

Reissued: 19-Sep-13

Model: OR-C2	Date: 28-Aug-13	No.: RD759001a
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: T.Nihei	
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 **Fax**.

Version	Program No.	Effective Date	Availability of RFU
<i>02.00.00</i>	<i>D1825535B</i>	<i>October 2013 production</i>	<i>Available</i>
01.01.00	D1825535A	1st Mass production	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
<i>02.00.00</i>	<i>Symptom corrected:</i> <i>SC899 may occur when the machine recovers from Energy Saver mode.</i> <i>Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info).</i> <i>IMPORTANT: To apply the above change, you must install the following firmware also:</i> <i>GWFCU3.8-5(WW) (D7595537C), Ver. 03.00.00</i>
01.01.00	1st Mass production

Model:OR-C2 Fax		Date: 24-Oct-13	No.: RD759002
Subject: Service Manual Correction for Installing the Double G3 Boards (TWN only)		Prepared by: T. Nihei	
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

Service Manual Revision

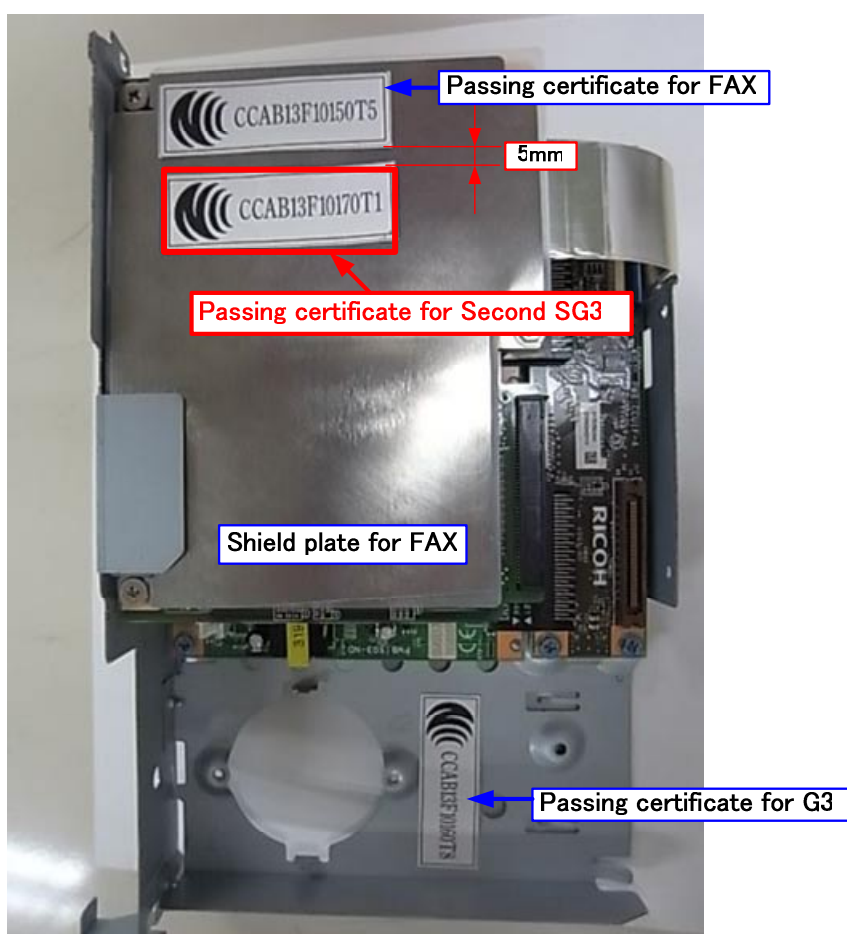
Add the following as **Step 6** to the Installation Procedure.

1. Installation

- G3 Interface Unit (D759)
- Installing Double G3 Boards

6. [TWN model only]:

Attach the decal packaged with the G3 Interface Unit to the area shown in red below.



Reissued: 25-Dec-13

Model: OR-C2	Date: 28-Aug-13	No.: RD759001b
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: T.Nihei	
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 **Fax**.

