Technical Bulletin

PAGE: 1/1

Reissued:22-Nov-06

Model: T-G1			Date: 5-Jun-06		6	No.: RJ007001b
RTB Reissue The items in bol	d italics have been correc	ted or add	ded.			
Subject: Firmware Release History				Prepared by: Hiromoto Saitoh		
From: 1st Tech. 9	Support Sec. Service Support D	Dept.				
Classification:	☐ Troubleshooting	☐ Part informa		on	Action	n required
	☐ Mechanical	☐ Electrical			Service	ce manual revision
	☐ Paper path	☐ Transmit/re		eive	Retrof	fit information

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

Other (

Version	Program No.	Effective Date			
1.17	J0075615A	October Product 06			
1.09	J0075615	May Product. 06			
1.07	J0075613F	1st mass production (April, 2006)			

☐ Product Safety

Version	Sumptom Corrected
	Symptom Corrected
1.17	Specification changed:
	 Optimized the occurrence conditions of the ink tube brushing error (so that it is no false detection of this error under low temperature conditions). Wording was optimized. Added a feature to detect paper remaining inside the machine. Optimized the detection timing for the waste ink sensor. Increased the printing speed for the configuration sheet. Added Recycled Paper mode.
	Symptom corrected:
	1. "Ink end" is displayed even after a new ink cartridge is installed.
	2. Faded image
	3. The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting.
	4. JAM15 occurs when printing onto pre-printed paper.
1.09	Ink end condition may appear on the panel during ink initialization after replacing new ink cartridge
1.07	1st mass production

Technical Bulletin

PAGE: 1/1 Reissued:22-Nov-06

Model: T-G1N	Date:5-Jun-06	No.: RJ007002b

RTB Reissue

The items in bold italics have been corrected or added

The items in bold italies have been corrected or added.							
Subject: Firmware Release History			Prepared by: Hiromoto Saitoh				
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting	Part information	tion	Action required			
	☐ Mechanical	☐ Electrical		Service manual revision			
	☐ Paper path	☐ Transmit/receive		Retrofit information			
	☐ Product Safety	⊠ Other ()				

Version	Program No.	Effective Date			
1.10	J0105620A	October 2006 production			
1.02	J0105620	June 2006 production			
1.01	J0105610B	1st mass production (April, 2006)			

Version	Symptom Corrected				
1.10	Specification changed:				
	1. Optimized the occurrence conditions of the ink tube brushing error (so that it is no false detection of this error under low temperature conditions).				
	2. Wording was optimized (examples: Waiting for ink to dry, paper misfeed).				
	3. Increased the printing speed for the configuration sheet.				
	4. Optimized the detection timing for the waste ink sensor.				
	Symptom corrected:				
	1. The machine performs cleaning if the lnk Near condition is detected during ink flushing.				
	2. "Ink end" is displayed even after a new ink cartridge is installed.				
	3. Image shifts along the main-scan direction.				
	4. Faded image				
	5. Jam is falsely detected when the encoder is dirty.				
	6. The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting.				
	7. JAM15 occurs when printing onto pre-printed paper.				
1.02	Symptom corrected:				
1.02	"Ink End" is displayed during ink initialization in the following cases:				
	- Ink initialization is interrupted (example: power cord removed)				
	- A new ink cartridge is removed during ink initialization, and then reinserted.				
1.01	1st mass production				

Technical Bulletin

PAGE: 1/1

☐ Service manual revision

☐ Retrofit information

Reissued:22-Nov-06

☐ Mechanical

☐ Paper path

☐ Product Safety

Model: Pi-G1N			Date	te: 21-Jun-06		No.: RJ007003b
RTB Reissue						
The items in bol	d italics have been correc	ted or add	ded.			
Subject: Firmware Release History			I	Prepared by: Hiromoto Saitoh		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	ormati	on	Action	required

Electrical

oxtimes Other (

☐ Transmit/receive

Version	Program No.	Effective Date			
1.10	J0115620A	October 2006 production			
1.02	J0115620	June 2006 production			
1.01	J0115610B	1st mass production (April, 2006)			

Version	Symptom Corrected
Version 1.10	Specification changed: 1. Optimized the occurrence conditions of the ink tube brushing error (so that it is no false detection of this error under low temperature conditions). 2. Wording was optimized (examples: Waiting for ink to dry, paper misfeed). 3. Increase the printing speed for the configuration sheet. 4. Optimized the display message for when the ink is very low during ink flushing: "Ink near empty" -> "Ink near end". 5. Optimized the detection timing for the waste ink sensor. Symptom corrected: 1. The machine performs elegating when it detects ink near and during ink
1.00	 The machine performs cleaning when it detects ink near end during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. The image shifts along the main scan direction. Faded image Jam is falsely detected when the encoder is dirty.
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.
1.01	1st mass production

Technical Bulletin

PAGE: 1/4

Model: T-G1/T-G1N/Pi-G1N			Date: 6-Sep-06)6	No.: RJ007004	
Subject: B-Finder set-up procedure				Prepared by: Hiromoto Saitoh			
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	☐ Troubleshooting	☐ Part informat☐ Electrical☐ Transmit/rec		nformation		n required	
	☐ Mechanical					☐ Service manual revision ☐ Retrofit information	
	☐ Paper path						
	☐ Product Safety	☐ Other ()	•		

Do the following procedure after you install the machine.

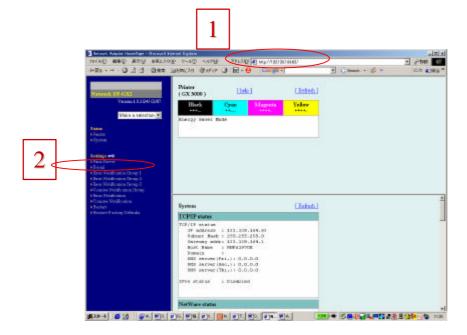
Note:

- This procedure is necessary in order to use the e-mail notification function.
- See the HTML Operating Instructions for more details on the settings described in this procedure.

Set-up Procedure For the B-Finder

- 1. Input the IP address of the GelSprinter NIB in the address bar.
- 2. Access the "E Mail" menu.

Important: To access, enter "admin" + a blank space.



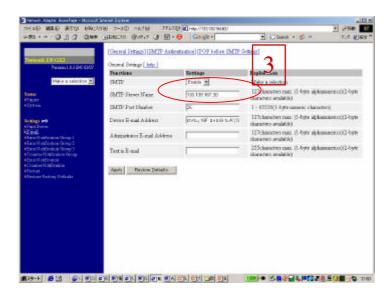


PAGE: 2/4

Model: T-G1/T-G1N/Pi-G1N Date: 6-Sep-06 No.: RJ007004

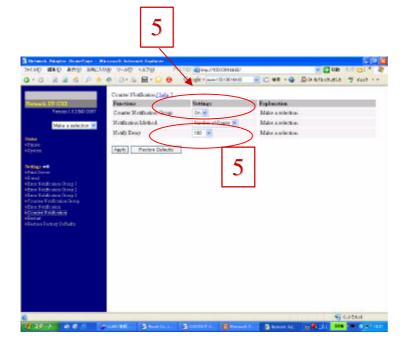
3. Input the SMTP Server Name (see photo).

Note: It is possible to use an IP address as the server name.



- 4. Do any other settings on the customer's server that are necessary to send email from the NIB.
- 5. In the screen below, make sure the "Counter Notification" setting is ON.

 Note: In this screen, you can also set the timing for e-mail reception (example: every 100 prints).

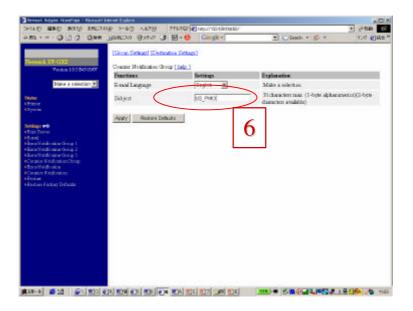




PAGE: 3/4

Model: T-G1/T-G1N/Pi-G1N Date: 6-Sep-06 No.: RJ007004

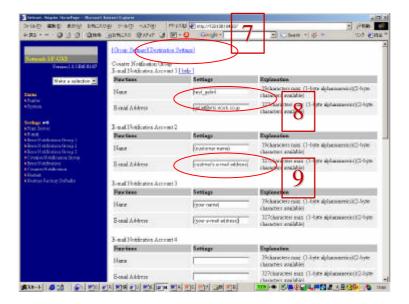
6. Access "Counter Notification Group" and input the subject.



- 7. Access "Destination Settings".
- 8. If the customer agrees to have their information sent to the B-finder at Ricoh, input **Gelinf@nts.ricoh.co.jp** in the "E-mail Address" field of Account 1.

Note: This is the address for the B-Finder on the RCL Notes Server.

9. Input the customer's e-mail address or your own e-mail address in the "E-mail Address" field of Account 2.





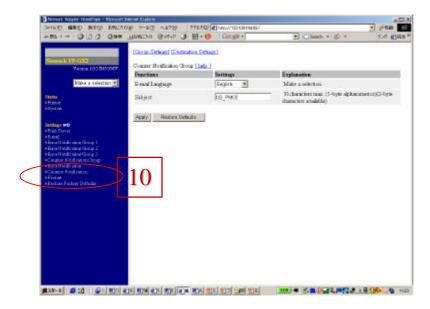
PAGE: 4/4

Model: T-G1/T-G1N/Pi-G1N Date: 6-Sep-06 No.: RJ007004

10. Press "Restart".

Note: It will take a few minutes for the new settings to be applied.

11. After the Restart is finished, make sure the settings that you changed in this procedure have been applied.



Technical Bulletin

PAGE: 1/1

Model: T-G1/T-G1N/Pi-G1N			Date: 25-Sep-06		-06	No.: RJ007005
Subject: Customer Replaceable Parts				Prepared by: Hiromoto Saitoh		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part inf☐ Electric☐ Transm☐ Other (al			required ce manual revision fit information

The Service Manual (Call Center Manual) was changed as follows:

Correct the part numbers in bold below.
 Call Center Manual, pg. 29
 Customer Replaceable Parts

No.	Part Name	P/N: T-G1/G1N	P/N: Pi-G1N
1	Ink cartridge cover (right front door)	J0071524	J0081524
2	Paper cassette tray (Tray 1)	J0080031	J0080031
3	End Fence (Tray 1)	J0073003	J0073003
4	Exit tray	J0080494	J0080494
5	NIB cover	J0071543 (LT)	J0071543 (LT)
		J0071563 (A4)	J0071563 (A4)
6	Ink collection tank cover	J0071542 (LT)	J0081542 (LT)
		J0071562 (A4)	J0081562 (A4)
7	Ink collection tank	J7468010	J7478010
8	Duplex unit	J0080068	J0080068
9	Top cover	J0070152 (LT)	J0080152 (LT)
		J0070172 (A4)	J0080172 (A4)

Technical Bulletin

Model: T-G1/T-0	31N/Pi-G1N	Dat	e: 25-Sep	-06	No.: RJ007006	
Subject: Importa	ant Notice for paper set		Prepared by: H. Saitoh			
From: 1st Tech. S	Support Sec. Service Support					
Classification:	□ Troubleshooting	Part information		tion		n required
	☐ Mechanical	☐ Electric	☐ Electrical ☐ S		Service	ce manual revision
☐ Paper path ☐ Transmi				eive	Retro	fit information
	Other ()					

Symptom

A multi-feed jam occurs and causes a critical EM condition (e.g. encoder sheet damage, print head damage, jammed paper remaining in the machine, etc. See below.)







PAGE: 1/2

Cause

The operator loads the paper incorrectly (does not set the end fence or side fence correctly, does not fan the stack, does not put the paper in the tray correctly, etc.). As a result, the feed roller feeds several sheets at the same time.

Solution

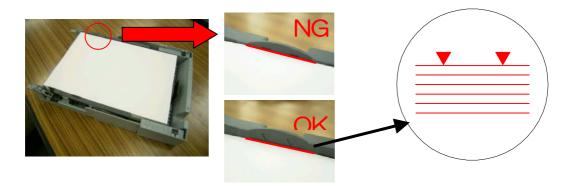
Advise the customer on the correct way to load the paper:

- When the paper tray is fully pushed in, the rear side of the paper stack is raised by the tray's bottom plate. Therefore, when you want to load new paper inside the tray, first pull the cartridge toward you until the paper stack is completely flat. Then, load the new paper in the tray.
- Be sure not to load more paper in the tray than its capacity.
 - > Do not load paper higher than the triangles on the label inside the tray (see below).
 - For 80g/m² plain paper, the maximum number of sheets is 250.



PAGE: 2/2

Model: T-G1/T-G1N/Pi-G1N Date: 25-Sep-06 No.: RJ007006



- Do not load the following paper in the tray:
 - Pre-printed paper Curled paper Wrinkled paper

PAGE: 1/1

Model: T-G1/T-G	31N/Pi-G1N	e: 27-Nov-06	No.: RJ007007		
Subject: Importa	ant Notice for PDF printing	Prepared by: H. Saitoh			
From: 1st Tech. S	Support Sec. Service Support I				
Classification:		☐ Part info	orma	tion 🖂 Act	on required
	☐ Mechanical	☐ Electric	☐ Electrical ☐ S		vice manual revision
	☐ Paper path ☐ Transmit/red		it/rec	eive 🗌 Ret	rofit information
	Other ()				

Symptom

The machine stops printing a PDF file in Quality Mode, displays "Maintenance process", and then returns to the Ready condition.

Cause

This is an application issue that occurs when printing certain files with Acrobat.

Solution

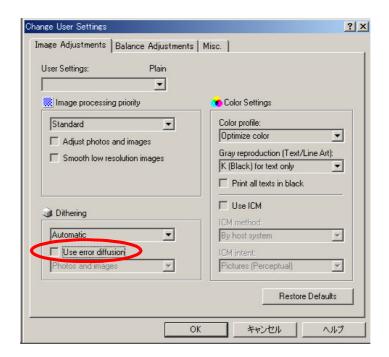
Print the PDF file as an image.

To print a PDF file as an image:

- 1. Choose File > Print, and then click Advanced.
- 2. Select Print As Image.
- 3. Click OK to close the Advanced Print Setup dialog box
- 4. Do not check the "Use error diffusion" in the printer driver, and then click Print.

Note:

- When you print a PDF file as an image, it may take longer to print.
- Adobe support knowledgebase URL: http://www.adobe.com/support/techdocs/330714.html



Technical Bulletin

PAGE: 1/1

Model: T-G1/T-G	61N/Pi-G1N	te: 27-Nov-06		No.: RJ007008		
Subject: Importa	ant Notice for ink cartridge	Prepared by: H. Saitoh				
From: 1st Tech. S	Support Sec. Service Support I					
Classification:		☐ Part info	ormat	tion		n required
	☐ Mechanical	☐ Electric	al	☐ Servi		ce manual revision
	☐ Paper path ☐ Transmit/rec		eive	☐ Retro	fit information	
	Other ()					

Symptom

"Ink End" is displayed while there is still a lot of ink inside the ink cartridge.

Cause

The operator installs a used ink cartridge at machine initialization.

Note: The machine needs a lot of ink to do the initialization. If a used cartridge is installed, there may not be enough ink. The necessary amount for each model/cartridge is shown in the table below.

Model	Cartridge type	K	С	M	Υ
GX3000/3050N	Starter cartridge for GX3000/3050N	55-60%	55-60%	55-60%	55-60%
G/3000/3030N	Brand new M size cartridge	45-50%	60-65%	60-65%	60-65%
	Starter cartridge for GX5050N	60-65%	55-60%	60-65%	60-65%
GX5050N	Brand new M size cartridge	50-55%	65-70%	-	-
	Brand new L size cartridge	25-30%	25-30%	50-55%	50-55%

Solution

Tell the customer the following:

When a new machine arrives, use the cartridge packaged together with the new machine for the initialization.

Note:

See pg. 63 of the Repair Center Manual

The user can also use the following <u>brand-new</u> cartridges for the machine initialization:

GX3000/3050N **M-sized** K, C, M, Y

GX5050N M-sized K, C and L-sized K, C, M, Y

Model: T-G1/T-G	31N/Pi-G1N	e: 27-Nov-06	No.: RJ007009		
Subject: Covera	ge counter	Prepared by: H. Saitoh			
From: 1st Tech. S	Support Sec. Service Support				
Classification:	Troubleshooting	☐ Part info	ormat	tion	n required
	☐ Mechanical	☐ Electric	al	☐ Servi	ce manual revision
	☐ Paper path	☐ Transmit/rec		eive 🛛 Retro	fit information
	☐ Other ()				

Important Information on the Coverage Counter

• The coverage counter shows the total image coverage (%) of all pages printed out. The image coverage for each page is calculated based on the actual ink consumption.

Note: This is a cumulative counter.

• The machine needs the following amounts of ink to print out a standard chart at 100% coverage:

K: 319μl C: 187μl M: 273μl Y: 276μl

• Examples:

1. One page uses $3.19\mu l$ of BK ink, $1.87\mu l$ of Cyan ink, $2.73\mu l$ of Magenta ink and $2.76\mu l$ of Yellow ink.

Coverage counter = 1% + 1% + 1% + 1% = +4%

2. One page uses 10μl of BK ink, 15μl of Cyan ink, 20μl of Magenta ink and 6μl of Yellow ink.

Coverage counter = 3% + 8% + 7% + 2% = +20%

Note:

- 1. The machine rounds off the calculated values to whole numbers.
- 2. Using this counter, you can calculate the average image coverage ratio per sheet as follows:

Counter value (cumulative %) / number of prints made

Technical Bulletin

PAGE: 1/2

Reissued: 17-Apr-07

Model: T-G1/T-G1N/Pi-G1N	Date: 20-Dec-06	No.: RJ007010b
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RTB Reissue

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

Subject: Service	Manual Revision	Prepared by: H. Saitoh		
From: 1st Tech. S	Support Sec. Service Support [
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Other ()	☐ Part informat☐ Electrical☐ Transmit/rec		☐ Action required☑ Service manual revision☐ Retrofit information

The following changes were made to the Service Manual and Repair Center Manual.

• **Service Manual:** P.173 Group 7003-7005

The double counter is not used for the T-G1/T-G1N/Pi-G1N

• Service Manual: P.100 SC Code Tables

Add the following table:

978	Α	Left Ink sump full		
		Ink sump below the flushing gate on	•	Replace the ink sump on the left
		the left side of the machine is full.		side of the machine.
979	Α	Ink Supply Time Out		
		Air was detected during "Washing by SP5007".	•	Leave the machine turned ON and unused with the ink cartridges for at least 72 hours. Then turn the switch <i>Off.</i> This will clear the air that may be inside the ink pump, ink supply tubing or print head.

• Repair Center Manual: P.62 Step 15

Step 15 for cleaning the machine before storage:

Do the following to reset the software counter for the new ink collection tank.

