Model: General RTB	Date: 4-Feb-03	No.: RGene013b

RTB Reissue
The items in **bold italics** have been corrected or updated.

Subject: Service remarks at installation	Prepared by: T. Itoh
From: Technical Service Sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other (Specification change)		

Please note the following change in counter specification. Although a production line modification will not be applied to some products, the action described in *4. Important Notes for Installation* below <u>must be taken for **all products** at installation</u>.

Overview:

Electronic counters will now be set to <u>**0**</u> when released from the factory, instead of being set to a negative value.

Background:

Previously, counters were set to a negative value when shipped from the factory, and later set to "0" at installation, following installation test copies/prints. However this may cause confusion among some customers as to why the counter value at the commencement of the contract is "0", even though some installation test copies have already been made.

Details:

1. Specification Change

	Specification
Current	• The initial value of the electrical counter is <u>**negative**</u> when products are shipped from the factory. **Note:** After making test samples at installation, the negative counter value can be set to "0" with SP mode.
New	• The initial value of the electrical counter is <u>**"0"**</u> when products are shipped from the factory. **Note:** After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode.

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

2. Firmware Modification

Due to the counter modification, SP5-849 has also been changed as follows for products that have this SP mode (listed below).

	SP mode name:	Specification:
Current	Counter Clear Day	• When the electrical counter is changed **from a negative value to 0**, the machine recognizes this as the counter clear day and stores this date in the NVRAM.
New	Installation Date	• When the electrical counter **reaches a value of 20**, the machine recognizes this as the installation date and stores this date in the NVRAM.

NOTE: The following products have SP5-849. The new firmware for these products has not yet been released. However the release notes for each will clearly mention the new firmware version.

New products: Bellini-C2, Adonis C3
Current products: Martini C1, Model-U C1

3. Schedule for the Counter Modification

The following is the current schedule for when the counter modification will be applied. Please note that there are some models to which the change will not be applied (marked as "---"), due to production schedules, production lot quantities and sales figures.

NOTE: The actual cut-in months that have been confirmed appear in the "Cut-in production month" column below. This RTB will be reissued when these dates have been confirmed for the remaining products.

(1) New products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Bellini C2	B070	2003.03	*April '03 production*
Adonis C3	B079/82	2003.03	First mass production lot
Model J-P2	G080	2003.03	*March '03 production*
Model J-P2 CF	G367	2003.03	*March '03 production*
Model AR- P1	G081/92	2003.03	*March '03 production*
Model K-C1a	B120	2003.03	*March '03 production*

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

(2) Current products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Digital B&W Copiers			
Bellini C1	A294	---	**---**
Martini C1	B064/65	2003.03	**April '03 production (see Note)**
Model M-C2b	B098	2003.03	**March '03 production**
Adonis C2	B003/04/06/07	---	**---**
Russian C2	B022/27/31	2003.03	February **'03** production
Model K-C1	B039/40/43	2003.03	**March '03 production**
Stella C1	B044/45/46/49	2003.03	**March '03 production**
Digital WF Copiers			
Dolphin	B010	2003.03	**March '03 production**
Analog Copiers			
All products	-	---	**---**
J2SS-C3	**B047/48**	**(See Note)**	**March '03 production**
Whale	**A174**		**March '03 production**
Color Copiers			
Model I2	B018	---	**---**
Model L2	B017	---	**---**
Model C2	B023	2003.02	February **'03** production
Model U-C1	B051/52	2003.03	**April '03 production**
Color Printers			
Model J-P1	G060	---	**---**
Model J-P1 CF	G570	---	**---**
Model U-P1	G071	2003.03	**March '03 production**
Pomelo P3	G063	2003.03	**March '03 production**

NOTE: The counter change will be applied as a running change to production units only. For machines already shipped out or in the field, please be sure to take the action described below in Section 4.

NOTE: *For Martini-C1 mainframes assembled in Japan, the counter change will be applied from the first unit of April '03 production. For mainframes assembled at REI, the change will be applied midway through April production. These cut-in serial numbers will be announced as soon as they have been confirmed.*

NOTE: *The change will also be applied to analog models J2SS-C3 and Whale, as production will continue for a while. However, as these models use only mechanical counters, the initial value when shipped from the factory will be 1 or 2 (not 0), following the 1 or 2 factory test copies.*

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

1. If the product is from before the counter modification, i.e. the counter is at a negative value, be sure to <u>set the counter value to 0 **first**, then make the installation test samples</u>.

 | Digital products | Set the electrical counter to 0 with SP mode. |
    |---|---|
    | Analog products | Set the mechanical counter to 0 with a reset key (tool). |

2. If the product is modified, i.e. the counter is already at 0 (or above 0 following pre-installation at a service depot), simply make the installation test samples.

3. After completing the installation, make sure to **record the counter value**. This is very important, as this value will be used for billing with Meter Click contracts. Also, inform the customer of the value along with the reason why the counter does not start from "0".

RICOH

Model: Model J-P2	Date: 2-Apr-03	No.: RG080001

Subject: Service Manual Revision		Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please apply the following <u>revisions</u> **in bold**, as well as <u>additions</u> and <u>deletions</u> to your Service Manuals.

Page 1-1

The following has been <u>added</u>:
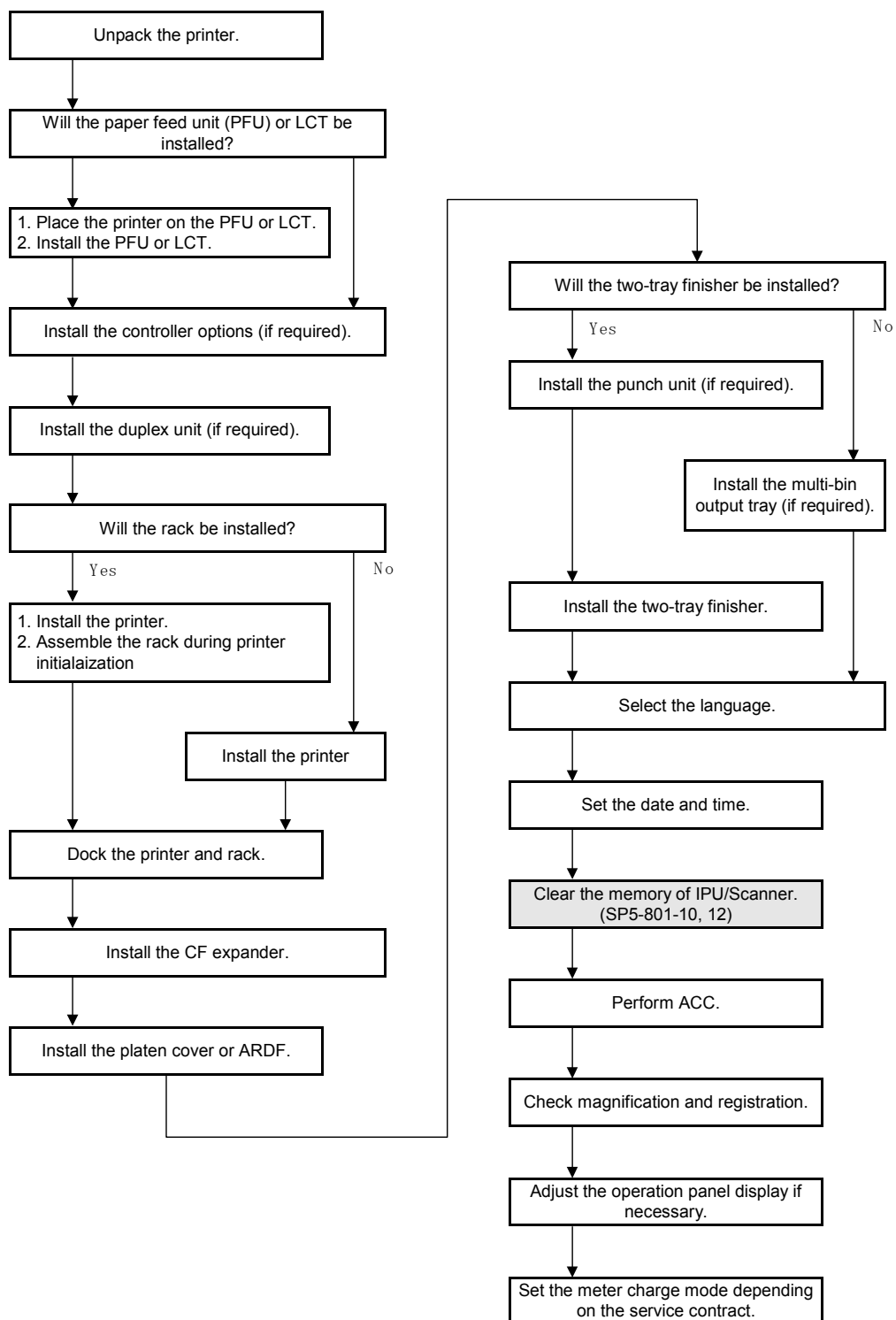
Model: Model J-P2	Date: 2-Apr-03	No.: RG080001
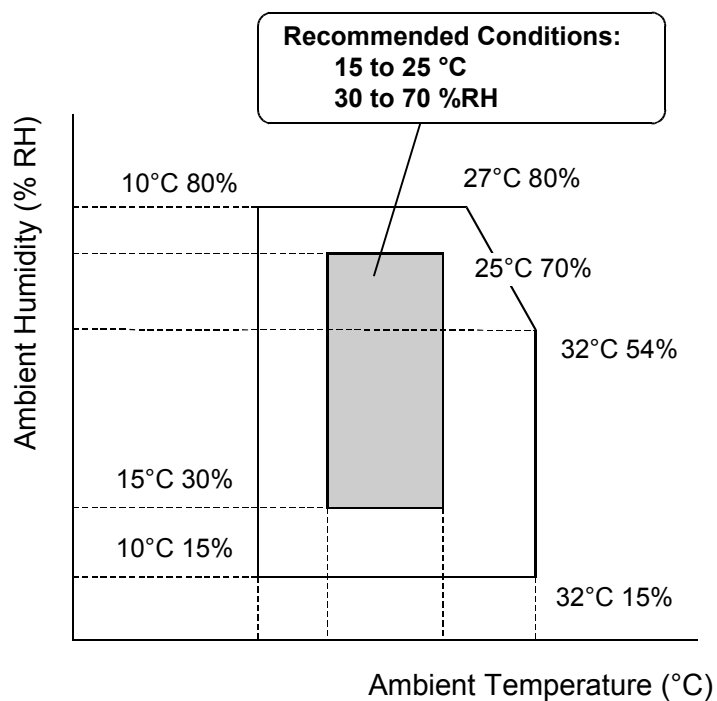
Page 1-7

Contents <u>revised</u>: The following bold word was deleted from the flowchart illustration.

Clear the memory of IPU/**Netfile**/Scanner (SP-5-801-10,12)].

```
                    ┌─────────────────────────────┐
                    │     Unpack the printer.     │
                    └─────────────────────────────┘
                                   │
                    ┌─────────────────────────────┐
                    │ Will the paper feed unit    │
                    │   (PFU) or LCT be installed?│
                    └─────────────────────────────┘
```

Unpack the printer.

Will the paper feed unit (PFU) or LCT be installed?

1. Place the printer on the PFU or LCT.
2. Install the PFU or LCT.

Install the controller options (if required).

Install the duplex unit (if required).

Will the rack be installed?

Yes   No

1. Install the printer.
2. Assemble the rack during printer initialaization

Install the printer

Dock the printer and rack.

Install the CF expander.

Install the platen cover or ARDF.

Will the two-tray finisher be installed?

Yes   No

Install the punch unit (if required).

Install the multi-bin output tray (if required).

Install the two-tray finisher.

Select the language.

Set the date and time.

Clear the memory of IPU/Scanner. (SP5-801-10, 12)

Perform ACC.

Check magnification and registration.

Adjust the operation panel display if necessary.

Set the meter charge mode depending on the service contract.

Model: Model J-P2	Date: 2-Apr-03	No.: RG080001

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Accessories Check List

     7.   DIMM #1 (**SYSTEM/PRT**) 1
     8.   DIMM #2 (**SCN**) 1

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   2. Replace the printer module [A] in the upper slot with DIMM #1 (**SYSTEM/PRT**) [B].
   3. Insert DIMM #2 (**SCN**) [C] into the center slot.

