Technical Bulletin

Reissued: 17-Feb-12

Model: R-G1

Date: 22-Jan-10

No.: RJ018001g

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Engine/Controller			Prepared by: Y. Murata
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🖾 Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.12	J0185617E	March 2012 production	Not available
1.11	J0185617D	July 2011 production	Not available
1.10	J0185617C	March 2011 production	Not available
1.08	J0185617B	January 2011 production	Not available
1.07	J0185617A	October 2010 production	Not available
1.05	J0185617	September 2010 production	Not available
1.04	J0185613C	June 2010 production	Not available
1.01	J0185613B	1st Mass production	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	Modified Points or Symptom Corrected
1.12	Symptom corrected: If the power cord is removed during a firmware update, the machine may
	fail to boot up after that.
1.11	Symptom corrected: Minor bug fixed.
1.10	 Symptom corrected: Sometimes after the online key has been pressed, processing message will not disappear even though the machine stopped. An unnecessary message ("or form feed") is displayed when the paper runs out. The image is not printed onto the paper correctly, due to ink stains on the transport belt (which cause a paper width misdetection). Instead of resulting in a job reset, memory overflows occurring during the processing of a PCL job resulted in the device stalling.
	 Other changes: 1. To further ensure that proper image quality is maintained, a new automaintenance procedure will be performed if the temperature drops 10C or more while the machine is in idle.
1.08	Symptom corrected:

Reissued: 17-Feb-12

Model: R-G1		Date: 22-Jan-10	No.: RJ018001g			
Version	Modified Points	or Symptom Correcte	d			
	 In some cases, the machine can not be fed from paper tray after the paper is running out from manual bypass tray. The machine will stop or be jammed frequently after power-on if it is connected to a PC by USB cable which is turned on and proceed more than 2 jobs. SC-973 sometimes occurs during the normal operation. The printer might be out of service after firmware update failure. Minor bug fixed. 					
	 The error message has been char manual bypass tray. "Paper misfeed Bypass Tray"> ' 	nged when the paper is 'No paper or misfeed: B	running out from Bypass"			
1.07	 Symptom corrected: If a jam and other error (cover oper jam error may not be cleared ever In some cases, the "Open Front C cleared after the appropriate cartri In some cases, the modified SP de RAM when the firmware is update If certain SP modes are programm machine displays this value incorr The tenth digit of the date description the Service Summary report. If the driver establishes a connection printer first being turned on (right of to configure printer Accessories with able to print until the PC is rebooted connected via USB. Jobs without any PJL commands restall, part of the document is printer The printer stalls if it receives 256 without receiving a job of another F 	en or unit unset) occur s in after the jammed pape over. Replace Ink Ctrg" idge is replaced. efault values are not wr d. ned to a certain value of ectly or does not apply tion for SP5200 is displation for to a printer within a f but of the box), a messa Il be displayed and the ed. This problem only aff night cause the device the d containing random ar PCL jobs in a row witho PDL.	imultaneously, the er is removed. display is not itten to the NV- r higher, the the value. ayed incorrectly in ew minutes of the ge telling the user user will not be fected printers to stall. Before this nomalies. ut a power cycle or			
	 Other changes: 1. The format of the date used in SP7 7424, that appears on the Service YY:MM:DD> YY/MM/DD. 2. The default for paper feed from the no paper in the standard and optio 3. The accuracy of the machine clock 4. New sections named "Ethernet Lin added to the "Service Summary" a The "Ethernet Link Log" will re ethernet link going down > up. The "Ethernet Link Count" will link goes down > up 5. Using BitSw 1-5, the printer can be every 60 seconds. 	7400, -7401, -7402, -742 Summary Report was of a multi bypass tray in ca n paper trays was chan was further increased. k Log" and "Ethernet Li nd "System Summary". cord instances (in the for record the number of ti e configured to send a 0	22, -7423, and - changed as follows: ses where there is ged to OFF. nk Count" will be orm of dates) of the mes the ethernet Gratuitous ARP			

