

Model: Model PE –P1/MF1		Date: 28-Dec-07	No.: RG165001a
Subject: Firmware History - Engine		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the Engine firmware history.

## MF version

Part No.	Program name	Version		
<b>G1835130</b>				
<b>C</b>	<b>G1835130C.exe</b>	<b>2.01</b>		<b>January production '08</b>
<b>B</b>	<b>-</b>	<b>2.00</b>		<b>November production '07</b>

## P1 version

Part No.	Program name	Version		
<b>G1665130</b>				
<b>E</b>	<b>G1665130E.dwn</b>	<b>2.01</b>		<b>January production '08</b>
<b>D</b>	<b>-</b>	<b>2.00</b>		<b>November production '07</b>

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

## MF1

Symptom Corrected	Version
<b>Symptom corrected:</b> <b>1. If the front cover is opened during printing, the wrong jam position may be displayed.</b> <b>2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed.</b> <b>Note: This message is usually for instructing the customer to clean the toner density sensor before SC400 is indicated.</b> <b>3. The pixel calculation performed by the engine for each color (CMYK) is incorrect (the pixel information is sent from the engine to the controller).</b>	<b>2.01</b>
<b>Initial Release</b>	<b>2.00</b>

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P1 version

Symptom Corrected	Version
<b>Symptom corrected:</b> <b>1. If the front cover is opened during printing, the wrong jam position may be displayed.</b> <b>2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed.</b> <b>Note: This message is usually for instructing the customer to clean the toner density sensor before SC400 is indicated.</b> <b>3. The pixel calculation performed by the engine for each color (CMYK) is incorrect (the pixel information is sent from the engine to the controller).</b>	2.01
Initial Release	2.00

Model: Model PE -P1/MF1		Date: 15-Jan-08	No.: RG165002
Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

### **MF version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835655</b>				
<b>B</b>	<b>G1835655B.exe</b>	<b>1.02</b>		<b>November production '07</b>

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

### **MF1**

<b>Symptom Corrected</b>	<b>Version</b>
<b>Initial Release</b>	<b>1.02</b>

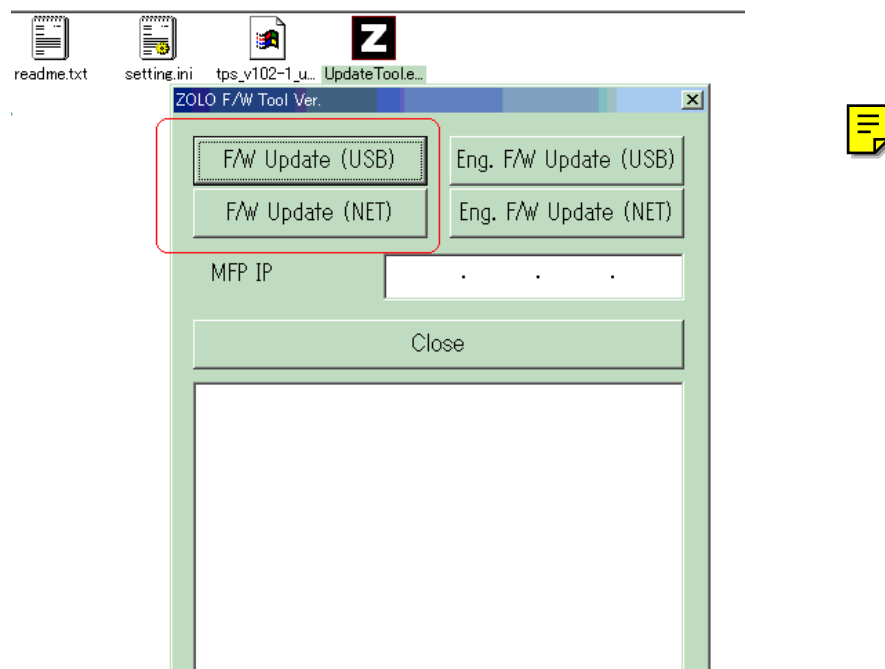
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**Date:** 15-Jan-08

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1. To update firmware for the main control unit, first save the files in the same folder by decompressing the program.
2. Then click “Update tool.exe” to execute the update program.
3. Use the F/W Update (see figure below). The firmware update tool has been changed from the procedure described in the service manual.

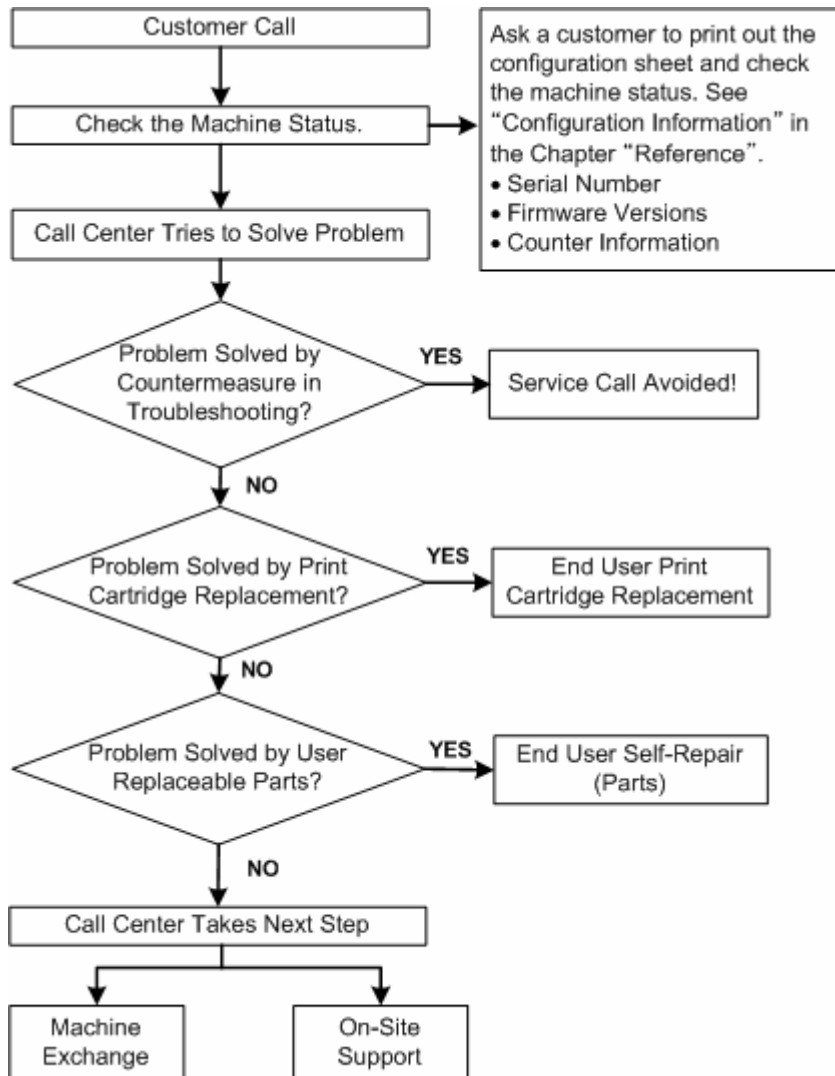
**Note:** Do not turn off the machine until "Done Please reboot" is displayed in the operation panel. Otherwise, the board will be damaged.



Model: Model PE-P1/MF1		Date: 29-Jan-08	No.: RG165003
Subject: Call Center Manual		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 (      )	

For easier call center operation, basic points and troubleshooting for customer action are described in this RTB. The same information is also released in the call center manual.

## Call Center Support Flow



g165c501

# Call Center Quick Reference Table

## Overview

Here is a reference table for each problem. The countermeasure for each problem is explained on the page that is shown in the page column. Please refer to this table to find the countermeasure for the customer's problem.

### Image Problems

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## Other Problems

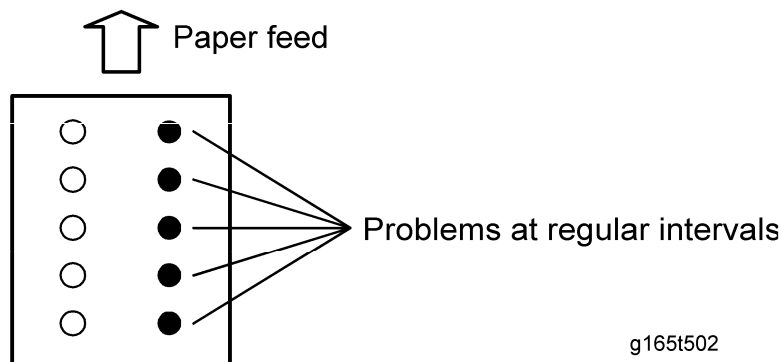
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# Troubleshooting for Image Problems

## Problem at Regular Intervals on the Page

Image problems may appear at regular intervals that depend on the circumference of certain components. The following diagram shows the possible symptoms (black or white dots at regular intervals).



- Abnormal image at 24-mm intervals: Paper feed roller
- Abnormal image at 25.5-mm intervals: Image transfer belt unit
- Colored spots at 27-mm intervals: Print cartridge (Development roller)
- Abnormal image at 30-mm intervals: Charge roller
- Abnormal image at 38-mm intervals: Registration roller
- Abnormal image at 60-mm intervals: Transfer roller
- Colored spots at 76-mm intervals: Print cartridge (OPC drum)
- Abnormal image at 110-mm intervals: Fusing unit (Pressure roller)
- Abnormal image at 115.5-mm intervals: Fusing unit (Heat roller)

## Checking a Sample Printout

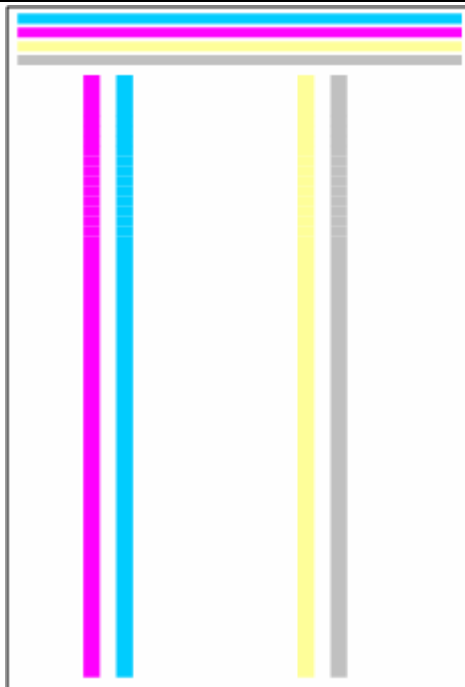
Print out a mono-color pattern (all K, C, M, or Y) to clarify if the cause is a problem with one of the print cartridges, image transfer belt, image transfer roller, or the fusing unit. This sample page is attached to the last page of this manual. If you have a PDF version of this manual, you can print this page. Before printing, you have to adjust the printer driver settings to make the problem become obvious. For details about adjusting the settings, refer to "Printer Driver Setting for Printing a Sample" described below.

- Occurs with 1-3 colors: print cartridge(s) failure
- Occurs with all four colors: Image transfer belt, transfer roller or fusing unit failure

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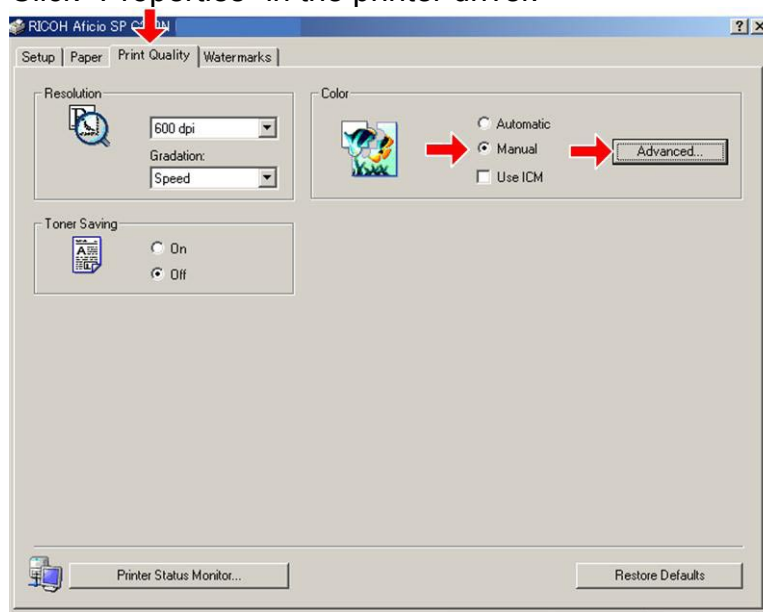
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## Printer Driver Setting for Printing a Sample

1. Click "Properties" in the printer driver.



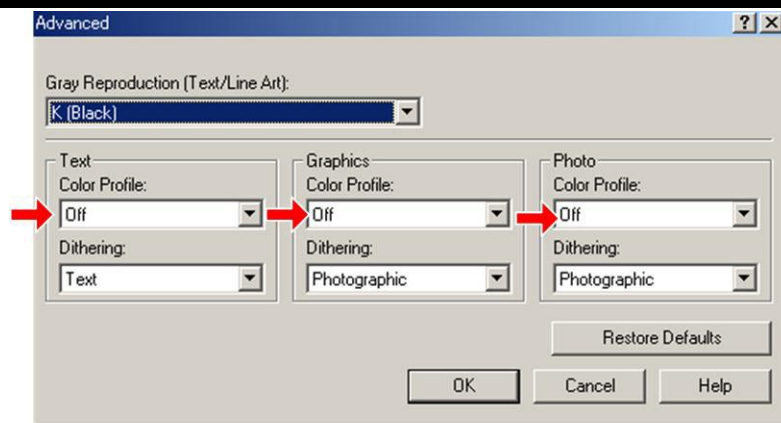
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2. Click the "Print Quality" tab.
3. Check "Manual" in the color setting.
4. Click "Advanced..."

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5. Select "Off" from the pull-down menu for "Color Profile" for "Text".
6. Select "Off" from the pull-down menu for "Color Profile" for "Graphics".
7. Select "Off" from the pull-down menu for "Color Profile" for "Photo".

## Vertical Lines

### Vertical Black Lines

<b>Problem Location</b>	Random
<b>Symptom</b>	<ul style="list-style-type: none"> <li>▪ Vertical black line(s) on the printout.</li> <li>▪ Vertical black lines increase as the machine is operating.</li> </ul>
<b>Problem Unit</b>	Image transfer belt unit
<b>Possible Cause</b>	Insufficient cleaning due to a foreign object stuck in the cleaning blade of the image transfer unit.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>▪ Dusty operating environment</li> <li>▪ Paper other than a standard paper type is used.</li> </ul> This may occur at initial operation and at any time.
<b>Countermeasure</b>	Follow the procedure below to clean the belt: <ol style="list-style-type: none"> <li>1. Open the top cover while the power is on.</li> <li>2. Remove all print cartridges from the printer.</li> <li>3. Close the top cover with both hands carefully. The printer enters cleaning mode automatically.</li> <li>4. When cleaning finishes, open the top cover and reinsert all the print cartridges.</li> </ol>

### Vertical Colored Lines

#### If there are Many Short Lines

<b>Problem Location</b>	Random (many lines)
<b>Symptom</b>	Many short vertical colored (or black) lines appear on the printout.
<b>Problem Unit</b>	Development roller
<b>Possible Cause</b>	Uneven charge on the development roller

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<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>Low temperature and low humidity environment</li> </ul> This may occur at initial operation and until 1 K prints.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Change the print quality to "600 dpi Speed".</li> <li>Print out a white (pale) image before actual printing.</li> <li>Increase temperature and humidity at the operating space.</li> <li>For MF models, change the print density.</li> </ul>

## If there are a Few Short Lines

<b>Problem Location</b>	Random (a few lines)
<b>Symptom</b>	A few short vertical colored (or black) lines appear on the printout.
<b>Problem Unit</b>	<ul style="list-style-type: none"> <li>Print cartridge (Charge roller or Drum)</li> <li>Laser optics housing unit</li> </ul>
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>Dust on the exposed area of the drum</li> <li>Dust on the glass of the laser optics housing unit</li> <li>Toner on the charge roller</li> </ul>
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Remove the print cartridge and reinstall it.</li> <li>Clean the glasses of the laser optics housing unit with a dry cloth.</li> </ul>

## Vertical White Lines

<b>Problem Location</b>	Random
<b>Symptom</b>	Vertical white line(s) on the printout.
<b>Problem Unit</b>	<ul style="list-style-type: none"> <li>Print cartridge (Development area)</li> <li>Laser optics housing unit</li> </ul>
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>A foreign object stuck in the development blade of the print cartridge</li> <li>Dust in the lower area of the print cartridge</li> <li>Dust on the glass of the laser optics housing unit</li> </ul>
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Remove the print cartridge and reinstall it.</li> <li>Clean the glasses of the laser optics housing unit with a dry cloth.</li> </ul>

## Vertical Colored (or Black) Bands

<b>Problem Location</b>	Random
<b>Symptom</b>	Vertical colored (or black) bands appear on the printout.
<b>Problem Unit</b>	<ul style="list-style-type: none"> <li>Print cartridge (Development)</li> <li>Laser optics housing unit</li> </ul>
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>A foreign object stuck in the development blade of the print cartridge</li> <li>Dust in the lower area of the print cartridge</li> <li>Dust on the glass of the laser optics housing unit</li> </ul>

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<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Remove the print cartridge and reinstall it.</li> <li>Clean the glasses of the laser optics housing unit with a dry cloth.</li> </ul>

## Vertical White Bands

<b>Problem Location</b>	Random
<b>Symptom</b>	Vertical white (faint color) bands appear on the printout.
<b>Problem Unit</b>	Print cartridge (Development)
<b>Possible Cause</b>	Temporary uneven distribution of toner in the development area.
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Remove the print cartridge and reinstall it.</li> <li>Replace the print cartridge.</li> </ul>

## Vertical Glossy Lines

<b>Problem Location</b>	20 mm to the left of the center of the printout
<b>Symptom</b>	Vertical glossy bands or small scratches appear on the printout.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Thermistor mark on the hot roller in the fusing unit
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>Mono-color image print</li> <li>Using thick paper or glossy paper</li> </ul> This may occur at any time.
<b>Countermeasure</b>	Call the service representative.

## Horizontal Lines

### Short Horizontal Colored (or Black) Lines

#### At 27 mm intervals

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	Short horizontal colored (or black) lines appear at 27 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Development roller)
<b>Possible Cause</b>	Defective development roller
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Replace the print cartridge.

#### For other problems

<b>Problem Location</b>	Random
<b>Symptom</b>	Short horizontal colored (or black) lines appear on the

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	printout.
<b>Problem Unit</b>	Image transfer belt unit
<b>Possible Cause</b>	Defective image transfer belt unit
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Call the service representative.

## Short Horizontal White Lines

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	Short horizontal white lines appear at 27 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Development roller)
<b>Possible Cause</b>	Defective development roller
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Replace the print cartridge.

## Horizontal Colored (or Black) Bands/Horizontal White Bands

### At 27 mm intervals

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	Horizontal colored (or black) bands or white bands appear at 27 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Development roller)
<b>Possible Cause</b>	Defective development roller
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Replace the print cartridge.

### At 76 mm intervals

<b>Problem Location</b>	At 76 mm intervals on the printout
<b>Symptom</b>	Horizontal colored (or black) bands or white bands appear at 76 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Drum)
<b>Possible Cause</b>	Drum exposed to light
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>The print cartridge is left out for a long time during the print cartridge replacement procedure.</li> <li>The machine is left with the top cover open.</li> </ul> This may occur at initial operation.
<b>Countermeasure</b>	Leave the print cartridge inside the machine for a while without operation.

## Colored (or Black) Dots/Spots

### At 27 mm intervals

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	Colored (or black) dots/spots appear at 27 mm intervals on the printout.

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<b>Problem Unit</b>	Print cartridge (Development roller)
<b>Possible Cause</b>	Defective development roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Replace the print cartridge.

**At 25 mm intervals**

<b>Problem Location</b>	At 25 mm intervals on the printout
<b>Symptom</b>	Colored (or black) dots/spots appear at 25 mm intervals on the printout.
<b>Problem Unit</b>	Image transfer belt unit
<b>Possible Cause</b>	Defective image transfer belt roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Call a service representative.

**At 30 mm intervals**

<b>Problem Location</b>	At 30 mm intervals on the printout
<b>Symptom</b>	Colored (or black) dots/spots appear at 30 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Charge roller)
<b>Possible Cause</b>	Defective charge roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Replace the print cartridge.

**At 76 mm intervals**

<b>Problem Location</b>	At 76 mm intervals on the printout
<b>Symptom</b>	Colored (or black) dots/spots appear at 76 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Drum)
<b>Possible Cause</b>	Scratch or dust on the drum
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Replace the print cartridge.

**At 115.5 mm intervals**

<b>Problem Location</b>	At 115.5 mm intervals on the printout
<b>Symptom</b>	Colored (or black) dots/spots appear at 115.5 mm intervals on the printout.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Defective fusing unit
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Check if the fusing unit lever is in the upper position or if the grey knobs at the front side of the fusing unit are positioned with their lines pointing at the circle mark "●". If not, change them to the correct position.

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## Fallen Toner on the Printout

<b>Problem Location</b>	Random
<b>Symptom</b>	Fallen toner marks appear on the printout.
<b>Problem Unit</b>	Print cartridge (Development area)
<b>Possible Cause</b>	Excessive toner in part of the development area
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Continue to use normally because this may not occur often.</li> <li>If this problem occurs often, replace the print cartridge.</li> </ul>

## White Dots/Spots

### At 27 mm intervals

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	White dots/spots appear at 27 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Development roller)
<b>Possible Cause</b>	Deformed development roller Foreign object on the development roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Replace the print cartridge.

### At 25 mm intervals

<b>Problem Location</b>	At 25 mm intervals on the printout
<b>Symptom</b>	White dots/spots appear at 25 mm intervals on the printout.
<b>Problem Unit</b>	Image transfer belt unit
<b>Possible Cause</b>	Defective image transfer belt roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Call a service representative.

### At 30 mm intervals

<b>Problem Location</b>	At 30 mm intervals on the printout
<b>Symptom</b>	White dots/spots appear at 30 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Charge roller)
<b>Possible Cause</b>	Defective charge roller
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Replace the print cartridge.

### At 76 mm intervals

<b>Problem Location</b>	At 76 mm intervals on the printout
<b>Symptom</b>	White dots/spots appear at 76 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Drum)



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<b>Possible Cause</b>	Scratch or dust on the drum
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Replace the print cartridge.

## At 115.5 mm intervals

<b>Problem Location</b>	At 115.5 mm intervals on the printout
<b>Symptom</b>	White dots/spots appear at 115.5 mm intervals on the printout.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Scratch or dust on the fusing unit
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Call a service representative.

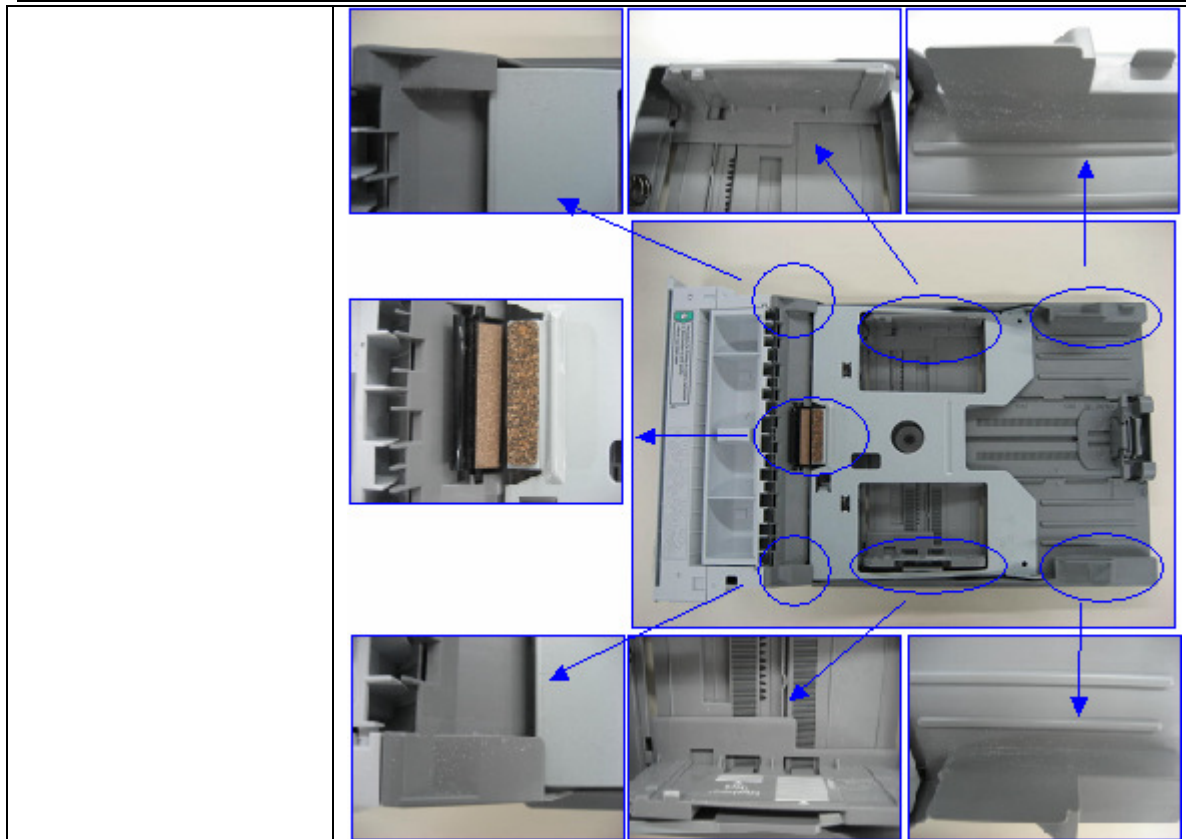
## For other problems

<b>Problem Location</b>	The edges on both sides of the printout
<b>Symptom</b>	White dots/spots appear on both side edges on the first print of the printout.
<b>Problem Unit</b>	Paper tray
<b>Possible Cause</b>	Paper dust in the paper tray
<b>Possible Problem Condition</b>	This may occur when re-used paper which has a lot of paper dust is used.
<b>Countermeasure</b>	Clean the paper tray to remove remaining paper dust. 1. Turn off the main power switch. 2. Pull out the paper tray. 3. Remove the stack of paper, if present. 4. Clean the parts of the paper tray shown below with a vacuum cleaner or dry cloth.

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## Uneven Color Image

Image Missing

### For missing image in random areas

<b>Problem Location</b>	Random
<b>Symptom</b>	Image missing in the area between the center and the trailing edge.
<b>Problem Unit</b>	Print cartridge (Development area)
<b>Possible Cause</b>	Uneven distribution of toner in the development area
<b>Possible Problem Condition</b>	This may occur when images with low coverage are printed consecutively.
<b>Countermeasure</b>	Remove the print cartridge, and then reinstall it.

### At 27 mm intervals

<b>Problem Location</b>	At 27 mm intervals on the printout
<b>Symptom</b>	Image missing at 27 mm intervals on the printout.
<b>Problem Unit</b>	Print cartridge (Development area)
<b>Possible Cause</b>	Print cartridge not set correctly
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	Remove the print cartridge, and then reinstall it.

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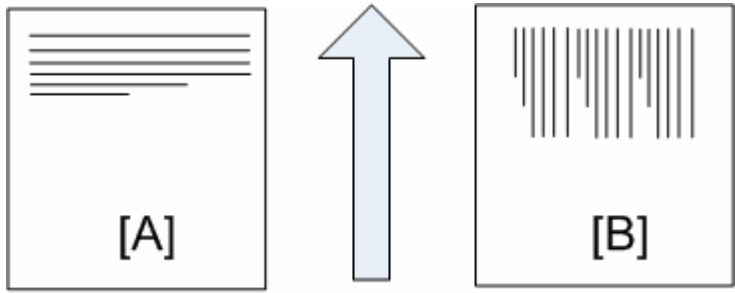
## At 25 mm intervals

<b>Problem Location</b>	At 25 mm intervals on the printout
<b>Symptom</b>	Image missing at 25 mm intervals on the printout.
<b>Problem Unit</b>	Image transfer belt unit
<b>Possible Cause</b>	Defective image transfer belt unit
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Call a service representative.

## Uneven Density

<b>Problem Location</b>	Right, left, leading, or trailing edge of the image
<b>Symptom</b>	An area of low density appears at the right, left, leading, or trailing edge of the image.
<b>Problem Unit</b>	<ul style="list-style-type: none"> <li>Print cartridge (Development area)</li> <li>Image transfer belt unit</li> </ul>
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>Uneven toner distribution in the development area</li> <li>Unevenness of the image transfer belt</li> </ul>
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>This may occur when images with low coverage are printed consecutively.</li> <li>This may occur when the same kind of image is printed consecutively.</li> </ul>
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Replace the print cartridge, and then reinstall it.</li> <li>Call a service representative.</li> </ul>

## Uneven Gloss

<b>Problem Location</b>	Leading edge of the mono-color image
<b>Symptom</b>	Uneven image (no glossiness) area appears at the leading edge of a mono-color image.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Hot offset
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>This may occur when thin paper is used.</li> <li>This may occur when the paper has variations in properties in the main-scan direction.</li> </ul>
<b>Countermeasure</b>	<p>Use thicker paper or paper ([B], not [A]) whose fiber direction is same as the machine's feeding direction.</p> <div style="text-align: center;">  </div> <p style="text-align: right;">g165c513</p>

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## Uneven Color (Dark and Light)

<b>Problem Location</b>	Random
<b>Symptom</b>	Different color images are printed even though the print job is same.
<b>Problem Unit</b>	Process control
<b>Possible Cause</b>	Process control execution during printing
<b>Possible Problem Condition</b>	This may occur when the same image is printed on more than 200 sheets.
<b>Countermeasure</b>	<b>For printer models:</b> Do "Color Registration" manually before printing. (Process control is also done when Color Registration is executed manually.) <b>For MF models:</b> Turn the main power switch off and on. (Color Registration is done when the machine is turned on.)

