

Reissued: 18-Dec-08

Model: Model CV-P1	Date: 18-Apr-08	No.: RM000001a
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Subject: Firmware Release Note: Engine		Prepared by: Y.Gaman	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (       )		

This RTB has been issued to announce the firmware release information for the **Engine Firmware (Package)**.

Version	Program No.	Effective Date
<b>1.50.01.35</b>	<b>1500135</b>	<b>October 2008 production</b>
1.50.00.22	M000_M009_1522	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>1.50.01.35</b>	<b>Symptom corrected:</b> <ul style="list-style-type: none"><li>– <b>The "Printer Default" paper setting for the PCL driver was not processed correctly.</b></li></ul> <b>Other changes:</b> <ul style="list-style-type: none"><li>– <b>Fusing temperature control was improved.</b></li></ul>
1.50.00.22	1st Mass production.

Model: CV-P1a/b	Date: 09-Jun-08	No.: RM000002
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Subject: SpecialTool Release Note: writeUSBserial		Prepared by: T.Shintani	
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 (       )		

This RTB has been issued to announce the SpecialTool release information for the **writeUSBserial**.

Version	Program No.	Effective Date
1.00	M000_M009_0001	1st Mass production.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production.

Model: Model CV-P1		Date: 02-Feb-09	No.: RM000003
Subject: Model CV-P1 Fuser Damage		Prepared by: Y. Gaman	
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 (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Symptom



The red error (No Print) LED lights, or a grinding noise can be heard.

## Cause

A thermistor malfunction causes the surfaces of the hot roller and pressure roller to partially melt. In most cases, this malfunction is caused by unstable spot welding applied to the thermistor.

## Solution

The fusing temperature control was improved with Engine firmware **ver1.50.01.35**.

**Note:** This firmware version includes solutions for other thermistor-related issues as well. The new fusing temperature control limits the fusing ON time, which prevents the fusing heater from staying ON too long, even if the thermistor malfunctions.

## Cut-in S/N

This firmware version was applied to the production line from September 24, 2008.

M00927:	From S/N S4489420001
M00027:	From S/N S4089320001
M00917:	From S/N S4489300289
M00017:	From S/N S4089300577

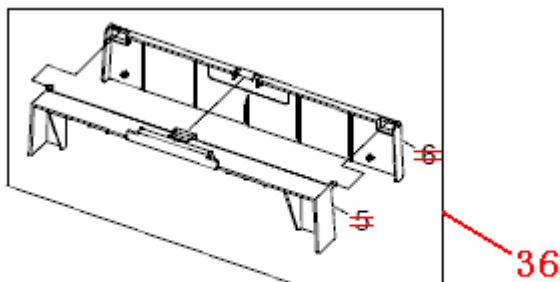
Model: Model CV-P1		Date: 19-Jun-09	No.: RM000004
Subject: DUPLEX COVER (Paper Feed Unit)		Prepared by: Y. Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> 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 (      ) <input type="checkbox"/> Tier 2		

Changes: These parts were combined into one part.

Reasons: The parts vendor changed the vendor part number.

## M347

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
M0001189	M0001602	UNIT DUPLEX COVER	1	-	3	5→36	-
M0001190						6→36	



