

Reissued:22-Nov-06

Model: T-G1	Date: 5-Jun-06	No.: RJ007001b
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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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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)

Version	Symptom Corrected
1.17	Specification changed: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> "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
1.07	1st mass production

Reissued:22-Nov-06

Model: T-G1N	Date:5-Jun-06	No.: RJ007002b
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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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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: <ol style="list-style-type: none"> 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 (examples: 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: <ol style="list-style-type: none"> 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 main-scan direction. Faded image Jam is falsely detected 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 (example: power cord removed) - A new ink cartridge is removed during ink initialization, and then reinserted.
1.01	1st mass production

Reissued:22-Nov-06

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003b
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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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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
1.10	Specification changed: <ol style="list-style-type: none"> 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 (examples: 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: <ol style="list-style-type: none"> 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

Model: T-G1/T-G1N/Pi-G1N		Date: 6-Sep-06	No.: RJ007004
Subject: B-Finder set-up procedure		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

Do the following procedure after you install the machine.

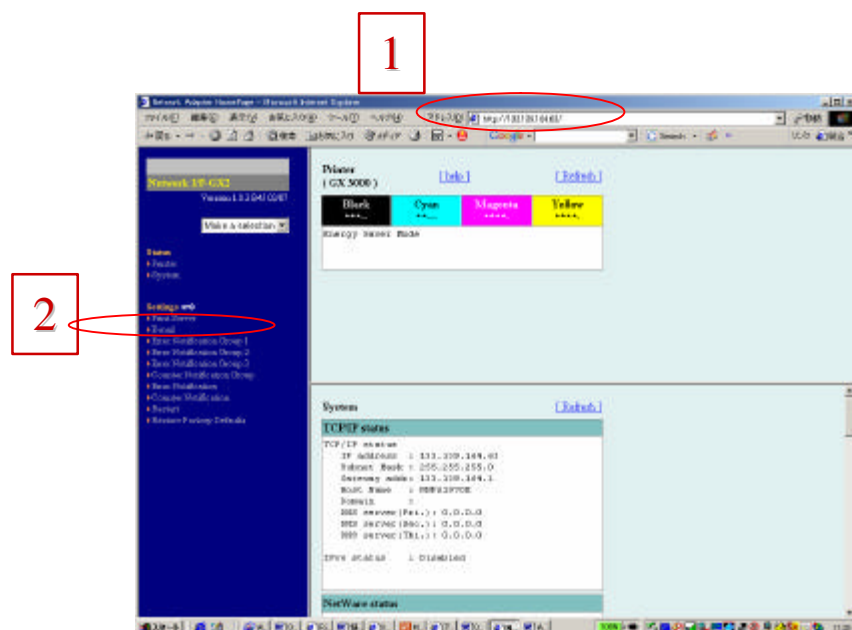
Note:

- 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.



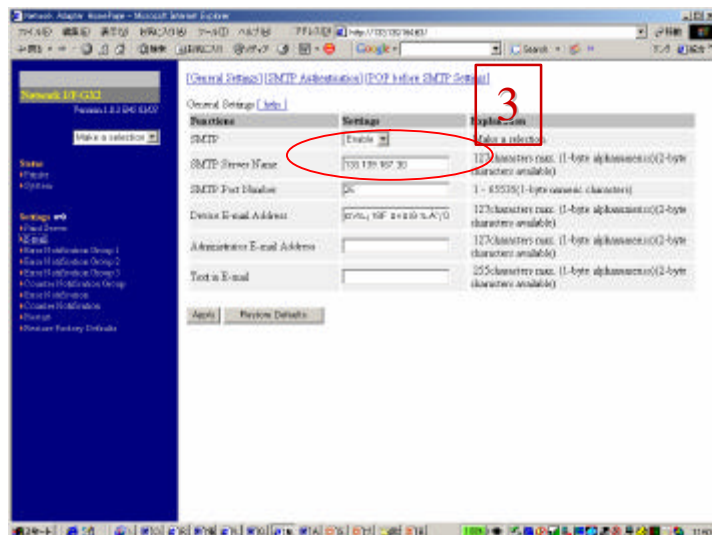
Model: T-G1/T-G1N/Pi-G1N

Date: 6-Sep-06

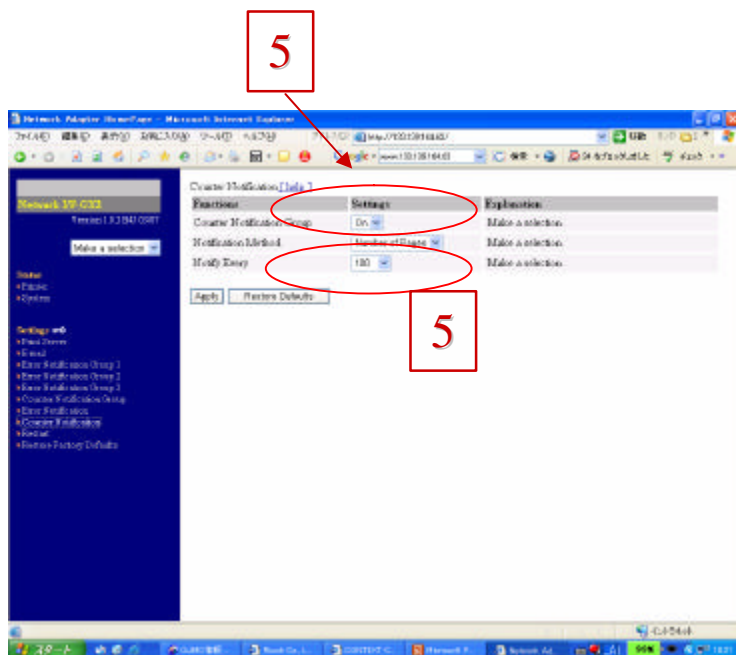
No.: RJ007004

- Input the SMTP Server Name (see photo).

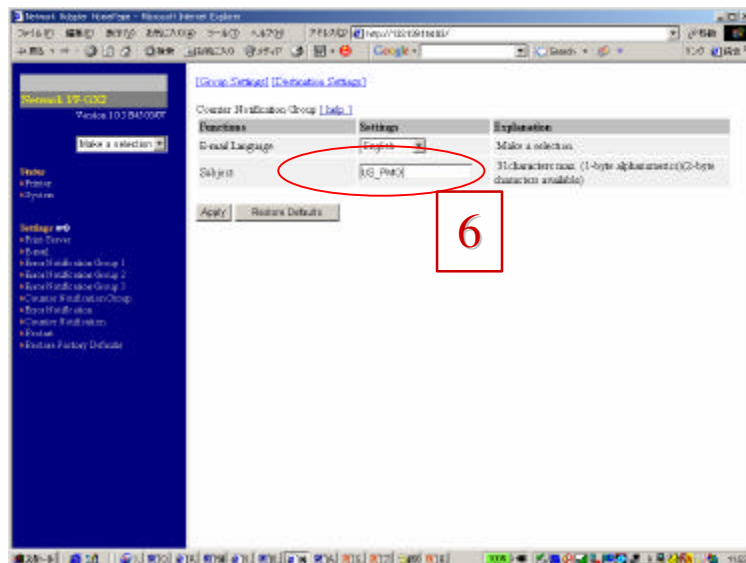
Note: It is possible to use an IP address as the server name.



- Do any other settings on the customer's server that are necessary to send email from the NIB.
- 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).



6. Access “Counter Notification Group” and input the subject.

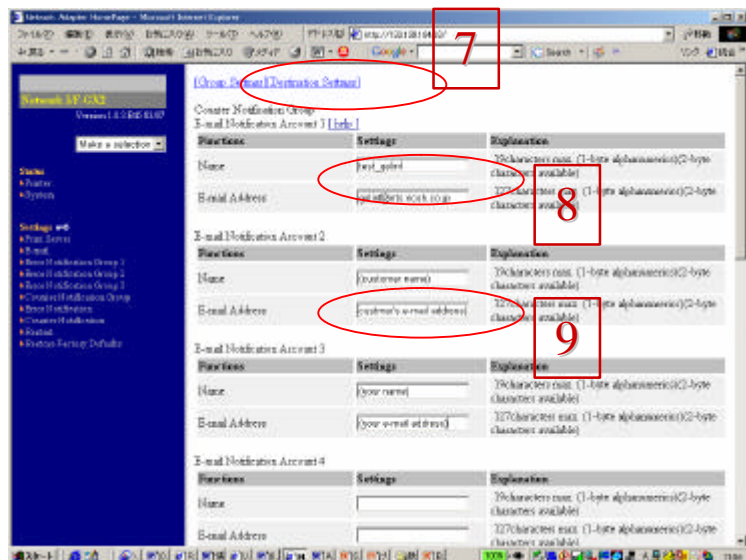


7. Access “Destination Settings”.

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.



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

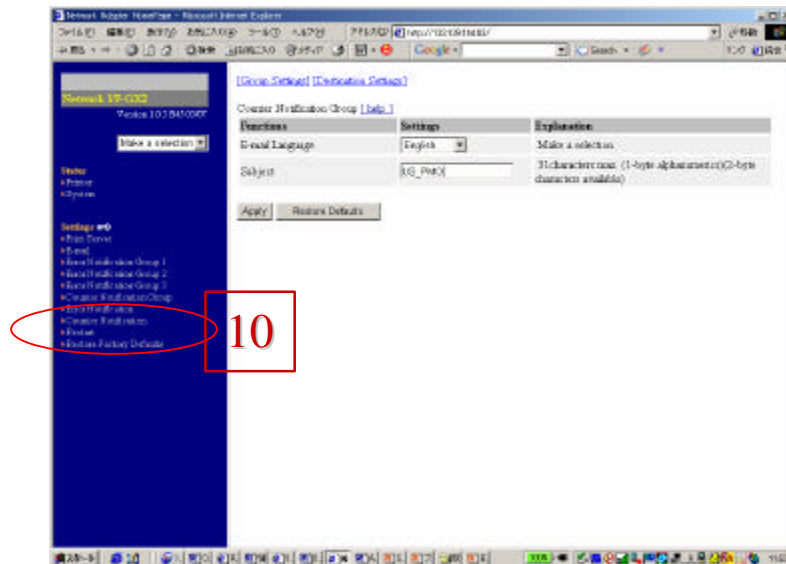
Date: 6-Sep-06

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.