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A harness clamp [C] and harness core have been added, and the harness attachment has been revised as follows.
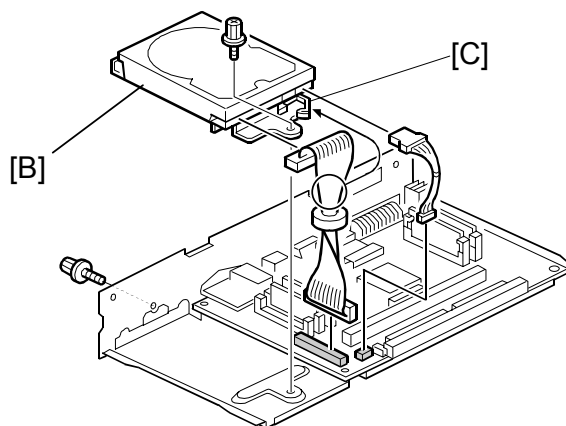
 - Step 2 <u>revised</u> as follows:

  2. Mount the 40GB HDD [B] on the controller (Harness x 2, Screw x 2, **Clamp[C] x 1**)

Page 3-10

- A screw has been added and the shape of the connector cover has been changed as follows.
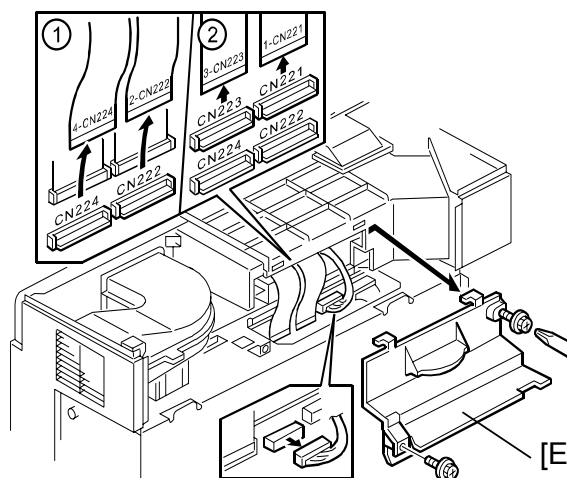
- Step 12 <u>revised</u> as follows:

    12. Connector cover [E] (Screw x **2**)

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- The screw which stops the lever has been deleted, and the shape of the lever has been changed as follows.
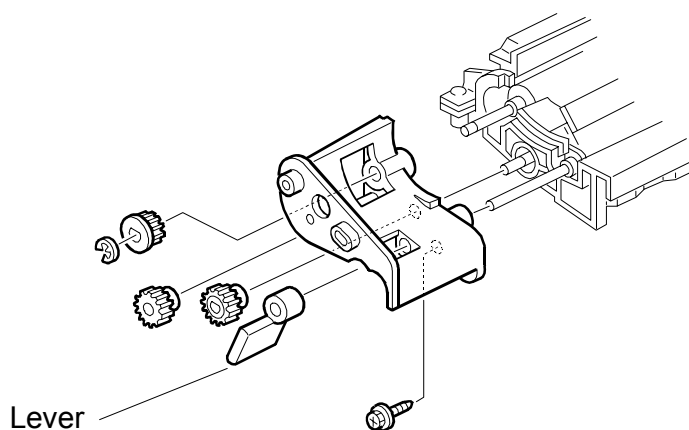
Lever

G080R741.WMF

- Step 4 <u>deleted</u>.

    4.   Lever [C] (Screw x 1)

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- A spacer [E] has been <u>added</u>.

[C]

[D]

[E]
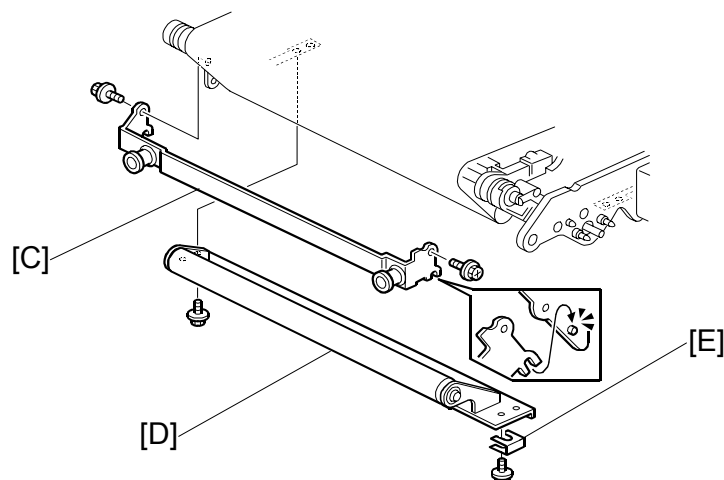
G080R745.WMF

- Step 6 <u>revised</u> as follows.

    6.   Tension roller [D] (**Spacer [E] x 1**, Screw x 2)

Page 3-26

Note <u>deleted</u>:

NOTE: 1) **If the transfer charge brushes are dirty, clean them with a vacuum cleaner.**

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- Four clamps [D] have been added, and the attachment of the harness has been changed as follows. The clamp at the right-hand end is not visible in the drawing.
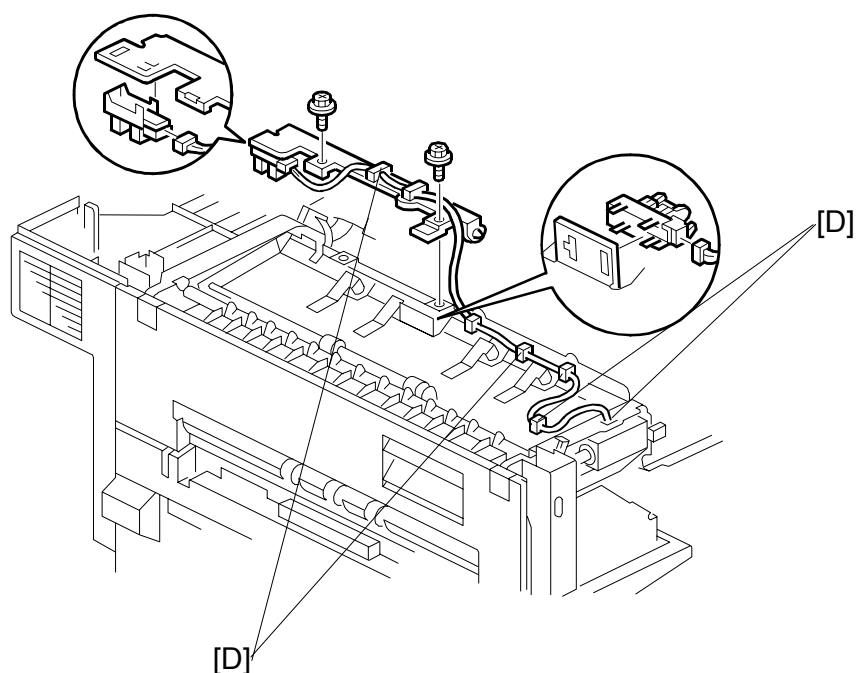
Page 3-43

- A screw has been added, and the shape of the connector cover has been changed as follows.
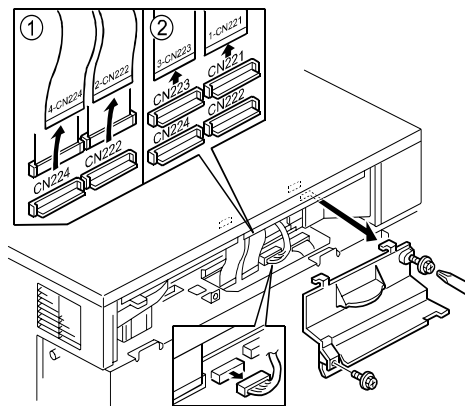
- Step 4 revised.

4.   Connector cover [E] (Screw x **2**)

| Model: Model J-P2 | Date: 2-Apr-03 | No.: RG080001 |

Page 3-45

- A screw has been added and the shape of the connector cover has been changed as follows.
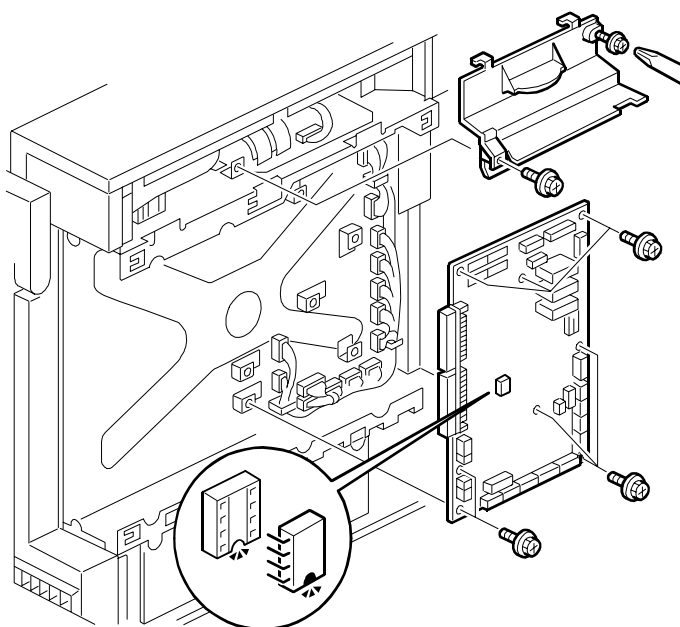
- Step 6 <u>revised.</u>

6. Connector cover [E] (Screw x **2**)

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- A retaining ring [B] has been inserted between the magnetic clutch and the bushing, as follows.
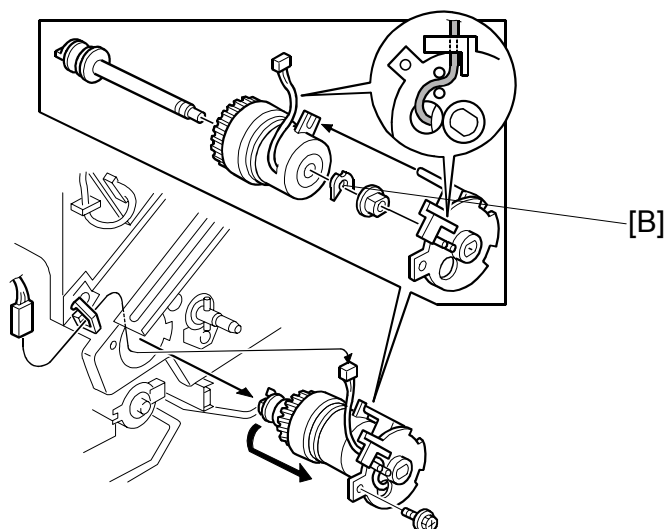
- Step 3 revised.

3. Development clutch [A] (Connector x 1, Screw x 1, **Retaining ring [B] x 1**)

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SC No.	Item	Definition	Possible Cause	Related SCs	Troubleshooting Procedure	Type
SC 392-001	Air pump motor error **392**-001: MY **392**-002: CK	Three consecutive errors are detected in motor-driver-signal samples. The samples are collected every 0.01 second.	• Damaged cable • Short circuit • Defective motor		1. Turn the main switch off and on. 2. Replace the air pump. 3. Check the circuit.	

