP/Printer Tech Service Dept.					
Classification:	☐ Troubleshooting	☐ Part informa	tion	Action required	
	☐ Mechanical	☐ Electrical		Service manual revision	
	☐ Paper path	☐ Transmit/red	eive	☐ Retrofit information	
	☐ Product Safety	Other (Firm)	vare)	☐ Tier 2	

This RTB has been issued to announce the firmware release information for the ${f Browser}$ ${f Type}$ ${f D}$.

Version	Program No.	Effective Date	Availability of RFU
1.85	D3775905J	November 2011 production	Not available
1.81	D3775905H	March 2010 production	Not available
1.72	D3775905G	November 2009 production	Not available
1.71	D3775905F	June 2009 production	Not available
1.63	D3775905E	September 2008 production	Not available
1.62	D3775905D	July 2008 production	Not available
1.60	D3775905C	1st Mass Production	Not available

Note: Definition of Availability of RFU via @Remote

[&]quot;Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected	
1.85	Symptom corrected:	
	1. Minor bug correction	
	Other shares	
	Other changes:	
	1. Support for Model Be-C1.5 (D154)	
1.81	Symptom corrected:	
	1. Minor bug correction	
1.72	Symptom corrected:	
	If delivery of a scanned document fails via Scan to ScanRouterEX (using the	
	MFP Browser), the device will not attempt to resend the document. This	
	occurred if both of the following conditions were met:	
	The ScanRouter Server is configured receive documents via HTTP.	
	2) The document being delivered is a PDF of at least 200KB.	
1.71	Symptom corrected:	
1.71		
	Image data files remain in HDD memory if the main power switch is	
	turned off while the scanned data is being transferred.	
	2. The MFP browser screen may not respond once the machine enters	
	Sleep Mode.	
	3. If the operation switch is turned off/on while the software keyboard is	
	displayed, the MFP browser screen may not open.	

[&]quot;Available": The firmware can be updated via RFU or SD card.

Technical Bulletin

PAGE: 2/2

Reissued: 06-Jan-12

INICACI. Model Diowsel Olik Type D Date. To-Nov-oo TNO TD3//AoTa	Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01d
--	----------------------------------	-----------------	----------------

Version	Symptom Corrected	
	Duplex documents rescanned from the ADF after a jam might result in an SC990 error.	
	5. Scanning from MFP browser cancelled and no error message displayed. This occurred if a document had just been scanned directly from the exposure glass, using the standard scanner and the device was still waiting for additional pages to be added to the job ("Place next original within XX sec").	
	6. No user login screen displayed in the MFP browser if both User Code Auth. is enabled and the VM card option is inserted in the MFP's card slot.	
	7. If authentication is enabled, an SC990 or SC819 error will occur after 2000 users have logged on/off the device without a power cycle.	
	8. When the device changes into Energy Saver mode, an SC990 or SC819 error might occur.	
	9. If User Code Auth. is enabled, users are shown the login screen again after logging in.	
	10. Orientations applied to ScanRouter documents, might be incorrect if configured via the Browser unit.	
	11. The ScanRouter login screen might not be shown in the Browser unit if device settings have been changed but the device has not been rebooted.	
	Other changes:	
	1. The version of the Browser unit (MFP Browser option) is now shown in the Self-Diagnosis Report (SP5-990-005).	
	Note: The Self-Diagnosis Report is part of the SMC report.	
1.63	Symptom corrected: Minor bug.	
1.62	Symptom corrected: 1. If the Clear/Stop button is pressed while the MFP's http service is in use, the MFP start button might turn red and not return to green until rebooted. Additionally, some of the links in the operation panel might not work as expected.	
1.60	1st Mass Production	

Technical Bulletin

PAGE: 1/2

Reissued: 03-Apr-12

Model: Model Browser Unit Type D	Date: 18-Nov-08	No.: RD377A01e
----------------------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

The Reme in bold Railed Nave been added.			
Subject: Firmware Release Note:Browser Type D		Prepared by: H.Tamaki	
From: 1st 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 **Browser Type D**.

Version	Program No.	Effective Date	Availability of RFU
1.86	D3775905K	March 2012 production	Not available
1.85	D3775905J	November 2011 production	Not available
1.81	D3775905H	March 2010 production	Not available
1.72	D3775905G	November 2009 production	Not available
1.71	D3775905F	June 2009 production	Not available
1.63	D3775905E	September 2008 production	Not available
1.62	D3775905D	July 2008 production	Not available
1.60	D3775905C	1st Mass Production	Not available

Note: Definition of Availability of RFU via @Remote

[&]quot;Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected	
1.86	Symptom corrected: Minor bug correction.	
1.85	Symptom corrected: 1. Minor bug correction	
	Other changes: 1. Support for Model Be-C1.5 (D154)	
1.81	Symptom corrected: 1. Minor bug correction	
1.72	Symptom corrected: If delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), the device will not attempt to resend the document. This occurred if both of the following conditions were met: 1) The ScanRouter Server is configured receive documents via HTTP. 2) The document being delivered is a PDF of at least 200KB.	
1.71	Symptom corrected: 1. Image data files remain in HDD memory if the main power switch is turned off while the scanned data is being transferred. 2. The MFP browser screen may not respond once the machine enters	

[&]quot;Available": The firmware can be updated via RFU or SD card.

Technical Bulletin

PAGE: 2/2

Reissued: 03-Apr-12

Model: Model Browser Unit Type D Date:	18-Nov-08 No.: RD377A01e
--	--------------------------

	21
Version	Symptom Corrected
version	Sleep Mode. 3. If the operation switch is turned off/on while the software keyboard is displayed, the MFP browser screen may not open. 4. Duplex documents rescanned from the ADF after a jam might result in an SC990 error. 5. Scanning from MFP browser cancelled and no error message displayed. This occurred if a document had just been scanned directly from the exposure glass, using the standard scanner and the device was still waiting for additional pages to be added to the job ("Place next original within XX sec"). 6. No user login screen displayed in the MFP browser if both User Code Auth. is enabled and the VM card option is inserted in the MFP's card slot. 7. If authentication is enabled, an SC990 or SC819 error will occur after 2000 users have logged on/off the device without a power cycle. 8. When the device changes into Energy Saver mode, an SC990 or SC819 error might occur. 9. If User Code Auth. is enabled, users are shown the login screen again after logging in.
	 10. Orientations applied to ScanRouter documents, might be incorrect if configured via the Browser unit. 11. The ScanRouter login screen might not be shown in the Browser unit if device settings have been changed but the device has not been rebooted. Other changes: 1. The version of the Browser unit (MFP Browser option) is now shown in the Self-Diagnosis Report (SP5-990-005).
	Note: The Self-Diagnosis Report is part of the SMC report.
1.63	Symptom corrected: Minor bug.
1.62	Symptom corrected: 1. If the Clear/Stop button is pressed while the MFP's http service is in use, the MFP start button might turn red and not return to green until rebooted. Additionally, some of the links in the operation panel might not work as expected.
1.60	1st Mass Production