Model: T-G1/T-G1N/Pi-G1N		Date: 25-Sep-06	No.: RJ007005
Subject: Customer Replaceable Parts		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

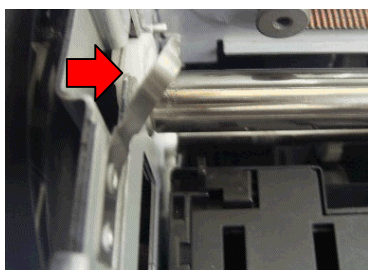
- **Correct** the part numbers in bold below.
 Call Center Manual, pg. 29
 Customer Replaceable Parts

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) J0071563 (A4)	J0071543 (LT) J0071563 (A4)
6	Ink collection tank cover	J0071542 (LT) J0071562 (A4)	J0081542 (LT) J0081562 (A4)
7	Ink collection tank	J7468010	J7478010
8	Duplex unit	J0080068	J0080068
9	Top cover	J0070152 (LT) J0070172 (A4)	J0080152 (LT) J0080172 (A4)

Model: T-G1/T-G1N/Pi-G1N		Date: 25-Sep-06	No.: RJ007006
Subject: Important Notice for paper set		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> 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.)



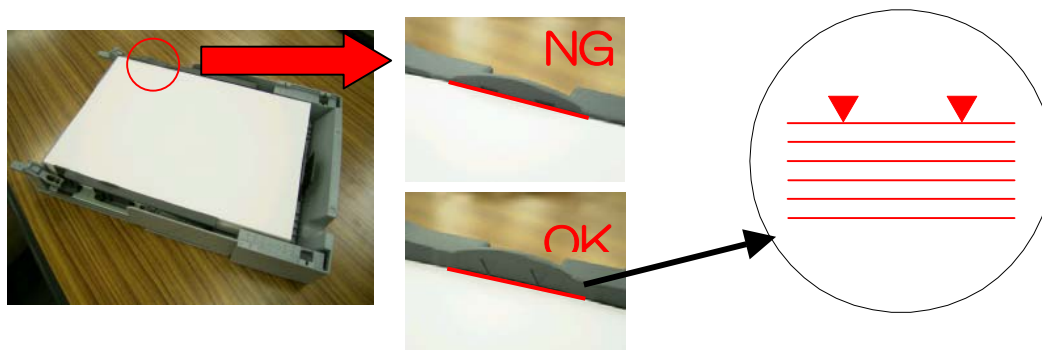
Cause

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.



- Do not load the following paper in the tray:

- Pre-printed paper
- Curled paper
- Wrinkled paper

Model: T-G1/T-G1N/Pi-G1N		Date: 27-Nov-06	No.: RJ007007
Subject: Important Notice for PDF printing		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> 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

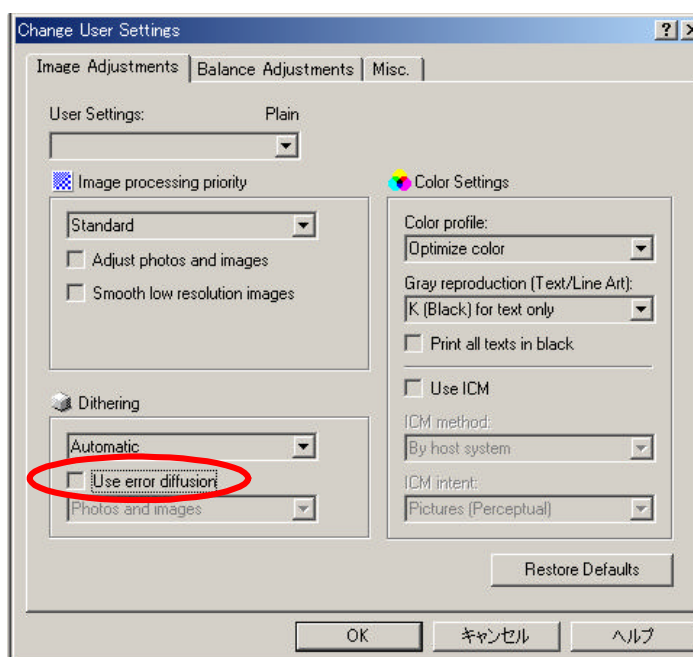
Print the PDF file as an image.

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>



Model: T-G1/T-G1N/Pi-G1N		Date: 27-Nov-06	No.: RJ007008
Subject: Important Notice for ink cartridge		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> 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	C	M	Y
GX3000/3050N	Starter cartridge for GX3000/3050N	55-60%	55-60%	55-60%	55-60%
	Brand new M size cartridge	45-50%	60-65%	60-65%	60-65%
GX5050N	Starter cartridge for GX5050N	60-65%	55-60%	60-65%	60-65%
	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 **brand-new** 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-G1N/Pi-G1N		Date: 27-Nov-06	No.: RJ007009
Subject: Coverage counter		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> 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:

- One page uses 3.19μl of BK ink, 1.87μl of Cyan ink, 2.73μl of Magenta ink and 2.76μl of Yellow ink.

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

- 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:**

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

Counter value (cumulative %) / number of prints made

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. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> 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	A	Left Ink sump full	
		Ink sump below the flushing gate on the left side of the machine is full.	<ul style="list-style-type: none"> ● Replace the ink sump on the left side of the machine.
979	A	Ink Supply Time Out	
		Air was detected during "Washing by SP5007".	<ul style="list-style-type: none"> ● Leave the machine turned ON and unused with the ink cartridges for at least 72 hours. Then turn the switch Off. 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

Reissued: 17-Apr-07

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

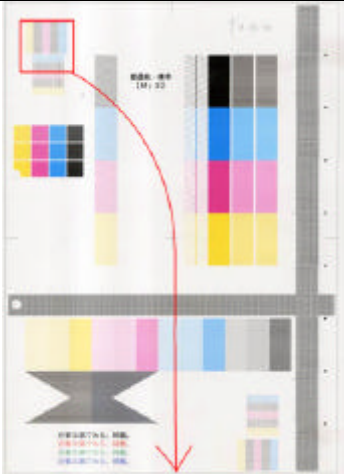
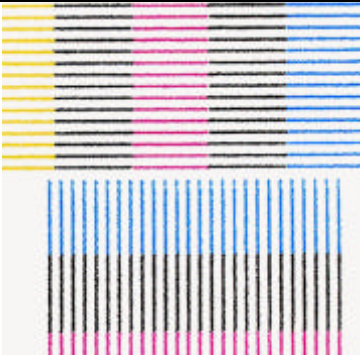
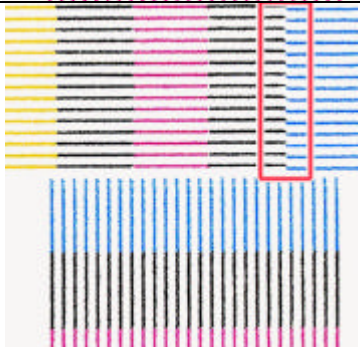
Note:

- 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.

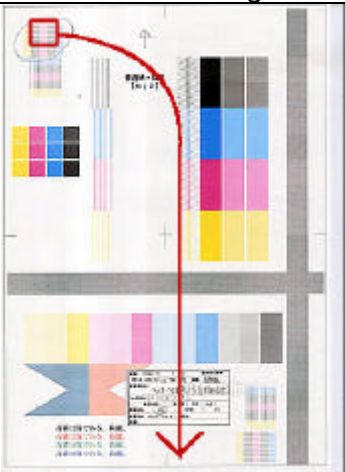
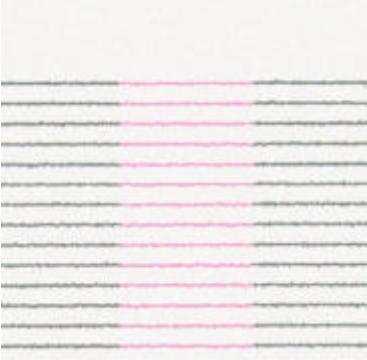
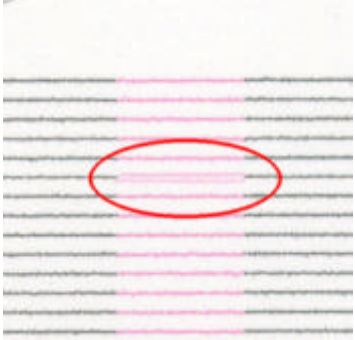
Model: T-G1/T-G1N/Pi-G1N		Date: 20-Dec-06	No.: RJ007011
Subject: Important Notice for an image problem		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Symptom

1. Shifted Image (See the picture below)
2. Doubled Image (See the picture below)

1.		Shifted Image	
Whole Image			
Expansion	Normal		
	NG		

Model: T-G1/T-G1N/Pi-G1N	Date: 20-Dec-06	No.: RJ007011
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2.		Doubled Image	
Whole Image			
Expansion	Normal		
	NG		

