Model: Model J-P3	Date: 14-May-04	No.: RG106001

Subject: The menu key cannot be used	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

When a network problem occurs with the e-mail alert setting on, the menu key on the printer operation panel temporarily cannot be used (maximum 20 minutes).

Network problem examples:

- The Ethernet cable is unplugged from the printer.
- The computer that is registered as the SMTP server is down.
- There is no computer registered as an SMTP server.

CAUSE

Software bug

SOLUTION

Investigate the network environment to find the network problem and check if the SMTP server is working properly. The firmware will be modified.

Model: Model J-P3	Date: 14-May-04	No.: RG106002

Subject: Fusing Control	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 machine sometimes does not reach the ready state when SP1-104-025 is set to OHP, Thick Paper. (The default setting is Color. Middle Speed.)

1104	**[Fusing Cont.]** Fusing Control		
1104 025	Process Speed	*BCU	Selects the default target fusing temperature. When you turn on the main power switch, the fusing temperature is set to this temperature. The target fusing temperature depends on the process speed. Select one of the following processes: • Color: Middle Speed • Color: Low Speed • Black and White: High Speed • Black and White: Middle Speed • OHP, Thick Paper

CAUSE

The fusing lamp cannot reach the target temperature for printing, because the fusing lamp is kept at low temperature when this SP is at the OHP, Thick Paper setting.

SOLUTION

Do not set this SP to OHP, Thick Paper until the modified firmware is released.

RICOH

Technical Bulletin

Model: Model J-P3	Date: 20-May-04	No.: RG106003

Subject: Vertical black 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
	☐ Other ( )		

Symptom

Vertical black lines appear on the image.

Cause

Paper dust or silica particles can collect on the charge roller, which increases the roller surface's electrical resistance and decreases its charge efficiency, resulting in vertical lines on the image.

Solution

Replace the PCU or clean the surface of the charge roller according to the following cleaning procedure.

CHARGE ROLLER CLEANING PROCEDURE

1. Place the PCU on a cloth-covered surface. Be sure to place smaller cloths or sponge sheets under both edges of the unit as shown, to protect the drum.

2. Remove the front cover (2 screws).

3. Hold the drum at both ends as shown, then slide it in the direction of the arrow until the outer gear has cleared the PCU frame (see the next photo).

Slide the drum until this outer gear clears the PCU frame, as shown.

4. Lift the drum out of the unit as shown below, i.e. from the left edge.

5. As in Step 1, place the drum down on the cloth-covered surface. Be sure to place smaller cloths or sponge sheets under both edges as shown, to protect the drum.

6. Cover the drum with a black plastic sheet or black cloth to prevent light fatigue.

7. Remove the charge roller from the frame along with plastic components B, C, and D shown below, being sure to <u>touch only the tape-covered</u> rubber edges of the roller (see the photo in Step 9 below).
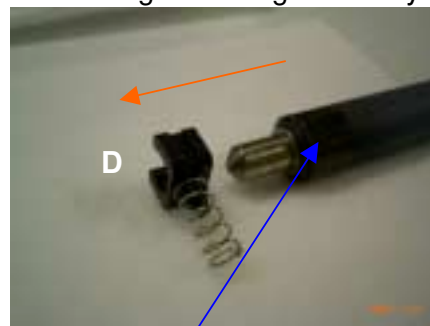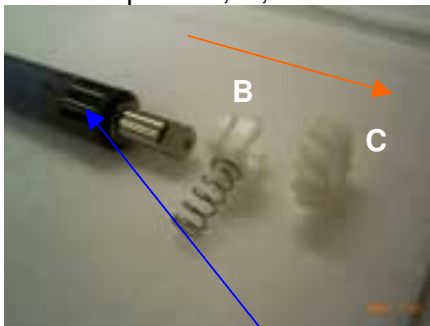
   Note: Do not touch the cleaning blade or exposed rubber surfaces of the charge roller.

8. Place the charge roller on the cloth-covered surface just as in Step 5, with smaller cloths or sponge sheets under both edges as shown.

