

Reissued: 05-Nov-07

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001a
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RTB Reissue

The items in bold italics have been 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 engine

Version	Program No.	Effective Date
1.07	<i>J0165625D</i>	<i>November 2007 production</i>
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.07	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>
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese
1.04	1st mass production

Model: Model T-G1W		Date: 4-Oct-07	No.: RJ016002
Subject: Special Tool for paper curl problem		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

When printing a job consisting almost entirely of solid image areas onto A3 sheets, it is possible that paper curl may occur and paper is not stacked properly.

This does not occur with the most commonly used brands of DLT paper in the N.A. Market, as the paper fibers are perpendicular to the paper feed direction.

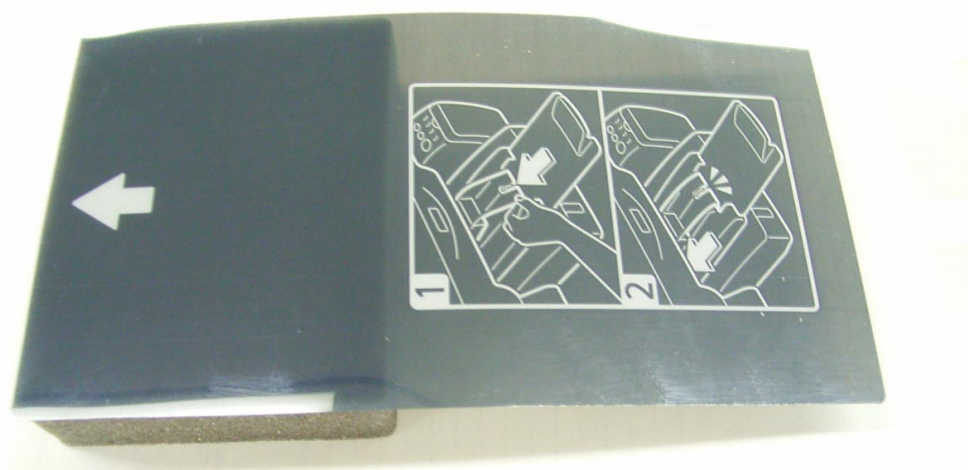
MECHANISM

When a large amount of ink is used on the paper, the paper has a tendency to curl along the direction of the paper fibers.

This has a greater tendency to occur under low-temperature, low-humidity conditions.

ACTION

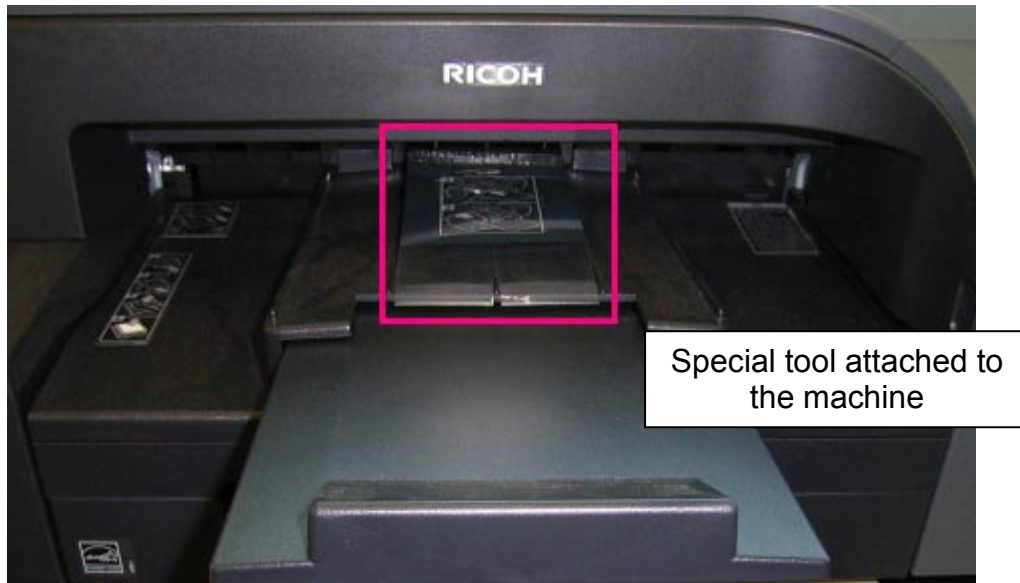
A special tool will be prepared which customers can use to improve the paper stacking quality. To improve paper stack quality, it is important to minimize the height difference between the paper exit position and the exit tray.



Model: Model T-G1W

Date: 4-Oct-07

No.: RJ016002



We will prepare this countermeasure part. If a customer has this problem, please arrange to send it.

P/N	Description
J006 9951	Pad - Exit

Model: T-G1s/T-G1W/T-MF1		Date: 3-Dec-07	No.: RJ016003
Subject: SC 979		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

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 24 hours with the main power ON.

Reissued: 16-Dec-08

Model: T-G1W		Date: 20-Dec-07	No.: RJ016004a
Subject: Firmware Release History Network I/F GX3		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 firmware update for Network I/F GX3

Version	Program No.	Effective Date
2.2.0	J5120017C	November 2008 production
2.1.0	J5120017A	1st mass production (August, 2007)

Version	Symptom Corrected
2.2.0	Symptom corrected: The job in progress stops if print jobs are sent simultaneously from a large number of PCs.
2.1.0	1st mass production

Reissued: 14-May-08

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001b
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RTB Reissue

The items in bold italics have been 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
1.10	<i>J0165625E</i>	<i>June 2008 production</i>
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.10	<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> <i>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.</i> <ul style="list-style-type: none"> <i>Ink End condition</i> <i>Paper misfeed</i> <i>Temperature outside allowable range</i>

Reissued: 14-May-08

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001b
Version	Symptom Corrected		
1.07	Symptom corrected: 1. If there are several print jobs in the queue (sent by LAN connection), and the current job is then reset, the print job log is not displayed correctly on the client PC. 2. A misfeed sometimes occurs during print head cleaning. 3. If a misfeed occurs during head cleaning, the print head moves away from the maintenance unit at the wrong timing as the misfeed is being cleared. 4. The printer performs printer head protection after a printer error occurs. 5. The printer does not resume the print job after stopping to perform printer head maintenance, or after a new ink cartridge is inserted. 6. If a misfeed occurs at the leading edge of the paper, the printer does not resume the print job from the correct page, but rather from the next page. 7. The printer does not begin a new print job after a new ink cartridge is inserted.		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	1st mass production		

Model: T-G1s / T-G1W		Date: 13-May-08	No.: RJ016005
Subject: Service Manual Revision		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 (Ink Collector Unit yield, pg. 285)

- **Correct** the following items in the table.

The yield information for the ink collector units were changed as follows.