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

Date: 20-Dec-06

No.: RJ007011

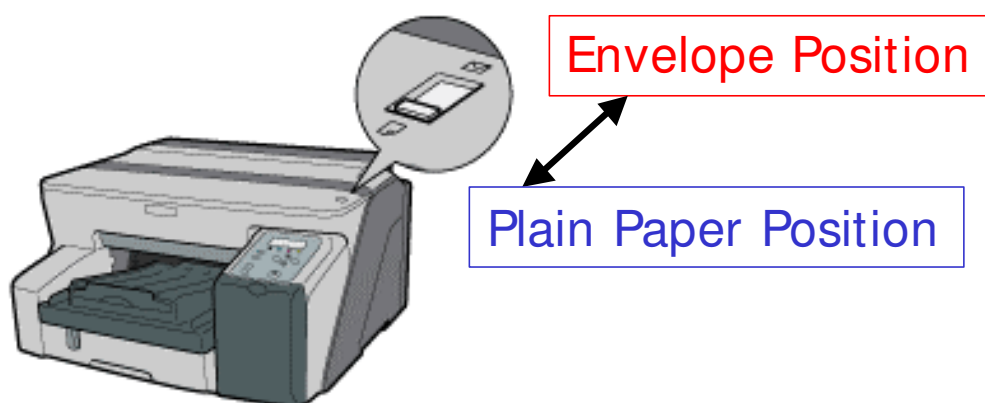
Cause

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

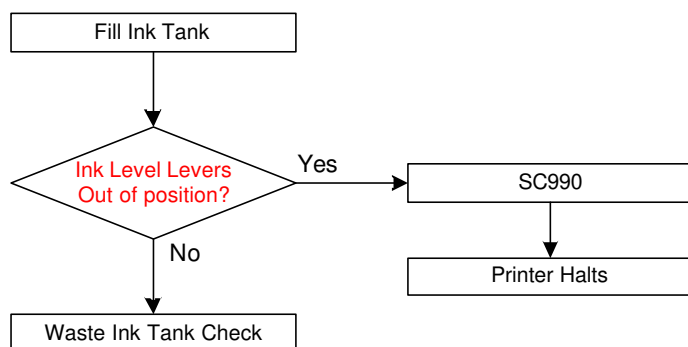
1. Do the "Adjust Print-head Positions" procedure (see the Operating Instructions).
2. Move the envelope lever back to the **envelope position** (see the illustration below).



Model: T-G1/T-G1N/Pi-G1N		Date: 16-Jan-07	No.: RJ007012
Subject: Service Manual Revision (SC990)		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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	A	Ink Level Levers out of position	
		1. Ink level levers sensor is defective. 2. Harness is loose, broken, or defective. 3. Maintenance unit is defective. 4. Ink level levers are defective. 5. Print-head cover is out of position.	<ul style="list-style-type: none"> ● Check the sensor harness. ● Replace the maintenance unit ● Replace the ink level levers sensor. <p>If the problem still occurs, the print-head may be defective.</p>

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

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.

Subject: Firmware Release History		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.21	J0075617	<i>March product 07</i>
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	<i>Specification changed:</i> <i>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.</i> <i>An electrostatic charge is stopped during adjusting the image position.</i> <i>Symptom corrected:</i> <i>1. A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.</i>
1.17	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. 3. Added a feature to detect paper remaining inside the machine. 4. Optimized the detection timing for the waste ink sensor. 5. Increased the printing speed for the configuration sheet. 6. 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

Reissued: 12-Mar-07

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

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.

Subject: Firmware Release History		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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	<p>Specification changed:</p> <ol style="list-style-type: none"> <i>To comply with new changes made to the Energy Star requirements, the following changes have been applied.</i> <ul style="list-style-type: none"> <i>The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.</i> <i>The "Energy Saver Mode on/off" display was deleted from the System Settings menu.</i> <p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.</i>
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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

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		

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

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

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: <ol style="list-style-type: none"> <i>To comply with new changes made to the Energy Star requirements, the following changes have been applied.</i> <ul style="list-style-type: none"> <i>The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.</i> <i>The "Energy Saver Mode on/off" display was deleted from the System Settings menu.</i> Symptom corrected: <ol style="list-style-type: none"> <i>A paper mis-feed may occur when feeding a non-standard paper size from the bypass tray for a double-sided print job.</i>
1.10	Specification changed: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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.

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		

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.

Subject: Firmware Release History		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 becomes full. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> 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

Reissued: 04-Jul-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001d
Version	Symptom Corrected		
	<i>(final sheet of paper is blank on the rear side), the machine will complete the job but will not accept the next job.</i>		
1.21	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> "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		
1.07	1st mass production		

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.

Subject: Firmware Release History		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> Low-humidity environment and low print volume, or

Reissued: 04-Jul-07

Model: T-G1N		Date:5-Jun-06	No.: RJ007002d
Version	Symptom Corrected		
	<ul style="list-style-type: none"> - High-temperature, low-humidity environment 5. If the ink collection tank becomes full during printing, the paper 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 4. Optimized the detection timing for the waste ink sensor. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 3. 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		

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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

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)

Version	Symptom Corrected
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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.

Reissued: 04-Jul-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003d
Version	Symptom Corrected		
	<ul style="list-style-type: none"> - <i>Low-humidity environment and low print volume, or</i> - <i>High-temperature, low-humidity environment</i> <p>5. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.</p> <p>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.</p>		
1.16	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 mis-feed). 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine performs cleaning when it detects ink near end during ink flushing. 2. "Ink end" is displayed even after a new ink cartridge is installed. 3. The image shifts along the mainscan direction. 4. Faded image 5. Jam misdetection occurs when the encoder is dirty. 		
1.02	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		Date: 12-Aug-07	No.: RJ007013a
Subject: Firmware Release History		Prepared by: Gimpei Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

<h2>Notice</h2> <p><i>This firmware is <u>not</u> for T-G1.</i> <i>Please <u>do not install</u> this on the engine.</i></p>
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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		Date: 03-Sep-07	No.: RJ007014
Subject: Waste Ink touches the print head		Prepared by: G.Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

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

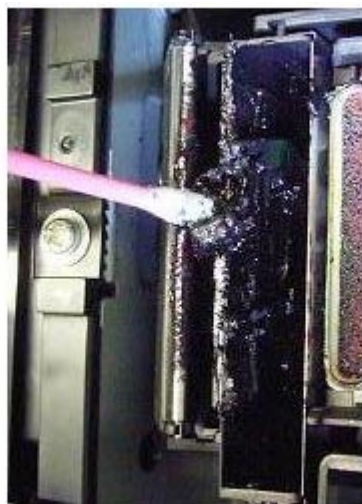
Waste ink builds up little by little on the right flushing gate wall, inside the maintenance unit. Eventually, it touches the printing head.

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	No.: RJ007015
Subject: Important Notice for paper set		Prepared by: G.Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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

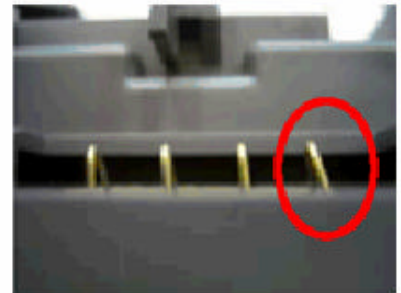
Model: T-G1/T-G1N/Pi-G1N		Date: 04-Sep-07	No.: RJ007016
Subject: "Close Top Cover or reset Duplex Unit Correctly"		Prepared by: G.Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

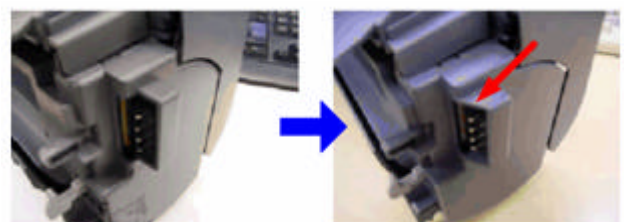
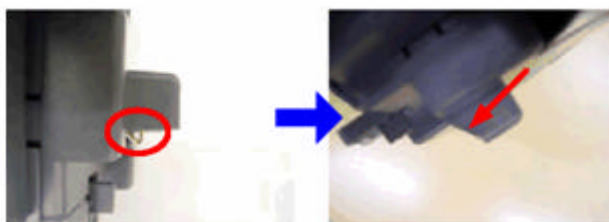
Production line:

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.



Reissued: 07-Jul-09

Model: Pi-G1N, T-G1, T-G1N		Date: 04-Sep-07	No.: RJ007018a
Subject: Firmware Release History Network I/F GX2		Prepared by: Junji Mochizuki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

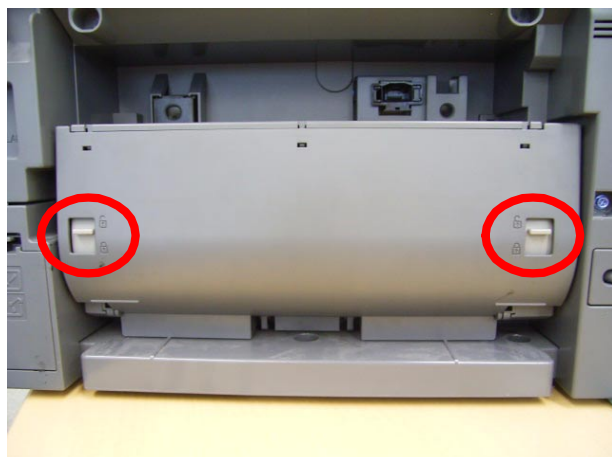
Symptom

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.



Reissued: 21-Sep-07

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

The items in bold italics have been corrected or added.

Subject: Firmware Release History		Prepared by: Gimpei Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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 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). 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 become full. 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> - Low-humidity environment and low print volume, or - High-temperature, low-humidity environment

Reissued: 21-Sep-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001e
Version	Symptom Corrected		
	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	<p>Specification changed:</p> <ol style="list-style-type: none">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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none">A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job.		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none">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. <p>Symptom corrected:</p> <ol style="list-style-type: none">"Ink end" is displayed even after a new ink cartridge is installed.Faded imageThe 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		
1.07	1st mass production		

Reissued: 21-Sep-07

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

The items in bold italics have been corrected or added.