## Dirty Printout

### Dirty 2nd Side

<b>Problem Location</b>	Random
<b>Symptom</b>	The 2nd side of printouts is dirty with toner.
<b>Problem Unit</b>	<ul style="list-style-type: none"> <li>▪ Transfer unit</li> <li>▪ Fusing unit</li> </ul>
<b>Possible Cause</b>	Dirty transfer roller or pressure roller in the fusing unit due to a paper jam
<b>Possible Problem Condition</b>	This may occur after a paper jam.
<b>Countermeasure</b>	Print a few sample printouts before printing.

### Dirty Mark on Leading Edge of Paper

<b>Problem Location</b>	Leading edge of the paper
<b>Symptom</b>	Toner adheres to the leading edge of the paper.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Toner adheres to the stripper plate or fusing exit guide in the fusing unit.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>▪ This may occur after paper jams have often occurred in the fusing unit.</li> <li>▪ This may occur when thick paper is printed in plain paper mode (wrong paper type selection).</li> <li>▪ This may occur when thin paper is often used.</li> </ul>
<b>Countermeasure</b>	Print a few sample printouts before printing.

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## Dirt All Across the Trailing Edge of the Paper

<b>Problem Location</b>	All across trailing edge of the paper
<b>Symptom</b>	Dirt appears all across the whole trailing edge of the paper.
<b>Problem Unit</b>	Transfer unit
<b>Possible Cause</b>	The transfer roller is dirty. Dirt accumulated on the discharge plate.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>This may occur after paper jams often occurred at the transfer unit or after the front door was opened during printing.</li> <li>This may occur when thick paper is printed consecutively.</li> </ul>
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>This problem will be gradually recovered as printing continues.</li> <li>Clean the discharge plate (the saw-like plate) [A] in the transfer unit. Do not bend the edge of the discharge plate during cleaning.</li> </ul> <div data-bbox="513 922 1120 1379" data-label="Image"> </div> <p style="text-align: right;">g165c514</p>

## Image Shifting

### Color Registration Shifting

<b>Problem Location</b>	Color registration shifting
<b>Symptom</b>	<ul style="list-style-type: none"> <li>Image or text is a doubled image.</li> <li>Image or text color is slightly shifted.</li> </ul>
<b>Problem Unit</b>	System
<b>Possible Cause</b>	Color registration is shifted due to temperature change during printing.
<b>Possible Problem Condition</b>	This may occur when a multiple printing job is executed.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Do "Color Registration" adjustment manually for</li> </ul>

Model: Model PE-P1/MF1

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	<p>printer models.</p> <ul style="list-style-type: none"> <li>▪ Turn the main power switch off and on for MF models. (Color Registration is done when the machine is turned on.)</li> <li>▪ Call a service representative if manual "Color Registration" adjustment does not solve this problem.</li> </ul>
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## Image Registration Shifting

<b>Problem Location</b>	Leading edge of image is shifted
<b>Symptom</b>	Leading edge of the image is not printed on the printout.
<b>Problem Unit</b>	Paper tray
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>▪ Paper is not correctly loaded in the paper tray.</li> <li>▪ Registration of the leading edge fed from the optional paper feed unit is not correct.</li> </ul>
<b>Possible Problem Condition</b>	This may occur at initial operation and at any time.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>▪ Load paper correctly in the paper tray. Do not forget to press down the bottom plate of the paper tray before you install the paper tray in the machine.</li> <li>▪ Adjust "Registration Tray 2" in the maintenance mode.</li> </ul>

## Image Missing

### Poor Fusing or Some Images Missing

<b>Problem Location</b>	Missing some images on the printout
<b>Symptom</b>	Toner is not fused enough on the printout.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	<p>Thick paper is printed in the plain paper print mode.</p> <p>The grey knobs at the front side of the fusing unit are not returned to their original position "●".</p>
<b>Possible Problem Condition</b>	See above.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>▪ Use the correct paper type.</li> </ul> <p>Change the grey knobs at the front side of the fusing unit to their original position "●".</p>

# Troubleshooting for Jam Problems

## Damaged Paper

### Folded Leading Edge of the Paper

<b>Problem Location</b>	Center of the leading edge of paper
<b>Symptom</b>	There is a fold at the center of the leading edge of the paper.
<b>Problem Unit</b>	Paper tray
<b>Possible Cause</b>	Paper is not correctly loaded in the paper tray.
<b>Possible Problem Condition</b>	This may occur after paper has been loaded in the machine.
<b>Countermeasure</b>	Load paper correctly in the paper tray. Do not forget to press down the bottom plate of the paper tray before you install the paper tray in the machine.

### Folded at Both Side Edges on the Leading Edge of the Paper

<b>Problem Location</b>	Both Side Edges on the Leading Edge of the Paper
<b>Symptom</b>	Both side edges on the leading edge of the paper are folded.
<b>Problem Unit</b>	Paper
<b>Possible Cause</b>	Both sides of the paper path are blocked.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>This may occur when the paper was not stored properly.</li> <li>This may occur when the paper is a type that becomes curled easily.</li> </ul>
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Turn the paper in the tray upside down.</li> <li>Keep the paper in the proper condition (such as in a nylon package).</li> </ul>

### Wrinkled Paper

<b>Problem Location</b>	Random
<b>Symptom</b>	The printout is wrinkled.
<b>Problem Unit</b>	Paper
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>Printouts shrink after passing through the fusing unit because the paper has a high water content.</li> <li>Paper is skewed due to different paper orientation properties.</li> </ul>
<b>Possible Problem Condition</b>	This may occur if paper is not stored in the proper condition.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Turn the paper in the tray upside down.</li> </ul>

Model: Model PE-P1/MF1

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- Keep the paper in the proper condition (such as in a nylon package).

## Double-feed

<b>Problem Location</b>	Random
<b>Symptom</b>	Paper is double-fed.
<b>Problem Unit</b>	Paper
<b>Possible Cause</b>	The sheets of paper are attracted to each other.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>▪ This may occur when the sheets of paper are attracted to each other.</li> <li>▪ This may occur when the paper has rough edges.</li> </ul>
<b>Countermeasure</b>	Fan the paper stack in the paper tray, to loosen the attraction between sheets.

## Paper Jam

<b>Problem Location</b>	Random
<b>Symptom</b>	Paper jams occur frequently.
<b>Problem Unit</b>	All units related to paper transport
<b>Possible Cause</b>	Jammed paper remains somewhere in the paper path. Paper is not in good condition.
<b>Possible Problem Condition</b>	This may occur when the paper is in bad condition.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>▪ Turn the paper in the tray upside down or front to back.</li> <li>▪ Keep the paper in the proper condition (such as in a nylon package).</li> </ul>

## Curled Paper

<b>Problem Location</b>	Random
<b>Symptom</b>	The paper is curled.
<b>Problem Unit</b>	All units related to paper transport
<b>Possible Cause</b>	Jammed paper remains somewhere in the paper path. Paper is not in good condition.
<b>Possible Problem Condition</b>	This may occur when the paper is in bad condition.
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>▪ Turn the paper in the tray upside down or front to back.</li> <li>▪ Keep the paper in the proper condition (such as in a nylon package).</li> <li>▪ Select "Mode 2" or "Mode 3" in "Anti-humidity:" for printer models with a user tool or "High Humidity Mode" for MF models with user mode.</li> </ul>



**Reissued: 18-Sep-08**

Model: Model PE-P1/MF1	Date: 29-Jan-08	No.: RG165003a
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## Paper Stacking Errors

<b>Problem Location</b>	Random
<b>Symptom</b>	The paper stack falls down from the output tray.
<b>Problem Unit</b>	Paper
<b>Possible Cause</b>	Paper is not correctly stacked on the output tray because some printouts are curled.
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>This may occur when the paper has been stored in a high humidity condition</li> <li>This may occur with recycled thick paper.</li> </ul>
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>Turn the paper in the tray upside down or front to back.</li> <li>Keep the paper in the proper condition (such as in a nylon package).</li> <li>Select "Mode 2" or "Mode 3" in "Anti-humidity:" for printer models with a user tool or "High Humidity Mode" for MF models with user mode.</li> </ul>

## Paper Feed Problem

### No Paper Feed

<b>Problem Location</b>	Paper tray
<b>Symptom</b>	Paper jam is issued.
<b>Problem Unit</b>	Paper tray
<b>Possible Cause</b>	Paper is not loaded correctly in the tray. The positions of the end fence and/ or side fence position are not correct.
<b>Possible Problem Condition</b>	This may occur just after the paper has been loaded or changed.
<b>Countermeasure</b>	Check the positions of the side fences and end fences.

### By-pass Tray Feed Problem

<b>Problem Location</b>	By-pass tray
<b>Symptom</b>	Paper is not fed from the by-pass tray.
<b>Problem Unit</b>	By-pass tray
<b>Possible Cause</b>	Paper in the by-pass tray cannot be detected in the energy saver mode (sleep mode).
<b>Possible Problem Condition</b>	This may occur when the machine stays in the energy saver mode (sleep mode).
<b>Countermeasure</b>	Press the "Stop/Start" button for printer models or <b>"Copy", "Color Start", or "B&amp;W Start" key</b> on the operation panel for MF models to recover the machine from the <b>energy saver mode (Sleep mode)</b> .

## Troubleshooting for Other Problems

### Unusual Noise

#### Rubbing sounds

<b>Problem Location</b>	Random
<b>Symptom</b>	Unusual noise is made by the machine.
<b>Problem Unit</b>	Print cartridge
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>▪ The waste toner collection coil makes unusual noise due to waste toner stuck in the waste toner collection path at the print cartridge.</li> <li>▪ The drum rubs against the OPC cleaning blade.</li> <li>▪ The development roller rubs against the development blade.</li> </ul>
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>▪ This may occur when the machine is installed in a high temperature and high humidity environment.</li> <li>▪ This may occur when the high quality mode (half speed) is used.</li> <li>▪ This may occur when the life of the print cartridge is near the end.</li> </ul>
<b>Countermeasure</b>	<ul style="list-style-type: none"> <li>▪ Replace the print cartridge, and then reinstall it.</li> <li>▪ Change the print/copy quality from high to standard.</li> <li>▪ Take more time between the first print and the second print.</li> <li>▪ Replace the print cartridge.</li> </ul>

#### Rattling sounds

<b>Problem Location</b>	Random
<b>Symptom</b>	Unusual noise is made during warm-up or just after warm-up.
<b>Problem Unit</b>	Fusing unit
<b>Possible Cause</b>	Deformed hot roller and pressure roller in the fusing unit
<b>Possible Problem Condition</b>	<ul style="list-style-type: none"> <li>▪ This may occur when the machine is left without operation for a long period (more than two weeks).</li> </ul>
<b>Countermeasure</b>	<p>If the machine is going to be left without operation for a long period, use the grey knobs at the front side of the fusing unit.</p> <ol style="list-style-type: none"> <li>1. Turn off the main power switch.</li> <li>2. Unplug the machine.</li> <li>3. Open the front cover.</li> <li>4. Lower the blue fusing unit lever.</li> <li>5. Using a coin, turn both gray knobs on the fusing unit 90 degrees counterclockwise (until the slots are horizontally aligned with the "Star★" marking).</li> </ol>

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6. Carefully lift the blue fusing unit levers.
7. Close the front cover.

## Other Problems

### SC400

<b>Problem Location</b>	Random
<b>Symptom</b>	SC400 is issued.
<b>Problem Unit</b>	Toner density sensor
<b>Possible Cause</b>	Toner density sensors get dirty.
<b>Possible Problem Condition</b>	This may occur at any time.
<b>Countermeasure</b>	Clean the toner density sensor with the toner density sensor lever. For details, refer to the "Hardware Guide" (printer model) or "User Guide" (MF model).

## Customer Replaceable Parts

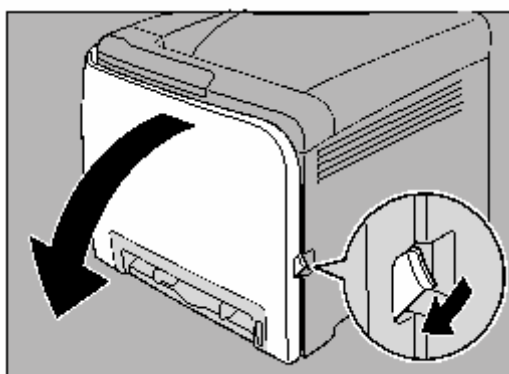
### Overview

This is a list of the parts that can be replaced by the customer. The procedures for the replacement of these parts are included in the "Hardware Guide" (printer model), "User Guide" (MF model), or this chapter.

No.	Part Name	Replacement Procedure
1	Print Cartridge	"Hardware Guide" (printer model) "User Guide" (MF model)
2	Waste Toner Bottle	"Hardware Guide" (printer model) "User Guide" (MF model)
3	Transfer Unit	This chapter

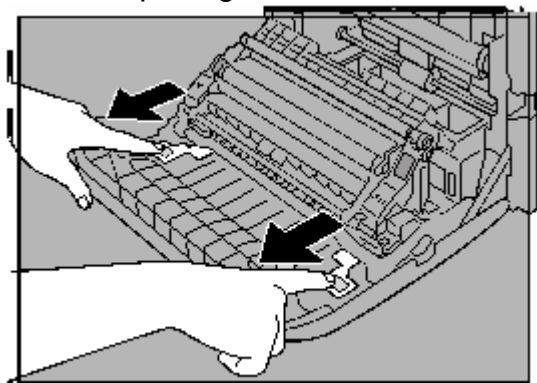
### Replacement Procedure for the Transfer Unit

#### Removal



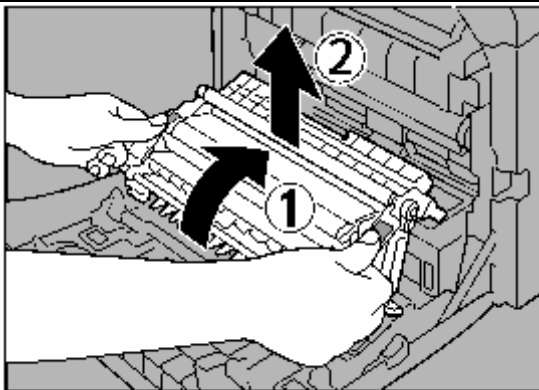
g165c504

1. Pull the opening lever on the front cover, and then carefully lower the front cover.



g165c505

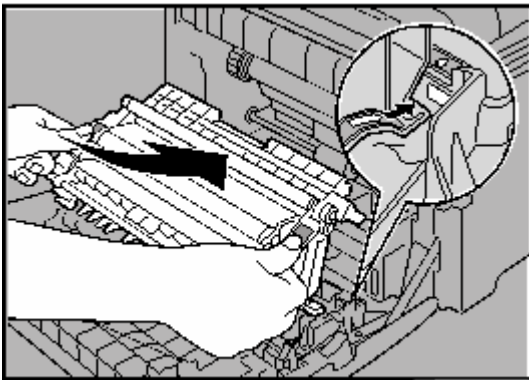
2. Slide both green levers on the front cover as shown above.



g165c506

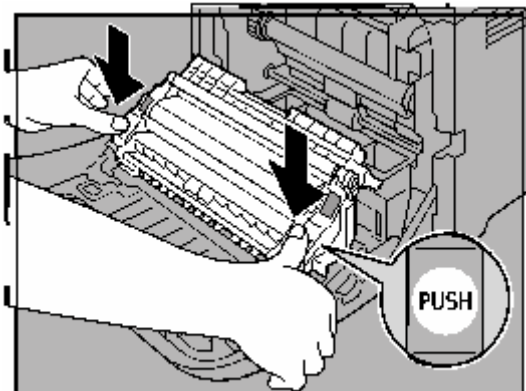
3. Holding the green tabs on both sides of the transfer unit, tilt it backwards then lift it up.

### Installation



g165c507

1. Place the transfer unit down on the front cover.



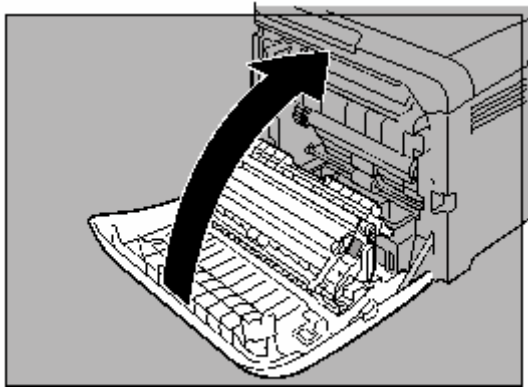
g165c508

2. Slide the transfer unit along the guide rails into the machine. When it stops, push on the green "PUSH" mark until it clicks into place.

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g165c509

3. Using both hands, carefully push up the front cover until it closes.

## Configuration Page Information

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### Overview

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The configuration page (for printer and MF models) and maintenance page (only for MF model) have information about the machine's status. Print this sheet as shown below. Check the configuration page or maintenance page when doing machine maintenance.

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#### To Print the Configuration Page for Printer Models

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1. Turn on the machine and the PC.
2. Start "Smart Organizing Monitor".
3. Select "Configuration Page" in "List/Test Print" on the "User Tools" tab.
4. Click "Print", and then "Yes".
5. The configuration page is printed.

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#### To Print the Configuration Page/ Maintenance Page for MF Models

---

1. Turn on the machine.
2. Press the "Menu" key.
3. Press the "▲" or "▼" key to select "Reports Print", and then press the "OK" key.
4. Press the "▲" or "▼" key to select "Configuration Page" or "Maintenance Page", and then press the "OK" key.
5. The configuration page or maintenance page is printed.

---

### Error Log (Printer Model Only)

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The Error Log on the configuration page has the error logs (SC codes) and the following information. However, the following error codes cannot be stored after turning off the machine.

Error Code	Description
Code 3	<ul style="list-style-type: none"><li>▪ Paper misfeed</li><li>▪ Paper is not detected in the tray.</li><li>▪ The loaded paper size does not match the setting.</li></ul>
Code 4	Print/Data Error
Code 5	A consumable supply has run out
Code 6	Warning; Toner near end, Waste toner bottle near full, TM sensor cleaning
Code 7	Alert; Diagnostic Error

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## Counter and Coverage (Printer Model Only)

The configuration page for the printer models has the paper jam and coverage counters in the bottom line, but these counter names are not printed on the configuration page. These counters give the following information;

0.0.0/0.0.0.0/0.0.0.0

Left three counters:	Feed jam counter, inner jam counter, duplex jam counter
Center four counters:	Recent coverage of K, C, M, Y
Right four counters:	Accumulated Coverage of K, C, M, Y



## Machine Configuration

### Printer Models (G165/G166/G167)

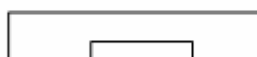
[SP C220N]



[SP C221N]



[SP C222DN]

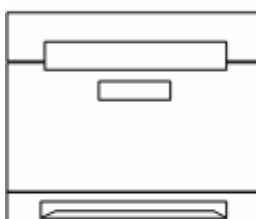


g184v502a

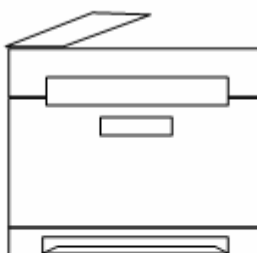
Models	Duplex Unit	Optional Memory	Optional Tray (G849)	DDST (GDI)	PCL PS
SP C220N (G165)	Manual	N	N	Y	N
SP C221N (G166)	Manual	Y	500x1	N	Y
SP C222DN (G167)	Auto	Y	500x1	N	Y

### MF Models (G181/G183/G184)

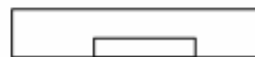
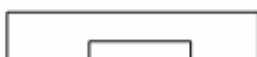
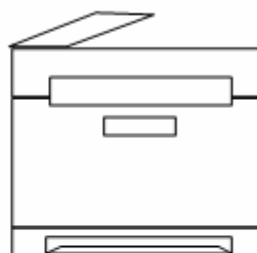
[SP C220S]



[SP C221SF]



[SP C222SF]



g184v501a

Models	Duplex Unit	Optional Memory	Optional Tray (G849)	DDST (GDI)	PCL PS	Fax
SP C220S (G181)	Manual	N	N	Y	N	N
SP C221SF (G183)	Auto	N	500x1	Y	N	Y
SP C222SF (G184)	Auto	Y	500x1	N	Y	Y

## Exchange and Replace Procedure

If the machine exchange and replacement is required, arrange to send a machine without the four print cartridges (AIO) to the customer site.

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### Instruction

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Instruct the customer to do the following procedure.

#### Printer Models

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**Before the substitute machine gets to the customer site**

- Print the configuration page using "Smart Organizing Monitor".

**When the substitute machine gets to the customer site**

1. Remove the four print cartridges (AIO) from the problem machine.
2. Install the four print cartridges (AIO) in the substitute machine.
3. Input the customer settings which are printed on the configuration page by using "Smart Organizing Monitor".
4. Send back the problem machine to the repair center.

#### MF Models

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**Before the substitute machine gets to the customer site**

- Save the customer settings by using a web browser. For details, refer to the "User Guide".
- Clear the customer settings in the problem machine.

**When the substitute machine gets to the customer site**

1. Remove the four print cartridges (AIO) from the problem machine.
2. Install the four print cartridges (AIO) in the substitute machine.
3. Restore the customer settings by using a web browser.
4. Send back the problem machine to the repair center.

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Sample\_chart.xls



Sample\_chart.pdf

**Reissued: 08-Feb-08**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004a
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**Printer version**

GDI controller: P1a (G165)

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1635682</b>				
<b>D</b>	<b>G1635682D_DDST.dwn</b>	<b>1.31</b>		<b>January production '08</b>
C	G1635682C_DDST.dwn	1.30		November production '07

PCL controller: P1b&amp;c (G166/G167)

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1675682</b>				
<b>D</b>	<b>G1675682D_PDL.dwn</b>	<b>1.31</b>		<b>January production '08</b>
C	G1675682C_PDL.dwn	1.30		November production '07

**Printer**
**GDI controller: P1a (G165)**

<b>Symptom Corrected</b>	<b>Version</b>
<b>Symptom corrected:</b> <b>The "Recent" value of the coverage counter was displayed incorrectly on the SOM and Configuration Page.</b>	<b>1.31</b>
Initial Release	1.30

**PCL controller: P1b&c (G166/G167)**

<b>Symptom Corrected</b>	<b>Version</b>
<b>Symptom corrected:</b> <b>1. The job is sometimes reset if the Paper End condition is detected.</b> <b>2. The printer may stall when printing a certain file.</b>	<b>1.31</b>

**Reissued: 08-Feb-08**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004a
<i>Symptom Corrected</i>		<i>Version</i>
Initial Release		1.30

Model: Model PE –P1/MF1		Date: 07-Feb-08	No.: RG165005
Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the PDL board.

***MF version only***

PDL version only: MF1c (G184)

<b><i>Part No.</i></b>	<b><i>Program name</i></b>	<b><i>Version</i></b>		
<b><i>G1835666</i></b>				
<b><i>A</i></b>	<b><i>G1835666A.exe</i></b>	<b><i>1.00</i></b>		<b><i>November production '07</i></b>

**MF Version**

<b><i>Symptom Corrected</i></b>	<b><i>Version</i></b>
<b><i>Initial Release</i></b>	<b><i>1.00</i></b>

Model: Model PE -P1/MF1

Date: 07-Feb-08

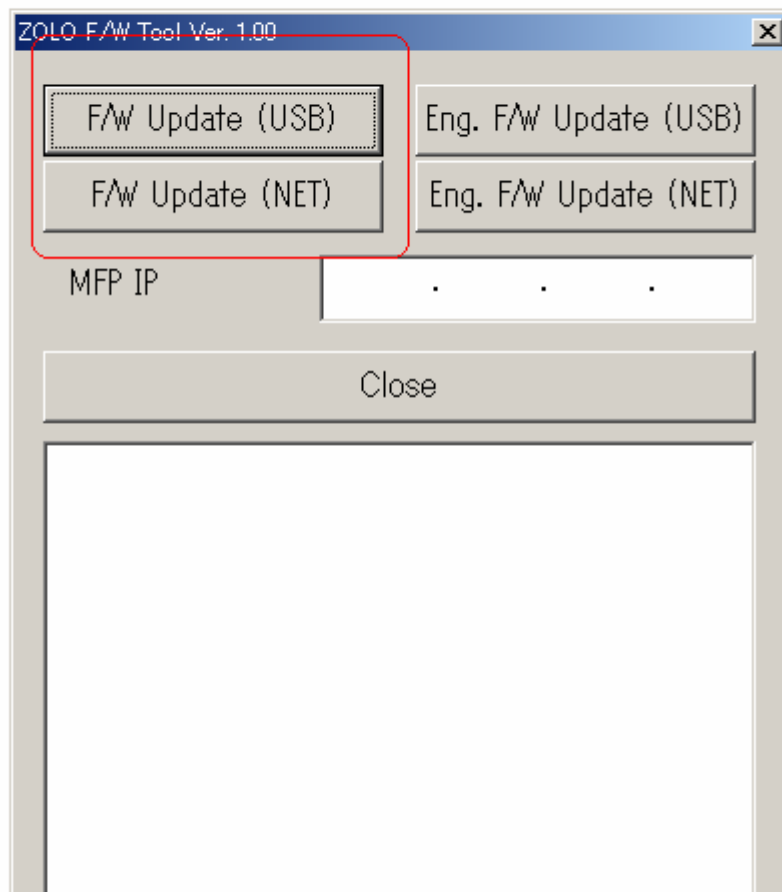
No.: RG165005

1. To update firmware for the PDL board, first save the files in the same folder by decompressing the program.
2. Then click "Update tool.exe" to execute the update program.
3. Use the F/W Update (see figure below). The firmware update tool has been changed from the procedure described in the service manual.

Note: Do not turn off the machine until "Done Please reboot" is displayed in the operation panel. Otherwise, the board will be damaged.



3-28



**Reissued: 25-Apr-08**

Model: Model PE -P1/MF1		Date: 15-Jan-08	No.: RG165002a
Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

### MF version

Part No.	Program name	Version		
<b>G1835655</b>				
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

### MF1

Symptom Corrected	Version
<b>FAX:</b> <i>The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a fax machine in Russia.</i>	1.30
<b>FAX:</b> <i>If the Paper End condition is reached while printing out the Maintenance Page, the next incoming fax cannot be printed (even if the paper is replenished).</i>  <b>Note:</b> <i>Turning the main power OFF/ON can clear this condition.</i>	
<b>FAX:</b> <i>Under the following conditions, an abnormal image is printed out if the fax memory becomes nearly full when receiving a fax:</i>  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)	
<b>FAX:</b> <i>Reports and incoming faxes cannot be printed out under the following conditions:</i> - The Start key is pressed after a Memory Transmission job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  <b>Note:</b> <i>Turning the main power OFF/ON can clear this condition.</i>	



**Reissued: 25-Apr-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002a
<b>Symptom Corrected</b>		<b>Version</b>
<b>FAX:</b> <i>Under the conditions listed below, the following may occur:</i> <ol style="list-style-type: none"> <li><i>If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or fax reception data may not be printed out after that.</i></li> <li><i>A print job may be stopped if the fax job before that was cancelled by the auto clear timer.</i></li> </ol> <ul style="list-style-type: none"> <li><i>[Fax Settings]-[TX Settings]-[Immediate TX]: Off</i></li> <li><i>[Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</i></li> </ul> <b>Note:</b> <ul style="list-style-type: none"> <li><i>Please ask the customer to send the fax messages again by looking the activity report.</i></li> <li><i>Turning the main power OFF/ON can clear this condition.</i></li> </ul>		
<b>FAX:</b> <i>The machine may freeze if the "Stop/Clear" key is pressed to cancel the printing of fax reception data.</i>		
<b>FAX:</b> <i>The CSI information is not mentioned on the Power Failure Report.</i> <b>Note:</b> <i>The CSI information is mentioned on the Activity Report.</i>		
<b>Printer:</b> <i>The machine may stop an LG duplex print job and display "Processing..." if the Toner End condition occurs during the job.</i>		
<b>Printer:</b> <i>Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only).</i> <b>Note:</b> <i>In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.</i>		
<b>Printer:</b> <i>After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.</i>		
<b>Printer:</b> <i>The machine may sometimes freeze when the tray is pulled out during a duplex print job.</i>		
<b>Printer:</b> <i>It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec).</i> <b>Note:</b> <i>In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)</i>		
<b>Scanner:</b> <i>If a fax message is received during a TWAIN scanning job via USB, the "Scan USB Disconnect" error may occur and the scanned data may not be displayed.</i>		
<b>Scanner:</b> <i>Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission fax.</i>		

Reissued: 25-Apr-08

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002a
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		

**Reissued: 25-Apr-08**

Model: Model PE –P1/MF1		Date: 15-Jan-08	No.: RG165002a
Symptom Corrected			Version
<b>System:</b> <i>The software was changed so that the engine does not come on line if a scanner job is performed while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).</i>			
Initial Release			1.02

**Note:**

***If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:***



FirmwareUp d a t  
uideEnglish.pdf

**Reissued: 25-Apr-08**

Model: Model PE -P1/MF1		Date: 07-Feb-08	No.: RG165005a
Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the PDL board.