9. Remove parts B, C, and D as shown while holding the charge roller by its taped edges.

Tape-covered areas.
Do not remove this tape.
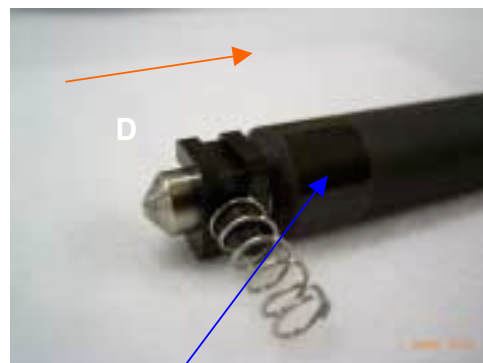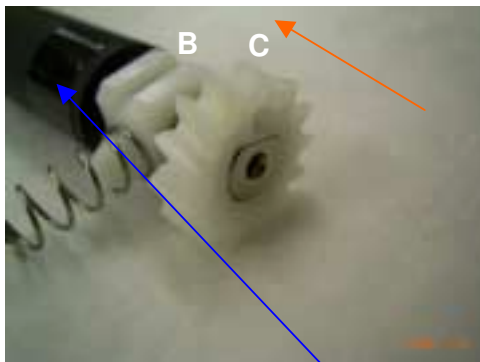
10. Clean the charge roller surface with a new cloth while holding the roller by its metallic edges.

11. Clean the charger roller with alcohol.

12. Attach parts B, C, and D while holding the charge roller by its tape-covered areas.

Tape-covered areas.
Do not remove this tape.

13. Reattach the charge roller to the PCU frame (see the notes on the next page).

Note: Before proceeding to the next step:
- ➢ Make sure to attach the charge roller as shown below, i.e. parts B and D should both fit into their respective guide ribs on the unit frame.
- ➢ Make sure that: 1) the spring is properly aligned (straight; not bent), 2) the gears on both sides are attached properly to the shaft, and 3) the charge roller cleaner is properly secured in its bushings at both ends.

14. Holding the drum by both ends as shown, reattach the gear-end first by sliding the drum in the direction shown and then mounting the gear in the frame hole.

Set the drum gear in the frame hole.

15. Bring down the unattached end [1], and then slide the drum in the direction shown [2] to complete the attachment.
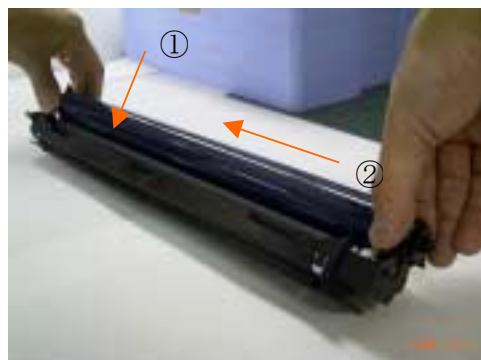
16. Reattach the front cover (2 screws).

Note:
- ➤ When reattaching the front cover, make sure there is no gap between the cover and frame.

Make sure there is no gap between the cover and frame.

- ➤ Make sure to tighten the screws in the following order (#1, then #2):

Model: Model J-P3	Date: 7-Jun-06	No.: RG106004b

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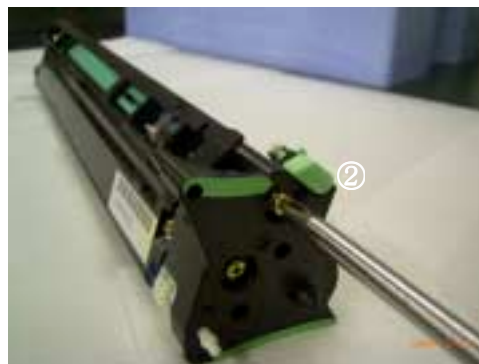The items in bold italics have been corrected or added.

Subject: Firmware Release History (system)	Prepared by: S.Yoshiki
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 ( )	

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

Version	Program No.	Effective Date
1.09	*G1065900K*	*October 2005 production*
1.07	G1065900H	February 2005 production
1.05	G1065900G	June 2004 production
1.03	G1065900F	March 2004 production
1.02	G1065900E	March 2004 production
1.01	G1065900D	February 2004 production

Version	Symptom Corrected

1.09	*Supports the Wireless LAN Card XI-330.*
	
	Important: To use the wireless LAN card XI-330, install the following firmware together as a set:
	   NIB Ver 4.02.3 or later (P/N G1065940D)
	   WebSys Ver 1.06 or later (P/N G1065945D)
	   System Ver 1.09 or later (P/N G1065900K)

