

**Reissued: 16-Nov-11**

Model: S-P3	Date: 07-Jun-11	No.: RM080001a
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Subject: Firmware Release Note: Engine		Prepared by: K.Nakano	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01:01	M0805810A	1st Mass production	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
1.01:01	<p>1st Mass production</p> <p><b><i>Do not install this firmware on a board which has a newer version of firmware (the newer version of the firmware starts with a “A” e.g. v.A2.0:**).</i></b></p> <p><b><i>If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i></b></p>

**Reissued: 07-Aug-14**

Model: S-P3	Date: 07-Jun-11	No.: RM080002d
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**RTB Reissue**

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>9.72</b>	<b>M0805834D</b>	<b>August 2014 production</b>	<b>Available</b>
9.70b	M0805834C_LRC0440	-	Available
9.70	M0805834C	May 2012 production	Available
9.69	M0805834B	July 2011 production	Available
9.67	M0805834A	1st Mass production	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
<b>9.72</b>	<b>Symptom corrected:</b> <ol style="list-style-type: none"> <li><b>When enabling SNTP time synchronization, an SC899 error might occur.</b></li> <li><b>When simultaneously printing from AppleTalk on a Mac and a protocol other than AppleTalk in Windows, an SC899 error might occur.</b></li> <li><b>When printing from the Windows operating system, if the RAW protocol is used for the standard TCP/IP port, a significant amount of time might pass until the next job is printed. Because of this, the initial print timeout period is changed to 15 seconds and the shortest timeout period that can be set is changed to 5 seconds.</b></li> </ol>
9.70b	Symptom corrected: Symptom: SC899 occurs when machine is not turned off for certain period of time.  Cause: Network Support firmware bug. Detach miss of ncscd shared memory occurs at sntp server synchronization. After 120 times of this detach miss, SC899 occurs.

**Reissued: 07-Aug-14**

Model: S-P3		Date: 07-Jun-11	No.: RM080002d
Version	Modified Points or Symptom Corrected		
9.70	Symptom corrected: <ol style="list-style-type: none"><li>1. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.</li><li>2. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.</li><li>3. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.</li></ol>		
9.69	Symptom corrected: <ol style="list-style-type: none"><li>1. The LP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.</li><li>2. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.</li></ol>		
9.67	1st Mass production		

Model: <b>S-P3</b>	Date: 07-Jun-11	No.: RM080003
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Subject: Firmware Release Note: NetworkDocBox		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"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	M0805835A	1st Mass production	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
1.00	1st Mass production

**Reissued: 15-Feb-17**

Model: S-P3	Date: 01-Jun-11	No.: RM080005b
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**RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Web Support		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.04</b>	<b><i>M0805836D</i></b>	-	<b><i>Available</i></b>
1.02	M0805836B	September 2012 production	Available
1.01	M0805836A	1st Mass production	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
<b>1.04</b>	<b><i>Other changes: A minor change only for the Japanese model.</i></b>
1.02	Fixed: "Page Not Found" is displayed when a user accesses Web Image Monitor's System settings window. This occurs if the machine is in an energy saver mode and if the user accesses WIM without logging in.
1.01	1st Mass production

Model: <b>S-P3</b>	Date: 07-Jun-11	No.: RM080006
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Subject: Firmware Release Note: Font EXP		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	M0805820	1st Mass production	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
1.00	1st Mass production

Model: <b>S-P3</b>	Date: 07-Jun-11	No.: RM080007
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Subject: Firmware Release Note: Option Netware		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
9.62	M0805852	1st Mass production	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
9.62	1st Mass production

**Reissued: 01-Aug-14**

Model: S-P3	Date: 01-06-11	No.: RM080008f
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**RTB Reissue**