### **MF version only**

PDL version only: MF1c (G184)

Part No.	Program name	Version		
G1835666				
B	G1835666B.exe	1.20		March Production '08
A	G1835666A.exe	1.00		November production '07

### **MF Version**

Symptom Corrected	Version
<b>Printer:</b> <i>Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System.</i> <i>Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.</i>	1.20
<b>Printer:</b> <i>It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (Previously, this value was fixed at 60sec).</i> <i>Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.</i>	
<b>Printer:</b> <i>The image of printing PDF file with PS3 driver may be darker than PCL6 driver.</i> <i>The machine may sometimes freeze when the LAN cable is removed from the machine.</i>	
Initial Release	1.00

***This is the Firmware Update Guide.***



FirmwareUpdateGuideEnglish.pdf

Model: Model PE-P1/MF1 (MF1b&c Only)		Date: 28-Apr-08	No.: RG165006
Subject: Fax SAF Memory (MF1b&c Only)		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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 (      )	

## SYMPTOM

1. In cases where the user tries to print out fax reception data from SAF memory, the data is erased if the main power is turned off while the polygon mirror motor is rotating.
2. If #1 occurs, the sender's information is missing from the Power Failure Report (which is automatically printed out when the main power is turned on again).

**Note:** The polygon mirror motor rotates during the image writing process.

## CAUSE

1. Under the conditions mentioned above, the polygon mirror motor sends an abnormal signal to the CPU. As a result, the CPU is reset and the SAF data is erased.
2. Firmware bug (main control board)

## SOLUTION

**Production line (applied from: March 17, 2007 production)**

1. The capacity of the capacitor on the main controller board was increased from 0.033  $\mu$ F to 0.068  $\mu$ F.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1835650	G1835652	PCB: MAIN: ASS'Y	1 – 1	X/O	49	9	

2. The firmware of the main controller board was modified.

**In the field:**

Do one of the following, depending on the customer's needs:

- Replace the main controller board assembly with P/N **G1835652**: This solves both symptom #1 and #2.
- Update the main controller firmware to **v1.30 or later**: This solves symptom #2 only.
- No action: Neither symptom will be solved, but the user can find the sender's information on the Activity Report. **See the next page.**
  - ① Find the “#” listed on the Power Failure Report (on the far left).
  - ② Find the same number on the Activity Report. The sender's information is listed together with this number.

**Important:** The Operator's Instructions does not mention these symptoms. If a customer reports this, please ask for their understanding and take one of the actions listed above to solve the issue.

Model: Model PE-P1/MF1 (MF1b&c Only)

Date: 28-Apr-08

No.: RG165006

## Activity Report

ACTIVITY REPORT						
			Date: 01/01/2000 08:35am			
			Name: A NUM10GJNTFWTW			
			ID: 1234 67812356789			
#	Date/Time	TX/RX	Duration	Remote	Pages	Results
060	01/16/2003 12:55am	Send	'00'28	8308	1	OK
061	01/16/2003 12:56am	Send	'00'31	8308	1	OK
062	01/16/2003 12:58am	Send	'00'34	8308	1	OK
063	01/16/2003 12:59am	Send	'00'52	8308	1	OK
064	01/16/2003 01:02am	Send	'00'34	8308	1	OK
065	01/16/2003 01:03am	Send	'00'53	8308	1	OK
066	01/16/2003 01:06am	Receive	'00'21	1234567890123456789+	1	OK
067	01/16/2003 01:07am	Receive	'00'24	1234567890123456789+	1	OK
068	01/16/2003 01:07am	Receive	'00'28	1234567890123456789+	1	OK
069	01/16/2003 01:08am	Receive	'00'21	1234567890123456789+	1	OK
070	01/16/2003 01:09am	Receive	'00'24	1234567890123456789+	1	OK
071	01/16/2003 01:09am	Receive	'00'28	1234567890123456789+	1	OK
072	01/16/2003 01:10am	Receive	'00'24	1234567890123456789+	1	OK
073	01/16/2003 01:11am	Receive	'00'31	1234567890123456789+	1	OK
074	01/16/2003 01:12am	Receive	'00'30	1234567890123456789+	1	OK

238

Use this number to find the sender's information on the Activity Report.

## Power Failure Report

POWER FAILURE REPORT				
			Date: 01/01/2000 11:38pm	
			Name:	
			ID:	
#	Date/Time	Type	Remote	Pages
238	01/01/2000 11:38pm	Receive		1

No info.

POWER FAILURE REPORT				
			Date: 01/01/2000 10:14pm	
			Name:	
			ID:	
#	Date/Time	Type	Remote	Pages
234	01/01/2000 10:01pm	Receive	1234567890 ++	1

From main controller firmware v1.30, the sender's information is printed on the Power Failure Report.

Model: Model PE-P1/MF1		Date: 13-May-08	No.: RG165007
Subject: Laser Optics Housing Replacement		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2



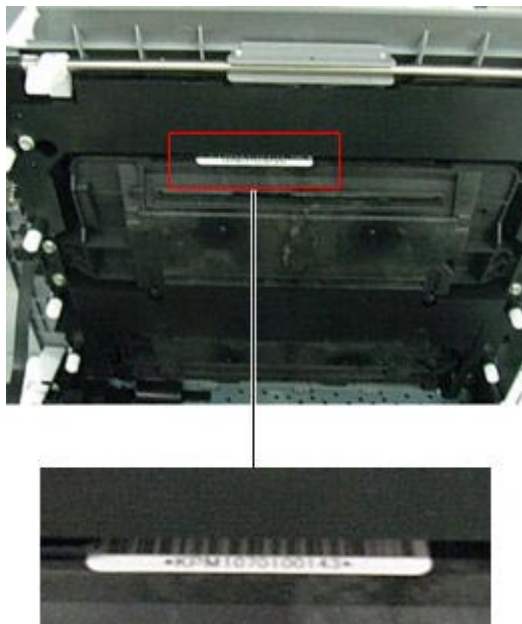
The following was added to the Service Manual.

LSU data input (S/M: Page 28)

Do the following after you replace the laser optics housing unit.

1. Open the upper cover and check the lot number of the laser optics housing unit.
2. Check to see if this lot number is listed in any of the Excel files attached below.

**If the lot number is listed in one of the Excel files, do Steps 3-7 below.**





Model: Model PE-P1/MF1













Date: 13-May-08

No.: RG165007

3. Open the front cover and turn on the machine.
4. Program the settings for the laser optics housing unit.
  - Printer model:
    - In the SOM utility, access "LSU Adjustment" inside the "SP Mode 2" tab.
    - Copy the corresponding LSU data inside the Excel sheet into the space provided in the SOM utility.
  - MF model:
    - On the LCD, access "LSU Adjustment" inside the "Engine Maintenance" menu.
    - Manually input the corresponding LSU data inside the Excel sheet into the space provided on the LCD.
5. Close the front cover.
6. Execute "Color Registration", which is inside the "SP Mode 2" tab (printer model) or the "Engine Maintenance" menu (MF model).
7. Adjust the registration settings for each tray for the front and rear sides of the paper with the "SP Mode 2" tab (printer model) or the "Engine Maintenance" menu (MF model) if necessary.



## LSU Lot no. Data

					
KMI1080100001-KI	KPE1071100089-K	KPE1071105000-K	KPE1071200001-K	KPE1071204000-K	KPE1080100001-K
I1080100077a.xls	E1071104999a.xls	E107111013a.xls	E1071203999a.xls	E1071208616a.xls	E1080103999a.xls
					
KPE1080104000-K	KPE1080107000-K	KPE1080200001-K	KPE1080204000-K	KPE1080208000-K	KPP1071000002a.
E1080106999a.xls	E1080108927a.xls	E1080203999a.xls	E1080207999a.xls	E1080301444a.xls	s

Model: Model PE-P1/MF1		Date: 5-Jun-08	No.: RG165008
Subject: Color Registration on User tool VS SP mode		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

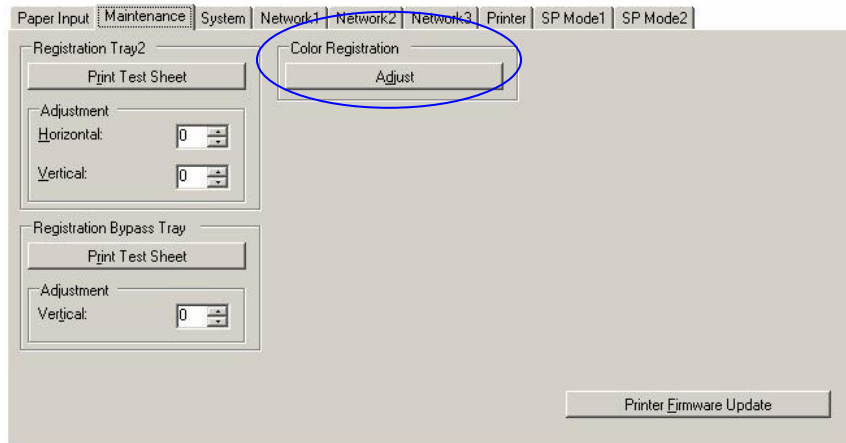
## Supplementary information on Color Registration

- The “color registration” in User Tools only includes a “fine adjustment”. However, there is also a color registration in SP mode (P1) and Engine Maintenance mode (MF1). With these modes, you can perform both fine adjustment and coarse adjustment.
- Therefore, if the color registration is not in line, do the following:
  1. First, request customers to try the color registration in User Tools.
    - **P1:** See the “Maintenance” tab inside the Smart Organization Monitor (SOM) menu.
    - **MF1:** If the control unit version is **v1.30** or newer, see “Machine Settings” inside the User Menu. If the version is older, turn the main power OFF/ON (color registration is performed automatically).
  2. If this does not fix the registration, execute the following color registration:
    - **P1:** Access the “SP2” tab inside the SOM menu.
    - **MF1:** Access “Engine Maintenance”.

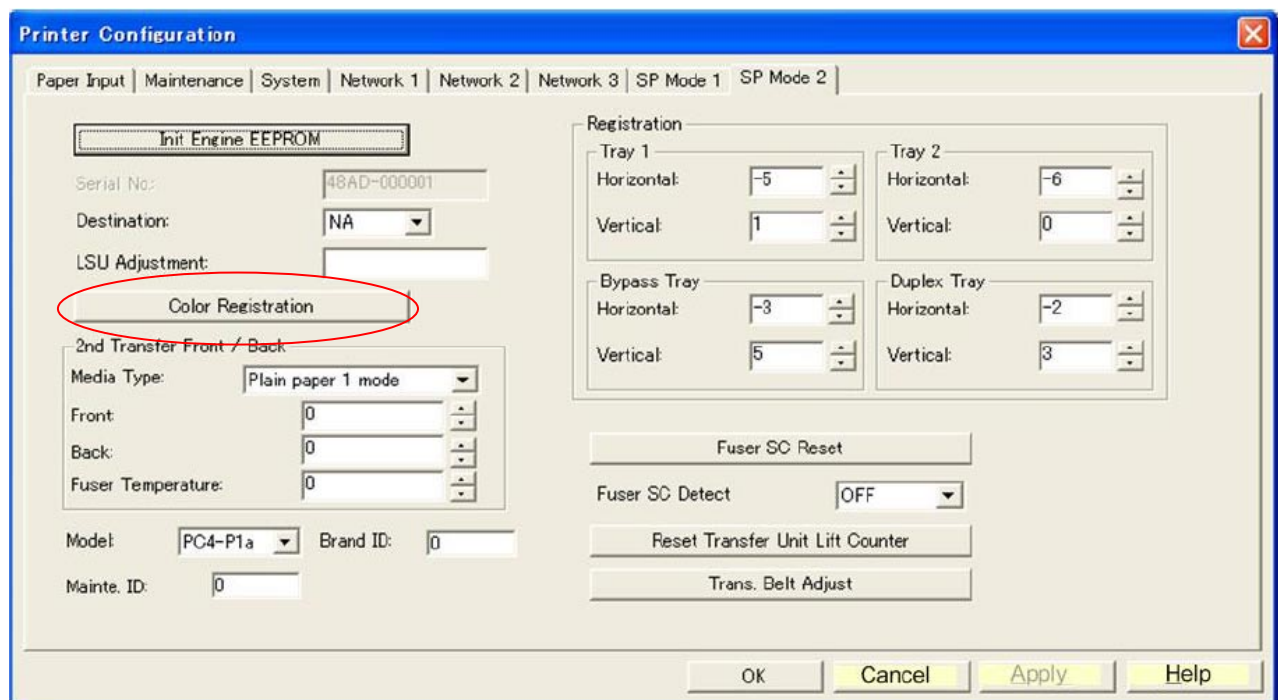
**See the next page for screenshots (P1 only)**

## P1 screenshots

Color Registration adjustment inside the “Maintenance Tab” (SOM):



Color Registration adjustment inside the “SP2” tab (SOM):



Model: Model PE-P1/MF1 (MF1b&c only)		Date: 5-Jun-08	No.: RG165009
Subject: Error Code on TX Report/Activity Report		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Important Information on Communication Error Codes

This RTB contains descriptions for the dial, transmission (TX), and reception (RX) error codes that appear on the TX Report/Activity Report. Please share this information with all service representatives and Call Center staffers.

### Basic error code structure

Error codes consist of six hexadecimal digits (0–5).

Digit 5 (far left): TX or RX

TX:	<b>1</b> xxxxx
RX:	<b>2</b> xxxxx

Digit 4: Coding (MH/MR/MMR)

MH:	<b>x1</b> xxxx
MR:	<b>x2</b> xxxx
MMR:	<b>x3</b> xxxx

Digit 3: Modem mode

V27ter non-ECM	<b>xx1</b> xxx
V29 non-ECM	<b>xx2</b> xxx
V17 non-ECM	<b>xx3</b> xxx
V33 non-ECM	<b>xx4</b> xxx
V34	<b>xx5</b> xxx
V27ter ECM	<b>xx9</b> xxx
V29 ECM	<b>xxa</b> xxx
V17 ECM	<b>xxb</b> xxx
V33 ECM	<b>xxc</b> xxx

Model: Model PE-P1/MF1 (MF1b&amp;c only)

Date: 5-Jun-08

No.: RG165009

**Digit 2: Modem speed**

2400	xxx <b>1</b> xx
4800	xxx <b>2</b> xx
7200	xxx <b>3</b> xx
9600	xxx <b>4</b> xx
12000	xxx <b>5</b> xx
14400	xxx <b>6</b> xx
16800	xxx <b>7</b> xx
19200	xxx <b>8</b> xx
21600	xxx <b>9</b> xx
24000	xxx <b>a</b> xx
26400	xxx <b>b</b> xx
28800	xxx <b>c</b> xx
31200	xxx <b>d</b> xx
33600	xxx <b>e</b> xx

**Error code table**

Error Type		Error Description	Error Code
General		STOP	xxxx01
		RX T1 Time Out	Not logged in activity report
Local Mechanical error		Scanner Error during TX	1xxx11
		Memory Full during RX	2xxx14
TX Job Error		TX Job Lost	1xxx18
		TX Job deleted	1xxx19
Dial failure		Connection Fail	xxxx21
		Dial Fail	xxxx22
		Redial All Failed	xxxx23
Comm. Error	1. Phase-B Error	TX T1 Time Out	xxxx31
		V8 negotiation Fail	xxxx32
		Retry Out	xxxx40
		Too many FTT	xxxx41
		Too many CRP	xxxx42
		T2 Time Out	xxxx43

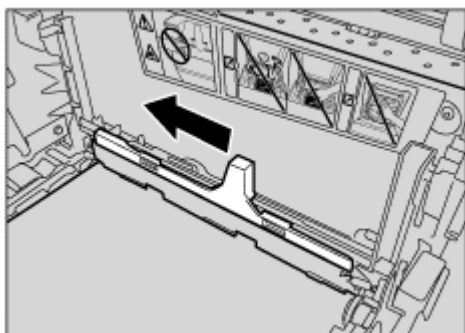
Model: Model PE-P1/MF1 (MF1b&c only)		Date: 5-Jun-08	No.: RG165009
		DCN received	xxxx44
		Command Rec Error	xxxx45
		Resp Rec Error	xxxx46
		Invalid Command/Response RX	xxxx47
		Remote No RX capability	xxxx48
		T1 time out after EOM	xxxx49
	2. Phase-C Error	T2 Time Out	xxxx50
		Image Data not ready	xxxx51
		Phase-C Time Out	xxxx52
	3. Phase-D Error	Retry Out	xxxx60
		T2 Time Out	xxxx61
		DCN received	xxxx62
		Too many CRP	xxxx63
		Too many PPR	xxxx64
		RNR time Out	xxxx65
		RTN/PIN Received, EOR/ERR/DCN	xxxx66
		Invalid Command/Response RX	xxxx67
		Command Rec Error	xxxx68
		Resp Rec Error	xxxx69
	4. Phase-E Error	Time Out	xxxx70
	5. Other general Comm Error	Modem hang-up	xxxx80
		V34 abort received	xxxx81
		V34 T1 timeout, control channel error	xxxx82
		V34 T1 timeout, primary channel error	xxxx83
		Data not sent until guard timer expired	xxxx84

Model: Model PE-P1/MF1		Date: 18-Jun-08	No.: RG165010
Subject: SC400		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

SC400 (Process Control Error) is displayed after the print cartridge (AIO) is replaced.

**Note:** The user can solve this symptom temporarily by cleaning the TM sensor with the cleaner, but it will occur again at about 50-100 prints.



## CAUSE

The TM sensor may be electrically charged and may attract toner to the surface.

## SOLUTION

### Production line:

From November 2007, alcohol was applied to the TM sensor on the production line. Since December 2007, the alcohol has been applied more evenly and in a greater amount.

### In the field:

Do the procedure below.

Model: Model PE-P1/MF1

Date: 18-Jun-08

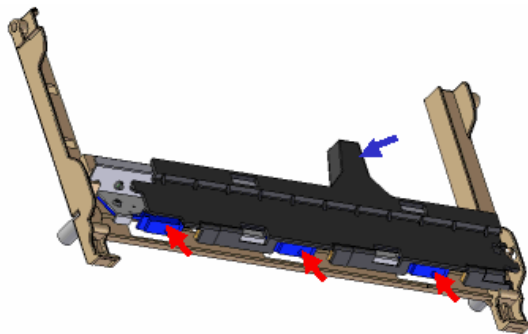
No.: RG165010

**Procedure**

1. First, request customers to try the TM sensor cleaning as shown above.
2. If this does not fix the symptom, clean the TM sensor with alcohol to remove the dirt with electrical charge.
3. Remove the TM sensor from the machine (see the procedure for the TM sensor base removal in the Service Manual).
4. Apply alcohol sufficiently and evenly to the surfaces [B] of the three sensors with a clean cloth (back and forth, at least once).
5. Reattach the parts you removed.

**Important:**

- Do not clean the sensor using the cleaner (blue arrow in the illustration) just after you apply alcohol to the sensor. Advise customers to use this cleaner only when SC400 or "Density Sensor Requires Cleaning" is displayed.
- Do not clean the sensor with a dry cloth. This can damage the sensor.

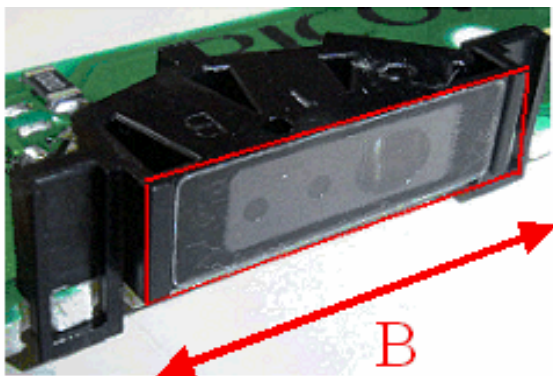
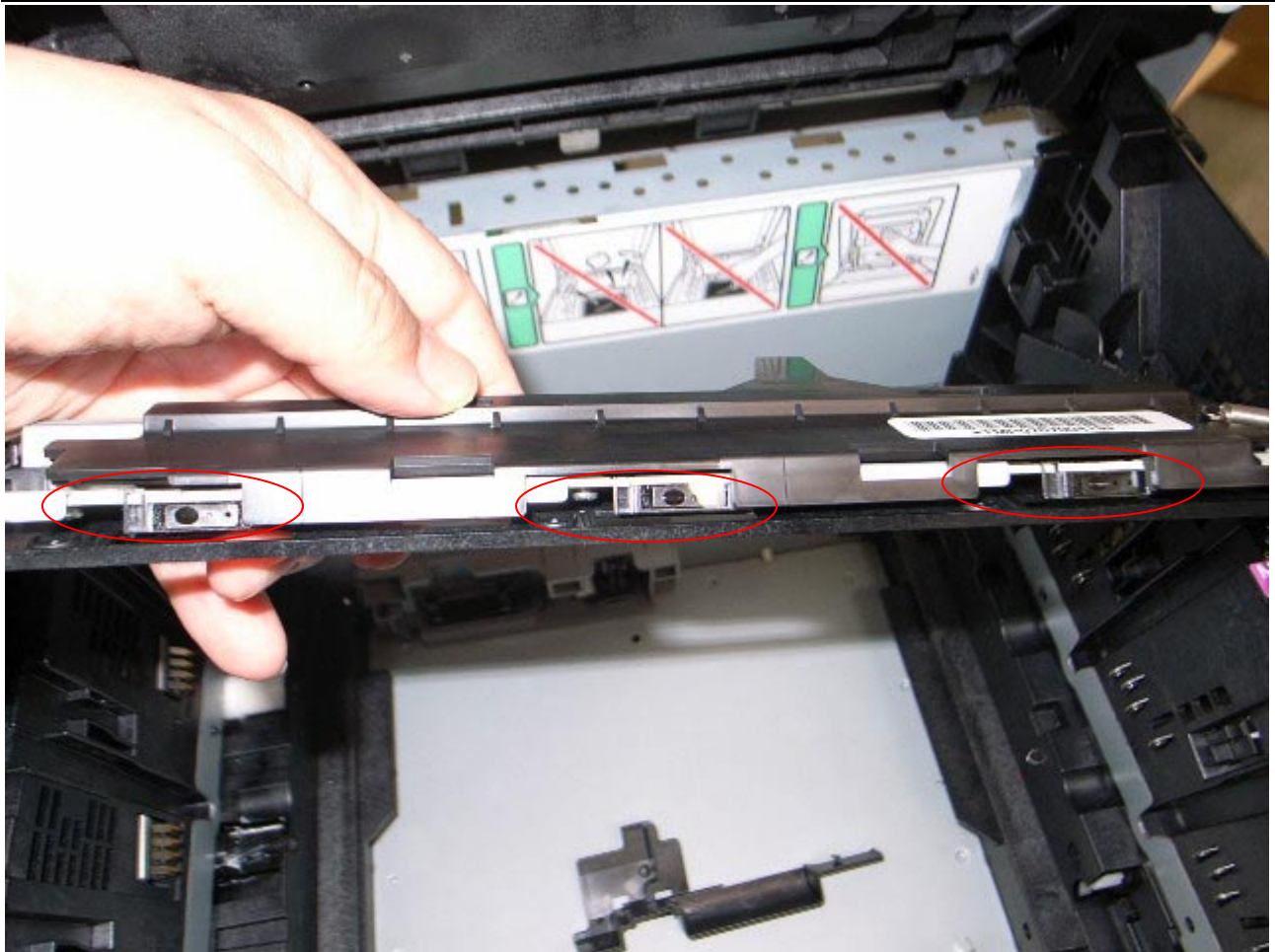




Model: Model PE-P1/MF1

Date: 18-Jun-08

No.: RG165010



**Reissued: 30-Jun-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002b
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**MF version**

Part No.	Program name	Version		
<b>G1835655</b>				
<b>D</b>	<b>G1835655D.exe</b>	<b>1.31</b>		<b>June Production '08</b>
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

**MF1**

Symptom Corrected	Version
<b>Fixed:</b> <b>Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.</b>	1.31
<b>Supported:</b> <b>Support for the following three Multi-Access functions was added:</b> <b>Print + Scan, Print + Fax Memory Transmission, Print + Fax Immediate Transmission</b>  <b>Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.</b>	1.30
<b>FAX:</b> The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.	
<b>FAX:</b> If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.	
<b>FAX:</b> Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX: <ul style="list-style-type: none"> <li>- [Fax Settings]-[RX Settings]-[Auto Reduction]: Off</li> <li>- [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT</li> <li>- Paper End condition (Memory Reception)</li> </ul>	

**Reissued: 30-Jun-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002b
Symptom Corrected		Version
<b>FAX:</b> Reports and incoming FAXes cannot be printed out under the following conditions: <ul style="list-style-type: none"><li>- The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass</li><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: Turning the main power OFF/ON can clear this condition.		
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"><li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li><li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li></ol> <ul style="list-style-type: none"><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: <ul style="list-style-type: none"><li>- Please ask the customer to send the fax messages again by looking the activity report.</li><li>- Turning the main power OFF/ON can clear this condition.</li></ul>		
<b>FAX:</b> The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		

**Reissued: 30-Jun-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002b
Symptom Corrected		Version
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		

**Reissued: 30-Jun-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002b
Symptom Corrected		Version
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed <b>or the external receiver is picked up</b> while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUpdateGuideEnglish.pdf

**Reissued: 15-Jul-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002c
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)	<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

This is to inform you of the firmware history for the main control unit.

MF version

Part No.	Program name	Version		
<b>G1835655</b>				
<b>E</b>	<b>G1835655E.exe</b>	<b>* 1.34</b>		<b>July Production '08</b>
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

**\*: V1.32 and 1.33 were not used for the production machines.**

MF1

Symptom Corrected	Version
<b>Fixed:</b> <b>"Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds.</b> <b>Conditions:</b> <b>- Telephone line type: Pulse</b> <b>- External telephone connected</b>	1.34
<b>Fixed:</b> Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.	1.31
<b>Supported:</b> Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.	1.30
<b>FAX:</b> The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.	
<b>FAX:</b> If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.	



**Reissued: 15-Jul-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002c
Symptom Corrected		Version
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the conditions listed below, the following may occur: 1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that. 2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.  - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
FAX: The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
FAX: The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
Printer: The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
Printer: After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		

**Reissued: 15-Jul-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002c
Symptom Corrected		Version
Printer: The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		



**Reissued: 15-Jul-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002c
<i>Symptom Corrected</i>		<i>Version</i>
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:

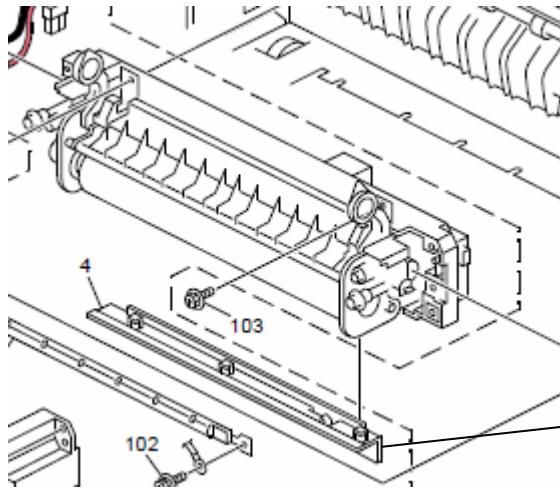


FirmwareUp d a t  
uideEnglish.pdf

Model: Model PE-P1/MF1		Date: 14-Jul-08	No.: RG165011
Subject: Fusing Entrance Guide		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

A fusing jam occurs and the lower fusing entrance guide (G1664072) breaks.



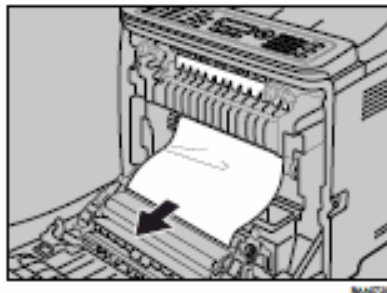
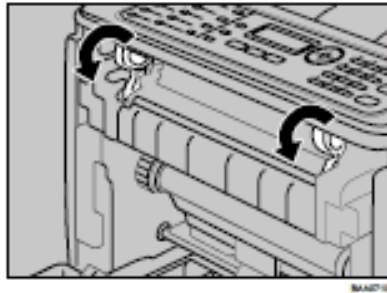
Fusing Entrance Guide - LOWER

## CAUSE

The operator pulls out the jammed paper without lowering the fusing unit lever.

As shown in the decal below, when removing jammed paper, the operator must first pull down the fusing unit lever. Otherwise, this may damage the lower fusing entrance guide.

**2** Lower the blue fusing unit lever, and pull out the jammed paper carefully.



If you cannot find the jammed paper, check for it by pulling down the guide.