1.07	The J-P3 cannot be discovered with AppleTalk.
1.05	When E-Mail alert is ON, sometimes the "Menu" button does not work.
1.03	Minor changes applied to improve reliability.
1.02	Minor changes applied to improve reliability.
1.01	1st Mass Production

Reissued:7-Jun-06

Model: Model J-P3	Date: 7-Jun-06	No.: RG106005b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (NIB)	Prepared by: S.Yoshiki
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 ( )	

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

Version	Program No.	Effective Date
4.02.3	*G1065940D*	*October 2005 production*
4.02.2	G1065940C	June 2004 production
4.02.1	G1065940B	March 2004 production
4.02	G1065940A	February 2004 production

Version	Symptom Corrected
4.02.3	*Supports the Wireless LAN Card XI-330.* *Important: To use the wireless LAN card XI-330, install the following firmware together as a set:* * NIB Ver 4.02.3 or later (P/N G1065940D)* * WebSys Ver 1.06 or later (P/N G1065945D)* * System Ver 1.09 or later (P/N G1065900K)*
4.02.2	Print jobs sent by USB connection are sometimes cancelled.
4.02.1	Minor changes applied to improve reliability.
4.02	1st Mass Production

RICOH

Technical Bulletin

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Reissued:7-Jun-06

Model: Model J-P3	Date: 7-Jun-06	No.: RG106006b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (WebSys)	Prepared by: S.Yoshiki
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 ( )	

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

Version	Program No.	Effective Date
1.06	***G1065945D***	***October 2005 production***
1.05	G1065945C	February 2005 production
1.03	G1065945B	March 2004 production
1.02	G1065945A	February 2004 production

Version	Symptom Corrected
1.06	***Supports the Wireless LAN Card XI-330.*** ***Important: To use the wireless LAN card XI-330, install the following firmware together as a set:*** ***NIB Ver 4.02.3 or later (P/N G1065940D)*** ***WebSys Ver 1.06 or later (P/N G1065945D)*** ***System Ver 1.09 or later (P/N G1065900K)***
1.05	WebImageMonitor is not displayed correctly in Finnish and Norwegian (FPR No. RE04120009).
1.03	Minor changes applied to improve reliability.
1.02	1st Mass Production

Model: Model J-P3	Date: 27-Jul-04	No.: RG106007a

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

Subject: Firmware Release History (engine)	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 RTB has been issued to announce the firmware release information for the MUSIC.

Version	Program No.	C. SUM	Effective Date
1.02	*G1065515B*	*C650*	*March 2005 production*
1.01	*G1065515A*	*71BE*	*November 2004 production*
1.00	G1065515	A907	February 2004 production

Version	Symptom Corrected
1.02	*Toner cartridge misdetection.* *Note: The communication method between the MUSIC CPU and memory chip on the toner cartridge was changed.*
1.01	*Vsg error during automatic line position adjustment (MUSIC).*
1.00	1st Mass Production

Model: Model J-P3	Date: 7-Sep-04	No.: RG106008

Subject: Firmware Release History (engine)	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 RTB has been issued to announce the firmware release information for the engine.

Version	Program No.	C. SUM	Effective Date
1.05	*G1065505F*	*FC12*	*August 2004 production*
1.02B	*G1065505E*	*5F9D*	*July 2004 production*
1.02	*G1065505D*	*3A3C*	*April 2004 production*
1.00D	*G1065505C*	*E696*	*March 2004 production*
1.00B	*G1065505B*	*7FC1*	*February 2004 production*
1.00A	*G1065505A*	*5E25*	*February 2004 production*

Version	Symptom Corrected / Other Changes
1.05	● *The PM interval for the fusing unit in the China model is: 6,515k revolutions of the Bk development unit drive motor.* *Note: This is equal to 60k pages at 5p/j.*
1.02B	● *The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved.*
1.02	● *Staple jam sometimes occurs with a job of 2 sheets or more.* *Conditions: The job before is 1 sheet, Stapling.* ● *Serial number information added for EU/Asia/China models.* ● *Some color toner is missing from the image.* *Conditions: Paper size mismatch and jam occurs in the Bypass tray during the job before.* *Other changes:* ● *200V models can now reach the target fusing temperature faster with 35ppm jobs.*
1.00D	● *Image shrinks along the sub-scan direction.* *Conditions: PCL5c driver, 300dpi, OHP/Thick Paper.* ● *The machine sometimes does not reach the Ready condition if SP1-104-025 is set to "OHP/Thick Paper".*
1.00B	● *To minimize B/W cold offset:* *For 35ppm jobs, the fusing belt is now rotated during warm-up until the machine reaches the target fusing temperature.*
1.00A	*1st Mass Production*

RICOH

Technical Bulletin

Model: Model J-P3	Date: 5-Oct-04	No.: RG106009

Subject: SC386/SC387/SC388/SC389	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

SC386, SC387, SC388 or SC389 may occur when you install the machine or replace the development unit.