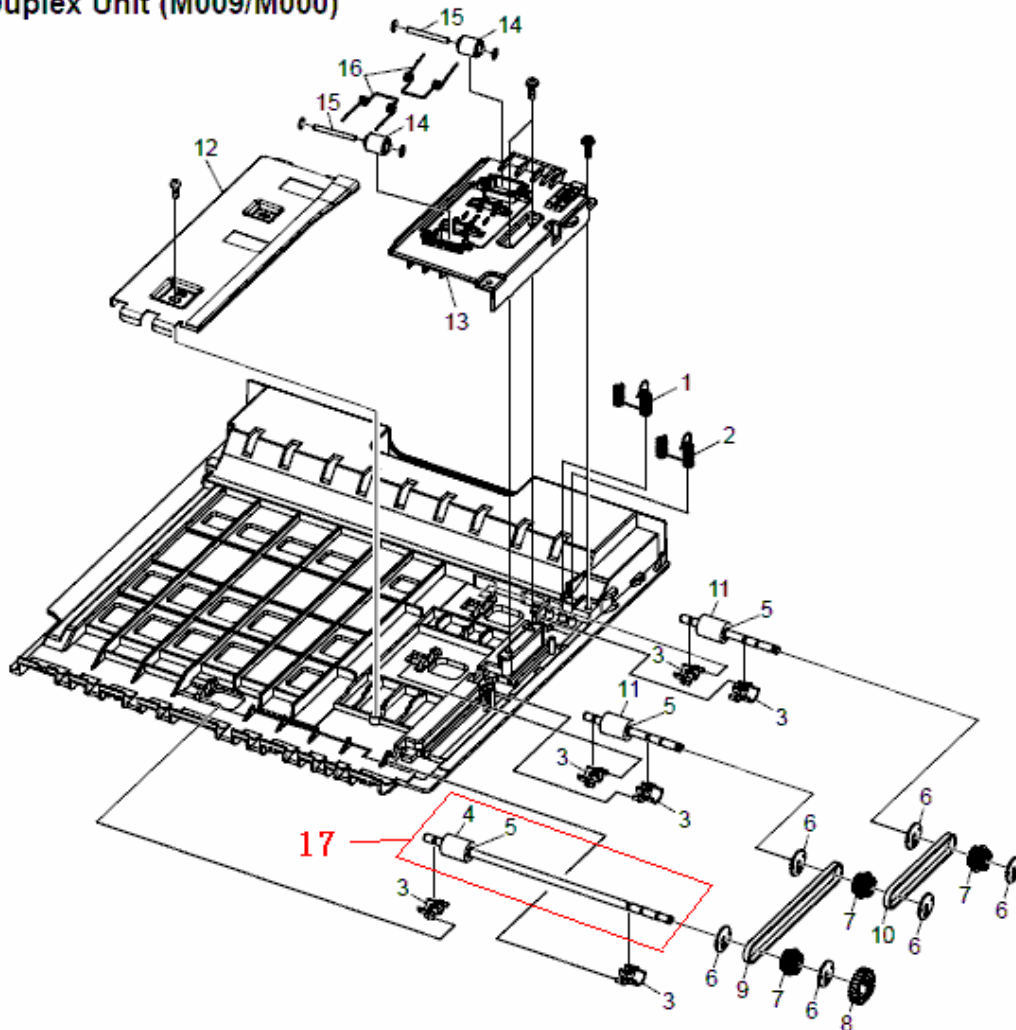
Model: Model CV-P1		Date: 03-Jul-09	No.: RM000005
Subject: Roller Feed DUP2 (Duplex Unit)		Prepared by: Y. Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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 type="checkbox"/> Tier 2

**Change:** These parts were combined into one assembly.

**Reason:** The parts vendor stopped supplying P/N M0001144 as an individual part.

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
M0001144	M0001603	RZL: ELAUNIT-DUP2	1	O/O	3	4→17	-
M3071033						5→17	

## 11.Duplex Unit (M009/M000)



Reissued:7-Sep-09

Model: Model CV-P1	Date: 10-Sep-09	No.: RM000003a
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## RTB Reissue

The parts in ***bold/italics*** have been added.

Subject: Model CV-P1 Fuser Damage		Prepared by: Y. Gaman	
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 (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