Subject: Firmware Release History		Prepared by: Gimpei Hirao	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.22	<i>J0105611B</i>	<i>October 2007 production</i>
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	<i>Symptom corrected:</i> <i>1. The engine sometimes stalls after performing the belt wrinkling correction.</i>
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 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). 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

Reissued: 21-Sep-07

Model: T-G1N		Date:5-Jun-06	No.: RJ007002e
Version	Symptom Corrected		
	blurred or white lines are visible. <ul style="list-style-type: none"> - 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 to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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 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. 4. Optimized the detection timing for the waste ink sensor. Symptom corrected: 1. 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. 3. 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: <ul style="list-style-type: none"> - 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		

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

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

Version	Program No.	Effective Date
1.22	<i>J0115611B</i>	<i>October 2007 production</i>
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	<i>Symptom corrected:</i> <i>1. The engine sometimes stalls after performing the belt wrinkling correction.</i>
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 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). 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

Reissued: 21-Sep-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003e
Version	Symptom Corrected		
	blurred or white lines are visible. <ul style="list-style-type: none"> Low-humidity environment and low print volume, or High-temperature, low-humidity environment 5. If the ink collection tank becomes full during printing, the paper 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: <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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/T-G1N/Pi-G1N		Date: 29-Nov-07	No.: RJ007020
Subject: SC 979		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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 Ink 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

Reissued: 05-Nov-07

Model: T-G1	Date: 5-Jun-06	No.: RJ007001f
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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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit 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: <ol style="list-style-type: none"> <i>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.</i> <i>A misfeed sometimes occurs during print head cleaning.</i> <i>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.</i> <i>The printer performs printer head protection after a printer error occurs.</i> <i>The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted.</i> <i>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.</i> <i>The printer does not begin a new print job after a new ink cartridge is inserted.</i>
1.26	Symptom corrected: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction.
1.24	Specification changed: <ol style="list-style-type: none"> 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).

Reissued: 05-Nov-07

Model: T-G1		Date: 5-Jun-06	No.: RJ007001f
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> "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	<p>Ink end condition may appear on the panel during ink initialization after replacing new ink cartridge</p>		

Reissued: 05-Nov-07

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

Reissued: 05-Nov-07

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002f
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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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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: <ol style="list-style-type: none"> <i>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.</i> <i>A misfeed sometimes occurs during print head cleaning.</i> <i>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.</i> <i>The printer performs printer head protection after a printer error occurs.</i> <i>The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted.</i> <i>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.</i> <i>The printer does not begin a new print job after a new ink cartridge is inserted.</i>
1.22	Symptom corrected: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction.
1.20	Specification changed: <ol style="list-style-type: none"> 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.

Reissued: 05-Nov-07

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002f
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 		

Reissued: 05-Nov-07

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

Reissued: 05-Nov-07

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003f
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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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.23	<i>J0115611C</i>	<i>November 2007 production</i>
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	<i>Symptom corrected:</i> <ol style="list-style-type: none"> <i>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.</i> <i>2. A misfeed sometimes occurs during print head cleaning.</i> <i>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.</i> <i>4. The printer performs printer head protection after a printer error occurs.</i> <i>5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted.</i> <i>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 from the next page.</i> <i>7. The printer does not begin a new print job after a new ink cartridge is inserted.</i>
1.22	Symptom corrected: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction.
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Reissued: 05-Nov-07

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003f
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 		

Reissued: 05-Nov-07

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

Model: T-G1/T-G1N/Pi-G1N		Date: 7-May-08	No.: RJ007021
Subject: SC 999		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

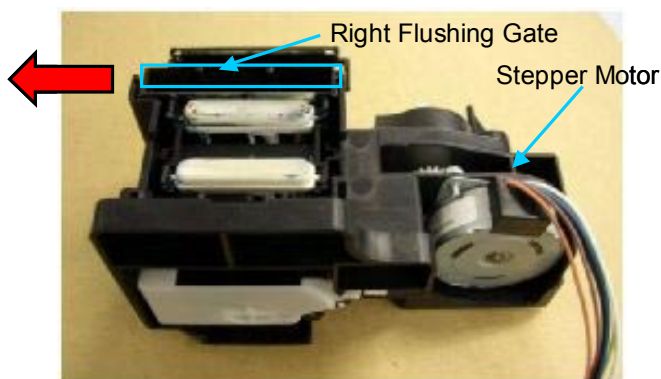
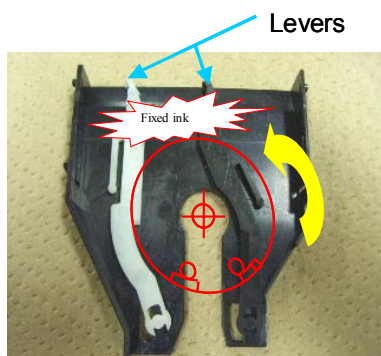
SC999 (maintenance stepper motor home position error)

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



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").

Model Code	Unmodified	Step 1	Step 2	
			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

Model Code:	Machine Cut-in S/N:	
	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

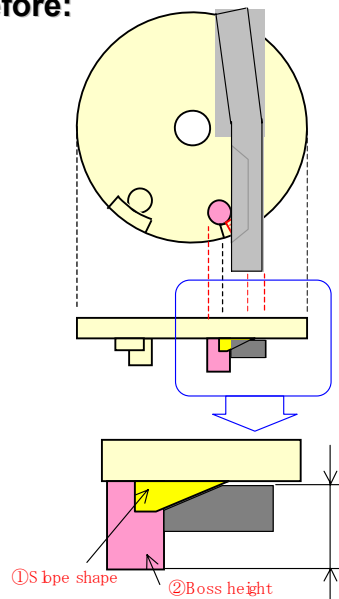
APPENDIX 1

The production line solution was applied in two steps

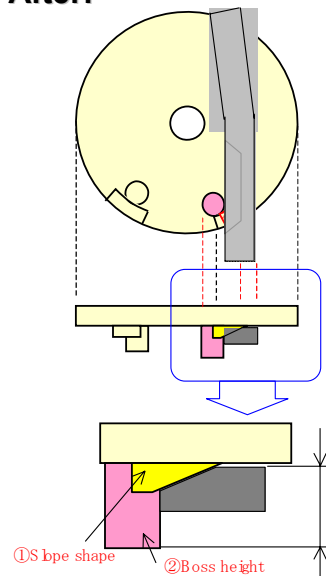
Step 1 (Applied from: Feb. 2007 production):

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

Before:

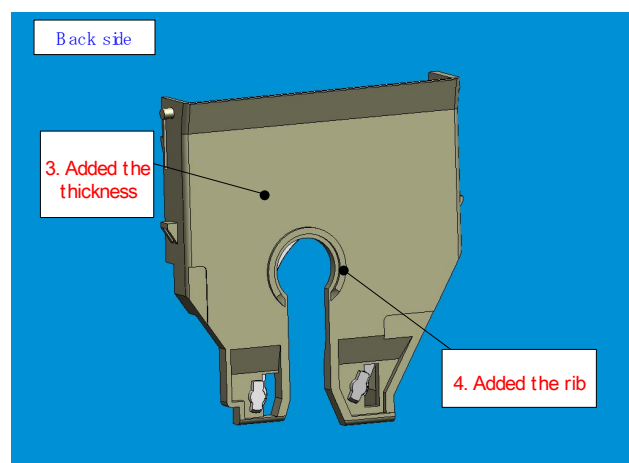
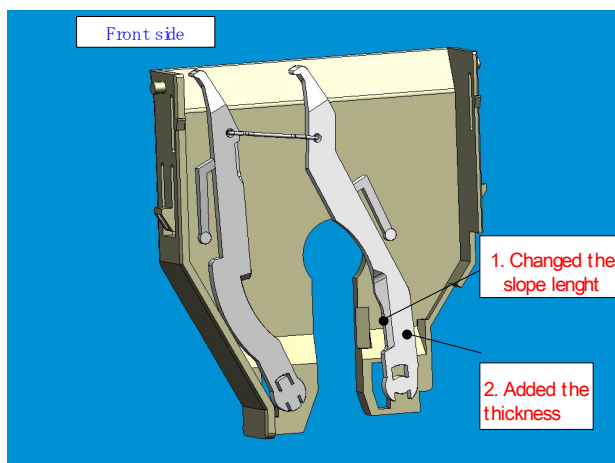


After:



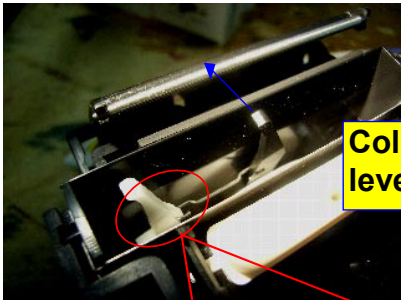
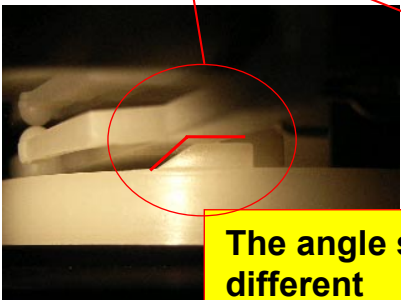

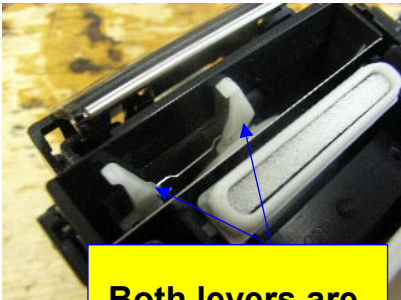
Step 2 (Applied from: Feb. 2008 production):

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.