Execute SP 5003

Note: SP7200 only shows a counter

Technical Bulletin

PAGE: 2/2

Reissued: 17-Apr-07

Model: T-G1/T-G1N/Pi-G1N Date: 20-Dec-06 No.: RJ007010b

• **Service Manual:** P.260-262, paper weight specifications. The correct specification for the paper weight is as follows:

Paper cassette: 60-160 g/m³
 Optional paper tray: 60-105 g/m³
 Multi Bypass tray: 60-255 g/m³

Normal: 60-160g/m³
 Thick: 161-255g/m³

• Service Manual: P.266, printer interface specifications

Printer Interface, Operating Systems

Interfaces USB 1.1/2.0		J007/J010,. J011
		R-9100U Wire LAN Connection
	_	R9400W Wireless LAN Connection (802.11b)

Note:

- The R-9100U is available as an option for the T-G1/T-G1N/Pi-G1N. This option is provided by Silex Company in each region.
- The R9400W is not available for use on the T-G1/T-G1N/Pi-G1N.

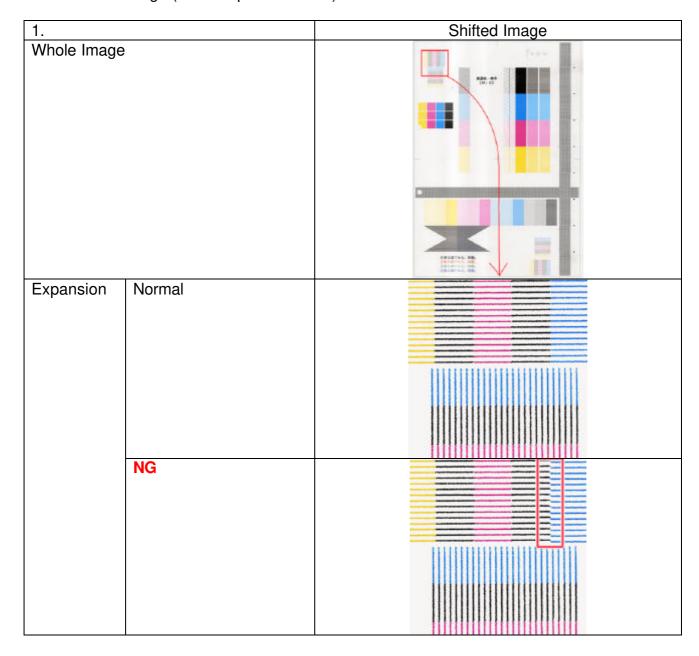
	7		_	4	•	
	J	L	_ '	U	C	•
	-	•	-	•		•

PAGE: 1/3

odel: T-G1/T-C	31N/Pi-G1N	Dat	ate: 20-Dec-06		No.: RJ007011	
ubject: Importa	ant Notice for an image probler	Prepared by: H. Saitoh				
om: 1st Tech.	Support Sec. Service Support D					
assification:		☐ Part info	orma	tion	Action	required
	☐ Mechanical	Electrical		[☐ Service manual revisi	
☐ Paper path ☐ Transmi				eive [☐ Retrof	fit information
	Other ()					

Symptom

- Shifted Image (See the picture below)
 Doubled Image (See the picture below)





PAGE: 2/3

2.		Doubled Image
Whole Image		
Expansion	Normal	
	NG	



Model: T-G1/T-G1N/Pi-G1N

Technical Bulletin

 JIIETIN
 PAGE: 3/3

 Date: 20-Dec-06
 No.: RJ007011

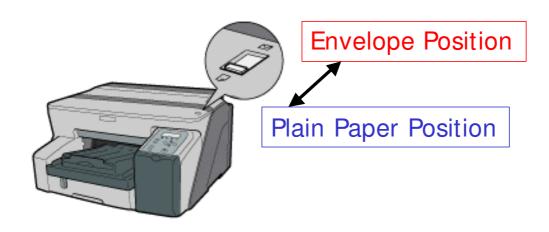
Cause

- 1. Shock and vibration during shipping moved the print head out of position.
- 2. The envelope lever is not in the correct position.

Note: Many of these cases reported in Japan are caused by operator errors when the upper cover is opened to remove jammed paper.

Solution

- 1. Do the "Adjust Print-head Positions" procedure (see the Operating Instructions).
- 2. Move the envelope lever back to the **envelope position** (see the illustration below).



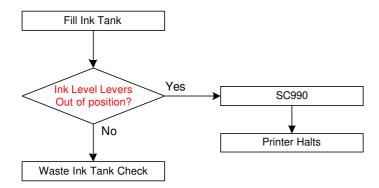
Technical Bulletin

PAGE: 1/1

Model: T-G1/T-G1N/Pi-G1N		Dat	e: 16-Jan-07	No.: RJ007012	
Subject: Service Manual Revision (SC990)			Prepared by: H. Saitoh		
From: 1st Tech. S	Support Sec. Service Support [Dept.			
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion Actio	on required
	☐ Mechanical	☐ Electric	al	⊠ Serv	ice manual revision
	☐ Paper path	☐ Transm	it/rec	eive	ofit information
	☐ Other ()				

The following changes were made to the Service Manual.

• Change the area highlighted in red below. pg.98 Self-Diagnostic Test Flow



 Replace the following table. pg.101 SC Code Tables

990	Α	Ink Level Levers out of position	
		 Ink level levers sensor is defective. Harness is loose, broken, or defective. Maintenance unit is defective. Ink level levers are defective. Print-head cover is out of position. 	 Check the sensor harness. Replace the maintenance unit Replace the ink level levers sensor. If the problem still occurs, the print-head may be defective.

Note: The Ink Level Levers sensor is listed as index No.27 on page.11 of the Parts Catalog.

Technical Bulletin

PAGE: 1/2

Reissued: 12-Mar-07

Model: T-G1	Date: 5-Jun-06	No.: RJ007001c
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RTB Reissue

The items in bold italics have been corrected or added.

THE ROTTIE III DO	a italioo have been conte	sted of dadedi		
Subject: Firmware Release History			Prepare	d by: Hiromoto Saitoh
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

Version	Program No.	Effective Date	
1.21	J0075617	March product 07	
1.17	J0075615A	October Product 06	
1.09	J0075615	May Product. 06	
1.07	J0075613F	1st mass production (April, 2006)	

Version	Symptom Corrected
1.21	Specification changed: 1. To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. An electrostatic charge is stopped during adjusting the image position. Symptom corrected:
	A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.
1.17	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized. Added a feature to detect paper remaining inside the machine. Optimized the detection timing for the waste ink sensor. Increased the printing speed for the configuration sheet. Added Recycled Paper mode.
	 Symptom corrected: "Ink end" is displayed even after a new ink cartridge is installed. Faded image The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting. JAM15 occurs when printing onto pre-printed paper.
1.09	Ink end condition may appear on the panel during ink initialization after replacing new ink cartridge

Technical **B**ulletin

PAGE: 2/2

Reissued: 12-Mar-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001c
Version	Syn	ptom Corrected	
1.07	1st mass production		

Technical Bulletin

PAGE: 1/2 Reissued: 12-Mar-07

Model: T-G1N	Date:5-Jun-06	No.: RJ007002c
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RTB Reissue

The items in bold italics have been corrected or added

THE REITS III DOI	d italics have been correc	nca or adaca.		
Subject: Firmware Release History			Prepared	d by: Hiromoto Saitoh
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part informate ☐ Electrical ☐ Transmit/rec ☑ Other (☐ Action required ☐ Service manual revision ☐ Retrofit information
	☐ Floudet Salety	☑ Other ()	

Version	Program No.	Effective Date	
1.16	J0105611	March 2007 production	
1.10	J0105620A	October 2006 production	
1.02	J0105620	June 2006 production	
1.01	J0105610B	1st mass production (April, 2006)	

Version	Symptom Corrected
1.16	Specification changed:
	1. To comply with new changes made to the Energy Star requirements,
	the following changes have been applied.
	- The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.
	- The "Energy Saver Mode on/off" display was deleted from the System Settings menu.
	Symptom corrected:
	1. A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.
1.10	Specification changed:
	1. Optimized the occurrence conditions of the ink tube brushing error (so that it
	is not misdetected under low temperature conditions).
	2. Wording was optimized (ex. Waiting for ink to dry, paper misfeed).
	3. Increased the printing speed for the configuration sheet.
	Optimized the detection timing for the waste ink sensor.
	Symptom corrected:
	1. The machine performs cleaning if the lnk Near condition is detected during
	ink flushing.
	2. "Ink end" is displayed even after a new ink cartridge is installed.
	Image shifts along the mainscan direction.
	4. Faded image
	5. Jam misdetection occurs when the encoder is dirty.
	6. The machine freezes when OHP sheets are fed from the bypass tray with a

Technical **B**ulletin

PAGE: 2/2

Reissued: 12-Mar-07

Model: T-G1N		Date:5-Jun-06	No.: RJ007002c	
Version	Symptom Corrected			
	Normal Paper setting.			
	7. JAM15 occurs when printing onto pre-printed paper.			
1.02	Symptom corrected:			
	"Ink End" is displayed during ink initialization in the following cases:			
	- Ink initialization is interrupted (ex. power cord removed)			
	- A new ink cartridge is removed during ink initialization, and then reinserted.			
1.01	1st mass production			

Technical Bulletin

PAGE: 1/2

Reissued: 12-Mar-07

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003c
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History			Prepared	d by: Hiromoto Saitoh
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	☐ Troubleshooting	☐ Part informat	tion	☐ Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

Version	Program No.	Effective Date
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected	
1.16	Specification changed: 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied The default setting for the Energy Saver timer was changed from 1 minutes to 5 minutes The "Energy Saver Mode on/off" display was deleted from the Syst Settings menu.	
	Symptom corrected: 1. A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.	
1.10	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper mis-feed). Increase the printing speed for the configuration sheet. Optimized the display message for when the ink is very low during ink flushing: "Ink near empty" -> "Ink near end". Optimized the detection timing for the waste ink sensor. 	
	 Symptom corrected: The machine performs cleaning when it detects ink near end during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. The image shifts along the mainscan direction. 	

Technical **B**ulletin

PAGE: 2/2

Reissued: 12-Mar-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003c
Version	Symptom Corrected		
	4. Faded image		
	5. Jam misdetection occurs when the encoder is dirty.		
1.02	Symptom corrected:		
	"Ink End" is displayed during ink initialization in the following cases:		
	- Ink initialization is interrupted (ex. power cord removed)		
	- A new ink cartridge is removed during ink initialization, and then reinserted.		
1.01	1st mass production		

Technical Bulletin

PAGE: 1/2

Reissued: 04-Jul-07

Model: T-G1	Date: 5-Jun-06	No.: RJ007001d
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RTB Reissue

The items in bold italics have been corrected or added.

	a italioo have been come			
Subject: Firmware Release History		Prepared by: Hiromoto Saitoh		
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	⊠ Other ()	

Version	Program No.	Effective Date
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.24	Specification changed:
	1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).
	2. Optimized the timing for auto cleaning and ink supply timing during printing.
	3. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often.
	4. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer.
	5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	Symptom corrected:
	1. The printer heads do not return to their original position after a paper jam is cleared.
	2. Corrected paper to exit automatically when ink collection tank becomes full.
	3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible.
	 Low-humidity environment and low print volume, or
	- High-temperature, low-humidity environment 4. If the marking performs a BOL during side with an add number of persons.
	4. If the machine performs a PCL duplex job with an odd number of pages

Technical **B**ulletin

PAGE: 2/2 Reissued: 04-Jul-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001d		
Version	Symptom Corrected				
	(final sheet of paper is blank on complete the job but will not acc		chine will		
1.21	 Specification changed: 1. To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. An electrostatic charge is stopped during adjusting image position. 				
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.				
1.17	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized. Added a feature to detect paper remaining inside the machine. Optimized the detection timing for the waste ink sensor. Increased the printing speed for the configuration sheet. Added Recycled Paper mode. 				
	 Symptom corrected: "Ink end" is displayed even after a new ink cartridge is installed. Faded image The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting. JAM15 occurs when printing onto pre-printed paper. 				
1.09	Ink end condition may appear on the part new ink cartridge		ation after replacing		
1.07	1st mass production				

Technical Bulletin

PAGE: 1/2

Reissued: 04-Jul-07

Model: T-G1N	Date:5-Jun-06	No.: RJ007002d
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RTB Reissue

The items in bold italics have been corrected or added.

The Reme in Bold Railed Have Been corrected of added.					
Subject: Firmware Release History			Prepared by: Hiromoto Saitoh		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety	Other ()		

Version	Program No.	Effective Date
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.20	Specification changed:
	1. Added a new function that prevents the paper transfer belt from
	developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).
	2. Optimized the timing for auto cleaning and ink supply timing during printing.
	3. Optimized the conditions for the auto maintenance performed when air
	has leaked into the ink supply area. As a result, the machine performs this maintenance less often.
	4. The display message has been changed for cases in which an ink
	cartridge that has already reached lnk End is then installed in another printer.
	5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	Symptom corrected:
	1. If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job.
	2. The printer heads do not return to their original position after a paper jam is cleared.
	3. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.
	4. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible.
	- Low-humidity environment and low print volume, or

Technical **B**ulletin

PAGE: 2/2

Reissued: 04-Jul-07

Model: T-G1N		Date:5-Jun-06	No.: RJ007002d
Version	Symptor	n Corrected	
	 High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 		
1.16	 Specification changed: To comply with new changes made to the Energy Star requirements, the following changes have been applied. Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. "Energy Saver Mode on/off" display was deleted from the System Settings menu. 		
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.		
1.10	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that i is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper misfeed). Increased the printing speed for the configuration sheet. Optimized the detection timing for the waste ink sensor. 		
	 Symptom corrected: The machine performs cleaning if ink flushing. "Ink end" is displayed even after a limage shifts along the mainscan of the faded image. Jam misdetection occurs when the limage of the machine freezes when OHP is Normal Paper setting. 	new ink cartridge is ins lirection. e encoder is dirty. sheets are fed from the	stalled.
1.02	7. JAM15 occurs when printing onto Symptom corrected: "Ink End" is displayed during ink initialized.		ases.
	"Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.		
1.01	1st mass production		

Technical Bulletin

PAGE: 1/2

Reissued: 04-Jul-07

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003d
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History			Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	☐ Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

Version	Program No.	Effective Date
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Varsiers	Cumptom Corrected
Version	Symptom Corrected
1.20	Specification changed:
	1. Added a new function that prevents the paper transfer belt from
	developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).
	2. Optimized the timing for auto cleaning and ink supply timing during printing.
	3. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often.
	4. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer.
	5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	Symptom corrected:
	1. If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job.
	2. The printer heads do not return to their original position after a paper jam is cleared.
	3. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.
	4. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible.

PAGE: 2/2

Reissued: 04-Jul-07

Model: Pi-G1N	I	Date: 21-Jun-06	No.: RJ007003d
Version	Sympto	n Corrected	
	 Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 		
1.16	Specification changed: 1. To comply with new changes made following changes have been applicated a property of the Energy Saturn States of the Energy Saturn States of the Energy Saturn States of the Energy Saver Mode on	e to the Energy Star red ed. over timer was changed	from 15 minutes to
	Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided		d paper size from
1.10	 Specification changed: Optimized the occurrence conditions is not misdetected under low temporal control of the secondary of the seco	perature conditions). In for ink to dry, paper configuration sheet. In when the ink is very knear end".	mis-feed).
	 Symptom corrected: The machine performs cleaning wl flushing. "Ink end" is displayed even after a The image shifts along the mainso Faded image Jam misdetection occurs when the 	new ink cartridge is ins an direction.	-
1.02	Symptom corrected: "Ink End" is displayed during ink initiali: - Ink initialization is interrupted (ex. po	zation in the following c wer cord removed)	
1.01	- A new ink cartridge is removed durin	g ink initialization, and t	then reinserted.
1.01	1st mass production		

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PAGE: 1/1

Model: T-G1			Dat	te: 12-Aug	-07	No.: RJ007013a
Subject: Firmwar	e Release History			Prepare	d by: Gir	npei Hirao
From: 1st Tech. S	Support Sec. Service Suppor	t Dept.				
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$oxed{\boxtimes}$ Other ()		

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

Notice

This firmware is <u>not for T-G1</u>.

Please <u>do not install</u> this on the engine.

Version	Program No.	Effective Date
1.04	J0155625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.04	1st mass production

Model: T-G1/T-G1N/Pi-G1N D			Dat	e: 03-Sep-07	No.: RJ007014	
Subject: Waste Ink touches the print head			Prepared by: G.Hirao			
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	☑ Troubleshooting☑ Mechanical				ction required ervice manual revision	
	☐ Paper path ☐ Other ()	☐ Transm	it/rec	eive	rofit information	

Symptom

The output is dirty with ink.

Ink is not ejected from certain nozzles, and this does not improve after head cleaning is performed.

Cause

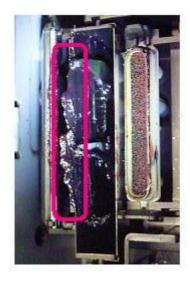
Waste ink builds up little by little on the right flushing gate wall, inside the maintenance unit. Eventually, it touches the printing head.

Note: This occurs more easily on machines that are used beyond the standard PV. This is because more ink builds up when the PV is high.

Solution

Wipe off the built-up ink with a cotton-tipped swab. Then, print out the Nozzle Check Pattern and check the image quality.

Important: Do not press the wiper arms, because this may cause damage.







Model: T-G1/T-G1N/Pi-G1N		Date: 04-Sep-07		-07	No.: RJ007015		
Subject: Important Notice for paper set			Prepare	d by: G.H	lirao		
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:		☐ Part inf	formation		☐ Action	n required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transmit/red		t/receive		ofit information	
	☐ Other ()						

Symptom

Blurred images occur if the machine is left unused for a long time in a low-humidity environment.

Note:

- This occurs more often with black ink than with other ink.
- Head cleaning can restore the image to normal, but to prevent recurrence, this must be performed every day.



Cause

Ink tends to dry and stick to the top of the nozzles when the machine is not used for a long time in low-humidity environments.

Solution

Production line

The firmware was changed so that if the machine is used for the first time in a while in a low-humidity environment, the partially-dried ink at the nozzle head is ejected with more force.

In the field

If this symptom is reported in the field, update the firmware to the following versions:

Model	F/W Version
GX3000	Ver 1.24 or newer
GX3050N	Ver 1.20 or newer
GX5050N	Ver 1.20 or newer

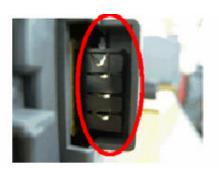
Model: T-G1/T-G1N/Pi-G1N		Date: 04-Sep-07		-07	No.: RJ007016		
Subject: "Close Top Cover or reset Duplex Unit Correctly"			Prepared	d by: G.H	lirao		
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:		☐ Part inf	ormation		☐ Action	n required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transmit/red		t/receive		ofit information	
	☐ Other ()						

Symptom

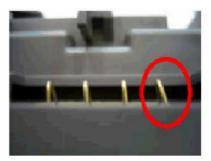
"Close Top Cover or Reset Duplex Unit Correctly" is displayed.

Cause

The duplex unit is opened/closed with excessive force many times. As a result, one or more of the terminal pins on the duplex unit connector is bent or damaged.







Solution

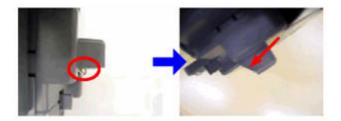
Production line:

The connector housing was strengthened (applied from 2006 winter mainframe production).

In the field:

If the symptom is reported from the field, and you confirm that one or more of the pins is bent or damaged:

- Advise the customer to open/close the duplex unit more carefully
- Replace the duplex unit.