CAUSE

The drum plate bends slightly and the development unit gear cannot join with the mainframe gear.

This can happen when:

➢ The unit is not installed correctly at the factory

➢ A new unit is not installed correctly in the field at developer replacement

SOLUTION

The drum plate will be changed (details TBA).

Action in the Field

1. When You Install the Machine

Do this procedure before you turn on the main switch.

1. Turn the transfer belt release lever counterclockwise.

Model: Model J-P3	Date: 5-Oct-04	No.: RG106009

2. Loosen the two screws on the drum plate.
3. Open the drum plate until you hear a click.
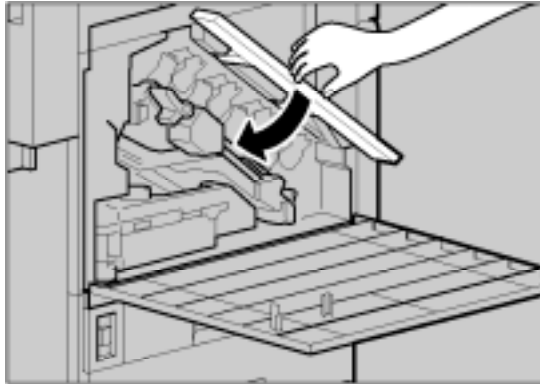
4. While you hold the development unit with one hand, pull out the tape gently as shown.
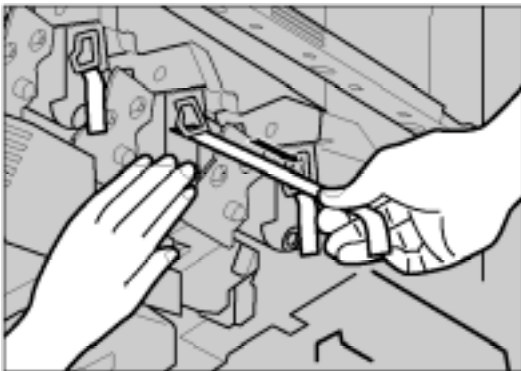
4. Push in the four development units all the way to the rear.

5. Close the drum plate.
6. Tighten the upper-left screw for the drum plate.
7. Tighten the lower-right screw for the drum plate.
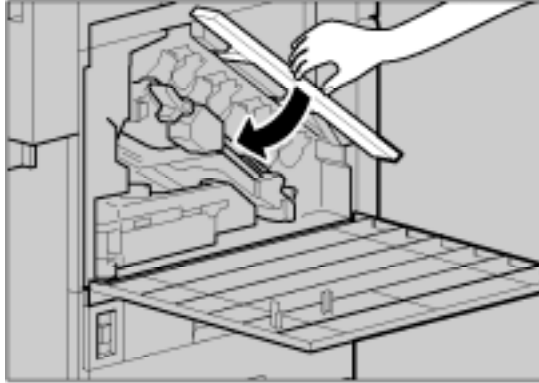
2. When You Replace the Development Unit

If the symptom occurs after you install a new development unit,

1. Pull out the new development unit from the machine.
2. Check if there is any toner scattering inside the machine, and clean the area if necessary.
   - Toner scattering can occur because in some cases, toner is supplied even when the development unit is not running.

3. Install the new development unit again.
Important: Make sure to push the unit all the way to the rear.

RICOH

Technical Bulletin

Model: Model J-P3	Date: 6-Oct-04	No.: RG106010

Subject: Firmware Release History (printer)	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 RTB has been issued to announce the firmware release information for the printer.