Model: Model PE-P1/MF1

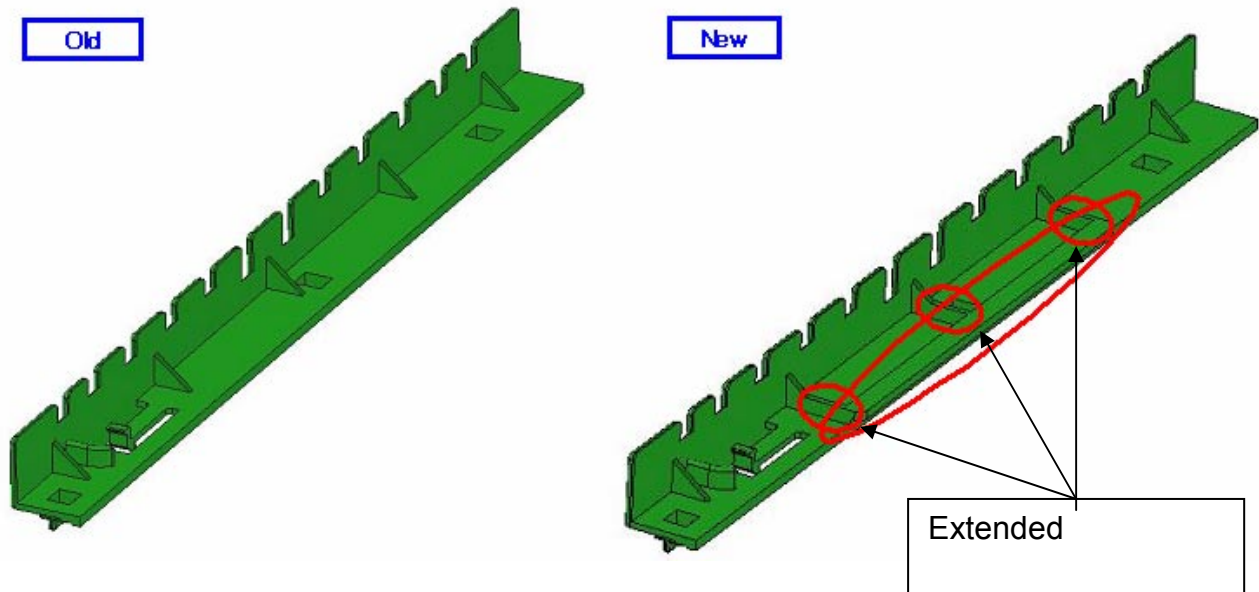
Date: 14-Jul-08

No.: RG165011

**SOLUTION**Production line

To increase the durability of the fusing entrance guide, the ribs were elongated as shown below (Applied from: July 2008 production).

**Note:** The part number for this part was not changed (G1664072).

In the field

If this is reported from the field, advise operators that they must lower the fusing unit lever before they removed jammed paper. If the fusing entrance guide has been damaged, replace it.

Model: Model PE-P1/MF1		Date: 15-Jul-08	No.: RG165012
Subject: Image Transfer Belt Replacement		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

The Service Manual was revised as follows.

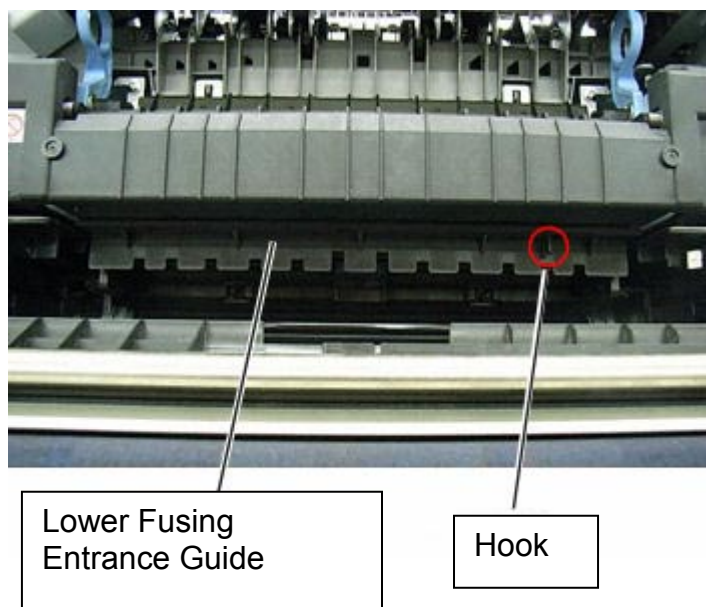
The parts **in bold** were changed.

- The old Step 2 was deleted (removing the fusing unit).
- Step 3 below was added (removing the lower fusing entrance guide).

## Replacement of the Image Transfer Belt Unit (pg. 34)

For easier removal, remove the lower fusing entrance guide instead of the fusing unit when removing the image transfer belt.

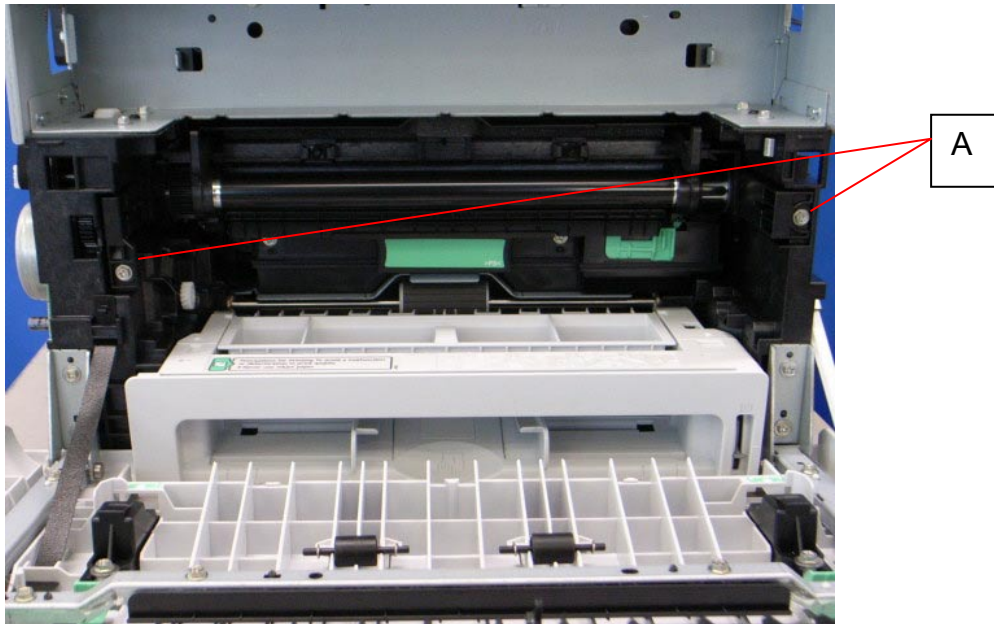
1. Remove all the AIO cartridges (→ AIO Cartridge).



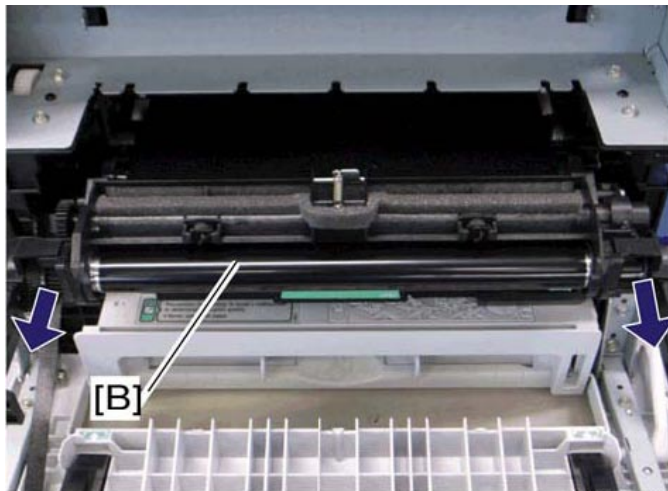
2. Transfer unit (→ Transfer Unit).

**3. Remove the lower fusing entrance guide (1 hook).**

4. Remove the waste toner bottle.



5. Remove the two screws [A].



6. Pull out the image transfer belt unit [B].

**Reissued: 29-Aug-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002d
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

MF version

Part No.	Program name	Version		
<b>G1835655</b>				
<b>F</b>	<b>G1835655F.exe</b>	<b>**1.36</b>		<b>August production '08</b>
E	G1835655E.exe	* 1.34		July Production '08
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

**\*\*:** **V1.35 was not used for the production machines.**

MF1

Symptom Corrected	Version
<b>Fixed:</b> <b>1. Wording corrections (Italian, Spanish).</b> <b>2. Wording correction ("Warming-up" in German).</b>	<b>1.36</b>
<b>When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.</b>	
<b>If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the fax reception data might be erased.</b>	
<b>The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone.</b> <b>Conditions:</b> <b>-External telephone connected</b> <b>-FAX/TAD mode.</b>	
<b>Supported:</b> <b>MacOS X v10.5 (Leopard) is now supported.</b>	
<b>IMPORTANT: In addition to this main control unit version, be sure to update the printer driver for Mac OS X v10.5 (Leopard).</b>	





**Reissued: 29-Aug-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002d
Symptom Corrected		Version
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		



**Reissued: 29-Aug-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002d
Symptom Corrected		Version
<p><b>FAX:</b> Under the conditions listed below, the following may occur:</p> <ol style="list-style-type: none"><li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li><li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li></ol> <p>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</p> <p><b>Note:</b> - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.</p>		
<p><b>FAX:</b> The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.</p>		
<p><b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. <b>Note:</b> The CSI information is mentioned on the Activity Report.</p>		
<p><b>Printer:</b> The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.</p>		
<p><b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.</p>		
<p><b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.</p>		
<p><b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.</p>		
<p><b>Printer:</b> It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)</p>		
<p><b>Scanner:</b> If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.</p>		
<p><b>Scanner:</b> Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.</p>		

**Reissued: 29-Aug-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002d
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		

**Reissued: 29-Aug-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002d
<i>Symptom Corrected</i>		<i>Version</i>
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUp d a t  
uideEnglish.pdf

**Reissued: 12-Sep-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002e
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835655</b>				
F	G1835655F.exe	**1.36		August production '08
E	G1835655E.exe	* 1.34		July Production '08
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

Symptom Corrected	Version
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).	1.36
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.	
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.	
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.	
Supported: MacOS X v10.5 (Leopard) is now supported.	
<b>IMPORTANT: For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update the printer driver.</b>	

**Reissued: 12-Sep-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002e
Symptom Corrected		Version
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		

**Reissued: 12-Sep-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002e
Symptom Corrected		Version
<p><b>FAX:</b> Under the conditions listed below, the following may occur:</p> <ol style="list-style-type: none"><li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li><li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li></ol> <p>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</p> <p><b>Note:</b> - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.</p>		
<p><b>FAX:</b> The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.</p>		
<p><b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. <b>Note:</b> The CSI information is mentioned on the Activity Report.</p>		
<p><b>Printer:</b> The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.</p>		
<p><b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.</p>		
<p><b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.</p>		
<p><b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.</p>		
<p><b>Printer:</b> It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)</p>		
<p><b>Scanner:</b> If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.</p>		
<p><b>Scanner:</b> Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.</p>		

**Reissued: 12-Sep-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002e
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		

**Reissued: 12-Sep-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002e
<i>Symptom Corrected</i>		<i>Version</i>
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUp d a t  
uideEnglish.pdf



Model: Model PE-P1/MF1 (MF1 only)		Date: 17-Sep-08	No.: RG165013
Subject: KB from Web browser (Only MF1)		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## Important Information about the Link to the Knowledge Base in WIM

- As shown in the excerpt below, the User's Guide encourages users to access the Knowledge Base. This is possible by clicking on the link inside the Web Image Monitor view, as accessed via a Web browser. (This was not mentioned in the Service Manual).
- Please make users aware of this link to the Knowledge Base, at service visits or when they call the call center.

### Excerpt from the User's Guide:

- Knowledge Base

A Knowledge Base is prepared to provide FAQs (Frequently Asked Questions) and other useful information about using this machine.

Click [To Knowledge Base] to view the Knowledge Base. An Internet connection is required to view the Knowledge Base.

### Note

- ☐ The Knowledge Base is not available in certain languages.

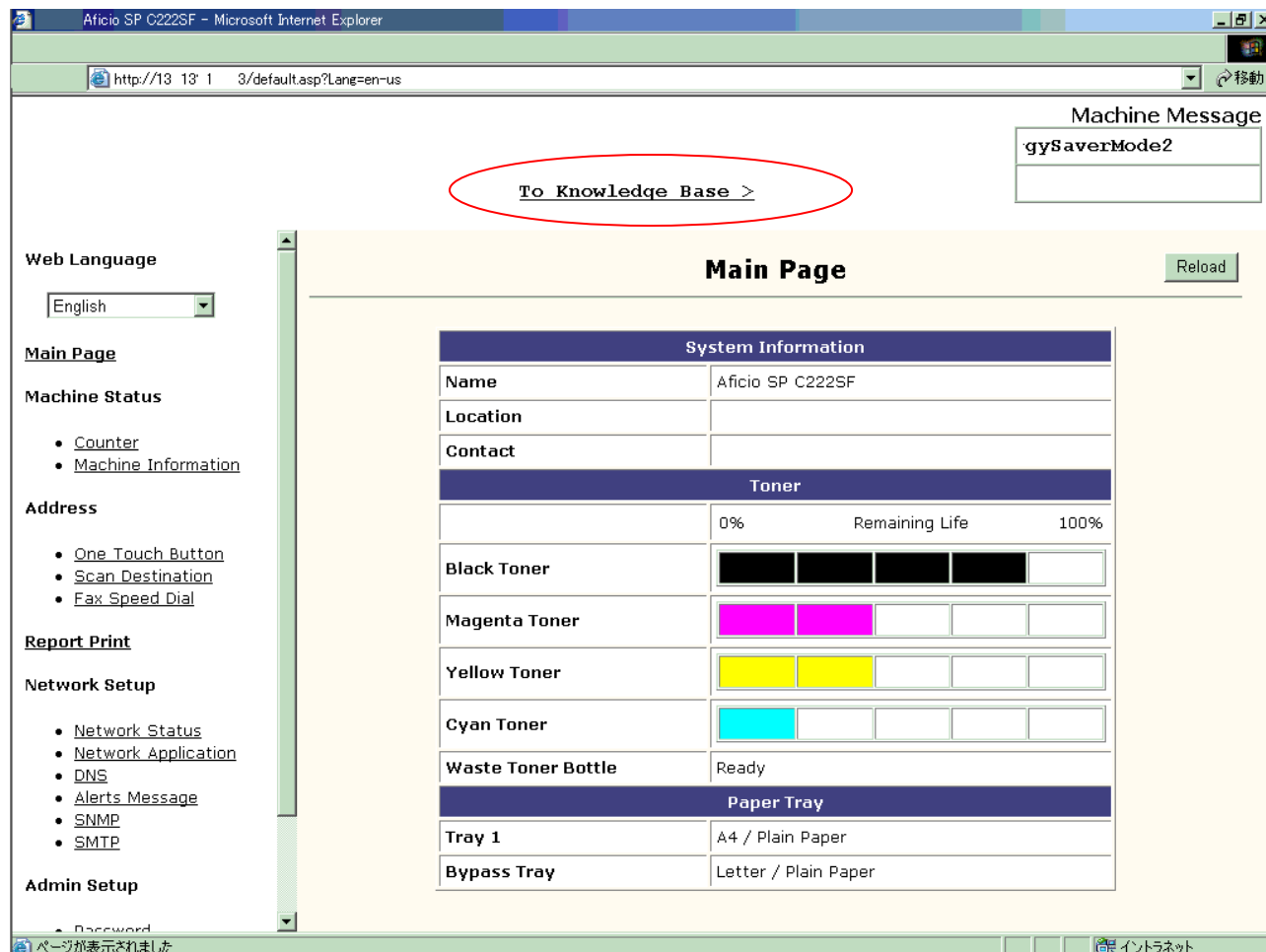
Model: Model PE-P1/MF1 (MF1 only)

Date: 17-Sep-08

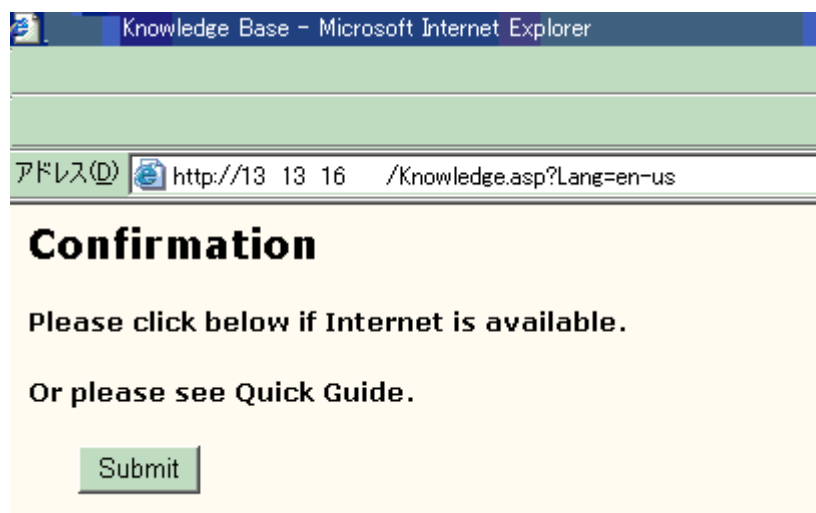
No.: RG165013

## Accessing the Knowledge Base

1. Click the "To Knowledge Base" link.



2. Click "Submit".



Model: Model PE-P1/MF1 (MF1 only)

Date: 17-Sep-08

No.: RG165013

## Knowledge Base screenshot

Knowledge Base - Microsoft Internet Explorer

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**Product**

**Category** ⓘ  
 >>

**Search by Text (optional)** [Search Tips](#)  
  
**Search**

**Search By**

**Sort by**

**49 Answers Found**

Page:  of 3 **Go** ▶

	Model Name	Category	Summary
1	Aficio SP C220S, C221SF, C222SF	Troubleshooting	36851 Twain error (No response from scanner) using Windows XP
2	Aficio SP C220S, C221SF, C222SF	Troubleshooting	All or some of the pages in a document are not printed
3	Aficio SP C220S, C221SF, C222SF	Troubleshooting	"Please wait..." is displayed on the Operation panel after using the Twain Driver
4	Aficio SP C220S, C221SF, C222SF	How to	Changing PDL settings
5	Aficio SP C220S, C221SF, C222SF	How to	Supported paper types
6	Aficio SP C220S, C221SF, C222SF	Troubleshooting	Vertical lines appear
7	Aficio SP C220S, C221SF, C222SF	How to	Setting backup/restore

**Reissued: 18-Sep-08**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001b
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
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 (Firmware History)	<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

This is to inform you of the Engine firmware history.

**MF version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b><i>G1835130</i></b>				
<b><i>D</i></b>	<b><i>G1835130D.exe</i></b>	<b><i>2.03</i></b>		<b><i>September production '08</i></b>
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07

**P1 version**

Part No.	Program name	Version		
G1665130				
<b><i>F</i></b>	<b><i>G1665130F.dwn</i></b>	<b><i>2.03</i></b>		<b><i>September production '08</i></b>
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

Reissued: 18-Sep-08

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001b
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MF1

Symptom Corrected	Version
<b>Other changes:</b>  <b>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</b>  <b>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</b>	2.03
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).	2.01
Initial Release	2.00

P1 version

Symptom Corrected	Version
<b>Other changes:</b>  <b>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</b>  <b>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</b>	2.03
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).	2.01
Initial Release	2.00

Reissued: 9-Oct-08

Model: Model PE-P1/MF1	Date: 7-Oct-08	No.: RG165014a
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**RTB Reissue**

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

Subject: Cleaning ID chip Terminal		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

The following is displayed, even if the print cartridge is installed correctly:

Printer version:

“Unit Not Detected. Open the indicated cover, and then check the Toner cartridge.  
 “ (Black, Magenta, Yellow, or Cyan)

MF version:

“Misinstall Toner X” (X: KMYC)”

**CAUSE**

The ID chip terminal on the print cartridge is dirty with a foreign substance.

**SOLUTION**

**Call center operators**

***Instruct customers to remove the print cartridge indicated and then reinstall it.***

***Note: Laboratory tests show that this can be effective in removing foreign substances from the print cartridge.***

**Field technicians**

Do the following.

**Important:** To prevent the AIO from becoming dirty, use clean gloves.

1. Clean the ID chip terminal using a clean cloth soaked in alcohol. Wipe the surface 2-3 times in the direction of the arrow. If there is rust on the ID chip terminal, repeat the cleaning.
2. Immediately after you finish Step 1, clean the surface using a clean dry cloth (wipe the surface in the same direction twice).

**Reissued: 9-Oct-08**

Model: Model PE-P1/MF1

Date: 7-Oct-08

No.: RG165014a

3. Reinstall the print cartridge. If the symptom still occurs, repeat Steps 1 and 2. If cleaning cannot solve the symptom, replace the print cartridge.



ID chip terminal

**Reissued: 18-Dec-08**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002f
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835655</b>				
<b>G</b>	<b>G1835655G.exe</b>	<b>1.50</b>		<b>November production '08</b>
F	G1835655F.exe	**1.36		August production '08
E	G1835655E.exe	* 1.34		July Production '08
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
<b>Fixed:</b> <b><i>"Telephone" is displayed while the machine is in the stand-by (Ready) condition, and fax messages cannot be sent.</i></b> <b>Note: Turning the main power OFF/ON can clear this condition.</b>	<b>1.50</b>
<b><i>The coverage counter is incremented when a jam occurs. Also, even when a blank page is printed out, the counter value for "0 to 5%" displayed on the Configuration Page is not incremented.</i></b>	
<b><i>Even when Auto Reduction has been selected for faxes, data that is up to 7mm longer than the paper may not be reduced or printed on the paper.</i></b>	
<b><i>Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.</i></b>	
<b><i>Error message 'The media type of Front Cover is always "Plain &amp; Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain &amp; Recycled" and was sourced from tray 1.</i></b>	
<b>Other changes:</b> <b><i>The @Remote function for retrieving counter values has been improved.</i></b>	



**Reissued: 18-Dec-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002f
Symptom Corrected		Version
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).		1.36
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.  <b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		

**Reissued: 18-Dec-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002f
Symptom Corrected		Version
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the conditions listed below, the following may occur: 1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that. 2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.  - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
FAX: The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
FAX: The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
Printer: The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
Printer: After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		

**Reissued: 18-Dec-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002f
Symptom Corrected		Version
Printer: The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		

**Reissued: 18-Dec-08**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002f
<i>Symptom Corrected</i>		<i>Version</i>
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



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Model: Model PE-P1/MF1		Date: 26-Jan-09	No.: RG165015
Subject: Toner Left in Print Cartridge at Toner End		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This is not mentioned in the service manual. We explain this in detail with this bulletin.

## Question

When I removed the print cartridge after the Toner End condition had been reached, there was still some toner inside. Why is this?

## Answer

As mono-component toner is mixed inside the development unit over time, it develops a tendency to form clumps. These clumps cannot be transferred onto the development roller surface to develop the image. Therefore, if the Toner End condition is not triggered while there is still some fresh toner inside the cartridge, more and more clumps will form, which will show up on the image as white lines.

**Reissued: 06-Feb-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002g
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This is to inform you of the firmware history for the main control unit.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>	
<b>G1835655</b>			
<b>H</b>	<b>G1835655H.exe</b>	<b>1.53</b>	<b>January production '09</b>
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
<b>Fixed:</b> <b>The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-&gt; "Collegamento DHCP".</b>	<b>1.53</b>
<b>The machine freezes while printing out the Power Failure Report if a fax destination that is 25 digits or longer has already been set for memory transmission.</b>	
<b>Fax: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.</b>	
<b>Fax: The TX report may not be printed after turning the power off/on just following a fax transmission job.</b>	
<b>Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."</b>	
<b>Other changes:</b> <b>1. Scan to Folder now supports SMB packet signing.</b> <b>2. Scan to Folder now supports Windows domain environments.</b>	<b>1.50</b>
<b>Fixed:</b> <b>"Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent.</b> <b>Note: Turning the main power OFF/ON can clear this condition.</b>	

**Reissued: 06-Feb-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002g
Symptom Corrected		Version
Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, “0 to 5% “coverage counter was not counted up on the configuration page.		
Even if the “Auto Reduction” for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.		
Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.		
Error message "The media type of Front Cover is always "Plain & Recycled"" shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain & Recycled" and was sourced from tray 1.		
Other changes: The function for acquiring the counter information through the network by @remote has been improved.		
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).		1.36
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.		
<b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31

**Reissued: 06-Feb-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002g
Symptom Corrected		Version
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the conditions listed below, the following may occur: 1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that. 2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.  - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
FAX: The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		



**Reissued: 06-Feb-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002g
Symptom Corrected		Version
FAX: The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
Printer: The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
Printer: After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
Printer: The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		

**Reissued: 06-Feb-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002g
Symptom Corrected		Version
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:

**Reissued: 06-Feb-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002g
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**Reissued: 13-Feb-09**

Model: Model PE -P1/MF1	Date: 07-Feb-08	No.: RG165005c
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 (Firmware History)	<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

This is to inform you of the firmware history for the PDL board.

**MF version only**

PDL version only: MF1c (G184)

Part No.	Program name	Version	
G1835666			
<b><i>D</i></b>	<b><i>G1835666D.exe</i></b>	<b><i>1.20.21</i></b>	<b><i>January production '09</i></b>
<b><i>C</i></b>	<b><i>G1835666C.exe</i></b>	<b><i>1.20.10</i></b>	<b><i>November production '08</i></b>
B	G1835666B.exe	1.20	March Production '08
A	G1835666A.exe	1.00	November production '07

**MF Version**

Symptom Corrected	Version
<b>Symptom corrected:</b> <b>1. Black gradations are printed unevenly in PS jobs.</b> <b>2. Upon the submission of multiple copies of a PS job, only the first copy will be printed correctly. The other copies are printed as garbage characters. This only occurs if the PS job is submitted by Mac OS 10.2.x via USB.</b>  <b>Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.31 or later.</b>	<b>1.20.21</b>
<b>Symptom corrected:</b> <b>1. Pure white (RGB=(255,255,255), CMYK=(0,0,0,0)) images, text, and graphics submitted by Mac OS X are sometimes printed in light blue.</b>	<b>1.20.10</b>
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System. Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.	1.20
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (Previously, this value was fixed at 60sec). Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.	
Printer: The image of printing PDF file with PS3 driver may be darker than PCL6 driver. The machine may sometimes freeze when the LAN cable is removed from the machine.	

**Reissued: 13-Feb-09**

Model: Model PE -P1/MF1	Date: 07-Feb-08	No.: RG165005c
Symptom Corrected		Version
Initial Release		1.00

This is the Firmware updated Guide.



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**Reissued: 30-Mar-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001c
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the Engine firmware history.

**MF version**

Part No.	Program name	Version		
<b>G1835130</b>				
<b>E</b>	<b>G1835130E.exe</b>	<b>3.00</b>		<b>February production '09</b>
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07

**P1 version**

Part No.	Program name	Version		
G1665130				
<b>G</b>	<b>G1665130G.dwn</b>	<b>3.00</b>		<b>February production '09</b>
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**MF1**

Symptom Corrected	Version
<b>Symptom Corrected</b> <b>1. If Process Control is performed in the middle of a B/W print job, and the next job is a color print job, it may take about 22 seconds longer than normal to complete.</b> <b>2. The image density is different from that of the previous job.</b> <b>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</b> <b>3. Process control may not be performed if the following series of operations is performed:</b> <b>Machine in Sleep mode → Any key except &lt;Copy&gt;, &lt;Black Start&gt;, or &lt;Color Start&gt; is pressed → Print cartridge is replaced → Machine goes into Sleep Mode → Print job is sent</b>	<b>3.00</b>

**Reissued: 30-Mar-09**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001c
<b>Symptom Corrected</b>		<b>Version</b>
Other changes:		2.03
1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".  2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.		
Symptom corrected:		2.01
1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		
Initial Release		2.00

P1 version

<b>Symptom Corrected</b>	<b>Version</b>
<b><i>Symptom Corrected</i></b> <b><i>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</i></b> <b><i>2. The image density is different from that of the previous job.</i></b> <b><i>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</i></b>	<b>3.00</b>
Other changes:	2.03
1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".  2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.	

**Reissued: 30-Mar-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001c
Symptom Corrected		Version
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00



Model: Model PE-P1/MF1		Date: 15-Apr-09	No.: RG165016
Subject: Exit Guide		Prepared by: H.K.	
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		

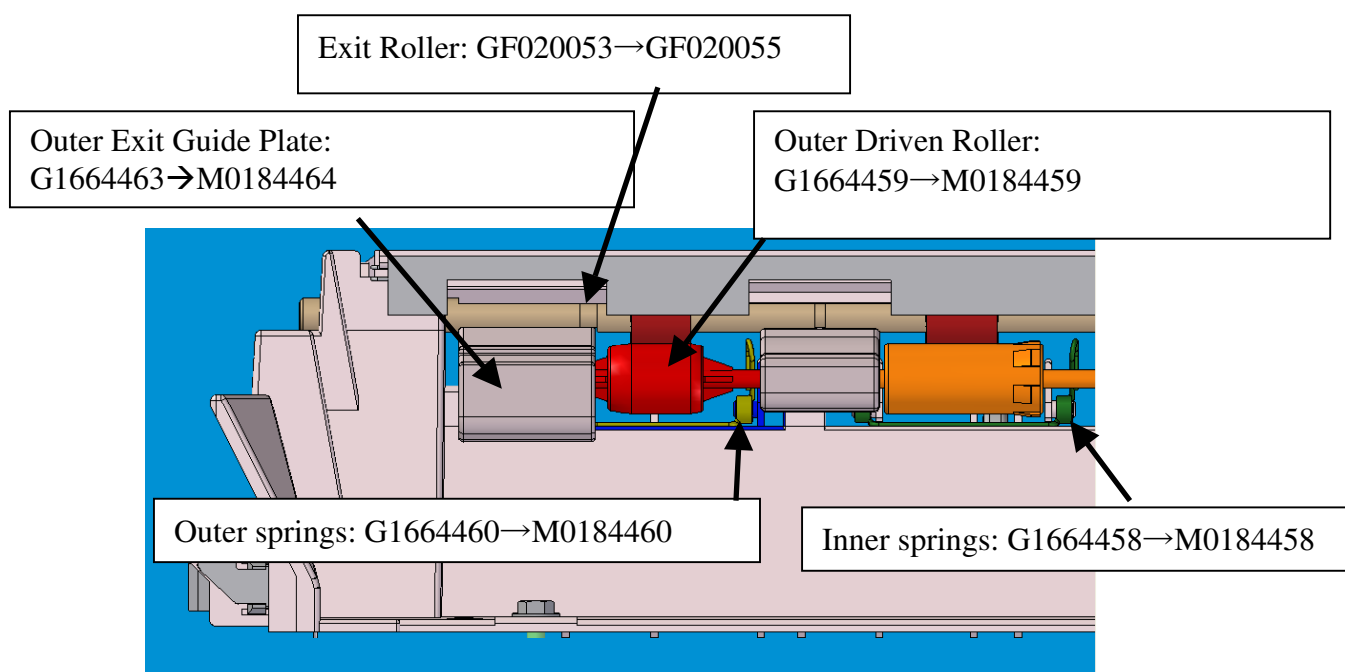
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1664463		EXIT GUIDE PLATE	4 - 2		17	8	X/O as a set
	M0184464	GUIDE:PLATE:EXIT:OUTER	0 - 2	X/X	17	*29	
GF020053	GF020055	EXIT ROLLER	1 - 1	X/X	17	7	
G1664459	M0184459	ROLLER:DRIVEN:EXIT:OUTER	2 - 2	X/X	17	11	
G1664460	M0184460	SPRING:PRESSURE:EXIT:OUTER	2 - 2	X/X	17	9	
G1664458	M0184458	SPRING:PRESSURE:EXIT:INNER	2 - 2	X/X	17	10	
	M0184450	EXIT GUIDE ASS'Y	0 - 1		17	*30	

\*: New index

## Change:

- 1) The pressure of the inner spring was decreased, and the pressure of the outer springs was increased.
- 2) The shapes of the outer exit guide plate and outer exit rollers were changed.
- 3) The shape of the exit rollers was changed (dimension [A] was lengthened, dimension [B] was shortened, and dimension [C] was shortened).
- 4) The exit guide assembly was added.