Reissued: 17-Feb-12

Model: R-G1		Date: 22-Jan-10	No.: RJ018001g			
Version	Modified Points	or Symptom Correcte	d			
	- BitSw 1-5 = 1: Active					
1.05	Symptom corrected:					
	In some cases, the main power canno	t be turned off after the	machine enters			
	Energy Saver mode.					
1.04	Other changes:	,				
	1. The timing of the ink sending sequences the last of initial sectors of initial sectors the last of	lence was changed fror	n 30 days of idling			
	to 45 days of idling since the last p	orini job.				
	Symptom corrected:					
	1. The waiting time between iobs inc	reases (sometimes as l	ong as 21			
	seconds) if the machine receives a	a new print job just after	r it finishes the			
	current job.					
	2. If the machine remains idle for more than one and a half months, and there					
	is not enough ink to perform ink purge, the machine starts printing without					
	performing ink purge, causing poor print quality.					
	3. The machine unnecessarily performs maintenance if the operator always					
	snuts off the machine without usin	g the main power butto	n, which in turn			
	The machine stalls and displays "	Processing " if it feeds	naper from the			
	hypass tray just after feeding page	er from the paper feed u	init			
	5. "Energy Saver" is displayed during	a initial tank filling if the	ink cover is alreadv			
	open when the power is turned on	, and then closed after t	five minutes or			
	more.					
1.01	1st Mass production					

Technical Bulletin

Model: R-G1			Dat	e: 19-Feb-10	No.: RJ018002	
Subject: Service Manual correction				Prepared by: K. Nakano		
From: 2nd Overseas Tech. Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part inf	t information		on required	
	Mechanical Electrical		rical 🛛 🖂 Serv		vice manual revision	
	Paper path	Transmit/rece		eive 🗌 Retr	ofit information	
	Other ()			🖂 Tier:	2	

Service Manual Revision

The description for SC988 was corrected (highlighted in red).

Pg. 97-98

988	Α	Ink Supply Error (Air Sensor Abnormal)
		Printer detected air sensor was abnormal when suction was applied 3 times when the printer was powered on for the first time for ink tank filling or print head refreshing, but no air was detected.
		 The print head air sensors may be defective Ink suction failure
		 Cycle the printer off and on and try again. Replace the maintenance unit. Replace the carriage unit.

Technical Bulletin

Reissued: 01-Jun-10

Model: R-G1

Date: 19-Feb-10

No.: RJ018003a

RTB Reissue

The items in	The items in bold italics were corrected or added.							
Subject: Troubleshootings for SC988 and white lines			Prepared by: K.Nakano					
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.								
Classification:	☐ Troubleshooting	🛛 Part informat	tion	Action required				
	🗌 Mechanical	Electrical		Service manual revision				
	Paper path	Transmit/rec	eive	Retrofit information				
	Product Safety	Other (Firmw	vare)	🛛 Tier 2				

SYMPTOM

- SC988 (*), Ink Supply Error (Air Sensor Abnormal), occurs during ink initialization or print head flushing.
- White lines appear on printouts even after print head cleaning is performed.

Note:

- The solution for SC988 in the Service Manual was revised to reflect this RTB. For details, see RTB No. RJ018002.
- Under high-temperature conditions, these symptoms may also occur on the M-G1. (See RTB No. RJ017010 or RJ021004)

*SC988:

SC988 occurs if electrical current is flowing between the print head pins (i.e. the pins are still immersed in ink) even though the maintenance motor is turning (which would normally drain the ink out of the tank).

CAUSE

The carriage position lever is mistakenly set to the envelope position (rear position), which raises the carriage unit. A gap develops between the print heads and caps on the maintenance unit. As a result, the machine cannot properly perform ink suction (which causes the SC) or head cleaning (which causes the white lines).

