

Model: Model AI-C1 Fax Option Type 5000		Date: 2-Sep-08	No.: RD346001
Subject: Service manual correction		Prepared by: K. Hamada	
From: 2nd 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 type="checkbox"/> Tier 2

The following information was added to the service manual.

## Error Codes

Code	Meaning	Suggested Cause/Action
14-21	SMIME sending error	Make sure the user certificate or device certificate is registered correctly.

Model: Model AI-C1 Fax Option Type 5000

Date: 25-Dec-14

No.: RD346002

Subject: Part Information

Prepared by: A.Ishida

From: 2nd Tech Supprt Sec., MFP/P Tech Service Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Product Safety

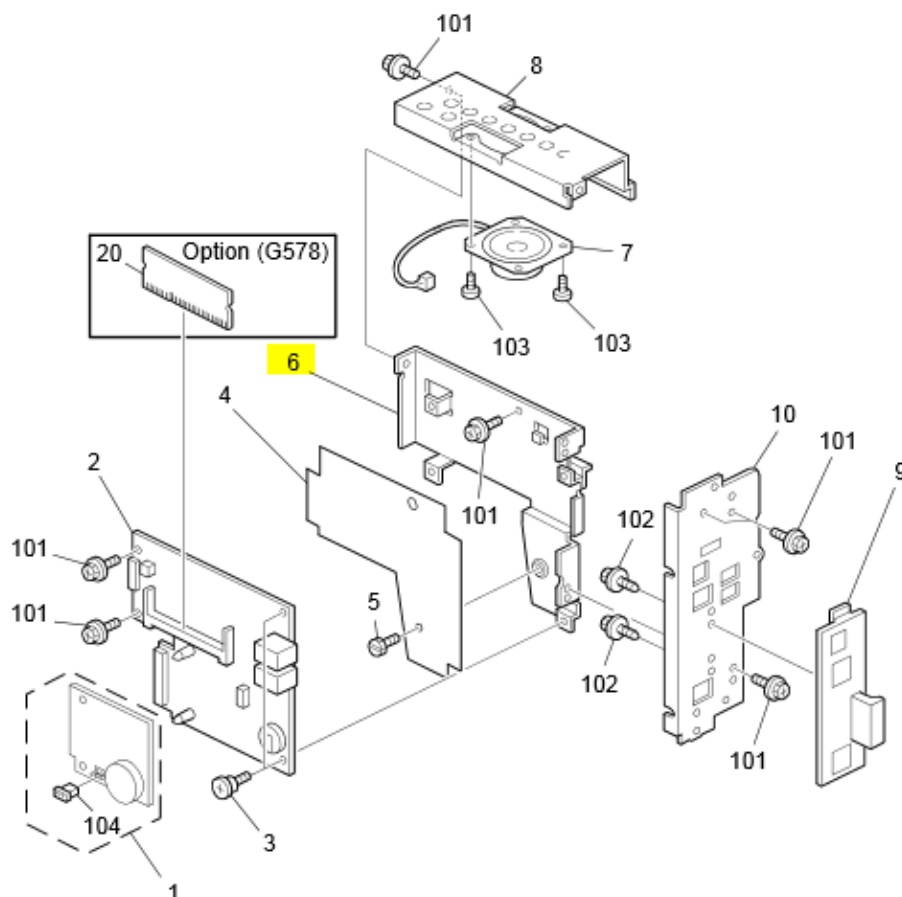
☐ Other ( )

☐ Tier 2

**Change/Reason:** The following parts were missing from the Parts Catalog.

Index	Old part number	New part number	Description	Q'ty	Int	Page	Note
6	D3465731	D3465720	BRACKET-FAX CONTROL UNIT	1		3	-

## 1.Fax Option (D509/G578)



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\*\*\* Basic Information \*\*\*

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[Create date] 2019/12/27

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[Program Name] GWFCU3-19(WW)

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[Version] 06.00.00

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[PCB No.] D5095180G

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[Interchangeability] X / O

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[Other Firmware Requirements] None

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[PCB Requirements] None

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[Software category] Normal Release

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[Release category] Normal Release

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[Program category] Firmware

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Exported to(language) GEN(all)

[Firmware No.] D5095570F

[File Information]

File Name     D5095570F.fwu  
File Type     Module for Service  
Size          2.94 MB ( 3080592 byte )

[File Information]

File Name     D5095570F.rfu  
File Type     Module for Remote Upgrade  
Size          2.95 MB ( 3088640 byte )

[Availability of RFU] No

[Production reflection] 該当拠点無し

\*\*\* Note \*\*\*

[Note]

\*\*\* Important Notes \*\*\*

[Important Notes]

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### \*\*\* Modification History \*\*\*

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[Modifications made:]

Rank C

Symptom corrected:

- If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.

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[Modification history]

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Version 05.00.00

Symptom corrected:

1. The number of FAX pages printed out does not match the number that appears in the Job Log.
2. The number of pages printed out does not match the number that appears in the Job Log, if the machine main power is turned OFF/ON while the machine is receiving a FAX.

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Version 04.00.00

Symptoms corrected:

1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted.
2. Errors frequently occur when receiving from a FAX server.
3. Forwarding to a FAX folder fails.

Other changes:

4. TEC value further improved.

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Version 03.00.00

Other changes:

Supported Chinese character GB18030

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Version 02.00.00

Minor bug correction

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Version 01.00.00

1st Mass production