APPENDIX 2

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

Unmodified Unit (before	Step 1-Modified Unit	Step 2-Modified Unit
 <p>Color of left and right levers is different</p>  <p>The angle shown is different</p>	<p>Outlook is almost same as unmodified unit.</p> 	 <p>Both levers are white</p>

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.

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.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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	<p><i>Specification changed:</i></p> <ol style="list-style-type: none"> <i>The following SCs were added:</i> <i>SC976 (Printer head error at arrival).</i> <i>SC977 (Printer head error occurs at running).</i> <i>New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</i> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>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).</i> <i>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.</i> <i>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.</i>

Reissued: 14-May-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001g
Version	Symptom Corrected		
	<p>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.</p> <ul style="list-style-type: none"> – Ink End condition – Paper misfeed – Temperature outside allowable range 		
1.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 become full. 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> – 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 		

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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> "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		
1.07	1st mass production		

Reissued: 14-May-08

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

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> 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	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	<p><i>Specification changed:</i></p> <p><i>1. The following SCs were added:</i> <i>SC976 (Printer head error at arrival).</i> <i>SC977 (Printer head error occurs at running).</i></p> <p><i>2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</i></p> <p><i>Symptom corrected:</i></p> <p><i>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).</i></p> <p><i>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.</i></p> <p><i>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.</i></p>

Reissued: 14-May-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002g
Version	Symptom Corrected		
	<p>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.</p> <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - 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. 		

Reissued: 14-May-08

Model: T-G1N		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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> 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		

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.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.25	<i>J0105611D</i>	<i>May 2008 production</i>
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	<p><i>Specification changed:</i></p> <ol style="list-style-type: none"> <i>The following SCs were added:</i> <i>SC976 (Printer head error at arrival).</i> <i>SC977 (Printer head error occurs at running).</i> <i>New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</i> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>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).</i> <i>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.</i> <i>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.</i>

Reissued: 14-May-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003g
Version	Symptom Corrected		
	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 after the error is cleared. <ul style="list-style-type: none"> – Ink End condition – Paper misfeed – Temperature outside allowable range 		
1.23	Symptom corrected: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	Specification changed: <ol style="list-style-type: none"> 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 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: <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> – 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. 		

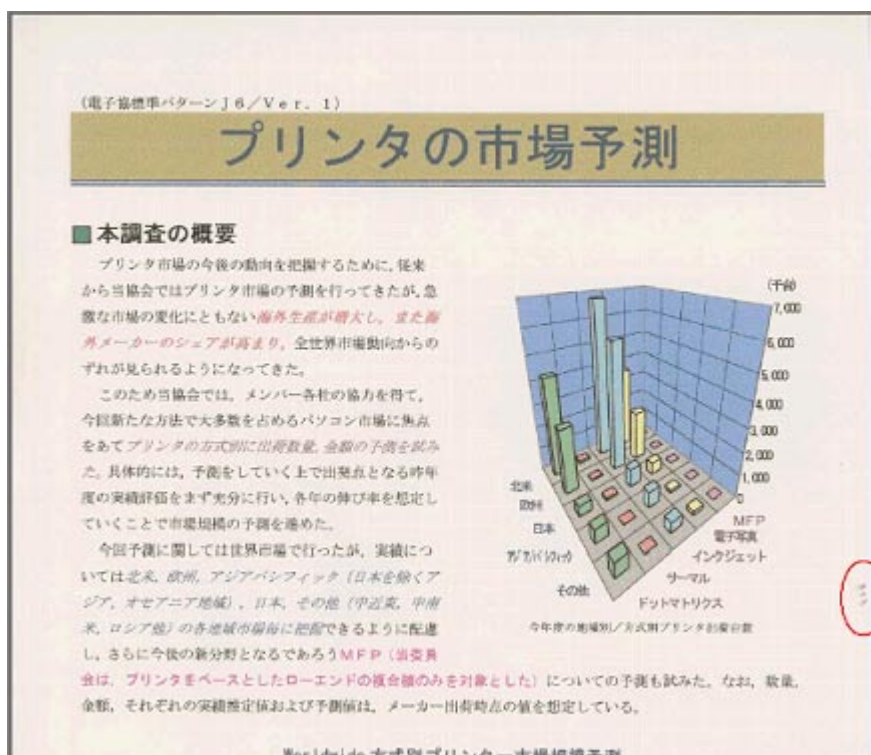
Reissued: 14-May-08

Model: Pi-G1N		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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> 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		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:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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
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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.

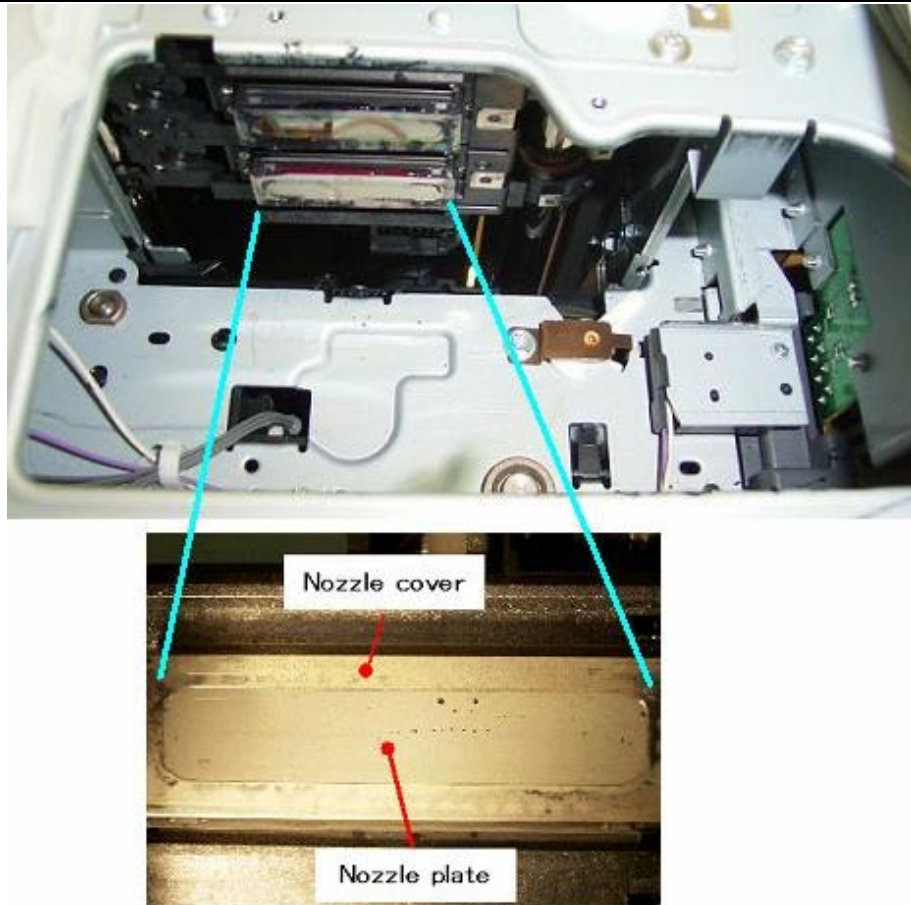
Procedure:

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

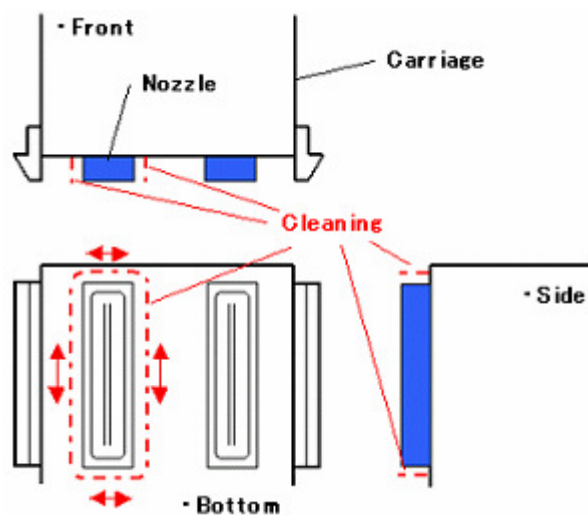
Note: For the procedure, see the Toscana-P1 Service Manual (pg. 64), Toscana-C1 Service Manual (pg. 94), or Toscana-P1 s/W Service Manual (pg. 99).

3. Return the carriage to its home position.

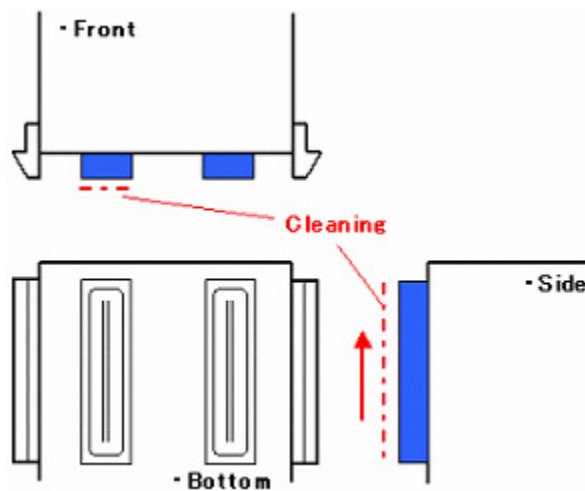
Note: You will then see the nozzle cover and nozzle plate.



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.



