

Reissued:05-Sep-06

Model: Model PL-MF	Date: 25-May-06	No.: RG157001a
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RTB Reissue

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

Subject: Firmware History - Main Unit Controller		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Controller firmware history.

Version	Program No.	Program name	Effective Date
<i>C</i>	<i>G1570611B</i>	<i>LZ0732_C.upd</i>	<i>July production '06</i>
B	G1570611A	LZ0732_B.upd	January Production '06
A	G1570611	LZ0732_A.upd	December production '05

Symptom Corrected	Version
<ul style="list-style-type: none"> - <i>A print job cannot be cancelled with the job cancel key.</i> <i>Conditions:</i> <ul style="list-style-type: none"> - <i>The job uses "envelope size" paper</i> - <i>The end fences are not positioned for envelope size paper</i> - <i>The image data for a PC-FAX reception is sometimes incorrect.</i> <i>Note: This happens more easily when there is heavy traffic to/from the PC.</i> 	<i>C</i>
<ul style="list-style-type: none"> - First release for the Asia, Europe and Oceania models. - Fax data that is sent to the PC with PC FAX is not displayed correctly in some viewer programs (e.g. PaperPort, PageManager). This can happen when there is heavy USB traffic to/from the PC. 	B
The first release	A

Firmware updating

Precaution

You need to prepare the following items before firmware update.

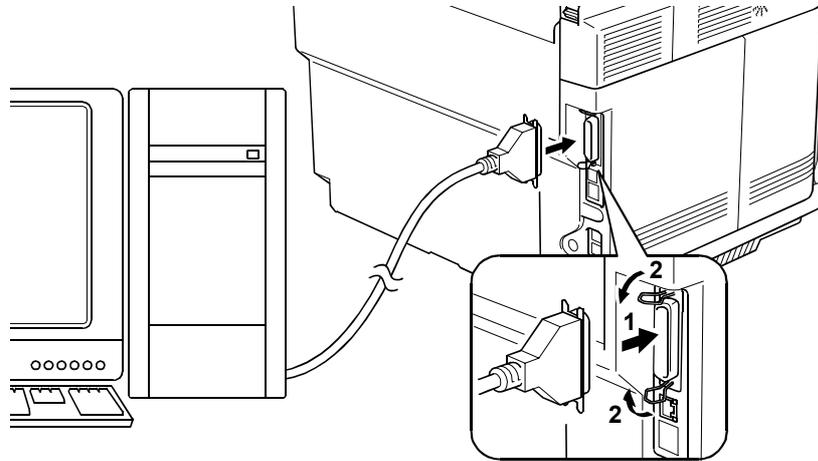
- Firmware
- Windows PC
- Parallel interface cable

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Parallel Interface Cable Connection

Connecting the machine to your PC

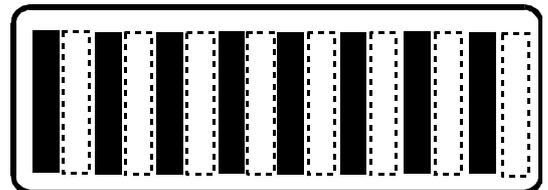


G157S912.WMF

1. Make sure that your PC is turned off.
2. Make sure that the power cord of the machine is unplugged from a wall socket or other power source.
3. Connect the parallel interface cable to the parallel port on the back of the machine and secure it with the lock wires.
4. Connect the other end of the interface cable to the machine port of your PC and secure it with the two screws.

Setting up the machine and your PC

1. Plug the power cord of the machine into a wall socket, and turn on the power switch while pressing the "5" key on the machine's control panel.
2. Check to see that the pattern shown at the right shows on the LCD. If it does not, go back to step 1.
3. Turn on your PC.



G157S911.WMF

Firmware updating procedure

1. Make a folder in your PC, and then copy the firmware to a folder.
2. Use the command prompt or MS-DOS prompt.
3. Change the current directory to the folder that has the firmware.
 - For example, the folder that has the firmware is in "C:¥temp>".
4. Input the following command to transfer the firmware to the copier.
 - C:¥temp> copy /B xxxxxx.upd lpt1:
 - "xxxxxx.upd" indicates the firmware filename.
5. A beep sound continues to sound during the data transmission.

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6. The LCD display changes after completing the data transmission.

7. Turn the main power switch OFF and ON.

Important

- For Europe, Oceania or Asia models, a destination code must be set with "EEPROM Customizing (Function mode 74)" in the service mode.
8. To show the current firmware version on the LCD, hold down the "*" and "#" keys at the same time when the machine is in the ready condition.
9. Check if the firmware is updated correctly.

Model: Model PL-MF		Date: 10-Nov-06	No.: RG157002
Subject: Code 77 in Maintenance Mode		Prepared by: H.K.	
From: 1st 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

This RTB contains information on how to use Code 77:

- Use Code 77 in Maintenance Mode to print out a list of machine settings. Print out this list when you need to troubleshoot a reported problem.

- The information on this printout is like that on an SMC printout. It also contains the ten most recent SC codes ("Mac(hine)_Error 1 to 10").
See the sample on the next page.

- To print out the Code 77 list:
 Enter Maintenance Mode
 1. Press the Menu Set key
 2. Press the Black Start key
 3. Press the Up arrow four times
 4. Select 77 to print out.

Model: Model PL-MF	Date: 10-Nov-06	No.: RG157002
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5CS-157                0001 0C
B0507181112
U0512191137 VER.B     6AAF 687C
RTC                   OK      OK   00:03 11:24
WHQL                  01AC    00100027105
55                    OK
    007C008000007800
    0092000008000080  000000F2
COVERAGE CYAN/MAGENTA 0.48%/  0.09%
COVERAGE YELLOW/BLACK 0.37%/  1.72%
TOTAL PAGES PRINTED   00000386
  CYAN/MAGENTA IMAGES 00000331/00000330
  YELLOW/BLACK IMAGES 00000330/00000387
  COPY PAGE COUNT     00000008
  PRINT PAGE COUNT    00000351
  LIST/FAX PAGE COUNT 00000024
TOTAL PAGES PICKUP
  TRAY1/TRAY2         00000378/00000000
  A4/LETTER/LEGAL     00000370/00000014/00000000
  B5/JISB5/EXECUTIVE 00000000/00000000/00000000
  COM-10/DL/PCARD    00000000/00000000/00000000
  OTHER               00000000
TOTAL PAPER JAMS      00000000
  JAMA1/JAMA2         000000/000000
  JAMB/JAMC           000000/000000
CTONER CNG COUNT/DATE0000 00/00/00
CTONER IMG COUNT1/2      000331/000000
MTONER CNG COUNT/DATE0000 00/00/00
MTONER IMG COUNT1/2      000330/000000
YTONER CNG COUNT/DATE0000 00/00/00
YTONER IMG COUNT1/2      000330/000000
KTONER CNG COUNT/DATE0000 00/00/00
KTONER IMG COUNT1/2      000387/000000
MAC_ERROR 1/2           A1:0610031944/85:0609041458
MAC_ERROR 3/4           85:0609041457/85:0609041456
MAC_ERROR 5/6           85:0609041430/85:0609011024
MAC_ERROR 7/8           A1:0608101052/85:0608071459
MAC_ERROR 9/10          85:0608071458/85:0607311810
ADF JAM COUNT           0000000000
ADF/FB PAGE COUNT      0000000013/0000000044
COM ERROR 1            11070000:0602141714
COM ERROR 2            11070000:0602141708
COM ERROR 3            00000000:0401010000

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Reissued:XX-Nov.-06

Model: Model PL-MF	Date: 25-May-06	No.: RG157001b
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RTB Reissue

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

Subject: Firmware History - Main Unit Controller		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Controller firmware history.