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| SC 543 | Heating roller fusing lamp overheat | The detected fusing temperature stays at **210**°C or more for five seconds. | • Defective PSU
• Defective BCU | | 1. Replace the PSU.
2. Replace the BCU. | A |

Page 4-25

| SC 544 | Heating roller fusing lamp high temperature error | During stand-by mode or a print job, the detected heating roller temperature stays at 210 °C or more for **0.2** second. | • Defective heating roller thermistor
• Defective PSU
• Defective BCU | | 1. Replace the fusing unit.
2. Replace the PSU.
3. Replace the BCU. | A |

| SC 552 | Pressure roller warm-up error | After the main switch is turned on or the door is closed, the pressure roller temperature does not reach the ready temperature within **180** seconds during fusing unit warm-up. | • Pressure roller fusing lamp broken
• Defective pressure roller thermistor
• Defective BCU | | 1. Check if the pressure roller thermistor is firmly connected.
2. Replace the fusing unit.
3. Replace the BCU. | A |

| SC 553 | Pressure roller fusing lamp overheat | The detected pressure roller temperature stays at **210**°C or more for five seconds. | • Defective PSU
• Defective BCU | | 1. Replace the fusing unit.
2. Replace the PSU.
3. Replace the BCU. | A |

Page 4-26

SC Code <u>deleted</u>:

| SC 554 | Pressure roller fusing lamp low temperature error | During stand-by mode or printing, the detected pressure roller temperature stays at 50°C or less for five seconds. | • Loose connection between the fusing unit and the machine
• Defective pressure roller thermistor
• Defective PSU
• Defective BCU | | 1. Check the connection between the fusing unit and main frame.
2. Replace the fusing unit.
3. Replace the PSU.
4. Replace the BCU. | A |

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| SC 640 | BCU - Controller communication error (check sum error) | The check sum of the interface between the BCU and controller is not the same. | • Defective controller
• Defective **BCU** | | 1. Turn the main switch off and on.
2. Replace the controller.
3. Replace the BCU. | CTL |

Page 4-30

SC description <u>added</u>:

| SC 692 | GAPCI I2C communication error | • The I2C bus device ID is not identified during initialization.
• A device-status error occurs during I2C bus communication.
• The I2C bus communication is not established due to an error other than a buffer shortage. | • Loose connection
• Defective BCU
• Defective LD controller board | | 1. Turn the main switch off and on.
2. Check the cable connection.
3. Replace the BCU. | A |

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SC descriptions added:

SC 800	Startup without video output end error (K)	Video transfer to the engine is started, but the engine did not issue a video transmission end command within the specified time.	• Defective BCU		1. Turn the main switch off and on. 2. Check the cable connection. 3. Replace the BCU.	CTL
SC 801	Startup without video output end error (Y)	Video transfer to the engine is started, but the engine did not issue a video transmission end command within the specified time.	• Defective BCU		1. Turn the main switch off and on. 2. Check the cable connection. 3. Replace the BCU.	CTL
SC 802	Startup without video output end error (M)	Video transfer to the engine is started, but the engine did not issue a video transmission end command within the specified time.	• Defective BCU		1. Turn the main switch off and on. 2. Check the cable connection. 3. Replace the BCU.	CTL
SC 803	Startup without video output end error (C)	Video transfer to the engine is started, but the engine did not issue a video transmission end command within the specified time.	• Defective BCU		1. Turn the main switch off and on. 2. Check the cable connection. 3. Replace the BCU.	CTL

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Contents revised:

SC 827	Self-diagnostic error: Standard **SDRAM** DIMM [XXXX]: Detailed error code					
[0201]	Verification error	Error detected during a write/verify check for the standard RAM (**SDRAM** DIMM).	• Loose connection • Defective **SDRAM** DIMM • Defective controller		1. Turn the main switch off and on. 2. Replace the **SDRAM** DIMM. 3. Replace the controller.	CTL

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| SC 857 | USB interface error | The USB interface cannot be used due to a driver error. | • Defective USB driver
• Loose connection | | 1. Check the connection.
2. Replace the **USB board**. | |

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SC description <u>added</u>:

| SC 991 | Software continuity error | The software attempted to perform an unexpected operation. However, unlike SC990, the cause of the error is continuity of the software. | • Software error
• Internal parameter incorrect, insufficient working memory. | | This SC is not displayed on the LCD (log only). | CTL |

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Contents revised:

1		Mode No. (Class 1, 2, and 3)		Function / [Setting]
104	[Fusing Cont.] Fusing Control			
	1	Control Method	*BCU	Selects the fusing control method. [0 or 1 / 0 / -] Alphanumeric 0: ON/OFF Control 1: Phase Control NOTE: This mode can be used only for N. America models.
	25	Process Speed	*BCU	Selects the power-on default target fusing operation temperature. The target operating fusing temperature depends on the process speed. When the machine is switched on, it starts warming up for the process speed specified in this SP mode. [0 to 4 / 4 / 1/step] Alphanumeric 0: Color 62.5 mm/s (temperature specified by SP 1-105-8 and 19) 1: Color 125 mm/s (temperature specified by SP 1-105-9 and 20) 2: Thick / OHP (temperature specified by SP 1-105-13 and **24**) 3: K 125 mm/s (temperature specified by SP 1-105-4 and 15) 4: K 185 mm/s (temperature specified by SP 1-105-5 and 16)

Model: Model J-P2	Date: 2-Apr-03	No.: RG080001

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1	Mode No. (Class 1, 2, and 3)		Function / [Setting]
105	[Fusing Temp.] Fusing Temperature (Heating or Pressure roller: Paper Type, [Color], Simplex/Duplex, Process Speed) Paper Type -> N: Normal, OHP. TH: Thick, SP: Special Some settings of fusing temperature depend on the destination (US or Europe/Asia). US: Setting for US, EU: Setting for Europe/Asia		
	1	H: Ready	*BCU	Sets the heating roller temperature for the printing ready condition. After the main switch has been turned on, the machine enters the print ready condition when the heating roller temperature reaches the temperature specified in this SP mode. When the machine is in the recovery mode from the energy saver or auto off mode, the machine becomes ready when both heating and pressure roller temperatures reach the specified temperature. Ready temperature = (Target temperature specified in SP1-104-25 or 105-3 to 28) – Temperature specified in this SP mode. [10 to 100 / 10 / 1°C/step]
	2	P: Ready	*BCU	Sets the pressure roller temperature for the printing ready condition. Ready temperature = (Target temperature specified in SP1-104-25 or 105-3 to 28) – Temperature specified in this SP mode [10 to 100 / NA: 10, EU: 20 / 1°C/step]
	The following SPs set the target operating temperatures of the heating and pressure rollers in various modes. (The default settings are different for N. America and Eur./Asia)		
	4	H:N [K] S 125	*BCU	[100 to 190 / NA: **180**, EU: 175 / 5°C/step]
	5	H:N [K] S 185	*BCU	[100 to 190 // **NA: 185, EU: 180** / 5°C/step]
	6	H:N [K] D 125	*BCU	[100 to 190 / **NA: 165**, EU: 165 / 5°C/step]
	7	H:N [K] D 185	*BCU	[100 to 190 / **NA: 175 , EU: 175** / 5°C/step]
	8	H:N[FC] S 62.5	*BCU	[100 to 190 / NA: 150, EU: 150 / 5°C/step]
	9	H:N[FC] S 125	*BCU	[100 to 190 / 180 / 5°C/step]
	10	H:N[FC] D 62.5	*BCU	[100 to 190 / NA: **145**, EU: 145/ 5°C/step]
	11	H:N[FC] D 125	*BCU	[100 to 190 / NA: **165**, EU: 170 / 5°C/step]
	13	H:OHP	*BCU	[100 to 190 / 165 / 5°C/step]
	15	P:N [K] S 125	*BCU	[0 to 190 / NA: **160**, EU: 155 / 5°C/step]
	16	P:N [K] S 185	*BCU	[0 to 190 / NA: **155**, EU: 160 / 5°C/step]
	17	P:N [K] D 125	*BCU	[0 to 190 / NA: 135, EU: 145 / 5°C/step]
	18	P:N [K] D 185	*BCU	[0 to 190 / NA: **145**, EU: 155 / 5°C/step]
	19	P:N[FC] S 62.5	*BCU	[0 to 190 / NA: 125, EU: 130 / 5°C/step]
	20	P:N[FC] S 125	*BCU	[0 to 190 / 160 / 5°C/step]
	21	P:N[FC] D 62.5	*BCU	[0 to 190 / NA: 120, EU: 125 / 5°C/step]
	22	P:N[FC] D 125	*BCU	[0 to 190 / NA: 135, EU: 150 / 5°C/step]
	24	P:OHP	*BCU	[0 to 190 / 150 / 5°C/step]
	26	H:TH	*BCU	[0 to 190 / 175 / 5°C/step]

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3		Mode No. (Class 1, 2, and 3)		Function / [Setting]
107	4	LED Current C	*BCU	Displays the ID sensor LED current adjusted during Vsg adjustment. [0 to **1023** / - / 1]

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3		Mode No. (Class 1, 2, and 3)		Function / [Setting]
107	6	LED Current R	*BCU	Displays the ID sensor LED current adjusted during Vsg adjustment. [0 to **1023** / - / 1]
	7	Vsg avg bk	*BCU	Displays the average black Vsg value of the center ID sensor. [0.00 to 5.00 / - / 0.01V/step]

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Contents revised:

5		Mode No. (Class 1, 2, and 3)		Function / [Setting]
118	**[**Simplex Back Sheet Setting]			
	1	**Simple Back Sheet Setting**	*CTL	**Enables or disables all machine functions.** **[0 or 1 / 0 / -] DFU** **0: Enabled** **1: Disabled**

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Contents revised:

Type of firmware		Function	Number of IC cards required
Printer Engine	1. Main	Printer engine control	1 card
	2. MUSIC	Line position adjustment	1 card
	3. DSP	Line position adjustment	1 card
Printer Controller	**4. System**	**System firmware**	**1 card**
	5. Printer	**Printer Application firmware**	**1 card**
	6. NIB	NIB firmware	1 card

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Contents revised:

Type of firmware	Function	Location of firmware	Message displayed
* Engine - Main	Printer engine control	BCU Flash ROM	Engine (1)
* Engine - Music	Line position adjustment	BCU MUSIC CPU	Music (1)
* Engine - DSP	Line position adjustment	BCU DSP CPU	DSP (1)
• System • Netfile Application	2 different firmware (system and Netfile applications) is combined.	DIMM 1	**Onboard System (1)** **Netfile DocBox (2)**
Copier Application	**Feature application**	**DIMM 1**	**Rescue & Copy (1)**
Printer Application	Feature application	DIMM 1	Onboard Printer (1)
Scanner Application	Feature application	DIMM 2	Onboard Scn (1)
Fax Application	Feature application	DIMM 2	Opt DIMM Fax (1)
NIB (see Notes)	Network Interface	DIMM 2	Network Support (1)
Scanner IPU	Scanner control	IPU Flash ROM	Scanner IPU (1)
Operation Panel	Panel control	Operation Panel	Ope Panel. XX (1)
Fax FCU	Fax control	FCU	Jupi FCU (XXX)-1 (1)
Language (16 languages)	Language firmware Two languages can be selected from 16 languages.	Operation Panel	**LANG.1 (1)** **LANG.2 (2)**

Note: The NIB used in the CF is different from the one used in the printer.

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- Illustration <u>revised</u> to show correct parts:

1.Doctor blade

G080D953.WMF
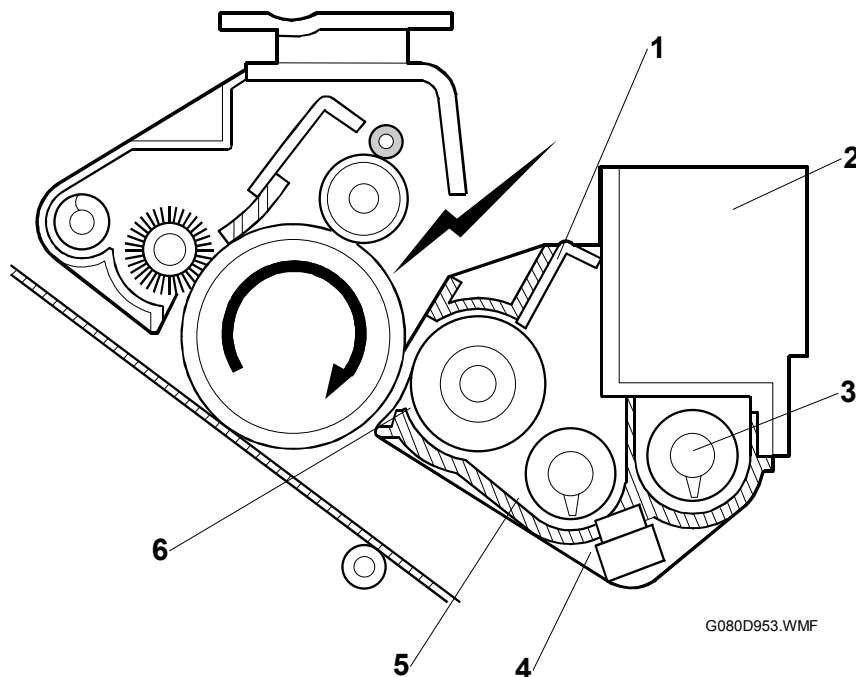
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Contents <u>revised</u>:

Mode	Resolution (dpi)	Temperature of Heating Roller	Temperature of Pressure Roller	Note
Energy saver level 1		100°C	130°C	
Standby mode		**NA: 175°C** **EU: 170°C**	**NA: 145°C** **EU: 140°C**	If SP1-104-025 is set to 4
Color	1200 x 1200	150°C	NA: 125°C EU: 130°C	
	1200 x 600 600 x 600	**180°C**	**160°C**	
Black and white	1200 x 1200	**NA: 180°C** **EU: 175°C**	**NA: 160°C** **EU: 155°C**	
	1200 x 600 600 x 600	**NA: 185°C** **EU: 180°C**	**NA: 155°C** **EU: 160°C**	
OHP	All	165°C	150°C	
Thick	All	175°C	155°C	

| Model: Model J-P2 | | | Date: 2-Apr-03 | | No.: RG080001 |

Color (duplex)	1200 x 1200	145°C	NA: 120°C EU: 125°C	
	1200 x 600 600 x 600	NA: 165°C EU: 170°C	NA: 135°C EU: 150°C	
Black and white (duplex)	1200 x 1200	165°C	NA: 135°C EU: 145°C	
	1200 x 600 600 x 600	175°C	NA: 145°C EU: 155°C	

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Overheat Protection

If the heating or pressure roller temperature becomes higher than **210**°C, the CPU cuts off the power to the fusing lamp. SC543 for the heating roller or SC553 for the pressure roller is generated.