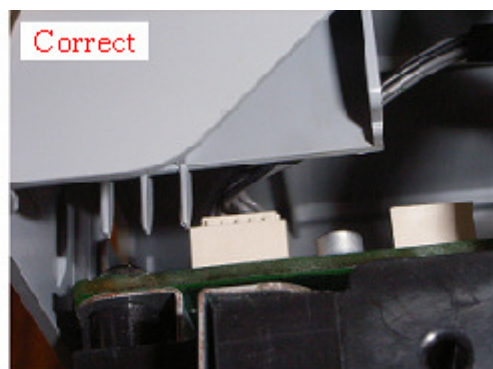
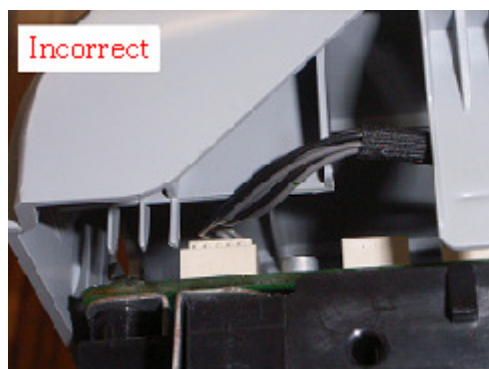
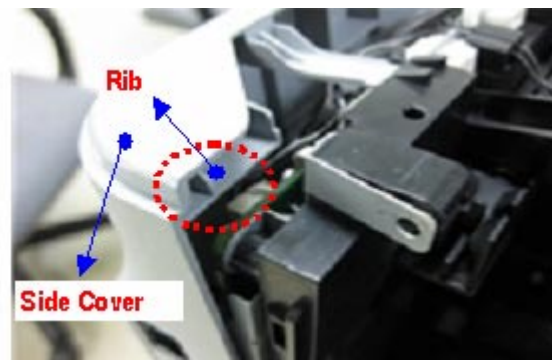
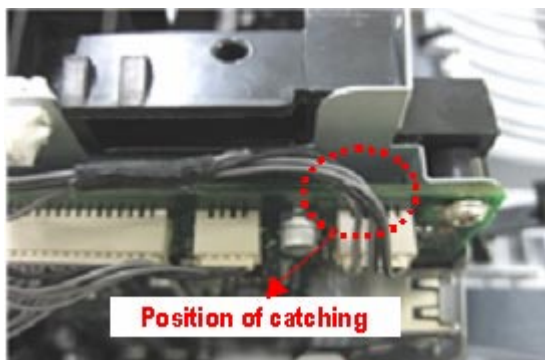
## Symptom

The red error LED ("No Print") lights, or a grinding noise can be heard.

## Cause

***One of the following occurs, which causes*** the surfaces of the hot roller and pressure roller to partially melt:

- 1. Thermistor malfunction: Spot welding was incorrectly applied to the thermistor.***
- 2. Unstable power supply: This can create excess electrical noise (and surge current, in some cases), which interferes with the function of the fusing unit.***
- 3. Damage to the thermistor harness: This can happen if the harness is caught in the rib of the side cover when the side cover is attached in the field.***



Reissued:7-Sep-09

Model: Model CV-P1

Date: 10-Sep-09

No.: RM000003a

**Solution****1. Thermistor malfunction:**Upgrade to Engine firmware **ver1.50.01.35** or newer

**Note:** *In addition to improved fusing temperature control*, this firmware version includes solutions for other thermistor-related issues as well. The new fusing temperature control limits the fusing ON time, which prevents the fusing heater from staying ON too long, even if the thermistor malfunctions.