**Reasons:** Parts standardization, to improve paper stack quality, and to facilitate assembly.



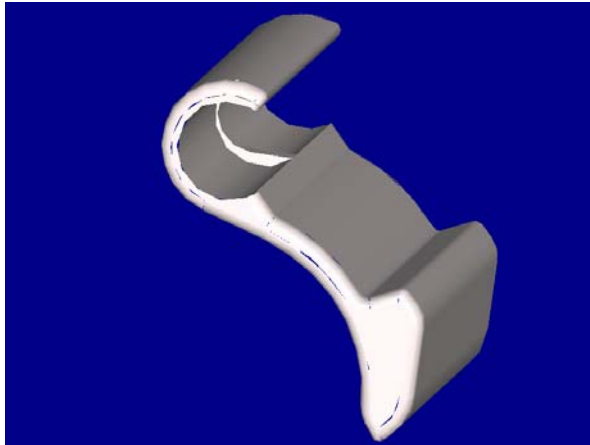
Model: Model PE-P1/MF1

Date: 15-Apr-09

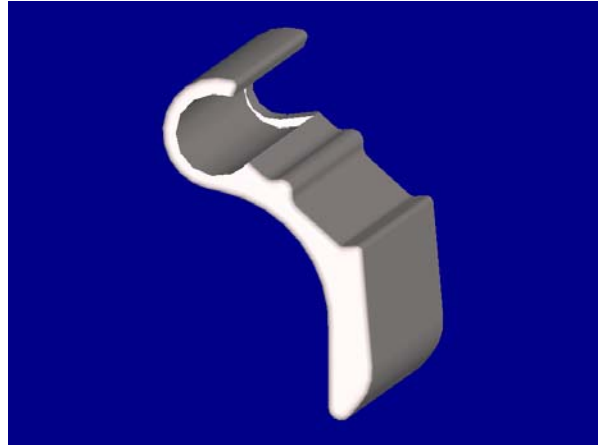
No.: RG165016

Outer exit guide plate:

Old

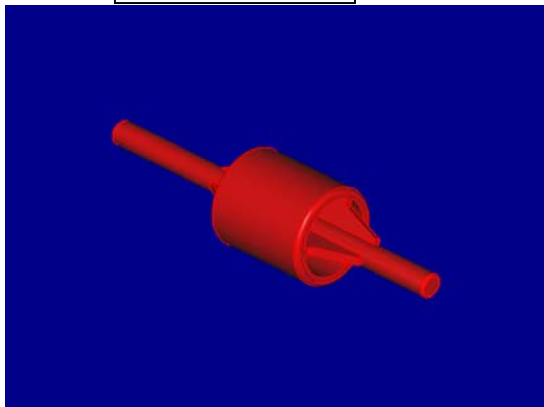


New

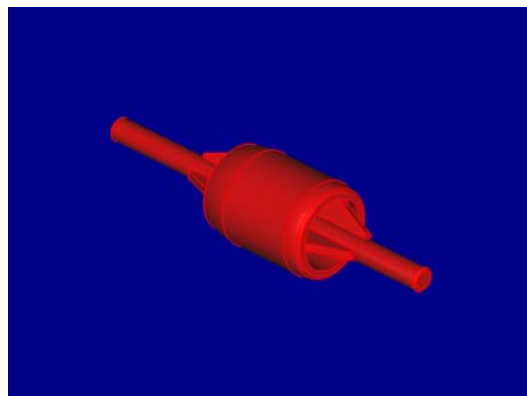


Outer exit rollers:

Old



New



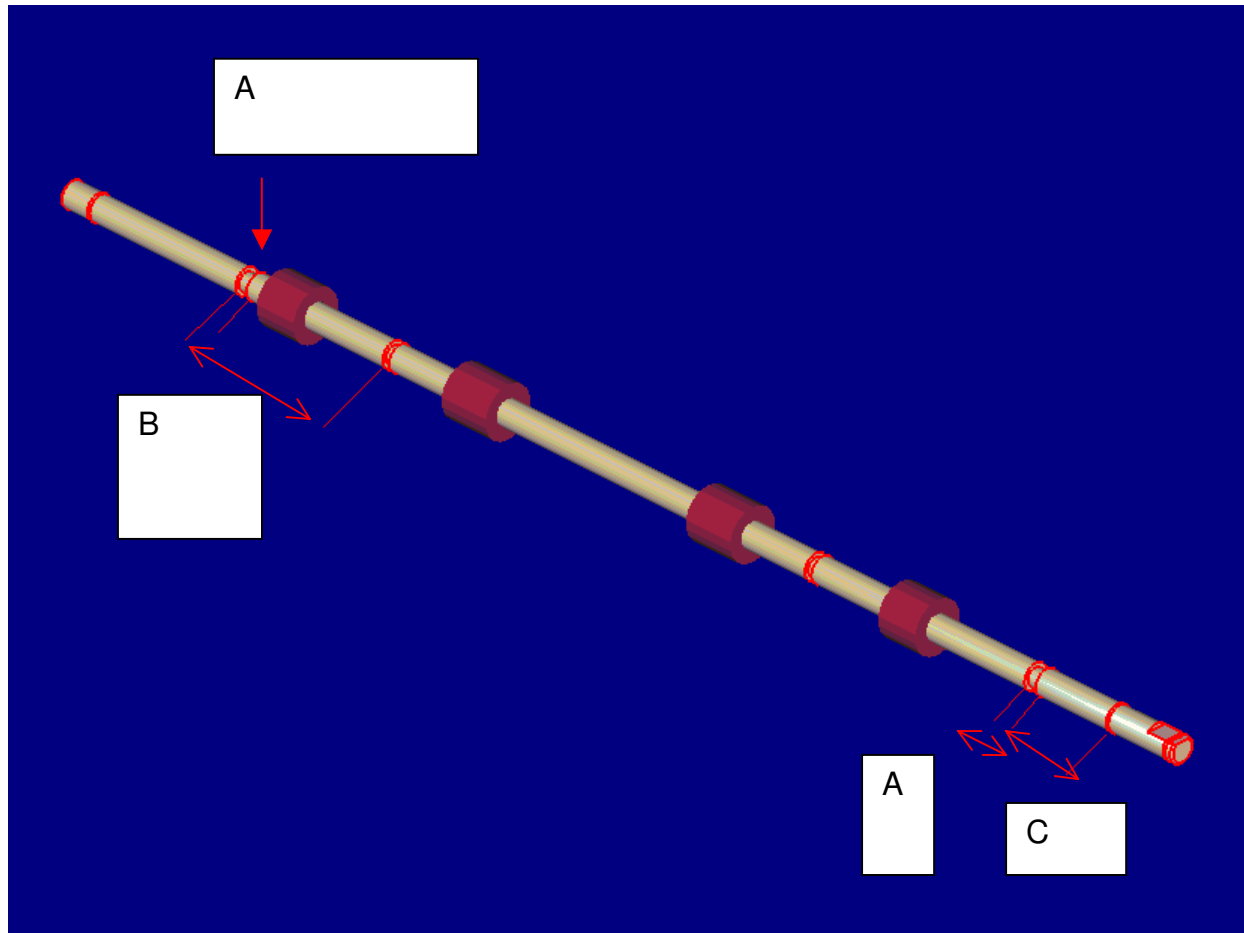
Model: Model PE-P1/MF1	Date: 15-Apr-09	No.: RG165016
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Exit Rollers:

[A]: 1.8 mm to 3 mm

[B]: 246.3 mm to 235 mm

[C]: 28.5 mm to 19

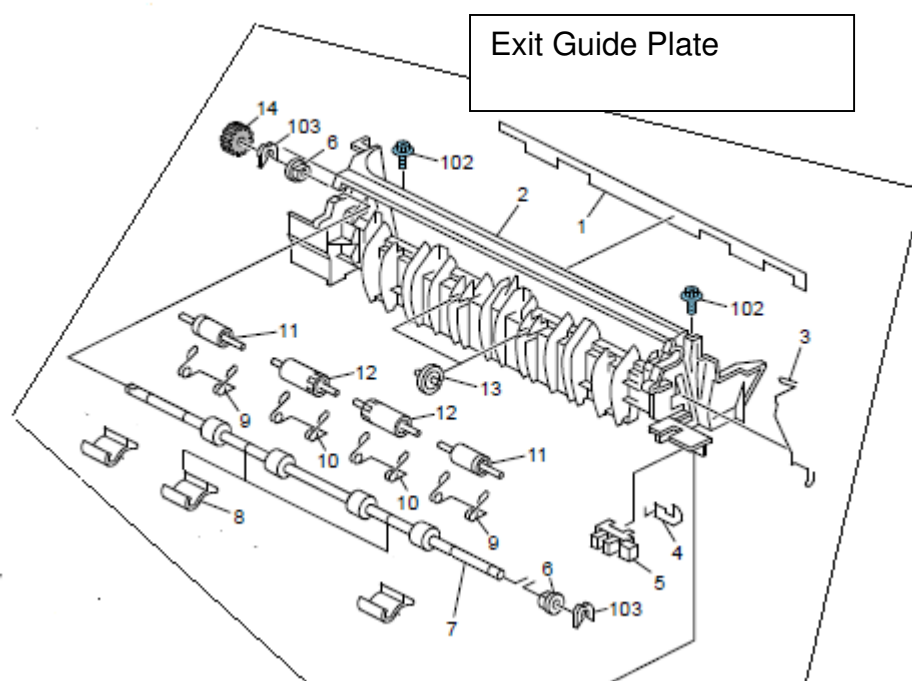


Model: Model PE-P1/MF1

Date: 15-Apr-09

No.: RG165016

Exit Guide Ass'y (P/N M0184450):


**SRD (China) Production  
Printer Version**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C220N	120/60	USA	G165-17	Q95988xxxxx
Ricoh Aficio SP C220N	110/60	Taiwan	G165-19	Q95988xxxxx
Ricoh Aficio SP C220N	220/50, 60	China	G165-21	Q9598800001
Gestetner SP C220N Nashuatec SP C220N Rex Rotary SP C220N	220/50, 60	Europe	G165-22	Q95988xxxxx
Ricoh Aficio SP C220N Lanier SP C 220N	220/50, 60	Europe, Asia, etc	G165-27	Q9598700079
Savin SP C 220N Gestetner SP C 220N Lanier SP C 220N	120/60	USA	G165-51	Q95988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C221N	120/60	USA	G166-17	Q96988xxxxx
Gestetner SP C221N	220/50, 60	Europe	G166-22	Q96988xxxxx

Model: Model PE-P1/MF1			Date: 15-Apr-09	No.: RG165016
Nashuatec SP C221N Rex Rotary SP C221N				
Ricoh Aficio SP C221N Lanier SP C 221N	220/50, 60	Europe, Asia, etc	G166-27	Q96988xxxxx
Savin SP C 221N Gestetner SP C 221N Lanier SP C 221N	120/60	USA	G166-51	Q96988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C222DN	120/60	USA	G167-17	Q97988xxxxx
Ricoh Aficio SP C222DN	220/50, 60	China	G167-21	Q9798800001
Gestetner SP C222DN Nashuatec SP C222DN Rex Rotary SP C222DN	220/50, 60	Europe	G167-22	Q97988xxxxx
Ricoh Aficio SP C222DN Lanier SP C222DN	220/50, 60	Europe, Asia, etc	G167-27	Q97988xxxxx
SP C222DN	220/50, 60	Korea	G167-29	Q97988xxxxx
Savin SP C222DN Gestetner SP C222DN Lanier SP C222DN	120/60	USA	G167-51	Q97988xxxxx

## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27988xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27988xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S27988xxxxx
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27988xxxxx

Model: Model PE-P1/MF1			Date: 15-Apr-09	No.: RG165016
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28988xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28988xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28988xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28988xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30988xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30988xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30988xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30988xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30988xxxxx

Model: Model PE-P1/MF1		Date: 15-Apr-09	No.: RG165017
Subject: Base Plate - Paper Tray		Prepared by: H.K.	
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		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1662562	M0182562	BASE:ADHESION	1 - 1	X/O	7	15	X/O as a set
	M0182608	COVER:BASE	0 - 1		7	#28	
G1662527	M0182527	PAPER TRAY	1 - 1	O/O	7	*	

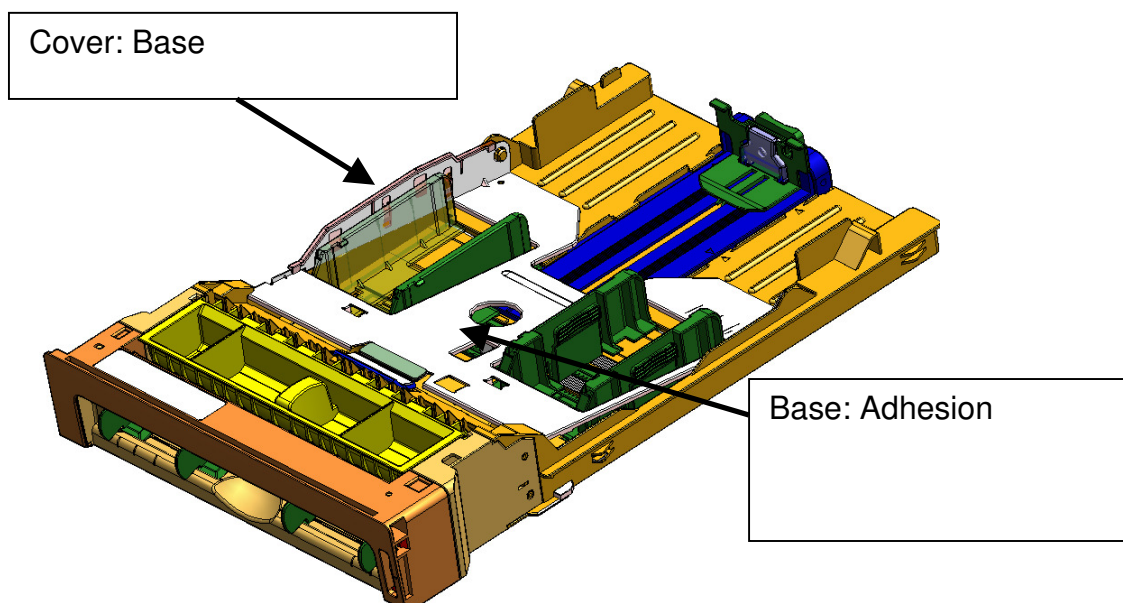
#: New index

**Change:** The base cover was added (it is connected to the base plate).

**Reason:** Parts standardization and to improve paper tray handling.

**Note:**

- With the new parts, even if the user forgets to push down and lock the bottom plate before pushing in the tray, the base cover makes it easier to pull the tray out.
- Users still need to push down and lock the bottom plate when loading the paper.

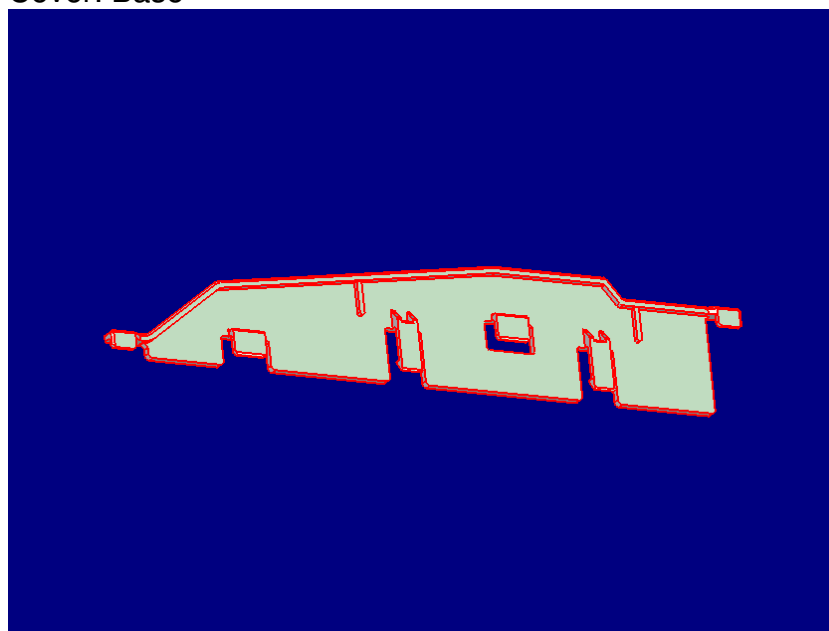


Model: Model PE-P1/MF1

Date: 15-Apr-09

No.: RG165017

Cover: Base



## SRD (China) Production Printer Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C220N	120/60	USA	G165-17	Q95989xxxxx
Ricoh Aficio SP C220N	110/60	Taiwan	G165-19	Q95989xxxxx
Ricoh Aficio SP C220N	220/50, 60	China	G165-21	Q95989xxxxx
Gestetner SP C220N Nashuatec SP C220N Rex Rotary SP C220N	220/50, 60	Europe	G165-22	Q95989xxxxx
Ricoh Aficio SP C220N Lanier SP C 220N	220/50, 60	Europe, Asia, etc	G165-27	Q95989xxxxx
Savin SP C 220N Gestetner SP C 220N Lanier SP C 220N	120/60	USA	G165-51	Q95989xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C221N	120/60	USA	G166-17	Q96989xxxxx
Gestetner SP C221N Nashuatec SP C221N Rex Rotary SP C221N	220/50, 60	Europe	G166-22	Q96989xxxxx
Ricoh Aficio SP C221N Lanier SP C 221N	220/50, 60	Europe, Asia, etc	G166-27	Q96989xxxxx



<b>Model:</b> Model PE-P1/MF1			<b>Date:</b> 15-Apr-09	<b>No.:</b> RG165017
Savin SP C 221N Gestetner SP C 221N Lanier SP C 221N	120/60	USA	G166-51	Q96989xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C222DN	120/60	USA	G167-17	Q97989xxxxx
Ricoh Aficio SP C222DN	220/50, 60	China	G167-21	Q97989xxxxx
Gestetner SP C222DN Nashuatec SP C222DN Rex Rotary SP C222DN	220/50, 60	Europe	G167-22	Q97989xxxxx
Ricoh Aficio SP C222DN Lanier SP C222DN	220/50, 60	Europe, Asia, etc	G167-27	Q97989xxxxx
SP C222DN	220/50, 60	Korea	G167-29	Q97989xxxxx
Savin SP C222DN Gestetner SP C222DN Lanier SP C222DN	120/60	USA	G167-51	Q97989xxxxx

## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27989xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27989xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S27989xxxxx
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27989xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27989xxxxx

Model: Model PE-P1/MF1	Date: 15-Apr-09	No.: RG165017
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MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28989xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28989xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28989xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28989xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28989xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30989xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30989xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30989xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30989xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30989xxxxx

Model: Model PE-P1/MF1		Date: 15-Apr-09	No.: RG165018
Subject: Base Plate - Paper Tray		Prepared by: H.K.	
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		

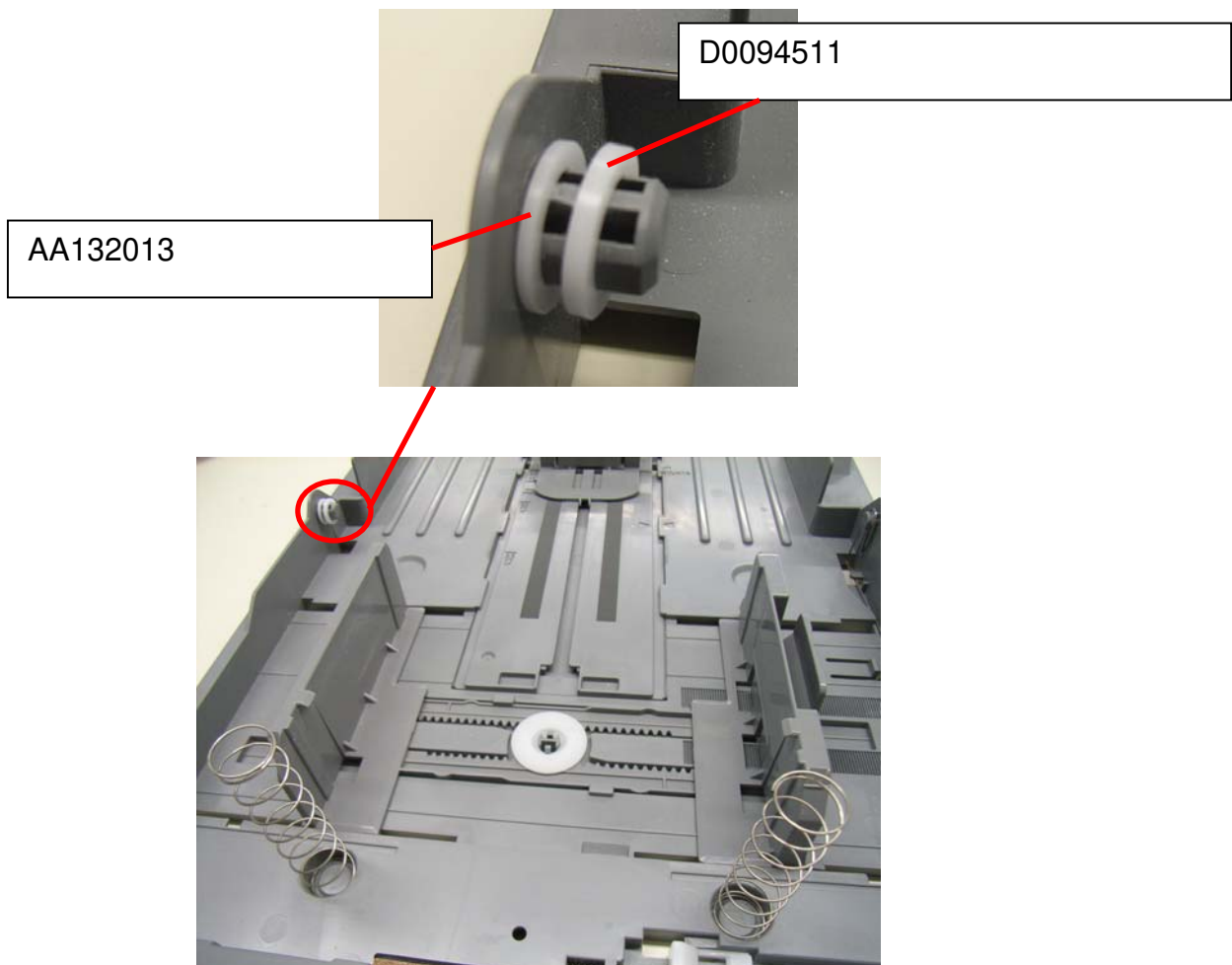
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	AA132013	SPACER	0 - 1		7	#29	
	D0094511	SPACER:DIA8.0:1.5MM	0 - 1		7	#30	

#: New index

**Change:** Two spacers were added.

**Reason:** To further strengthen the base plate of the paper tray, minimizing paper jams.

**Note:** This was applied to the production line from March 2009.



Model: Model PE-P1/MF1 (MF1 only)		Date: 16-Apr-09	No.: RG165019
Subject: Scanner Lock Error		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" 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 checked="" type="checkbox"/> Tier 2

The following was added to the Troubleshooting section of the Service Manual.

## Symptom

“Scanner Lock Error” (The CCD cannot detect the black patch on the white plate).

## Possible Causes

- Scanner motor malfunction
- Exposure lamp malfunction
- Scanner carriage unit malfunction (home position sensor, CCD)

Model: Model PE-P1/MF1 (MF1 only)

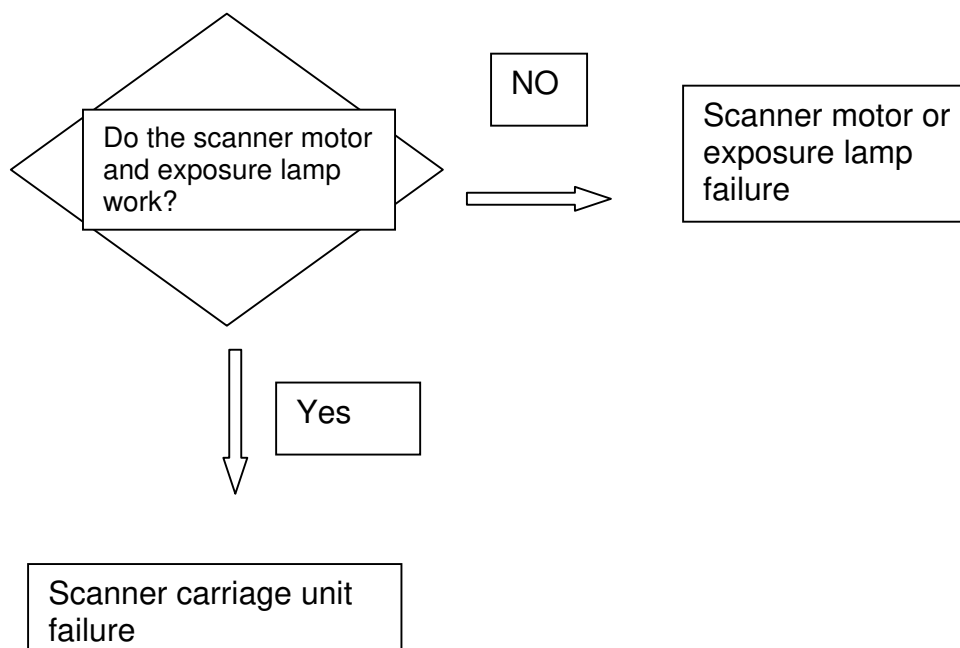
Date: 16-Apr-09

No.: RG165019

## Action in the field

Open the ADF cover and then turn on the main power.

- If the scanner carriage unit does not move, the scanner motor is defective.
- If the exposure lamp does not turn on, the exposure lamp is defective.
- If the scanner carriage moves and the exposure lamp turns on, the scanner carriage unit is defective.



## On the production line

- To increase the accuracy of black patch detection, the detection sensitivity of the CDD was increased (modification **A** in the table below).
- The detection sensitivity of the ADF sensors was increased (modification **B** in the table below).

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1831763	G1831765	CCD:MODULE:ASS'Y		X/O	47	4	<b>A</b>
G1832568	G1832612	PCB:DIP:SET SENSOR		X/O	43	22	
G1832584	G1832613	PCB:DIP:FEED		X/O	41	14	
G1832596	G1832614	PCB:DIP:ON OFF DETECTOR		X/O	43	2	

**Model:** Model PE-P1/MF1 (MF1 only)

**Date:** 16-Apr-09

**No.:** RG165019

**Cut-in serial numbers**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27988xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27988xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S27988xxxxx
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27988xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28988xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28988xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28988xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28988xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30988xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30988xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30988xxxxx
Ricoh Aficio SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30988xxxxx

Model: Model PE-P1/MF1 (MF1 only)		Date: 16-Apr-09		No.: RG165019
Lanier SP C222SF				
SP C222SF	220/50, 60	Korea	G184-29	S30988xxxxx

Model: Model PE-P1/MF1		Date: 11-May-09	No.: RG165020
Subject: AIO Drive Gear		Prepared by: H.K.	
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		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1661102	M0181102	BRACKET:MOTOR:ASS'Y	1 - 1	X/X	21	3	X/O as a set
GB017101		GEAR - 22/99Z	3 - 2		21	6	
	GB010121	GEAR:AIO:DRIVE:1	0 - 1	X/X	21	*21	
	GB017120	GEAR:AIO:JOINT:2	0 - 1		21	*20	

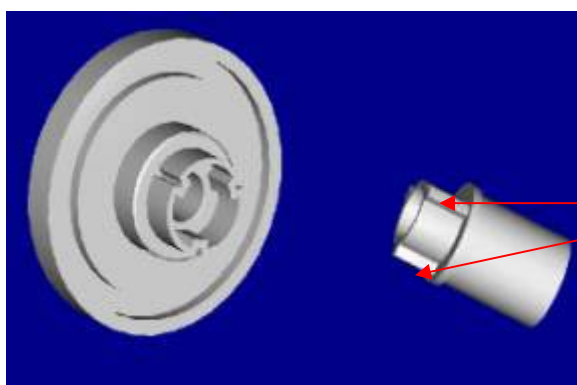
\*: New index

**Change:** Joint gears were added to the black AIO drive section.

**Note:** The AIO is driven only when the joint gear projections are engaged.

**Reason:** To disengage the black AIO from the drive gear when the ITB is rotated backwards (noise can sometimes be generated if they are rotated together backwards).