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Partition	40GB HDD	20GB HDD	Function	Comment
Image Local Storage	17,700 MB	---	Document server	Remains stored even after cycling power off/on.
File System 1	500 MB	500 MB	Downloaded fonts, forms.	Remains stored even after cycling power off/on.
File System 2	1,000 MB	1,000 MB	Job spooling area	Erased after power off.
File System 3	2,000 MB	2,000 MB	Work data area	Remains stored even after cycling power off/on.
Image TMP	7,486 MB	7,486 MB	Commonly used area for applications	Erased after power off.
	7,200 MB	---	Copier application	Erased after power off.
	3,440 MB	3,440 MB	Printer application	Erased after power off.
	1,000 MB	**1000MB**	Scanner application	Erased after power off.
Job Log	10 MB	10 MB	Job log	Remains stored even after cycling power off/on.

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Item in bold <u>deleted:</u>

Data rates: 480 Mbps (high speed), 12 Mbps (full speed), **1.5 Mbps (low speed)**; High-speed mode is only supported by USB 2.0.

Model: Model J-P2	Date: 2-Apr-03	No.: RG080001

SPEC-2

Contents <u>revised</u>:

	120V	**220~240V**
Maximum	1200 W or less	**1500** W or less
Energy Saver	**15** W or less	**15** W or less

SPEC-7

Internal Options			
IEEE802.11b	G628	K	
USB2.0	B525	L	

SPEC-12

Power source: System:
                    120 V, 60 Hz: 12 A (for North America)
                    220 - 240 V, 50/60 Hz: **6A+1A** (for Europe/Asia)
                    Scanner:
                    120 V, 60 Hz: 2 A (for North America)
                    220 - 240 V, 50/60 Hz: 1.1 A (for Europe/Asia)

Maximum power   System: 1,440 W or less **(NA)**

                    1,500W+120W or less (EU)

Model: Model J-P2	Date: 24-Apr-03	No.: RG080002

Subject: Wrong resolution printing with PS3 driver	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Jobs specified in the PS driver as 600dpi Fast (600x600dpi, 1 bit), or 1200dpi (1200x1200dpi, 1 bit) are printed out at the wrong resolution when:

1) Printing from a PS driver, except those for Win9x/Me, and

2) The mainframe PS menu resolution is set to "600dpi Std" (default).

The following are the test results with various combinations of resolution settings from the PS driver and mainframe PS menu:

Resolution setting in PS driver:	Resolution setting in mainframe PS menu:		
	600dpi Fast (600x600dpi 1 bit)	600dpi Std: Default (600x600dpi 2 bit)	1200dpi (1200x1200dpi 1 bit)
600dpi Fast: Default (600x600dpi, 1 bit)	600x600dpi	**1200x600dpi NG**	600x600dpi
600dpi Std (600x600dpi, 2 bit)	1200x600dpi	1200x600dpi	1200x600dpi
1200dpi (1200x1200dpi, 1 bit)	1200x1200dpi	**600x600dpi NG**	1200x1200dpi
None specified (driver not used)	600x600dpi	1200x600dpi	1200x1200dpi

CAUSE

The commands for resolution and grayscale (number of bits) are sent by the PS driver and received by the machine. However, when the machine is set for 2-bit grayscale, it is not overwritten by the 1-bit grayscale setting from the driver (normally the driver is given precedence).

Note: This does not occur with Win9x/Me drivers since the grayscale bit setting is specified with PJL commands.

Affected firmware versions:

J-P2: Printer 1.09 (used from 1st production)

J-P2CF: Printer 1.09 (used from 1st production)

Affected S/N:

See the S/N table below.

SOLUTION

Production

1) Modify the Printer firmware (scheduled to be applied from the end of March '03).

2) Modify all PS drivers except those for Win9x/Me (schedule TBA).

Note: Although from a technical standpoint only one of the above is necessary to fix the symptom, both will be applied in order to perform the action in the field described below.

Action in the field

Please take the following action for all machines within the S/N range listed below.

1. For machines installed by service technicians, please do one of the following at installation:
   1) Change the PS Menu resolution setting (UP mode) to "**600dpi Fast**", or
   2) Update the printer firmware to v1.12 or later.

2. For user-installed machines, please advise any customers reporting the symptom to do one of the following:
   1) Change the PS menu resolution setting (UP mode) to "**600dpi Fast**," or
   2) Install one of the modified PS drivers accessible on the Web.

Web release schedule for modified PS drivers:

Without MS logo: Already released

With MS logo: May 2, 2003

Model: Model J-P2	Date: 24-Apr-03	No.: RG080002

Affected serial number table:

Model Code	Serial Number
G080-22	P9630201479 – 1537, 1539 – 1558, 1560 – 1688, 1690 – 1718, 1720 – 1745, 2473 – 2594,
	P9630301111 – 1138, 1140 – 1174, 1176 – 1202, 1204 – 1268, 1270 – 1283, 1285
G080-24	L1403020002 – 0007, 0009 – 0032, 0034 – 0037, 0039 – 0100
G080-26	8Q40230001 – 0003, 0005 – 0048, 0050 – 0073, 0075 – 0078, 0080 - 0100
G080-27	P9630100042 – 000048, 0050 – 0054, 0056 – 0060, 0062 – 0080,
	P9630201746 – 1755, 1757 – 1766, 1768 – 1793, 1795 – 1808, 1810 – 1867, 1870– 1940, 1942 – 2081, 2083 – 2105, 2107 – 2141, 2143 – 2187, 2189 – 2212, 2214 – 2216, 2218 – 2249, 2251 – 2262, 2264 - 2265, 2267 – 2285, 2287 – 2311, 2313 – 2365,
	P9630301531, 1533 – 1534, 1536 – 1539, 1541, 1543 – 1546, 1549, 1551 – 1555, 1557 – 1563, 1566, 1569, 1572, 1575, 1577, 1581 – 1582, 1587, 1597 – 1598, 1601, 1606 – 1607, 1610, 1613, 1615, 1619 – 1636, 1638 – 1655, 1657 – 1674, 1676 – 1685, 1687 – 1691, 1693 – 1719, 1721 – 1739, 1741 – 1742, 1744 – 1751, 1754, 1756 – 1761, 1764, 1766 – 1769, 1771 – 1775, 1777, 1779 – 1782, 1784 – 1793, 1795 – 1801, 1804 – 1807, 1809 – 1820, 1823 – 1825, 1827, 1829, 1831 – 1832, 1834, 1836 – 1838, 1840, 1844 – 1845, 1847, 1852, 1855, 1861, 1872 – 1873, 1877, 1885, 1904, 1906, 1920, 1924
G080-29	P9630202366 – 2384, 2386 – 2412, 2414 – 2422, 2424, 2426 – 2427, 2429 – 2433, 2435 – 2445, 2447 – 2455, 2457 – 2467, 2469 - 2471
G367-26	8Q50230001 – 0040
	8Q50330001 – 0050
G367-27	P9830100021, 0023 – 0040,
	P9830200796 – 0903,0905 – 1230, 1280 – 1324,
	P9830300881 – 0918, 0920 – 1045, 1047 - 1070
G367-29	P9830201231 – 1279,
	P9830301470, 1473 - 1482

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003

Subject: Firmware Modification			Prepared by: H.Someya
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

Firmware modification history for the Model J-P2 (details begin on page 2).

	Engine			Controller		
Firmware Type	**Main**	**MUSIC**	**DSP**	**Printer System**	**Printer Application**	**Printer NIB**
Remarks						

Note: The Engine Main, Music and DSP firmware are used for both the G080 printer and the G080/G367 CF Expander.

RTB Revision List

Issue Date	Control Symbol	Revised contents
25-Apr-03	-	First edition

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003

[Modification History]

1. Engine Main Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601D	1.03	---	Firmware installed from the first mass production run.	January, 03
G0805601E	1.04	DEDF	The following have been fixed. • SC544. Fusing control changed so that the machine rotates the fusing belt if the fusing temperature is 200°C or greater when the main power is turned on or the machine recovers from Energy Saver Mode (stopping when the temperature cools to 190°C). • SC552 (detection time lengthened from 150s to 180s).	February, 03
G0805601F	1.05	FA42	• Key card interface supported as a customized request. To activate this function, it is necessary to use CF system firmware **v1.12** or newer. • The following have been fixed. ➢ Default settings for transfer bias changed to fix fireflies in black solid image areas on OHP sheets under high-temperature and humidity conditions. ➢ Main scan color shift caused by electromagnetic noise.	April, 03
G0805601G	1.06	40B9	The following have been fixed. • "Copying" displayed for about 30 seconds before copying begins. • Color drum lock at first color print following a 3-hour interval when energy saver is disabled. • Paper jam following jam recovery if the duplex copy output tray is set to the Finisher. • Copying is halted if the number of copies on the key card reaches 0 or the key card is pulled out during duplex copying and finisher output selected with SP5-113 is set to 12 (Exp. Key Card: Deduct). After a new key card is inserted, a jam occurs at the finisher.	April 14, 03

NOTE: Machines containing v1.03 have been reworked locally.

2. Engine MUSIC

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805611B	M1.01	4EBC	Firmware installed from the first mass production run.	January, 03

3. Engine DSP

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805621B	1.01	8DFE	Firmware installed from the first mass production run.	January, 03

4. Printer System Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805910B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805910C	1.11	7B3D	The Wireless LAN does not function if using 802.11adhoc mode when network traffic is low.	February, 03
G0805910D	1.12	99B9	The Printer function is now displayed on the configuration page.	April, 03

NOTE: Machines containing v1.09 have been reworked locally.

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003

5. Printer Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805911B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805911C	1.12	4754	The following have been fixed. - Barcodes appear separated (shifted) when printed out (GFPR#RE03010016). - Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004). - PS error occurs when unknown media type is specified (GFPR# RE03010003). - Selecting HDD font or DIMM font may reduce available memory. - Supports SAP Barcode & OCR printing. Other changes: - The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", because the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	April, 03

NOTE: When updating the Printer Application Firmware, please also update the Printer System Firmware to the same version.

4. NIB Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805920C	3.0.1	1CC3	Firmware installed from the first mass production run.	January, 03

Reissued: 9-May-03

Model: Model J-P2	Date: 2-May-03	No.: RG080004a

RTB Reissue
The items in bold italics have been corrected.

Subject: Noise from paper transfer section	Prepared by: H.Someya
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Noise from the paper transfer-cleaning unit.