Type	APV	Expected Replacement Period	Yield of Ink Collector Unit
J015	500	32 months or more	16K prints
J016	1,000	22 months or more	22K prints

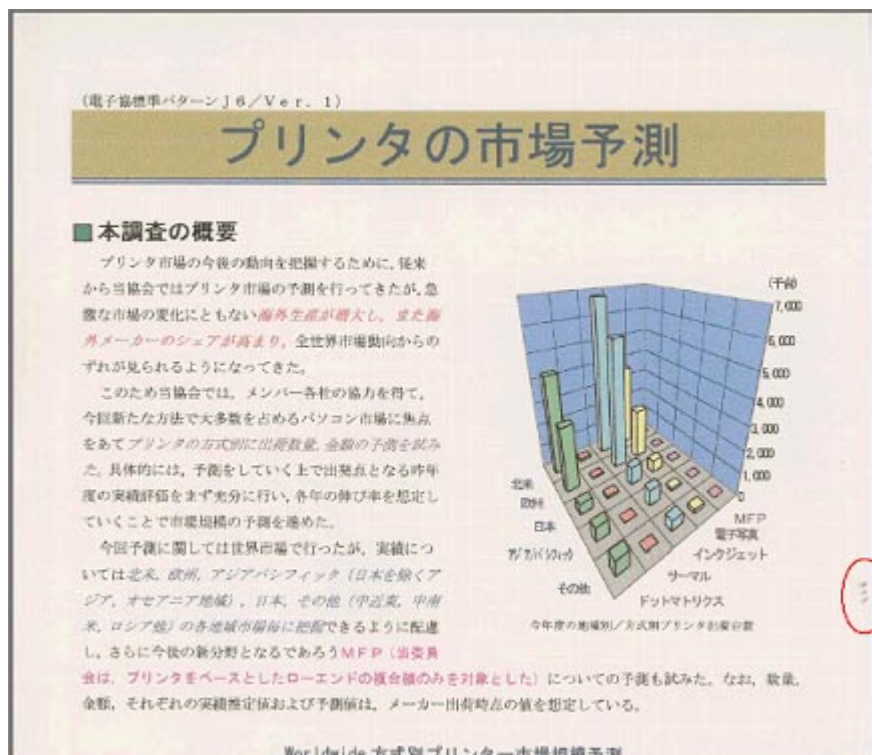
Conditions: 3P/J, 5% A4 chart, target PV

Note: Although the Ink Collector Unit was provided as a service part for the predecessor model, for these models it will be provided as a consumable (supply product).

Model: T-G1W		Date: 15-May-08	No.: RJ016006
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"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

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-G1W

Date: 15-May-08

No.: RJ016006

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:

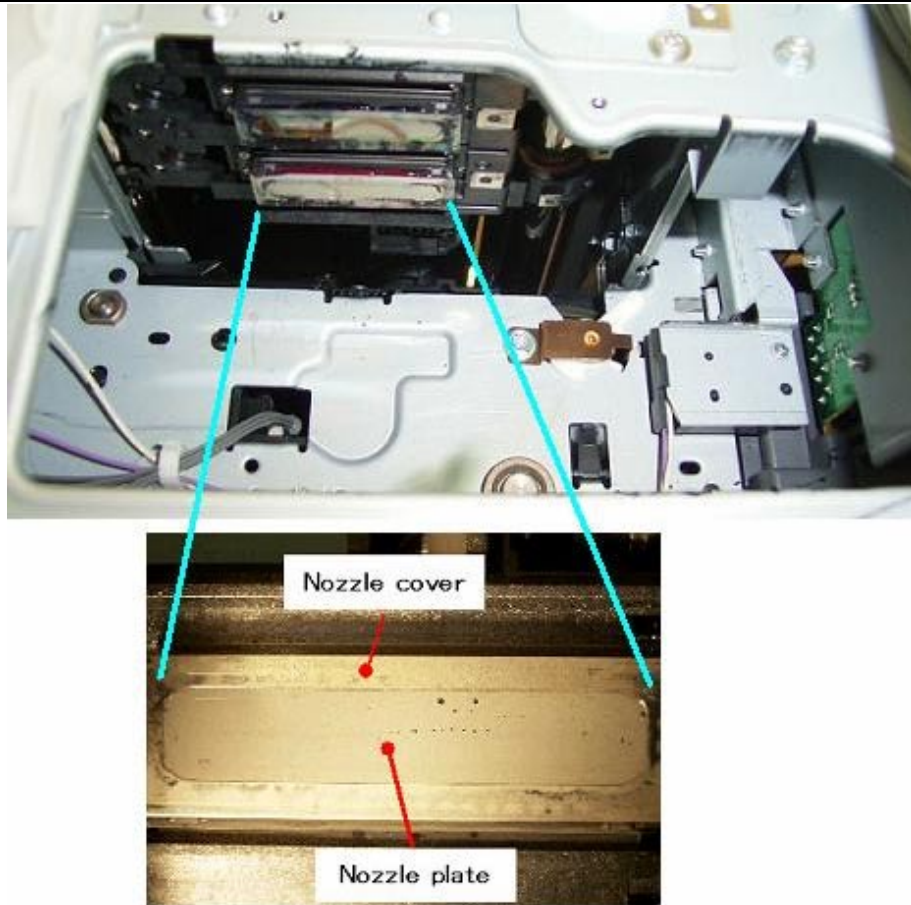
1. Turn off the machine main power.
2. Remove the maintenance unit.

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).

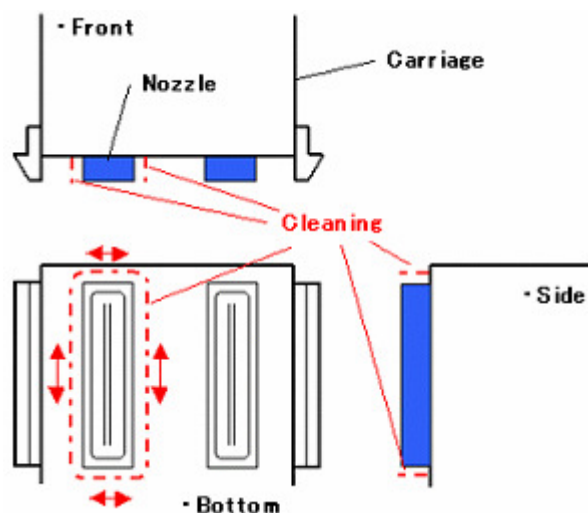
3. Return the carriage to its home position.

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

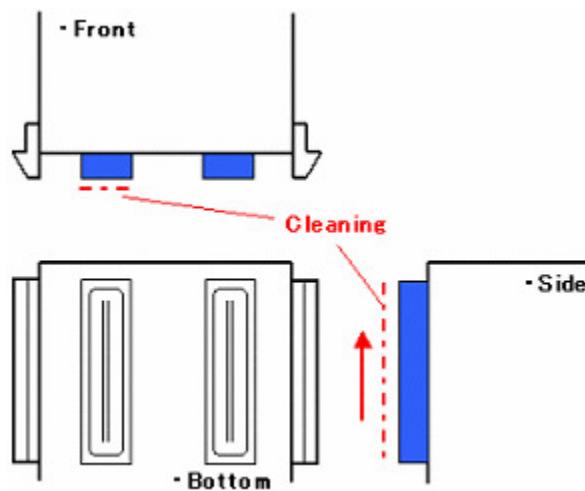




4. Clean each side of the nozzle twice with a slightly damp cloth.
Important: Move the cloth back and forth along the surface.