Technical Bulletin

PAGE: 1/1

Reissued: 07-Jul-09

Model: Pi-G1N, T-G1, T-G1N		Date: 04-Sep-07		-07	No.: RJ007018a	
Subject: Firmware Release History Network I/F GX2			Prepared by: Junji Mochizuki			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part informa		tion	☐ Action	n required
		☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transmit/red		eive	☐ Retrof	fit information
	☐ Product Safety	\boxtimes Other ()		

This RTB has been issued to announce the firmware release information for the <u>Network I/F GX2.</u>

Version	Program No.	Effective Date	
1.0.7	J5080517E_ce001	June 2009 production	
1.0.6	J5085017D	1st mass production (June, 2007)	

Version	Symptom Corrected	
1.0.7	Other changes: 1. The DHCP time-out has been lengthened. This was done to better allow the device to obtain an IP address in situations where IP address acquisition is delayed. For example, the device timed out if connected to DHCP via a switch in trunk mode (occurrence varied by switch).	
1.0.6	1st mass production	

Model: T-G1/T-G1N/Pi-G1N		Date: 10-Sep-07		No.: RJ007019		
Subject: Jam at the duplex			Prepared by: Hiromoto Saitoh			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part information		tion 🔲 A	Action	n required
	☐ Mechanical	☐ Electric	al		Servio	ce manual revision
	☐ Paper path	☐ Transmit/red		eive 🔲 F	Retro	fit information
	Other ()					

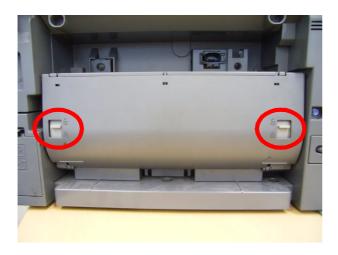
Symptom

A paper jam occurs at the duplex section

Cause

The duplex unit levers are in the "unlocked" position when the unit is attached.

Note: The machine cannot detect the position of the levers.





Solution

If this is reported from the field, advise the customer to lock the levers after attaching the unit.



Technical Bulletin

PAGE: 1/2

Reissued: 21-Sep-07

Model: T-G1	Date: 5-Jun-06	No.: RJ007001e

RTB Reissue

The items in bold italics have been corrected or added.

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Subject: Firmware Release History			Prepared by: Gimpei Hirao		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical	☐ Part informate	tion	☐ Action required ☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	Retrofit information	
	☐ Product Safety	Other ()		

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

Version	Program No.	Effective Date
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.26	Symptom corrected:
	1. The engine sometimes stalls after performing the belt wrinkling
	correction.
1.24	Specification changed:
	1. Added a new function that prevents the paper transfer belt from developing
	wrinkles or curves in the surface (which can happen if the printer is left
	unused for a while).
	2. Optimized the timing for auto cleaning and ink supply timing during printing.
	3. Optimized the conditions for the auto maintenance performed when air has
	leaked into the ink supply area. As a result, the machine performs this
	maintenance less often.
	4. The display message has been changed for cases in which an ink cartridge
	that has already reached lnk End is then installed in another printer.
	5. Auto maintenance will not be performed after a new ink cartridge is installed
	(following ink end with the old cartridge).
	Symptom corrected:
	The printer heads do not return to their original position after a paper jam is
	cleared.
	2. Corrected paper to exit automatically when ink collection tank become full.
	3. Sometimes, under the following conditions, some parts of the image appear
	blurred or white lines are visible.
	 Low-humidity environment and low print volume, or
	High-temperature, low-humidity environment
	ingritemperature, low-numbury environment

Technical **B**ulletin

PAGE: 2/2

Reissued: 21-Sep-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001e	
Version	4. If the machine performs a PCL dup sheet of paper is blank on the rear but will not accept the next job.	m Corrected lex job with an odd nun side), the machine will	nber of pages (final complete the job	
1.21	 Specification changed: To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. An electrostatic charge is stopped during adjusting image position. 			
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.			
1.17	Specification changed: 1. Optimized the occurrence conditio is not misdetected under low temp 2. Wording was optimized. 3. Added a feature to detect paper re 4. Optimized the detection timing for 5. Increased the printing speed for th 6. Added Recycled Paper mode.	erature conditions). maining inside the mac the waste ink sensor.	·	
	Symptom corrected: 1. "Ink end" is displayed even after a 2. Faded image 3. The machine freezes when OHP s Normal Paper setting. 4. JAM15 occurs when printing onto	sheets are fed from the		
1.09	Ink end condition may appear on the p new ink cartridge		tion after replacing	
1.07	1st mass production			

Technical Bulletin

PAGE: 1/2

Reissued: 21-Sep-07

Model: T-G1N	Date:5-Jun-06	No.: RJ007002e

RTB Reissue

The items in bold italics have been corrected or added.

The items in bold italies have been corrected of added.				
Subject: Firmware Release History			Prepared by: Gimpei Hirao	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	⊠ Other ()	

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

Version	Program No.	Effective Date
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.20	 Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	 Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear

Technical **B**ulletin

IN PAGE: 2/2

Reissued: 21-Sep-07

Model: T-G1N	Model: T-G1N Date:5-Jun-06 No.: RJ007002				
Version	Symptom Corrected				
	blurred or white lines are visible. - Low-humidity environment and - High-temperature, low-humidity 6. If the ink collection tank becomes futo the exit tray.	environment	aper will be passed		
	5. If the machine performs a PCL dup sheet of paper is blank on the rear but will not accept the next job.				
1.16	 Specification changed: 1. To comply with new changes made following changes have been appli - Default setting for the Energy Sa 5 minutes. - "Energy Saver Mode on/off" disp menu. 	ed. over timer was changed	from 15 minutes to		
	Symptom corrected: 1. A paper miss-feed may occur when the bypass tray for a double-sided		d paper size from		
1.10	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized (ex. Waiting) Increased the printing speed for the optimized the detection timing for 	perature conditions). ng for ink to dry, paper l ne configuration sheet.			
	 Symptom corrected: The machine performs cleaning if ink flushing. "Ink end" is displayed even after a Image shifts along the mainscan of Faded image 	new ink cartridge is ins direction.	-		
	 5. Jam misdetection occurs when the 6. The machine freezes when OHP s Normal Paper setting. 7. JAM15 occurs when printing onto 	sheets are fed from the	bypass tray with a		
1.02	Symptom corrected: "Ink End" is displayed during ink initializ - Ink initialization is interrupted (ex. por - A new ink cartridge is removed during	zation in the following c wer cord removed)			
1.01	1st mass production	· ·			

Technical Bulletin

in PAGE: 1/2

Reissued: 21-Sep-07

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003e
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History			Prepare	d by: Gimpei Hirao
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	tion	☐ Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

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

Version	Program No.	Effective Date
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.20	 Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	 Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear



Technical Bulletin

PAGE: 2/2

Reissued: 21-Sep-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003e		
Version	Symptom Corrected				
	 blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 				
1.16	Specification changed: 1. To comply with new changes made following changes have been applicated a property of the Energy Satisfies a property of the Energy Satisfies and	ied. aver timer was changed	from 15 minutes to		
	A paper miss-feed may occur when the bypass tray for a double-sided		d paper size from		
1.10	Specification changed: 1. Optimized the occurrence condition is not misdetected under low tempt 2. Wording was optimized (ex. Waiting). 3. Increase the printing speed for the 4. Optimized the display message for flushing: "Ink near empty" -> "	ons of the ink tube brush perature conditions). ng for ink to dry, paper in e configuration sheet. or when the ink is very lo near end".	mis-feed).		
	Symptom corrected: 1. The machine performs cleaning whe flushing. 2. "Ink end" is displayed even after a 3. The image shifts along the mainsced. Faded image 5. Jam misdetection occurs when the	new ink cartridge is ins an direction.	-		
1.02	Symptom corrected: "Ink End" is displayed during ink initiali: - Ink initialization is interrupted (ex. po - A new ink cartridge is removed during	zation in the following c wer cord removed)			
1.01	1st mass production	,			

Technical Bulletin

PAGE: 1/1

Model: T-G1/T-G1N/Pi-G1N			Dat	e: 29-Nov	-07	No.: RJ007020
Subject: SC 979			Prepare	d by: Y. N	Murata	
From: 1st Tech.	Support Sec. Service Support I	Dept.				
Classification:	☑ Troubleshooting	☐ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	Other ()		

SYMPTOM

SC979 occurs while SP5007 (washing) is being performed.

CAUSE

In both cases below, the machine judges that there might be air bubbles in the ink supply path. If washing is then performed, the machine triggers SC979 in order to prevent any mechanical failures or image problems.

- 1. The interval between the most recent print job and the previous print job is one month or more. This is true even if the machine power has been on the entire time.
- 2. The machine has detected the lnk End condition mechanically (the amount of ink in the head tank does not increase when the ink pump is rotating).

SOLUTION

If SC979 occurs, leave the machine alone for 72 hours with the main power ON.

Note: If you install the following main firmware, the SC can be cleared in 24 hours.

T-G1: V1.24 or later T-G1N: V1.20 or later Pi-G1N: V1.20 or later

Technical Bulletin

PAGE: 1/3

Reissued: 05-Nov-07

Model: T-G1	Date: 5-Jun-06	No.: RJ007001f

RTB Reissue

The items in bold italics have been corrected or added.

The items in bold italies have been corrected or added.					
Subject: Firmware Release History			Prepare	d by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path	☐ Part informate ☐ Electrical ☐ Transmit/rec		☐ Action required ☐ Service manual revision ☐ Retrofit information	
	☐ Product Safety	☐ Transmirrec)	Retional information	

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

Version	Program No.	Effective Date
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.27	 Symptom corrected: If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but from the next page. The printer does not begin a new print job after a new ink cartridge is inserted.
1.26	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.24	Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).

Technical **B**ulletin

PAGE: 2/3

Reissued: 05-Nov-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001f	
Version	Symptom Corrected			
	 Optimized the timing for auto clean Optimized the conditions for the auteaked into the ink supply area. As maintenance less often. The display message has been chathat has already reached lnk End is Auto maintenance will not be perfored (following ink end with the old cartres) 	ato maintenance perform a result, the machine p anged for cases in whic s then installed in anoth rmed after a new ink ca	ned when air has erforms this han ink cartridge er printer.	
	Symptom corrected: 1. The printer heads do not return to t cleared. 2. Corrected paper to exit automatica 3. Sometimes, under the following conblurred or white lines are visible. - Low-humidity environment and - High-temperature, low-humidity 4. If the machine performs a PCL dup sheet of paper is blank on the rear	lly when ink collection to nditions, some parts of d low print volume, or y environment olex job with an odd nun	ank become full. the image appear	
	sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.			
1.21	Specification changed: 1. To comply with new changes mad default setting for the Energy Save minutes. An electrostatic charge is stopped	er timer was changed fro	om 15 minutes to 5	
	Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided	•	d paper size from	
1.17	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized. Added a feature to detect paper reduced. Optimized the detection timing for Increased the printing speed for the Added Recycled Paper mode. 	ons of the ink tube brush perature conditions). Emaining inside the mace the waste ink sensor.	·	
	Symptom corrected: 1. "Ink end" is displayed even after a 2. Faded image 3. The machine freezes when OHP s Normal Paper setting. 4. JAM15 occurs when printing onto	sheets are fed from the		
1.09	Ink end condition may appear on the p new ink cartridge		tion after replacing	

Technical **B**ulletin

PAGE: 3/3

Reissued: 05-Nov-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001f
Version	Sympton	n Corrected	
1.07	1st mass production		

Technical Bulletin

PAGE: 1/3

Reissued: 05-Nov-07

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002f

RTB Reissue

The items in bold italics have been corrected or added

The items in bold italies have been conceted of added.				
Subject: Firmware Release History			Prepare	d by: Hiromoto Saitoh
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	⊠ Other ()	

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

Version	Program No.	Effective Date
1.23	J0105611C	November 2007 production
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.23	 Symptom corrected: If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but from the next page. The printer does not begin a new print job after a new ink cartridge is inserted.
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.20	 Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing.

Technical **B**ulletin

PAGE: 2/3

Reissued: 05-Nov-07

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002f		
Version	Symptom Corrected				
	 Optimized the conditions for the au leaked into the ink supply area. As maintenance less often. The display message has been chathat has already reached lnk End is Auto maintenance will not be perforance (following ink end with the old cartres) 	a result, the machine panged for cases in which then installed in anothermed after a new ink ca	performs this h an ink cartridge er printer.		
	 Symptom corrected: If the printer is performing a duplex incoming print job. The printer heads do not return to t cleared. If the ink collection tank becomes for the printer in th	heir original position aft	er a paper jam is		
	 If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed 				
4.40	to the exit tray. 5. If the machine performs a PCL dup sheet of paper is blank on the rear but will not accept the next job.	-	. • `		
1.16	 Specification changed: 1. To comply with new changes made following changes have been appled: Default setting for the Energy Satisfied 5 minutes. "Energy Saver Mode on/off" dispending 	ied. aver timer was changed	from 15 minutes to		
	Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided	_	d paper size from		
1.10	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized (ex. Waiting) Increased the printing speed for the continuous optimized the detection timing for the continuous optimized the continuous optimized the continuous optimization optimization optimized the continuous optimization optimization	perature conditions). ng for ink to dry, paper l ne configuration sheet.			
	Symptom corrected: 1. The machine performs cleaning if ink flushing. 2. "Ink end" is displayed even after a limage shifts along the mainscan of the faded image.	new ink cartridge is ins			

Technical **B**ulletin

PAGE: 3/3

Reissued: 05-Nov-07

Model: T-G1N Date: 05-Jun-06 No.: RJ00700				
Version	Symptom Corrected			
	5. Jam misdetection occurs when the	e encoder is dirty.		
	6. The machine freezes when OHP sheets are fed from the bypass tray with a			
	Normal Paper setting.			
	7. JAM15 occurs when printing onto pre-printed paper.			
1.02	Symptom corrected:			
	"Ink End" is displayed during ink initialization in the following cases:			
	- Ink initialization is interrupted (ex. power cord removed)			
	- A new ink cartridge is removed during ink initialization, and then reinserted.			
1.01	1st mass production			



Technical Bulletin

PAGE: 1/3

Reissued: 05-Nov-07

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003f

RTB Reissue

The items in bold italics have been corrected or added

The Reme III sera Ramee Have been concessed of dadea.				
Subject: Firmware Release History			Prepare	d by: Hiromoto Saitoh
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

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

Version	Program No.	Effective Date
1.23	J0115611C	November 2007 production
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.23	 Symptom corrected: If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but from the next page. The printer does not begin a new print job after a new ink cartridge is inserted.
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.20	Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing.



Technical Bulletin

PAGE: 2/3

Reissued: 05-Nov-07

Model: Pi-G1N	V	Date: 21-Jun-06	No.: RJ007003f		
Version	Symptom Corrected				
	 Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached Ink End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 				
1.16	 Specification changed: 1. To comply with new changes made following changes have been applied: Default setting for the Energy Sate 5 minutes. "Energy Saver Mode on/off" dispendent. Symptom corrected: A paper miss-feed may occur when the bypass tray for a double-sided 	ed. Iver timer was changed Islay was deleted from the	from 15 minutes to		
1.10	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized (ex. Waiting). Increase the printing speed for the flushing: "Ink near empty" -> "Ink increase the detection timing for the flushing: "Ink near empty" -> "Ink increase the detection timing for the flushing. The machine performs cleaning where the flushing. "Ink end" is displayed even after a flushing. 	ons of the ink tube brush perature conditions). Ing for ink to dry, paper to configuration sheet. In when the ink is very lonear end". Ithe waste ink sensor. In the it detects ink near end in the ink is the content in the ink sensor.	mis-feed). ow during ink end during ink		

Technical Bulletin

PAGE: 3/3

Reissued: 05-Nov-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003f	
Version	Symptom Corrected			
	3. The image shifts along the mainsc	3. The image shifts along the mainscan direction.		
	4. Faded image			
	5. Jam misdetection occurs when the encoder is dirty.			
1.02	Symptom corrected:			
	"Ink End" is displayed during ink initialization in the following cases:			
	- Ink initialization is interrupted (ex. power cord removed)			
	- A new ink cartridge is removed during ink initialization, and then reinserted.			
1.01	1st mass production			

Technical Bulletin

PAGE: 1/5

Model: T-G1/T-G1N/Pi-G1N		Date: 7-May-08)8	No.: RJ007021	
Subject: SC 999		Prepared by: Y. Murata		Murata		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part info	ormat	tion	Action	n required
		☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	Retro	fit information
	☐ Product Safety	Other ()		

SYMPTOM

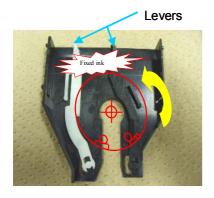
SC999 (maintenance stepper motor home position error)

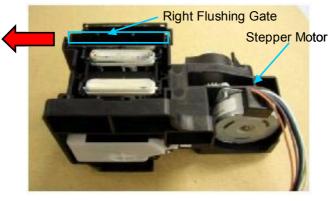
CAUSE

Some of the ink in the machine dries up, and as a result, the maintenance stopper motor cannot rotate or the levers come loose.

Note: The following conditions make it easy for the ink to dry up (see **Appendix 3** for more details):

- Low humidity
- Long intervals between machine usage
- Total period of usage is long
- Low PV





PAGE: 2/5

Model: T-G1/T-G1N/Pi-G1N Date: 7-May-08 No.: RJ007021

SOLUTION

Production line:

The shapes of some parts in the maintenance unit were changed in two steps ("Step 1" and "Step 2" below).

Note:

- See Appendix 1 below for the details of the Step 1 and Step 2 modifications.
- See Appendix 2 below for the visual differences between the unmodified unit, the Step 1-modified unit, and the Step 2-modified unit.
- See Cut-in Serial Numbers for the cut-in S/N of Steps 1 and 2.

In the field:

- 1. Cycle the power off/on.
- 2. Install one of the modified maintenance units ("Step 1" or "Step 2").

			Step 2	
Model Code	Unmodified	Step 1	Regular Part	FOC Part
J007/J010	J0070411	J0070411 *3	J0150411	J0079900
J011	J0080411	J0080411 *3	J0080412	J0119900

Note: The FOC (free of charge) version of these service parts will be available from April 2008 to March 2009. The "FOC part" and "Regular Part" are exactly the same.

CUT-IN SERIAL NUMBERS

	Machine Cut-in S/N:		
Model Code:	Step 1	Step2	
J007-17	R0777500001	R0787400001	
J010-17	R0877400001	R0887303137	
J011-17	R0978000001	R0987400001	
J007-22	R1477500001	R1487400001	
J010-22	R1577400047	R1587400001	
J011-22	R1678100001	R1687500001	
J007-27	R1177401639	R1187400001	
J010-27	R1277400309	R1287500001	
J011-27	R1377400143	R1387500001	

PAGE: 3/5

No.: RJ007021

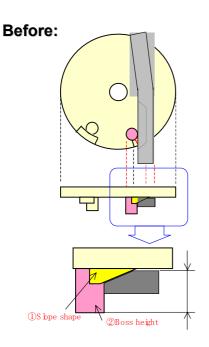
Model: T-G1/T-G1N/Pi-G1N

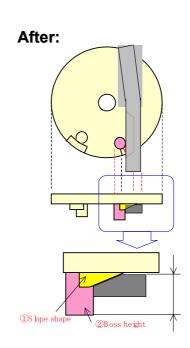
APPENDIX 1

The production line solution was applied in two steps

Step 1 (Applied from: Feb. 2007 production):

- 1. The shape of the lever was changed.
- 2. The height of the pin was changed.