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		Date: 20-May-08	No.: RJ007023
Subject: SC976/977		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (Added the SCs)		

The following SC descriptions were added to the SP Tables:

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

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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type.</i> <i>If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.</i> <p>Other changes: <i>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</i></p>
1.29	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> If the envelope lever is changed to the "envelope" position while the printer is

Reissued: 24-Jul-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001h
Version	Symptom Corrected		
	<p>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).</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> Ink End condition Paper misfeed Temperature outside allowable range 		
1.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p>		

Reissued: 24-Jul-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001h
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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 become full. 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> – 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 3. Added a feature to detect paper remaining inside the machine. 4. Optimized the detection timing for the waste ink sensor. 5. Increased the printing speed for the configuration sheet. 6. Added Recycled Paper mode. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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		

Reissued: 24-Jul-08

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002h
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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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type.</i> <i>If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.</i> <p>Other changes: <i>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</i></p>
1.25	<p>Specification changed:</p> <ol style="list-style-type: none"> 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, Czech, Hungarian, Finnish). <p>Symptom corrected:</p> <ol style="list-style-type: none"> If the envelope lever is changed to the "envelope" position while the printer is

Reissued: 24-Jul-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002h
Version	Symptom Corrected		
	<p>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).</p> <p>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.</p> <p>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.</p> <p>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.</p> <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 		
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p>		

Reissued: 24-Jul-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002h
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 4. Optimized the detection timing for the waste ink sensor. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 3. 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		

Reissued: 24-Jul-08

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003h
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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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.28	<i>J0105611E</i>	<i>August 2008 production</i>
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	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Sometimes, the machine incorrectly detects a new (supported) ink cartridge as an unsupported type.</i> <i>If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.</i> <p><i>Other changes:</i> <i>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</i></p>
1.25	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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

Reissued: 24-Jul-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003h
Version	Symptom Corrected		
	<p>envelopes, the machine is unable to detect the difference in paper type (no error is triggered).</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> Ink End condition Paper misfeed Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> If the printer is performing a duplex print job, sometimes it cannot receive an incoming print job. 		

Reissued: 24-Jul-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003h
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Low-humidity environment and low print volume, or - High-temperature, low-humidity environment 5. If the ink collection tank becomes full during printing, the paper 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 mis-feed). 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine performs cleaning when it detects ink near end during ink flushing. 2. "Ink end" is displayed even after a new ink cartridge is installed. 3. The image shifts along the mainscan direction. 4. Faded image 5. Jam misdetection occurs when the encoder is dirty. 		
1.02	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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: All GelSprinter models		Date: 26-Aug-08	No.: RJ007024
Subject: GJ analysis tool		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		<input type="checkbox"/> 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.

Model: T-G1/T-G1N/Pi-G1N		Date: 2-Sep-08	No.: RJ007025
Subject: Service manual correction		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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	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.		

Model: T-G1/T-G1N/Pi-G1N		Date: 22-Sep-08	No.: RJ007026
Subject: Ink yield improvment firmware		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (Notice)	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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.

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

Date: 22-Sep-08

No.: RJ007026

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

		Type	Objective	Timing	Amount of Ink Consumption
1	Automatic	Pre Print 1	Prevent Head Dried	Every printing Job	0.05 pages
2		Pre Print 2		Every 336 pages printing	12 pages
3		Pre Print 3		10 hrs after last printing Job	1.2 pages
4		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		Flushing	Remove Blockage from head	when it is neseccary	85 pages

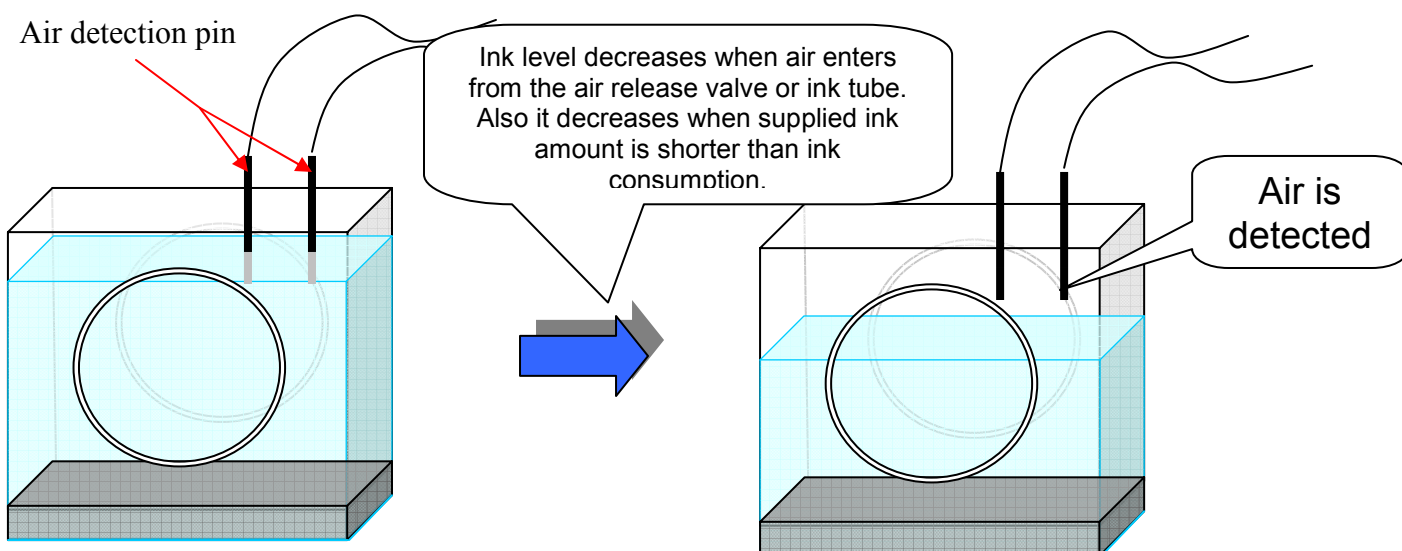
With the modified firmware, this becomes once every 30 days.

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 >



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.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.33	<i>J0075617F</i>	<i>November 2008 production</i>
1.32	J0075617E	<i>August 2008 production</i>
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	<i>Symptom corrected:</i> <i>1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits.</i> <i>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.</i>
1.32	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.
1.29	Specification changed: 1. The following SCs were added:

Reissued: 16-Dec-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001i
Version	Symptom Corrected		
	<p>SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).</p> <p>2. New display languages were added to the firmware update utility (Russian, Polish, Czech, Hungarian, Finnish).</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 		
1.26	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 		

Reissued: 16-Dec-08

Model: T-G1		Date: 5-Jun-06	No.: RJ007001i
Version	Symptom Corrected		
	<p>maintenance less often.</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> "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		
1.07	1st mass production		

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.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.29	<i>J0105611F</i>	<i>November 2008 production</i>
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	<i>Symptom corrected:</i> <i>1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits.</i> <i>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.</i>
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).

Reissued: 16-Dec-08

Model: T-G1N	Date: 05-Jun-06	No.: RJ007002i
Version	Symptom Corrected	
	<p>SC977 (Printer head error occurs at running).</p> <p>2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</p> <p>Symptom corrected:</p> <p>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).</p> <p>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.</p> <p>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.</p> <p>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.</p> <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 	
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 	
1.22	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 	
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 	

Reissued: 16-Dec-08

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002i
Version	Symptom Corrected		
	<p>maintenance less often.</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 		

Reissued: 16-Dec-08

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

Reissued: 16-Dec-08

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003i
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.29	<i>J0105611F</i>	<i>November 2008 production</i>
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	<i>Symptom corrected:</i> <i>1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits.</i> <i>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.</i>
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).

Reissued: 16-Dec-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003i
Version	Symptom Corrected		
	<p>2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). 		

Reissued: 16-Dec-08

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003i
Version	Symptom Corrected		
	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Low-humidity environment and low print volume, or - High-temperature, low-humidity environment 5. If the ink collection tank becomes full during printing, the paper 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 mis-feed). 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The machine performs cleaning when it detects ink near end during ink flushing. 2. "Ink end" is displayed even after a new ink cartridge is installed. 3. The image shifts along the mainscan direction. 4. Faded image 5. Jam misdetection occurs when the encoder is dirty. 		
1.02	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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/T-G1N		Date: 26-Dec-08	No.: RJ007027
Subject: Multi bypass tray does not work		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()		

SYMPTOM

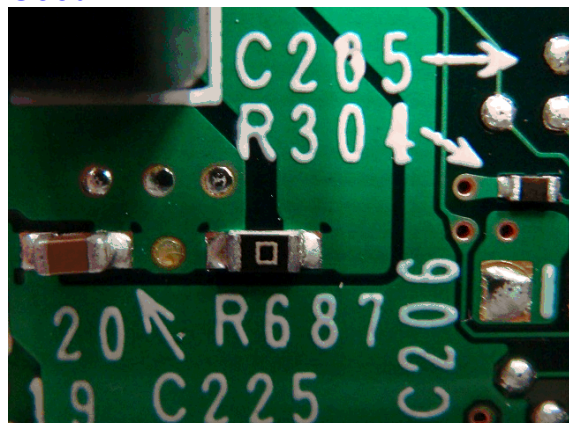
The multi bypass tray does not work. (Paper does not feed from the multi bypass tray.)

CAUSE

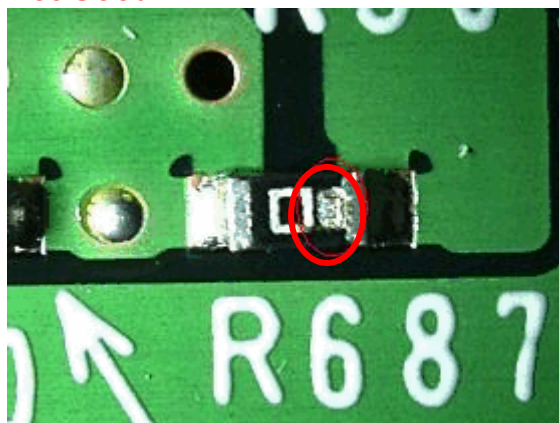
A resistor on the main controller board is damaged.