CAUSE

The edge of the cleaning unit [C] bends slightly during operation, causing the gap between it and the left lower driver roller [B] (#G0803945, P/C 41-7) to narrow and the unit to contact the roller.
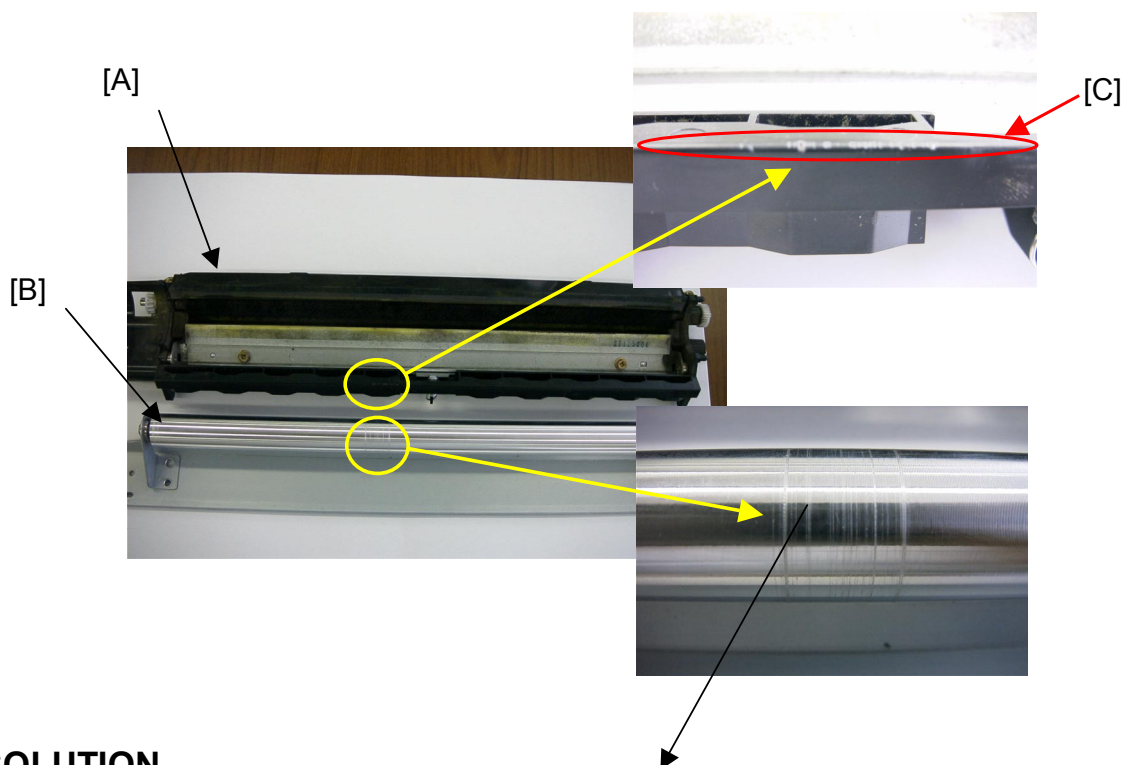
SOLUTION

Action required in the field:
At installation or the next service visit, please check to see if noise can be heard from the paper transfer cleaning unit. If there is noise, file down the edge of the cleaning unit case as described in the **Troubleshooting Procedure** below.

Reissued: 9-May-03

Model: Model J-P2	Date: 2-May-03	No.: RG080004a

Production line

■ Temporary:
The edge of the cleaning unit case has been filed down 1.5 mm using a special tool to ensure enough of a gap between the cleaning unit case and the roller.

NOTE: This temporary solution was applied to the production line on April 4, 2003 (cut-in S/N below), and has already been applied to all service parts (#G0803830 and #G0803831).

Cut-in S/N
G080-17: From P9630400341
G080-22: From P9630401761
G080-24: From L1403040001
G080-26: From 8Q40430001
G080-27: From P9630402580
G080-29: From P9630402955

■ Permanent:
The shape of the cleaning unit case will be modified to prevent contact with the roller.

Troubleshooting Procedure

1. Turn off the main switch.
2. Open the front cover and pull out the paper transfer unit (1 screw).
3. Remove the cleaning unit, holding the cleaning blade release lever (1 screw).
4. Place the cleaning unit onto a sheet of paper, as shown below.
5. Using the blunt side of a box cutter or metal ruler, file down the edge [A] of the cleaning unit case, from front to rear, by approximately 1.5 mm (0.06 in.).

[A]
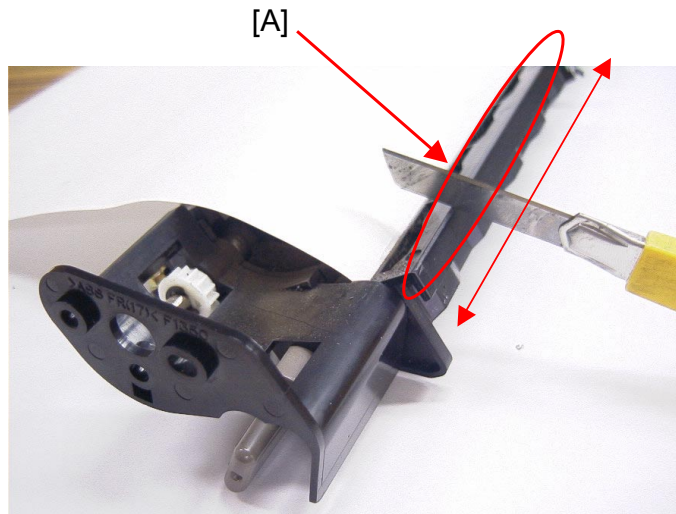
Model: Model J-P2	Date: 2-May-03	No.: RG080004a

[A]
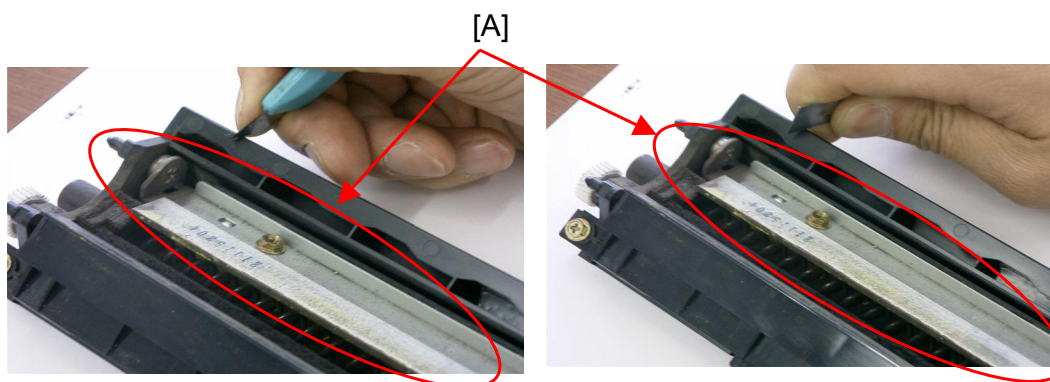
NOTE: Make sure to prevent any plastic particles from getting inside the cleaning unit, e.g. by covering the open space [A] with a sheet of paper. If any particles get into the unit, it can cause damage to the cleaning blade, resulting in dirty lines on the rear side of outputs.

NOTE: If the rear side of the output already shows the dirty lines, and the roller, cleaning blade or paper transfer belt show scratches, please replace the damaged component(s).

Model: Model-JP2	Date: 21-May-03	No.: RG080005

Subject: Tear off the harness	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Power is not supplied when the main switch is turned ON after replacing the PSU [A], Harness - AC Switch [B] or Bracket – PSU Fan [C].

Note: This may occur on all G060 and G080 series models.

CAUSE

When replacing the above mentioned parts, the harness may be damaged when it comes in contact with the edge of the bracket or PSU bracket.

SOLUTION

When replacing the PSU, Harness or Bracket, wrap the area of the harness shown by the arrow in electrical tape to protect it from the bracket edges.

Model: Model J-P2	Date: 23-May-03	No.: RG080006

Subject: Service Manual Revision	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please add the items in **bold** below to your Service Manuals.

Page 1-24

Accessories Check List

13. Contact Glass Cleaning Cloth
14. Cloth Holder

Page 1-29

- Between Steps 16 and 17:

● **Attach the cloth holder [F] to the left face of the scanner unit.**
● **Place the contact glass cleaning cloth [G] in the cloth holder [F].**

Illustration added:

[G]

[F]
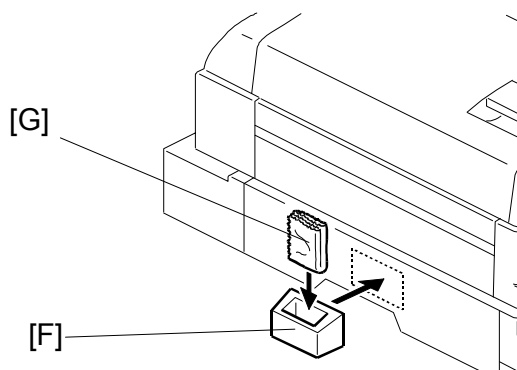
Page 3-24

Printer Application

Controller → IPU (through) → Controller **(straight through)** → BCU

Page 3-32

Illustration <u>revised</u> to show the gear and collar:
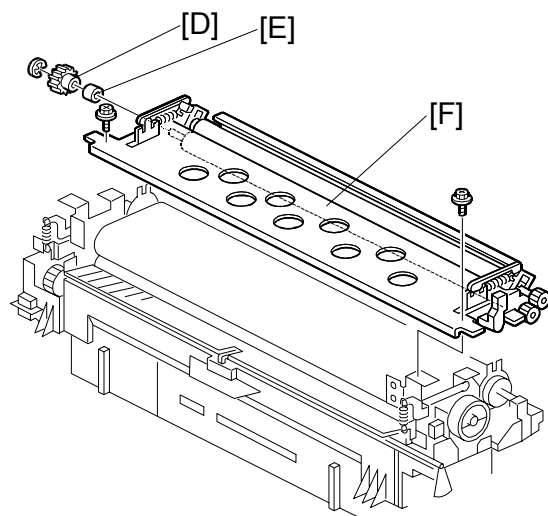
- Steps 4, 5 <u>revised</u> as follows:

   4.   **Gear [D] and Collar [E] (retaining ring x 1).**

   5.   **Cleaning unit [F] (screw x 2).**

   Note: When reattaching, make sure to set the cleaning unit [F] in place first, and then attach the gear [D] and collar [E].

Page 5-50

5		Mode No. (Class 1, 2, and 3)		Function / [Setting]
828	52	ECP	* CTL CF	Switches the ECP setting for Centronics off/on. [0 or 1 / 1 / -] 0: Disabled, 1: Enabled *With "1" selected, SP5-828-050 must be enabled for 1284 mode compatibility*.
	53	Transmission Speed		Selects the Ethernet transmission speed. [0 to 3 / 0 / 1 /step] 0: Auto **1: 100 Base-TX** **2: 10 Base-T** 3: Auto

Page 6-89

A 20GB hard disk is used for printer **and scanner** functions. A 40GB hard disk is provided as an option for the copier feature expander. The hard disks are partitioned as listed in the table.

Model: Model J-P2	Date: 18-Jun-03	No.: RG080007

Subject: Factory assembly error on model-J P2 PCU	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

The PCU cannot be installed on the J-P2.

CAUSE

Eight drum silencers from before the J-P1 PCU modification (opening 5mm) were mistakenly used in the J-P2 PCU from after the modification (opening 10mm), and as a result the J-P2 shaft holder cannot fit into the 5mm opening in the silencer.

Note: The drum shaft was lengthened to maximize the smoothness of rotation and minimize wobbling with the model change (J-P2). In accordance with this change, the opening in the silencer was increased from 5mm to 10mm (for attachment to the P2 holder).

Affected Units:

A total of 8 out of the following 2,319 J-P2 PCUs may contain the older drum silencer. However, it is not possible to determine how many are contained in J-P2 units.
The occurrence rate in the field cannot be determined, since it is not known how many are packaged together with J-P2 kits, but there would be a maximum rate of 0.3%(8units).

G211-17 (EDP: 400879): Printer Maintenance Kit Type 7000A (Color)
G212-17 (EDP: 400880): Printer Maintenance Kit Type 7000F (Black)

RICOH

Technical Bulletin

Reissued: 25-Jun-03

Model: Model J-P2	Date: 23-May-03	No.:RG080006a

RTB Reissue

Subject: Service Manual Revision		Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Action required ☒ Service manual revision ☐ Retrofit information

Revision:

Note for pg. 3-24 has been <u>deleted</u>.

RICOH

Technical Bulletin

Reissued: 20-Oct-03

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003a

RTB Reissue

Subject: Firmware Modification	Prepared by: H.Someya
From: 1st Tech. Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☒ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

This bulletin explains the firmware modification history for the Model J-P2 (details begin on page 2).

Firmware Type	Engine			Controller		
	Main	**MUSIC**	**DSP**	**Printer System**	**Printer Application (P)**	**NIB (P)**
Remarks						

Note: The Engine Main, Music and DSP firmware are used for both the G080 printer and G080/G367 CF Expander.