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-G1W		Date: 21-May-08	No.: RJ016007
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. (The printer head cannot be replaced.)

Note: This change was applied from the following versions:

- T-G1W: From v1.10 or later (From June/2008 production)

Reissued: 24-Jul-08

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001c
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RTB Reissue

The items in bold italics have been 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
1.13	<i>J0165625F</i>	<i>September 2008 production</i>
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.13	<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></p> <p><i>Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</i></p>

Reissued: 24-Jul-08

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001c
Version	Symptom Corrected		
1.10	<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 		
1.07	<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. 		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	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: Toscana-P1W (GX7000)		Date: 22-Sep-08	No.: RJ016008
Subject: Operation Panel Harness Pinching		Prepared by: M.Matsuda	
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 checked="" 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 type="checkbox"/> Tier 2

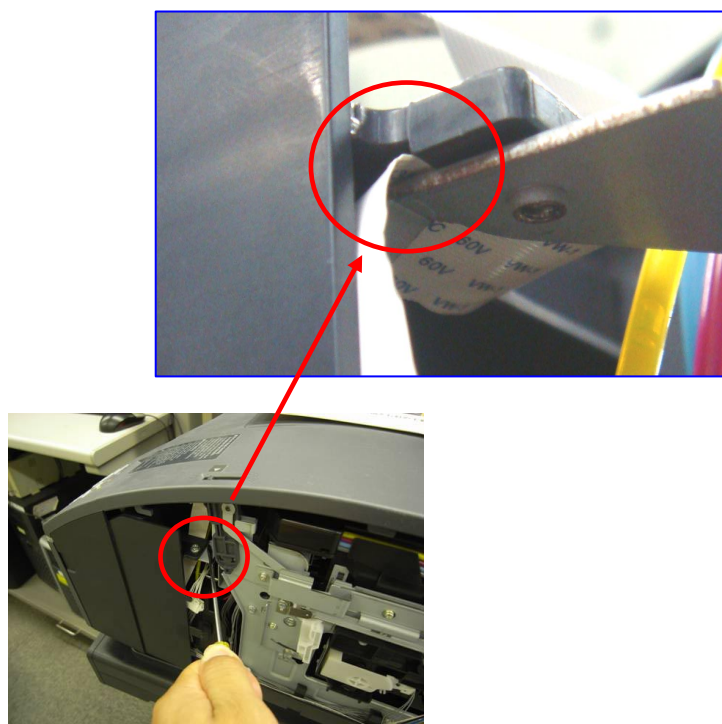
SYMPTOM

- Operation panel does not light up
- Main power does not turn ON
- Main power does not turn OFF

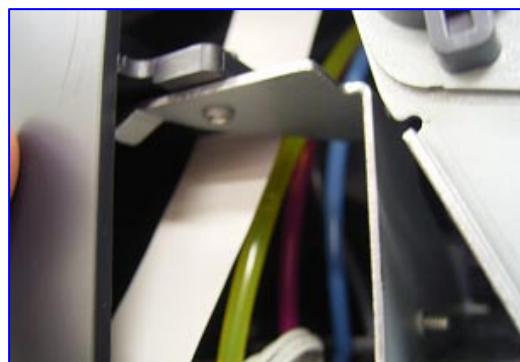
CAUSE

The operation harness was assembled while caught on the front stay. This may cause an electrical short in the harness and smoke can be generated from the short area.

Note: There is no possibility of any parts catching fire. Also since the amount of smoke is very slight, customers will not be aware of the generated smoke.



< Normal Condition >



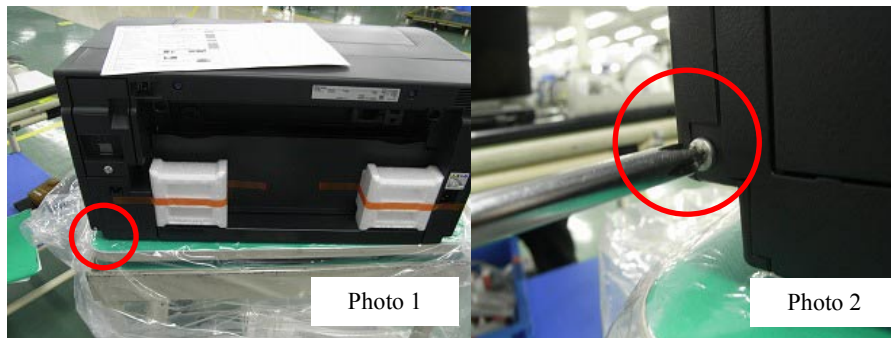
SOLUTION

Re-assemble the operation harness according to the procedure below.

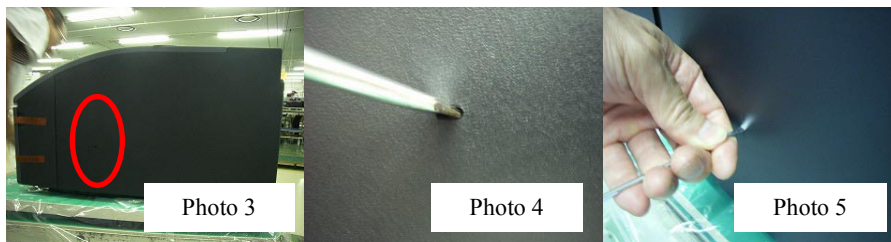
PROCEDURE

1. Removing the right cover

Remove the screw circled in red in photos 1 and 2

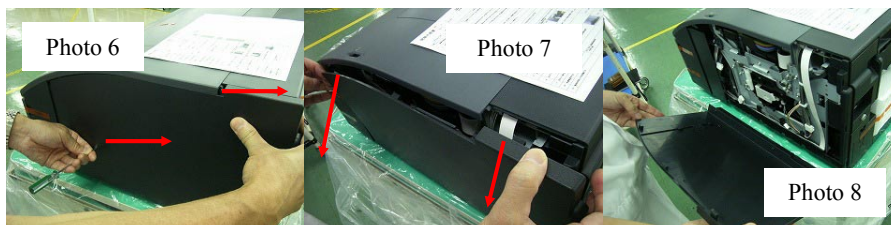


Insert the tip of a pair of needle nose pliers into the hole circled in red (photo 3), and then push the screw in all the way.



Keeping the screwdriver inserted in the hole (photo 6), slide the right cover toward the mainframe.