Version	Program No.	Program name	Effective Date
C	G1570611B	LZ0732_C.upd	July production '06
B	G1570611A	LZ0732_B.upd	January Production '06
A	G1570611	LZ0732_A.upd	December production '05

Symptom Corrected	Version
- A print job cannot be cancelled with the job cancel key. Conditions: - The job uses "envelope size" paper - The end fences are not positioned for envelope size paper - The image data for a PC-FAX reception is sometimes incorrect. Note: This happens more easily when there is heavy traffic to/from the PC. - <i>A smaller size than B5 is printed in thick paper mode even though the printing is ordered in plain paper mode.</i>	C
- First release for the Asia, Europe and Oceania models. - FAX data that is sent to the PC with PC FAX is not displayed correctly in some viewer programs (e.g. PaperPort, PageManager). This can happen when there is heavy USB traffic to/from the PC.	B
The first release	A

Firmware updating

Precaution

You need to prepare the following items before firmware update.

- Firmware
- Windows PC
- Parallel interface cable

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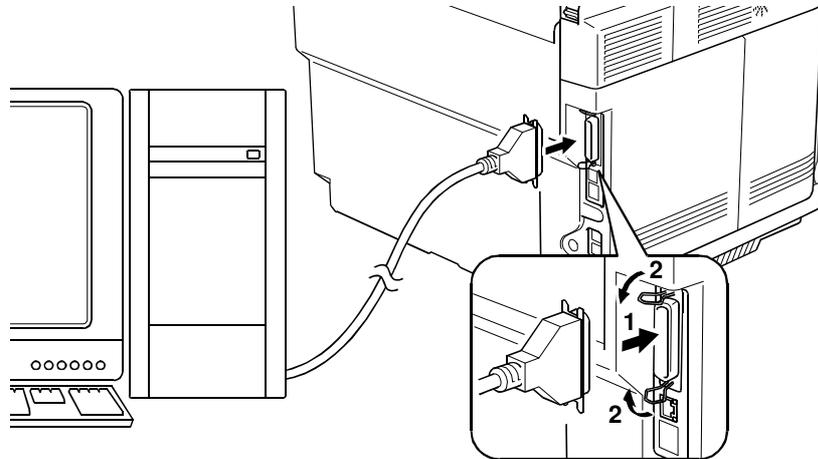
Model: Model PL-MF

Date: 25-May-06

No.: RG157001b

Parallel Interface Cable Connection

Connecting the machine to your PC

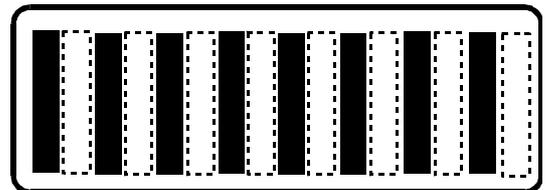


G157S912.WMF

1. Make sure that your PC is turned off.
2. Make sure that the power cord of the machine is unplugged from a wall socket or other power source.
3. Connect the parallel interface cable to the parallel port on the back of the machine and secure it with the lock wires.
4. Connect the other end of the interface cable to the machine port of your PC and secure it with the two screws.

Setting up the machine and your PC

1. Plug the power cord of the machine into a wall socket, and turn on the power switch while pressing the "5" key on the machine's control panel.
2. Check to see that the pattern shown at the right shows on the LCD. If it does not, go back to step 1.
3. Turn on your PC.



G157S911.WMF

Firmware updating procedure

1. Make a folder in your PC, and then copy the firmware to a folder.
2. Use the command prompt or MS-DOS prompt.
3. Change the current directory to the folder that has the firmware.
 - For example, the folder that has the firmware is in "C:¥temp>".
4. Input the following command to transfer the firmware to the copier.
 - C:¥temp> copy /B xxxxxx.upd lpt1:
 - "xxxxxx.upd" indicates the firmware filename.
5. Beep sound continues to sound during the data transmission.

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6. The LCD display changes after completing the data transmission.
7. Turn the main power switch OFF and ON.

Important

- For Europe, Oceania or Asia models, a destination code must be set with "EEPROM Customizing (Function mode 74)" in the service mode.
8. To show the current firmware version on the LCD, hold down the "*" and "#" keys at the same time when the machine is in the ready condition.
 9. Check if the firmware is updated correctly.

Model: Model PL-MF		Date: 22-Dec-06	No.: RG157003
Subject: ADF Jam or skew (US & European versions only)		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

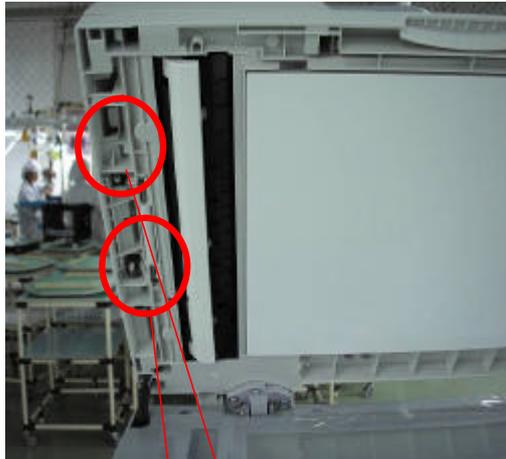


SYMPTOM

Original jam or skew occurs.

CAUSE

The rib near the pin on which the roller spring is anchored breaks (see the picture below), which is due to a manufacturing error and insufficient strength of the part.



Model: Model PL-MF

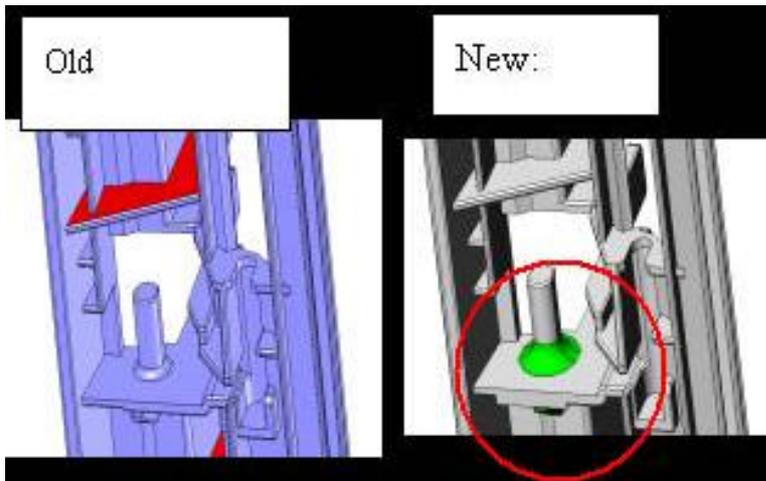
Date: 22-Dec-06

No.: RG157003

SOLUTIONProduction line

The following solution has been applied from the middle of 2006 September production.