Drive AIO gear, joint gear



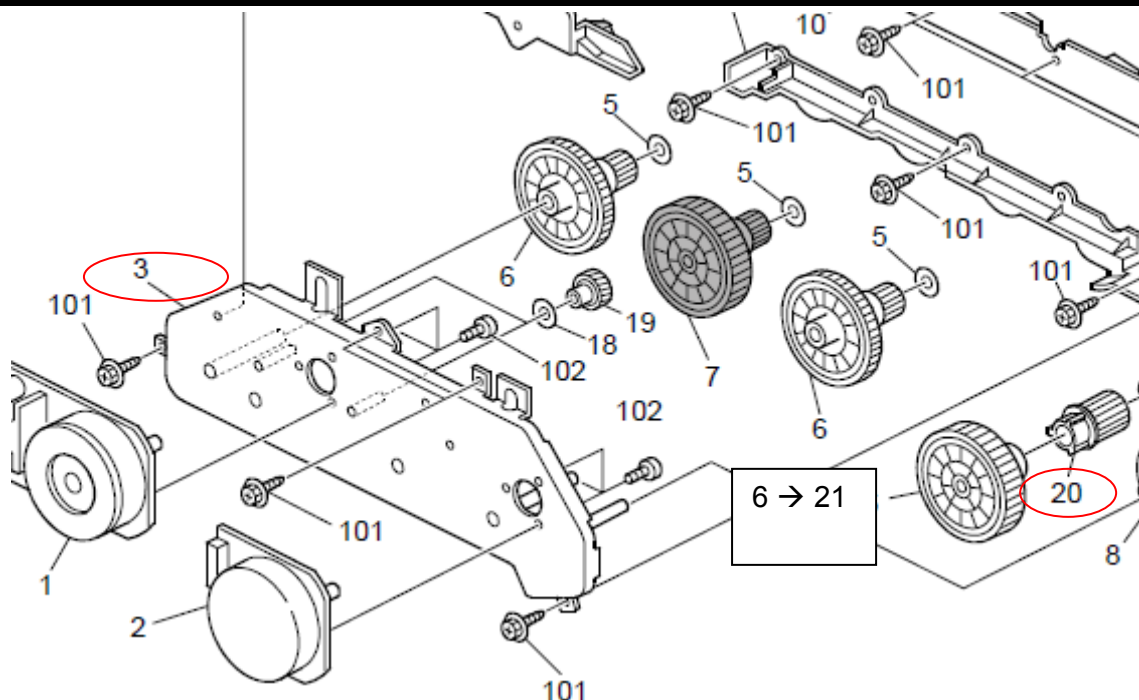
Joint gear projections



Model: Model PE-P1/MF1

Date: 11-May-09

No.: RG165020



## SRD (China) Production Printer Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C220N	120/60	USA	G165-17	Q95988xxxxx
Ricoh Aficio SP C220N	110/60	Taiwan	G165-19	Q95988xxxxx
Ricoh Aficio SP C220N	220/50, 60	China	G165-21	Q9598800001
Gestetner SP C220N Nashuatec SP C220N Rex Rotary SP C220N	220/50, 60	Europe	G165-22	Q95988xxxxx
Ricoh Aficio SP C220N Lanier SP C 220N	220/50, 60	Europe, Asia, etc	G165-27	Q9598700079
Savin SP C 220N Gestetner SP C 220N Lanier SP C 220N	120/60	USA	G165-51	Q95988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C221N	120/60	USA	G166-17	Q96988xxxxx
Gestetner SP C221N Nashuatec SP C221N Rex Rotary SP C221N	220/50, 60	Europe	G166-22	Q96988xxxxx
Ricoh Aficio SP C221N	220/50,	Europe, Asia, etc	G166-27	Q96988xxxxx

Model: Model PE-P1/MF1		Date: 11-May-09	No.: RG165020	
Lanier SP C 221N	60			
Savin SP C 221N	120/60	USA	G166-51	Q96988xxxxx
Gestetner SP C 221N				
Lanier SP C 221N				

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C222DN	120/60	USA	G167-17	Q97989xxxxx
Ricoh Aficio SP C222DN	220/50, 60	China	G167-21	Q9798800001
Gestetner SP C222DN Nashuatec SP C222DN Rex Rotary SP C222DN	220/50, 60	Europe	G167-22	Q97988xxxxx
Ricoh Aficio SP C222DN Lanier SP C222DN	220/50, 60	Europe, Asia, etc	G167-27	Q97988xxxxx
SP C222DN	220/50, 60	Korea	G167-29	Q97988xxxxx
Savin SP C222DN Gestetner SP C222DN Lanier SP C222DN	120/60	USA	G167-51	Q97988xxxxx

## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27988xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27988xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S27988xxxxx
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27988xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27988xxxxx

**Model:** Model PE-P1/MF1

**Date:** 11-May-09

**No.:** RG165020

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28988xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28988xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28988xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28988xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28988xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30988xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30988xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30988xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30988xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30988xxxxx

Model: Model PE-P1/MF1		Date: 15-May-09	No.: RG165021
Subject: Intermediate Transfer Section		Prepared by: H.K.	
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

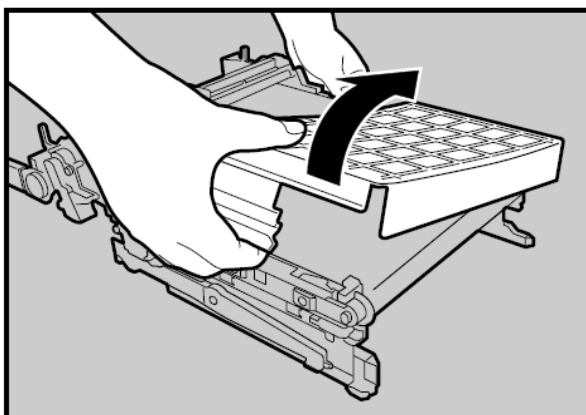
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1660601	G1650600	INTERMEDIATE TRANSFER SECTION	1 - 1	O/O	11	11	

**Change:** Covers were added to the unit.

**Reason:** To further protect the ITB in the intermediate transfer section during the shipping process.

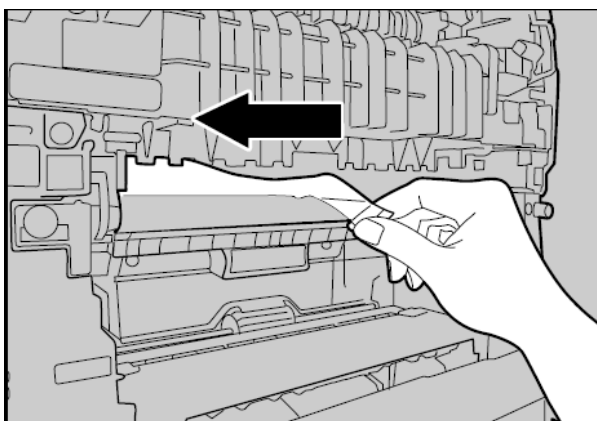
**Important:** Do the following whenever you replace the ITB in the field.

1. Before you install the new ITB, remove the first cover as shown.



AC1442C

2. After you install the new ITB, remove the second cover as shown.



Model: Model PE-P1/MF1		Date: 15-May-09	No.: RG165022
Subject: Front Cover - Fusing Unit		Prepared by: H.K.	
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 checked="" type="checkbox"/> Tier 2

## SYMPTOM

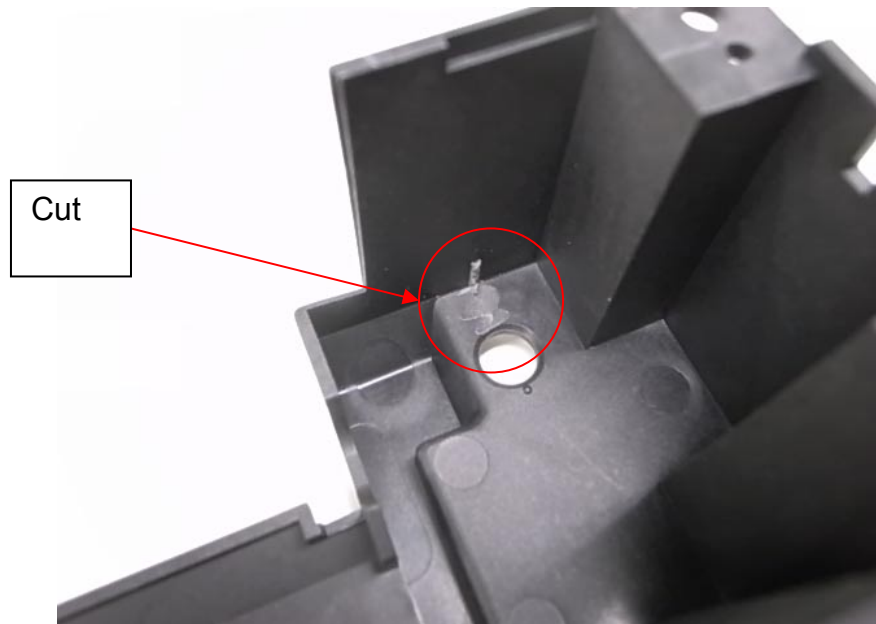
The front cover for the fusing unit (P/N G1664066, pg. 15, index 2) cannot be attached to the fusing unit.

## CAUSE

To facilitate assembly on the production line, a rib was added to the front cover and the shape of the release lever was changed (no service P/N change was made). The new front cover for the fusing unit cannot be attached to the old fusing unit.

## SOLUTION

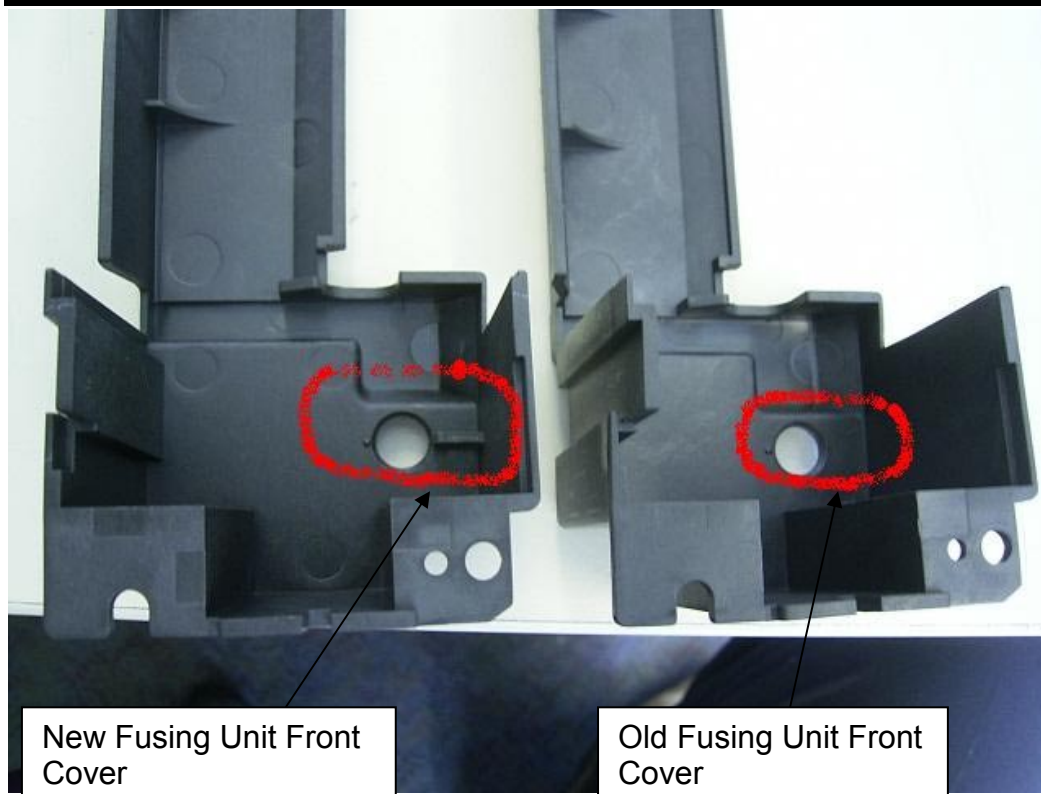
When you are replacing the front cover, if there is a rib on the cover (see the photo of the "New front cover" below), cut off the rib using a pair of needle-nose pliers.



Model: Model PE-P1/MF1

Date: 15-May-09

No.: RG165022



New Fusing Unit Front Cover

Old Fusing Unit Front Cover

Pressure Release Lever

Old

New


**SRD (China) Production  
Printer Version**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C220N	120/60	USA	G165-17	Q9598501095
Ricoh Aficio SP C220N	110/60	Taiwan	G165-19	Q9598500021
Ricoh Aficio SP C220N	220/50, 60	China	G165-21	Q9589601220
Gestetner SP C220N Nashuatec SP C220N Rex Rotary SP C220N	220/50, 60	Europe	G165-22	Q9589600482
Ricoh Aficio SP C220N Lanier SP C 220N	220/50, 60	Europe, Asia, etc	G165-27	Q9589600184
Savin SP C 220N Gestetner SP C 220N	120/60	USA	G165-51	Q95885xxxxx

Model: Model PE-P1/MF1	Date: 15-May-09	No.: RG165022
Lanier SP C 220N		

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C221N	120/60	USA	G166-17	Q96896xxxxx
Gestetner SP C221N Nashuatec SP C221N Rex Rotary SP C221N	220/50, 60	Europe	G166-22	Q96896xxxxx
Ricoh Aficio SP C221N Lanier SP C 221N	220/50, 60	Europe, Asia, etc	G166-27	Q96896xxxxx
Savin SP C 221N Gestetner SP C 221N Lanier SP C 221N	120/60	USA	G166-51	Q96896xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C222DN	120/60	USA	G167-17	Q97896xxxxx
Ricoh Aficio SP C222DN	220/50, 60	China	G167-21	Q97896xxxxx
Gestetner SP C222DN Nashuatec SP C222DN Rex Rotary SP C222DN	220/50, 60	Europe	G167-22	Q97896xxxxx
Ricoh Aficio SP C222DN Lanier SP C222DN	220/50, 60	Europe, Asia, etc	G167-27	Q97896xxxxx
SP C222DN	220/50, 60	Korea	G167-29	Q97896xxxxx
Savin SP C222DN Gestetner SP C222DN Lanier SP C222DN	120/60	USA	G167-51	Q97896xxxxx

## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27896xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27896xxxxx
Ricoh Aficio SP C220S	220/50,	China	G181-21	S27896xxxxx

Model: Model PE-P1/MF1		Date: 15-May-09	No.: RG165022	
	60			
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27896xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27896xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28896xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28896xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28896xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28896xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28896xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30896xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30896xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30896xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30896xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30896xxxxx



**Reissued: 29-May-09**

Model: Model PE-P1/MF1	Date: 13-May-08	No.: RG165007d
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**RTB Reissue**

The areas in ***bold italics*** were changed or added.

Subject: Laser Optics Housing Replacement		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 (      )	<input checked="" type="checkbox"/> Tier 2

The following was added to the Service Manual.

LSU data input (S/M: Page 28)

***Do the following after you replace the laser optics housing unit.***

**1. Perform Color Registration.**
***Printer model: Inside the “SP Mode 2” tab***
***MF model: Inside the “Engine Maintenance” menu***
**2. Turn the main switch OFF/ON.**
***Note: MUSIC will be performed automatically.***
**3. Print out the following test chart and make sure that MUSIC was performed successfully.**
**See the procedure below**


chart.pdf

**4. If necessary, adjust the registration settings for the front and rear sides of each paper tray.**
***Printer model: Inside the “SP Mode 2” tab***
***MF model: Inside the “Engine Maintenance” menu***

**Reissued: 29-May-09**

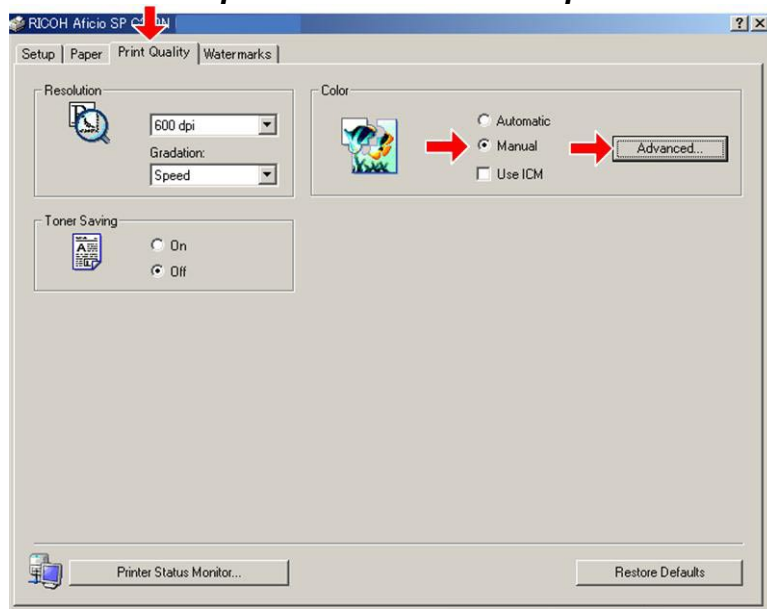
Model: Model PE-P1/MF1

Date: 13-May-08

No.: RG165007d

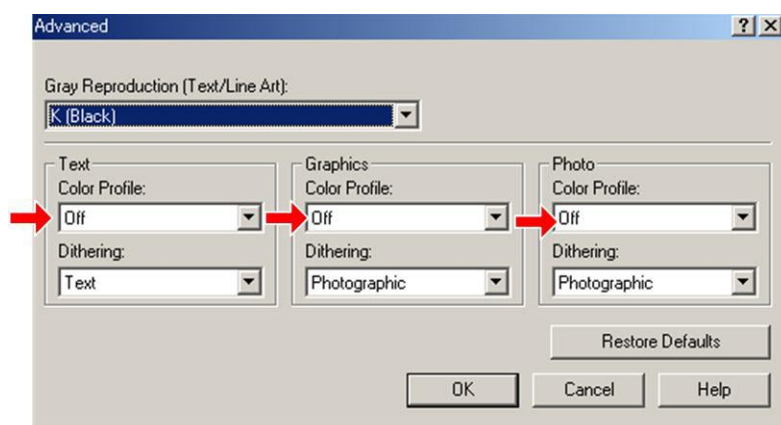
***Printing out the test chart to make sure MUSIC was performed correctly***

1. Click the **"Properties"** tab inside the printer driver.



g165c511

2. Click the **"Print Quality"** tab.
3. Select the **"Manual"** radio button.
4. Click **[Advanced...]**.
5. Select **"Off"** for the three **Color Profile** pull-down menus shown (i.e. for **Text**, **Graphics**, and **Photo** modes).



g165c510

6. Click **[OK]** twice to print out the test chart.
7. Make sure that **MUSIC** was performed successfully.  
See the example below

Reissued: 29-May-09

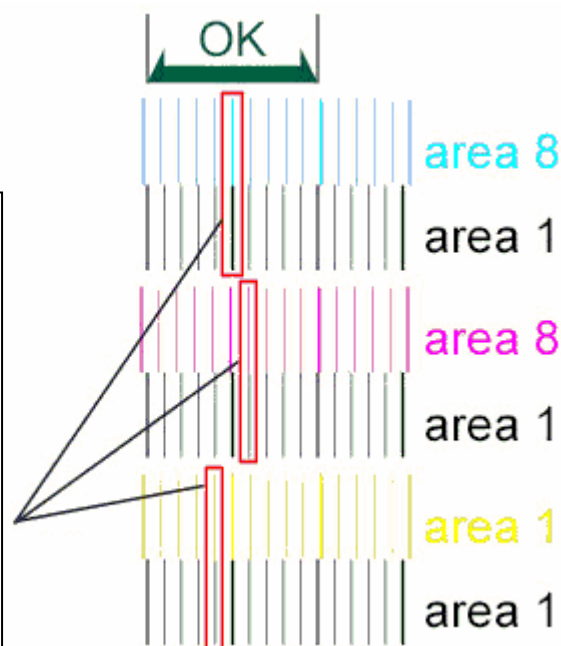
Model: Model PE-P1/MF1

Date: 13-May-08

No.: RG165007d

- *Four sets of vertical lines appear on the test chart (C and k, M and k, Y and k...). In each set, look for vertical lines that are aligned within the region defined by "OK".*
- *If all sets have at least one set of vertical lines that are aligned, MUSIC has been performed successfully.*
- *If MUSIC has not been performed successfully, do the procedure on the next page.*

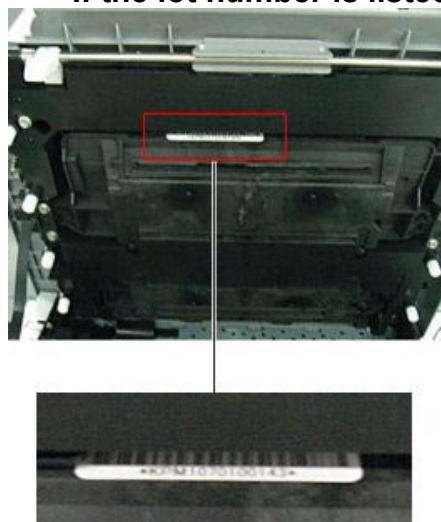
*In each region/area, at least one set of vertical lines is aligned.*



***If MUSIC has not been performed successfully, do the following:***

1. Open the upper cover and check the lot number of the laser optics housing unit.
2. Check to see if this lot number is listed in any of the Excel files attached below.

***If the lot number is listed in one of the Excel files, do Steps 3-7 below.***



Reissued: 29-May-09
























Model: Model PE-P1/MF1

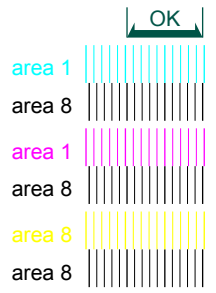
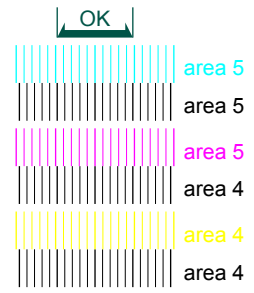
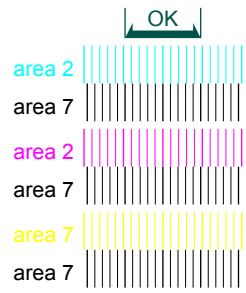
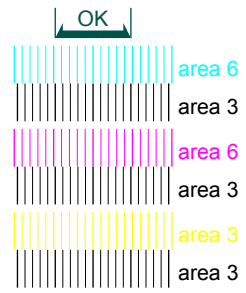
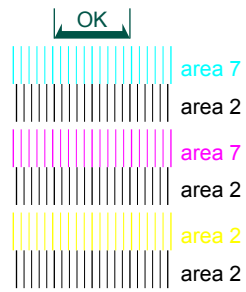
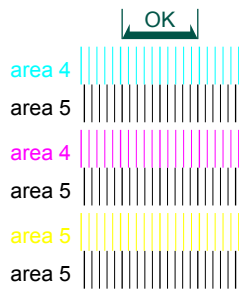
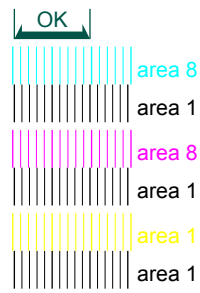
Date: 13-May-08

No.: RG165007d

3. Open the front cover and turn on the machine.
4. Program the settings for the laser optics housing unit.
  - Printer model:
    - In the SOM utility, access "LSU Adjustment" inside the "SP Mode 2" tab.
    - Copy the corresponding LSU data inside the Excel sheet into the space provided in the SOM utility.
  - MF model:
    - On the LCD, access "LSU Adjustment" inside the "Engine Maintenance" menu.
    - Manually input the corresponding LSU data inside the Excel sheet into the space provided on the LCD.
5. Close the front cover.
6. Execute "Color Registration", which is inside the "SP Mode 2" tab (printer model) or the "Engine Maintenance" menu (MF model).
7. **Turn the main switch OFF/ON.**  
**Note: MUSIC will be performed automatically.**
8. Adjust the registration settings for each tray for the front and rear sides of the paper with the "SP Mode 2" tab (printer model) or the "Engine Maintenance" menu (MF model) if necessary.

## LSU Lot no. Data

					
KMI1080100001-KI	KMI1080700001-KIK	KPE1071100089-K	KPE1071105000-K	KPE1071200001-K	KPE1071204000-K
I1080100077a.xls	I1080700168a.xls	E1071104999a.xls	E107111013a.xls	E1071203999a.xls	E1071208616a.xls
					
KPE1080100001-K	KPE1080104000-K	KPE1080107000-K	KPE1080200001-K	KPE1080204000-K	KPE1080208000-K
E1080103999a.xls	E1080106999a.xls	E1080108927a.xls	E1080203999a.xls	E1080207999a.xls	E1080301444a.xls
					
KPE1071204567-KK	KPE1080304900-KK	KPE1080400500-KK	KPE1080404300-KK	KPE1080502256-KK	KPE1080505249-K
E1080304899a.xls	E1080400499a.xls	E1080404299a.xls	E1080502255a.xls	E1080505248a.xls	E1080601116a.xls
					
KPE1080601117-KK	KPE1080604546-KK	KPM0000000002a.	KPP1071000002a.	RPE0800000006a.	
E1080604545a.xls	E1080703301a.xls	s	s	s	



**Reissued: 24-Jun-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001d
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This is to inform you of the Engine firmware history.

**MF version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b><i>G1835130</i></b>				
<b><i>F</i></b>	<b><i>G1835130F.exe</i></b>	<b><i>3.10</i></b>		<b><i>July production '09</i></b>
E	G1835130E.exe	3.00		February production '09
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07

**P1 version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1665130</b>				
G	G1665130G.dwn	3.00		February production '09
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**Reissued: 24-Jun-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001d
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**MF1**

<b>Symptom Corrected</b>	<b>Version</b>
<p><b>SC400 (Process Control Error, Dirty Toner density Sensor) was re-added to the firmware, with a new detection condition.</b></p> <p><b>Detection conditions:</b></p> <p><b>1. (Same as previous firmware): The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever.</b></p> <p><b>2. (New condition): The TD sensor detects a solid image in the non-image areas of the ITB.</b></p> <p><b>This prevents the printing out of unreadable fax images, which sometimes cause the machine to develop the entire page as a solid black image.</b></p> <p><b>IMPORTANT: Once you update the firmware to this version (Engine P3.10), detection of SC400 cannot be disabled. If you need to run the machine without SC400 detection, downgrade the firmware to Engine P3.00.</b></p>	<b>3.10</b>
<p>Symptom Corrected</p> <p>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</p> <p>2. The image density is different from that of the previous job.</p> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p> <p>3. Process control may not be performed if the following series of operations is performed: Machine in Sleep mode → Any key except &lt;Copy&gt;, &lt;Black Start&gt;, or &lt;Color Start&gt; is pressed → Print cartridge is replaced → Machine goes into Sleep Mode → Print job is sent</p>	<b>3.00</b>
<p>Other changes:</p> <p>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</p> <p>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</p>	<b>2.03</b>
<p>Symptom corrected:</p> <p>1. If the front cover is opened during printing, the wrong jam position may be displayed.</p> <p>2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated.</p> <p>3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).</p>	<b>2.01</b>
Initial Release	<b>2.00</b>

**Reissued: 24-Jun-09**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001d
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P1 version

Symptom Corrected	Version
<p>Symptom Corrected</p> <p>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</p> <p>2. The image density is different from that of the previous job.</p> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p>	3.00
<p>Other changes:</p> <p>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</p> <p>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</p>	2.03
<p>Symptom corrected:</p> <p>1. If the front cover is opened during printing, the wrong jam position may be displayed.</p> <p>2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed.</p> <p>Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated.</p> <p>3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).</p>	2.01
Initial Release	2.00



**Reissued: 22-Jun-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002h
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This is to inform you of the firmware history for the main control unit.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>	
<b>G1835655</b>			
<b>J</b>	<b>G1835655J.exe</b>	<b>1.56</b>	<b>July production '09</b>
H	G1835655H.exe	1.53	January production '09
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*.: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
<b>Symptom corrected:</b> <b>1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of an IP address).</b> <b>2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers.</b> <b>3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button.</b> <b>4. Sometimes, "Telephone" is displayed when a fax is received.</b> <b>Note: This occurs if the PABX emits a signal greater than 25V for a fax. In this firmware, "35V" was added to the Off-hook Level setting in [Fax Maintenance]-&gt;[Rx Settings]. ([Fax Maintenance] is adjusted by service representatives.)</b>	<b>1.56</b>
<b>Other changes:</b> <b>1. IP packet TTL has been changed from 5 to 64.</b>	

**Reissued: 22-Jun-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002h
Symptom Corrected		Version
<b>2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5).</b> <b>Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.</b>		
<b>3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.</b>		
Fixed: The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-> "Collegamento DHCP". The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission. FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails. FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job. Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error." Other changes: 1. Scan to Folder now supports SMB packet signing. 2. Scan to Folder now supports Windows domain environments.		1.53
Fixed: "Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent. Note: Turning the main power OFF/ON can clear this condition. Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5% "coverage counter was not counted up on the configuration page. Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet. Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems. Error message 'The media type of Front Cover is always "Plain & Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain & Recycled" and was sourced from tray 1. Other changes: The function for acquiring the counter information through the network by @remote has been improved.		1.50
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German). When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		1.36

**Reissued: 22-Jun-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002h
Symptom Corrected		Version
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.		
<b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		

**Reissued: 22-Jun-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002h
Symptom Corrected		Version
<b>FAX:</b> Reports and incoming FAXes cannot be printed out under the following conditions: <ul style="list-style-type: none"><li>- The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass</li><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: Turning the main power OFF/ON can clear this condition.		
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"><li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li><li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li></ol> <ul style="list-style-type: none"><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: <ul style="list-style-type: none"><li>- Please ask the customer to send the fax messages again by looking the activity report.</li><li>- Turning the main power OFF/ON can clear this condition.</li></ul>		
<b>FAX:</b> The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		

**Reissued: 22-Jun-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002h
Symptom Corrected		Version
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		

**Reissued: 22-Jun-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002h
<b>Symptom Corrected</b>		<b>Version</b>
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUpdateGuideEnglish.pdf

Model: Model PE-P1/MF1 (MF1 FAX Version only)		Date: 24-Jun-09	No.: RG165023
Subject: "Telephone" is Displayed		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Sometimes, "Telephone" is displayed for an incoming fax, and the fax cannot be received.