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.06</b>	<b><i>M0805844G</i></b>	<b><i>September 2014 production</i></b>	<b><i>Available</i></b>
1.05	M0805844F	December 2013 production	Available
1.04	M0805844E	January 2013 production	Available
1.03	M0805844D	May 2012 production	Available
1.02	M0805844C	February 2012 production	Available
1.01	M0805844B	July 2011 production	Available
1.00	M0805844A	1st Mass production	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
<b>1.06</b>	<b><i>Symptom corrected:</i></b> <b><i>If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)</i></b>
1.05	Symptom corrected: 1. Additional condition that caused “SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs” to still occur after the release of v1.04. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020) 2. Print data that contains many intricate curve lines might take a long time to print. (GFPR#RE13030010) 3. A PCL XL error might occur when using the Citrix UPD to print.
1.04	Symptom corrected: SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003)
1.03	Symptom corrected: 1. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001) (GFPR#RE11100007) 2. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012)



**Reissued: 01-Aug-14**

Model: S-P3	Date: 01-06-11	No.: RM080008f
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Version	Modified Points or Symptom Corrected
1.02	Symptom corrected: The use of Auto Continue causes print jobs to stall the printer when a mismatch occurs. When the printer stalls, "Printing..." will be displayed on the operation panel.(GFPR#RE11110002)
1.01	Other changes: Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&l#U <ESC>&l#Z
1.00	1st Mass production

**Reissued: 15-May-15**

Model: S-P3	Date: 07-Jun-11	No.: RM080009a
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**RTB Reissue**

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

Subject: Firmware Release Note: PS/PDF		Prepared by: Y. Nishida	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS/PDF**.

Version	Program No.	Effective Date	Availability of RFU
<b><i>1.01</i></b>	<b><i>M0805848B</i></b>	<b><i>July 2015 production</i></b>	<b><i>Available</i></b>
1.00	M0805848A	1st Mass production	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
<b><i>1.01</i></b>	<b><i>Symptom corrected:</i></b> <b><i>When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size.</i></b> <b><i>(GFPR#RC14090006)</i></b>
1.00	1st Mass production

Model: <b>S-P3</b>	Date: 07-Jun-11	No.: RM080010
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Subject: Firmware Release Note: PS3 Font		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.08	M0805821	1st Mass production	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
1.08	1st Mass production

**Reissued: 03-Sep-12**

Model: S-P3	Date: 07-Jun-11	No.: RM080011a
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**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.05</b>	<b><i>M0805841B</i></b>	<b><i>September 2012 production</i></b>	<b><i>Available</i></b>
1.01	M0805841A	1st Mass production	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
<b>1.05</b>	<b><i>Specification change:</i></b> <b><i>Detection of paper size errors can be disabled, which allows the machine to continue printing without the error occurring.</i></b> <ul style="list-style-type: none"> <li><b><i>To do this, set the following to "Do not detect" (default: "Detect"):</i></b>  <b><i>Maintenance &gt; General Settings &gt; Ppr. Size Errors.</i></b></li> <li><b><i>This menu can be displayed by pressing: Enter &gt; Escape &gt; Menu.</i></b></li> </ul>
1.01	1st Mass production

Model: <b>S-P3</b>	Date: 07-Jun-11	No.: RM080012
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Subject: Firmware Release Note: RPCS		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
3.10.19	M0805842A	1st Mass production	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
3.10.19	1st Mass production

**Reissued: 29-Aug-11**

Model: S-P3/Sh-P1	Date: 07-Jun-11	No.: RM080013a
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**RTB Reissue**

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

Subject: Firmware Release Note: PCL Font		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"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.07	M0805822	1st Mass production	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
1.07	1st Mass production

Model: S-P3		Date: 29-Jun-11	No.: RM080014
Subject: @Remote notification of supply alarm is not sent.		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 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

With the main power ON, if a supply alarm that is not related to paper or the staple feature (e.g. toner, fusing unit) happens nine or more times, an @Remote notification is not sent to the @Remote center.

## CAUSE

Firmware bug

## ACTION

At machine installation or the next service visit, update the **System/Copy** firmware to the following version or later (if an older version is installed).