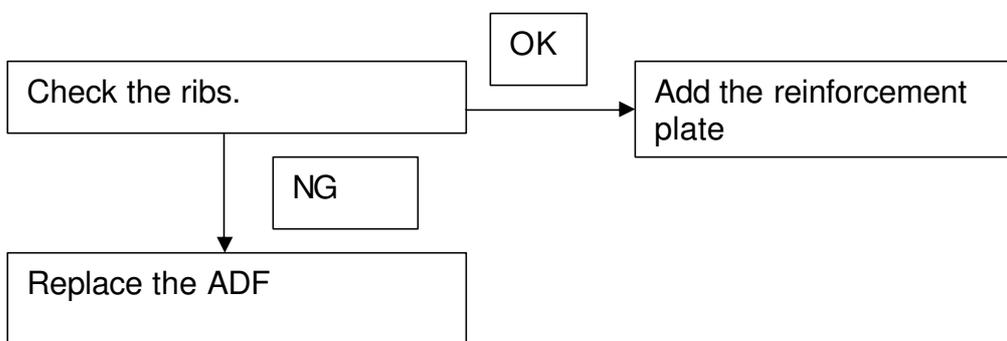
1. The thickness of the rib has been changed from 1.5 mm to 2.0mm.
2. The foot of the pin has been strengthened as shown below.
3. An inspection procedure using a double strength spring (compared to the actual production spring) has been added to the production process.

In the field

Check the possible affected machines. (See the affected units list at the end of this document.)

Inspection

When the ribs near the pins are NG (No Good or defective), the ADF should be replaced.
When the ribs are OK, add the reinforcement plate to ensure the function of the pin.



Model: Model PL-MF

Date: 22-Dec-06

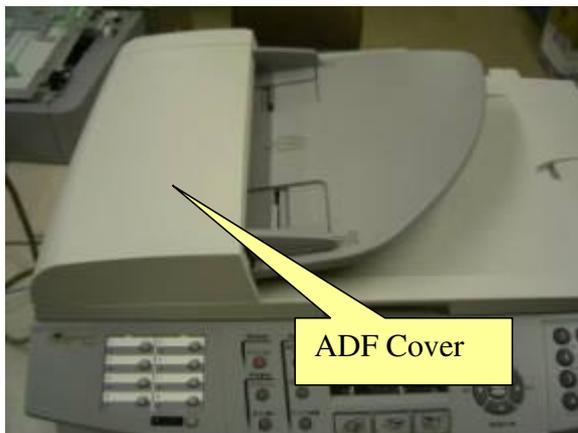
No.: RG157003

1. Open the ADF unit.
2. Push the ribs lightly by finger to check whether the ribs are broken.
3. When neither of the ribs break, add the reinforcement plate. If either one of the two ribs breaks (or is already broken), then replace the ADF.



Adding the reinforcement plates

1. Remove the ADF cover.

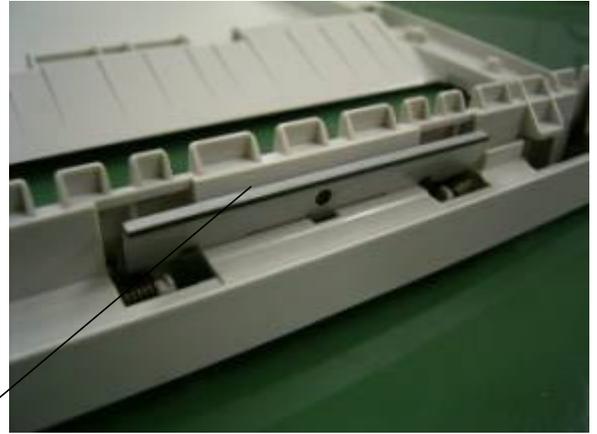
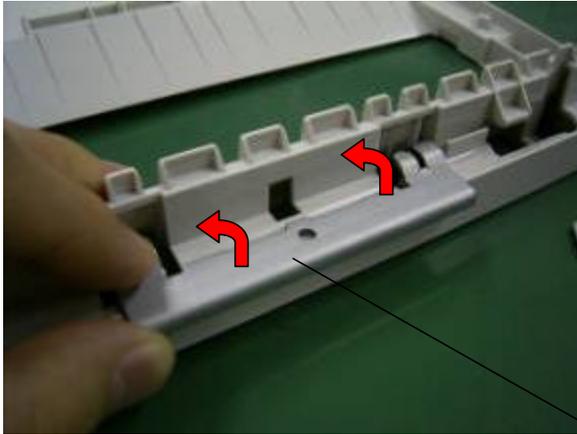


Model: Model PL-MF

Date: 22-Dec-06

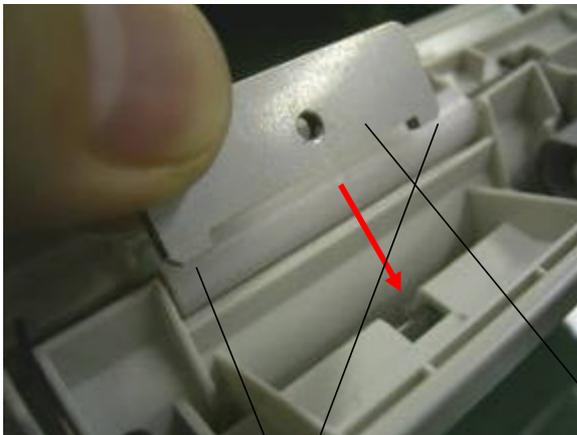
No.: RG157003

2. Install the reinforcement plate-A (see the photos below) by pushing it up in the direction of the red arrows.



A

3. Engage reinforcement plate-B with the convex shaped ends facing down. Install reinforcement plate-B at the back side of the Document Cover.



Convex



B

Model: Model PL-MF

Date: 22-Dec-06

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- Secure both plates with an M3X5 screw.



- Put the ADF cover back on.

Replacing the ADF Unit

- Remove the screw on the left side cover. Slide the cover out.



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No.: RG157003

2. Remove the fan cover (1 screw).

Fan cover



3. Remove the main board cover (1 screw).



4. Remove the black hook of the harness cover, and then remove the harness cover.

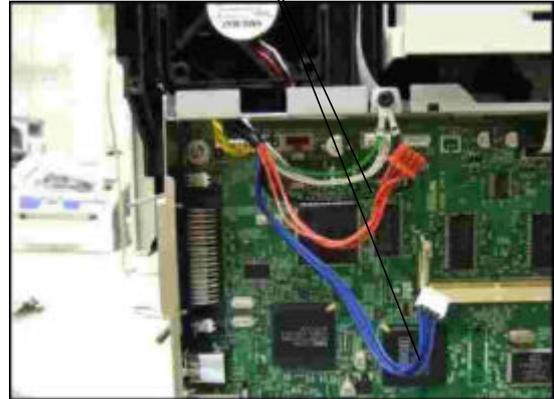
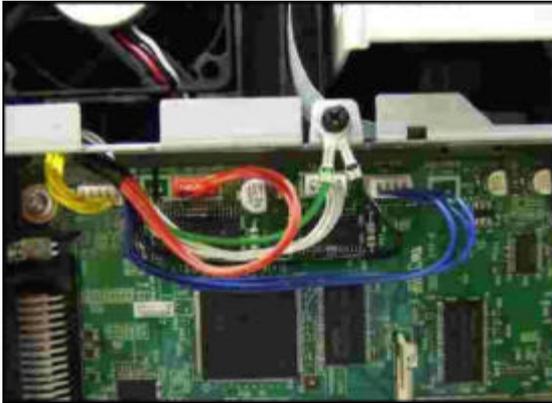