There are two reasons why this gap develops:

1. The cams in the maintenance unit sinks

As the capping process for the carriage heads is repeated over time, the camshaft on the maintenance unit bends slightly. If the carriage position lever is left in the envelope position when the machine performs the maintenance tasks mentioned above, a gap develops between the carriage heads and caps on the maintenance unit. Please see the diagram below for the mechanism:

Technical Bulletin

Reissued: 01-Jun-10

RICOH





2. The carriage unit rattles

As shown in the diagram below, when the carriage unit is in the home position, a gap develops between the rod receiver on the carriage unit and the carriage rod. This makes it easy for the carriage unit to rattle, which can cause a gap to develop between the carriage heads and caps on the maintenance unit.



Home position

Reissued: 01-Jun-10

Model: R-G1	Date: 19-Feb-10	No.: RJ018003a

SOLUTION

Production line

Temporary solution:

The specification for the gap between the print heads and belt was changed to minimize the chances of a gap occurring.

Applied from: March 2010 production



Reissued: 01-Jun-10

Model: R-G1

Date: 19-Feb-10 No.: RJ

No.: RJ018003a

2. Carriage unit modification:



- In the field
 - 1. Please remind users not to move the carriage position lever to the envelope position when performing ink initialization. Also, remind them that the lever should be set to the front position except when printing onto envelopes.



2. For users that print onto envelopes only, replace the maintenance unit. If the symptom mentioned above occurs again even after the maintenance unit replacement, then replace the carriage unit.

Cut-in serial numbers

Carriage unit modification: R5307700294 (from April 26, 2010) Maintenance unit modification: TBA (scheduled for the middle of June 2010)

Technical Bulletin

Reissued:24-Mar-10

Model: R-G1

Date: 08-Feb-10

No.: RJ018004a

RTB Reissue

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

Subject: Information about replacing the controller board		Prepared by: K. Nakano		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	🗌 Mechanical	🛛 Electrical		Service manual revision
	Paper path	Transmit/receive		Retrofit information
	Product Safety	Other (Firmw	/are)	🛛 Tier 2

Information about replacing the controller board

• When you replace the controller board, **DO NOT touch the areas circled in red below directly or with anything metallic.** If you do, *SC974* (RTC* malfunction) may occur.

* RTC: Real Time Clock

• If SC974 occurs, turn the main power OFF/ON. If this does not clear the error, replace the controller board.

Technical Bulletin

R-G1

Reissued:24-Mar-10 Model: R-G1

Date: 08-Feb-10

No.: RJ018004a

Parts side



Solder side



Technical Bulletin

PAGE: 1/2

Model: R-G1			Date: 15-Apr-10		No.: RJ018005
Subject: Countermeasure for the left cover whitening			ng	Prepared by: K.	Nakano
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.					
Classification:	assification: Troubleshooting Part information		tion 🛛 🖂 Actio	n required	
			al	🗌 Servi	ce manual revision
	Paper path	Paper path 🗌 Transmit/rece		eive 🗌 Retro	ofit information
	Product Safety	Other (I	Firmw	vare) 🛛 🖂 Tier 2	2

Change:

Description	Old Part #	New Part #	I/C	Q'ty
BRACKET:PCB:CONTROL:(for J018)	-	J0181027	-	1
COVER:LEFT:EU	J0171550	J0171570	X/X	1

- 1) The shape of the left cover was changed.
- 2) The bracket for the PCB was added as a service part. **Note:** The shape of the bracket was changed as shown in the illustration.
- **Reason:** To provide further protection against shock and vibration during product shipping.
- **Important:** If you need to replace the cover on a machine produced before the cut-in serial numbers (see below), install the new cover and PCB together as a set.

BRACKET: PCB: CONTROL

The small tabs on the tip of the bracket were removed.





RICOH	Technical Bulletin		PAGE: 2/2
Model: R-G1		Date: 15-Apr-10	No.: RJ018005

COVER: LEFT: MOS-P1: EU Tabs were added.