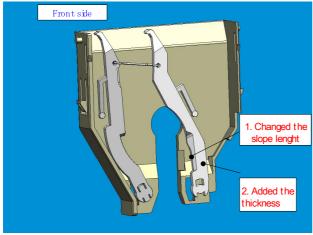


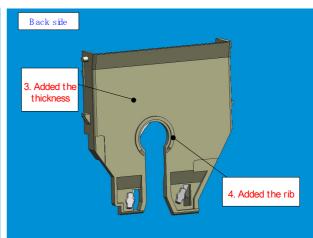


Date: 7-May-08

Step 2 (Applied from: Feb. 2008 production):

- 1. The slope length was changed.
- 2. The thickness of the lever was changed.
- 3. The thickness of the plastic backing plate was increased.
- 4. A rib was added.







Technical Bulletin

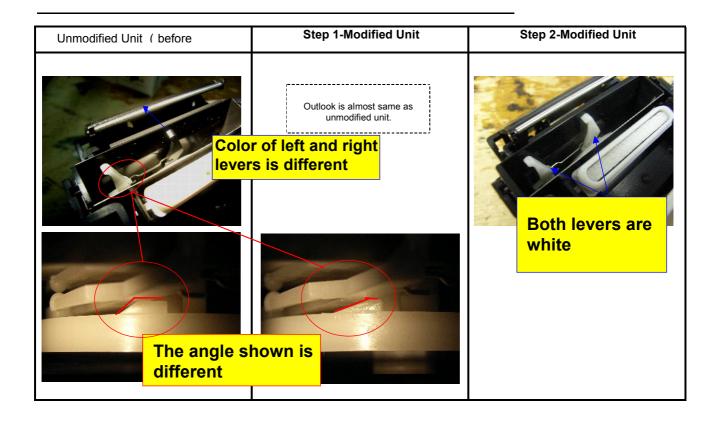
 UIIETIN
 PAGE: 4/5

 Date: 7-May-08
 No.: RJ007021

Model: T-G1/T-G1N/Pi-G1N

APPENDIX 2

The visual differences between the unmodified unit, the Step 1-modified unit, and the Step 2-modified unit are as follows:





Technical Bulletin

PAGE: 5/5

APPENDIX 3

As mentioned in **CAUSE** above, there are four factors that make it easy for ink to dry up:

1. Low humidity

Low levels of humidity in the installation environment tend to occur in winter. SC999 can occur even more easily under high-temperature/low-humidity conditions, but this combination is rare in the field.

2. Long intervals between machine usage

The longer the machine is not used, the easier it is for the ink to dry up.

3. Total period of usage is long

The buildup of ink increases each time the ink drying/ink maintenance cycle is repeated. Therefore, the longer the machine is used, the closer it comes to triggering SC999.

4. Low PV

Ink dries up easier on machines with low PV, because the ink is not used very much.

Note: This factor can be counteracted by using the machine more often.

Technical Bulletin

PAGE: 1/3

Reissued: 14-May-08

Model: T-G1	Date: 5-Jun-06	No.: RJ007001g
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RTB Reissue

The items in bold italics have been corrected or added.

The items in bold italies have been corrected of added.				
Subject: Firmware Release History(Controller)			Prepare	d by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical			☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	⊠ Other ()	

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

Version	Program No.	Effective Date
1.29	J0075617D	May 2008 production
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.29	Specification changed:
	1. The following SCs were added:
	SC976 (Printer head error at arrival).
	SC977 (Printer head error occurs at running).
	2. New display languages were added to the firmware update utility
	(Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected:
	1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).
	2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up.
	3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.

Technical Bulletin

PAGE: 2/3

Reissued: 14-May-08

Model: T-G1	Date: 5-Jun-06 No.: RJ007001g
Version	Symptom Corrected
	 4. If the printer has not yet printed anything on the paper when one of the following errors occurs, the printer will now continue the job, starting from that sheet, after the error is cleared. Ink End condition Paper misfeed Temperature outside allowable range
1.27	 If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is inserted.
1.26	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.
1.24	 Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).
	 Symptom corrected: The printer heads do not return to their original position after a paper jam is cleared. Corrected paper to exit automatically when ink collection tank become full. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job.

sheet of paper is blank on the rear side), the machine will complete the job

Technical **B**ulletin

PAGE: 3/3

Reissued: 14-May-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001g		
Version	Symptom Corrected				
	but will not accept the next job.				
1.21	Specification changed:				
	1. To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5				
	minutes. An electrostatic charge is stopped	during adjusting image	nosition		
	An electrostatic charge is stopped	during adjusting image	position.		
	Symptom corrected:				
	1. A paper miss-feed may occur whe	n feeding a nonstandar	d paper size from		
	the bypass tray for a double-sided	print job.			
1.17	Specification changed:				
Optimized the occurrence conditions of the ink tube brushing error					
	is not misdetected under low tempWording was optimized.	erature conditions).			
	3. Added a feature to detect paper re	maining inside the mad	hine		
	4. Optimized the detection timing for	_			
	5. Increased the printing speed for th				
	6. Added Recycled Paper mode.				
	Symptom corrected:				
	"Ink end" is displayed even after a	new ink cartridge is ins	stalled.		
	2. Faded image				
	3. The machine freezes when OHP s	sheets are fed from the	bypass tray with a		
	Normal Paper setting.				
	4. JAM15 occurs when printing onto				
1.09	Ink end condition may appear on the pa	anel during ink initializa	tion after replacing		
4.07	new ink cartridge				
1.07	1st mass production				

Technical Bulletin

PAGE: 1/3

Reissued: 14-May-08

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002g

RTB Reissue

The items in bold italics have been corrected or added.

The Reme in Bela Railee have been conceded of added.						
Subject: Firmware Release History(Controller)		Prepared by: Y.Murata				
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part informa	tion	Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information		
	☐ Product Safety	Other ()			

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

Version	Program No.	Effective Date		
1.25	J0105611D	May 2008 production		
1.23	J0105611C	November 2007 production		
1.22	J0105611B	October 2007 production		
1.20	J0105611A	July 2007 production		
1.16	J0105611	March 2007 production		
1.10	J0105620A	October 2006 production		
1.02	J0105620	June 2006 production		
1.01	J0105610B	1st mass production (April, 2006)		

Version	Symptom Corrected		
1.25	Specification changed:		
	1. The following SCs were added:		
	SC976 (Printer head error at arrival).		
	SC977 (Printer head error occurs at running).		
	2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).		
	(Russian, Ponsii, Czek, Hungarian, Pinnish).		
	Symptom corrected:		
	1. If the envelope lever is changed to the "envelope" position while the		
	printer is in Energy Saver mode, and a job is then performed using paper		
	other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).		
	2. The image appears faint. This is because in rare cases, the printer does		
	not perform capping (one type of printer head maintenance), which causes the printer head to dry up.		
	3. If the width of the paper is 220mm or more, and the image begins within a		
	certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.		

Technical Bulletin

PAGE: 2/3

Reissued: 14-May-08

Model: T-G1N Date: 05-Jun-06 No.: RJ007002g Version **Symptom Corrected** 4. If the printer has not yet printed anything on the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet after the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range 1.23 Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page.

1.22

1. The engine sometimes stalls after performing the belt wrinkling correction. Specification changed:

Symptom corrected:

inserted.

1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).

7. The printer does not begin a new print job after a new ink cartridge is

- 2. Optimized the timing for auto cleaning and ink supply timing during printing.
- 3. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often.
- 4. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer.
- 5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).

Symptom corrected:

- 1. If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job.
- 2. The printer heads do not return to their original position after a paper jam is cleared.
- 3. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.
- 4. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible.
 - Low-humidity environment and low print volume, or
 - High-temperature, low-humidity environment
- 6. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.

Technical Bulletin

PAGE: 3/3

 Reissued: 14-May-08

 Model: T-G1N
 Date: 05-Jun-06
 No.: RJ007002g

Model. 1-GIN	Date: 05-Jun-06 No.: RJ007002g				
Version	Symptom Corrected				
	5. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.				
1.16	 Specification changed: 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. - Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. - "Energy Saver Mode on/off" display was deleted from the System Settings menu. 				
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.				
1.10	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper misfeed). Increased the printing speed for the configuration sheet. Optimized the detection timing for the waste ink sensor. 				
	 Symptom corrected: The machine performs cleaning if the Ink Near condition is detected during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. Image shifts along the mainscan direction. Faded image Jam misdetection occurs when the encoder is dirty. The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting. JAM15 occurs when printing onto pre-printed paper. 				
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.				
1.01	1st mass production				
<u> </u>					

Technical Bulletin

PAGE: 1/3

Reissued: 14-May-08

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003g
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RTB Reissue

The items in bold italics have been corrected or added

The Remain bold Railed Have been corrected of added.						
Subject: Firmware Release History(Controller)		Prepared by: Y.Murata				
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/rec ☐ Other (☐ Action required ☐ Service manual revision ☐ Retrofit information		

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

Version	Program No.	Effective Date		
1.25	J0105611D	May 2008 production		
1.23	J0115611C	November 2007 production		
1.22	J0115611B	October 2007 production		
1.20	J0115611A	July 2007 production		
1.16	J0115611	March 2007 production		
1.10	J0115620A	October 2006 production		
1.02	J0115620	June 2006 production		
1.01	J0115610B	1st mass production (April, 2006)		

Version	Symptom Corrected
1.25	Specification changed:
	1. The following SCs were added:
	SC976 (Printer head error at arrival).
	SC977 (Printer head error occurs at running).
	2. New display languages were added to the firmware update utility
	(Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected:
	1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).
	2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up.
	3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.

Technical Bulletin

PAGE: 2/3

Reissued: 14-May-08

Model: Pi-G1	N	Date: 21-Jun-06	No.: RJ007003g			
Version	Symptom Corrected					
	4. If the printer has not yet printed the following errors occurs, the starting from that sheet after the – Ink End condition – Paper misfeed	If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet after the error is cleared. — Ink End condition				
1.23	current job is then reset, the print job client PC. 2. A misfeed sometimes occurs during. 3. If a misfeed occurs during head climaintenance unit at the wrong tim. 4. The printer performs printer head. 5. The printer does not resume the phead maintenance, or after a new.	If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not				
	7. The printer does not begin a new inserted.	. •	. •			
1.22	Symptom corrected: 1. The engine sometimes stalls after	ymptom corrected:				
1.20	 Specification changed: Added a new function that prevent wrinkles or curves in the surface (unused for a while). Optimized the timing for auto clear leaked into the ink supply area. A maintenance less often. The display message has been chat has already reached lnk End Auto maintenance will not be performed. Auto maintenance with the old cart 	es the paper transfer be which can happen if the ning and ink supply time uto maintenance performs a result, the machine anged for cases in which the sthen installed in another performed after a new ink or the sthem installed in another sthem installed in another street after a new ink or the street and the street after a new ink or the street and the street after a new ink or the street and the street after a new ink or the street after a new ink or the street and the street after a new ink or the street and the street and the street and the street after a new ink or the street and t	elt from developing e printer is left ning during printing. Irmed when air has e performs this ich an ink cartridge ther printer.			
	 Symptom corrected: If the printer is performing a dupler incoming print job. The printer heads do not return to cleared. If the ink collection tank becomes to the exit tray. Sometimes, under the following conclusive or white lines are visible. Low-humidity environment and High-temperature, low-humidits If the ink collection tank becomes to the exit tray. 	their original position a full during printing, the anditions, some parts of d low print volume, or by environment	after a paper jam is paper will be passed of the image appear			



Technical Bulletin

PAGE: 3/3

Reissued: 14-May-08

Model: Pi-G1N	N	Date: 21-Jun-06	No.: RJ007003g		
Version	Symptom Corrected				
	6. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.				
1.16	 Specification changed: To comply with new changes made to the Energy Star requirements, the following changes have been applied. Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. "Energy Saver Mode on/off" display was deleted from the System Settings menu. 				
	Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided	•	d paper size from		
1.10	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized (ex. Waiting). Increase the printing speed for the display message for flushing: "Ink near empty" -> "Ink in the display message for flushing: "Ink near empty" -> "Ink in the display message for flushing: "Ink near empty" -> "Ink in the display message for flushing for the displayed even the displayed even after a graph of the displayed even after a graph of the mains of the displayed even after a graph of the mains of the displayed even after a graph of the mains of the displayed even after a graph of the mains of t	ons of the ink tube brush perature conditions). Ing for ink to dry, paper is configuration sheet. In when the ink is very lonear end". Ithe waste ink sensor. Inen it detects ink near end in the cartridge is ins an direction.	mis-feed). ow during ink end during ink		
1.02	5. Jam misdetection occurs when the Symptom corrected:	e encoder is dirty.			
1.02	"Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.				
1.01	1st mass production	-			

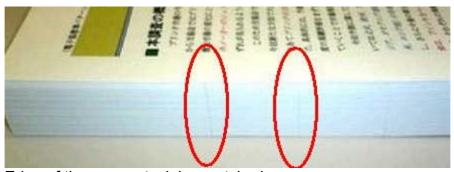
Model: T-G1/Pi-G1			Dat	Date: 15-May-08		No.: RJ007022
Subject: "Nozzle cover and plate cleaning"				Prepared by: Y. Murata		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part informat		ion 🖂 Action required		required
					☐ Service manual re	
	☐ Paper path	☐ Transmit/red		eive Retrofit inforn		fit information
	☐ Product Safety	Other ()	⊠ Tier 2	

Symptom

- ·One or more of the print nozzles gets clogged.
- •The carriage scratches the edge of the paper or paper stack.



Edge of the paper is scratched



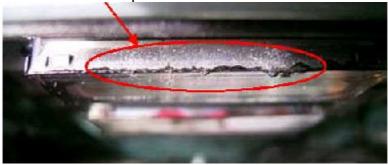
Edge of the paper stack is scratched



Model: T-G1/Pi-G1 Date: 15-May-08 No.: RJ007022

Cause

Paper dust or ink builds up on the nozzle cover and then scratches the paper/stack.



Solution

Clean the nozzle cover and nozzle plate.

Procedure:

- 1. Turn off the machine main power.
- 2. Remove the maintenance unit.

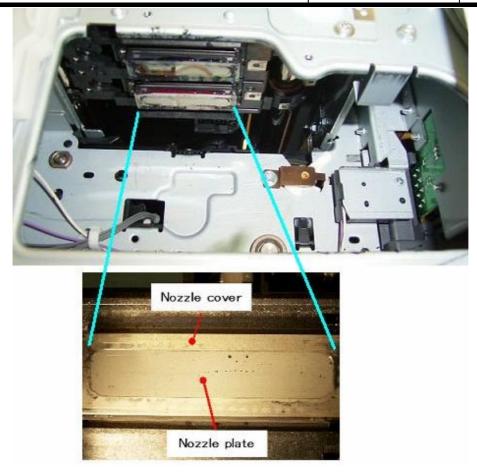
Note: For the procedure, see the Toscana-P1 Service Manual (pg. 64), Toscana-C1 Service Manual (pg. 94), or Toscana-P1 s/W Service Manual (pg. 99).

3. Return the carriage to its home position.

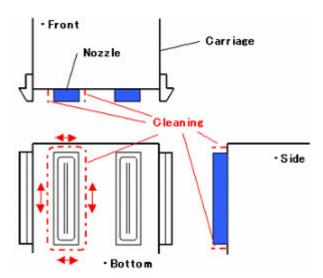
Note: You will then see the nozzle cover and nozzle plate.



Model: T-G1/Pi-G1 Date: 15-May-08 No.: RJ007022



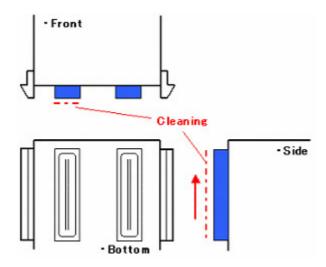
4. Clean each side of the nozzle twice with a slightly damp cloth. **Important:** Move the cloth back and forth along the surface.



5. Wipe another damp cloth **once** along the surface of the nozzle plate. **Important: Do not** wipe the cloth back and forth.



Model: T-G1/Pi-G1 Date: 15-May-08 No.: RJ007022



- 6. Reattach the maintenance unit.
- 7. Turn on the machine main power.
- 8. Do Head Flushing, and then print out the "Nozzle Check".
- 9. If the Nozzle Check shows any problems, do the Head Cleaning three times. If this does not solve the symptom, do Head Flushing once.

Model: T-G1/T-G1N/Pi-G1N Da			Dat	e: 20-May-08	}	No.: RJ007023
Subject: SC976/977			Prepared by: Y. Murata			
From: 1st Tech. S	Support Sec. Service Support	Dept.				
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☑ Other (Added the SCs)	☐ Part info	al		Servic	required be manual revision fit information

The following SC descriptions were added to the SP Tables:

976	Α	Printer head error (Arrival Failure)		
		Printer head error is detected at arrival.	•	Printer head defective.
977	Α	Printer head error (Running Failure)		
		Printer head error is detected at running.	•	Printer head defective.

Action:

Dispose of the machine. (Printer head cannot be replaced.)

Note: This change was applied from the following versions:

- T-G1: From v1.29 or later (March 2008 production)
- T-G1N: From v1.25 or later (March 2008 production)
- Pi-G1N: From v1.25 or later (March 2008 production)

Technical Bulletin

PAGE: 1/3 Reissued: 24-Jul-08

Model: T-G1	Date: 5-Jun-06	No.: RJ007001h
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)			Prepared by: M.Matsuda	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part informat	tion	☐ Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

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

Version	Program No.	Effective Date
1.32	J0075617E	August 2008 production
1.29	J0075617D	May 2008 production
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.32	Symptom corrected: 1. Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type. 2. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.
1.29	 Specification changed: The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is

Technical **B**ulletin

PAGE: 2/3

Reissued: 24-Jul-08

Version Symptom Corrected in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). 2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range 1.27 Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 1.26 Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction. 5. Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the ti	Model: T-G1		Date: 5-Jun-06	No.: RJ007001h
envelopes, the machine is unable to detect the difference in paper type (no error is triggered). 2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range 1.27 Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 1.26 Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction. Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkes or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing. 3. Optimized the conditions for the auto mainten	Version	Sympto	m Corrected	
following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range 1.27 Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 2. Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction. Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing. 3. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. 4. The display message has been changed for cases in which an ink cartridge that has already reached Ink End is then installed in another printer. 5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge).		envelopes, the machine is unable t error is triggered). 2. The image appears faint. This is be perform capping (one type of printer printer head to dry up. 3. If the width of the paper is 220mm certain distance from the left side of	o detect the difference ecause in rare cases, the head maintenance), voor more, and the image of the leading edge, the	e printer does not which causes the begins within a
 If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is inserted. Symptom corrected: The engine sometimes stalls after performing the belt wrinkling correction. Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 		following errors occurs, the printer sheet once the error is cleared. - Ink End condition - Paper misfeed	will now continue the jo	
 The engine sometimes stalls after performing the belt wrinkling correction. Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 	1.27	 If there are several print jobs in the current job is then reset, the print job client PC. A misfeed sometimes occurs during 3. If a misfeed occurs during head cle maintenance unit at the wrong timing 4. The printer performs printer head possible. The printer does not resume the printer does not resume the printer does not perform the corresume the print job from the corresume the print job from the corresume the print does not begin a new possible. 	g print head cleaning. eaning, the print head mang as the misfeed is being protection after a printer int job after stopping to nk cartridge is inserted edge of the paper, the page, but rather from	correctly on the soves away from the ing cleared. error occurs. perform printer rinter does not the next page.
 Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 	1.26	Symptom corrected:	performing the belt wrir	nkling correction.
Cumptom corrected:	1.24	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (windle). Optimized for a while). Optimized the timing for auto clean leaked into the ink supply area. As maintenance less often. The display message has been changed that has already reached link End is Auto maintenance will not be performed. 	s the paper transfer belt which can happen if the ling and ink supply timin to maintenance perforn a result, the machine p anged for cases in whice then installed in anoth rmed after a new ink ca	from developing printer is left ag during printing. ned when air has erforms this han ink cartridge er printer.