Black hook

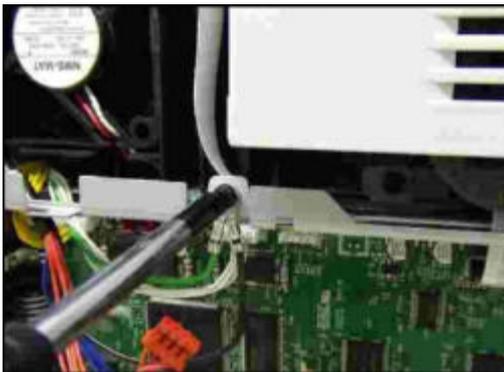


5. Remove the two connectors of the ADF harness.

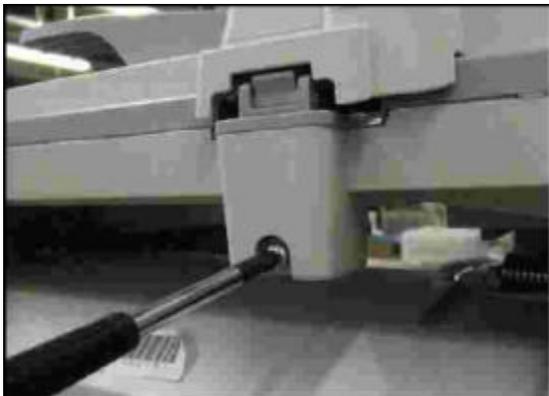
ADF harness



6. Remove the ground wire screw. Then, remove the harness.



7. Remove the hinge screw of the ADF. Lift up the ADF (1 stopper).



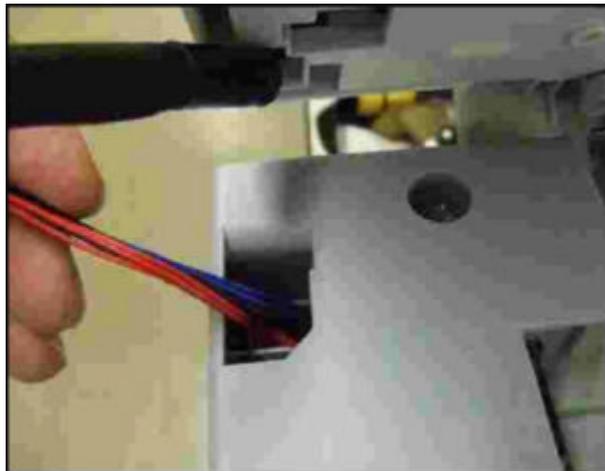
Model: Model PL-MF

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8. Remove the harness by passing it through the cut-out shown in the photo.



9. Install the new ADF in the opposite order.

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Affected Units

G157-27 (European version machines)

Q7269301441	Q7269301594	Q7269301652	Q7269301768	Q7269301845	Q7269301922
Q7269301444	Q7269301595	Q7269301653	Q7269301769	Q7269301848	Q7269301923
Q7269301445	Q7269301596	Q7269301654	Q7269301772	Q7269301849	Q7269301924
Q7269301448	Q7269301597	Q7269301655	Q7269301775	Q7269301850	Q7269301925
Q7269301451	Q7269301598	Q7269301658	Q7269301777	Q7269301851	Q7269301926
Q7269301452	Q7269301600	Q7269301660	Q7269301778	Q7269301854	Q7269301929
Q7269301456	Q7269301602	Q7269301661	Q7269301779	Q7269301855	Q7269301930
Q7269301467	Q7269301604	Q7269301663	Q7269301782	Q7269301862	Q7269301931
Q7269301506	Q7269301605	Q7269301664	Q7269301783	Q7269301864	Q7269301932
Q7269301508	Q7269301606	Q7269301665	Q7269301785	Q7269301867	Q7269301933
Q7269301511	Q7269301607	Q7269301667	Q7269301786	Q7269301868	Q7269301934
Q7269301513	Q7269301608	Q7269301668	Q7269301787	Q7269301870	Q7269301938
Q7269301517	Q7269301611	Q7269301673	Q7269301788	Q7269301871	Q7269301941
Q7269301522	Q7269301612	Q7269301676	Q7269301790	Q7269301872	Q7269301942
Q7269301523	Q7269301613	Q7269301677	Q7269301791	Q7269301873	Q7269301943
Q7269301525	Q7269301614	Q7269301678	Q7269301792	Q7269301874	Q7269301945
Q7269301530	Q7269301615	Q7269301680	Q7269301793	Q7269301875	Q7269301946
Q7269301531	Q7269301616	Q7269301681	Q7269301794	Q7269301877	Q7269301947
Q7269301538	Q7269301617	Q7269301683	Q7269301795	Q7269301878	Q7269301948
Q7269301539	Q7269301618	Q7269301685	Q7269301796	Q7269301879	Q7269301949
Q7269301540	Q7269301619	Q7269301688	Q7269301797	Q7269301882	Q7269301950
Q7269301541	Q7269301620	Q7269301689	Q7269301800	Q7269301884	Q7269301951
Q7269301550	Q7269301621	Q7269301690	Q7269301802	Q7269301885	Q7269301953
Q7269301551	Q7269301622	Q7269301691	Q7269301803	Q7269301886	Q7269301954
Q7269301552	Q7269301624	Q7269301692	Q7269301804	Q7269301887	Q7269301956
Q7269301553	Q7269301625	Q7269301694	Q7269301806	Q7269301889	Q7269301960
Q7269301556	Q7269301626	Q7269301695	Q7269301810	Q7269301891	Q7269301961
Q7269301557	Q7269301628	Q7269301697	Q7269301811	Q7269301895	Q7269301963
Q7269301558	Q7269301629	Q7269301700	Q7269301812	Q7269301896	Q7269301983
Q7269301560	Q7269301630	Q7269301702	Q7269301813	Q7269301897	Q7269301984
Q7269301564	Q7269301631	Q7269301703	Q7269301815	Q7269301899	Q7269301986
Q7269301565	Q7269301633	Q7269301707	Q7269301816	Q7269301901	Q7269301993
Q7269301568	Q7269301634	Q7269301708	Q7269301820	Q7269301902	Q7269301994
Q7269301569	Q7269301636	Q7269301709	Q7269301822	Q7269301903	Q7269301995
Q7269301573	Q7269301637	Q7269301710	Q7269301824	Q7269301906	Q7269302001
Q7269301574	Q7269301638	Q7269301734	Q7269301825	Q7269301908	Q7269302002
Q7269301580	Q7269301639	Q7269301735	Q7269301830	Q7269301909	Q7269302004
Q7269301582	Q7269301640	Q7269301736	Q7269301832	Q7269301910	Q7269302013
Q7269301584	Q7269301641	Q7269301737	Q7269301833	Q7269301912	Q7269302023
Q7269301585	Q7269301642	Q7269301741	Q7269301834	Q7269301913	Q7269302027
Q7269301587	Q7269301643	Q7269301760	Q7269301836	Q7269301916	Q7269302053
Q7269301589	Q7269301646	Q7269301763	Q7269301837	Q7269301917	Q7269302059
Q7269301590	Q7269301647	Q7269301765	Q7269301839	Q7269301919	Q7269302067
Q7269301592	Q7269301648	Q7269301766	Q7269301840	Q7269301920	Q7269302097
Q7269301593	Q7269301651	Q7269301767	Q7269301841	Q7269301921	Q7269302195