Cut-in Serial Numbers:

The new parts are used on the production line from the following cut-in S/N:

Product Code		Machine S/N
	J01817	R5307500252
J018	J01822	TBA
	J01827	R5307500252

Technical Bulletin

PAGE: 1/3

Model: R-G1 D			Dat	e: 28-Apr-10	No.: RJ018006		
Subject: Service Manual correction (SP and SC)			Prepared by: K. Nakano				
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.							
Classification:	tion: Troubleshooting Part inform		ormat	tion 🗌 Actio	on required		
	Mechanical	Electrical		🖂 Serv	ice manual revision		
	Paper path	Transmit/re		Transmit/receive		eive 🗌 Retr	ofit information
	Product Safety	 ☐ Other		🗌 Tier	2		

Service Manual Correction

The areas highlighted in **red/bold** were corrected or added.

SC Codes

974	Α	RTC Abnormal
		The RTC (Real Time Clock) malfunctioned.
		Electrical flow to RTC interrupted.
		•Excessive condensation in machine.
		 Cycle the printer on/off and check the results. Replace the control board.

<Removed>

987	А	Protection During Transport
		At power on the printer detected that the ink in a cartridge is non-standard ink.
		Use only ink cartridges that are designed for use with this printer. Note: Never use re-filled ink cartridges.

SP Modes

2001	TH:WASTE:RC:NEAR	Software Count: Ink Collector Unit Near Full
		Use this SP to set the threshold value to trigger the near-full alert for the ink collector unit sensor. [0 to 424967295]
2002	TH:WASTE:RC:FULL	Software Count: Ink Collector Unit Full Alert
		Use this SP to set the threshold value to trigger the full alert for the ink collector unit sensor. [0 to 424967295]
5400	INPUT CHK1	Check Input Sensors
		Use this SP to display the on/off status of each sensor and switch. The status of each sensor (0, 1) is displayed on the 2 nd line of the display.



Technical Bulletin

PAGE: 2/3

Model: R-G1 D				: 28-	Apr	r-10	No.: RJ018006		
	J017/J	l019/J021							
	No.	Meaning		N	lo.	Meaning			
	0	0 Top Cover Switch			8	Not Used			
	1	Duplex Unit Cover Switch			9	Paper End Sensor (Trav 1)			
	2	Rear Plate Duplex Unit Switch		1	10	Not Used		1	
	3	Multi Bypass Sensor		1	11	Not Used		1	
	4	Not Used		1	12	Env. Selec	Env. Selector Sensor		
	5	1st Registration Sensor		1	13	Ink Level Sensor (Feeler)			
	6	2nd Registration Sensor		1	14	Maintenance HP Sensor			
	7	Trailing Edge Sensor (Tray 1)		1	15	Ink Cartrid	lge Door Switch	1	
	L						-	1	
	J018							1	
	No.	Meaning		N	o .	Meaning			
	0	Top Cover Switch		8	3	Trailing Ed	ge Sensor (Tray 2)	l	
	1	Duplex Unit Cover Switch		ę)	Paper End	Sensor (Tray 1)	l	
	2	Rear Plate Duplex Unit Switch		1	0	Paper End	Sensor (Tray 2)		
	3	Multi Bypass Sensor		1	1	Paper End	Sensor (Tray 3)		
	4	Paper Feed Unit Detection (Tray	· 2)	1	2	Env. Select	tor Sensor		
	5	 5 1st Registration Sensor 6 2nd Registration Sensor 7 Trailing Edge Sensor (Tray 1) 		1	3	Ink Level S	ensor (Feeler)		
	6			1	4	Maintenance HP Sensor			
	7			1	15 Ink Cartridge Door Switch			J	
	Use th (0, 1) i J017 /J	is SP to display the on/off status s displayed on the 2 nd line of the I019/J021	of ead displa	ch se ay.	ens	or. The sta	tus of each sensor		
	No.	Meaning		N	lo.	Meaning			
	0	Not Used			8	Not Used			
	1	NIC Detection			9	Not Used			
	2	Jam Wheel Cover Switch		1	0	Not Used			
	3	Not Used		1	11	Not Used			
	4	Not Used		1	2	Not Used			
	5	Not Used		1	3	Not Used			
	6	Not Used		1	4	Not Used			
	7	Not Used		1	5	Not Used			
	J018								
	No.	Meaning	N	No.	Me	aning			
	0	Not Used		8	HR	B Power Ci	rcuit Connection Detec	tion	
	1	NIC Detection		9	Not	Used			
	2	Jam Wheel Cover Switch	1	10	Not	Used			
	3	Not Used	1	11	Not	Used			
	4	Not Used	1	12	Not	Used			
	5	Paper Feed Unit Detection (Tray	3) 1	13	Not	Used			
	6	Trailing Edge Sensor (Tray 3)		14	Not	Used			
	7	Rear Unit Switch	1	15	Not	Used			