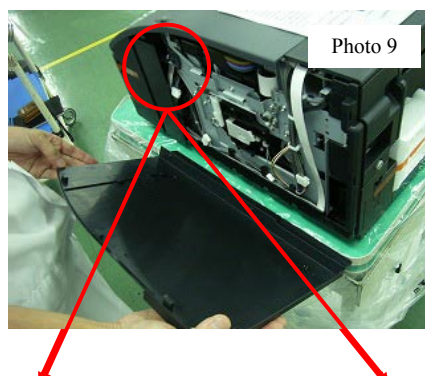
Tilt the right cover in the direction of the arrow (photo 7).



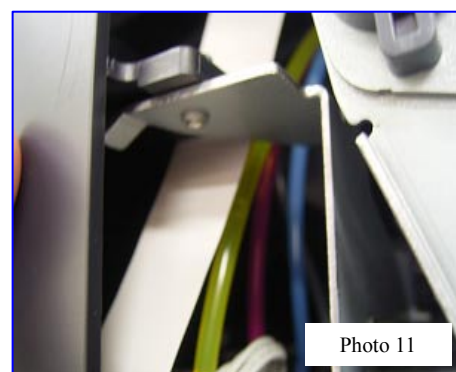
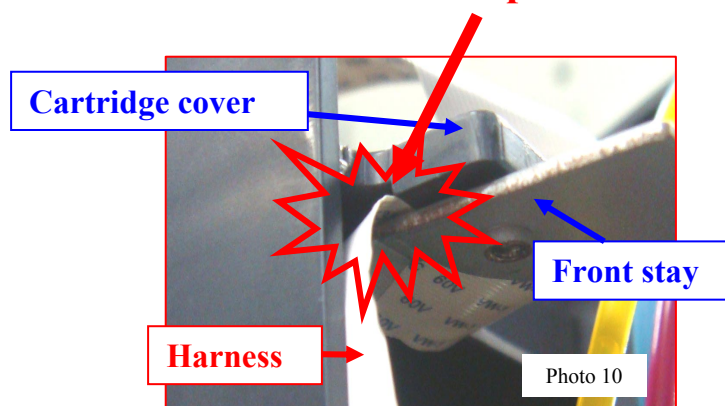
Remove the right cover (it will detach after you tilt it).

2. Checking the condition of the harness

Check the area circled in red, and check to see if the harness is being pinched between the front stay and the cartridge cover.



NG: Harness is pinched

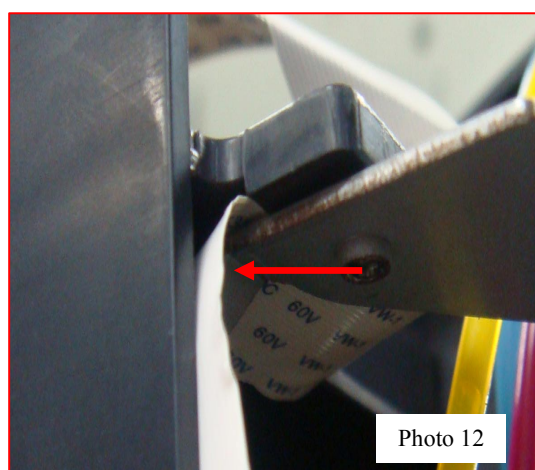


(view from below, right side)

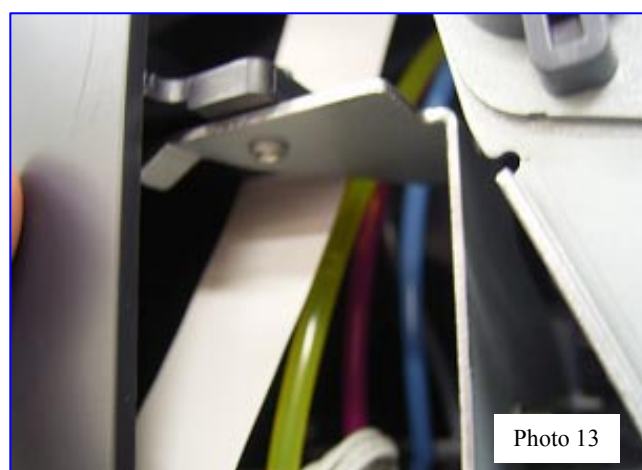
3. Method for checking the condition of the harness

Even if the harness is pinched between the front stay and the cartridge cover, there are cases in which the harness can be easily freed by the touch of a hand.

NG: harness is pinched



OK: Normal position



Model: Toscana-P1W (GX7000)

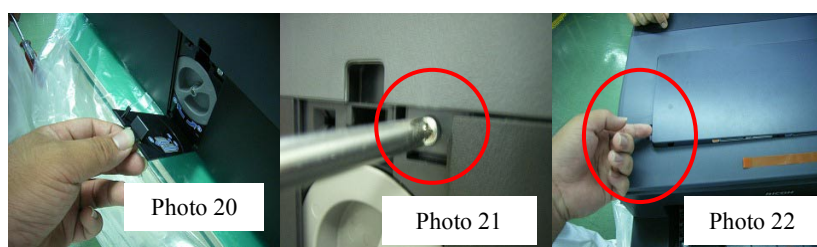
Date: 22-Sep-08

No.: RJ016008

- Push the harness in the direction of the arrow (Photo 12). If the harness comes free when you push it, it will return to the normal position shown in the "OK" photo. No further action is required.
- If it does not come free, this means it is stuck, and action is required (see the next page).

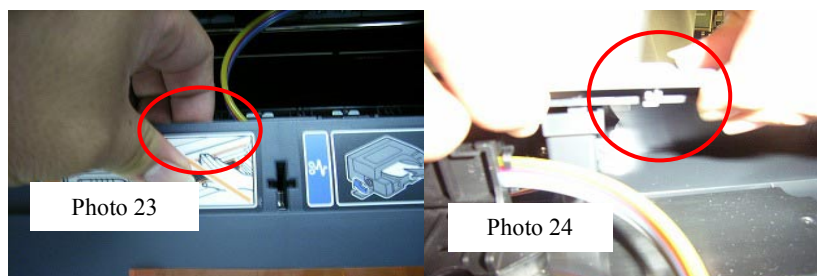
4. Procedure for freeing the pinched (stuck) harness

1. Open the jam clearing dial cover, located on the left side of the machine (photo 20).
2. Remove the screw circled in red in photo 21.
3. While holding the area circled in red in photo 22, open the upper middle cover.



4. Remove the upper cover, holding the cover as shown in photo 23 and making sure not to bend the pawl.

Important: Be careful to set the cover in the proper position with respect to this pawl when you reattach the cover later. If you do not, a "Cover Open" error will occur.



5. Lift up the upper cover in the direction of the arrow shown in photo 25 (being careful not to bend the pawl mentioned in Step 4 above).