Version	Program No.	C. SUM	Effective Date
1.06	*G1065916E*	*FF55*	*July 2004 production*
1.05	*G1065916D*	*BCC2*	*June 2004 production*
1.04	*G1065916C*	*6916*	*May 2004 production*
1.03	*G1065916B*	*7785*	*March 2004 production*
1.02	*G1065916A*	*1453*	*March 2004 production*
1.01A	*G1065916*	*647A*	*February 2004 production*

Version	Symptom Corrected / Other Changes
1.06	*Sometimes, Locked Print does not work when User Code Control is enabled (GFR #RC04040009).*
1.05	*Other changes:* *Added bit 6 to Bit-SW2 to improve gray image areas:* *- Bit-SW2 bit 6 (red reduction in gray areas):* *0: Off (default)* *1: On*
1.04	*1. Some copies are not printed if the operator sets the number of copies as 256 or greater.* *Other changes:* *2. Supports PCL font upload from an SD card.*
1.03	*Mass production on the Europe model begins.*
1.02	*1. WebImageMonitor displays the "Call Service" message when the waste toner tank is almost full.* *2. Image shifting occurs with landscape/portrait PDF images mixed together in x-in-1 printouts.* *Other changes:* *3. Improved the Euroscale ink simulation profile* *4. Added a maximum for the total amount of toner for PDF Direct Print.*
1.01A	*1st Mass Production*

Reissued: 15-Apr-05

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.

Reissued: 15-Apr-05

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

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.

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.

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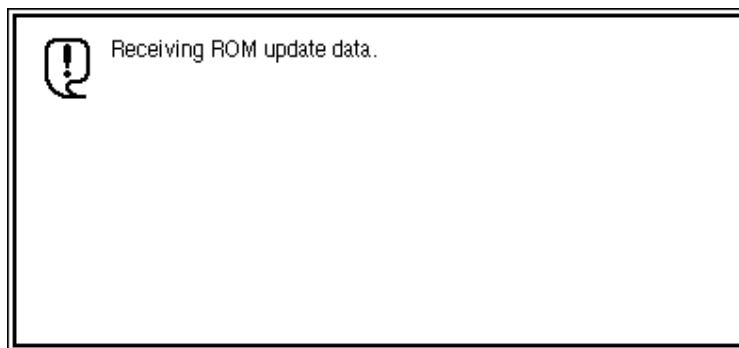
Note: Do not turn off the power of the machine while updating the firmware.

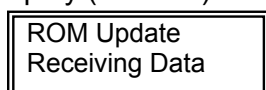When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.
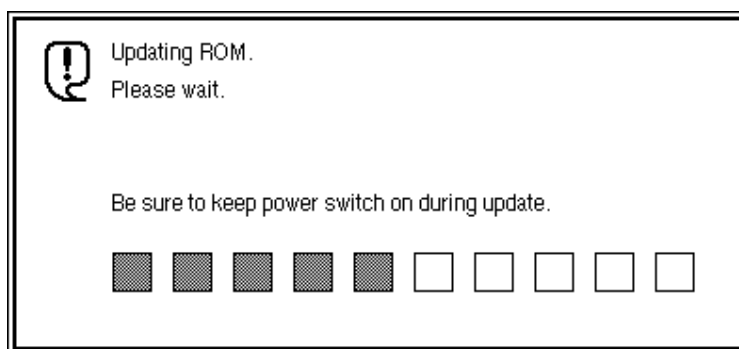
○ Display panel (MFPs)

```
┌────────────────────────────────────────┐
│  ┌──┐                                   │
│  (!)   Receiving ROM update data.       │
│                                         │
│                                         │
│                                         │
│                                         │
│                                         │
│                                         │
│                                         │
└────────────────────────────────────────┘
```

○ Display (Printers)

```
┌────────────────┐
│ ROM Update     │
│ Receiving Data │
└────────────────┘
```
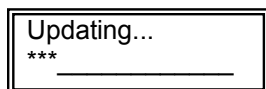
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

○ Display panel (MFPs)

```
┌────────────────────────────────────────┐
│  ┌──┐                                   │
│  (!)   Updating ROM.                    │
│        Please wait.                     │
│                                         │
│                                         │
│   Be sure to keep power switch on during update. │
│                                         │
│   ■ ■ ■ ■ ■ □ □ □ □ □                   │
│                                         │
└────────────────────────────────────────┘
```