**Note:** You can check the current version using SP5990-005.

Version	Program No.	Effective Date	Availability of RFU
1.02	M0805830B	July 2011 production	The firmware can be updated via RFU or SD card

**Reissued: 11-Dec-12**

Model: <b>S-P3</b>	Date: 08-Aug-11	No.: RM080015a
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**RTB Reissue**

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>8.036</b>	<b><i>M0805856A</i></b>	<b><i>January 2013 production</i></b>	<b><i>Available</i></b>
8.032	M0805856	1st Mass production	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
<b>8.036</b>	<b><i>Symptom corrected:</i></b> <b><i>1. Intermittent NACK (0595..11) resulting in jobs being cancelled.</i></b> <b><i>2. The device is unable to negotiate a session with certain host applications such as Océ Prisma.</i></b> <b><i>3. Characters defined in TrueType/OpenType Collection in the Object Container cannot be printed and a NACK (020D..02) error is sent to the host.</i></b> <b><i>4. An image might lose its shape when Scale to Fill mode is set.</i></b>
8.032	1st Mass production



**Reissued: 24-Sep-14**

Model: S-P3		Date: 17-Aug-11	No.: RM080016a
Subject: CPU and firmware Change Notification		Prepared by: Y.Nishida	
From: 3rd Tech Service Sec., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

## Important Information about Engine PCB Replacement

### Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for engine PCBs used in Ricoh products. To continue machine production, a different type of CPU had to be used in engine PCBs.

### Service parts changes

- 1) As a result, a modified version of the engine firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

**Note:** There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.

- 2) The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the second line in the table below.

**Note:** This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
M0805010	M0805011	PCB:EGB:Ass'y	O/O
-	M0805012	PCB:EGB:S-P3:Ass'y	

#### New EGB Cut-in S/N:

Model Code	Cut-in Serial Number
<b>M08017</b>	<b>T1119200001</b>
<b>M08027</b>	<b>T1119105156</b>

### Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v.1.01:01 or older) on the new engine board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.A2.0:20 : The new version starts with "A") cannot be used on the old board. For this reason, the new firmware will not be released to the field.
- If you replace the engine board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N M0805012.

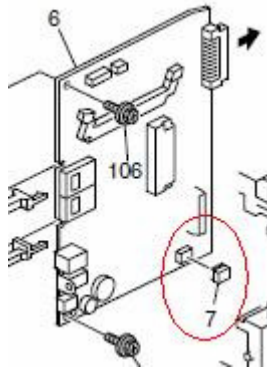
Model: <b>S-P3</b>	Date: 25-Nov-11	No.: RM080017
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Subject: Parts Catalog correction: NVRAM - ZERO COUNTER		Prepared by: I.Soh	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input 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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

P/N	Description	Q'ty	Parts Catalog Page
<b>M0809590</b>	<b>NVRAM- ZERO COUNTER</b>	<b>1</b>	<b>26</b>

This part was missing from the Parts Catalog

-Illustration-



Model: <b>S-P3</b>	Date: 16-Feb-12	No.: RM080018
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Subject: P/N of Hard Disk option		Prepared by: I.Soh	
From: 3rd Tech Service Sect., MFP/Printer Tech Service 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 (Firmware)	<input type="checkbox"/> Tier 2

The part number of the HDD option was missing from the Parts Catalog although it has been changed twice.

P/N	Description	Q'ty	Interchangeability	P/C Page
D1055705	HDD:160GB:MK1665GSX	1	<b>O/O</b>	<b>26</b>
M0805321	HDD:OPTION:160GB:MK1676GSX			
<b>M0805322</b>	<b>HDD:OPTION:160GB:MK1676GSX</b>			

D1055705 → M0805321:

The part number changed because MK1665GSX is discontinued.

M0805321 → M0805322:

Because of the floods. Producing area changed from Thailand to Philippines.

For how to install this option, please refer to Hardware Guide P56-P60.

Model: <b>S-P3</b>	Date: 22-Mar-12	No.: RM080019
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Subject: FSM correction: Updating the Firmware - Error Recovery		Prepared by: I.Soh	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" 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 (Firmware)	<input checked="" type="checkbox"/> Tier 2

The following contents which are not available in the field have been written in the FSM by mistake. It is only for the designer.