## CAUSE

The PABX or PSTN emits a signal greater than the value set in "Off-hook level settings" (Fax Maintenance – Rx Settings).

**Note:** In the German market, for example, some PABX machines are known to emit a signal higher than 25V.

## SOLUTION

Update the main board firmware to **1.56 or later**, and then try raising the Off-hook level one step from its current value.

Fax Maintenance/RX Settings/Off-Hook Level: 10V 15V 20V 25V 35V

**Note:** From this firmware version, "35V" was added as a new selection to the Off-hook level settings.

Reissued : 28-Dec-10

Model: Model PE-P1/MF1	Date: 23-Jul-09	No.: RG165024b
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**RTB Reissue**

The firmware versions in ***bold italics*** were updated.

Subject: Reducing the color toner consumption in BK mode		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Tier 2

**SYMPTOM**

The customer reports that the color toner cartridges run out too early, even though nearly 100% of their printing is done in B/W mode.

**CAUSE**

The machine consumes color toner while performing Process Control or MUSIC for B/W printing as well as for color printing.

**SOLUTION**

1. Update the Engine firmware to ver***P3.50b***.

Changes with Engine ver***P3.50b***:

Process Control conditions were changed as follows.

- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.
- Process Control for full-color printing is performed just before the start of a full-color job.

**Important:**

Please advise customers that due to this change, when the operator switches to full-color mode for the **first** time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.

Once you update the firmware to this version, this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine **P3.50**.



**Reissued : 28-Dec-10**
**Model: Model PE-P1/MF1**
**Date: 23-Jul-09**
**No.: RG165024b**
**Machine behavior with default setting versus when reducing color toner consumption**

<b>Event</b>	<b>With default setting</b>	<b>When reducing color toner consumption</b>
Process Control/MUSIC <ul style="list-style-type: none"> <li>· Cover opened and closed</li> <li>· At job end, after 200 cumulative pages are developed</li> </ul>	The machine performs Process Control and MUSIC for color.	- The machine performs Process Control for B/W mode without consuming any color toner.  - The machine does not perform MUSIC.
MUSIC <ul style="list-style-type: none"> <li>· Warm-up at power ON</li> <li>· Temperature change</li> </ul>	The machine performs MUSIC	- The machine does not perform MUSIC.
Rotation of the color AIO cartridge at warm-up	All color AIO cartridges are rotated.	Only the black AIO cartridge is rotated.
Manual process control from SOM (printer version) / operation panel (MF version)	Normal Process Control is performed.	Normal Process Control is performed.
A color copy job or print job is initiated	The machine accepts and performs the job.	- The machine accepts the job, but before performing it, it judges whether or not Process Control needs to be performed first.  - If 200 or more pages have been made since the last time a color job or Process Control was performed, the machine performs Process Control and then begins the job received.
First color print/copy time just after main power is turned ON	The machine performs MUSIC during the warm-up.	The machine performs MUSIC just before the first color print/copy job received after the main power is turned ON.

**Reissued: 23-Jul-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001e
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This is to inform you of the Engine firmware history.

**MF version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b><i>G1835130</i></b>				
<b><i>F b</i></b>	<b><i>G1835130F_b.exe</i></b>	<b><i>3.10b</i></b>		<b><i>Field update only</i></b>
F	G1835130F.exe	3.10		July production '09
E	G1835130E.exe	3.00		February production '09
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07

**P1 version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1665130</b>				
<b><i>G b</i></b>	<b><i>G1665130G_b.dwn</i></b>	<b><i>3.00b</i></b>		<b><i>Field update only</i></b>
G	G1665130G.dwn	3.00		February production '09
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**Reissued: 23-Jul-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001e
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**MF1**

<b>Symptom Corrected</b>	<b>Version</b>
<p><b>Process Control conditions were changed as follows:</b></p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p><b>IMPORTANT: Once you update the firmware to this version (Engine P3.10b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.10.</b></p> <p><b>See RTB #RG165024 for more details.</b></p>	3.10b
<p>SC400 (Process Control Error, Dirty Toner density Sensor) was re-added to the firmware, with a new detection condition.</p> <p>Detection conditions:</p> <ol style="list-style-type: none"> <li>1. (Same as previous firmware): The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever.</li> <li>2. (New condition): The TD sensor detects a solid image on the non-image areas of the ITB. This prevents the printing out of unreadable FAX images, which sometimes cause the machine to develop the entire page as a solid black image.</li> </ol> <p><b>IMPORTANT: Once you update the firmware to this version (Engine P3.10), detection of SC400 cannot be disabled. If you need to run the machine without SC400 detection, downgrade the firmware to Engine P3.00.</b></p>	3.10
<p><b>Symptom Corrected</b></p> <ol style="list-style-type: none"> <li>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</li> <li>2. The image density is different from that of the previous job. <b>Note:</b> This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</li> <li>3. Process control may not be performed if the following series of operations is performed: Machine in Sleep mode → Any key except &lt;Copy&gt;, &lt;Black Start&gt;, or &lt;Color Start&gt; is pressed → Print cartridge is replaced → Machine goes into Sleep Mode → Print job is sent</li> </ol>	3.00

**Reissued: 23-Jul-09**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001e
Symptom Corrected		Version
Other changes:		2.03
1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".  2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.		
Symptom corrected:		2.01
1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		
Initial Release		2.00

P1 version

Symptom Corrected	Version
<b><i>Process Control conditions were changed as follows:</i></b> <b><i>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</i></b> <b><i>- Process Control for full-color printing is performed just before the start of a full-color job</i></b>  <b><i>Note:</i></b> <b><i>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</i></b> <b><i>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</i></b>  <b><i>IMPORTANT: Once you update the firmware to this version (Engine P3.00b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.00.</i></b>  <b><i>See RTB #RG165024 for more details.</i></b>	3.00b

**Reissued: 23-Jul-09**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001e
Symptom Corrected		Version
<p>Symptom Corrected</p> <p>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</p> <p>2. The image density is different from that of the previous job.</p> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p>		3.00
<p>Other changes:</p> <p>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</p> <p>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</p>		2.03
<p>Symptom corrected:</p> <p>1. If the front cover is opened during printing, the wrong jam position may be displayed.</p> <p>2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed.</p> <p>Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated.</p> <p>3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).</p>		2.01
Initial Release		2.00

**Reissued: 02-Sep-09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This is to inform you of the Engine firmware history.

**MF version**
**Production version**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835130</b>				
<b>H</b>	<b>G1835130H.exe</b>	<b>3.30</b>		<b>August production '09</b>
<b>G</b>	<b>G1835130G.exe</b>	<b>3.20</b>		<b>Not applied to the production</b>

**Version for "Reducing the color toner consumption in BK mode"**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835130</b>				
<b>H b</b>	<b>G1835130H_b.exe</b>	<b>3.30b</b>		<b>Field update only</b>
F b	G1835130F_b.exe	3.10b		Field update only

**Common history from 2.00 to 3.10 for both the above versions**

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b>G1835130</b>				
F	G1835130F.exe	3.10		July production '09
E	G1835130E.exe	3.00		February production '09
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07

**Reissued: -09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
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P1 version

***Production version***

Part No.	Program name	Version		
G1665130				
<b>J</b>	<b>G1665130J.dwn</b>	<b>3.30</b>		<b>August production '09</b>
<b>H</b>	<b>G1665130H.dwn</b>	<b>3.20</b>		<b>Not applied to the production</b>

***Version for "Reducing the color toner consumption in BK mode"***

Part No.	Program name	Version		
G1665130				
<b>J b</b>	<b>G1665130J_b.dwn</b>	<b>3.30b</b>		<b>Field update only</b>
G b	G1665130G_b.dwn	3.00b		Field update only

***Common history from 2.00 to 3.00 for both the above versions***

Part No.	Program name	Version		
G1665130				
G	G1665130G.dwn	3.00		February production '09
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**Reissued: -09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
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**MF1**
**Production version**

<b>Symptom Corrected</b>	<b>Version</b>
<b>To optimize Process Control for B/W printing, some process steps were eliminated.</b>	<b>3.30</b>
<b>This was not applied to the production lines.</b>	<b>3.20</b>

**Version for "Reducing the color toner consumption in BK mode"**

<b>Symptom Corrected</b>	<b>Version</b>
<b>To optimize Process Control for B/W printing, some process steps were eliminated.</b>	<b>3.30b</b>
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.10b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.10.</p> <p>See RTB #RG165024 for more details.</p>	<b>3.10b</b>

**Common history from 2.00 to 3.10 for both the above versions**

<b>Symptom Corrected</b>	<b>Version</b>
<p>SC400 (Process Control Error, Dirty Toner density Sensor) was re-added to the firmware, with a new detection condition.</p> <p>Detection conditions:</p> <ol style="list-style-type: none"> <li>1. (Same as previous firmware): The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever.</li> <li>2. (New condition): The TD sensor detects a solid image on the non-image areas of the ITB. This prevents the printing out of unreadable FAX images, which sometimes cause the machine to develop the entire page as a solid black image.</li> </ol> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.10), detection of SC400 cannot be disabled. If you need to run the machine without SC400 detection, downgrade the firmware to Engine P3.00.</p>	<b>3.10</b>



**Reissued: -09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
<b>Symptom Corrected</b>		<b>Version</b>
<p>Symptom Corrected</p> <p>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</p> <p>2. The image density is different from that of the previous job.</p> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p> <p>3. Process control may not be performed if the following series of operations is performed:  Machine in Sleep mode → Any key except &lt;Copy&gt;, &lt;Black Start&gt;, or &lt;Color Start&gt; is pressed → Print cartridge is replaced → Machine goes into Sleep Mode → Print job is sent</p>		3.00
<p>Other changes:</p> <p>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</p> <p>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</p>		2.03
<p>Symptom corrected:</p> <p>If the front cover is opened during printing, the wrong jam position may be displayed.</p> <p>After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed.</p> <p>Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated.</p> <p>The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).</p>		2.01
Initial Release		2.00

**Reissued: -09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
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P1 version

**Production version**

Symptom Corrected	Version
<b><i>To optimize Process Control for B/W printing, some process steps were eliminated.</i></b>	<b>3.30</b>
<b><i>This was not applied to the production lines.</i></b>	<b>3.20</b>

**Version for "Reducing the color toner consumption in BK mode"**

Symptom Corrected	Version
<b><i>To optimize Process Control for B/W printing, some process steps were eliminated.</i></b>	<b>3.30b</b>
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.00b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.00.</p> <p>See RTB #RG165024 for more details.</p>	<b>3.00b</b>

**Common history from 2.00 to 3.00 for the above both version**

Symptom Corrected	Version
<p>Symptom Corrected</p> <ol style="list-style-type: none"> <li>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</li> <li>2. The image density is different from that of the previous job.</li> </ol> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p>	<b>3.00</b>

**Reissued: -09**

Model: Model PE -P1/MF1	Date: 28-Dec-07	No.: RG165001f
Symptom Corrected		Version
Other changes:  1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".  2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.		2.03
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00

**Reissued: 11-Sep-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002i
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This is to inform you of the firmware history for the **main control unit**.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>	
<b>G1835655</b>			
<b>J_001</b>	<b>G1835655J_001.exe</b>	<b>1.58aT</b>	<b>Field update only</b>
J	G1835655J.exe	1.56	July production '09
H	G1835655H.exe	1.53	January production '09
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
<b>Symptom corrected:</b> <b>Only for service representatives</b> <b>The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.</b>	<b>1.58aT</b>
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives. )	1.56
Other changes: 1. IP packet TTL has been changed from 5 to 64.	

**Reissued: 11-Sep-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002i
Symptom Corrected		Version
2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.		
3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.		
Fixed: The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-> "Collegamento DHCP".		1.53
The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.		
FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.		
FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.		
Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."		
Other changes: 1. Scan to Folder now supports SMB packet signing. 2. Scan to Folder now supports Windows domain environments.		1.50
Fixed: "Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent. Note: Turning the main power OFF/ON can clear this condition.		
Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5%" coverage counter was not counted up on the configuration page.		
Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.		
Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.		
Error message 'The media type of Front Cover is always "Plain & Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain & Recycled" and was sourced from tray 1.		1.36
Other changes: The function for acquiring the counter information through the network by @remote has been improved.		
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).		
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		

**Reissued: 11-Sep-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002i
Symptom Corrected		Version
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.		
<b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		

**Reissued: 11-Sep-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002i
Symptom Corrected		Version
<b>FAX:</b> Reports and incoming FAXes cannot be printed out under the following conditions: <ul style="list-style-type: none"><li>- The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass</li><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: Turning the main power OFF/ON can clear this condition.		
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"><li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li><li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li></ol> <ul style="list-style-type: none"><li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li><li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li></ul> Note: <ul style="list-style-type: none"><li>- Please ask the customer to send the fax messages again by looking the activity report.</li><li>- Turning the main power OFF/ON can clear this condition.</li></ul>		
<b>FAX:</b> The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		

**Reissued: 11-Sep-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002i
Symptom Corrected		Version
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		



**Reissued: 11-Sep-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002i
<b>Symptom Corrected</b>		<b>Version</b>
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUpdateGuideEnglish.pdf

**Reissued: 01-Oct-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002j
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This is to inform you of the firmware history for the **main control unit**.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>	
<b>G1835655</b>			
J_001	G1835655J_001.exe	1.58aT	Field update only
<b>K</b>	<b>G1835655K.exe</b>	<b>1.58a</b>	<b>October production '09</b>
J	G1835655J.exe	1.56	July production '09
H	G1835655H.exe	1.53	January production '09
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
Symptom corrected: Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.	1.58aT
<b>Symptom corrected:</b> <b>"RX Comm. Error 200080" is sometimes displayed during fax reception (after the machine has received a few pages).</b>	<b>1.58a</b>
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button.	1.56

**Reissued: 01-Oct-09**

Model: Model PE -P1/MF1	Date: 15-Jan-08	No.: RG165002j
<b>Symptom Corrected</b>		<b>Version</b>
<p>4. Sometimes, "Telephone" is displayed when a FAX is received.            Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]-&gt;[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives. )</p> <p>Other changes:            1. IP packet TTL has been changed from 5 to 64.</p> <p>2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5).            Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.</p> <p>3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.</p>		
<p>Fixed:            The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-&gt; "Collegamento DHCP".</p> <p>The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.</p> <p>FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.</p> <p>FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.</p> <p>Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."</p> <p>Other changes:            1. Scan to Folder now supports SMB packet signing.            2. Scan to Folder now supports Windows domain environments.</p>		1.53
<p>Fixed:            "Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent.            Note: Turning the main power OFF/ON can clear this condition.</p> <p>Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5%" coverage counter was not counted up on the configuration page.</p> <p>Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.</p> <p>Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.</p> <p>Error message 'The media type of Front Cover is always "Plain &amp; Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain &amp; Recycled" and was sourced from tray 1.</p> <p>Other changes:            The function for acquiring the counter information through the network by @remote has been improved.</p>		1.50

**Reissued: 01-Oct-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002j
Symptom Corrected		Version
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).		1.36
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.  <b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		

**Reissued: 01-Oct-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002j
Symptom Corrected		Version
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the conditions listed below, the following may occur: 1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that. 2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.  - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
FAX: The machine may freeze if the “Stop/Clear” key is pressed to cancel the printing of FAX reception data.		
FAX: The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
Printer: The machine may stop an LG duplex print job and display “Processing...” if the Toner End condition occurs during the job.		
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System(MF1c:G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
Printer: After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		

**Reissued: 01-Oct-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002j
Symptom Corrected		Version
Printer: The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c:G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		

**Reissued: 01-Oct-09**

Model: Model PE –P1/MF1	Date: 15-Jan-08	No.: RG165002j
<i>Symptom Corrected</i>		<i>Version</i>
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUp d a t  
uideEnglish.pdf

Model: Model PE-P1/MF1		Date: 07-Oct-09	No.: RG165025
Subject: Paper Jam		Prepared by: H.K.	
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

This RTB contains troubleshooting information for reducing paper jams.

Please use this RTB to instruct customers.

First, print out the Configuration Page (Printer version) or Maintenance Page sheet (MF version) and check the jam counters to see which kinds of jams are occurring most frequently.

Printer version

Configuration Page SP

Printer ID

Q9517707011

Total Memory

64MB

Firmware Version

Bootloader[1.01], Firmware[1.32 / G1635682E], Engine[P3.30b]

Printer Language

DDST[1.0.0]

Option installation status

Toner Remaining

Black

Magenta

Waste Toner Bottle

Cyan

Yellow

Supply Information

Tray Priority

Tray 1

Bypass Tray

Tray 1

8 1/2 x 11

Tray 2

Registration

Horiz: Tray 2

0

Vert: Bypass

Auto Continue

Off

Blank Pages

Print

Energy Saver Mode 1

Off

E. Saver On/Off

On

E. Saver Timer

15 minutes

B&W Page Detect

On

Notify by E-mail

Off

USB TimeOut

60 seconds

Network TimeOut

60 seconds

DHCP

Off

IP Address

169.254.223.251

Subnet Mask

255.255.255.0

Gateway Address

169.254.223.1

TCP/IP

Active

Ethernet

Auto Select

USB Setting

Auto Select

MAC Address

00-00-74-C6-F4-B7

Total Counter

85

B&W Counter

12

Color Counter

73

Duplex Counter

0

SC 202

0, 1, 0 /

0, 0, 0, 0 /

236, 4, 4, 1

## Jam Counters:

X,X,X :Tray jam counter, inner jam counter, duplex jam counter

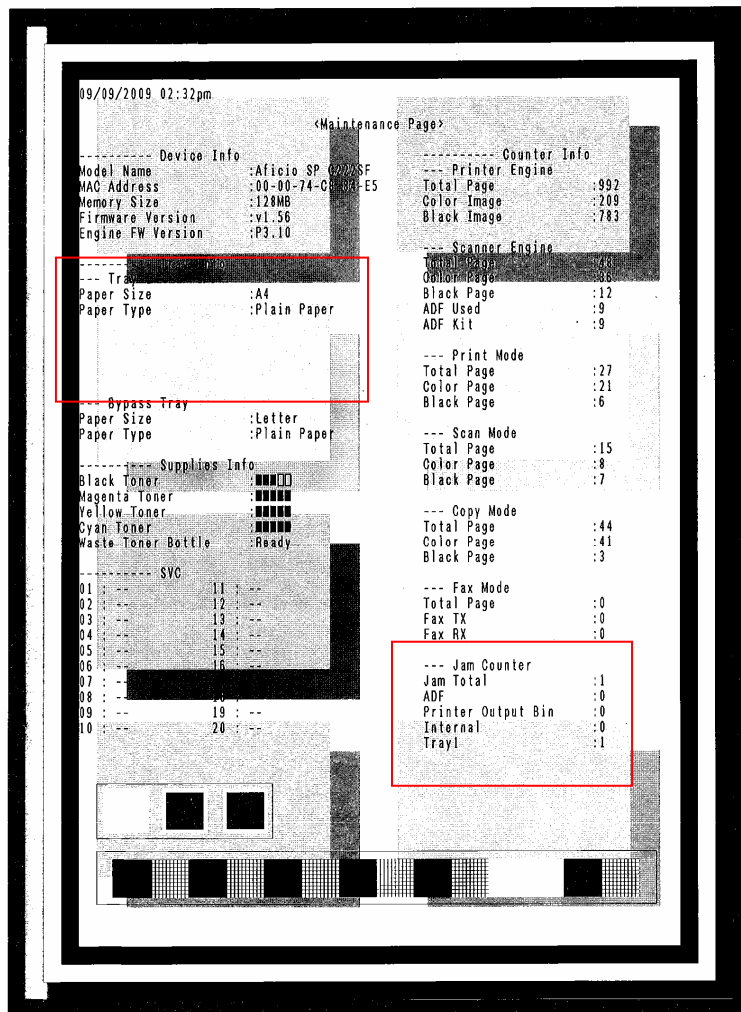


Model: Model PE-P1/MF1

Date: 07-Oct-09

No.: RG165025

MF version



## Jam Counters:

Jam Total

ADF

Printer Output Bin

Internal

Tray1

Tray2

Model: Model PE-P1/MF1

Date: 07-Oct-09

No.: RG165025

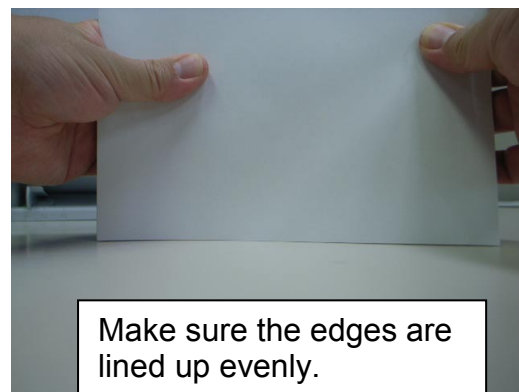
Next, advise the customer on the following:

## Paper jam due to wrong paper size setting (P: Inner Jam, MF: Internal jam)

Make sure that the paper size settings in the user menu (P: SOM, MF: operation panel) and the printer driver and paper tray (side fence and end fence) are the same.

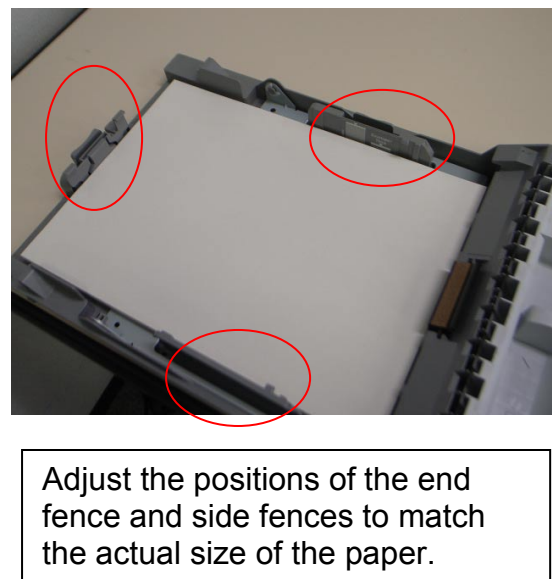
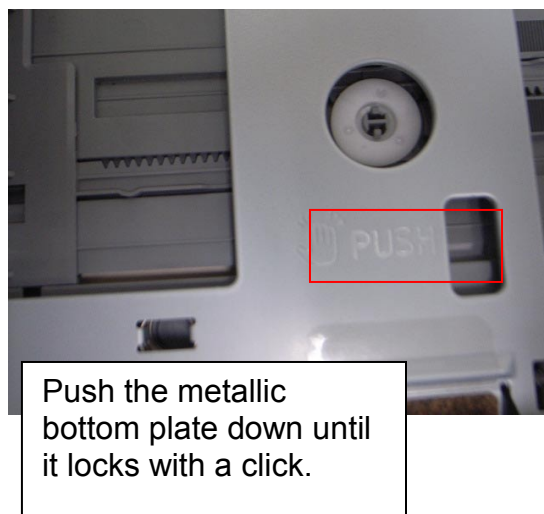
## Paper jam by double or multi-feed (P: Tray jam, inner jam, or duplex jam, MF: Tray jam, Internal jam, or Printer output bin jam)

Fan the paper well before loading it in the tray. Also, make sure that the edges are lined up evenly by tapping the stack on a desk or other flat surface. Only add paper when there is none left in the tray.



## Paper jam by non-feed (Tray jam)

Make sure to push the metallic bottom plate down all the way (until it locks with a click) before you load the paper in the tray. Also, make sure the end fence and side fences are not too close together, compared to the paper size. (If they are, adjust their positions to match the edges of the paper).



Model: Model PE-P1/MF1	Date: 07-Oct-09	No.: RG165025
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Paper jam at paper exit (P: Inner jam, MF: Printer output bin jam)

Up to 150 sheets of plain paper can be stacked in the output tray. If the paper curl is severe, remove the paper from the exit tray stack more frequently. Also, raise the position of the stop fence in the output tray, which will prevent the paper from falling off the tray when you are printing out a large number of sheets.

Paper jam in the fusing unit (P: Inner jam, MF: Internal jam or Printer output bin jam)

Before you remove paper that is jammed inside the fusing unit, make sure to lower the fusing unit lever first (which releases the fusing pressure). After you remove the jammed paper, return the lever to the locked position.

**Reissued: 02-Oct-09**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004b
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**Printer version**

GDI controller: P1a (G165)

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b><i>G1635682</i></b>				
<b><i>E</i></b>	<b><i>G G1635682E.dwn</i></b>	<b><i>1.32</i></b>		<b><i>July production '09</i></b>
D	G G1635682D.dwn	1.31		January production '08
C	G G1635682C.dwn	1.30		November production '07

PCL controller: P1b&amp;c (G166/G167)

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>		
<b><i>G1675682</i></b>				
D	P G1675682D.dwn	1.31		January production '08
C	P G1675682C.dwn	1.30		November production '07

**Printer**

GDI controller: P1a (G165)

<b>Symptom Corrected</b>	<b>Version</b>
<b><i>Other changes:</i></b> <b><i>The Total, Color, and B&amp;W page counters were added to the test page (located at the bottom right).</i></b>	<b><i>1.32</i></b>
Symptom corrected: The "Recent" value of the coverage counter was displayed incorrectly on the SOM and Configuration Page.	1.31
Initial Release	1.30

**Reissued: 02-Oct-09**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004b
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**PCL controller: P1b&c (G166/G167)**

<i>Symptom Corrected</i>	<i>Version</i>
Symptom corrected: 1. The job is sometimes reset if the Paper End condition is detected. 2. The printer may hang when printing a certain file.	1.31
Initial Release	1.30

Model: Model PE-P1/MF1		Date: 16-Nov-09	No.: RG165026
Subject: Harness (EGB-Motor & Motor/Clutch)		Prepared by: H.K.	
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/Reason:** The descriptions for the first four parts were corrected, and the last two parts were added (descriptions were incorrect, parts were missing).

New part number	Incorrect Description	Correct Description	Page	Index	Note
G1665431	Harness - Motor/Clutch	Harness - Motor/Clutch (G183/G184)	49	20	
G1665440	Harness - EGB-Motor	Harness - EGB-Motor (G181)	49	20	
G1665431	Harness - Motor/Clutch	Harness - Motor/Clutch (G166/G167)	25	15	
G1665431	Harness - Motor/Clutch	Harness - Motor/Clutch (G166/G167/G183/G184)	21	17	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G1665440	Harness - EGB-Motor (G165)	0 - 1		25	15	
	G1665440	Harness - EGB-Motor (G165/G181)	0 - 1		21	17	

Model: Model PE-P1/MF1		Date: 19-Nov-09	No.: RG165027
Subject: Reset the "x" print cartridge		Prepared by: H.K.	
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

The alert message, "Reset the (random color/s) print cartridge" is displayed, but the cartridges in question do not need to be reset. If this occurs during printing, the paper jam alert message is also displayed.

## CAUSE

Poor grounding of the ITB (image transfer belt)

## SOLUTION

1. Remove all AIO cartridges.
2. Remove the transfer unit.
3. Remove the lower fusing entrance guide (1 hook).
4. Remove the waste toner bottle.