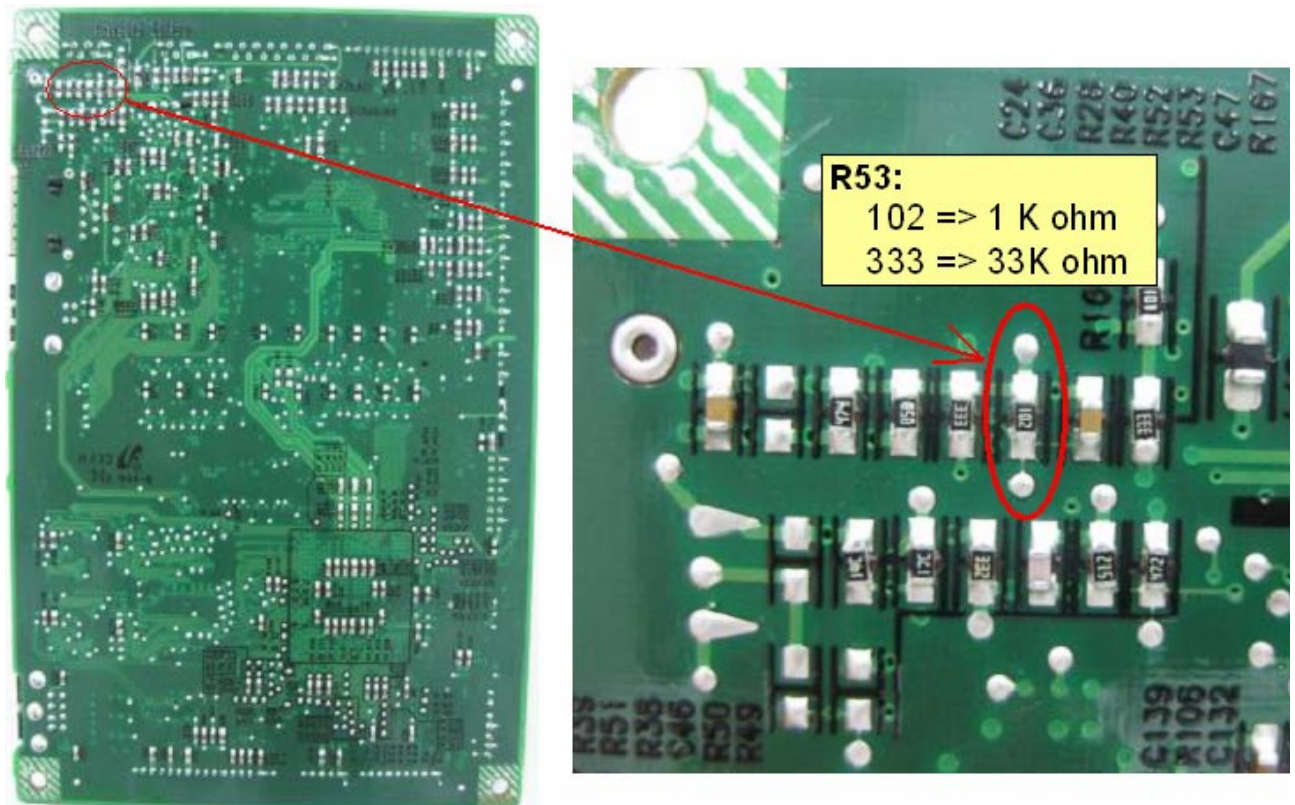
**Cut in S/N**

This firmware version was applied to the production line from September 24, 2008.

M00927: From S/N S4489420001  
M00027: From S/N S4089320001  
M00917: From S/N S4489300289  
M00017: From S/N S4089300577

**2. Unstable power supply:**

*The resistance of the R53 resistor on the main board (ADC port) was increased from 1Kohm to 33Kohms, which greatly increases the temperature protection for the rollers and other hardware.*



**Reissued:7-Sep-09**

Model: Model CV-P1

Date: 10-Sep-09

No.: RM000003a

**Important Note:**

When this fusing unit damage happens on a unit with a serial number that is earlier than the following serial numbers, replace the main board because the power supply condition at the installation site is unstable.

**Cut in S/N**

M00927: From S/N S4488920001

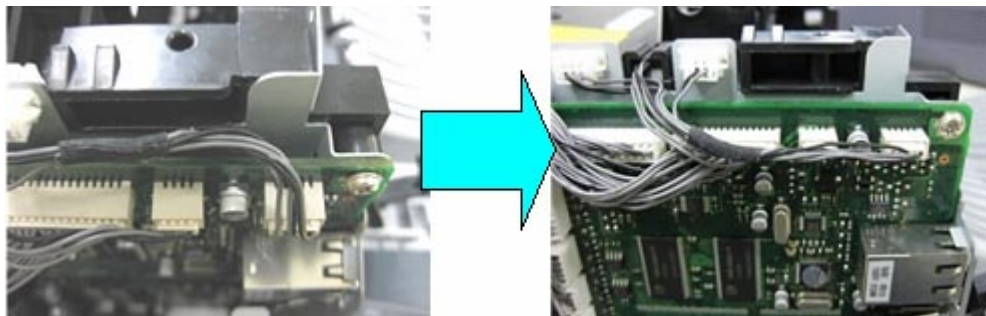
M00027: From S/N S4088821441

M00917: From S/N S4488800553

M00017: From S/N S4088800553

**3. Damage to the thermistor harness**

*The wiring of the harness was changed as follows, to prevent the possibility of the harness being pinched or damaged.*