○ 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).
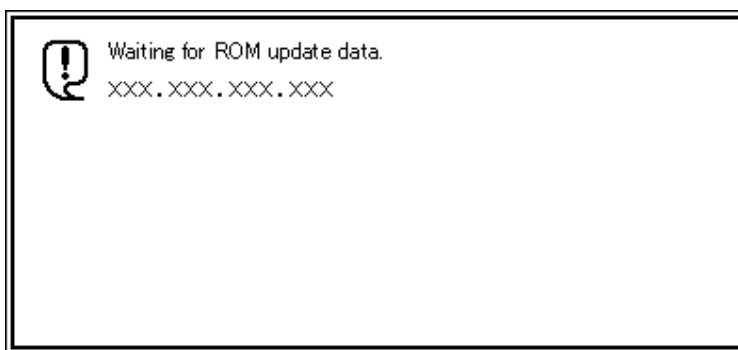
If an error occurs

- 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.
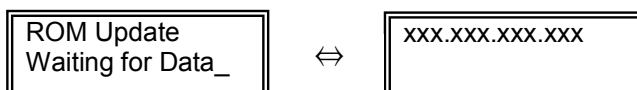
  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

- o Display panel (MFPs)

  ┌─────────────────────────────────┐
  │ ⚠ Waiting for ROM update data. │
  │   XXX.XXX.XXX.XXX   │
  │   │
  └─────────────────────────────────┘

- o Display (Printers)

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

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.

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

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.

Model: Model J-P3	Date: 7-Jun-06	No.: RG106010b

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

Subject: Firmware Release History (printer)	Prepared by: S.Yoshiki
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 ( )	

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

Version	Program No.	Effective Date
1.09	*G1065916H*	*October 2005 production*
1.07	G1065916F	February 2005 production
1.06	G1065916E	July 2004 production
1.05	G1065916D	June 2004 production
1.04	G1065916C	May 2004 production
1.03	G1065916B	March 2004 production
1.02	G1065916A	March 2004 production
1.01A	G1065916	February 2004 production

Version	Symptom Corrected / Other Changes
1.09	*(Part number/version change only)*
1.07	1. Sometimes, the gradation chart is not printed out correctly. Conditions: The chart is printed out for the first time after the main power is turned ON, or after the Printer Gamma adjustment is done. 2. Sometimes, PowerPoint slides with solid, overlapping rectangular objects are printed out with a black background (see FPR RC04070006).
1.06	Sometimes Locked Print does not work when User Code Control is enabled (GFR #RC04040009).
1.05	Other changes: Added bit 6 to Bit-SW2 to improve gray image areas: - Bit-SW2 bit 6 (red reduction in gray areas): 0: Off (default) 1: On
1.04	1. Some copies are not printed if the operator sets the number of copies as 256 or greater. Other changes: 2. Supports PCL font upload from an SD card.
1.03	Mass production on the Europe model begins.

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Reissued:7-Jun-06

Model: Model J-P3	Date: 7-Jun-06	No.: RG106010b

Version	Symptom Corrected / Other Changes
1.02	1. WebImageMonitor displays the "Call Service" message when the waste toner tank is almost full. 2. Image shifting occurs with landscape/portrait PDF images mixed together in x-in-1 printouts. Other changes: 3. Improved the Euroscale ink simulation profile 4. Added a maximum for the total amount of toner for PDF Direct Print.
1.01A	1st Mass Production

Reissued: 30-Mar-05

Model: Model J-P3	Date: 7-Sep-04	No.: RG106008a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (engine)	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 RTB has been issued to announce the firmware release information for the engine.

Version	Program No.	C. SUM	Effective Date
1.06	*G1065505G*	*E2EB*	*November 2004 production*
1.05	G1065505F	FC12	August 2004 production
1.02B	G1065505E	5F9D	July 2004 production
1.02	G1065505D	3A3C	April 2004 production
1.00D	G1065505C	E696	March 2004 production
1.00B	G1065505B	7FC1	February 2004 production
1.00A	G1065505A	5E25	February 2004 production

Version	Symptom Corrected / Other Changes
1.06	• *SC471 misdetection.* *To prevent this:* *- The transfer belt initialization at power ON was changed.* *- SC471 is not detected during jam recovery.*
1.05	• The PM interval for the fusing unit on the China model is: 6,515k revolutions of the Bk development unit drive motor. Note: This is equal to 60k pages at 5p/j.
1.02B	• The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved.
1.02	• Staple jam sometimes occurs with a job of 2 sheets or more. Conditions: The job before is 1 sheet, Stapling. • Serial number information added for EU/Asia/China models. • Some color toner is missing from the image. Conditions: Paper size mismatch and jam occurs in the Bypass tray during the job before. Other changes: • 200V models can now reach the target fusing temperature faster with 35ppm jobs.
1.00D	• Image shrinks along the sub-scan direction. Conditions: PCL5c driver, 300dpi, OHP/Thick Paper. • The machine sometimes does not reach the Ready condition if SP1-104-025 is set to "OHP/Thick Paper".