Model: Model PL-MF

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G157-17 (US version machines)

Q7269302354	Q7269302577
Q7269302362	Q7269302591
Q7269302368	Q7269302592
Q7269302369	Q7269302593
Q7269302371	Q7269302596
Q7269302372	Q7269302597
Q7269302379	Q7269302600
Q7269302402	Q7269302601
Q7269302406	Q7269302606
Q7269302408	Q7269302608
Q7269302413	Q7269302612
Q7269302414	Q7269302617
Q7269302415	Q7269302710
Q7269302418	Q7269302777
Q7269302419	Q7269302851
Q7269302426	Q7269302874
Q7269302427	Q7269302890
Q7269302431	Q7269302910
Q7269302439	Q7269302914
Q7269302440	Q7269302935
Q7269302448	
Q7269302451	
Q7269302461	
Q7269302466	
Q7269302469	
Q7269302480	
Q7269302482	
Q7269302482	
Q7269302483	
Q7269302487	
Q7269302501	
Q7269302502	
Q7269302506	
Q7269302511	
Q7269302512	
Q7269302514	
Q7269302517	
Q7269302535	
Q7269302537	
Q7269302542	
Q7269302543	
Q7269302544	
Q7269302545	
Q7269302547	
Q7269302548	

Model: Model PL-MF	Date: 22-Dec-06	No.: RG157003
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G157-23 (Oceania version), G157-29 (Asia version)

There are no affected units.

Model: Model PL-MF		Date: 23-Jan-07	No.: RG157004
Subject: Language change for EU version		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This RTB contains the procedure for changing the display language. The language itself cannot be selected. However, when you select the country in Europe, you can change the language on the operation panel.

EU Models

1. Enter the "Maintenance" mode.
2. Press the "5" and "2" keys in this order.
Note: "SET COUNTRY" and "PRESS SET KEY" appear alternately on the LCD.
3. Press the "Menu/Set key".
Note: "U.K" and "SELECT ↑↓ & SET" appear alternately.
4. Use the arrow keys to select the target country.
5. Press the "Menu/Set" key.
Note: The machine displays "ACCEPTED" on the LCD and goes back to standby mode.

N.A. Models

Important:

- On NA models, **do not change the country setting inside maintenance mode.** You can change the display language inside user mode, as shown below.
- If the machine displays "Machine Error" on the operation panel, press the "*" and "#" keys together to clear the error message.
Note: This can happen if you mistakenly try to change the country setting inside maintenance mode.

1. Press the "Menu/Set" key.
2. Select "0: Initial Setup" (using arrow keys and Menu/set).
3. Select "0: Local language" (using arrows key and Menu/set).
4. Select the language (using arrows key and Menu/set).

Model: Model PL-MF		Date: 23-Mar-07	No.: RG157005
Subject: Toner End Condition		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was corrected as follows.

Page 6-26: Toner end

Incorrect

The machine stops color prints jobs if one of the color development units (YMC) gets empty. At this time, the machine still prints black and white. The machine stops all print jobs when the K development unit gets empty.

Correct

The machine stops printing/copying if any one of the toner bottles (Y, M, C or K) becomes empty during the copy/print job.

Model: Model PL-MF		Date: 5-Jul-07	No.: RG157006
Subject: HLT/A5 Copying and Printing		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important information about copying or printing HLT/A5

● **Copying:**

The machine cannot detect HLT/A5 originals. Also, the machine cannot be set up to print on HLT or A5 paper with the “Small Paper” setting. If the user copies an A5/HLT original, the machine will cut off the areas of the image that are outside the size that is set for “Small Paper” (even if HLT/A5 is loaded in the paper tray). Thus, a HLT/A5 size full size copy cannot be made on the HLT/A5 paper. Please advise customers of this point.

- [Menu] → [1. General Setup] → [3. Small Paper]
- Default for NA: Com 10 (4 1/8" x 9 1/2")
 Default for EU/Oceania/Asia: DL (110 x 200)

Solution:

Reduce the image so that the HLT/A5 original can be copied onto the selected small paper size. The following shows the reduction ratios that are needed if the default setting for “Small Paper” is used.

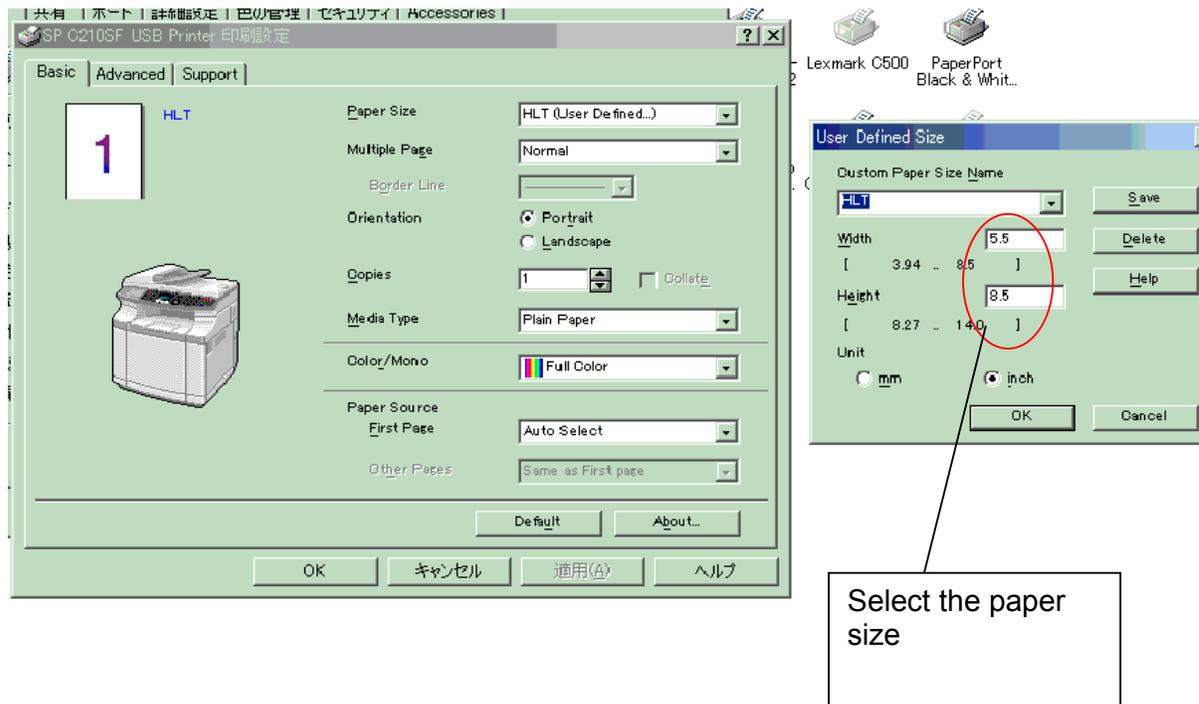
HLT: 5 1/2 → 4 1/8 Copy at 75%
 A5: 148 → 110 Copy at 74%

Note: For B5 or smaller paper (e.g. post cards), the machine automatically copies the image in Thick Paper mode. The machine changes the fusing temperature when copying in Thick Paper mode, and this takes a little time. (“Cooling Down. Wait for a While” is displayed on the LCD).