Version	Program No.	Effective Date	Availability of RFU
<i>03.00.00</i>	<i>D1825535C</i>	<i>January 2014 production</i>	<i>Available</i>
02.00.00	D1825535B	October 2013 production	Available
01.01.00	D1825535A	1st Mass production	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
<i>03.00.00</i>	<i>Symptom corrected:</i> <i>The following error message may appear when the operator sends a fax:</i> <i>"An error has occurred. Canceling transmission job..."</i> .
02.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode. Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info). IMPORTANT: To apply the above change, you must install the following firmware also: GWFCU3.8-5(WW) (D7595537C), Ver. 03.00.00
01.01.00	1st Mass production

Reissued: 05-Mar-14

Model: OR-C2	Date: 28-Aug-13	No.: RD759001c
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: T.Shinmura	
From: 2nd 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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
04.00.00	D1825535D	March 2014 production	Available
03.00.00	D1825535C	January 2014 production	Available
02.00.00	D1825535B	October 2013 production	Available
01.01.00	D1825535A	1st Mass production	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
04.00.00	Symptom corrected: The fax may stall if the user tries to delete 252 or more Broadcasting addresses at once.
03.00.00	Symptom corrected: The following error message may appear when the operator sends a FAX: "An error has occurred. Canceling transmission job..."

Reissued: 05-Mar-14

Model: OR-C2		Date: 28-Aug-13	No.: RD759001c
Version	Modified Points or Symptom Corrected		
02.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode. Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info). IMPORTANT: To apply the above change, you must install the following firmware also: GWFCU3.8-5(WW) (D7595537C), Ver. 03.00.00		
01.01.00	1st Mass production		

Reissued: 26-Sep-14

Model: OR-C2	Date: 28-Aug-13	No.: RD759001d
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: T. Hirakawa	
From: 2nd 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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<i>05.00.00</i>	<i>D1825535E</i>	<i>September 2014 production</i>	<i>Available</i>
04.00.00	D1825535D	March 2014 production	Available
03.00.00	D1825535C	January 2014 production	Available
02.00.00	D1825535B	October 2013 production	Available
01.01.00	D1825535A	1st Mass production	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.

Reissued: 26-Sep-14

Model: OR-C2	Date: 28-Aug-13	No.: RD759001d
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Version	Modified Points or Symptom Corrected
05.00.00	Symptom Corrected: <ol style="list-style-type: none"> <i>[Simplified display only]: Icons on the Home Screen created by the user to link with specific programs do not call (link with) those programs correctly.</i> <i>SC899 may occur.</i> <i>The machine may freeze (which can only be cleared by power OFF/ON) if a FAX is received while performing a Copy job that will require at least 5 minutes to complete set for duplex, multi-page, and stapling.</i> <i>The LCD stalls when a Document Server document is deleted.</i>
04.00.00	Symptom corrected: The FAX may stall if the user tries to delete 252 or more Broadcasting addresses at once.
03.00.00	Symptom corrected: The following error message may appear when the operator sends a FAX: "An error has occurred. Canceling transmission job...".
02.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode. Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info). IMPORTANT: To apply the above change, you must install the following firmware also: GWFCU3.8-5(WW) (D7595537C), Ver. 03.00.00
01.01.00	1st Mass production

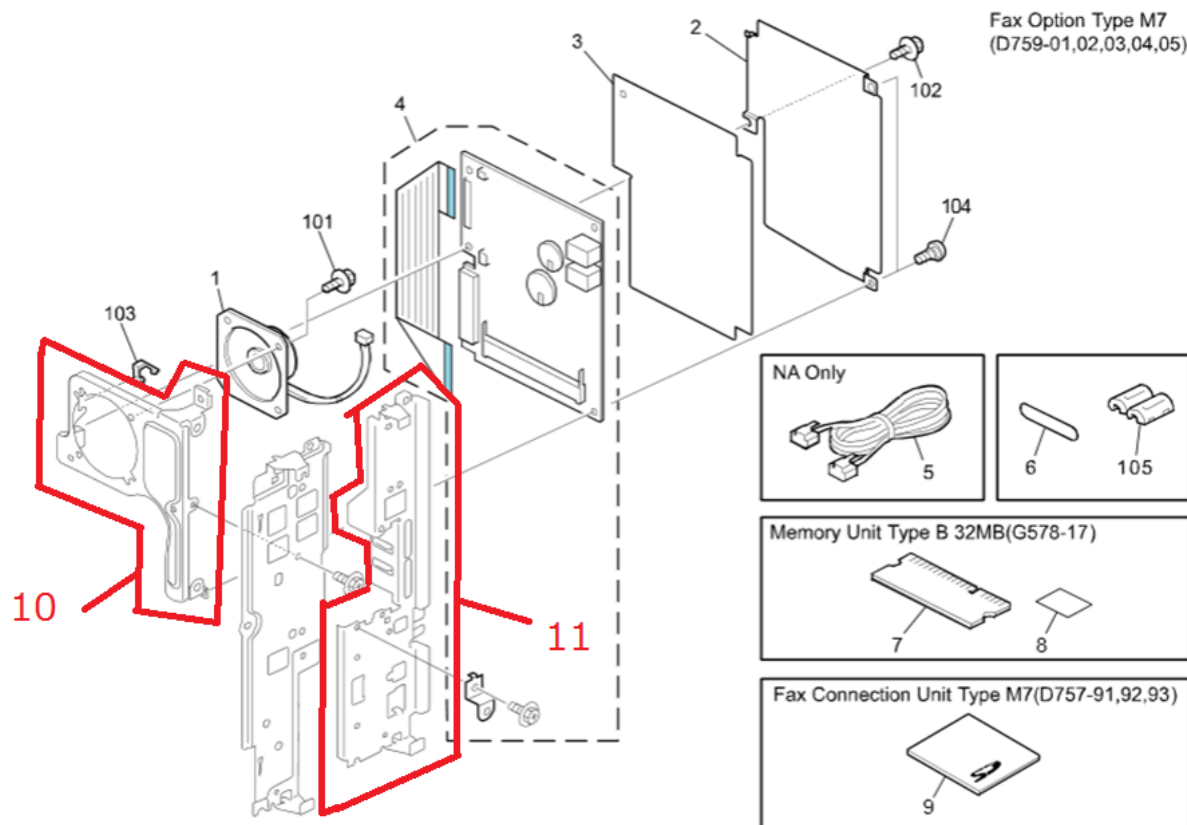
Model:OR-C2c		Date: 30-Jan-15	No.: RD184056
Subject: Parts information(FCU)		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