RTB Revision List

Issue Date	Control Symbol	Revised contents
25-Apr-03	-	First edition
20-Oct-03	*<<A>>*	*Engine Main: 1.06 -> 1.07 -> 1.08*

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003a

[Modification History]

1. Engine Main Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601D	1.03	---	Firmware installed from the first mass production run.	January, 03
G0805601E	1.04	DEDF	The following have been fixed. • SC544. Fusing control changed so that the machine rotates the fusing belt if the fusing temperature is 200°C or greater when the main power is turned on or the machine recovers from Energy Saver Mode (stopping when the temperature cools to 190°C). • SC552 (detection time lengthened from 150s to 180s).	February, 03
G0805601F	1.05	FA42	• Key card interface supported as a customized request. To activate this function, it is necessary to use CF system firmware **v1.12** or newer. • The following have been fixed. ➢ Default settings for transfer bias changed to fix fireflies in black solid image areas on OHP sheets under high-temperature and humidity conditions. ➢ Main scan color shift caused by electromagnetic noise.	April, 03
G0805601G	1.06	40B9	The following have been fixed. • "Copying" displayed for about 30 seconds before copying begins. • Color drum lock at first color print following a 3-hour interval when energy saver is disabled. • Paper jam following jam recovery if the duplex copy output tray is set to the Finisher. • Copying is halted if the number of copies on the key card reaches 0 or the key card is pulled out during duplex copying and finisher output selected with SP5-113 is set to 12 (Exp. Key Card: Deduct). After a new key card is inserted, a jam occurs at the finisher.	April 14, 03
G0805601H <<A>>	*1.07*	*B5A4*	• *The amount of oil unit revolutions after paper exit to the Finisher has been increased to match that used for exit to the mainframe tray, in order to ensure there is not a shortage of oil at the End condition caused by low revolution counts with the Finisher tray.* *The following have been fixed.* • *NVRAM data is sometimes cleared with power Off/On alone if previous to that several RAM clears were performed continuously during machine operation.* • *Drum and transfer belt motors sometimes remain running and then lock with mixed size print jobs containing an A4LEF→A5LEF switch.* • *The mainframe paper feed motor sometimes remains running at power On in cases where the relay sensor is constantly on due to a sensor failure.*	*July, 03*

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003a

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601J <<A>>	1.08	60F8	• *Optimized the power duty conditions for triggering SC545/SC555.* • *Optimized the number of oil unit revolutions for triggering the Oil End condition for 2-5 p/j.* *The following have been fixed.* • *The machine freezes up while printing the second set of a job with the following settings: duplex, mixed sizes, stapling, 2 or more sets.* • *The machine sometimes freezes up while printing out a job following jam recovery.* *Note:* *After updating <u>from v1.07 or earlier to v1.08 or later</u>, the value of SP7-905-014 (Oil Near End) is automatically reset to the default. If necessary, please manually set this SP to the proper value after the update.*	*September, 03*

NOTE: Machines containing v1.03 have been reworked locally.

2. Engine MUSIC

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805611B	M1.01	4EBC	Firmware installed from the first mass production run.	January, 03

3. Engine DSP

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805621B	1.01	8DFE	Firmware installed from the first mass production run.	January, 03

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003a

4. Printer System Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805910B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805910C	1.11	7B3D	The Wireless LAN does not function if using 802.11adhoc mode when network traffic is low.	February, 03
G0805910D	1.12	99B9	Printer function is now displayed on the configuration page.	April, 03

NOTE: Machines containing v1.09 have been reworked locally.

5. Printer Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805911B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805911C	1.12	4754	The following have been fixed. - Barcodes appear separated (shifted) when printed out (GFPR#RE03010016). - Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004). - PS error occurs when unknown media type is specified (GFPR# RE03010003). - Selecting HDD font or DIMM font may reduce available memory. - Supports SAP Barcode & OCR printing. Other changes: - The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", as the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	April, 03

NOTE: When updating the Printer Application Firmware, please also update the Printer System Firmware to the same version.

Model: Model J-P2	Date: 25-Apr-03	No.: RG080003a

4. NIB Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805920C	3.0.1	1CC3	Firmware installed from the first mass production run.	January, 03

Model: Model J-P2	Date: 12-Dec-03	No.: RG080008

Subject: Paper jam in the duplex unit	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Paper jam in the duplex unit

CAUSE

The shape of some Mylars (P/N G3484682, Sheet: Gate: 2) used in the duplex unit were out of specification, so that they were angled in the wrong direction, creating a block when the paper was transferred to the two-tray finisher.

Occurrence conditions:

The machine is operating with the two-tray finisher and LCT or two-tray finisher and paper feed unit type 3800C (2 trays).

SOLUTION

Production Line

An inspection process has been added to the production line whereby the Mylars are checked to ensure they conform to specification. In addition, the Mylars stocked as service parts have been replaced with the modified ones.

Note: Cut-in S/N for new production line inspection:
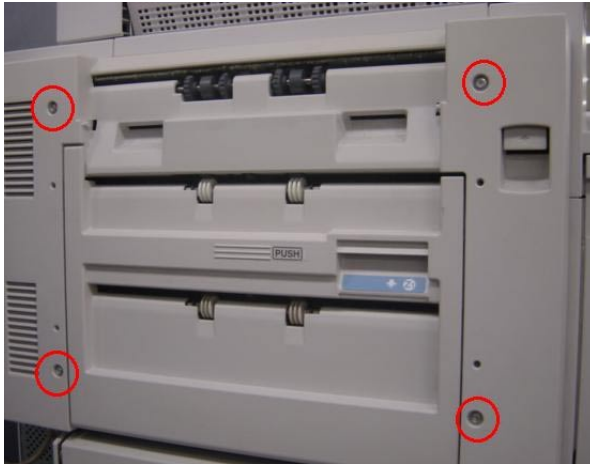
G348-17: From P9736700001

G348-26: From 8Q68730058

Action in the Filed

Replace the seven Mylars shown in the procedure below.

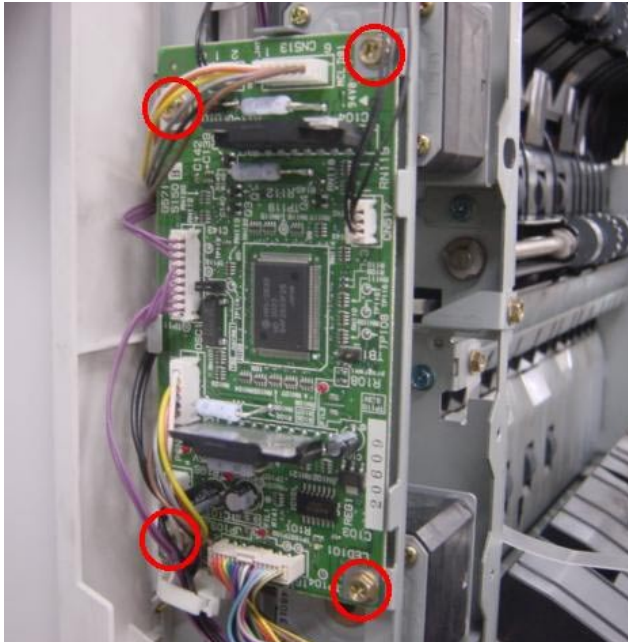| Model: Model J-P2	Date: 12-Dec-03	No.: RG080008

Mylar Replacement Procedure

1. Open the duplex left cover.

2. Remove the top cover (screw x 4).

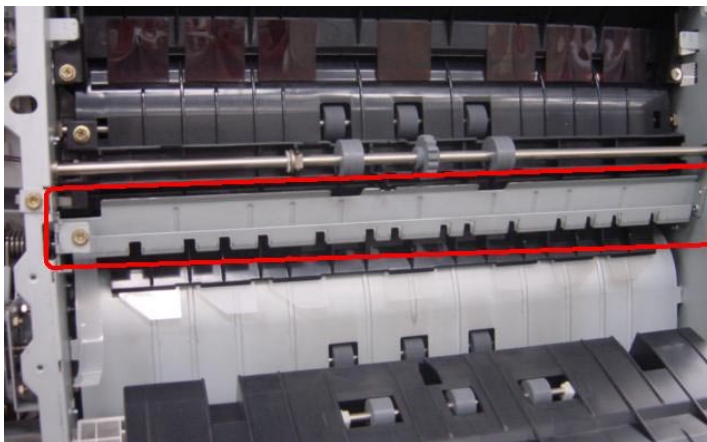

3. Remove the stopper.

4. Remove the duplex control board (screw x 4, harness x 7).

5. Remove the left middle guide plate (screw x 2).

6. Replace the 7 Mylars circled below.

Note: After removing each Mylar, be sure to clean the attachment surfaces on the plate with alcohol.

RICOH

Technical Bulletin

Model: Model J-P2	Date: 12-Feb-04	No.: RG080009

Subject: Cold offset at power on in cold conditions	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Symptom

Cold offset (poor fusing) may occur when all of the following conditions are met:
1. The machine is turned on under low-temperature conditions
2. The weight of the paper loaded in the tray is near the upper limit for plain paper (e.g. 100g/28lb)
3. Copies are taken in B&W mode (185 mm/sec).

Note:
- The offset normally occurs between the second and fifth copy, gradually improving and disappearing within a total of approximately 15 copies.
- This does not occur in Color mode or with paper weights of 80g/24lb or less.

Cause

The heat distribution across the fusing belt is not uniform while the initial copies are made onto thicker plain paper in B&W mode (highest processing speed).

Action Required

1. SP1-912-2: Change the threshold for enabling low temperature correction from 17°C to **22°C**.
2. SP1-916-1: Enable idling mode (set to a value of **1**).

SP Mode	Default	Change to	
SP1-912-2	17°C	**22°C**	
SP1-916-1	0: OFF	**1: ON**	See Note below.

Note:
- Enabling Idling Mode causes the warm-up time to increase by 30sec, so please advise customers of this point.

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003b

RTB Reissue

Subject: Firmware Modification	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This bulletin explains the firmware modification history for the Model J-P2 (details begin on page 2).

Firmware Type	Engine			Controller		
	Main	**MUSIC**	**DSP**	**Printer System**	**Printer Application (P)**	**NIB (P)**
Remarks						

Note: The Engine Main, Music and DSP firmware are used for both the G080 printer and G080/G367 CF Expander.

RTB Revision List

Issue Date	Control Symbol	Revised contents
25-Apr-03	-	First edition
20-Oct-03	<<A>>	Engine Main: 1.06 -> 1.07 -> 1.08
5-Apr-04	*<<B>>*	*Engine Main: 1.08 -> 1.09 -> 1.10*
		Printer System: 1.12 -> 1.15
		Printer Application: 1.12-> 1.15
		NIB: 3.0.1 ->3.0.4

RICOH

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003b

[Modification History]

1. Engine Main Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601D	1.03	---	Firmware installed from the first mass production run.	January, 03
G0805601E	1.04	DEDF	The following have been fixed. • SC544. Fusing control changed so that the machine rotates the fusing belt if the fusing temperature is 200°C or greater when the main power is turned on or the machine recovers from Energy Saver Mode (stopping when the temperature cools to 190°C). • SC552 (detection time lengthened from 150s to 180s).	February, 03

G0805601F	1.05	FA42	• Key card interface supported as a customized request. To activate this function, it is necessary to use CF system firmware **v1.12** or newer.
			• The following have been fixed.
			   ➢ Default settings for transfer bias changed to fix fireflies in black solid image areas on OHP sheets under high-temperature and humidity conditions.
			   ➢ Main scan color shift caused by electromagnetic noise.
				April, 03

G0805601G	1.06	40B9	The following have been fixed. • "Copying" displayed for about 30 seconds before copying begins. • Color drum lock at first color print following a 3-hour interval when energy saver is disabled. • Paper jam following jam recovery if the duplex copy output tray is set to the Finisher. • Copying is halted if the number of copies on the key card reaches 0 or the key card is pulled out during duplex copying and finisher output selected with SP5-113 is set to 12 (Exp. Key Card: Deduct). After a new key card is inserted, a jam occurs at the finisher.	April 14, 03
G0805601H <<A>>	1.07	B5A4	• The amount of oil unit revolutions after paper exit to the Finisher has been increased to match that used for exit to the mainframe tray, in order to ensure there is not a shortage of oil at the End condition caused by low revolution counts with the Finisher tray. The following have been fixed. • NVRAM data is sometimes cleared with power Off/On alone if previous to that several RAM clears were performed continuously during machine operation. • Drum and transfer belt motors sometimes remain running and then lock with mixed size print jobs containing an A4LEF→A5LEF switch. • Mainframe paper feed motor sometimes remains running at power On in cases where the relay sensor is constantly on due to a sensor failure.	July, 03

Model: Model J-P2			Date: 5-Apr-04	No.: RG080003b

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601J <<A>>	1.08	60F8	• Optimized the power duty conditions for triggering SC545/SC555. • Optimized number of oil unit revolutions for triggering the oil End condition for 2–5p/j. The following have been fixed. • Machine freezes up while printing the second set of a job with the following settings: duplex, mixed sizes, Stapling, 2 or more sets. • Machine sometimes freezes up while printing out a job following jam recovery. Note: After updating from v1.07 or earlier to v1.08 or later, the value of SP7-905-014 (Oil Near End) is automatically reset to default. If necessary, please manually set this SP to the proper value after the update.	September, 03
G0805601K	*1.09*	*0A76*	• *Modified so that automatic line position adjustment is also performed in cases where toner recovery has failed (in order to ensure proper color positioning).* • *Modified so that the contact position of the solenoid that raises/lowers the oil supply unit and the unit itself is optimized (to minimize oil trails on printouts).* *The following have been fixed.* • *The machine does not reach the Ready condition if the (opened) front door is closed within 30 seconds following a failed developer initialization.* • *The machine does not reach the Ready condition when the main power switch is turned on after setting SP5-993-026 to a value of 0.*	*April, 04*
G0805601L	*1.10* *<<B>>*	*1EC2*	*The following has been fixed* • *SC545 (misdetection) if the input voltage is lower than the standard minimum.*	*April, 04*

NOTE: Machines containing v1.03 have been reworked locally.