Model: Toscana-P1W (GX7000)

Date: 22-Sep-08

No.: RJ016008

6. Move the lever in the direction of the arrow shown in photo 26 (this area is magnified in photo 27).

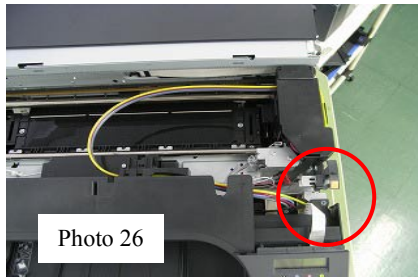


Photo 26

7. Loosen the screw shown in the circled area in photo 27 (magnified in photo 28). Move the harness to the correct position (as shown in the “OK” photos on the previous page).

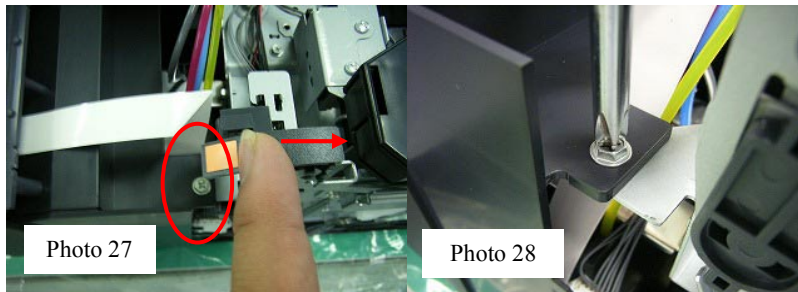


Photo 27

Photo 28

8. Retighten the screw and then reattach all parts you removed.

Important: Make sure that the harness does not get pinched when you reattach the right cover.

Finish

Reissued: 16-Dec-08

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001d
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RTB Reissue

The items in bold italics have been 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
1.14	J0165625G	November 2008 production
1.13	J0165625F	September 2008 production
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.14	Symptom corrected: 1. The wrong message is displayed when the machine detects temperature conditions outside the specification limits. Note: If this is detected when the machine power is turned on, the machine will wait until the temperature is within normal limits before any operations can be performed.
1.13	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.

Reissued: 16-Dec-08

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001d
Version	Symptom Corrected		
1.10	<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 		
1.07	<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. 		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	1st mass production		

Model: T-G1W		Date: 22-Sep-08	No.: RJ016009
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 firmware version 1.13 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).

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-G1W

Date: 22-Sep-08

No.: RJ016009

Cut-in Serial Numbers

TBA.

Model Code	Cut-in serial number
J016-17	R21YMMxxxxx
J016-22	R22YMMxxxxx
J016-27	R23YMMxxxxx

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

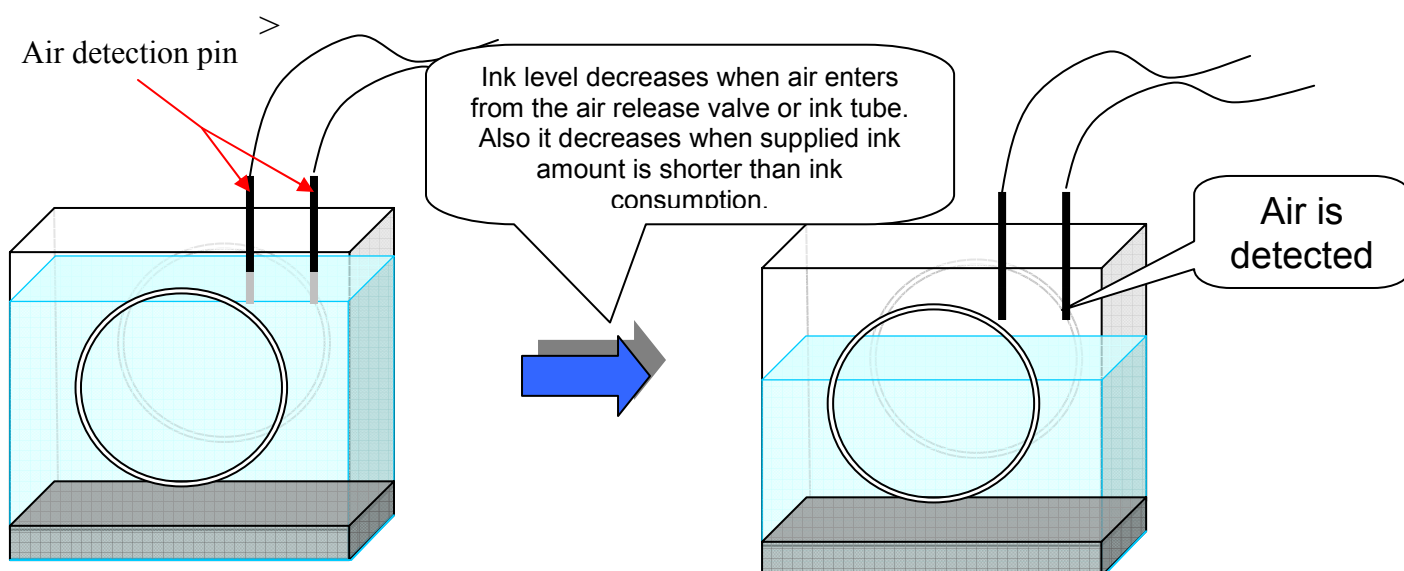
With the modified firmware, this becomes once every 30 days.

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 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 suction the ink by suction cap with air release valve is closed. Therefore, to perform this process, the machine consumes ink.

< Schematic view of head tank



Reissued:16-Feb-09

Model: T-G1W	Date: 23-Jan-09	No.: RJ016010a
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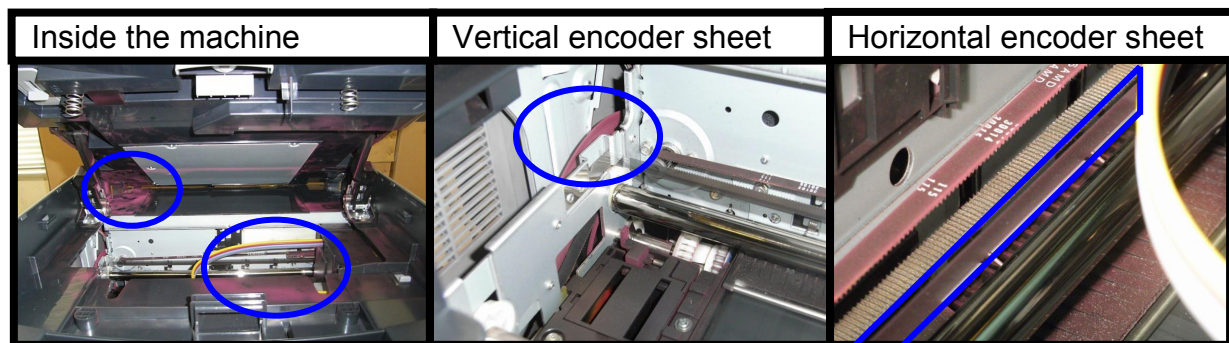
RTB REISSUE

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



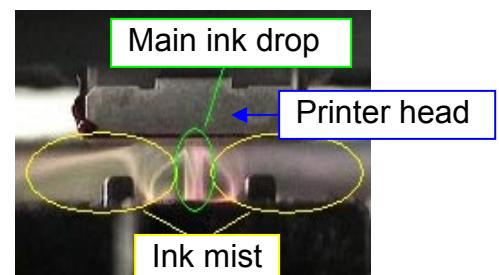
Note:

- 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-G1W	Date: 23-Jan-09	No.: RJ016010a
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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).