Change: The parts boxed in red in the illustration were registered as service parts.

Reason: To meet requests from the field.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D1825731	PANEL:FCU:PEEN	0-1	-	3	10	
	D1825868	PANEL:CTL:PEEN	0-1	-	3	11	

1. FAX Option (D759)



Reissued: 01-Jun-15

Model: OR-C2	Date: 28-Aug-13	No.: RD759001e
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Fax		Prepared by: J. Kitagawa	
From: 1st 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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

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

Version	Program No.	Effective Date	Availability of RFU
<i>06.00.00</i>	<i>D1825535F</i>	<i>May 2015 production</i>	<i>Available</i>
05.00.00	D1825535E	September 2014 production	Available
04.00.00	D1825535D	March 2014 production	Available
03.00.00	D1825535C	January 2014 production	Available
02.00.00	D1825535B	October 2013 production	Available
01.01.00	D1825535A	1st Mass production	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.

Reissued: 01-Jun-15

Model: OR-C2	Date: 28-Aug-13	No.: RD759001e
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Version	Modified Points or Symptom Corrected
06.00.00	Symptom corrected: <ul style="list-style-type: none"> - <i>When Simplified Chinese characters are included in the additional email information, username, password, a destination folder name, or a filename for SMB/NCP, the connection is unsuccessful, the data transmission fails, or the body of the email contains garbled text.</i> - <i>The FAX stalls when a waiting error (e.g. Paper End) and reading error (e.g. paper jam) occur at the same time.</i> - <i>The FAX may stall when automatic detection is enabled.</i> - <i>A stored reception job may not be executed while the machine switches to Night mode.</i> - <i>A system warning is not displayed when an error occurs while scanning an original through the ADF for a FAX job.</i> - <i>SC899 may occur.</i> - <i>The Address Book may not be opened, and Quick FAX may not start up.</i> - <i>The sender name may be printed even when the printing of the sender name is disabled.</i>
05.00.00	Symptom Corrected: <ul style="list-style-type: none"> - [Simplified display only]: Icons on the Home Screen created by the user to link with specific programs do not call (link with) those programs correctly. - SC899 may occur. - The machine may freeze (which can only be cleared by power OFF/ON) if a FAX is received while performing a Copy job that will require at least 5 minutes to complete set for duplex, multi-page, and stapling. - The LCD stalls when a Document Server document is deleted.
04.00.00	Symptom corrected: The FAX may stall if the user tries to delete 252 or more Broadcasting addresses at once.
03.00.00	Symptom corrected: The following error message may appear when the operator sends a FAX: "An error has occurred. Canceling transmission job...".
02.00.00	Symptom corrected: SC899 may occur when the machine recovers from Energy Saver mode. Note: The "fcs" code appears on the SMC (SP7990-001: SC Detailed Info). IMPORTANT: To apply the above change, you must install the following firmware also: GWFCU3.8-5(WW) (D7595537C), Ver. 03.00.00
01.01.00	1st Mass production