Field Service Manual:

- Page 65~66 "Error recovery - Controller"
- Page 68 "Dip Switches"

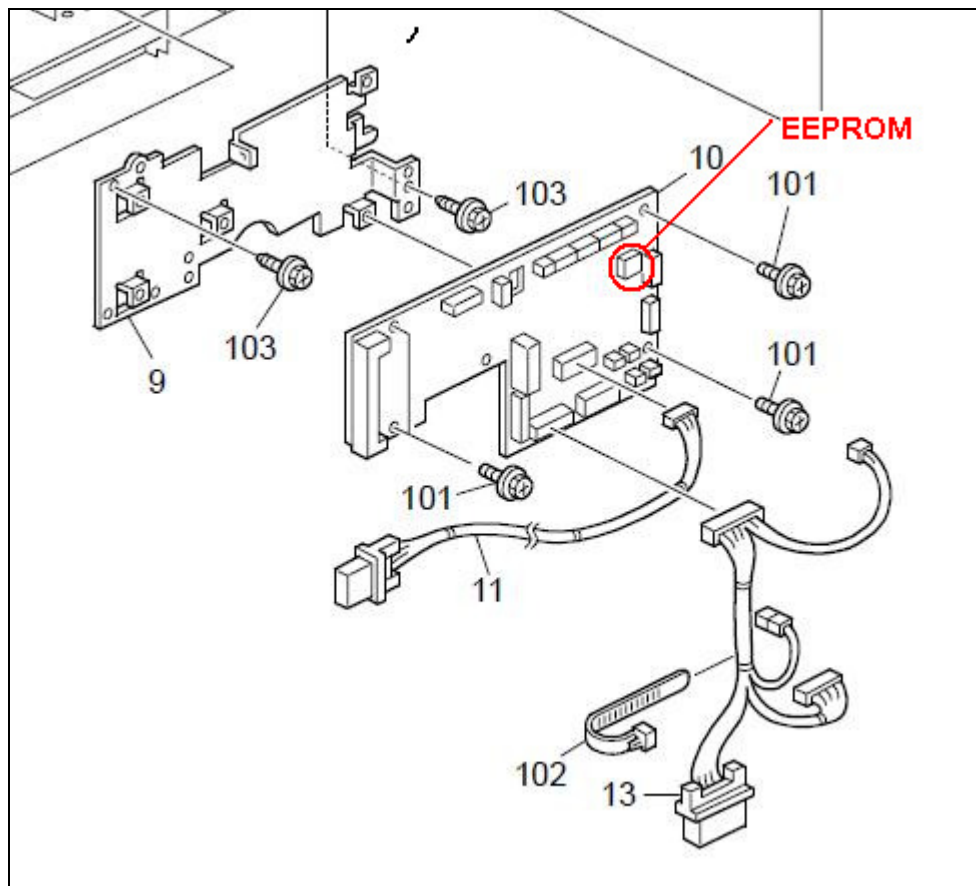
If a firmware download attempt failed, please try again using the correct procedure or replace the PCB if necessary.

Model: S-P3	Date: 03-Sep-12	No.: RM080020
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Subject: Parts Catalog correction: EEPROM:BR93L76-W		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service 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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

P/N	Description	Q'ty	Page
1407 6657	EEPROM:BR93L76-W	1	26

The part number for the EEPROM of the Engine Board was missing from the Parts Catalog.



Reissued: 01-Jun-16

Model: S-P3	Date: 1-Jul-13	No.: RM080021a
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## RTB Reissue

The items in **Red Bold italics** have been altered from previous versions or freshly added in this time release.

Subject: Service Manual Correction (Error Messages)		Prepared by: S. Hayami	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## Service Manual Correction

The following table was missing from the Service Manual.