Reissued: 04-Feb-09

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001e
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RTB Reissue

The items in bold italics have been 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
1.15	J0165625H	January 2009 production
1.14	J0165625G	November 2008 production
1.13	J0165625F	September 2008 production
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.15	Symptom corrected: 1. Sometimes, after a job has been cancelled successfully, the status of the job in the Job History is still displayed as "Printing".
1.14	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.
1.13	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.

Reissued: 04-Feb-09

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001e
Version	Symptom Corrected		
1.10	<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 		
1.07	<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. 		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	1st mass production		

Model: T-G1W		Date: 2-Mar-09	No.: RJ016011
Subject: "SC999 at installation 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.

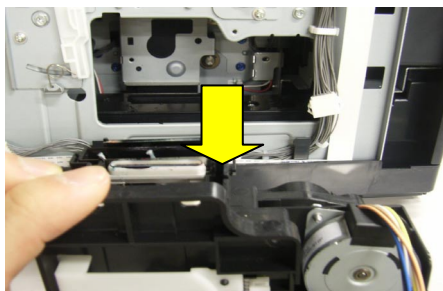
Note: As described above, this occurrence of SC999 is caused by a motor rotation failure. It is not related to SC999 caused by ink clogging.

Solution

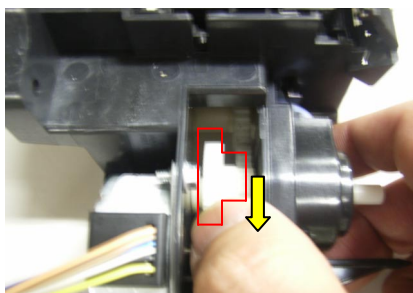
If the symptom is reported, advise the customer to turn the machine main power OFF/ON five times. **If this does not clear the SC**, release the motor lock manually.

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-G1W

Date: 2-Mar-09

No.: RJ016011

Potentially Affected S/N:

Product Code	Model name	S/N
J01617	GX7000-NA(R21)	R2180700001~R2180700078
J01617	GX7000-NA(R21)	R2180800001~R2180800094
J01617	GX7000-NA(R21)	R2180900001~R2180900150
J01622	GX7000-EU(R22)	R2270700001~R2270700002
J01622	GX7000-EU(R22)	R2270800001~R2270800023
J01622	GX7000-EU(R22)	R2270900001~R2270900050
J01627	GX7000-EU(R23)	R2380700001~R2380700051
J01627	GX7000-EU(R23)	R2380800001~R2380800001
J01627	GX7000-EU(R23)	R2380900001~R2380900005

Model: T-G1W		Date: 6-Aug-09	No.: RJ016012
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" setting 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.

Model: T-G1W		Date: 08-Dec-09	No.: RJ016013
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
J016	J0150411	J0070413

In the field:

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

Model: T-G1W

Date: 08-Dec-09

No.: RJ016013

CUT-IN SERIAL NUMBERS

Model Code	Machine Cut-in S/N
J016-17	R21912XXXXX
J016-22	R2291100001
J016-27	R2391200001

Reissued: 15-Feb-10

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001f
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RTB Reissue

The items in bold italics have been 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
1.16	J0165635A	December 2009 production
1.15	J0165635	January 2009 production
1.14	J0165625G	November 2008 production
1.13	J0165625F	September 2008 production
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.16	Symptom Corrected: 1. Occasionally, belt charge leakage was mis-detected displaying SC993 in very high humidity conditions. To prevent this, the condition of the charge leakage detection has been changed.
1.15	Symptom corrected: 1. Sometimes, after a job has been cancelled successfully, the status of the job in the Job History is still displayed as "Printing".
1.14	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.
1.13	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.

Reissued: 15-Feb-10

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001f
Version	Symptom Corrected		
1.10	<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 		
1.07	<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. 		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	1st mass production		

Model: T-G1W		Date: 15-Apr-10	No.: RJ016014
Subject: Countermeasure against skewed images.		Prepared by K. Nakano	
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 checked="" 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 <input checked="" type="checkbox"/> Tier 2

Multi Bypass Tray Type BY1010 (J514):

Change:

Old Part #	New Part #	Description	Int.	Page	Index
J5147041	J5147052	Rack: Side Fence	X/X	3	11
J5147039	J5147029	Side Fence: Left	X/X	3	24
-	J3117031	Plate: Side Fence: Left	-	3	26
J5147040	J5147053	Side Fence: Right	X/X	3	23

- 1) The shapes of the side fences and side fence rack were changed (see details on the next page).
- 2) A plate was added for the **left** side fence.

Reason:

To hold the side fences in place more strongly while the machine is printing (which will minimize image skew).

IMPORTANT:

If you need to replace the parts on machines produced before the cut-in S/N, install the following **together as a set**:

- **Right** side: Side fence and rack
- **Left** side: Side fence, rack, and plate

	Part Replaced		Part Replacing		Int.
	Description	Part #	Description	Part #	
Right side	Side Fence: Right	J5147040	Rack: Side Fence Side Fence: Right	J5147052 J5147053	X/O
	Rack: Side Fence (for Right)	J5147041			
Left side	Side Fence: Left	J5147039	Side Fence: Left Rack: Side Fence Plate: Side Fence: Left	J5147029 J5147052 J3117031	X/O
	Rack: Side Fence (for Left)	J5147041			

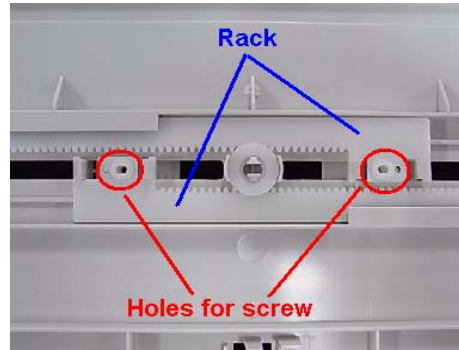
Model: T-G1W

Date: 15-Apr-10

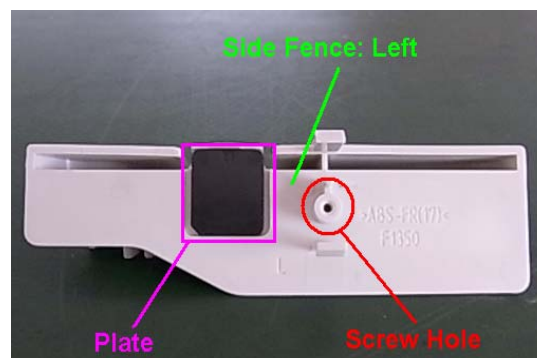
No.: RJ016014

Changes made to the rack and side fences:**Rack: Side Fence**

Screw holes were added.