● **Printing:**

Select the paper size in the printer driver (“User defined size” setting).

See the next page.



Important:

Do not change the setting of the following SP mode, as this is for designer use only in printing mode, and is not meant to be used in the field: **Code 33 Cassette Type** (page 5-6 in S/M)

If you change the setting of this SP mode, the following symptoms will occur:

- Side Erase and Trailing Edge Erase will not work
- The ITB and/or image transfer roller may be dirtied with toner

To protect the machine, this setting will return to default when the machine is turned Off/On.

Reissued: 24-Oct-07

Model: Model PL-MF	Date: 22-Dec-06	No.: RG157003b
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RTB Reissue

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

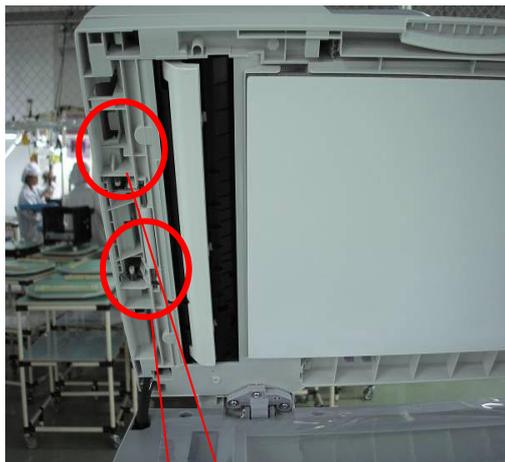
Subject: ADF Jam or skew		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Original jam or skew occurs.

CAUSE

The rib near the pin on which the roller spring is anchored breaks (see the picture below), which is due to a manufacturing error and insufficient strength of the part.



Reissued: 24-Oct-07

Model: Model PL-MF

Date: 22-Dec-06

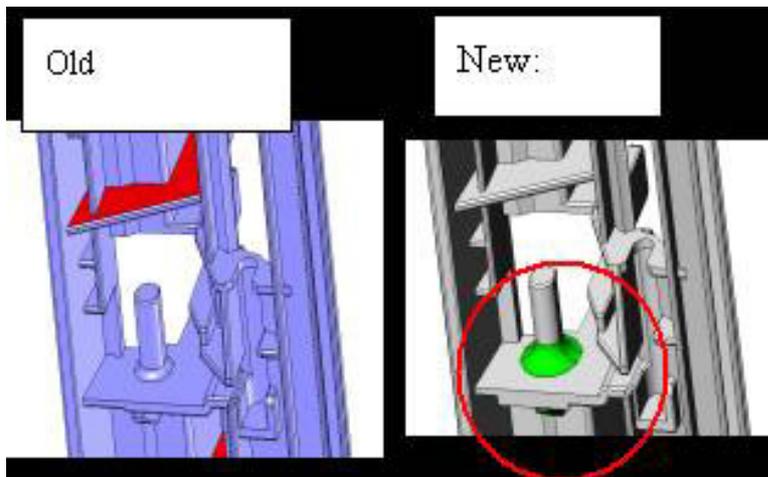
No.: RG157003b

SOLUTION

Production line

The following solution has been applied from the middle of 2006 September production.

1. The thickness of the rib has been changed from 1.5 mm to 2.0mm.
2. The foot of the pin has been strengthened as shown below.
3. An inspection procedure using a double strength spring (compared to the actual production spring) has been added to the production process.
4. **A reinforcement plate was added to machines from July 2007 production (P/N V121379: Reinforcement Plate Kit).**



In the field

- **Install the reinforcement plate on the affected units for service calls reported from the field.
SEE THE PROCEDURE BELOW.**

Note:

- **The previous RTB recommended replacing the ADF, but it was found that this symptom can be solved by installing the reinforcement plate alone.**
- **The reinforcement plate supports the spring directly, so that the pin does not have to.**

Reissued: 24-Oct-07

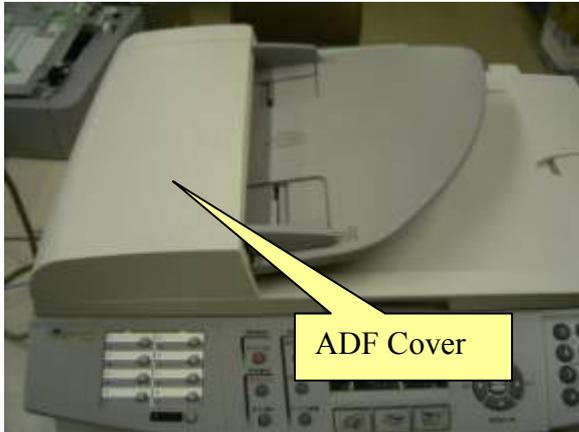
Model: Model PL-MF

Date: 22-Dec-06

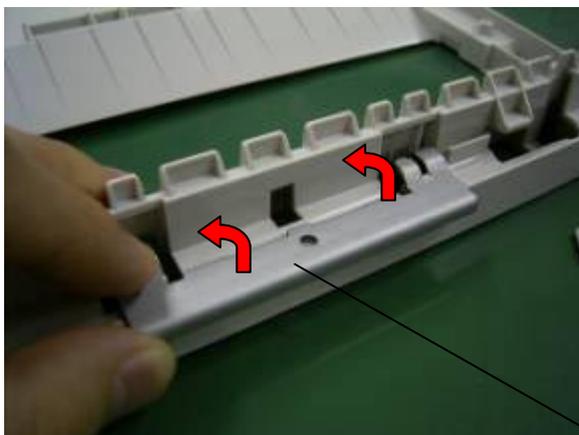
No.: RG157003b

Attaching the reinforcement plates

1. Remove the ADF cover.



2. Install the reinforcement plate-A (see the photos below) by pushing it up in the direction of the red arrows.



A

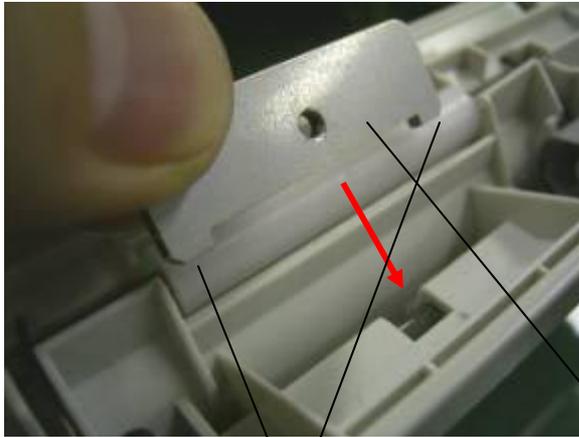
Reissued: 24-Oct-07

Model: Model PL-MF

Date: 22-Dec-06

No.: RG157003b

- Engage reinforcement plate-B with the convex shaped ends facing down. Install reinforcement plate-B at the back side of the Document Cover.