Note: The multi bypass tray has no problem.

Good

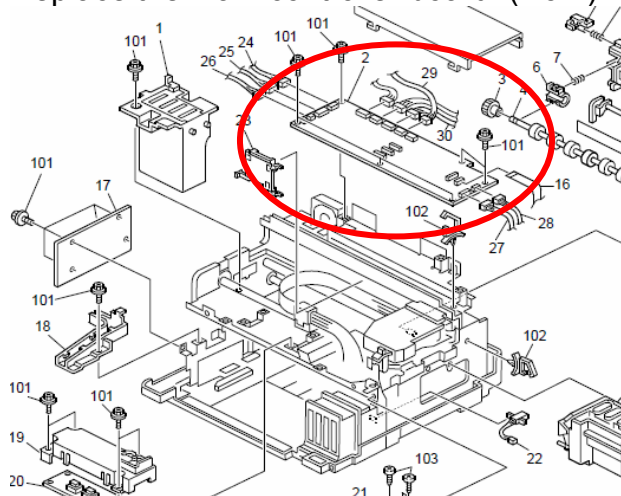


Not Good



SOLUTION

Replace the main controller board. (No.2)



Reissued:16-Feb-09

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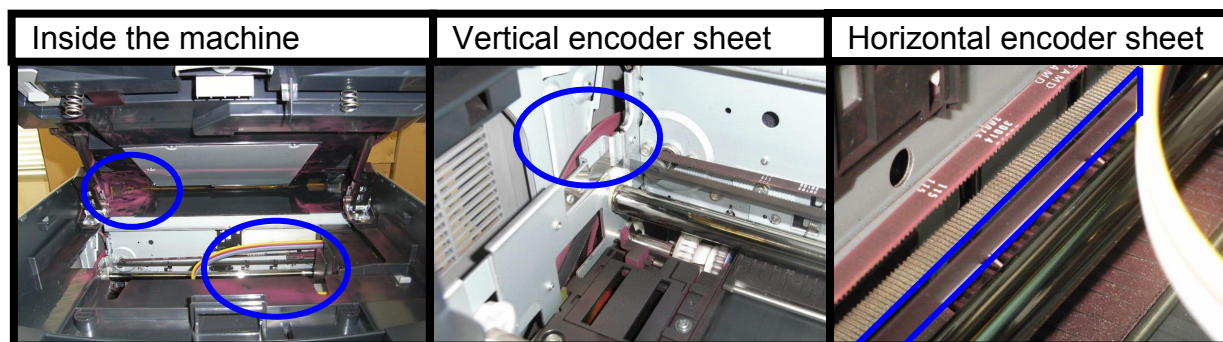
RTB REISSUE

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

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

SYMPTOM

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



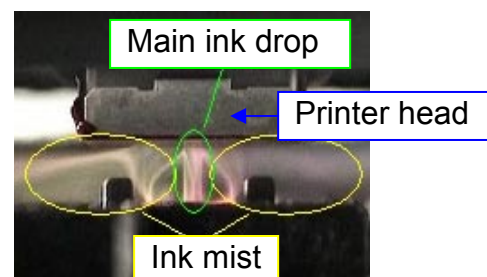
Note:

- 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



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).

Model: T-G1/ T-G1N		Date: 2-Mar-09	No.: RJ007029
Subject: "SC999 at instllaiton only"		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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.

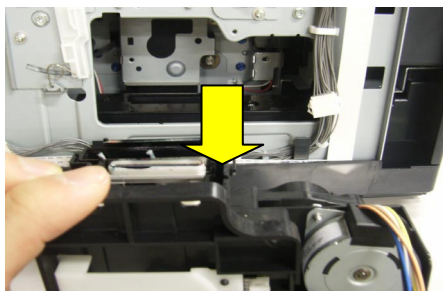
Note: As described above, this occurrence of SC999 is caused by a motor rotation failure. It is not related to SC999 caused by ink clogging.

Solution

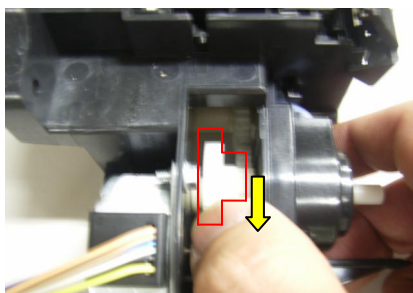
If the symptom is reported, advise the customer to turn the machine main power OFF/ON five times. **If this does not clear the SC**, release the motor lock manually.

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.



Model: T-G1/ T-G1N

Date: 2-Mar-09

No.: RJ007029

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

Reissued: 14-Apr-09

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

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.32	<i>J0115611H</i>	<i>April 2009 production</i>
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	<p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>Supports firmware update via a PCL driver.</i> <i>Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.</i> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver.</i> <i>Note: In accordance with this change, the PCL versions were changed as follows.</i> <table> <tr> <td><i>RCL5c</i></td><td><i>1.11</i></td></tr> <tr> <td><i>RCLXLc</i></td><td><i>1.11</i></td></tr> </table> <i>Firmware update fails under the following conditions: Printer Status Check shows "disabled" The printer is connected to a LAN</i> 	<i>RCL5c</i>	<i>1.11</i>	<i>RCLXLc</i>	<i>1.11</i>
<i>RCL5c</i>	<i>1.11</i>				
<i>RCLXLc</i>	<i>1.11</i>				

Reissued: 14-Apr-09

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003j
Version	Symptom Corrected		
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, Czech, 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. <ul style="list-style-type: none"> - 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		

Reissued: 14-Apr-09

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003j
Version	Symptom Corrected		
	<p>resume the print job from the correct page, but rather from the next page.</p> <p>7. The printer does not begin a new print job after a new ink cartridge is inserted.</p>		
1.22	<p>Symptom corrected:</p> <p>1. The engine sometimes stalls after performing the belt wrinkling correction.</p>		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). 		

Reissued: 14-Apr-09

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003j
Version	Symptom Corrected		
	<ul style="list-style-type: none">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. <p>Symptom corrected:</p> <ul style="list-style-type: none">1. The machine performs cleaning when it detects ink near end during ink flushing.2. "Ink end" is displayed even after a new ink cartridge is installed.3. The image shifts along the mainscan direction.4. Faded image5. Jam misdetection occurs when the encoder is dirty.		
1.02	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none">- 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		

Reissued: 03-Jun-09

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

The items in bold italics have been corrected or added.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.34	J0075617G	<i>April 2009 production</i>
1.33	J0075617F	November 2008 production
1.32	J0075617E	<i>August 2008 production</i>
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	<i>Symptom corrected:</i> <i>When a print job is canceled, occasionally "Printing" status remains in the job history, whether the job has successfully been canceled or not.</i>
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: 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:

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 maintenance, and therefore reduce the amount of ink consumed.	
1.29	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> Ink End condition Paper misfeed Temperature outside allowable range 	
1.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 	
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> Added a new function that prevents the paper transfer belt from developing 	

Reissued: 03-Jun-09

Model: T-G1	Date: 5-Jun-06	No.: RJ007001j
Version	Symptom Corrected	
	<p>wrinkles or curves in the surface (which can happen if the printer is left unused for a while).</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 become full. 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> – 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 3. Added a feature to detect paper remaining inside the machine. 4. Optimized the detection timing for the waste ink sensor. 5. Increased the printing speed for the configuration sheet. 6. Added Recycled Paper mode. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 	

Reissued: 03-Jun-09

Model: T-G1		Date: 5-Jun-06	No.: RJ007001j
Version	Symptom Corrected		
1.09	Ink end condition may appear on the panel during ink initialization after replacing new ink cartridge		
1.07	1st mass production		

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.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.32	<i>J0105611F_dis01</i>	<i>Discontinued</i>
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	<p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>Supports firmware update via a PCL driver.</i> <i>Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.</i> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Sometimes, the power turns off while the machine is printing out an ISO test chart that was sent using a PCL driver.</i> <i>Note: In accordance with this change, the PCL versions were changed as follows.</i> <table> <tr> <td><i>RCL5c</i></td><td><i>1.11</i></td></tr> <tr> <td><i>RCLXLc</i></td><td><i>1.11</i></td></tr> </table> <i>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.</i> <i>Firmware update fails under the following conditions:</i> <ul style="list-style-type: none"> <i>Printer Status Check shows "disabled"</i> <i>The printer is connected to a LAN</i> 	<i>RCL5c</i>	<i>1.11</i>	<i>RCLXLc</i>	<i>1.11</i>
<i>RCL5c</i>	<i>1.11</i>				
<i>RCLXLc</i>	<i>1.11</i>				
1.29	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The wrong message is displayed when the machine detects temperature 				

Reissued: 24-Jun-09

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002j
Version	Symptom Corrected		
	<p>conditions outside specification limits.</p> <p>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.</p>		
1.28	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <p>Other changes:</p> <p>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</p>		
1.25	<p>Specification changed:</p> <ol style="list-style-type: none"> 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, Czech, Hungarian, Finnish). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 		

Reissued: 24-Jun-09

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002j
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	Specification changed: <ol style="list-style-type: none"> 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 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: <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from 		

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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 4. Optimized the detection timing for the waste ink sensor. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 3. 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		Date: 6-Aug-09	No.: RJ007030
Subject: NV-RAM cannot be replaced		Prepared by: Y. Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		<input checked="" type="checkbox"/> 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

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:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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.

Model: T-G1/T-G1N/Pi-G1N		Date: 08-Dec-09	No.: RJ007032
Subject: SC 990		Prepared by: J. Mochizuki	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit 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.