**Side Fence: Left / Plate: Side Fence: Left**

A screw hole and a plate were added.

**Side Fence: Right**

Only a screw hole was added (a plate was not added).

Cut-in Serial Numbers:

5N66-118337 (Jan. 26th, 2010 production)

Reissued: 20-May-10

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001g
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RTB Reissue

The items in bold italics have been 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
1.17	J0165635B	April 2010 production
1.16	J0165635A	December 2009 production
1.15	J0165635	January 2009 production
1.14	J0165625G	November 2008 production
1.13	J0165625F	September 2008 production
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.17	Specification change: 1. Wording change (LCD screen and Summary Report): "Level Color" was changed to "Economy Color" Symptoms corrected: 1. The machine serial number is displayed as a 16-digit number (instead of an 11-digit number), and the machine freezes if the SP mode edit screen is used to correct this.
1.16	Symptom Corrected: 1. 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.
1.15	Symptom corrected: 1. Sometimes, after a job has been cancelled successfully, the status of the job in the Job History is still displayed as "Printing".
1.14	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.
1.13	Symptom corrected: 1. Sometimes, the machine misdetects a new (supported) ink cartridge as an

Reissued: 20-May-10

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001g
Version	Symptom Corrected		
	<p>unsupported type.</p> <p>2. If printing is initiated using an unsupported ink cartridge, the machine displays a message that prompts the operator to replace the cartridge.</p> <p>Other changes: Automatic maintenance was optimized so as to eliminate unnecessary maintenance, and therefore reduce the amount of ink consumed.</p>		
1.10	<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 		
1.07	<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. 		
1.05	<p>4 languages have been selectable.</p> <p>— Danish</p> <p>— Swedish</p>		

Reissued: 20-May-10

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001g
Version	Symptom Corrected		
	Norwegian		
	Portuguese		
1.04	1st mass production		

Reissued: 20-May-10

Model: T-G1W	Date: 20-Dec-07	No.: RJ016004b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History Network I/F GX3		Prepared by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM 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 firmware update for Network I/F GX3

Version	Program No.	Effective Date
2.2.2	<i>J5120017D J5170017D</i>	<i>March 2010 production</i>
2.2.0	J5120017C	November 2008 production
2.1.0	J5120017A	1st mass production (August, 2007)

Version	Symptom Corrected
2.2.2	<i>Specification change:</i> <i>1. Wording change (in the CSV file attached to the counter notification mail): "Level Color" was changed to "Economy Color"</i> <i>[1] /Counter: Level Color/ → /Counter: Economy Color/</i> <i>[2] /Level Color Coverage/ → /Economy Color Coverage/</i>
2.2.0	Symptom corrected: The job in progress stops if print jobs are sent simultaneously from a large number of PCs.
2.1.0	1st mass production

Reissued: 17-Sep-10

Model: T-G1W	Date: 20-Dec-07	No.: RJ016004c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History Network I/F GX3		Prepared by: J.Mochizuki	
From: 2nd Overseas Tech Support Sec., 2nd PQM 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 firmware update for Network I/F GX3

Version	Program No.	Effective Date
2.2.4	<i>J5120017E_J5170017E</i>	<i>December 2010 production</i>
2.2.2	J5120017D_J5170017D	March 2010 production
2.2.0	J5120017C	November 2008 production
2.1.0	J5120017A	1st mass production (August, 2007)

Version	Symptom Corrected
2.2.4	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. If the printer receives an SNMP message with an IP Address length descriptor field describing the IP Address as being more than 516 bytes (instead of the standardized 4 bytes described in RFC1155 and RFC1902), the printer will lose network connectivity until rebooted. This loss of network connectivity only occurred if the printer's SNMP setting was "Active" and if the default Community Name was being used.</i> <i>2. If a DHCP offer's Lease Time or Server Identifier is not exactly 4 bytes (as defined by RFC2132), the printer will lose network connectivity until rebooted. This loss of network connectivity only occurred if the printer's "DNS Server" setting was manually specified (not determined by DHCP).</i> <i>3. The printer will lose connectivity with the network when trying to resolve a hostname with a DNS server if the reply sent by the DNS server contains an RDLENGTH that does not accurately describe the length of the contents of the RDATA field (in contrast to what has been standardized by RFC1035). This loss of network connectivity only occurred if the printer's DHCP setting was "Active".</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>1. Any time the ethernet link goes down > up, the printer will send a gratuitous ARP.</i> <i>2. Using BitSw 1-5, the printer can be configured to send a Gratuitous ARP every 60 seconds.</i> <ul style="list-style-type: none"> <i>- BitSw 1-5 = 0 (default): Inactive</i> <i>- BitSw 1-5 = 1: Active</i>

Reissued: 17-Sep-10

Model: T-G1W		Date: 20-Dec-07	No.: RJ016004c
Version	Symptom Corrected		
	3. New sections named "Ethernet Link Log" and "Ethernet Link Count" will be added to the "Service Summary" and "System Summary". <ul style="list-style-type: none"> - The "Ethernet Link Log" will record instances (in the form of dates) of the ethernet link going down > up. - The "Ethernet Link Count" will record the number of times the ethernet link goes down > up 		
2.2.2	Specification change: 1. Wording change (in the CSV file attached to the counter notification mail): "Level Color" was changed to "Economy Color" [1]「Counter: Level Color」⇒「Counter: Economy Color」 [2]「Level Color Coverage」⇒「Economy Color Coverage」		
2.2.0	Symptom corrected: The job in progress stops if print jobs are sent simultaneously from a large number of PCs.		
2.1.0	1st mass production		

Reissued: 24-Nov-10

Model: T-G1W	Date: 07-Aug-07	No.: RJ016001h
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RTB Reissue

The items in bold italics have been 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
1.21	J0165635D	December 2010 production
1.17	J0165635B	April 2010 production
1.16	J0165635A	December 2009 production
1.15	J0165635	January 2009 production
1.14	J0165625G	November 2008 production
1.13	J0165625F	September 2008 production
1.10	J0165625E	June 2008 production
1.07	J0165625D	November 2007 production
1.05	J0165625B	September 2007 production
1.04	J0165625A	1st mass production (August, 2007)

Version	Symptom Corrected
1.21	Symptom corrected: <ol style="list-style-type: none"> <i>A paper misfeed occurs if the paper size of the print data does not match the size that has been for the paper tray.</i> <i>Images are printed out totally or partially blank if the paper width is not detected correctly due to dirt or other foreign material on the transport belt.</i> Specification change: <ol style="list-style-type: none"> <i>The control for head cleaning was changed slightly, and as a result, less ink is consumed when the ink cartridge is replaced.</i>
1.17	Specification change: <ol style="list-style-type: none"> Wording change (LCD screen and Summary Report): "Level Color" was changed to "Economy Color" Symptoms corrected: <ol style="list-style-type: none"> The machine serial number is displayed as a 16-digit number (instead of an 11-digit number), and the machine freezes if the SP mode edit screen is used to correct this.
1.16	Symptom Corrected: <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

Reissued: 24-Nov-10

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001h
Version	Symptom Corrected		
	detection has been changed.		
1.15	Symptom corrected: 1. Sometimes, after a job has been cancelled successfully, the status of the job in the Job History is still displayed as "Printing".		
1.14	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.		
1.13	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.		
1.10	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		
1.07	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.		