Technical Bulletin

PAGE: 3/3

	Model: R-G1	Date: 28-Apr-10 No.: RJ018006					
5421	INPUT CHK WST	Right Ink Sump Set Status J017/J018/J019/J021 Only					
		This SP code checks the current status of the right ink sump. Displays "1" if set correctly.					
5422	INPUT CHK RES:W	Right Ink Sump Capacity J017/J018/J019/J021 Only					
		This SP code checks and displays the amount of space remaining in the right ink sump.					
5423	INPUT CHK WSTCNT	Right Ink Sump Count J017/J018/J019/J021 Only					
		This SP code checks and displays the software count for the right ink sump.					
7201	WASTE CNT:RC:FUL	Ink Collector Unit					
		Use this SP to display the current count for the number of times the status of the Ink Collector unit has changed from near-full to full.					
7210	FEED CNT:H1	Print Head 1 (Y / M)					
7211	FEED CNT:H2	Print Head 2 (K / C)					
7212	FEED CNT:H3	Print Head 3 For j011only					
7213	FEED CNT:H4	Print Head 4 For j011only					
	Use this SP to display the current reading of the paper dust counter that determines when to execute automatic cleaning.						

Technical Bulletin

PAGE: 1/3

Model: R-G1 D			Dat	ate: 02-Jul-10		No.: RJ018007
Subject: Long waiting time between jobs			Prepared by: K. Nakano			
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	: 🛛 Troubleshooting 🗌 Part infor		ormat	nation 🗌 Action		n required
	Mechanical	Electrical		al 🗌 Ser		e manual revision
	Paper path	Transmit/rec		eive	Retrofit information	
	Product Safety	Other (Firmw		vare)	🔀 Tier 2	

Symptom

The waiting time between jobs increases (maximum 21 seconds) if the machine receives a new print job just after finishing the current job.

Cause

The machine performs "Print-heads protection maintenance" after completing a print job. This involves performing several operations (please see the diagram below for each operation). Therefore, the customer must wait until all the operations are complete.

Note: "Print-heads protection" is performed for the purpose of preventing the print heads from drying, and also to decrease the frequency that maintenance modes need to be performed.





Model: R-G1

Date: 02-Jul-10

No.: RJ018007

Solution

Production line:

The firmware was modified (V 1.04) and applied from June 2010 production.

Firmware changes:

- Carriage head capping:
 - 1. If the machine receives a new print job while performing the "print heads protection maintenance", it will be able to cancel the maintenance and print out the job. In other words, the maximum waiting time will be shortened to 7.2 sec (③ for the carriage heads capping process)

Note: The change will take effect just by updating the firmware.

If the customer is still not satisfied with the modification explained above, it is possible to elongate the timing of performing the "print heads protection maintenance" to 9 seconds after a print job. Therefore, the machine will be ready to perform the job right away during the 9 seconds. This setting can be changed by Bit Switch #1-4 ("0", default value, means waiting 0s to perform the print heads protection maintenance, and "1" means waiting 9s to perform it)

IMPORIANI: Since the print he

Since the print heads are kept un-capped for 9s, the maintenance will be more frequently performed (which prevents the print heads from drying). Therefore, the yield of the ink collector unit may be less than the figure mentioned in the sales catalog.