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

Date: 08-Dec-09

No.: RJ007032

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	R1377400143

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.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.35	J0075617H	<i>February 2010 production</i>
1.34	J0075617G	April 2009 production
1.33	J0075617F	November 2008 production
1.32	J0075617E	<i>August 2008 production</i>
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	<ol style="list-style-type: none"> <i>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.</i> <i>Russian cannot be selected when updating firmware.</i> <i>The version number before updating is displayed on screen after completing the firmware update.</i>
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: <ol style="list-style-type: none"> 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.

Reissued: 07-Jan-10

Model: T-G1	Date: 5-Jun-06	No.: RJ007001k
Version	Symptom Corrected	
1.32	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <p>Other changes:</p> <p>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</p>	
1.29	<p>Specification changed:</p> <ol style="list-style-type: none"> 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, Czech, Hungarian, Finnish). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 	
1.27	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 	

Reissued: 07-Jan-10

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. The engine sometimes stalls after performing the belt wrinkling correction.		
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> 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 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		

Reissued: 07-Jan-10

Model: T-G1		Date: 5-Jun-06	No.: RJ007001k
Version	Symptom Corrected		
1.17	<p>Specification changed:</p> <ol style="list-style-type: none">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.3. Added a feature to detect paper remaining inside the machine.4. Optimized the detection timing for the waste ink sensor.5. Increased the printing speed for the configuration sheet.6. Added Recycled Paper mode. <p>Symptom corrected:</p> <ol style="list-style-type: none">1. "Ink end" is displayed even after a new ink cartridge is installed.2. Faded image3. 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		

Reissued: 07-Jan-10

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003k
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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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.33	<i>J0115611H_dis01</i>	<i>December 2009 production</i>
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	<i>Symptom Corrected:</i> <i>Occasionally, belt charge leakage was falsely detected, displaying SC993 in very high humidity condition.</i> <i>To prevent this, the condition of the charge leakage detection has been changed.</i>
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.

Reissued: 07-Jan-10

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 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, and 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. <ul style="list-style-type: none"> - 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.		

Reissued: 07-Jan-10

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003k
Version	Symptom Corrected		
	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	Specification changed: <ol style="list-style-type: none"> 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 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: <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. 		

Reissued: 07-Jan-10

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003k
Version	Symptom Corrected		
	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 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 mis-feed). 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 cleaning when it detects ink near end during ink flushing. 2. "Ink end" is displayed even after a new ink cartridge is installed. 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		

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.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
1.33	<i>J0105611F_dis02</i>	<i>Discontinued</i>
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	<i>Symptom Corrected:</i> <i>Occasionally, belt charge leakage was mis-detected displaying SC993 in very high humidity condition.</i> <i>To prevent this, the condition of the charge leakage detection has been changed.</i>
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.

Reissued: 15-Feb-10

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002k
Version	Symptom Corrected		
	Firmware update fails under the following conditions: <ul style="list-style-type: none"> - Printer Status Check shows "disabled" - The printer is connected to a LAN 		
1.29	Symptom corrected: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	Symptom corrected: <ol style="list-style-type: none"> 1. If there are several print jobs in the queue (sent by LAN connection), and the 		

Reissued: 15-Feb-10

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002k
Version	Symptom Corrected		
	<p>current job is then reset, the print job log is not displayed correctly on the client PC.</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> – 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - Default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 		

Reissued: 15-Feb-10

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002k
Version	Symptom Corrected		
	<ul style="list-style-type: none"> - "Energy Saver Mode on/off" display was deleted from the System Settings menu. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 4. Optimized the detection timing for the waste ink sensor. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 3. 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		

Reissued: 21-Jun-11

Model: Pi-G1N	Date: 21-Jun-06	No.: RJ007003I
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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:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.34	<i>J0115611H_dis002</i>	<i>Discontinued</i>	<i>Not available</i>
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
“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Symptom Corrected
1.34	<i>Symptom corrected:</i> <ol style="list-style-type: none"> <i>Images are printed out blank or partially blank if the transport belt is smudged with ink (since this results in a paper width misdetection).</i> <i>(For service only) 11th digit of dummy serial number could not be input with SP5300.</i> <i>Other changes:</i> <ol style="list-style-type: none"> <i>Less ink is consumed when the ink cartridge is replaced, due to modifications made to the head maintenance control.</i>
1.33	Symptom Corrected: Rarely belt charge leakage was mis-detected displaying SC993 in very high humidity condition.

Reissued: 21-Jun-11

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003I
Version	Symptom Corrected		
	To prevent this, the condition of the charge leakage detection has been changed.		
1.32	<p>Other changes:</p> <ol style="list-style-type: none">Supports firmware update via a PCL driver.Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition. <p>Symptom corrected:</p> <ol style="list-style-type: none">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. <div><div>RCL5c</div><div>1.11</div><div>RCLXLc</div><div>1.11</div></div>Firmware update fails under the following conditions: Printer Status Check shows "disabled" The printer is connected to a LAN		
1.29	<p>Symptom corrected:</p> <ol style="list-style-type: none">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	<p>Symptom corrected:</p> <ol style="list-style-type: none">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. <p>Other changes:</p> <p>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</p>		
1.25	<p>Specification changed:</p> <ol style="list-style-type: none">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, and Finnish). <p>Symptom corrected:</p> <ol style="list-style-type: none">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		

Reissued: 21-Jun-11

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003I
Version	Symptom Corrected		
	<p>right edge of the paper is sometimes missing.</p> <p>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.</p> <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> - Low-humidity environment and low print volume, or - High-temperature, low-humidity environment 5. If the ink collection tank becomes full during printing, the paper will be passed 		

Reissued: 21-Jun-11

Model: Pi-G1N		Date: 21-Jun-06	No.: RJ007003I
Version	Symptom Corrected		
	<p>to the exit tray.</p> <p>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.</p>		
1.16	<p>Specification changed:</p> <ol style="list-style-type: none"> To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> A paper miss-feed may occur when feeding a nonstandard paper size from the bypass tray for a double-sided print job. 		
1.10	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> 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		

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.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: MFP/Printer Tech Service Dept.,3rd Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <p>Other changes:</p> <p>Less ink is consumed when the ink cartridge is replaced, due to modifications made to the head maintenance control.</p>
1.35	<ol style="list-style-type: none"> 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.

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, 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.		
1.32	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.		
1.29	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, Czech, 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		
1.27	Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the		

Reissued: 04-Oct-11

Model: T-G1		Date: 5-Jun-06	No.: RJ007001I
Version	Symptom Corrected		
	<p>current job is then reset, the print job log is not displayed correctly on the client PC.</p> <ol style="list-style-type: none"> 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. 		
1.26	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.24	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 become full. 3. Sometimes, under the following conditions, some parts of the image appear blurred or white lines are visible. <ul style="list-style-type: none"> – 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. <p>An electrostatic charge is stopped during adjusting image position.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A paper miss-feed may occur when feeding a nonstandard paper size from 		

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	<p>Specification changed:</p> <ol style="list-style-type: none">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.3. Added a feature to detect paper remaining inside the machine.4. Optimized the detection timing for the waste ink sensor.5. Increased the printing speed for the configuration sheet.6. Added Recycled Paper mode. <p>Symptom corrected:</p> <ol style="list-style-type: none">1. "Ink end" is displayed even after a new ink cartridge is installed.2. Faded image3. 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		

Model: T-G1/Pi-G1		Date: 15-Dec-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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Specification change)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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.

Subject: Firmware Release History(Controller)		Prepared by: J.Mochizuki	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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
“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Symptom Corrected
1.34	Symptom corrected: <ol style="list-style-type: none"> 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 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.

Reissued: 12-Apr-12

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002I
Version	Symptom Corrected		
	<div>2. Supports use of printer drivers on the following operating systems: Windows XP/Vista/Server2003/Server2008 x64 Edition.</div> <div>Symptom corrected:</div> <div>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.<div><div>RCL5c1.11</div><div>RCLXLc1.11</div></div></div> <div>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:<div><div>- Printer Status Check shows "disabled"</div><div>- The printer is connected to a LAN</div></div></div>		
1.29	<div>Symptom corrected:</div> <div>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.</div>		
1.28	<div>Symptom corrected:</div> <div>1. Sometimes, the machine misdetects a new (supported) ink cartridge as an unsupported type.</div> <div>2. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.</div> <div>Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</div>		
1.25	<div>Specification changed:</div> <div>1. The following SCs were added: SC976 (Printer head error at arrival). SC977 (Printer head error occurs at running).</div> <div>2. New display languages were added to the firmware update utility (Russian, Polish, Czek, Hungarian, Finnish).</div> <div>Symptom corrected:</div> <div>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).</div> <div>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.</div>		

Reissued: 12-Apr-12

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002I
Version	Symptom Corrected		
	<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> - Ink End condition - Paper misfeed - Temperature outside allowable range 		
1.23	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The engine sometimes stalls after performing the belt wrinkling correction. 		
1.20	<p>Specification changed:</p> <ol style="list-style-type: none"> 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). <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. 		

Reissued: 12-Apr-12

Model: T-G1N		Date: 05-Jun-06	No.: RJ007002I
Version	Symptom Corrected		
	<ul style="list-style-type: none"> - Low-humidity environment and low print volume, or - High-temperature, low-humidity environment <p>6. If the ink collection tank becomes full during printing, the paper will be passed to the exit tray.</p> <p>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.</p>		
1.16	<p>Specification changed:</p> <ol style="list-style-type: none"> 1. To comply with new changes made to the Energy Star requirements, the following changes have been applied. <ul style="list-style-type: none"> - 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. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Specification changed:</p> <ol style="list-style-type: none"> 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. 4. Optimized the detection timing for the waste ink sensor. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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. 3. 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	<p>Symptom corrected:</p> <p>"Ink End" is displayed during ink initialization in the following cases:</p> <ul style="list-style-type: none"> - 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		