Reissued: 24-Nov-10

Model: T-G1W		Date: 07-Aug-07	No.: RJ016001h
Version	Symptom Corrected		
	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.		
1.05	4 languages have been selectable. — Danish — Swedish — Norwegian — Portuguese		
1.04	1st mass production		

Model: T-G1W		Date: 26-Nov-10	No.: RJ016015
Subject: Countermeasure against paper creasing		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 checked="" 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 <input checked="" type="checkbox"/> Tier 2

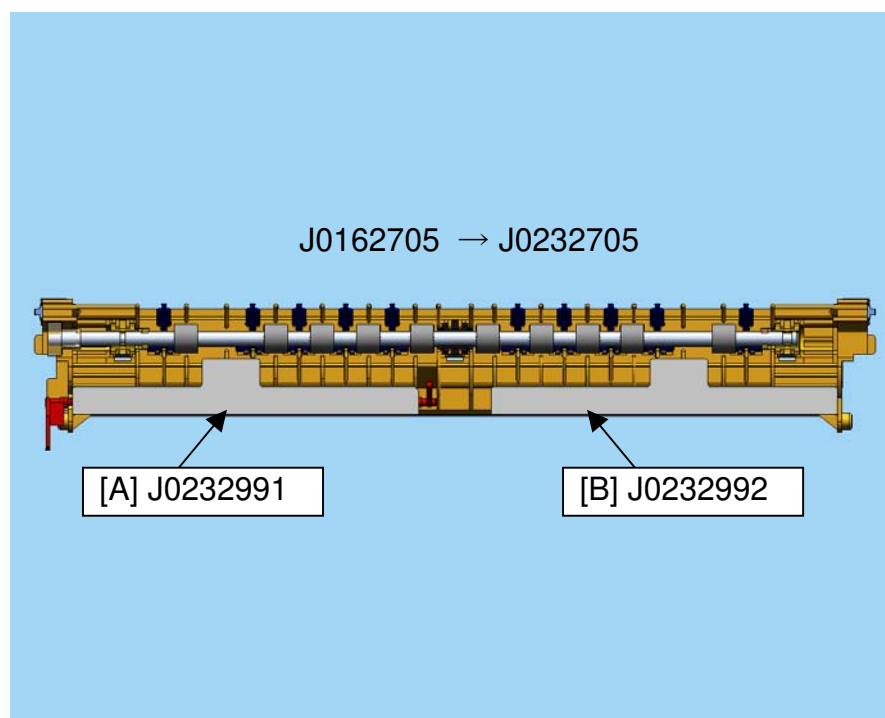
Old Part #	New Part #	Description	Int.	Page	Index
J0162705	J0232705	GUIDE:REVERSE	X/O	11	15
J0062989	J0232991	SHEET:GUIDE:LEFT	X/O	11	11
	J0232992	SHEET:GUIDE:RIGHT	-	11	*28

*New Index

Change:

- 1) The shape of the Left Guide Sheet [A] was changed.
- 2) The Right Guide Sheet [B] was added.

Reason: To further ensure that paper is fed straight and does not crease around the reverse guide area.



Cut-in Serial Numbers

J01617	R2100800001
J01622	R2200900001
J01627	R2300900001

Reissued: 04-Oct-11

Model: T-G1W	Date: 20-Dec-07	No.: RJ016004d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History Network I/F GX3		Prepared by: J.Mochizuki	
From: MFP/Printer Tech Service Dept., 3rd Tech Service Sect.			
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 firmware update for Network I/F GX3

Version	Program No.	Effective Date
2.2.5	<i>J5120017F_J5170017F</i>	<i>December 2011 production</i>
2.2.4	J5120017E_J5170017E	December 2010 production
2.2.2	J5120017D_J5170017D	March 2010 production
2.2.0	J5120017C	November 2008 production
2.1.0	J5120017A	1st mass production (August, 2007)

Version	Symptom Corrected
2.2.5	<i>Symptom corrected:</i> <i>The printer is unable to renew an IP address lease with DHCP. This resulted in the printer losing connectivity with the network as soon as the lease expired.</i>
2.2.4	Symptom corrected: 1. If the printer receives an SNMP message with an IP Address length descriptor field describing the IP Address as being more than 516 bytes (instead of the standardized 4 bytes described in RFC1155 and RFC1902), the printer will lose network connectivity until rebooted. This loss of network connectivity only occurred if the printer's SNMP setting was "Active" and if the default Community Name was being used. 2. If a DHCP offer's Lease Time or Server Identifier is not exactly 4 bytes (as defined by RFC2132), the printer will lose network connectivity until rebooted. This loss of network connectivity only occurred if the printer's "DNS Server" setting was manually specified (not determined by DHCP). 3. The printer will lose connectivity with the network when trying to resolve a hostname with a DNS server if the reply sent by the DNS server contains an RDLENGTH that does not accurately describe the length of the contents of the RDATA field (in contrast to what has been standardized by RFC1035). This loss of network connectivity only occurred if the printer's DHCP setting was "Active". Other changes: 1. Any time the ethernet link goes down > up, the printer will send a gratuitous ARP.

Reissued: 04-Oct-11

Model: T-G1W		Date: 20-Dec-07	No.: RJ016004d
Version	Symptom Corrected		
	2. Using BitSw 1-5, the printer can be configured to send a Gratuitous ARP every 60 seconds. <ul style="list-style-type: none"> - BitSw 1-5 = 0 (default): Inactive - BitSw 1-5 = 1: Active 3. New sections named "Ethernet Link Log" and "Ethernet Link Count" will be added to the "Service Summary" and "System Summary". <ul style="list-style-type: none"> - The "Ethernet Link Log" will record instances (in the form of dates) of the ethernet link going down > up. - The "Ethernet Link Count" will record the number of times the ethernet link goes down > up 		
2.2.2	Specification change: 1. Wording change (in the CSV file attached to the counter notification mail): "Level Color" was changed to "Economy Color" [1]「Counter: Level Color」⇒「Counter: Economy Color」 [2]「Level Color Coverage」⇒「Economy Color Coverage」		
2.2.0	Symptom corrected: The job in progress stops if print jobs are sent simultaneously from a large number of PCs.		
2.1.0	1st mass production		