Model: Model J-P3	Date: 7-Sep-04	No.: RG106008a

Version	Symptom Corrected / Other Changes
1.00B	• To minimize B/W cold offset: For 35ppm jobs, the fusing belt is now rotated during warm-up until the machine reaches target fusing temperature.
1.00A	1st Mass Production

Model: Model J-P3	Date: 21-Apr-05	No.: RG106011

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-P3	Date: 21-Apr-05	No.: RG106011

Cut-in Production S/N

Model J-P3
G106-17: Q1341100051
G106-22: Q1350200101
G106-24: Q1341200181
G106-26: 5A11240001
G106-27: Q1341100139
G106-29: Q1341100104
G106-69: Q1350200297

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Model: Model J-P3	Date: 21-Apr-05	No.: RG106012

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 clean 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.

Model: Model J-P3	Date: 7-Sep-04	No.: RG106008b

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

Subject: Firmware Release History (engine)	Prepared by: S. Yoshiki	
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 RTB has been issued to announce the firmware release information for the engine.

Version	Program No.	C. SUM	Effective Date
1.07_06	*G1065505H*	*-*	*June 2005 production*
1.06	G1065505G	E2EB	November 2004 production
1.05	G1065505F	FC12	August 2004 production
1.02B	G1065505E	5F9D	July 2004 production
1.02	G1065505D	3A3C	April 2004 production
1.00D	G1065505C	E696	March 2004 production
1.00B	G1065505B	7FC1	February 2004 production
1.00A	G1065505A	5E25	February 2004 production

Version	Symptom Corrected / Other Changes
1.07_06	• *SC387/389 occur when the machine makes low color-coverage prints continuously.* • *With some continuous finishing jobs, the paper sometimes enters the finisher too early (while the previous sheets are still in the finisher), and causes a paper jam.*
1.06	• SC471 misdetection. To prevent this: - The transfer belt initialization at power ON was changed. - SC471 is not detected during jam recovery.
1.05	• The PM interval for the fusing unit on the China model is: 6,515k revolutions of the Bk development unit drive motor. Note: This is equal to 60k pages at 5p/j.
1.02B	• The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved.
1.02	• Staple jam sometimes occurs with a job of 2 sheets or more. Conditions: The job before is 1 sheet, Stapling. • Serial number information added for EU/Asia/China models. • Some color toner is missing from the image. Conditions: Paper size mismatch and jam occurs in the Bypass tray during the job before. Other changes: • 200V models can now reach the target fusing temperature faster with 35ppm jobs.

Model: Model J-P3	Date: 7-Sep-04	No.: RG106008b

Version	Symptom Corrected / Other Changes
1.00D	• Image shrinks along the sub-scan direction. Conditions: PCL5c driver, 300dpi, OHP/Thick Paper. • The machine sometimes does not reach the Ready condition if SP1-104-025 is set to "OHP/Thick Paper".
1.00B	• To minimize B/W cold offset: For 35ppm jobs, the fusing belt is now rotated during warm-up until the machine reaches target fusing temperature.
1.00A	1st Mass Production

Model: J-P3		Date: 1-Jul-09	No.: RG106013

Subject: Imaging unit description		Prepared by: N. Yoshida
From: 2nd 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 ( )	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	G1061855	*Imaging unit for CN model*	1		13	1	
G106 1854	G106 1853	*Imaging unit for NA, EU, AA models*	1		13	1	

NOTE: The description was changed to specify the models.

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Model: J-P3	Date: 01-Oct-09	No.: RG106014

Subject: Fusing cover For J-P3	Prepared by: N.Yoshida
From: 2nd 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 ( )	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G0804201	FUSING COVER:LOWER	1		46	*	

NOTE: This part is added to the part catalog.

20.Fusing Unit 2 (G080)