- Belt cleaning:
 - 1. The cleaning interval was changed from every print job to every 250 pages.
 - 2. Belt cleaning and carriage head capping are performed at the same time.



After firmware modification (no jobs in the cue)



RI	CO	Н

|--|

Model: R-G1

Date: 02-Jul-10

No.: RJ018007

In the field:

If the symptom is reported, advise the user to try updating to V1.04 or later.

Cut-in Serial Number:

From R5307800009.

Technical Bulletin

Model: R-G1 Dat			te: 05-Jul-10		No.: RJ018008	
Subject: Trailing edge sensor broken			Prepared by: K. Nakano			
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept						
Classification:	Troubleshooting Part informat		tion	Action	n required	
	Mechanical	Electrical		rical		e manual revision
	Paper path Transmit/red		Transmit/receive		Retro	fit information
	Other ()				🛛 Tier 2	

Symptom

The error "Paper misfeed. Press [Form feed] button" appears, but it cannot be cleared even if the remaining paper is removed.

Cause

The trailing edge sensor is broken, which triggers a paper feed jam.

This sensor can be damaged if the cassette tray is loaded with the left arm unseated. When the tray is dropped, the base plate hits the arm, which then the arm becomes unseated).



Solution Production line:

The cassette tray and left side fence were changed as follows.

1. Cassette tray:

Tabs and holes were added to the left and right sides of the tray. This is to prevent the base plate from hitting the left arm.



Technical Bulletin

Model: R-G1

Date: 05-Jul-10

No.: RJ018008

Old Part #	New Part #	Description	Int.	Q'ty	Note
J0173034	J0170034	CASSETTE TRAY	X/O	1	

2. Left side fence:

The rib was removed so that the left arm will not hit the trailing edge sensor even if the tray is set with the left arm incorrectly attached.



Old Part #	New Part #	Description	Int.	Q'ty	Note
J0173004	J0173007	SIDE FENCE: LEFT: A4	X/O	1	

In the field:

- Replace the trailing edge sensor.
- Make sure that the left arm on the cassette tray is correctly attached before inserting the tray.
- Replace the cassette tray and the left side fence to the modified ones mentioned above.

Cut-in Serial Numbers

	NA (-17)	NRG (-22)	EU (-27)
Gxe5550N	R5307300005	R5307300075	R5307300095
(J018)	110007000000	110007000070	110007000000

Technical Bulletin

Model: Model R	te: 21-Jul-10		No.: RJ018009			
Subject: Noise from the back side of printer				Prepared by: Y.Murata		
From: 2nd Overs	seas Tech Support Sec., 2nd F	PQM Dept.				
Classification:	Troubleshooting	Part info	orma	tion 🗌 /	Action	required
	🖾 Mechanical	Electrical Service ma		e manual revision		
	Paper path	🗌 Transmi	it/rec	eive 🗌 F	Retrofi	t information
	Other ()					

Symptom

A noise can be heard coming from the rear of the machine.

Cause

The harness for the main motor (P/N J0075471) touches the fan.

Solution

Production line:

The following changes were made:

- The J0075471 harness was deleted.
- The length of the J0185432 harness was changed and a binder has been added around the core of the harness.

Old P/N	New P/N	Description	Q'ty	Int	Note
J0075471	-	HARNESS:MAIN:MOTOR	1	-	-
J0185432	J0185433	HARNESS:MOTOR	1	X/O	-



In the field:

Make sure to replace the harness with modified one (J0185433).

Technical Bulletin

Reissued: 17-Dec-10

Date: 06-Aug-10

No.: RJ018010a

RTB Reissue

Model: R-G1

The items in	bold italics were correc	ted or added.		
Subject: Whisker at FFC connectors			Prepared	by: K. Nakano
From: 2nd Overs	eas Tech Support Sec., 2nd F	QM Dept.		
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	Other (Firmw	vare)	🛛 Tier 2

Symptom

- "Cannot use High Temp" is displayed but cannot clear the error even after switching the printer off and on.
- Paper misfeed-related errors occur but cannot clear them even after removing the remaining paper or other actions to clear the errors.