Technical **B**ulletin

PAGE: 3/3

Reissued: 24-Jul-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001h
Version	Symptom Corrected		
	 The printer heads do not return to their original position after a paper jam is cleared. Corrected paper to exit automatically when ink collection tank become full. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 		
1.21	Specification changed: 1. To comply with new changes made default setting for the Energy Save minutes. An electrostatic charge is stopped Symptom corrected: 1. A paper miss-feed may occur when	er timer was changed from the during adjusting image in feeding a nonstandard	om 15 minutes to 5 position.
1.17	the bypass tray for a double-sided Specification changed: 1. Optimized the occurrence condition is not misdetected under low temp 2. Wording was optimized. 3. Added a feature to detect paper re 4. Optimized the detection timing for 5. Increased the printing speed for th 6. Added Recycled Paper mode. Symptom corrected: 1. "Ink end" is displayed even after a 2. Faded image 3. The machine freezes when OHP s	ns of the ink tube brush erature conditions). maining inside the mac the waste ink sensor. e configuration sheet.	hine. stalled.
	Normal Paper setting. 4. JAM15 occurs when printing onto		
1.09	Ink end condition may appear on the panew ink cartridge	anel during ink initializa	tion after replacing
1.07	1st mass production		

Technical Bulletin

PAGE: 1/4

Reissued: 24-Jul-08

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002h

RTB Reissue

The items in bold italics have been corrected or added.

The Reme in bold Railed have been contested of added.				
Subject: Firmware Release History(Controller)			Prepare	d by: M.Matsuda
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

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

Version	Program No.	Effective Date
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0105611C	November 2007 production
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.28	 Symptom corrected: Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.
1.25	Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).
	2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is

Technical **B**ulletin

PAGE: 2/4

Reissued: 24-Jul-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002h			
Version	Sympto	m Corrected				
	in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). 2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.					
	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed Temperature outside allowable range 					
1.23	 Symptom corrected: If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is 					
1.22	inserted. Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.					
1.20	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (vunused for a while). Optimized the timing for auto clear Optimized the conditions for the auleaked into the ink supply area. As maintenance less often. The display message has been chathat has already reached lnk End is Auto maintenance will not be perfored (following ink end with the old cartres) 	s the paper transfer belt which can happen if the ling and ink supply timir ito maintenance perforn is a result, the machine paraged for cases in which is then installed in anoth it med after a new ink ca	from developing printer is left and during printing. The med when air has performs this an ink cartridge er printer.			

Technical **B**ulletin

PAGE: 3/4

Reissued: 24-Jul-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002h		
Version	Sympto	m Corrected			
	If the printer is performing a duplex incoming print job. The printer is performing a duplex.				
	2. The printer heads do not return to their original position after a paper jam is cleared.				
	to the exit tray.				
	Sometimes, under the following co- blurred or white lines are visible.	•	tne image appear		
	 Low-humidity environment and High-temperature, low-humidity 				
	If the ink collection tank becomes for to the exit tray.	•	aper will be passed		
	5. If the machine performs a PCL dup sheet of paper is blank on the rear but will not accept the next job.				
1.16	 Specification changed: To comply with new changes made to the Energy Star requirements, the following changes have been applied. Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. "Energy Saver Mode on/off" display was deleted from the System Settings menu. 				
	Symptom corrected: A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.				
1.10	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper misfeed). Increased the printing speed for the configuration sheet. Optimized the detection timing for the waste ink sensor. 				
	 Symptom corrected: The machine performs cleaning if ink flushing. "Ink end" is displayed even after a limage shifts along the mainscan of the faded image. Jam misdetection occurs when the 	a new ink cartridge is ins direction. e encoder is dirty.	stalled.		
	6. The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting.7. JAM15 occurs when printing onto pre-printed paper.				
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed)				
1.01	- A new ink cartridge is removed durin1st mass production	g irik initialization, and t	пен гетвепеа.		
1.01	10t mass production				



PAGE: 1/3

Reissued: 24-Jul-08

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003h
RTB Reissue		

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)			Prepared by: M.Matsuda		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required	
		☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety	Other ()		

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

Version	Program No.	Effective Date
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0115611C	November 2007 production
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.28	Symptom corrected: 1. Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type. 2. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.
1.25	 Specification changed: The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than



PAGE: 2/3

Reissued: 24-Jul-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003h		
Version	Symptom Corrected				
	 envelopes, the machine is unable to detect the difference in paper type (no error is triggered). The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 				
	 If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed Tomporature outside allowable range 				
1.23	 Temperature outside allowable range Symptom corrected: If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 				
	 A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 				
	The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted.				
	 If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is inserted. 				
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.				
1.20	Specification changed: 1. Added a new function that prevents wrinkles or curves in the surface (wunused for a while).	s the paper transfer belt hich can happen if the	from developing printer is left		
	 Optimized the timing for auto clean Optimized the conditions for the au leaked into the ink supply area. As maintenance less often. 	to maintenance perform a result, the machine p	ned when air has performs this		
	4. The display message has been characteristics that has already reached lnk End is5. Auto maintenance will not be perform (following ink end with the old cartr	s then installed in anoth rmed after a new ink ca	er printer.		
	Symptom corrected: 1. If the printer is performing a duplex incoming print job.	print job, sometimes it	cannot receive an		



PAGE: 3/3

Reissued: 24-Jul-08

Model: Pi-G1N	N	Date: 21-Jun-06	No.: RJ007003h		
Version	Sympto	m Corrected			
	The printer heads do not return to to cleared. If the ink collection took becomes for the collection took becomes for the collection took.				
	3. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.				
	4. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible.				
	 Low-humidity environment and low print volume, or High-temperature, low-humidity environment 				
	5. If the ink collection tank becomes f		aper will be passed		
	to the exit tray.6. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.				
1.16	Specification changed: 1. To comply with new changes mad following changes have been appl		quirements, the		
	 Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. "Energy Saver Mode on/off" display was deleted from the System Settings menu. 				
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.				
1.10	Specification changed: 1. Optimized the occurrence condition is not misdetected under low temporary.	perature conditions).	•		
	2. Wording was optimized (ex. Waiti3. Increase the printing speed for the		mis-feed).		
	 Optimized the display message for flushing: "Ink near empty" -> "Ink 		ow during ink		
	5. Optimized the detection timing for the waste ink sensor.				
	Symptom corrected: 1. The machine performs cleaning w flushing.	hen it detects ink near e	end during ink		
	 "Ink end" is displayed even after a new ink cartridge is installed. The image shifts along the mainscan direction. 				
	4. Faded image5. Jam misdetection occurs when the encoder is dirty.				
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases:				
	 Ink initialization is interrupted (ex. power cord removed) A new ink cartridge is removed during ink initialization, and then reinserted. 				
1.01	1st mass production				

Technical Bulletin

P 1

Model: All GelSprinter models Date			ate: 26-Aug-08		No.: RJ007024		
Subject: GJ analysis tool			Prepared by: Y.Murata		lurata		
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	required	
		☐ Electric	al		Service	e manual revision	
	☐ Paper path	☐ Transmit/red		☐ Transmit/receive ☐		☐ Retrof	fit information
	Other ()				☐ Tier2		

Important Information about a New GJ Analysis Tool

• When a problem occurs in the field, please use the GJ analysis tool available from the Firmware Download Center. The tool is available for all GelSprinter products.

Model list:

G500/G700/G7500 GX3000/GX3050N/GX5050N GX2500/GX7000 GX3000S/GX3000SF/GX3050SFN

 Please use this tool to provide information for problem analysis, instead of the SMC report.

Р	1

Model: T-G1/T-G1N/Pi-G1N Da			Dat	Date: 2-Sep-08		No.: RJ007025
Subject: Service manual correction			Prepared	by: Y.M	lurata	
From: 1st Tech. §	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	required
·	☐ Mechanical	☐ Electrica	al		⊠ Servic	ce manual revision
'	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
'	☐ Other ()					

The following changes were made to the Service Manual.

• **Service Manual:** P.180 Group 7304-7307 The following SPs were missing from the service manual.

7304	CART RFIL CNT:K Print cartridge refill count: K (Black)		
7305	CART RFIL CNT:C	ART RFIL CNT:C Print cartridge refill count: C (Cyan)	
7306	CART RFIL CNT:M	Print cartridge refill count: M (Magenta)	
7307	CART RFIL CNT:Y Print cartridge refill count: Y (Yellow)		
	Use this SP to display the number of times the print cartridges have been refilled.		

Technical Bulletin

PAGE: 1/3

Model: T-G1/T-G1N/Pi-G1N			Dat	te: 22-Sep-08		No.: RJ007026
Subject: Ink yield improvment firmware			Prepared by: Y.Murata			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting ☐ Part informa		orma	tion		required
		☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path ☐ Transmit/red		receive Retrofit information		fit information	
	Other (Notice)				⊠ Tier2	

Important Note about Ink Yield Improvement Firmware

• With the following firmware versions or later, the ink yield is increased by about 5% (conditions: APV: 750, 5% chart, air release filling: 2 times/month).

Note: Actual ink yield varies depending on such factors as APV, coverage, color ratio, p/j, printing mode, manual cleaning counts, automatic maintenance counts (see Appendix 1), and monthly air release filling counts (see Appendix 2).

Model	Product Name	Version
T-G1	GX3000	1.32
T-G1N/Pi-G1N	GX3050N/GX5050N	1.28

Important: If the machine performs air release filling ten or more times a month, there is probably something wrong with the printer head (normal: about twice a month). In such cases, replace the plotter unit (T-MF1 only) or swap the machine.

- The increase in yield was accomplished through the following changes:
 - When air is detected, the machine checks to see if the pressure inside the head tank is still negative. Only if negative pressure has been lost, air release filling is performed. (Previously, the machine performed air release filling without checking the pressure directly). As a result, the average number of times air release filling is performed was reduced from about twice a month to once a month.
 - Air detection is performed when the machine is turned ON, just before printing if the machine has not been used in over 5 hours, and after printing during automatic cleaning or ink filling. It takes an average of 7 seconds to check the negative pressure status for each printer head. However, the frequency of air release filling will decrease, so there will be no change in the overall maintenance time.



Cut-in Serial Numbers

RED colored models are TBA.

Model name	Product name	Model Code	Cut-in serial number
T-G1	GX3000	J007-17	R0788100008
		J007-22	R14YMMxxxxx
		J007-27	R11YMMxxxxx
T-G1N	GX3050N	J010-17	R08YMMxxxxx
		J010-22	R15YMMxxxxx
		J010-27	R1288100007
Pi-G1N	GX5050N	J011-17	R09YMMxxxxx
		J011-22	R16YMMxxxxx
		J011-27	R13YMMxxxxx

Appendix 1

◆ Types of automatic and manual maintenance

		Туре	Objective	Timing	Amount of Ink Consumption
1		Pre Print 1		Every printing Job	0.05 pages
2		Pre Print 2	Drawant Haad Dried	Every 336 pages printing	12 pages
3	A	Pre Print 3	Prevent Head Dried	10 hrs after last printing Job	1.2 pages
4	Automatic	Pre Print 4		1 week after last printing Job	12 pages
5		Pre Print 5	Refresh Ink Tube	30 days after last printing Job	134 pages
6	[Pre Print 6	Refresh Head Tank	Every 15 days	55 pages
7	Manual	Cleaning	Remove Blockage from head	when it is neseccary	12 pages
8	iviai luai	Flushing	Remove Blockage from head	when it is neseccary	85 pages

With the modified firmware, this becomes once every 30 days.

PAGE: 2/3

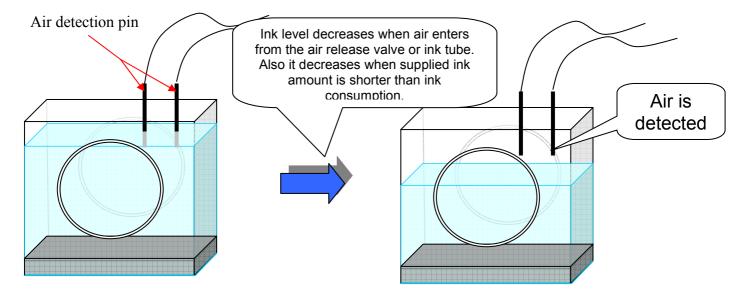


PAGE: 3/3

Appendix 2

- ◆ Explanation of air release filling:
 - In order to eject the ink properly from the print head, it is necessary to maintain negative pressure (with respect to the surrounding air) inside the head tank. If negative pressure is lost, the ink can leak out from the nozzle and adversely affect the image quality. If this occurs, the negative pressure must be re-established. This process is known as "air release filling".
 - When the surface of the liquid dips below the detection pins (see the diagram below), the machine will perform air release filling. This is because if this happens, negative pressure may have been lost. To perform air release filling, the air release valve is opened (which re-calibrates the internal pressure), ink is poured into the ink head, and ink is sucked out by the suction cap with the air release valve closed. Therefore, to perform this process, the machine consumes ink.

< Schematic view of head tank >



Technical Bulletin

PAGE: 1/3

Reissued: 16-Dec-08

Model: T-G1	Date: 5-Jun-06	No.: RJ007001i
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RTB Reissue

The items in bold italics have been corrected or added.

The Reme in Bold Railed have been corrected of added.						
Subject: Firmware Release History(Controller)			Prepared by: Y.Murata			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part informa		Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information		
	☐ Product Safety	Other ()			

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

Version	Program No.	Effective Date	
1.33	J0075617F	November 2008 production	
1.32	J0075617E	August 2008 production	
1.29	J0075617D	May 2008 production	
1.27	J0075617C	November 2007 production	
1.26	J0075617B	October 2007 production	
1.24	J0075617A	July 2007 production	
1.21	J0075617	March product 07	
1.17	J0075615A	October Product 06	
1.09	J0075615	May Product. 06	
1.07	J0075613F	1st mass production (April, 2006)	

Version	Symptom Corrected						
1.33	Symptom corrected:						
	1. The wrong message is displayed when the machine detects						
	temperature conditions outside the specification limits.						
	Note: If this is detected when the machine power is turned on, the						
	machine will wait until the temperature is within normal limits before						
	any operations can be performed.						
1.32	Symptom corrected:						
	 Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. 						
	2. If printing is initiated using an unsupported ink cartridge, the machine						
	displays a message that prompts the operator to replace the cartridge.						
	Other changes:						
	Automatic maintenance was optimized so as to eliminate unnecessary						
	maintenance, and therefore reduce the amount of ink consumed.						
1.29	Specification changed:						
	The following SCs were added:						

Technical **B**ulletin

PAGE: 2/3

Reissued: 16-Dec-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001i			
Version	Symptom Corrected					
	SC977 (Printer head error occurs a	SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). 2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).				
	 Symptom corrected: If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 					
	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed 					
	Temperature outside allowable	e range				
1.27	Symptom corrected:1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC.					
	 A misfeed sometimes occurs during If a misfeed occurs during head cle maintenance unit at the wrong timin The printer performs printer head p The printer does not resume the printenal maintenance, or after new ink If a misfeed occurs at the leading eresume the print job from the correct. The printer does not begin a new prinserted. 	eaning, the print head mang as the misfeed is be protection after a printer int job after stopping to a cartridge is inserted. Edge of the paper, the page, but rather from	r error occurs. r perform printer printer does not n the next page.			
1.26	Symptom corrected: 1. The engine sometimes stalls after	performing the belt wri	nkling correction.			
1.24	Specification changed: 1. Added a new function that prevents wrinkles or curves in the surface (wunused for a while). 2. Optimized the timing for auto clean	s the paper transfer bel hich can happen if the	t from developing printer is left			
	Optimized the timing for auto clean Optimized the conditions for the auto clean leaked into the ink supply area. As	to maintenance perforr	med when air has			

Technical **B**ulletin

lletin PAGE: 3/3

Reissued: 16-Dec-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001i				
Version	Symptom Corrected						
	 maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 						
	cleared. 2. Corrected paper to exit automatical	 The printer heads do not return to their original position after a paper jam is cleared. Corrected paper to exit automatically when ink collection tank become full. 					
	 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment 4. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 						
1.21	Specification changed: 1. To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. An electrostatic charge is stopped during adjusting image position.						
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.						
1.17	 Specification changed: Optimized the occurrence condition is not misdetected under low temporary. Wording was optimized. Added a feature to detect paper reduced. Optimized the detection timing for the condition of the condition. Increased the printing speed for the condition. Added Recycled Paper mode. 	perature conditions). emaining inside the made the waste ink sensor.					
	Symptom corrected: 1. "Ink end" is displayed even after 2. Faded image 3. The machine freezes when OHP Normal Paper setting. 4. JAM15 occurs when printing onto	sheets are fed from the pre-printed paper.	e bypass tray with a				
1.09	Ink end condition may appear on the panew ink cartridge	panel during ink initializa	ation after replacing				
1.07	1st mass production						

Technical Bulletin

PAGE: 1/4 Reissued: 16-Dec-08

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002i
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RTB Reissue

The items in bold italics have been corrected or added

The Reine in Bola Railed have been corrected of added.						
Subject: Firmware Release History(Controller)			Prepared by: Y.Murata			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information		
	☐ Product Safety	Other ()			

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

Version	Program No.	Effective Date
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0105611C	November 2007 production
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected		
1.29	Symptom corrected:		
	1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.		
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. 		
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary		
	maintenance, and therefore reduce the amount of ink consumed.		
1.25	Specification changed:		
	1. The following SCs were added:		
	SC976 (Printer head error at arrival).		