### 5. System Maintenance Reference

- Firmware Update
- Error Messages

Code	Meaning	Solution
20	Cannot map logical address	<ul style="list-style-type: none"> <li>▪ Cycle the machine off/on.</li> <li>▪ If the program starts in the SD card, reinsert the SD card.</li> <li>▪ If you cannot resolve the problem with the above steps, replace the controller board.</li> </ul>
21	Not enough memory for downloading	<ul style="list-style-type: none"> <li>▪ Cycle the machine off/on.</li> <li>▪ If you cannot resolve the problem with the above steps, replace the controller board.</li> </ul>
22	Cannot decompress compressed data	<ul style="list-style-type: none"> <li>▪ Cycle the machine off/on.</li> <li>▪ Replace the SD card that was used to update</li> <li>▪ If you cannot resolve the problem with the above steps, replace the controller board.</li> </ul>
24	SD card access error	<ul style="list-style-type: none"> <li>▪ Cycle the machine off/on.</li> <li>▪ Make sure SD card is inserted correctly, or use another SD card.</li> <li>▪ If you cannot resolve the problem with the above steps, replace the controller board.</li> </ul>
30	Cannot download stamp data (no HDD)	<ul style="list-style-type: none"> <li>▪ Connect HDD correctly.</li> <li>▪ In the case of HDD failure, replace the HDD.</li> <li>▪ Cannot be downloaded to a machine with no HDD.</li> </ul>
31	Data incorrect for continuous download	<ul style="list-style-type: none"> <li>▪ Insert the SD card with the remaining data required for the download, the re-start the procedure.</li> <li>▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.</li> </ul>

Reissued: 01-Jun-16

Model: S-P3

Date: 1-Jul-13

No.: RM080021a

Code	Meaning	Solution
32	Different SD card between download interruption and download resumption	<ul style="list-style-type: none"> <li>Setting the SD card was interrupted. Cycle the machine off/on.</li> <li>If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.</li> <li>If you cannot resolve the problem with the above steps, replace the controller board.</li> <li>If the program is in the SD card, reinsert the SD card.</li> </ul>
33	Incorrect version data in the SD card	<ul style="list-style-type: none"> <li>Acquire correct update data then install again.</li> </ul>
34	Module error - Correct module (destination) is not in the SD card.	<ul style="list-style-type: none"> <li>Acquire the correct data (Japan, Overseas, OEM, etc.) then install again.</li> </ul>
35	Module error – Module in the SD card is not for this machine	<ul style="list-style-type: none"> <li>Acquire correct update data then install again.</li> </ul>
36	Module error – The machine does not have the program that you are trying to download.	<ul style="list-style-type: none"> <li>Install the correct program in advance.</li> <li>Make sure SD card is inserted correctly.</li> <li>If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.</li> </ul>
38	Program version is not allowed to update	<ul style="list-style-type: none"> <li>Acquire correct update data then install again.</li> </ul>
40	Engine module download failed	<ul style="list-style-type: none"> <li>Cycle the machine off/on.</li> <li>If the download failed again, replace the controller board.</li> </ul>
42	Operation/language module download failed	<ul style="list-style-type: none"> <li>Cycle the machine off/on.</li> <li>If the download failed again, replace the controller board.</li> </ul>
43	Stamp data module download failed	<ul style="list-style-type: none"> <li>Cycle the machine off/on.</li> <li>If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.</li> </ul>
44	Controller module download failed (access error)	<ul style="list-style-type: none"> <li>Cycle the machine off/on.</li> <li>If the program is in the SD card, replace the SD card.</li> <li>If the program is in the controller board, replace</li> </ul>

Reissued: 01-Jun-16

Model: S-P3	Date: 1-Jul-13	No.: RM080021a
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Code	Meaning	Solution
		the controller board.
49	Firmware update is prohibited	<ul style="list-style-type: none"> <li>Firmware update is disabled. <b><i>Retry after changing the SP5-886-001 setting to 0.</i></b> <b><i>Change setting of firmware update permission via UP (WIM) with administrator authorization.</i></b></li> </ul>
50	Digital certificate check result of updating data was NG.	<ul style="list-style-type: none"> <li>Acquire correct update data then install again.</li> </ul>

***SP5886 is unavailable. Delete the SP table from the following section of the FSM:***

- 3. Appendix: SP Mode Tables***
- Printer Engine Service Mode***
  - Service Mode Table***
  - SP5-xxx: Mode***