**Cut in S/N**

M00927: From S/N S4498820001

M00027: From S/N S4098820001

M00917: From S/N S4498800001

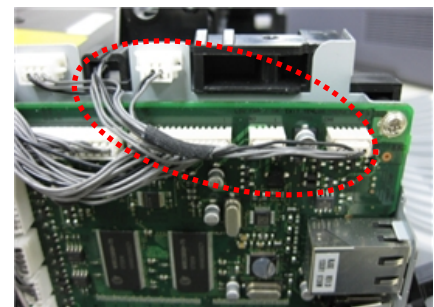
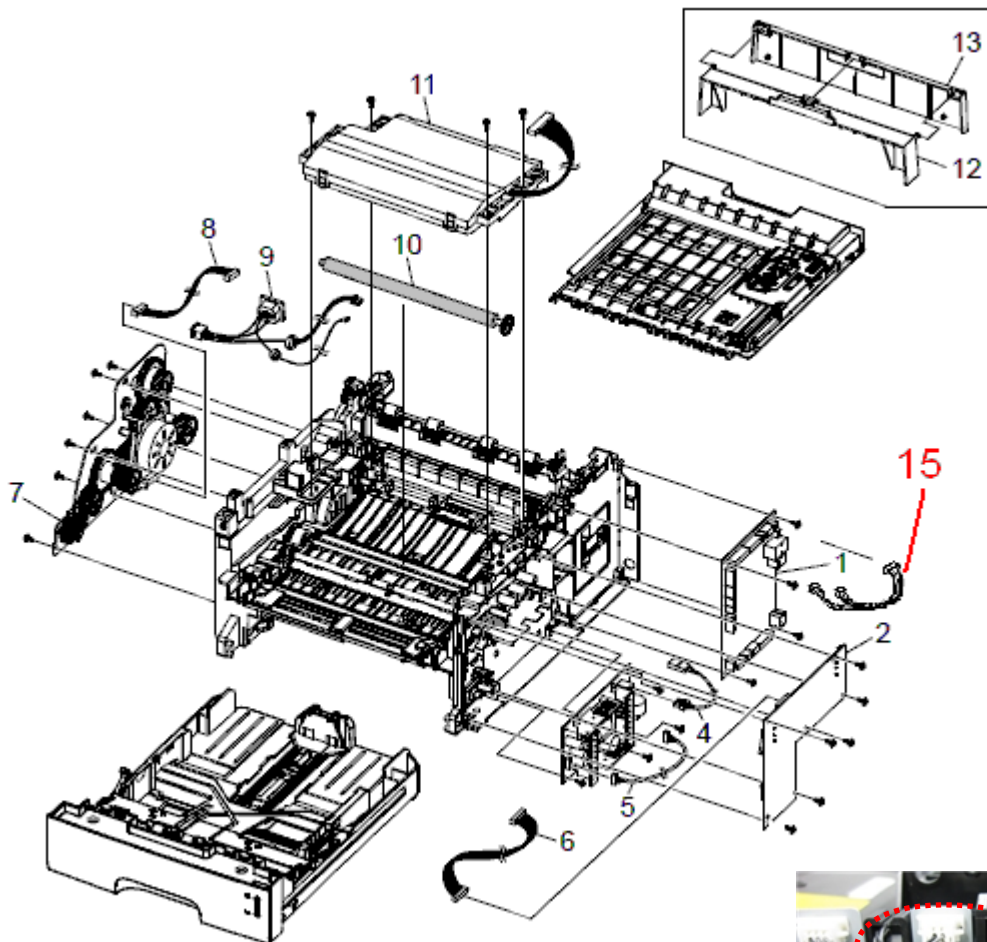
M00017: From S/N S4098800001

Model: CV-P1		Date: 21-Dec-09	No.: RM000006
Subject: HARNESS-JNT:THERMISTOR		Prepared by: Y. Gaman	
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 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 type="checkbox"/> Tier 2