Cause

The FFC connector pins are short-circuited, causing a paper misfeed or abnormal temperature condition to be mis-detected.

The short circuit occurs when a metallic fiber (whisker) attaches itself so that it connects the pins at the FFC connectors, which are located on the controller board and the rear side of the carriage unit.



Reissued: 17-Dec-10

Model: R-G1	Date: 06-Aug-10	No.: RJ018010a

Solution

Production line:

The shape of the connectors will be changed to minimize the possibility of the metallic fiber attaching itself to the FFC connector pins. Applied from: July 2010.

• For the controller board:

Old Part #	New Part #	Description	Int.	Q'ty	Note
J0185108	J0185114	PCB:CTL:EXP:ASS'Y:(for J018)	X/O	1	

• For the HRB on the carriage unit:

Old Part #	New Part #	Description	Int.	Q'ty	Note
J0185150	J0185153	PCB:HRB:(for J018)	X/O	1	

In the field:

Remove the FFC from the two main PCB connectors, and then reconnect them. If the symptom still occurs, do the same for the carriage PCB connectors. *Otherwise, please replace the modified parts mentioned above.*

Cut-in Serial Numbers

R5307900001 \sim

Reissued: 22-Sep-11

Model: M-G1b/R-G1

Date: 02-Sep-10

No.: RJ018011a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: firmware update for Network I/F			Prepared by: Y. Murata
From: 2nd Overs	eas Tech Support Sec., 2nd P		
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🖂 Tier 2

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

Version	Program No.	Effective Date
5.0.5	J0195163E_EXP	November 2011 production
5.0.4	J0195163D_EXP	August 2010 production
5.0.2	J0195163C	April 2010 production
5.0.1	J0195163B	February 2010 production
5.0.0	J0195163A	December 2009 production
4.0.0	J0195163	September 2009 production
3.0.8	J0195151B	1st Mass production

Version	Modified Points or Symptom Corrected
5.0.5	Symptom corrected:
	 The printer is unable to renew an IP address lease with DHCP. This results in the printer losing connectivity with the network as soon as the lease expires. The printer fails to detect IP address conflicts. If a conflict occurs, the printer will lose network connectivity.

Reissued: 22-Sep-11

Model: M-G1b/R-G1 Date: 02-Sep-10 No.: RJ018011a								
Version	Modified Points or Symptom Corrected							
5.0.4	 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). 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 > ARP. 2. Using BitSw 1-5, the printer can be cor	• up, the printer will send	d a gratuitous itous ARP					
	 2. Using bitsw 1-5, the printer can be configured to send a Gratuitous ARP every 60 seconds. BitSw 1-5 = 0 (default): Inactive BitSw 1-5 = 1: Active 							
	 3. New sections named "Ethernet Link Lo added to the "Service Summary" and "section of the "Ethernet Link Log" will record ethernet link going down > up. The "Ethernet Link Count" will record link goes down > up 	g" and "Ethernet Link C System Summary". instances (in the form o rd the number of times t	ount" will be of dates) of the the ethernet					
5.0.2	Other changes: Changes were made to notice the host nar when sending a "DHCP Request" or "DHC the printer is used in DHCP (regardless of	ne of a device with "DH P Discover" to DHCP se availability of the DDNS	CP Option 12" erver in case function).					
	Note: Refer to GFPR (#: RE10010008 or RE09110012)							
5.0.1	Symptom corrected: An extra sheet may be printed out (with on network is shut down while the printer is pr network.	ly a single text characte inting out a job that was	r) if the s sent over the					
5.0.0	 Symptom corrected: Sometimes, the "JavaScript error" occ is updated via Web Image Monitor. Sometimes, the ethernet board becom improper SNMP packet. Sometimes, the "Ethernet board error" not connected to the printer. Sometimes, the "Ethernet board error" switching to or recovering from Energy Other changes: Supports the R-G1 (new model). 	urs when the ethernet b nes unavailable when it ' occurs, even though a ' occurs when the mach y Saver mode.	oard firmware receives a LAN cable is ine is					
	 "Level Color" was changed to "Econor the counter notification email. 	ny Color" in the CSV file	e attached to					