Technical **B**ulletin

PAGE: 2/4

Reissued: 16-Dec-08

Model: T-G1N Date: 05-Jun-06 No.: RJ007002i

Model. 1-611	Date: 05-3dil-00 110:: 100070021		
Version	Symptom Corrected		
	SC977 (Printer head error occurs at running).		
	2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).		
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).		
	2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up.		
	3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.		
	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed 		
	- Temperature outside allowable range		
1.23	Symptom corrected:1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC.		
	 A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 		
	6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page.7. The printer does not begin a new print job after a new ink cartridge is inserted.		
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.		
1.20	Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while).		
	 Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this 		

Technical **B**ulletin

PAGE: 3/4

Reissued: 16-Dec-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002i	
Version	Symptom Corrected			
	 maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 			
	 Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment 			
	 6. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. 5. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 			
1.16	 Specification changed: 1. To comply with new changes made following changes have been applied: Default setting for the Energy Satisfied 5 minutes. "Energy Saver Mode on/off" disponent. 	ed. over timer was changed	from 15 minutes to	
	Symptom corrected: 1. A paper miss-feed may occur when the bypass tray for a double-sided	•	d paper size from	
1.10	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized (ex. Waiting) Increased the printing speed for the optimized the detection timing for 	perature conditions). ng for ink to dry, paper ne configuration sheet.		
	 Symptom corrected: The machine performs cleaning if ink flushing. "Ink end" is displayed even after a mage shifts along the mainscan of the faded image. Jam misdetection occurs when the 	new ink cartridge is ins direction.	-	
	6. The machine freezes when OHP s	•	bypass tray with a	

Technical **B**ulletin

PAGE: 4/4

Reissued: 16-Dec-08

Version	Symptom Corrected	
	Normal Paper setting.	
	7. JAM15 occurs when printing onto pre-printed paper.	
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.	
1.01	1st mass production	



PAGE: 1/3

☐ Retrofit information

Reissued: 16-Dec-08

☐ Paper path

☐ Product Safety

Model: Pi-G1N			Date	: 21-Jun-06	No.: RJ007003i
RTB Reissue The items in bol	d italics have been correct	ted or add	ded.		
Subject: Firmware Release History(Controller)			F	Prepared by: Y.Murata	
From: 1st Tech. S	Support Sec. Service Support De	ept.			
Classification:	Troubleshooting	☐ Part info	ormatic	on Actio	on required
		☐ Electrica	al	☐ Serv	rice manual revision

Other (

☐ Transmit/receive

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

Version	Program No.	Effective Date
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0115611C	November 2007 production
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected	
1.29	Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.	
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed. 	
1.25	Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).	



tin PAGE: 2/3

Reissued: 16-Dec-08

Model: Pi-G1N Date: 21-Jun-06 N			No.: RJ007003i	
Version	Symptom Corrected			
	 New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish). Symptom corrected: If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition 			
	- Paper misfeed			
1.23	 Temperature outside allowable range Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 			
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.			
1.20	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (wunused for a while). Optimized the timing for auto clean Optimized the conditions for the aureaked into the ink supply area. As maintenance less often. The display message has been changed that has already reached link End is Auto maintenance will not be perform (following ink end with the old cartrice). 	s the paper transfer belt which can happen if the ing and ink supply timing to maintenance perform a result, the machine performanged for cases in which is then installed in another med after a new ink ca	from developing printer is left ag during printing. The developing printing and when air has erforms this an ink cartridge er printer.	



PAGE: 3/3

Reissued: 16-Dec-08

Model: Pi-G1N	N .	Date: 21-Jun-06	No.: RJ007003i
Version	Symptom Corrected		
	 Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job 		
1.16	but will not accept the next job. Specification changed: 1. To comply with new changes made following changes have been appled on the Energy Saturates. - "Energy Saver Mode on/off" dispense. Symptom corrected: 1. A paper miss-feed may occur whe	e to the Energy Star recied. aver timer was changed blay was deleted from th	quirements, the from 15 minutes to ne System Settings
1.10	the bypass tray for a double-sided Specification changed: 1. Optimized the occurrence condition is not misdetected under low temps. 2. Wording was optimized (ex. Waiting). 3. Increase the printing speed for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the detection timing for the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" -> "Ink increase the display message for flushing: "Ink near empty" ->	print job. ons of the ink tube brush perature conditions). ng for ink to dry, paper to e configuration sheet. or when the ink is very to near end".	ning error (so that it mis-feed).
	Symptom corrected: 1. The machine performs cleaning whe flushing. 2. "Ink end" is displayed even after a 3. The image shifts along the mainson 4. Faded image 5. Jam misdetection occurs when the	new ink cartridge is ins an direction.	-
1.02	Symptom corrected: "Ink End" is displayed during ink initiali Ink initialization is interrupted (ex. po - A new ink cartridge is removed durin	wer cord removed)	
1.01	1st mass production		

Technical Bulletin

PAGE:	1/1
D 1007007	

Model: T-G1/T-G1N		Date: 26-Dec-08		-08	No.: RJ007027	
Subject: Multi bypass tray does not work		Prepared by: Y. Murata				
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☑ Troubleshooting	☐ Part informat		tion	Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	☐ Other ()		

SYMPTOM

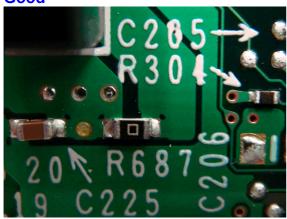
The multi bypass tray does not work. (Paper does not feed from the multi bypass tray.)

CAUSE

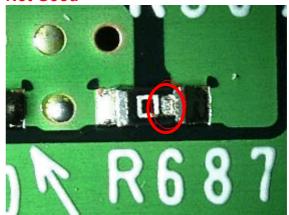
A resistor on the main controller board is damaged.

Note: The multi bypass tray has no problem.

Good

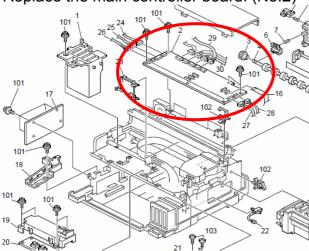


Not Good



SOLUTION

Replace the main controller board. (No.2)



Technical Bulletin

Reissued:16-Feb-09

Model: T-G1/T-G1N/Pi-G1N Date: 23-Jan-09 No.: RJ007028a	Date: 23- Jan-09 No : R 1007028a
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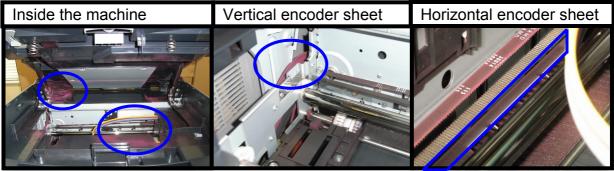
RTB REISSUE

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

Subject: Ink mist		Prepared by: Y. Murata		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☑ Troubleshooting☑ Mechanical☑ Paper path☑ Product Safety	☐ Part informat ☐ Electrical ☐ Transmit/rec ☐ Other (☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

- 1) Carriage jam (operation panel display: "Remove Misfeed Top Cover")
- 2) White lines or banding



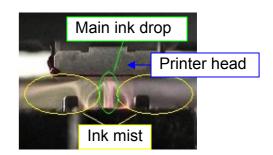
Note:

- The model in the photos is the T-MF1.
- The ink mist (see CAUSE below) has no effect on the function of the belts.
- In the photos above, the ink mist looks magenta when attached to a dark surface, and black when attached to a light surface. However, the actual amount of ink mist released is the same for each ink color.

CAUSE

Normally, a small amount of ink mist is discharged from the nozzles. When it does, air streams or the electrical charge on the transport belt can sometimes redirect the mist. As a result, this mist does not hit the target area (on the paper). This symptom is noticeable when printed under the conditions listed below.

- High print volume
- Low P/J
- High Quality Mode is used
- Paper with a high surface resistance is used, such as recycled paper
- The envelope lever is in the envelope position when printing onto plain paper



PAGE: 1/2

Technical Bulletin

PAGE: 2/2

Reissued:16-Feb-09

Model: T-G1/T-G1N/Pi-G1N Date: 23-Jan-09 No.: RJ007028a

WORKAROUND

- 1) Clean the horizontal encoder sheet and vertical encoder sheet.
- 2) Perform head cleaning.
- 3) Set the envelope lever to the standard position when printing onto standard/plain paper.
- 4) If the customer is only using paper with a high surface resistance, set **bit 6 of bit SW8** to a value of 1 (default: 0).

Technical Bulletin

PAGE: 1/2

Model: T-G1/T-	G1N		Dat	e: 2-Mar-09		No.: RJ007029
Subject: "SC999 at instllaition only"		Prepared by: Y.Yoshida				
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:		☐ Part info	ormat	tion [Action	required
		☐ Electric	al		Servic	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive [Retrof	fit information
	☐ Other ()				⊠ Tier2	

Symptom

SC999 (motor lock) may occur on some machines at installation.

Cause

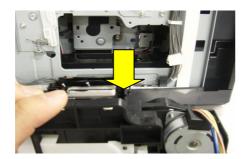
On the production line for the maintenance unit stepping motor (third vendor), the adhesive-drying step was skipped in some cases. As a result, the adhesive inside the motor could not vaporize correctly, causing the gear to stick to the shaft.

Note: As described above, this occurrence of SC999 is caused by a motor rotation failure. It is not related to SC999 caused by ink clogging.

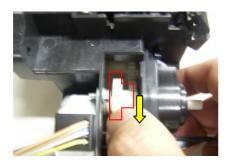
Solution

If the symptom is reported, advise the customer to turn the machine main power OFF/ON five times. If this does not clear the SC, release the motor lock manually. See the procedure below

1. Remove the maintenance unit.



2. Turn the motor shaft manually in the direction of the arrow until the motor lock is released.



PAGE: 2/2

Potentially Affected S/N:

Product Code	Model name	S/N
J00717	GX3000-NA	R0787700001~R0787700461
J00717	GX3000-NA	R0787800001~R0787800264
J00717	GX3000-NA	R0787900001~R0787900383
J00717	GX3000-NA	R0788000001~R0788000150
J00722	GX3000-EU(R14)	R1487700001~R1487700652
J00722	GX3000-EU(R14)	R1487800001~R1487800156
J00722	GX3000-EU(R14)	R1487900001~R1487900100
J00722	GX3000-EU(R14)	R1488000001~R1488000008
J00727	GX3000-EU	R1187700001~R1187700410
J00727	GX3000-EU	R1187800001~R1187800330
J00727	GX3000-EU	R1187900001~R1187900474
J00727	GX3000-EU	R1188000001~R1188000134

Product Code	Model name	S/N
J01017	GX3050N-NA	R0887700001~R0887700305
J01017	GX3050N-NA	R0887800001~R0887800060
J01022	GX3050N-EU(R15)	R1587700001~R1587700500
J01027	GX3050N-EU	R1287700001~R1287700021
J01027	GX3050N-EU	R1287800001~R1287800304
J01027	GX3050N-EU	R1287900001~R1287900186
J01027	GX3050N-EU	R1288000001~R1288000058

Product Code	Model name	S/N
J01122	GX5050N-EU(R16)	R1687800001~R1687800080

Technical **B**ulletin

PAGE: 1/4 Reissued: 14-Apr-09

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003j

RTB Reissue

The items in bold italics have been corrected or added.

The Reme in Sela Rance Have Seen corrected or added.					
Subject: Firmware Release History(Controller)			Prepared by: J.Mochizuki		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting	☐ Part information	tion	☐ Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety	Other ()		

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

Version	Program No.	Effective Date
1.32	J0115611H	April 2009 production
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0115611C	November 2007 production
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected				
1.32	Other changes:				
	1. Supports firmware update via a PCL driver.				
	2. Supports use of printer drivers on the following operating systems:				
	Windows XP/Vista/Server2003/Server2008 x64 Edition.				
	Symptom corrected:				
	3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver.				
	Note: In accordance with this change, the PCL versions were changed as follows.				
	RCL5c 1.11				
	RCLXLc 1.11				
	4. Firmware update fails under the following conditions:				
	Printer Status Check shows "disabled"				
	The printer is connected to a LAN				



PAGE: 2/4

Reissued: 14-Apr-09

Model: Pi-G1	: Pi-G1N				
Version	Sympto	m Corrected			
1.29	 Symptom corrected: The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed. 				
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed. 				
1.25	maintenance, and therefore reduce the amount of ink consumed. Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). 2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish). Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). 2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up. 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed				
1.23	 Temperature outside allowable Symptom corrected: 1. If there are several print jobs in the current job is then reset, the print job client PC. 2. A misfeed sometimes occurs during 3. If a misfeed occurs during head clemaintenance unit at the wrong timin 4. The printer performs printer head printer does not resume the printer does not resu	queue (sent by LAN control of log is not displayed of general print head cleaning. It is an ing as the misfeed is be protection after a printer int job after stopping to a cartridge is inserted.	noves away from the ing cleared. error occurs. perform printer		



PAGE: 3/4

Reissued: 14-Apr-09

Model: Pi-G1N	Model: Pi-G1N Date: 21-Jun-06 No.: RJ007			
Version	Symptom Corrected			
	resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted.			
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.			
1.20	 Specification changed: Added a new function that prevents the paper transfer belt from developing winkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). Symptom corrected: If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. The printer heads do not return to their original position after a paper jam is cleared. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job 			
1.16	 but will not accept the next job. Specification changed: 1. To comply with new changes made following changes have been applied to be a possible of the Energy Satisfies a part of the Energy Satisfies and the Energy Satisfies are supplied to the Energy Satisfies and the	ed. liver timer was changed lay was deleted from the n feeding a nonstandar	from 15 minutes to ne System Settings	
1.10	Specification changed: 1. Optimized the occurrence condition is not misdetected under low temp 2. Wording was optimized (ex. Waiting temporary).	ons of the ink tube brusl perature conditions).		



PAGE: 4/4

Reissued: 14-Apr-09

Model: Pi-G1N Date: 21-Jun-06 No.: RJ00700				
Version	Symptom Corrected			
	 Increase the printing speed for the configuration sheet. Optimized the display message for when the ink is very low during ink flushing: "Ink near empty" -> "Ink near end". Optimized the detection timing for the waste ink sensor. 			
	 Symptom corrected: The machine performs cleaning when it detects ink near end during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. The image shifts along the mainscan direction. Faded image Jam misdetection occurs when the encoder is dirty. 			
1.02	Symptom corrected: "Ink End" is displayed during ink initializ - Ink initialization is interrupted (ex. por - A new ink cartridge is removed during	zation in the following ower cord removed)		
1.01	1st mass production	<u>, </u>		

Technical Bulletin

PAGE: 1/4

Reissued: 03-Jun-09

Model: T-G1	Date: 5-Jun-06	No.: RJ007001j
		•

RTB Reissue

The items in bold italics have been corrected or added

The items in bold italies have been corrected or added.				
Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	Other ()	

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

Version	Program No.	Effective Date
1.34	J0075617G	April 2009 production
1.33	J0075617F	November 2008 production
1.32	J0075617E	August 2008 production
1.29	J0075617D	May 2008 production
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected		
1.34	Symptom corrected:		
	When a print job is canceled, occasionally "Printing" status remains in the job history, whether the job has successfully been canceled or not.		
1.33	Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.		
1.32	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. 		
	Other changes:		

Technical Bulletin

PAGE: 2/4

Reissued: 03-Jun-09

Model: T-G1		Date: 5-Jun-06	No.: RJ007001j	
Version	Symptom Corrected			
	Automatic maintenance was optimized so as to eliminate unnecessary			
4.00	maintenance, and therefore reduce the	amount of ink consum	ed.	
1.29	Specification changed: 1. The following SCs were added:			
	SC976 (Printer head error at arriva	1).		
	SC977 (Printer head error occurs a	,		
	2. New display languages were added		e utility (Russian,	
	Polish, Czek, Hungarian, Finnish).			
	Symptom corrected:			
	1. If the envelope lever is changed to	the "envelope" position	while the printer is	
	in Energy Saver mode, and a job is		•	
	envelopes, the machine is unable t	o detect the difference i	n paper type (no	
	error is triggered).			
	2. The image appears faint. This is be		-	
	perform capping (one type of printer head maintenance), which causes the printer head to dry up.			
	3. If the width of the paper is 220mm or more, and the image begins within a			
	certain distance from the left side of		•	
	right edge of the paper is sometimes missing.			
	4. If the printer has not yet printed anything onto the paper when one of the			
	4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that			
	sheet once the error is cleared.			
	 Ink End condition 			
	- Paper misfeed			
	Temperature outside allowable	e range		
1.27	Symptom corrected:	avenue (a a at boot AN) a a		
	1. If there are several print jobs in the current job is then reset, the print job	· ·	-	
	client PC.	bb log is flot displayed o	orrectly on the	
	2. A misfeed sometimes occurs during	g print head cleaning.		
	3. If a misfeed occurs during head cle			
	maintenance unit at the wrong timir	_	_	
	4. The printer performs printer head p	-		
	The printer does not resume the pr head maintenance, or after new ink		periorii printer	
	6. If a misfeed occurs at the leading e	•	rinter does not	
	resume the print job from the corre			
	7. The printer does not begin a new p	rint job after a new ink	cartridge is	
4.00	inserted.			
1.26	Symptom corrected: 1. The engine compatimes stalls after	norforming the helt	akling correction	
1.24	The engine sometimes stalls after Specification changed:	periorining the beit will	ikiing correction.	
1.24	Added a new function that prevents	s the paper transfer belt	from developing	

Technical **B**ulletin

PAGE: 3/4

Reissued: 03-Jun-09

Model: T-G1		Date: 5-Jun-06	No.: RJ007001j				
Version	_	n Corrected					
	unused for a while). 2. Optimized the timing for auto clean 3. Optimized the conditions for the au leaked into the ink supply area. As maintenance less often. 4. The display message has been cha that has already reached lnk End is 5. Auto maintenance will not be perform	Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this					
	cleared. 2. Corrected paper to exit automatical and a sometimes, under the following considered or white lines are visible. - Low-humidity environment and and a High-temperature, low-humidity and a PCL dup	ter heads do not return to their original position after a paper jam is d paper to exit automatically when ink collection tank become full. nes, under the following conditions, some parts of the image appear					
1.21	Specification changed: 1. To comply with new changes made default setting for the Energy Save minutes. An electrostatic charge is stopped Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided	er timer was changed from the during adjusting image in feeding a nonstandar	om 15 minutes to 5 position.				
1.17	Specification changed: 1. Optimized the occurrence condition is not misdetected under low temp 2. Wording was optimized. 3. Added a feature to detect paper refused. 4. Optimized the detection timing for 5. Increased the printing speed for the 6. Added Recycled Paper mode.	ns of the ink tube brush erature conditions). maining inside the macthe waste ink sensor.					
	Symptom corrected: 1. "Ink end" is displayed even after a 2. Faded image 3. The machine freezes when OHP s Normal Paper setting. 4. JAM15 occurs when printing onto	sheets are fed from the					

1.07

Technical **B**ulletin

PAGE: 4/4

Reissued: 03-Jun-09

1st mass production

Model: T-G1		Date: 5-Jun-06	No.: RJ007001j
Version	Sympton	m Corrected	
1.09	Ink end condition may appear on the panew ink cartridge	anel during ink initializa	tion after replacing

Technical Bulletin

PAGE: 1/4 Reissued: 24-Jun-09

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002j
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RTB Reissue

The items in bold italics have been corrected or added.