**Change:** This part was added.

**Reason:** To make it possible to replace this part in the field (See RTB No. RM000003 for details).

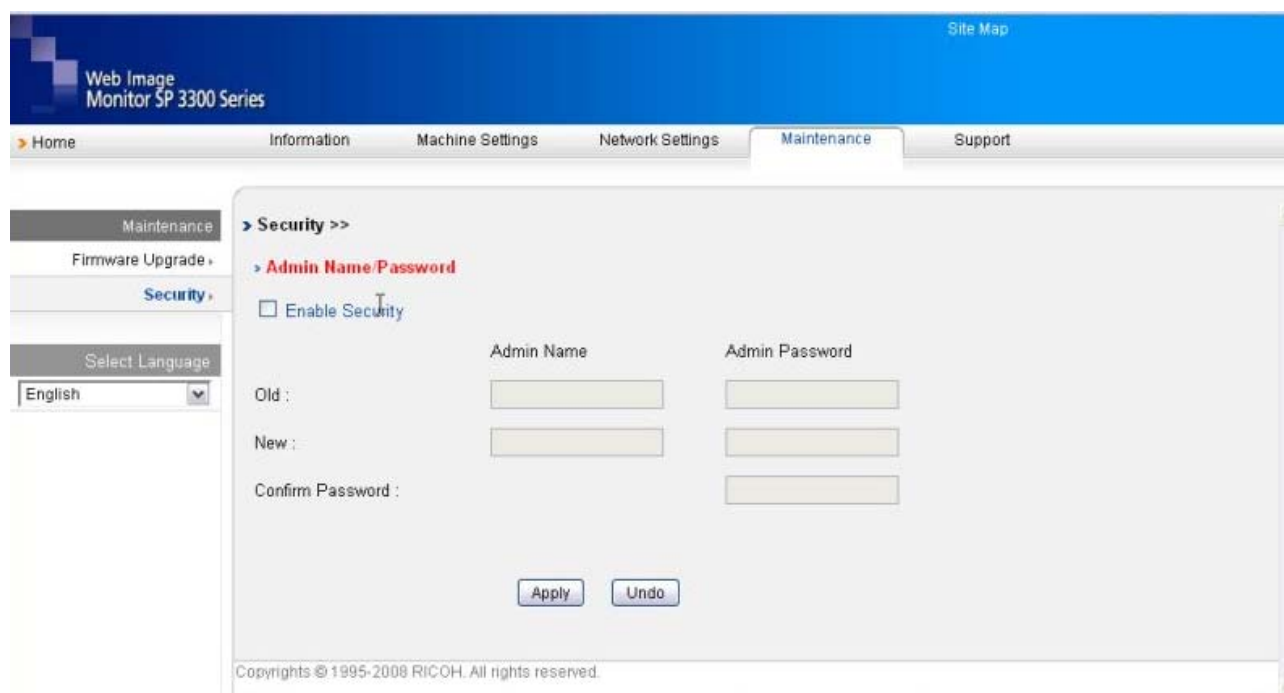
NEW Part	Description	Q'ty	Int	Page	Index	Note
M0001604	HARNESS-JNT:THERMISTOR	1	-	3	15	



Model: CV-P1		Date: 25-Dec-09	No.: RM000007
Subject: Admin Password Reset		Prepared by: Y. Gaman	
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 <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

It is not possible to reset the Admin Password for Web Image Monitor.



## CAUSE

This is a design specification (for security).

## SOLUTION

In this case, please change the main board.

Model: CV-P1		Date: 15-Mar-10	No.: RM000008
Subject: Frame Cassette		Prepared by: Kiboh Nakano	
From: 2 <sup>nd</sup> Overseas Tech. Support Sec., 2 <sup>nd</sup> PQM Dept.			
Classification:	<input 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 type="checkbox"/> Tier 2

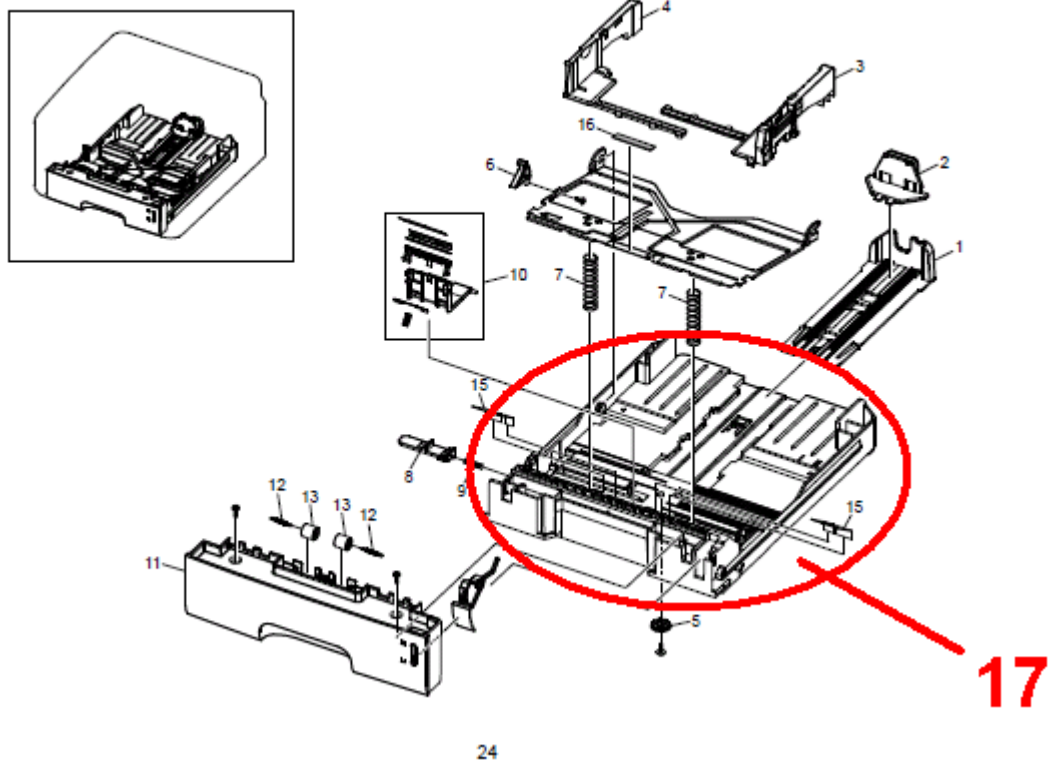
## Change / Reason:

The new service part is added because of a request from the field.

## Detail:

Part No.	Description	Q'ty	Int	Page	Index	Note
M0001040	FRAME:CASSETTE:JC61-00876L	1	-	25	17	-

12.Cassette Unit (M009/M000)



**Reissued: 17-Sep-10**

Model: <b>Model CV-P1</b>	Date: 18-Apr-08	No.: RM000001b
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**RTB Reissue**

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the **Engine Firmware (Package)**.

Version	Program No.	Effective Date
<b><i>1.50.03.45_OEM2_1.00</i></b>	<b><i>1500345</i></b>	-
1.50.01.35	1500135	October 2008 production
1.50.00.22	M000_M009_1522	1st Mass production.

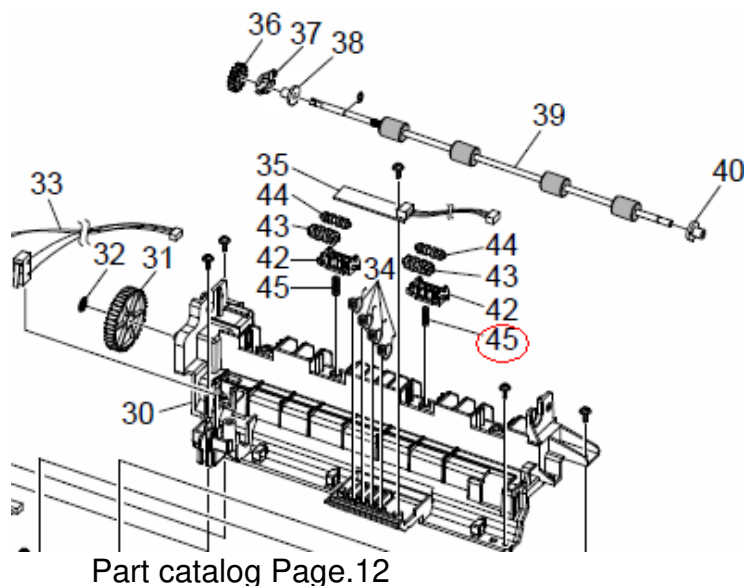
Version	Modified Points or Symptom Corrected
<b><i>1.50.03.45_OEM2_1.00</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. Black barcodes might be printed in grey.</i></b></li> <li><b><i>2. When printing a PCL job, images using dither patterns might be enlarged on the printout.</i></b></li> <li><b><i>3. The device might become unreachable if a static IP address is used in a CIDR environment.</i></b></li> <li><b><i>4. The SNMP query might retrieve a wrong MAC address for the device.</i></b></li> <li><b><i>5. 2 community names, "internal" and "public.1" are valid by default even if they are not configured as the community name setting (Web Image Monitor &gt; Network Settings &gt; SNMP &gt; SNMP Community &gt; Community Name).</i></b></li> </ol> <p><b><i>Other changes:</i></b></p> <ul style="list-style-type: none"> <li><b><i>Only "Auto" can be configured as the setting "Web Image Monitor &gt; Machine Settings &gt; Paper &gt; Paper Source".</i></b></li> </ul>
1.50.01.35	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>The "Printer Default" paper setting for the PCL driver was not processed correctly.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>Fusing temperature control was further improved.</li> </ul>
1.50.00.22	1st Mass production.