<b><i>5886</i></b>	<b><i>ROM update</i></b>
	<b><i>The setting of this SP allows or prohibits updating the ROM. 0:Yes, 1:No</i></b>



Model: S-P3		Date: 15-Apr-14	No.: RM080022
Subject: Energy Star decal discontinuation		Prepared by: Y. Nishida	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AA001477	N/A	DECAL:ENERGY-STAR	0	X/X	31	20	

**Reason:** Model S-P3 is not compliant with the international Energy Star standard Ver 2.0. of 2014.

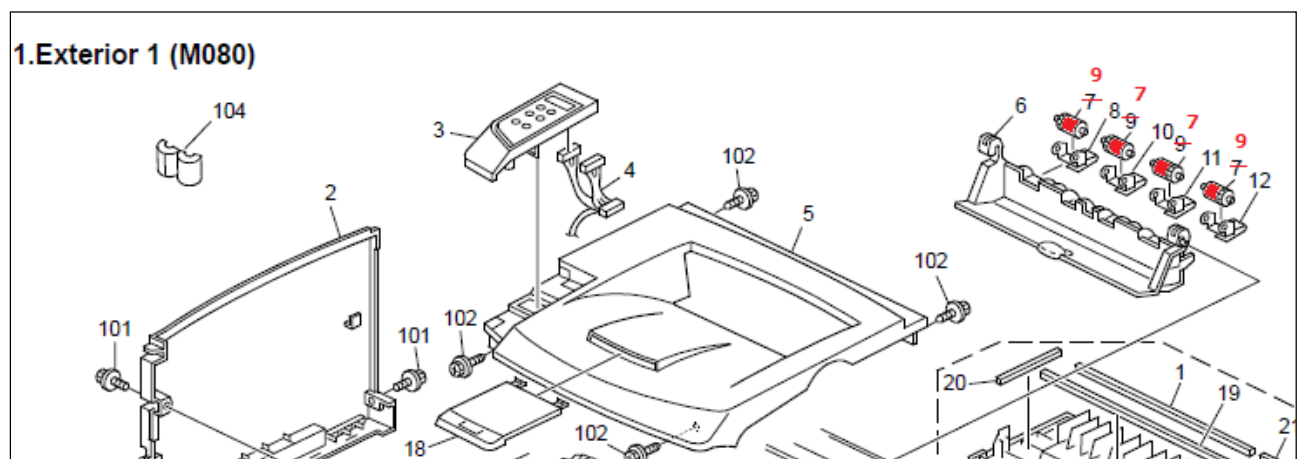
Model: S-P3		Date: 16-Jun-14	No.: RM080023
Subject: Parts Catalog correction		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB has been issued to announce the parts catalog correction.

P/N	Description	Quantity	Page
G0934875	Exit Roller:Machine Or Copier	2	2
G0934873	Outer Exit Cover Roller	2	2

Index numbers for the above parts were incorrect in the model S-P3's parts catalog.

- ◆ Index No.7 G0934875 should be the inner rollers.
- ◆ Index No.9 G0934873 should be the outer rollers.



Model: S-P3		Date: 15-Jun-15	No.: RM080024
Subject: Dirty background or dirty edge after installing a new AIO		Prepared by: K.Nakano	
From: Field Quality Management 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 type="checkbox"/> Tier 2

## SYMPTOM

Dirty background occurs or the side of the paper stack is dirty after installing a new AIO. This cannot be cleared by printing out a large volume of pages.

**Note:** In some cases, the dirty background/stack edge may disappear after a few pages are printed, but this is a product limitation carried over from previous models.