Technical Bulletin

Reissued: 22-Sep-11

Model: M-G1b/R-G1 Date: 02-Sep-10 No.: RJ0180			No.: RJ018011a			
Version	Modified Points or Symptom Corrected					
4.0.0	Other changes: 1. Changes were made to comply with new Energy Star requirements. 2. The image of the printer in Web Image Monitor is renewed.					
3.0.8	1st Mass production					

Technical Bulletin

Model: R-G1				Date: 27-Sept-10		No.: RJ018012	
Subject: Machine stalls after 256 PCL jobs in a row				Prepared by: K. Nakano			
From: 2nd Overs							
Classification:	☐ Troubleshooting	🗌 Part informa		tion 🗌 Action red		required	
	Mechanical	Electrical		🗌 Servi		e manual revision	
	Paper path	🛛 Transmit/rec		nsmit/receive		ofit information	
	Other ()				⊠ Tier2		

SYMPTOM

The machine stalls if it receives 256 PCL jobs in a row since the last time the main power was turned ON.

Note: During this time, no other print jobs are received, and no internal test prints are made (Service Summary, Configuration page, Error Log, or so on).

CAUSE

Firmware bug

SOLUTION

Production line:

The firmware was modified to **v1.07** and applied from October 2010 production.

In the field:

Upgrade the firmware to v1.07.

Important:

- To upgrade the firmware, remove the power plug from the outlet. When you do this, the 256th PCL job will be erased.
- Until you can upgrade the firmware, this symptom can be avoided by interrupting the string of 256 consecutive PCL jobs (e.g. sending a non-PCL print job, turning the power off, making a test print).

Cut-in Serial Number

TBA

Technical Bulletin

PAGE: 1/1

Model: R-G1		Dat	e: 28-Jan-11	No.: RJ018013	
Subject: Moving mechar	nism of waste tank was ab	Prepared by: I Soh			
From: 2nd Overs	eas Tech Support Sec. 2nd PQ				
Classification:	Classification: Troubleshooting 🛛 Part informa		ormat	tion 🗌 A	ction required
	Mechanical	Electrical			ervice manual revision
	Paper path	Transmit/rec		eive 🗌 R	etrofit information
	Other ()			🗌 Ti	ier2

Old Description	Old Part #	New Description	New Part #	I/C	Q'ty
GEAR:MOVE:TANK	J0174328	-	-	-	1
SLIDER:TANK:MOVE	J0174329	-	-	-	1
CASE:GEAR:TANK:MOVE	J0174330	HOLDER:TANK:MOVE	J0174331	X/O	1

Changes:

- 1) The gear and slider were deleted.
- 2) The shape of the case was changed.
- **Reason:** Optimization of service parts (the slider is no longer needed to ensure the case/holder reaches its yield).
- **Important:** When you install the new holder (J0174331) for the first time, make sure to remove the gear (J0174328) and the slider (J0174329).



Technical Bulletin

Model: R-G1				ate: 20-Dec-11		No.: RJ018014	
Subject: Change		Prepared by: Y. Murata					
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.							
Classification:	Troubleshooting	Part informat		tion Action required		n required	
	🗌 Mechanical	Electrical		🗌 Servi		vice manual revision	
	Paper path	Transmit/rec		nit/receive		ofit information	
	Product Safety	🛛 Other (Spec		ification cha	ange)		

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 productionM: Month of production (Oct: "X", Nov: "Y", Dec: "Z")D: Day of production