The Reme in Sela Railes have seen confected of added.							
Subject: Firmware Release History(Controller)			Prepared by: J.Mochizuki				
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting	☐ Part information	tion	Action required			
	☐ Mechanical	☐ Electrical		☐ Service manual revision			
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information			
	☐ Product Safety	⊠ Other ()				

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

Version	Program No.	Effective Date
1.32	J0105611F_dis01	Discontinued
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0105611C	November 2007 production
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected				
1.32	Other changes: 1. Supports firmware update via a PCL driver. 2. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.				
	Symptom corrected: 3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver. Note: In accordance with this change, the PCL versions were changed as follows. RCL5c 1.11 RCLXLc 1.11 4. When a print job is canceled, occasionally "Printing" status remains in the job history regardless of whether the job has successfully been canceled or not. Firmware update fails under the following conditions: - Printer Status Check shows "disabled" - The printer is connected to a LAN				
1.29	Symptom corrected:				
	1. The wrong message is displayed when the machine detects temperature				

Technical **B**ulletin

PAGE: 2/4

Reissued: 24-Jun-09

Model: T-G1N Date: 05-Jun-06 No.: RJ007002j

Version	Symptom Corrected
	conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.
1.25	Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).
	2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).
	2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the printer head to dry up.
	3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.
	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed Temperature outside allowable range
1.23	Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC.
	 A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared.

Technical **B**ulletin

PAGE: 3/4

Reissued: 24-Jun-09

Model: T-G1N	Date: 05-Jun-06 No.: RJ007002					
Version	Symptom Corrected					
	 The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is inserted. 					
1.22	Symptom corrected: 1. The engine sometimes stalls after	performing the belt wrir	nkling correction.			
1.20	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (wunused for a while). Optimized the timing for auto clean Optimized the conditions for the auleaked into the ink supply area. As maintenance less often. The display message has been chathat has already reached lnk End is Auto maintenance will not be perfor (following ink end with the old cartricts). Auto maintenance will not be perfor (following ink end with the old cartricts). If the printer is performing a duplex incoming print job. The printer heads do not return to the cleared. If the ink collection tank becomes for the exit tray. Sometimes, under the following comburred or white lines are visible. Low-humidity environment and High-temperature, low-humidity If the ink collection tank becomes for the exit tray. If the machine performs a PCL dup sheet of paper is blank on the rear 	s the paper transfer belt which can happen if the ing and ink supply timing to maintenance perform a result, the machine paraged for cases in which the installed in another med after a new ink can indep. print job, sometimes it their original position after all during printing, the paraged for cases in which in a new ink can installed in another med after a new ink can independent of the installed in another installed in ano	from developing printer is left and during printing. The developing printing and when air has the erforms this and ink cartridge er printer. The receive an the rapper jam is aper will be passed the image appear apper will be passed appear will be passed apper will be passed appear will			
1.16	but will not accept the next job. Specification changed: 1. To comply with new changes made following changes have been application of the Energy Saturn S	ed. over timer was changed	from 15 minutes to			
	Symptom corrected: 1. A paper miss-feed may occur whe	n feeding a nonstandar	d paper size from			

Technical **B**ulletin

PAGE: 4/4

Reissued: 24-Jun-09

Model: T-G1N Date: 05-Jun-06 No.: RJ007002j

Version	Symptom Corrected				
	the bypass tray for a double-sided print job.				
1.10	Specification changed:				
	Optimized the occurrence conditions of the ink tube brushing error (so that it				
	is not misdetected under low temperature conditions).				
	2. Wording was optimized (ex. Waiting for ink to dry, paper misfeed).				
	Increased the printing speed for the configuration sheet.				
	4. Optimized the detection timing for the waste ink sensor.				
	0				
	Symptom corrected:				
	 The machine performs cleaning if the Ink Near condition is detected during ink flushing. 				
	2. "Ink end" is displayed even after a new ink cartridge is installed.				
	Image shifts along the mainscan direction.				
	4. Faded image				
	5. Jam misdetection occurs when the encoder is dirty.				
	6. The machine freezes when OHP sheets are fed from the bypass tray with a				
	Normal Paper setting.				
	7. JAM15 occurs when printing onto pre-printed paper.				
1.02	Symptom corrected:				
	"Ink End" is displayed during ink initialization in the following cases:				
	- Ink initialization is interrupted (ex. power cord removed)				
	- A new ink cartridge is removed during ink initialization, and then reinserted.				
1.01	1st mass production				

Technical Bulletin

PAGE: 1/1

Model: T-G1/Pi-G1		Date: 6-Aug-09)9	No.: RJ007030	
Subject: NV-RAM cannot be replaced			Prepared by: Y. Murata			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part informa		tion	☐ Action	required
		☐ Electric	al		Service	ce manual revision
☐ Paper path ☐ Transmit/r		it/rec	eive	☐ Retrof	fit information	
	Other ()				⊠ Tier2	

Important Note Regarding the NV-RAM on GelSprinter Models

 On GelSprinter models, the NV-RAM on the main board cannot be replaced individually in the field. If the NV-RAM is defective, replace the entire printer.

Reasons:

- 1) The "Plug and Play" value cannot be set in the field (this can only be done at the factory).
- 2) "Print Head Ranks" cannot be set in the field.
- 3) The machine serial number cannot be set to an 11-digit value (there is a 10-digit maximum).
- If you replace the NV-RAM individually, the following will occur:
 - > The print quality will worsen.
 - > Only 10 of the 11 digits in the machine serial number can be input.
 - > The Japanese model name will appear on the System Summary Sheet.
- Delete the following from the Service Manual and Parts Catalog:
 - Service Manual: NV-RAM replacement procedure (pg. 70 72).
 - Parts Catalog:

P/N	Description	Q'ty	Page	Index
14076514	EEPROM:BR24L32-W	1	9	32

Technical Bulletin

PAGE: 1/1

Model: T-G1/Pi-G1			Date: 18-Nov-09		No.: RJ007031			
Subject: Cleaning Cartridge Modification			Prepared by: J. Mochizuki					
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.								
Classification:		□ Part informa		ation		required		
	☐ Mechanical	☐ Electrical		☐ Electrical [☐ Service manual revision	
	☐ Paper path	☐ Transm	it/rec	eive \square	Retrof	fit information		
	Other ()				Tier2			



Old P/N	New P/N	Description	Q'ty	Int	Page	Index
J7518020	J7518021	Ink Cartridge: K: Cleaning: Ass'y	1-1	X/O	*	*
J7518120	J7518121	Ink Cartridge: C: Cleaning: Ass'y	1-1	X/O	*	*
J7518220	J7518221	Ink Cartridge: M: Cleaning: Ass'y	1-1	X/O	*	*
J7518320	J7518321	Ink Cartridge: Y: Cleaning: Ass'y	1-1	X/O	*	*

Change/Reason: Parts standardization between the J007 series and J017 series.

Note:

- The new cartridges can be used on both the J007 and J017 series, and the old cartridges can only be used on the J007 series.
- The shapes and IC chips of the old and new cartridges are different.
- These parts were not listed in the Parts Catalog since they were for use at centralized repair centers only.

Technical Bulletin

PAGE: 1/2

Model: T-G1/T-G1N/Pi-G1N Dat			e: 08-Dec	-09	No.: RJ007032	
Subject: SC 990			Prepared by: J. Mochizuki			
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept						
Classification:	☑ Troubleshooting☑ Mechanical	☐ Part informatio		tion		n required be manual revision
	☐ Paper path ☐ Product Safety	☐ Transm☐ Other (it/rec	eive)	Retro	fit information

SYMPTOM

SC990 is displayed and the machine is unable to operate.

CAUSE

- 1. Ink dries and sticks to the inside of the suction tube of the maintenance unit, causing an ink suction failure.
- 2. Ink builds up on the rim of the suction cap because of an insufficient ink flow inside the suction tube. This can disrupt the air-tight connection with the print head.

Though there are some other minor causes, the above two comprise more than 80% of all SC990-triggered reports.

SOLUTION

Production line:

The maintenance unit has been modified.

A tube used in the maintenance unit has been changed from a silicone type to an Elastomer type, which dramatically reduces the risk of ink blockage following a prolonged period of non-use.

The part numbers of the maintenance units have been changed as follows:

Model Code	Old Part Number	New Part Number
J007/J010	J0150411	J0070413
J011	J0080412	J0080413

In the field:

- 1. Cycle power off/on.
- 2. If the problem is not resolved, install the modified maintenance unit.



PAGE: 2/2

CUT-IN SERIAL NUMBERS

Model Code	Machine Cut-in S/N
J007-17	R07982XXXXX
J010-17	R08982XXXXX
J011-17	R0998400001
J007-22	R14982XXXXX
J010-22	R15982XXXXX
J011-22	R16982XXXXX
J007-27	R1177401639
J010-27	R1277400309
J011-27	B1377400143

Technical Bulletin

PAGE: 1/4

Reissued: 07-Jan-10

Model: T-G1	Date: 5-Jun-06	No.: RJ007001k
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RTB Reissue

The items in bold italics have been corrected or added

The Reme III bella Railes Have been confedence of added.					
Subject: Firmware Release History(Controller)			Prepared by: J.Mochizuki		
From: 2nd Overs	eas Tech Support Sec., 2nd P	QM Dept.			
Classification:	☐ Troubleshooting	Part informat	tion	☐ Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety		vare)	⊠ Tier 2	

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

Version	Program No.	Effective Date
1.35	J0075617H	February 2010 production
1.34	J0075617G	April 2009 production
1.33	J0075617F	November 2008 production
1.32	J0075617E	August 2008 production
1.29	J0075617D	May 2008 production
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected
1.35	 Occasionally, belt charge leakage was falsely detected, displaying SC993 in very high humidity conditions. To prevent this, the condition of the charge leakage detection has been changed. Russian cannot be selected when updating firmware. The version number before updating is displayed on screen after completing the firmware update.
1.34	Symptom corrected: When a print job is canceled, occasionally "Printing" status remains in the job history regardless if the job has successfully been canceled or not.
1.33	Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.

Technical Bulletin

PAGE: 2/4

Model: T-G1		Date: 5-Jun-06	No.: RJ007001k	
Version	Sympto	m Corrected		
1.32	unsupported type. 2. If printing is initiated using an unsu	 Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. 		
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.			
1.29	Specification changed: 1. The following SCs were added: SC976 (Printer head error at arriva SC977 (Printer head error occurs a 2. New display languages were added Polish, Czek, Hungarian, Finnish).	t running).	e utility (Russian,	
	 Symptom corrected: If the envelope lever is changed to in Energy Saver mode, and a job is envelopes, the machine is unable the error is triggered). The image appears faint. This is be perform capping (one type of printer printer head to dry up. If the width of the paper is 220mm certain distance from the left side or right edge of the paper is sometime. 	s then performed using to detect the difference ecause in rare cases, the head maintenance), voor more, and the image of the leading edge, the	paper other than in paper type (no e printer does not which causes the begins within a	
	 4. If the printer has not yet printed any following errors occurs, the printer sheet once the error is cleared. Ink End condition Paper misfeed Temperature outside allowable 	will now continue the jo		
1.27	 Symptom corrected: If there are several print jobs in the current job is then reset, the print jobs client PC. A misfeed sometimes occurs during. If a misfeed occurs during head clemaintenance unit at the wrong timing. The printer performs printer head printer does not resume the printer does not res	queue (sent by LAN coop log is not displayed of general print head cleaning. The print head many as the misfeed is being to a printer a printer int job after stopping to a cartridge is inserted.	correctly on the soves away from the ing cleared. error occurs. perform printer	

Technical Bulletin

PAGE: 3/4

Model: T-G1		Date: 5-Jun-06	No.: RJ007001k	
Version	Symptom Corrected			
	7. The printer does not begin a new print job after a new ink cartridge is inserted.			
1.26	Symptom corrected:			
1.20	The engine sometimes stalls after	performing the belt writ	nkling correction.	
1.24	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (wunused for a while). Optimized the timing for auto clean 3. Optimized the conditions for the auleaked into the ink supply area. As maintenance less often. The display message has been chat has already reached lnk End is 5. Auto maintenance will not be perfored (following ink end with the old cartres) 	s the paper transfer belt which can happen if the ing and ink supply timin to maintenance perforn a result, the machine p anged for cases in whice then installed in anoth rmed after a new ink ca	t from developing printer is left ng during printing. ned when air has erforms this han ink cartridge ter printer.	
	 Symptom corrected: The printer heads do not return to to cleared. Corrected paper to exit automatica. Sometimes, under the following concept blurred or white lines are visible. Low-humidity environment and High-temperature, low-humidity. If the machine performs a PCL dup sheet of paper is blank on the rear but will not accept the next job. 	lly when ink collection to the nditions, some parts of the low print volume, or y environment allow by the low point an odd nun	ank become full. the image appear	
1.21	Specification changed: 1. To comply with new changes mad default setting for the Energy Save minutes. An electrostatic charge is stopped Symptom corrected: 1. A paper miss-feed may occur whe the bypass tray for a double-sided	er timer was changed from during adjusting image not feeding a nonstandar	om 15 minutes to 5 position.	

Technical Bulletin

PAGE: 4/4

Model: T-G1		Date: 5-Jun-06	No.: RJ007001k
Version	Sympto	m Corrected	
1.17	 Specification changed: Optimized the occurrence condition is not misdetected under low temp Wording was optimized. Added a feature to detect paper reduced. Optimized the detection timing for Increased the printing speed for the Added Recycled Paper mode. 	erature conditions). emaining inside the mac the waste ink sensor.	·
	 Symptom corrected: "Ink end" is displayed even after a Faded image The machine freezes when OHP normal Paper setting. JAM15 occurs when printing onto 	sheets are fed from the	
1.09	Ink end condition may appear on the p new ink cartridge	anel during ink initializa	tion after replacing
1.07	1st mass production		



PAGE: 1/4

Reissued: 07-Jan-10

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003k
RTB Reissue		

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)			Prepared by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required
Classification:	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety		vare)	☐ Tier 2

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

Version	Program No.	Effective Date
1.33	J0115611H_dis01	December 2009 production
1.32	J0115611H	April 2009 production
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0115611C	November 2007 production
1.22	J0115611B	October 2007 production
1.20	J0115611A	July 2007 production
1.16	J0115611	March 2007 production
1.10	J0115620A	October 2006 production
1.02	J0115620	June 2006 production
1.01	J0115610B	1st mass production (April, 2006)

Version	Symptom Corrected	
1.33	Symptom Corrected:	
	Occasionally, belt charge leakage was falsely detected, displaying SC993 in very high humidity condition. To prevent this, the condition of the charge leakage detection has been changed.	
1.32	Other changes: 1. Supports firmware update via a PCL driver. 2. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.	
	Symptom corrected: 3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver. Note: In accordance with this change, the PCL versions were changed as follows.	



PAGE: 2/4

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003k	
Version	Symptom Corrected		
	RCL5c 1.11 RCLXLc 1.11 4. Firmware update fails under the following conditions: Printer Status Check shows "disabled" The printer is connected to a LAN		
1.29	Symptom corrected: 1. The wrong message is displayed when the machine deconditions outside specification limits. Note: If this is detected when the machine power is turn will wait until the temperature is within normal limits before can be performed.	ned on, the machine	
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) unsupported type. If printing is initiated using an unsupported ink cartridge displays a message that prompts the operator to replac Other changes: Automatic maintenance was optimized so as to eliminate un maintenance, and therefore reduce the amount of ink consultation. 	, the machine e the cartridge. necessary	
1.25	 Specification changed: The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). New display languages were added to the firmware updanelish, Czek, Hungarian, and Finnish). Symptom corrected: If the envelope lever is changed to the "envelope" position in Energy Saver mode, and a job is then performed usin envelopes, the machine is unable to detect the difference error is triggered). The image appears faint. This is because in rare cases, perform capping (one type of printer head maintenance) printer head to dry up. If the width of the paper is 220mm or more, and the image certain distance from the left side of the leading edge, the right edge of the paper is sometimes missing. If the printer has not yet printed anything onto the paper following errors occurs, the printer will now continue the sheet once the error is cleared.	on while the printer is g paper other than e in paper type (no the printer does not, which causes the ge begins within a e image along the when one of the	
1.23	Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN current job is then reset, the print job log is not displayed client PC.	•	



PAGE: 3/4

Model: Pi-G1N	Date: 21-Jun-06 No.: RJ007003k			
Version	Symptom Corrected			
	 A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. The printer does not begin a new print job after a new ink cartridge is inserted. 			
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.			
1.20	 Specification changed: 			
1.16	 Specification changed: 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. - Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. - "Energy Saver Mode on/off" display was deleted from the System Settings menu. 			



PAGE: 4/4

Model: Pi-G1N	I	Date: 21-Jun-06	No.: RJ007003k
Version	Symptom Corrected		
	Symptom corrected: 1. A paper miss-feed may occur when the bypass tray for a double-sided		d paper size from
1.10	 Specification changed: 		
	 Symptom corrected: The machine performs cleaning whe flushing. "Ink end" is displayed even after a The image shifts along the mainso Faded image Jam misdetection occurs when the 	new ink cartridge is ins an direction.	•
1.02	Symptom corrected: "Ink End" is displayed during ink initiali: - Ink initialization is interrupted (ex. po: - A new ink cartridge is removed durin	wer cord removed)	
1.01	1st mass production	<u> </u>	

Technical Bulletin

IN PAGE: 1/3

Reissued: 15-Feb-10

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002k
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RTB Reissue

The items in bold italics have been corrected or added.

The terms in bold trailes have been corrected or added.				
Subject: Firmware Release History(Controller)		Prepared	d by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part informat ☐ Electrical ☐ Transmit/rec ☑ Other (☐ Action required☐ Service manual revision☐ Retrofit information

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

Version	Program No.	Effective Date
1.33	J0105611F_dis02	Discontinued
1.32	J0105611F_dis01	Discontinued
1.29	J0105611F	November 2008 production
1.28	J0105611E	August 2008 production
1.25	J0105611D	May 2008 production
1.23	J0105611C	November 2007 production
1.22	J0105611B	October 2007 production
1.20	J0105611A	July 2007 production
1.16	J0105611	March 2007 production
1.10	J0105620A	October 2006 production
1.02	J0105620	June 2006 production
1.01	J0105610B	1st mass production (April, 2006)

Version	Symptom Corrected
1.33	Symptom Corrected: Occasionally, belt charge leakage was mis-detected displaying SC993 in very high humidity condition.
	To prevent this, the condition of the charge leakage detection has been changed.
1.32	Other changes: 1. Supports firmware update via a PCL driver. 2. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.
	Symptom corrected: 3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver. Note: In accordance with this change, the PCL versions were changed as follows. RCL5c 1.11 RCLXLc 1.11
	4. When a print job is canceled, occasionally "Printing" status remains in the job history regardless if the job has successfully been canceled or not.