Model: CV-P1		Date: 11-Nov-10	No.: RM000009
Subject: Parts catalog correction		Prepared by: I Soh	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" 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 type="checkbox"/> Tier2		

## Symptom

A wrong part number was found in part catalog Page.13 Index No.45.

Index No.	Part No.	Description	Q'ty Per Assembly
36	G960 1126	Gear - Exit Roller	1
37	G186 1141	Exit Roller Bushing	2
38	M000 1071	Support-Roller	1
39	M000 1147	Roller:Exit F/Down	1
40	M000 1037	Bush	1
41	M000 1600	Unit - Terminal	4
42	M000 1041	Holder - M - Exit	2
43	M000 1111	Roller - Exit Main	2
44	M000 1112	Roller - Exit FR	2
45	M000 1115	Spring CS	2



## Correction

Index No.	Correct Part No.	Description	Q'ty
45	<b>M0001015</b>	Spring CS	2

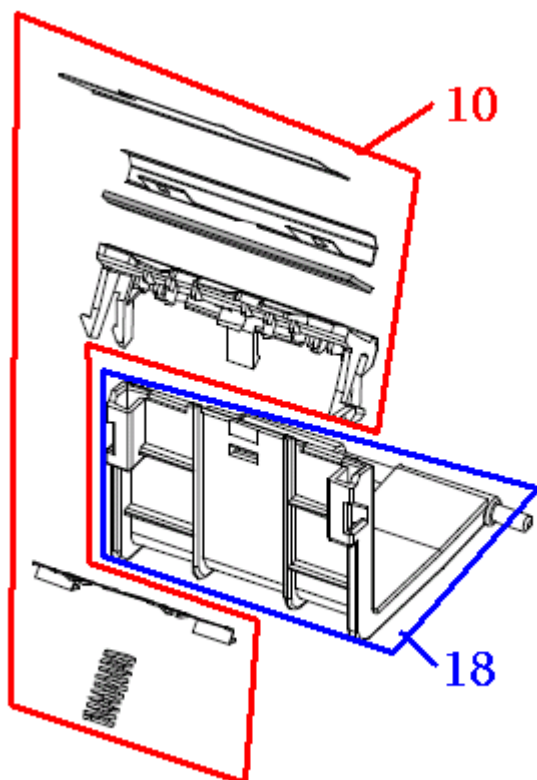
Model: CV-P1		Date: 28-Mar-11	No.: RM000010
Subject: Parts Catalog Correction		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## Change:

Added a new part and changed the assembly of a part described below.

Part Number	Description	Q'ty	Page	Index	Note
M0001176	Housing:Pad Holder	1	25	10	Ass'y is changed
M0001043	Pad Holder	1	25	18	Newly added.

Page 24 of Parts Catalog:



**Reissued: 25-Feb-13**

Model: <b>Model CV-P1</b>	Date: 18-Apr-08	No.: RM000001c
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**RTB Reissue**

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the **Engine Firmware (Package)**.

Version	Program No.	Effective Date
<b>1.50.03.46</b>	<b>1500346</b>	-
1.50.03.45_OEM2_1.00	1500345	-
1.50.01.35	1500135	October 2008 production
1.50.00.22	M000_M009_1522	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>1.50.03.46</b>	<b>Symptom corrected:</b> <b>Minor bug corrections</b>
1.50.03.45_OEM2_1.00	Symptom corrected: 1. Black barcodes might be printed in grey. 2. When printing a PCL job, images using dither patterns might be enlarged on the printout. 3. The device might become unreachable if a static IP address is used in a CIDR environment. 4. The SNMP query might retrieve a wrong MAC address of the device. 5. 2 community names, "internal" and "public.1" are valid by default even if they are not configured as the community name setting (Web Image Monitor > Network Settings > SNMP > SNMP Community > Community Name).  Other changes: - Only "Auto" can be configured as the setting "Web Image Monitor > Machine Settings > Paper > Paper Source".
1.50.01.35	Symptom corrected: - The "Printer Default" paper setting for the PCL driver was not processed correctly. Other changes: - Fusing temperature control was further improved.
1.50.00.22	1st Mass production.