Convex

B

- Secure both plates with an M3X5 screw.



- Put the ADF cover back on.

Reissued: 24-Oct-07

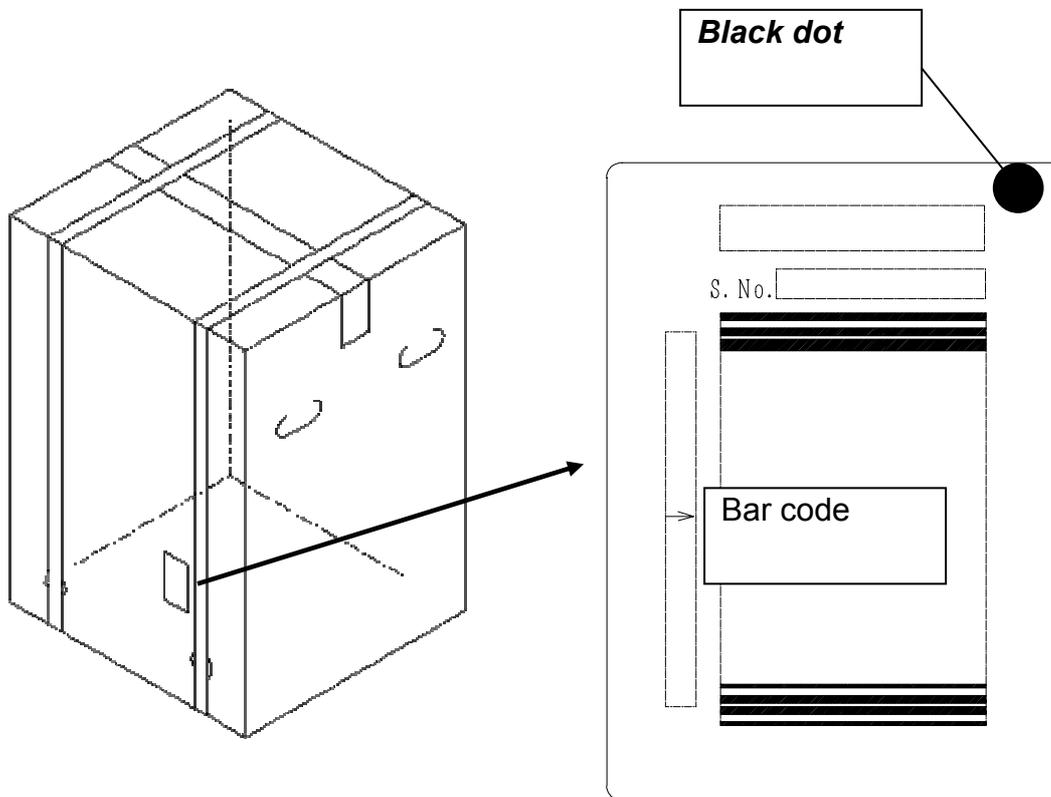
Model: Model PL-MF	Date: 22-Dec-06	No.: RG157003b
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Cut-in serial numbers

Thailand Production

Model	V/Hz	Destination	Code	Serial Number
RICOH/Savin/Gestetner/Lanier SP C210SF	120V, 60Hz	USA, Canada	G157-17	Q72791XXXXX
RICOH/Lanier SP C210SF	220 - 240V, 50/60Hz	Oceania	G157-23	Q72791XXXXX
RICOH/NRG/Lanier SP C210SF	220 - 240V, 50/60Hz	Europe, etc.	G157-27	Q72791XXXXX
RICOH/Lanier SP C210SF	220 - 240V, 50/60Hz	Asia	G157-29	Q72791XXXXX

Note: The production line solution has already been applied to some units produced before the cut-in serial numbers. On these units, there is a black dot at the top **right**-hand corner of the barcode label.



Reissued: 06-Mar-08

Model: Model PL-MF	Date: 25-May-06	No.: RG157001c
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RTB Reissue

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

Subject: Firmware History - Main Unit Controller		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support 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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Controller firmware history.

Version	Program No.	Program name	Effective Date
<i>E</i>	<i>G1570611D</i>	<i>G1570611D.upd</i>	<i>April production '08</i>
<i>D</i>	<i>G1570611C</i>	<i>G1570611C.upd</i>	<i>September production '07</i>
C	G1570611B	<i>G1570611B.upd</i>	July production '06
B	G1570611A	<i>G1570611A.upd</i>	January Production '06
A	G1570611	<i>G1570611.upd</i>	December production '05

Symptom Corrected	Version
<p><i>Symptom corrected</i></p> <p><i>1) Printing/scanning via the network may not work after the machine has been on for a long period of time (50 days or more). Note: This condition can be cleared by turning the main power OFF/ON.</i></p> <p><i>2) Incoming PC-FAX data is sometimes not transferred to the PC, and instead, it is printed out.</i></p>	<i>E</i>
<p><i>1) The Printer Port Monitor MIB has been added for Windows Vista.</i></p> <p><i>2) The registration is sometimes shifted under the following conditions: 180 degree image rotation is used, and A5 or envelope is set as the paper size in the printer driver</i></p> <p><i>3) The image might shift slightly when the selected tray is changed from Tray 2 to Tray 1 in a copy job (exposure glass scan).</i></p>	<i>D</i>
<p>- A print job cannot be cancelled with the job cancel key. Conditions:</p> <ul style="list-style-type: none"> - The job uses "envelope size" paper - The end fences are not positioned for envelope size paper <p>- The image data for a PC-FAX reception is sometimes incorrect. Note: This happens more easily when there is heavy traffic to/from the PC.</p> <p>- The smaller size than B5 is printed in thick paper mode even though the printing is ordered in plain paper mode.</p>	<i>C</i>
<ul style="list-style-type: none"> - First release for the Asia, Europe and Oceania models. - FAX data that is sent to the PC with PC FAX is not displayed correctly in some viewer programs (e.g. PaperPort, PageManager). This can happen when there is heavy USB traffic to/from the PC. 	<i>B</i>
The first release	<i>A</i>

Reissued: 06-Mar-08

Model: Model PL-MF	Date: 25-May-06	No.: RG157001c
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Firmware updating

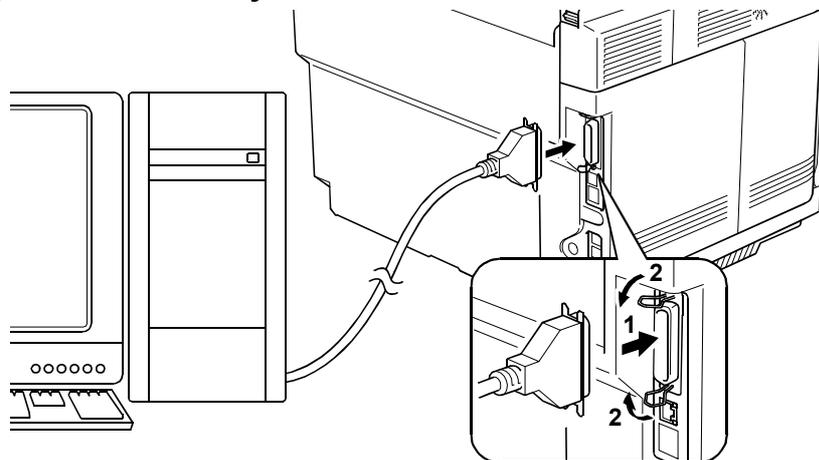
Precaution

You need to prepare the following items before firmware update.