2. Engine MUSIC

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805611B	M1.01	4EBC	Firmware installed from the first mass production run.	January, 03

RICOH

Technical **B**ulletin

PAGE: 4/6

Reissued: 5-Apr-04

Model: Model J-P2			Date: 5-Apr-04	No.: RG080003b

3. Engine DSP

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805621B	1.01	8DFE	Firmware installed from the first mass production run.	January, 03

Reissued: 5-Apr-04

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003b

4. Printer System Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805910B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805910C	1.11	7B3D	The Wireless LAN does not function if using 802.11adhoc mode when network traffic is low.	February, 03
G0805910D	1.12	99B9	Printer function is now displayed on the configuration page.	April, 03
G0805910E	*1.15 <<B>>*	*58EA*	*Bluetooth Interface Unit Type C is now supported.*	*April, 04*

NOTE: Machines containing v1.09 have been reworked locally.

5. Printer Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805911B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805911C	1.12	4754	The following have been fixed. - Barcodes appear separated (shifted) when printed out (GFPR#RE03010016). - Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004). - PS error occurs when unknown media type is specified (GFPR# RE03010003). - Selecting HDD font or DIMM font may reduce available memory. - Supports SAP Barcode & OCR printing. Other changes: - The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", as the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	April, 03
G0805911D	*1.15 <<B>>*	*E2A6*	*Bluetooth Interface Unit Type C is now supported.*	*April, 04*

NOTE: When updating the Printer Application Firmware, please also update the Printer System Firmware to the same version.

Technical **B**ulletin

Reissued: 5-Apr-04

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003b

4. NIB Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805920C	3.0.1	1CC3	Firmware installed from the first mass production run.	January, 03
G0805920D	*3.0.4 <<B>>*	*795A*	*- The printer is unable to access the target local Netware server (TechMail #RE020229).* *- The printer is unable to log on to the Netware server even when the Netware server SAP setting is unchecked.* *- SC819 sometimes occurs when browsing for devices using SmartNetMonitor for Client and NetBEUI protocol.* *- The machine fails to respond after the NCS reboot command is continuously issued using Bluetooth.*	*April, 04*

RICOH

Technical Bulletin

Model: Model J-P2	Date: 27-Apr-04	No.: RG080010

Subject: SC545	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

SC545 sometimes occurs when a B/W print or copy job is initiated one minute or longer after the machine has reached the Ready condition.
Note:
  ➢ This has a greater tendency to occur when the input voltage is consistently under 200V and when the temperature inside the fusing unit is relatively low.

CAUSE

The print/copy job initiates the idling cycle, but after the fusing temperature drops, it then takes more than 30 seconds to recover to its Ready target, causing SC545.

Note: The engine firmware vB1.08 and 1.09 causes this problem because this firmware detects SC545 even during the idling cycle, but the occurrence ratio is very low (in the Japanese market).

SOLUTION

The engine firmware has been modified so as not to detect SC545 during the idling cycle.

Action in the Field

Upgrade the engine firmware to vB1.10 or later.

The modified engine firmware has been applied from the serial number listed below
G080-17: P9640400545
G080-22: P9640200001
G080-24: L1404020001
G080-26: 8Q4034xxxx
G080-27: P9640200083
G080-29: P9640200415

Model: Model J-P2	Date: 23-Aug-04	No.: RG080011

Subject: SC285, SC387, 388, 389	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

SC285, SC387, SC388, SC389 sometimes occur on machines that printout primarily in B/W mode (total color to B/W page ratio of 1:100), such as when using the machine primarily as a fax.

CAUSE

Color development units are activated at power off/on, jam recovery and process control (ID sensor pattern), which slightly charges and consumes the toner. But, the units are inactive and therefore toner is not replenished when printing out primarily in B/W mode (triggering the SC).

Action Required

1. Set SP3-125-003 to a value of **2** to enable Job End & Non-use Self Check Mode.
   Note: This will instruct the machine to perform Auto Density Adjustment every 200 prints at the next job end (operation lasts approximately two to six minutes).

2. Set SP3-125-005 to a value of **0** (disable).
   Note: This will instruct the machine to ignore all environmental factors when performing process control.

RICOH

Technical Bulletin

Model: Model J-P2	Date: 13-Sep-04	No.: RG080012

Subject: Early toner near end alert	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

The toner near end alert shows even if toner remains in the toner cartridge.

CAUSE

When the machine is not used for a long period of time, the air supply bulbs cannot work normally. This causes insufficient toner agitation.

SOLUTION

Remove the toner cartridge from the machine and shake it side to side 5 to 6 times. Then put it back in the machine.

RICOH

Technical Bulletin

Model: Model J-P2	Date: 15-Oct-04	No.: RG080013

Subject: Springs on rollers in the transfer unit come off	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

SYMPTOM

The springs for the transfer unit rollers come loose during transport.

Note: Transfer unit P/N: G0803811.

CAUSE

Vibration during transport makes the springs come loose.

SOLUTION

Production:
Two stoppers were added to the unit (see the photo below).

In the Field:
When you install the new units (=units with stoppers):
- Remove the two stoppers before you install the new transfer unit.
  - ➤ Remove the wires at the four ends of the stoppers
  - ➤ Remove the four red tags

Stopper   Stopper

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Remote Firmware Update	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	Before 04A	OK	OK	---	OK	OK
Model J-P2CF	Before 04A	OK	OK	---	OK	OK
Model K-P3	Before 04A	OK	OK	OK	OK	OK
Model C-P1	Before 04A			OK	OK	OK
Model J-P3	Before 04A	OK	OK	OK	OK	OK
Model PL-P1	Before 04A	OK	OK	OK	OK	NG
Model G-P1	04A and later	OK	OK	OK	OK	OK
Model C-P2	04A and later	OK	OK	OK	OK	OK
Model K-P4	04A and later	OK	OK	OK	OK	OK

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Before 04A	OK	OK	OK	OK	OK	OK
Model R-C3	Before 04A	OK	OK	OK	OK	OK	OK
Model K-C2	Before 04A	OK	OK	OK	OK	OK	OK
Model S-C2	Before 04A	OK	OK	OK	OK	OK	OK
Model B-C2e	Before 04A	OK	OK	OK	OK	OK	OK
Model J-C1	Before 04A	OK	OK	OK	OK	OK	OK
Model MT-C2	04A and later	OK	OK	OK	OK	OK	OK

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.
NG: Remote firmware update via the network is not possible.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

The following models do not support RFU:

- Printers:
  Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

- MFPs:
  Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)

Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:
- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)

Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:
- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Ftp settings and commands:
- *User name (default):*
  - ➢ *Before 04A:*   *rsysupdate*
  - ➢ *04A and later:*   *admin*

- *Password (default):*
  - ➢ *Before 04A:*   *password*
  - ➢ *04A and later:*   *(no password)*

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
  - ➢ binary (Transfer data in binary mode)
  - ➢ dir (List files and directories)
  - ➢ put "file name"
  - ➢ get version.txt - (Obtain the version.txt file and display its contents.)
  - ➢ get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.
- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5. UPDATING PROCEDURE

Recommendation:
It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model C-P2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model K-P4	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.
Manual: The machine must be manually rebooted after updating the firmware.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <……..> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.3 RFU for Windows

1. Open a command prompt.
   - o [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address
Connected to xxx.xxx.xxx.xxx.
220 (Product name) FTP server (1.00)ready.
User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate      User name
331 Password required for rsysupdate.
Password:
```

4. Enter the password.

```
Password:xxxxx
230 User rsysupdate logged in.          Login successful.
ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r--root root 200 Jan 1 01:08 help
-r--r--r--root root 200 Jan 1 01:08 info
-r--r--r--root root 200 Jan 1 01:08 install
-r--r--r--root root 200 Jan 1 01:08 prnlog
-r--r--r--root root 200 Jan 1 01:08 stat
-r--r--r--root root 200 Jan 1 01:08 syslog
-r--r--r--root root 200 Jan 1 01:08 version.txt
-r--r--r--root root 200 Jan 1 01:08 errlog.txt
226 Transfer complete.
ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.

150 Opening ASCII mode data connection for 'version.txt'.

PartNo.           Module Name        Version        Module ID

-------------------------------------------------------------------------------

G0000000          os & copy          0.20           XXXXXX_copy

G0000000          os & pf            0.20           XXXXXX_system

G570xxxx          Onboard Scn        2.04           XXXXXX_scn

G5705387A         OptDIMM Fax        1.07           XXXXXX_fax

G5700000          printer            0.19           XXXXXX_printer

G5705383D         Network DocBox     2.00           XXXXXX_netfile

G0805920A         Network            0.71           XXXXXX_net

G0805601          ENGINE             R0.14 :06      XXXXXX_eplot

...

-------------------------------------------------------------------------------

226 Transfer complete.

ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary

200 Type set to I.

ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```
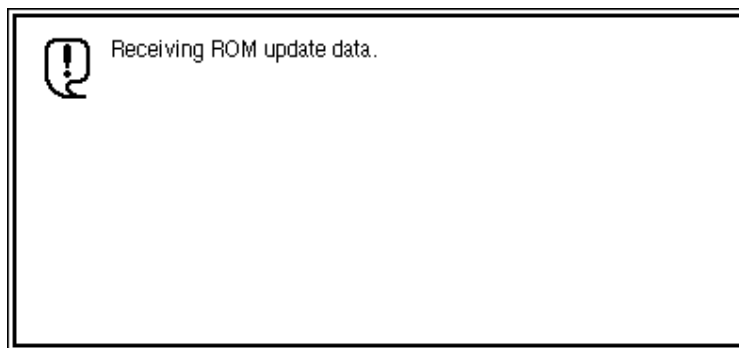
Note: Do not turn off the power of the machine while updating the firmware.

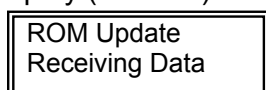When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.
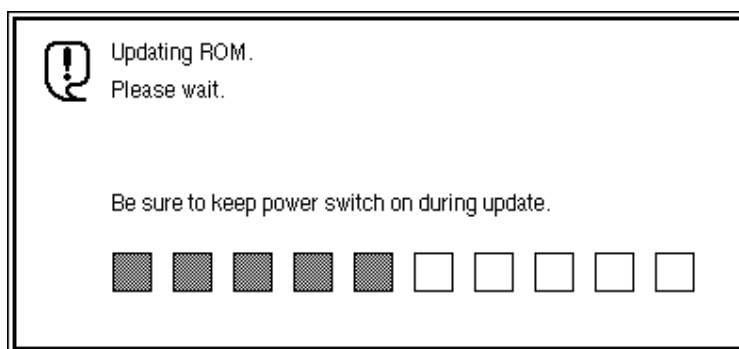
o Display panel (MFPs)

Receiving ROM update data.
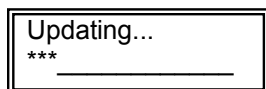
o Display (Printers)

ROM Update
Receiving Data

10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

o Display panel (MFPs)

Updating ROM.
Please wait.

Be sure to keep power switch on during update.

o Display (Printers)

Updating...
***_____

Note: If the controller firmware is being updated, this message is displayed in English only.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.5 Firmware Update for Centronics (IEEE1284)

Note:
- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.