Technical Bulletin

PAGE: 2/3

Reissued: 15-Feb-10

Model: T-G1N	Date: 05-Jun-06 No.: RJ007002k		
Version	Symptom Corrected		
	Firmware update fails under the following conditions: - Printer Status Check shows "disabled" - The printer is connected to a LAN		
1.29	 Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed. 		
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. Other changes: Automatic maintenance was optimized so as to eliminate unnecessary 		
1.25	maintenance, and therefore reduce the amount of ink consumed. Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running). 2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).		
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered). 2. The image appears faint. This is because in rare cases, the printer does not perform capping (one type of printer head maintenance), which causes the		
	printer head to dry up. 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing.		
	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed Temperature outside allowable range 		
1.23	Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the		

Technical Bulletin

PAGE: 3/3

Reissued: 15-Feb-10

Model: T-G1N	Date: 05-Jun-06 No.: RJ007002k		
Version	Symptom Corrected		
	 current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from the		
	 maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 		
	7. The printer does not begin a new print job after a new ink cartridge is inserted.		
1.22	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.		
1.20	 Specification changed: Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). Optimized the timing for auto cleaning and ink supply timing during printing. Optimized the conditions for the auto maintenance performed when air has 		
	 leaked into the ink supply area. As a result, the machine performs this maintenance less often. 4. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. 5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 		
	Symptom corrected:1. If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job.2. The printer heads do not return to their original position after a paper jam is cleared.		
	 If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. 		
	 Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 		
1.16	 Specification changed: 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. - Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 		

Technical Bulletin

PAGE: 4/4

Reissued: 15-Feb-10

Model: T-G1N Date: 05-Jun-06 No.: RJ007002k				
Version	Symptom Corrected			
	- "Energy Saver Mode on/off" display was deleted from the System Settings menu.			
	Symptom corrected:			
	A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.			
1.10	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper misfeed). Increased the printing speed for the configuration sheet. Optimized the detection timing for the waste ink sensor. 			
	 Symptom corrected: The machine performs cleaning if the Ink Near condition is detected during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. Image shifts along the mainscan direction. Faded image 			
	 5. Jam misdetection occurs when the 6. The machine freezes when OHP s Normal Paper setting. 7. JAM15 occurs when printing onto 	sheets are fed from the	bypass tray with a	
1.02	Symptom corrected: "Ink End" is displayed during ink initialized: - Ink initialization is interrupted (ex. por - A new ink cartridge is removed during	zation in the following c wer cord removed)		
1.01	1st mass production			

Technical Bulletin

PAGE: 1/4

Reissued: 21-Jun-11

Model: Pi-G1N D		Date: 21-Jun-06		No.: RJ007003I	
RTB Reissue The items in bold italics have been corrected or added.					
Subject: Firmware Release History(Controller)			·	Prepared by: J.Mochizuki	
From: 2nd Overs	eas Tech Support Sec., 2nd F	PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion Actior	n required
Classification:	☐ Mechanical	☐ Electric	al	☐ Servi	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive 🔲 Retro	fit information

○ Other (Firmware)

X Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.34	J0115611H_dis002	Discontinued	Not available
1.33	J0115611H_dis01	December 2009 production	Not available
1.32	J0115611H	April 2009 production	Not available
1.29	J0105611F	November 2008 production	Not available
1.28	J0105611E	August 2008 production	Not available
1.25	J0105611D	May 2008 production	Not available
1.23	J0115611C	November 2007 production	Not available
1.22	J0115611B	October 2007 production	Not available
1.20	J0115611A	July 2007 production	Not available
1.16	J0115611	March 2007 production	Not available
1.10	J0115620A	October 2006 production	Not available
1.02	J0115620	June 2006 production	Not available
1.01	J0115610B	1st mass production (April, 2006)	Not available

Note: Definition of Availability of RFU via @Remote

☐ Product Safety

[&]quot;Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
1.34	Symptom corrected: 1. Images are printed out blank or partially blank if the transport belt is smudged with ink (since this results in a paper width misdetection). 2. (For service only) 11th digit of dummy serial number could not be input with SP5300. Other changes:
	1. Less ink is consumed when the ink cartridge is replaced, due to modifications made to the head maintenance control.
1.33	Symptom Corrected:
	Rarely belt charge leakage was mis-detected displaying SC993 in very high humidity condition.

[&]quot;Available": The firmware can be updated via RFU or SD card.



PAGE: 2/4

Reissued: 21-Jun-11

Model: Pi-G1N	1N Date: 21-Jun-06 No.: RJ007003I			
Version	Symptom Corrected			
	To prevent this, the condition of the charge leakage detection has been changed.			
1.32	 Other changes: Supports firmware update via a PCL driver. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition. 			
	Symptom corrected: 3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver. Note: In accordance with this change, the PCL versions were changed as follows. RCL5c 1.11 RCLXLc 1.11			
	Firmware update fails under the following conditions: Printer Status Check shows "disabled" The printer is connected to a LAN			
1.29	Symptom corrected: 1. The wrong message is displayed when the machine detects conditions outside specification limits. Note: If this is detected when the machine power is turned will wait until the temperature is within normal limits before can be performed.	on, the machine		
1.28	 Symptom corrected: Sometimes, the machine misdetects a new (supported) ink unsupported type. If printing is initiated using an unsupported ink cartridge, the displays a message that prompts the operator to replace the Other changes: Automatic maintenance was optimized so as to eliminate unnecemaintenance, and therefore reduce the amount of ink consumed 	e machine e cartridge. cessary		
1.25	 Specification changed: The following SCs were added:	while the printer is aper other than paper type (no printer does not nich causes the pegins within a		



PAGE: 3/4

Reissued: 21-Jun-11

Model: Pi-G1N Date: 21-Jun-06 No.: RJ00			No.: RJ007003I	
Version	Symptom Corrected			
	right edge of the paper is sometimes missing. 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range			
1.23	 Symptom corrected: If there are several print jobs in the current job is then reset, the print job client PC. A misfeed sometimes occurs during a maintenance unit at the wrong timin. The printer performs printer head pobe the printer does not resume the printer head maintenance, or after new ink. If a misfeed occurs at the leading expression resume the print job from the correction. The printer does not begin a new printer does. 	queue (sent by LAN control ob log is not displayed of general print head cleaning. It is an ing, the print head many as the misfeed is being as the misfeed is being to after a printer int job after stopping to a cartridge is inserted. It is added to the paper, the pot page, but rather from	correctly on the average away from the ing cleared. error occurs. perform printer rinter does not the next page.	
1.22	Symptom corrected:			
	1. The engine sometimes stalls after	performing the belt wrin	nkling correction.	
1.20	 Specification changed: Added a new function that prevents wrinkles or curves in the surface (wunused for a while). Optimized the timing for auto clean Optimized the conditions for the auleaked into the ink supply area. As maintenance less often. The display message has been chathat has already reached lnk End is Auto maintenance will not be perfored (following ink end with the old cartrant.) 	which can happen if the ing and ink supply timing to maintenance perform a result, the machine panged for cases in whice then installed in another med after a new ink ca	printer is left ng during printing. ned when air has erforms this h an ink cartridge her printer.	
	 Symptom corrected: If the printer is performing a duplex incoming print job. The printer heads do not return to to cleared. If the ink collection tank becomes for to the exit tray. Sometimes, under the following comblurred or white lines are visible. Low-humidity environment and High-temperature, low-humidity If the ink collection tank becomes for 	heir original position affull during printing, the penditions, some parts of low print volume, or penvironment	ter a paper jam is paper will be passed the image appear	



PAGE: 4/4

Reissued: 21-Jun-11

Model: Pi-G1N	Model: Pi-G1N Date: 21-Jun-06 No.: RJ007003			
Version	Symptom Corrected			
	to the exit tray.6. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.			
1.16	 Specification changed: 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. - Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. - "Energy Saver Mode on/off" display was deleted from the System Settings menu. Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from 			
1.10	 the bypass tray for a double-sided print job. Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized (ex. Waiting for ink to dry, paper mis-feed). Increase the printing speed for the configuration sheet. Optimized the display message for when the ink is very low during ink flushing: "Ink near empty" -> "Ink near end". Optimized the detection timing for the waste ink sensor. 			
	 The machine performs cleaning when it detects ink near end during ink flushing. "Ink end" is displayed even after a new ink cartridge is installed. The image shifts along the mainscan direction. Faded image Jam misdetection occurs when the encoder is dirty. 			
1.02	Symptom corrected: "Ink End" is displayed during ink initialization in the following cases: - Ink initialization is interrupted (ex. power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.			
1.01	1st mass production			

Technical Bulletin

PAGE: 1/4

Reissued: 04-Oct-11

Model: T-G1	Date: 5-Jun-06	No.: RJ007001I
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RTB Reissue

The items in bold italics have been corrected or added.

The items in bold italics have been corrected or added.				
Subject: Firmware Release History(Controller)			Prepare	d by: J.Mochizuki
From: MFP/Printer Tech Service Dept.,3rd Tech Service Sect.				
Classification:	Troubleshooting	Part information	tion	Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety		vare)	☐ Tier 2

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

Version	Program No.	Effective Date
1.36	J0075617H_dis01	Discontinued
1.35	J0075617H	February 2010 production
1.34	J0075617G	April 2009 production
1.33	J0075617F	November 2008 production
1.32	J0075617E	August 2008 production
1.29	J0075617D	May 2008 production
1.27	J0075617C	November 2007 production
1.26	J0075617B	October 2007 production
1.24	J0075617A	July 2007 production
1.21	J0075617	March product 07
1.17	J0075615A	October Product 06
1.09	J0075615	May Product. 06
1.07	J0075613F	1st mass production (April, 2006)

Version	Symptom Corrected			
1.36	Symptom corrected:			
	 Images are printed out blank or partially blank if the transport belt is smudged with ink (since this results in a paper width misdetection). (For service only) 11th digit of dummy serial number could not be input with SP5300. 			
	Other changes:			
	Less ink is consumed when the ink cartridge is replaced, due to modifications made to the head maintenance control.			
1.35	 Rarely belt charge leakage was mis-detected displaying SC993 in very high humidity condition. To prevent this, the condition of the charge leakage detection has been changed. Russian cannot be selected when updating firmware. The version number before updating is displayed on screen after completing the firmware update. 			

Technical **B**ulletin

PAGE: 2/4

Reissued: 04-Oct-11

Model: T-G1	Date: 5-Jun-06 No.: RJ007001I				
Version	Symptom Corrected				
1.34	Symptom corrected: When a print job is canceled, occasion history regardless if the job has success		=		
1.33	Symptom corrected: The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations				
1.32	 can be performed. Symptom corrected: Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge. Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed. 				
1.29	 Specification changed: The following SCs were added: SC976 (Printer head error at arriva SC977 (Printer head error occurs at 2. New display languages were added Polish, Czek, Hungarian, Finnish). Symptom corrected: If the envelope lever is changed to in Energy Saver mode, and a job is envelopes, the machine is unable the error is triggered). The image appears faint. This is be perform capping (one type of printer printer head to dry up. If the width of the paper is 220mm of certain distance from the left side of right edge of the paper is sometimes 	at running). If the "envelope" position If the performed using properties then performed using properties the difference in the cause in rare cases, the properties of the leading edge, the	while the printer is paper other than in paper type (no e printer does not which causes the begins within a		
1.27	 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. Ink End condition Paper misfeed Temperature outside allowable range Symptom corrected: 				
,	If there are several print jobs in the	queue (sent by LAN co	nnection), and the		

Technical **B**ulletin

PAGE: 3/4 Reissued: 04-Oct-11

Model: T-G1	Date: 5-Jun-06 No.: RJ007001I				
Version	Symptom Corrected				
	 current job is then reset, the print job log is not displayed correctly on the client PC. A misfeed sometimes occurs during print head cleaning. If a misfeed occurs during head cleaning, the print head moves away from th maintenance unit at the wrong timing as the misfeed is being cleared. The printer performs printer head protection after a printer error occurs. 				
	 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 				
1.26	Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction.				
1.24	 Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing. 				
	 Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). 				
	 Symptom corrected: The printer heads do not return to their original position after a paper jam is cleared. Corrected paper to exit automatically when ink collection tank become full. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 				
1.21	Specification changed: 1. To comply with new changes made to the Energy Star requirements, the default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. An electrostatic charge is stopped during adjusting image position.				
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from				

Technical Bulletin

PAGE: 4/4

Reissued: 04-Oct-11

Model: T-G1		Date: 5-Jun-06	No.: RJ007001I	
Version	Symptom Corrected			
	the bypass tray for a double-sided	print job.		
1.17	 Specification changed: Optimized the occurrence conditions of the ink tube brushing error (so that it is not misdetected under low temperature conditions). Wording was optimized. Added a feature to detect paper remaining inside the machine. Optimized the detection timing for the waste ink sensor. Increased the printing speed for the configuration sheet. Added Recycled Paper mode. 			
	 Symptom corrected: "Ink end" is displayed even after a new ink cartridge is installed. Faded image The machine freezes when OHP sheets are fed from the bypass tray with a Normal Paper setting. JAM15 occurs when printing onto pre-printed paper. 			
1.09	Ink end condition may appear on the ponew ink cartridge	anel during ink initializa	tion after replacing	
1.07	1st mass production			

Technical Bulletin

PAGE: 1/1

Model: T-G1/Pi-G1		Date: 15-Dec-11		-11	No.: RJ007033	
Subject: Change in the Cleaning Cartridge Storage Period				Prepared by: J. Mochizuki		
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	Action	n required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	Retro	fit information
	☐ Product Safety	Other (Specification change)				

Important Information about the Cleaning Cartridge Storage Period

- The recommended **storage period for the cleaning cartridge** has been changed from eighteen months to **five years**. This is because it was found that the liquid in the cartridge is able to hold its key chemical properties for years when stored in a regular environment.
- Due to this change,
 - For cartridges produced before December 2011: You can use these cartridges up to **42 months after** the "Recommended to use before" date on the cartridge decal. On these cartridges, the date mentioned is 18 months after production.
 - For cartridges produced in **December 2011 or later:**You can use these cartridges up to **60 months (five years) after** the lot number printed on the cartridge (The decal has been removed).

Lot No.: Y M D D ######

Y: Last digit of the year of production

M: Month of production (Oct: "X", Nov: "Y", Dec: "Z")

D: Day of production

Technical Bulletin

PAGE: 1/4

Reissued: 12-Apr-12

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002I
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RTB Reissue

The items in bold italics have been corrected or added.

The items in bold italics have been corrected or added.					
Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki			
From: 3rd Tech S	Service Sect., MFP/Printer Tec	h Service Dept.			
Classification:	Troubleshooting	Part information	tion	☐ Action required	
	☐ Mechanical	☐ Electrical		Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	☐ Product Safety	$oxed{\boxtimes}$ Other ()		

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

Version	Program No.	Effective Date	Availability of RFU
1.34	J0105611F_dis03	Discontinued	Not available
1.33	J0105611F_dis02	Discontinued	Not available
1.32	J0105611F_dis01	Discontinued	Not available
1.29	J0105611F	November 2008 production	Not available
1.28	J0105611E	August 2008 production	Not available
1.25	J0105611D	May 2008 production	Not available
1.23	J0105611C	November 2007 production	Not available
1.22	J0105611B	October 2007 production	Not available
1.20	J0105611A	July 2007 production	Not available
1.16	J0105611	March 2007 production	Not available
1.10	J0105620A	October 2006 production	Not available
1.02	J0105620	June 2006 production	Not available
1.01	J0105610B	1st mass production (April, 2006)	Not available

Note: Definition of Availability of RFU via @Remote

[&]quot;Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
1.34	Symptom corrected: 1. Images are printed out blank or partially blank if the transport belt is smudged with ink (since this results in a paper width misdetection). 2. (For service only) 11th digit of serial number could not be input with SP mode.
	Other changes: Less ink is consumed when the ink cartridge is replaced, due to modifications made to the head maintenance control.
1.33	Symptom Corrected: Rarely belt charge leakage was mis-detected displaying SC993 in very high humidity condition. To prevent this, the condition of the charge leakage detection has been changed.
1.32	Other changes: 1. Supports firmware update via a PCL driver.

[&]quot;Available": The firmware can be updated via RFU or SD card.

Technical **B**ulletin

PAGE: 2/4

Reissued: 12-Apr-12

Model: T-G1N	Date: 05-Jun-06 No.: RJ007002l			
Version	Symptom Corrected			
	2. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.			
	Symptom corrected: 3. Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver.			
	Note: In accordance with this change, the PCL versions were changed as follows. RCL5c 1.11 RCLXLc 1.11			
	 4. When a print job is canceled, occasionally "Printing" status remains in the job history regardless if the job has successfully been canceled or not. Firmware update fails under the following conditions: Printer Status Check shows "disabled" The printer is connected to a LAN 			
1.29	Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside specification limits. Note: If this is detected when the machine power is turned on, the machine			
	will wait until the temperature is within normal limits before any operations can be performed.			
1.28	Symptom corrected: 1. Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type. 2. If printing is initiated using an unsupported ink cartridge, the machine			
	displays a message that prompts the operator to replace the cartridge.			
	Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.			
1.25	Specification changed: 1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).			
	2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).			
	Symptom corrected: 1. If the envelope lever is changed to the "envelope" position while the printer is in Energy Saver mode, and a job is then performed using paper other than envelopes, the machine is unable to detect the difference in paper type (no error is triggered).			
	2. The image appears faint. This is because in rare cases, the printer does reperform capping (one type of printer head maintenance), which causes the printer head to dry up.			

Technical Bulletin

PAGE: 3/4

Reissued: 12-Apr-12

Model: T-G1N Date: 05-Jun-06 No.: RJ007002I Version **Symptom Corrected** 3. If the width of the paper is 220mm or more, and the image begins within a certain distance from the left side of the leading edge, the image along the right edge of the paper is sometimes missing. 4. If the printer has not yet printed anything onto the paper when one of the following errors occurs, the printer will now continue the job starting from that sheet once the error is cleared. - Ink End condition - Paper misfeed - Temperature outside allowable range 1.23 Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted. 1.22 Symptom corrected: 1. The engine sometimes stalls after performing the belt wrinkling correction. 1.20 Specification changed: 1. Added a new function that prevents the paper transfer belt from developing wrinkles or curves in the surface (which can happen if the printer is left unused for a while). 2. Optimized the timing for auto cleaning and ink supply timing during printing. 3. Optimized the conditions for the auto maintenance performed when air has leaked into the ink supply area. As a result, the machine performs this maintenance less often. 4. The display message has been changed for cases in which an ink cartridge that has already reached lnk End is then installed in another printer. 5. Auto maintenance will not be performed after a new ink cartridge is installed (following ink end with the old cartridge). Symptom corrected: 1. If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. 2. The printer heads do not return to their original position after a paper jam is cleared. 3. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.

4. Sometimes, under the following conditions, some parts of the image appear

blurred or white lines are visible.

Technical **B**ulletin

PAGE: 4/4

Reissued: 12-Apr-12

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002I		
Version	Symptom Corrected				
	 Low-humidity environment and low print volume, or High-temperature, low-humidity environment If the ink collection tank becomes full during printing, the paper will be passed to the exit tray. If the machine performs a PCL duplex job with an odd number of pages (final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job. 				
1.16	Specification changed: 1. To comply with new changes made following changes have been appli - Default setting for the Energy Sa 5 minutes. - "Energy Saver Mode on/off" disp menu.	ed. wer timer was changed	from 15 minutes to		
	Symptom corrected: 1. A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.				
1.10	 Specification changed: Optimized the occurrence conditions is not misdetected under low temporary. Wording was optimized (ex. Waiting). Increased the printing speed for the optimized the detection timing for the optimized. 	perature conditions). ng for ink to dry, paper in ne configuration sheet.			
	 Symptom corrected: The machine performs cleaning if ink flushing. "Ink end" is displayed even after a lange shifts along the mainscan of the faded image. Jam misdetection occurs when the face of the machine freezes when OHP is 	new ink cartridge is ins direction. e encoder is dirty.	stalled.		
	Normal Paper setting. 7. JAM15 occurs when printing onto	pre-printed paper.			
1.02	Symptom corrected: "Ink End" is displayed during ink initialization is interrupted (ex. por - A new ink cartridge is removed during	zation in the following c wer cord removed)			
1.01	1st mass production				