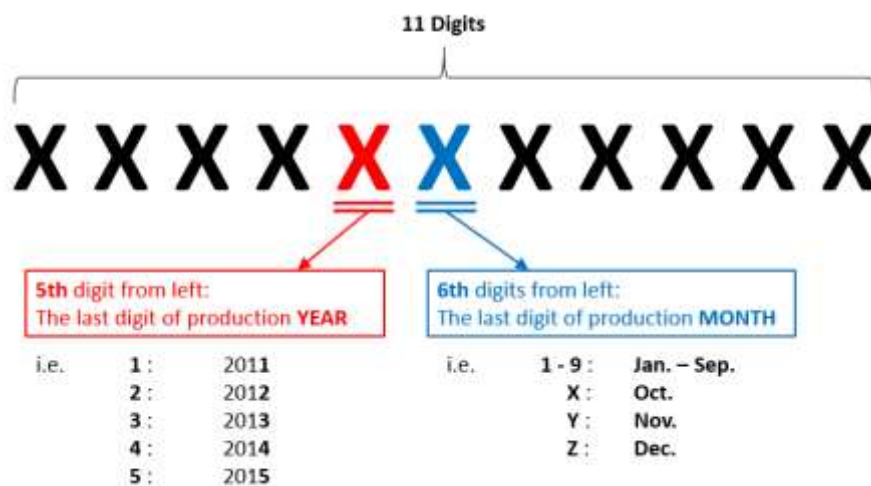
## CAUSE

The space in the AIO through which developer is supplied to development roller is too narrow. As a result, the amount of developer supplied decreases, which raises the toner concentration.

## SOLUTION

Replace the AIO with one produced in **November 2014 or later**.

Determining the production month/year from the AIO Serial Number:



Model: S-P3		Date: 27-July-15	No.: RM080025
Subject: Part catalog correction "Drive Section"		Prepared by: N.Yasuda	
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		

**Change:** Part number of the following gear

Old part number	New part number	Description	Q'ty	Int	Note
G0881103	<b>G1681110</b>	GEAR:OPC:ASS'Y	1	X/O	Change of the material

## 11.Drive Section (M080)

Index No.	Part No.	Description	Q'ty Per Assembly
1	M001 1050	Brushless Motor:DC24V:31W	1
2	M001 1122	Housing:Drive Unit	1
3	G175 3209	Magnetic Clutch	1
4	G175 2554	Spring Clutch Bracket	1
5	G129 2551	Magnetic Clutch:1turn:Z41	1
6	G052 1104	Gear - Fusing 1	1
7	G052 1108	Gear - Paper Feed 1	1
8	G052 1109	Gear - Paper Feed 2	1
9	G052 1113	Gear - Paper Feed 6	1
10	G052 1112	Gear - Paper Feed 5	1
11	G052 1111	Gear - Paper Feed 4	1
12	G052 1110	Gear - Paper Feed 3	1
13	G175 1106	Gear - 45Z	1
14	G052 1107	Gear - Pulley - Fusing	1
15	5353 1803	Wave Washer	1
16	G052 1120	Spring - Paper Exit Release	1
17	G052 1121	Drive Belt	1
18	G052 1123	Spacer - Drive Unit	1
19	G088 1103	Gear:PCU	1
20	G052 1105	Gear - Fusing 2	1
21	G175 2555	Harness Holder	1

Index No.	Part No.	Description	Q'ty Per Assembly
101	0450 3010N	Tapping Screw - M3x10	
102	0805 0089	Retaining Ring - M4	
103	0450 4010N	Tapping Screw:M4x10	
104	1105 0489	Harness Clamp - LWS 1316	

G0881103 ⇒ **G1681110**  
GEAR:OPC:ASS'Y



Model: S-P3		Date: 3-Oct-16	No.: RM080026
Subject: FSM correction on the service call conditions		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

## Service Manual Correction:

Please delete the following descriptions ~~crossed-out~~ in red from your field service manual.

### 2. Appendix: Troubleshooting Guide > Service Call Conditions (P.32)

826	D	Self-diagnostic Error: NVRAM, <del>Optional NVRAM</del>	<ul style="list-style-type: none"> <li>• Make sure NVRAM is seated correctly in its socket</li> <li>• Replace the NVRAM on the controller board</li> </ul>
		The NVRAM <del>or optional NVRAM</del> returned an error during the self-diagnostic test.	