- Firmware
- Windows PC
- Parallel interface cable

Parallel Interface Cable Connection

Connecting the machine to your PC

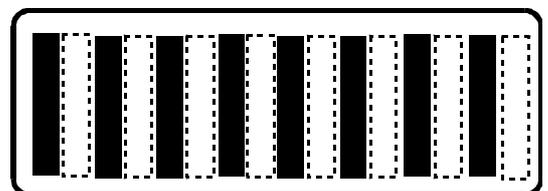


G157S912.WMF

1. Make sure that your PC is turned off.
2. Make sure that the power cord of the machine is unplugged from a wall socket or other power source.
3. Connect the parallel interface cable to the parallel port on the back of the machine and secure it with the lock wires.
4. Connect the other end of the interface cable to the machine port of your PC and secure it with the two screws.

Setting up the machine and your PC

1. Plug the power cord of the machine into a wall socket, and turn on the power switch while pressing the "5" key on the machine's control panel.
2. Check to see that the pattern shown at the right shows on the LCD. If it does not, go back to step 1.
3. Turn on your PC.



G157S911.WMF

Reissued: 06-Mar-08

Model: Model PL-MF

Date: 25-May-06

No.: RG157001c

Firmware updating procedure

1. Make a folder in your PC, and then copy the firmware to a folder.
2. Use the command prompt or MS-DOS prompt.
3. Change the current directory to the folder that has the firmware.
 - For example, the folder that has the firmware is in "C:\temp>".
4. Input the following command to transfer the firmware to the copier.
 - C:\temp> copy /B xxxxxx.upd lpt1:
 - "xxxxxx.upd" indicates the firmware filename.
5. Beep sound continues to sound during the data transmission.
6. The LCD display changes after completing the data transmission.
7. Turn the main power switch OFF and ON.

Important

- For Europe, Oceania or Asia models, a destination code must be set with "EEPROM Customizing (Function mode 74)" in the service mode.
8. To show the current firmware version on the LCD, hold down the "*" and "#" keys at the same time when the machine is in the ready condition.
 9. Check if the firmware is updated correctly.

Model: Model PL-MF		Date: 15-May-09	No.: RG157007
Subject: Vertical Black Lines		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Vertical black lines appear on the image if 40 or more originals are scanned consecutively in the ADF under low-humidity conditions.

CAUSE

Scanning this many originals tends to cause a build-up of static electricity on the separation pad and feed rollers. This charge is transferred to the paper surface and original holder, and then eventually to the CIS. As a result, the CIS malfunctions and produces the black lines.

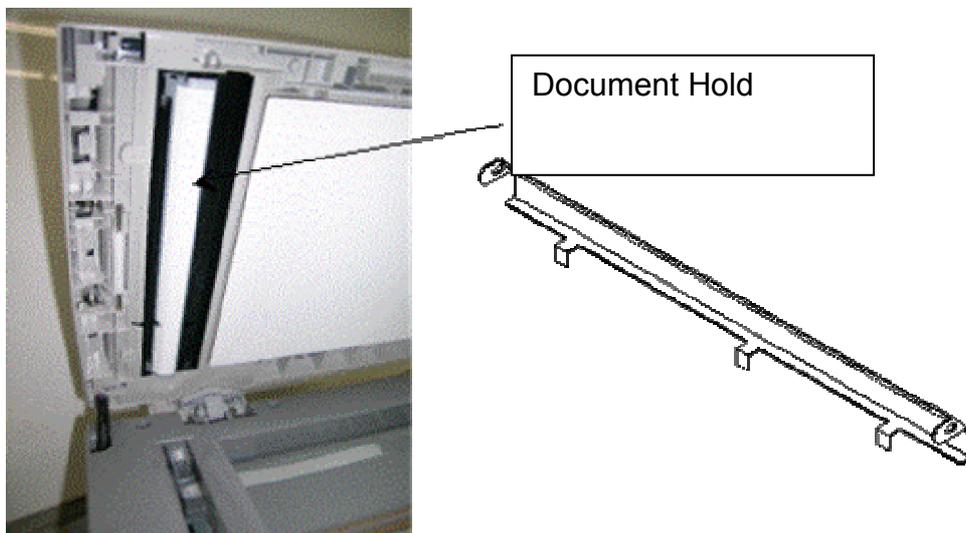
SOLUTION

If this symptom occurs, attach the parts in the new “Document Hold Supply Assembly” (P/N **V121387**) to the ADF.

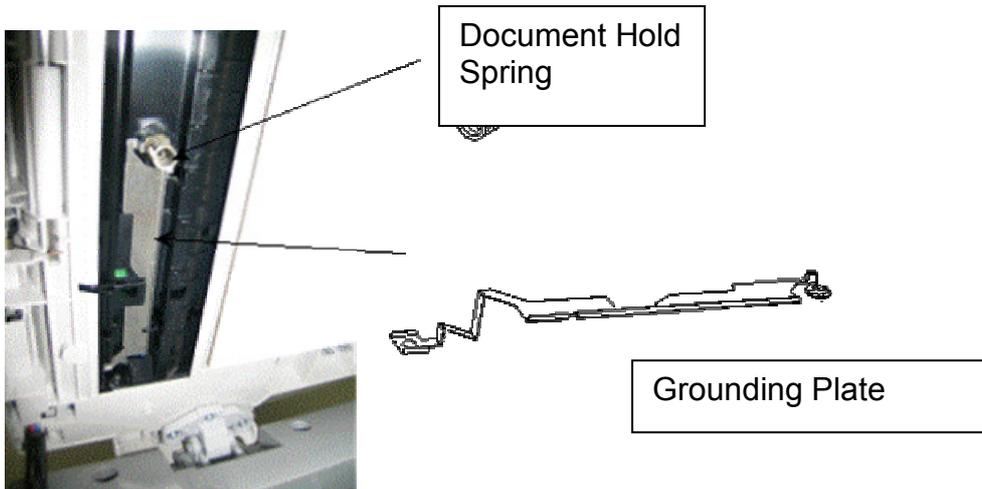
Parts in this assembly include the following changes:

- The material of the original holder (pg. 19, index 25) was changed from a polymer to metallic material, in order to increase the grounding of the holder.
- A grounding plate was added.
- The number of individual coil rings of the document hold spring (pg. 19, index 26) was reduced from 10 to 6.

Note: These changes were not applied to the production line or existing service parts.



Model: Model PL-MF	Date: 15-May-09	No.: RG157007
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Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	V121387	DOCUMENT HOLD SUPPLY ASSEMBLY	0 - 1		19	*38	

*: New index

Installation procedure (bundled together with the assembly):



OriginalHoldInstallationProcedure.pdf