1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
3. Send the firmware to the target machine with the copy command.

```
C:\>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:
- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
  After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).
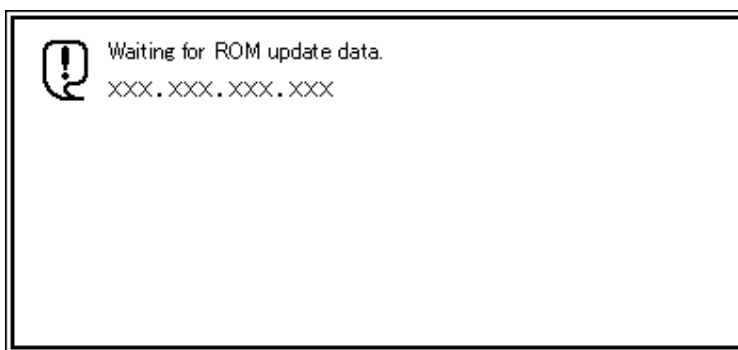
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.
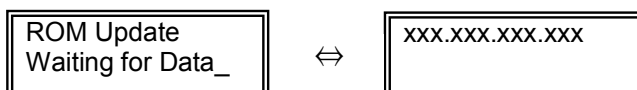
  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

- Display panel (MFPs)

  ![Waiting for ROM update data. XXX.XXX.XXX.XXX]

- Display (Printers)

  | ROM Update
Waiting for Data_ | ⇔ | xxx.xxx.xxx.xxx |

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

Recommendation:
As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model C-P2	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model K-P4	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	*Type2*	*Type2*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

Fig. 3 Recovery Method

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.

2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.

2. If this does not work, restore power to the machine.

3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.

2. If this does not work, try 'Procedure for type 2'.

3. If this does not work, replace the internal SD card or circuit board.

7. **TROUBLESHOOTING**

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan  1 01:08 help

-r--r--r-- root root 200 Jan  1 01:08 syslog

-r--r--r-- root root 200 Jan  1 01:08 version.txt

-r--r--r-- root root 200 Jan  1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye

C:\>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

7.2 Error Code List

Error Code	Description/Causes	Solutions
51	The machine cannot be updated. • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990).	Check that the machine is idle, and then try updating again. If an SC number appears, contact your service representative.
52	The file contains erroneous data. • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt.	Download the correct file from the website, and then try updating again.
53	An error occurred while updating. • The machine is off.	If using a DNS server, the machine's IP address might have been changed. Check the IP address, and then try updating again.

RICOH

Technical Bulletin

Reissued: 11-Mar-05

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003c

RTB Reissue

Subject: Firmware Modification		Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This bulletin explains the firmware modification history for the Model J-P2 (details begin on page 2).

Firmware Type	Engine			Controller		
	Main	**MUSIC**	**DSP**	**Printer System**	**Printer Application (P)**	**NIB (P)**
Remarks						

Note: The Engine Main, Music and DSP firmware are used for both the G080 printer and G080/G367 CF Expander.

RTB Revision List

Issue Date	Control Symbol	Revised contents
25-Apr-03	-	First edition
20-Oct-03	<<A>>	Engine Main: 1.06 -> 1.07 -> 1.08
5-Apr-04	<<B>>	Engine Main: 1.08 -> 1.09 -> 1.10 Printer System: 1.12 -> 1.15 Printer Application: 1.12-> 1.15 NIB: 3.0.1 ->3.0.4
7-Mar-05	*<<C>>*	*Printer System: 1.15 -> 1.15.5* *Printer Application: 1.15-> 1.15.5* *Note: This firmware modification is for the PS problem.*

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003c

[Modification History]

1. Engine Main Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601D	1.03	---	Firmware installed from the first mass production run.	January, 03
G0805601E	1.04	DEDF	The following have been fixed. • SC544. Fusing control changed so that the machine rotates the fusing belt if the fusing temperature is 200°C or greater when the main power is turned on or the machine recovers from Energy Saver Mode (stopping when the temperature cools to 190°C). • SC552 (detection time lengthened from 150s to 180s).	February, 03

G0805601F	1.05	FA42	• Key card interface supported as a customized request. To activate this function, it is necessary to use CF system firmware **v1.12** or newer.
			• The following have been fixed.
			  ➢ Default settings for transfer bias changed to fix fireflies in black solid image areas on OHP sheets under high-temperature and humidity conditions.
			  ➢ Main scan color shift caused by electromagnetic noise.
				April, 03

G0805601G	1.06	40B9	The following have been fixed. • "Copying" displayed for about 30 seconds before copying begins. • Color drum lock at first color print following a 3-hour interval when energy saver is disabled. • Paper jam following jam recovery if the duplex copy output tray is set to the Finisher. • Copying is halted if the number of copies on the key card reaches 0 or the key card is pulled out during duplex copying and finisher output selected with SP5-113 is set to 12 (Exp. Key Card: Deduct). After a new key card is inserted, a jam occurs at the finisher.	April 14, 03
G0805601H <<A>>	1.07	B5A4	• The amount of oil unit revolutions after paper exit to the Finisher has been increased to match that used for exit to the mainframe tray, in order to ensure there is not a shortage of oil at the End condition caused by low revolution counts with the Finisher tray. The following have been fixed. • NVRAM data is sometimes cleared with power Off/On alone if previous to that several RAM clears were performed continuously during machine operation. • Drum and transfer belt motors sometimes remain running and then lock with mixed size print jobs containing an A4LEF→A5LEF switch. • Mainframe paper feed motor sometimes remains running at power On in cases where the relay sensor is constantly on due to a sensor failure.	July, 03

Model: Model J-P2		Date: 5-Apr-04	No.: RG080003c

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805601J <<A>>	1.08	60F8	• Optimized the power duty conditions for triggering SC545/SC555. • Optimized number of oil unit revolutions for triggering the oil End condition for 2–5p/j. The following have been fixed. • Machine freezes up while printing the second set of a job with the following settings: duplex, mixed sizes, Stapling, 2 or more sets. • Machine sometimes freezes up while printing out a job following jam recovery. Note: After updating from v1.07 or earlier to v1.08 or later, the value of SP7-905-014 (Oil Near End) is automatically reset to default. If necessary, please manually set this SP to the proper value after the update.	September, 03
G0805601K	1.09	0A76	• Modified so that automatic line position adjustment is also performed in cases where toner recovery has failed (in order to ensure proper color positioning). • Modified so that the contact position of the solenoid that raises/lowers the oil supply unit and the unit itself is optimized (to minimize oil trails on printouts). The following have been fixed. • The machine does not reach the Ready condition if the (opened) front door is closed within 30 seconds following a failed developer initialization. • The machine does not reach the Ready condition when the main power switch is turned on after setting SP5-993-026 to a value of 0.	April, 04
G0805601L	1.10	1EC2	The following has been fixed • SC545 (misdetection) if the input voltage is lower than the standard minimum.	April, 04

NOTE: Machines containing v1.03 have been reworked locally.

2. Engine MUSIC

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805611B	M1.01	4EBC	Firmware installed from the first mass production run.	January, 03

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Technical Bulletin

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003c

3. Engine DSP

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805621B	1.01	8DFE	Firmware installed from the first mass production run.	January, 03

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003c

4. Printer System Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805910B	1.09	---	Firmware installed from the first mass production run.	January, 03
G0805910C	1.11	7B3D	The Wireless LAN does not function if using 802.11adhoc mode when network traffic is low.	February, 03
G0805910D	1.12	99B9	Printer function is now displayed on the configuration page.	April, 03
G0805910E	1.15	58EA	Bluetooth Interface Unit Type C is now supported.	April, 04
G0805910E	**1.15.5 <<C>>**	**0D8F**	**The following PS problems have been modified:** **1. After a certain number of jobs (~500 jobs) containing images are printed, subsequent jobs will be printed with solarized images (images with shifted colors). (GFPR#RE04050021, RE04100012 and RC04120008)** **2.If data containing images/graphics that use CIE color (CIEBasedA) is printed, the device may print slowly or in some cases, stall.** **3.PS data containing images that use pallet (index) color may be printed with random inconsistencies. (GFPR#RE04100010)**	**March, 05**

NOTE: Machines containing v1.09 have been reworked locally.

5. Printer Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805911B	1.09	---	Firmware installed from the first mass production run.	January, 03

G0805911C	1.12	4754	The following have been fixed.
			  - Barcodes appear separated (shifted) when printed out (GFPR#RE03010016).
			  - Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004).
			  - PS error occurs when unknown media type is specified (GFPR# RE03010003).
			  - Selecting HDD font or DIMM font may reduce available memory.
			  - Supports SAP Barcode & OCR printing.
				April, 03

Reissued: 11-Mar-05

Model: Model J-P2			Date: 5-Apr-04	No.: RG080003c

			Other changes: - The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", as the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	
G0805911D	1.15	E2A6	Bluetooth Interface Unit Type C is now supported.	April, 04
G0805910D	**1.15.5 <<C>>**	*FC99*	**The following PS problems have been modified:** **1. After a certain number of jobs (~500 jobs) containing images are printed, subsequent jobs will be printed with solarized images (images with shifted colors). (GFPR#RE04050021, RE04100012 and RC04120008)** **2.If data containing images/graphics that use CIE color (CIEBasedA) is printed, the device may print slowly or in some cases, stall.** **3.PS data containing images that use pallet (index) color may be printed with random inconsistencies. (GFPR#RE04100010)**	**March, 05**

NOTE: When updating the Printer Application Firmware, please also update the Printer System Firmware to the same version.

Model: Model J-P2	Date: 5-Apr-04	No.: RG080003c

4. NIB Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G0805920C	3.0.1	1CC3	Firmware installed from the first mass production run.	January, 03
G0805920D	3.0.4	795A	- The printer is unable to access the target local Netware server (TechMail #RE020229). - The printer is unable to log on to the Netware server even when the Netware server SAP setting is unchecked. - SC819 sometimes occurs when browsing for devices using SmartNetMonitor for Client and NetBEUI protocol. - The machine fails to respond after the NCS reboot command is continuously issued using Bluetooth.	April, 04

Model: Model J-P2	Date: 19-Apr-05	No.: RG080014

Subject: Vertical lines	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

Vertical lines temporarily appear on the rear side after at least 200 sheets are printed out continuously.

Note: This symptom tends to occur under these conditions:
1) During the initial period after installation, and
2) Soon after the cleaning blade or cleaning unit is replaced

CAUSE

The setting powder on the cleaning blade sticks to the edge of the blade and ITB. As a result, the cleaning blade cannot remove all of the toner on the ITB.

SOLUTION

Production/Service Parts
- Cleaning blade: The setting powder was removed from the blade.
- Cleaning unit: The setting powder was removed from the blade and Y toner was added.

Note: Part numbers were not changed.

In the Field
Do actions #1 and #2 below.

1. Replace the cleaning blade.
   Important:
   - If there is already setting powder on the new cleaning blade, wipe the powder off and apply Y toner to the blade.
   - If there is no setting powder on the new cleaning blade, apply Y toner to the blade.

2. Replace the ITB.
   Important:
   - If you do not have a new ITB, clean the old ITB with a cloth and alcohol. Then, replace the ITB at the next service visit.
     ➢ **After you clean the ITB, wait for the ITB to dry completely.**
   - **DO NOT** apply setting powder to the ITB in any situation.

IMPORTANT: If the symptom still occurs after you do actions #1 and #2, replace the cleaning unit and follow the "**Important**" notes in action #1.

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Technical Bulletin

Model: Model J-P2	Date: 20-Apr-05	No.: RG080015

Subject: White spot and Development gamma error	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

- White spots
- SC386, SC387, SC388, SC389
- Toner leaks from the toner supply window

CAUSE

When the development unit is installed, it is not pushed all the way inside the machine. As a result, the mainframe drive gear does not engage with the development unit gear correctly.
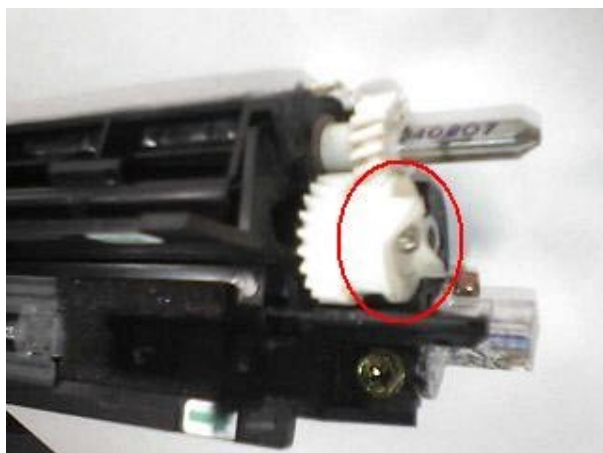
SOLUTION

Production/Service Parts
The length of Gear:Joint:Drive:Z18 was increased (see photo and P/N below).

In the Field
1) When you install the development unit:
   Make sure to push it all the way inside the machine so that the **mainframe gear engages with the development unit gear**.

2) If the symptom is reported:
   Replace the Gear:Joint:Drive:Z18 with **AB014277**.

Model: Model J-P2	Date: 20-Apr-05	No.: RG080015

Cut-in Production S/N

G080-17: P9641100126
G080-22: P9641200131
G080-24: P96412XXXX
G080-26: P96412XXXX
G080-27: P9641100271
G080-29: P9641100611