5. Follow the flowchart below to check the ground plate terminal and sensor bracket:

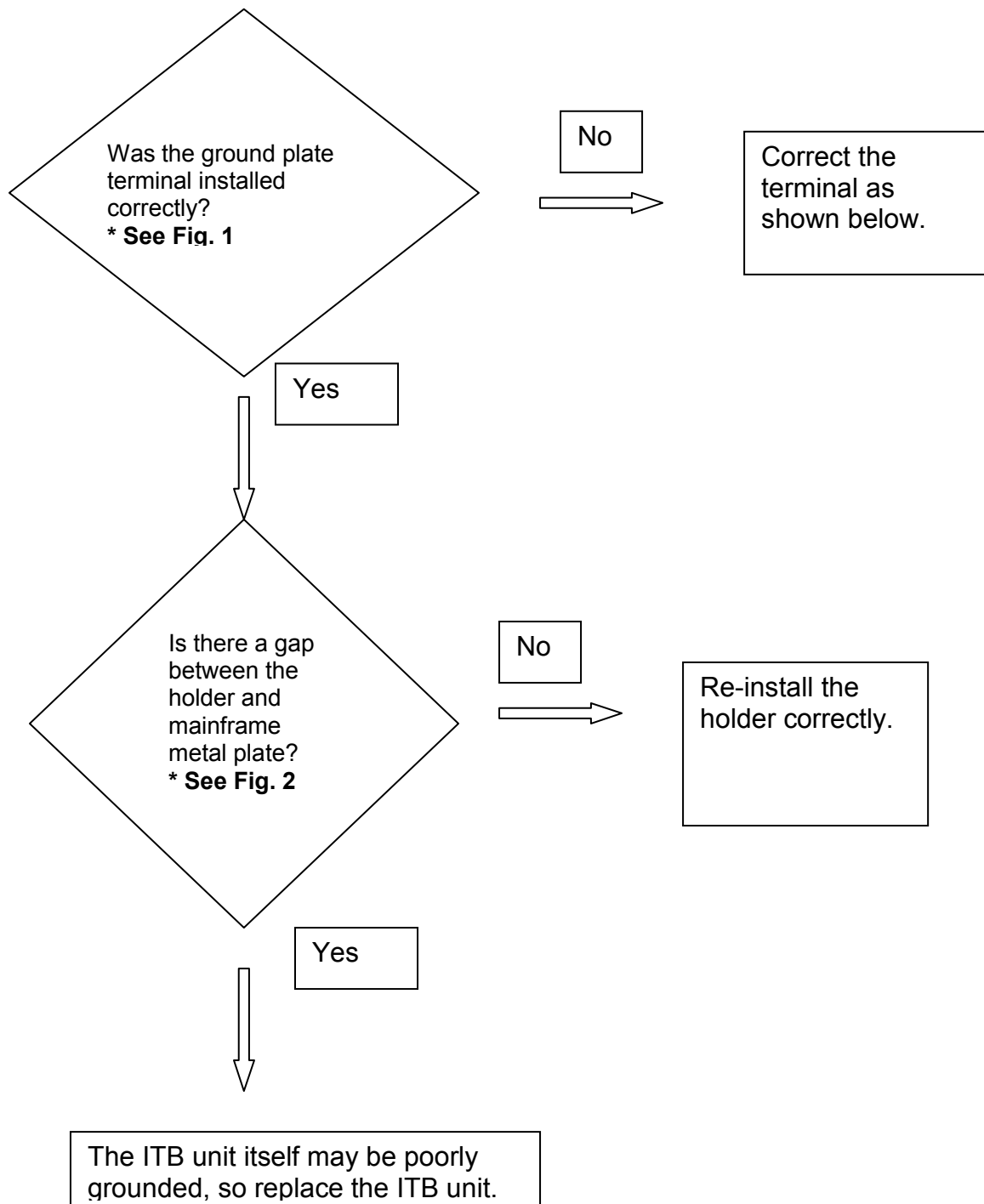




Figure 1

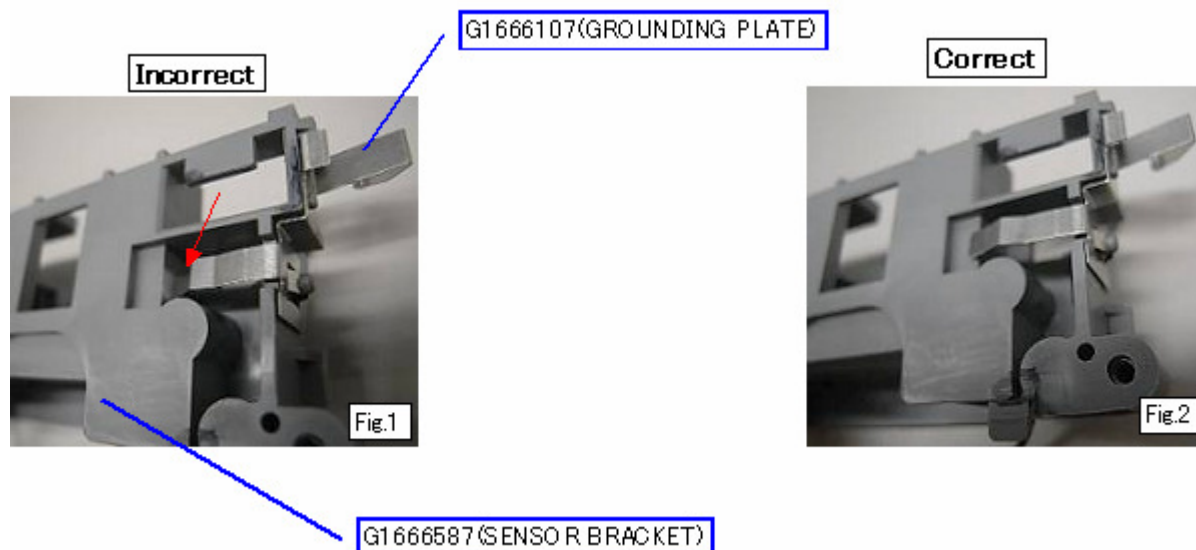
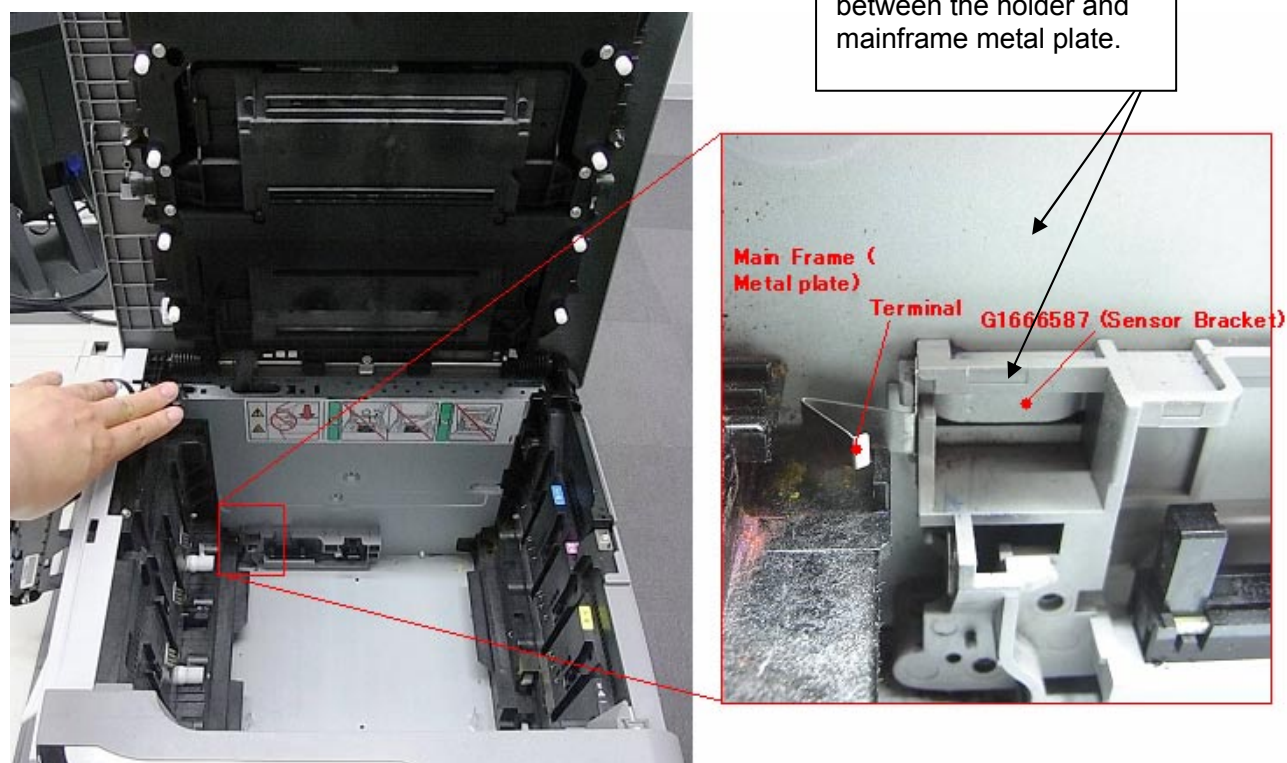


Figure 2



**Reissued: 10-Dec-09**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004c
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**Printer version**

GDI controller: P1a (G165)

Part No.	Program name	Version		
G1635682				
<b><i>F</i></b>	<b><i>G G1635682F.dwn</i></b>	<b><i>1.33</i></b>		<b><i>January production '10</i></b>
E	G G1635682E.dwn	1.32		July production '09
D	G G1635682D.dwn	1.31		January production '08
C	G G1635682C.dwn	1.30		November production '07

PCL controller: P1b&c (G166/G167)

Part No.	Program name	Version		
G1675682				
D	P G1675682D.dwn	1.31		January production '08
C	P G1675682C.dwn	1.30		November production '07

**Printer**

GDI controller: P1a (G165)

Symptom Corrected	Version
<b><i>Other Changes:</i></b> <b><i>The processing of N-up jobs has been made more efficient.</i></b>	<b><i>1.33</i></b>
Other changes: The Total, Color, and B&W page counters were added to the test page (located at the bottom right).	1.32
Symptom corrected: The "Recent" value of the coverage counter was displayed incorrectly on the SOM and Configuration Page.	1.31

**Reissued: 10-Dec-09**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004c
<b>Symptom Corrected</b>		<b>Version</b>
Initial Release		1.30

**PCL controller: P1b&c (G166/G167)**

<b><i>Symptom Corrected</i></b>	<b><i>Version</i></b>
Symptom corrected: 1. The job is sometimes reset if the Paper End condition is detected. 2. The printer may hang when printing a certain file.	1.31
Initial Release	1.30

Model: Model PE-P1/MF1		Date: 11-Dec-09	No.: RG165028
Subject: Jam Indication cannot be cleared.		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

1. The "Paper jam" alert message does not clear after jammed paper is removed and the front or top cover is closed.
2. The "Toner End" alert message does not clear after the print cartridge is replaced at Toner End. Following this, if the main power switch is turned OFF/ON, the message changes to "X Toner Independent supp" (MF version) or it is cleared from the display (Printer version).

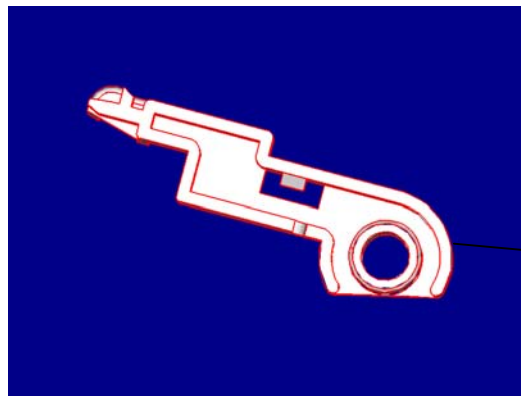
## CAUSE

The interlock switch arm (G1665747) breaks, which causes the torsion spring to open up too far. As a result, the interlock switch lever cannot be shifted and the interlock switches are not released, preventing the machine from detecting the cover open condition.

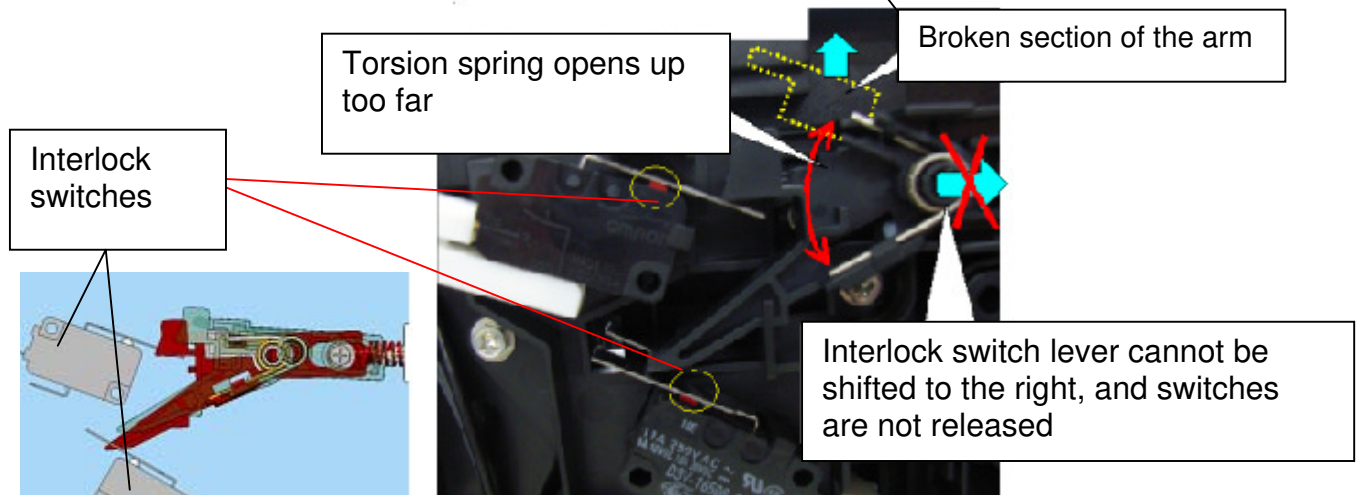
Model: Model PE-P1/MF1

Date: 11-Dec-09

No.: RG165028



Interlock switch arm



## SOLUTION

### In the field

Replace the interlock switch arm with a new one (G1665747).

### On the production line

The new interlock switch arm (G1665747) is stronger than the previous one.

Applied from: December 2009 production

Model: Model PE-P1/MF1 (MF1 only)		Date: 25-Dec-09	No.: RG165029
Subject: Additional Maintenance Mode Information		Prepared by: H.K.	
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 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

This bulletin provides additional information about the engine maintenance mode of the MF version.

## PnP Name

Set the PnP name as follows when replacing the EEPROM of the MF version.

0xAB

A indicates the brand. B indicates the model.

A: Brand

Brand	0	1	2	3	4	5	6	7
Name	Not used	RICOH	Gestetner	Not used	LANIER	NRG	Savin	Generic

B: Model

Brand		Ricoh: 1			Gestetner, LANIER, NRG, Savin: A= 2, 4, 5, or 6			Generic:7		
Model	0x00	0x11	0x12	0x13	0xA4	0xA5	0xA6	0x77	0x78	0x79
name	not used	Aficio SP C220S	Aficio SP C221SF	Aficio SP C222SF	SP C220S	SP C221SF	SP C222SF	C220SF	C221SF	C222SF

## Brand ID: 0x01 (default)

This ID is not related to the PnP Brand name. Do not change the setting; otherwise, a malfunction may occur.

## Maintenance ID: 0x00 (default)

Do not change the setting; otherwise, a malfunction may occur.

## LSU Adjustment

Input the data using the number keys. The cursor can be moved to the right or the left with the Down arrow or the Up arrow keys. You can change the alphanumeric characters by repeatedly pressing the number keys (like a mobile phone). (Example: 2 → a → b → c)

Model: Model PE-P1/MF1 (MF1 only)	Date: 25-Dec-09	No.: RG165029
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There is no "back space" function. If you input incorrect data, you have to delete all the data input by pressing the Clear/Stop key. Then, input the LSU data again.

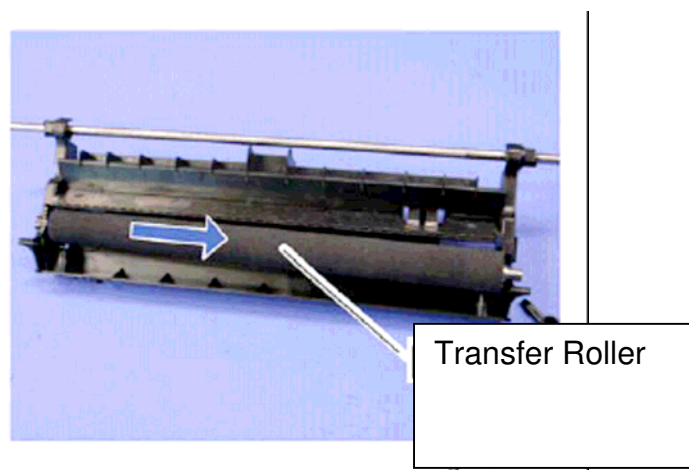
Model: Model PE-P1/MF1		Date: 19-Feb-10	No.: RG165030
Subject: TRANSFER ROLLER		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G1633978	TRANSFER ROLLER	0 - 1		13	*23	

\*: New index

**Change:** This part was newly registered as a service part.

**Reason:** As per a request from the field.





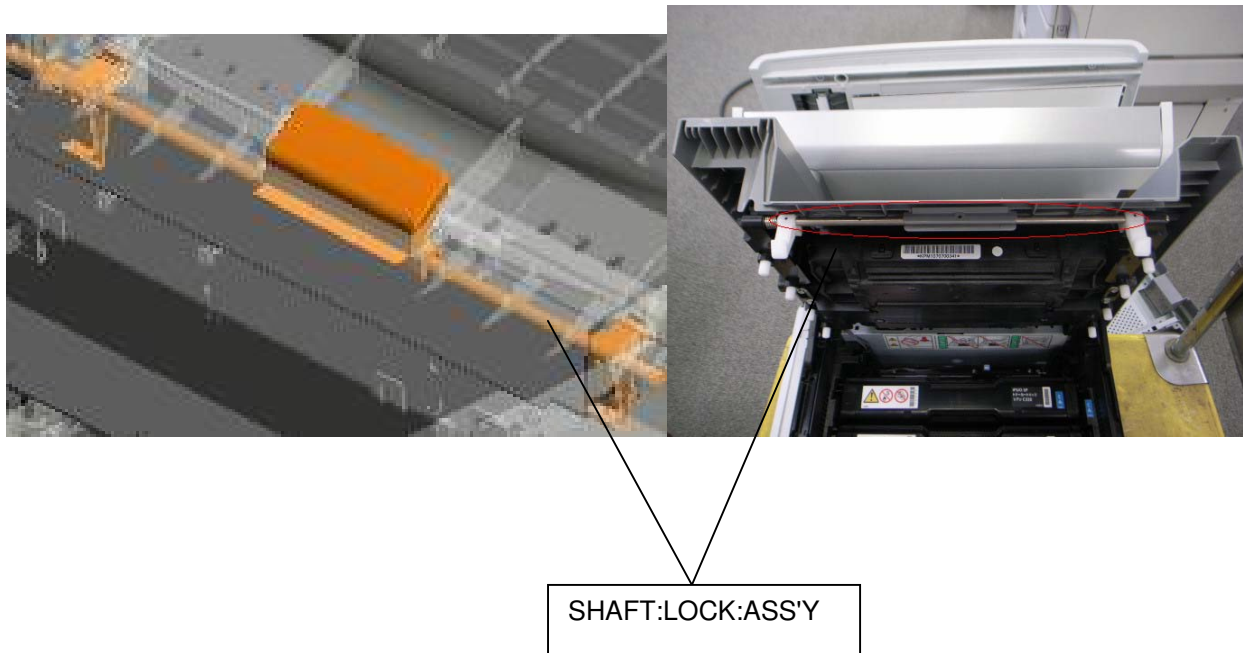
Model: Model PE-P1/MF1		Date: 20-Apr-10	No.: RG165031
Subject: SHAFT:LOCK:ASS'Y (MF1 only)		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G1831012	SHAFT:LOCK:ASS'Y	0 - 1		33	*28	

\*: New index

**Change:** The lock shaft was newly registered as a service part.

**Reason:** Requests from the field



**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 is to inform you of the firmware history for the **main control unit**.

MF version

<b>Part No.</b>	<b>Program name</b>	<b>Version</b>	
<b>G1835655</b>			
<b>M</b>	<b>G1835655M.exe</b>	<b>1.67</b>	<b>April production '10</b>
<b>L</b>	<b>G1835655L.exe</b>	<b>1.66</b>	<b>Not applied to the production</b>
J 001	G1835655J_001.exe	1.58aT	Field update only
K	G1835655K.exe	1.58a	October production '09
J	G1835655J.exe	1.56	July production '09
H	G1835655H.exe	1.53	January production '09
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
<b>Symptom corrected (from the previous version):</b> <b>The counter value displayed on the LCD does not count up when two or more copies are made.</b> <b>Note: The Copier counter values stored in the machine and printed on the configuration page are correct.</b>	<b>1.67</b>
<b>Other changes:</b> <b>The processing of N-up jobs has been made more efficient.</b> <b>(SP C220S/C221SF only)</b>	<b>1.66</b>

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
Symptom Corrected		Version
<b>Symptom corrected:</b> <b>Multiple collated copies on SP C220S or C221SF might result in some of the following problems:</b> <b>1) The content of 2 separate pages is printed on a single page.</b> <b>2) Blank pages occur randomly throughout the printed document.</b> <b>3) Discoloration of color pages.</b> <b>4) MFP hang up.</b> <b>Note 1: This fix also requires that DDST driver v1.27 or later be used.</b> <b>Note 2: SP C222SF is unaffected.</b>		
<b>WIM contained Finnish wording errors.</b>		
<b>A fax cannot be sent via immediate transmission if the receiving machine (not of our make) mistakenly detects the fax signal as a line cut signal.</b>		
<b>Only for service representatives</b> <b>The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.</b>		
Symptom corrected: Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		1.58aT
Symptom corrected: "RX Comm. Error 200080" is sometimes displayed during FAX reception (after the machine has received a few pages).		1.58a
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives.)		1.56
Other changes: 1. IP packet TTL has been changed from 5 to 64.		
2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.		
3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.		

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
<b>Symptom Corrected</b>		<b>Version</b>
<p>Fixed:</p> <p>The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-&gt; "Collegamento DHCP".</p> <p>The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.</p> <p>FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.</p> <p>FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.</p> <p>Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."</p> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to Folder now supports SMB packet signing.</li> <li>2. Scan to Folder now supports Windows domain environments.</li> </ol>		1.53
<p>Fixed:</p> <p>"Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent.</p> <p>Note: Turning the main power OFF/ON can clear this condition.</p> <p>Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5% "coverage counter was not counted up on the configuration page.</p> <p>Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.</p> <p>Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.</p> <p>Error message 'The media type of Front Cover is always "Plain &amp; Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain &amp; Recycled" and was sourced from tray 1.</p> <p>Other changes:</p> <p>The function for acquiring the counter information through the network by @remote has been improved.</p>		1.50
<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. Wording corrections (Italian, Spanish).</li> <li>2. Wording correction ("Warming-up" in German).</li> </ol> <p>When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.</p> <p>If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.</p> <p>The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone.</p> <p>Conditions:</p> <ul style="list-style-type: none"> <li>-External telephone connected</li> <li>-FAX/TAD mode.</li> </ul>		1.36

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
Symptom Corrected		Version
Supported: MacOS X v10.5 (Leopard) is now supported.  <b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
<b>Symptom Corrected</b>		<b>Version</b>
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"> <li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li> <li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li> </ol> - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".		
<b>Note:</b> - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
<b>FAX:</b> The machine may freeze if the "Stop/Clear" key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. <b>Note:</b> The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display "Processing..." if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System (MF1c: G184 only). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
<b>Printer:</b> It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c: G184 only)		
<b>Scanner:</b> If a FAX message is received during a TWAIN scanning job via USB, the "Scan USB Disconnect" error may occur and the scanned data may not be displayed.		
<b>Scanner:</b> Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red", "Green", "Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		

**Reissued: 21-Apr-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002k
<i>Symptom Corrected</i>		<i>Version</i>
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



FirmwareUpdatedG  
uideEnglish.pdf



**Reissued: 10-May-10**

Model: Model PE -P1/MF1	Date: 07-Feb-08	No.: RG165005d
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the PDL board.

**MF version only**

PDL version only: MF1c (G184)

Part No.	Program name	Version	
G1835666			
<b><i>E</i></b>	<b><i>G1835666E.exe</i></b>	<b><i>1.20.22</i></b>	<b><i>April production '10</i></b>
D	G1835666D.exe	1.20.21	January production '09
C	G1835666C.exe	1.20.10	November production '08
B	G1835666B.exe	1.20	March Production '08
A	G1835666A.exe	1.00	November production '07

**MF Version**

Symptom Corrected	Version
<b><i>Symptom corrected:</i></b> <b><i>1. Adobe Illustrator CS4 documents that contain a large number of Clipping Paths will cause the printer's memory to overflow.</i></b>  <b><i>2. The device returns the PDL ECHO variable with an extra space.</i></b>  <b><i>3. Vertical line printed through graphics in MS-Word 2007 documents might submit using the PCL6 driver.</i></b>	<b><i>1.20.22</i></b>
Symptom corrected: 1. Black gradations are printed unevenly in PS jobs. 2. Upon the submission of multiple copies of a PS job, only the first copy will be printed correctly. The other copies are printed as garbage characters. This only occurs if the PS job is submitted by Mac OS 10.2.x via USB.  Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.31 or later.	1.20.21
Symptom corrected: 1. Pure white (RGB=(255,255,255), CMYK=(0,0,0,0)) images, text, and graphics submitted by Mac OS X are sometimes printed in light blue.	1.20.10
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System. Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.	1.20

**Reissued: 10-May-10**

Model: Model PE –P1/MF1		Date: 07-Feb-08	No.: RG165005d
Symptom Corrected			Version
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (Previously, this value was fixed at 60sec). Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.			
Printer: The image of printing PDF file with PS3 driver may be darker than PCL6 driver.			
The machine may sometimes freeze when the LAN cable is removed from the machine.			
Initial Release			1.00

This is the Firmware updated Guide.



FirmwareUpdatedG  
uideEnglish.pdf

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 is to inform you of the firmware history for the **main control unit**.

MF version

Part No.	Program name	Version		
<b>G1835655</b>				
M	G1835655M.exe	1.67		April production '10
L	G1835655L.exe	1.66		Not applied to the production
J_001	G1835655J_001.exe	1.58aT		Field update only
K	G1835655K.exe	1.58a		October production '09
J	G1835655J.exe	1.56		July production '09
H	G1835655H.exe	1.53		January production '09
G	G1835655G.exe	1.50		November production '08
F	G1835655F.exe	**1.36		August production '08
E	G1835655E.exe	* 1.34		July Production '08
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b>Symptom Corrected</b>	<b>Version</b>
Symptom corrected (from the previous version): The counter value displayed on the LCD does not count up when two or more copies are made. Note: The Copier counter values stored in the machine and printed on the configuration page are correct.	1.67
Other changes: <b><i>Minor speed improvements when printing back to back jobs (SP C220S/C221SF only)</i></b>	1.66

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
Symptom Corrected		Version
Symptom corrected: Multiple collated copies on SP C220S or C221SF might result in some of the following problems: 1) The content of 2 separate pages is printed on a single page. 2) Blank pages occur randomly throughout the printed document. 3) Discoloration of color pages. 4) MFP hang up. Note1: This fix also requires that DDST driver v1.27 or later be used. Note2: SP C222SF is unaffected.		
WIM contained Finnish wording errors.		
A FAX cannot be sent via immediate transmission if the receiving machine(not of our make)mistakenly detects the FAX signal as the line cut signal.		
Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		
Symptom corrected: Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		1.58aT
Symptom corrected: "RX Comm. Error 200080" is sometimes displayed during FAX reception (after the machine has received a few pages).		1.58a
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives.)		1.56
Other changes: 1. IP packet TTL has been changed from 5 to 64.		
2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.		
3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.		

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
<b>Symptom Corrected</b>		<b>Version</b>
<p>Fixed:</p> <p>The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-&gt; "Collegamento DHCP".</p> <p>The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.</p> <p>FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.</p> <p>FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.</p> <p>Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."</p> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to Folder now supports SMB packet signing.</li> <li>2. Scan to Folder now supports Windows domain environments.</li> </ol>		1.53
<p>Fixed:</p> <p>"Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent.</p> <p>Note: Turning the main power OFF/ON can clear this condition.</p> <p>Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5% "coverage counter was not counted up on the configuration page.</p> <p>Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.</p> <p>Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.</p> <p>Error message 'The media type of Front Cover is always "Plain &amp; Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain &amp; Recycled" and was sourced from tray 1.</p> <p>Other changes:</p> <p>The function for acquiring the counter information through the network by @remote has been improved.</p>		1.50
<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. Wording corrections (Italian, Spanish).</li> <li>2. Wording correction ("Warming-up" in German).</li> </ol> <p>When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.</p> <p>If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.</p> <p>The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone.</p> <p>Conditions:</p> <ul style="list-style-type: none"> <li>-External telephone connected</li> <li>-FAX/TAD mode.</li> </ul>		1.36

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
Symptom Corrected		Version
Supported: MacOS X v10.5 (Leopard) is now supported.  <b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
<b>Symptom Corrected</b>		<b>Version</b>
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"> <li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li> <li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li> </ol> - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".		
<b>Note:</b> - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
<b>FAX:</b> The machine may freeze if the "Stop/Clear" key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. <b>Note:</b> The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display "Processing..." if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System (MF1c: G184 only). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
<b>Printer:</b> It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c: G184 only)		
<b>Scanner:</b> If a FAX message is received during a TWAIN scanning job via USB, the "Scan USB Disconnect" error may occur and the scanned data may not be displayed.		
<b>Scanner:</b> Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		

**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		



**Reissued: 02-Jun-10**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002I
<i>Symptom Corrected</i>		<i>Version</i>
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



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uideEnglish.pdf

**Reissued: 02-Jun-10**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004d
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**Printer version**

GDI controller: P1a (G165)

Part No.	Program name	Version		
G1635682				
F	G G1635682F.dwn	1.33		January production '10
E	G G1635682E.dwn	1.32		July production '09
D	G G1635682D.dwn	1.31		January production '08
C	G G1635682C.dwn	1.30		November production '07

PCL controller: P1b&amp;c (G166/G167)

Part No.	Program name	Version		
G1675682				
D	P G1675682D.dwn	1.31		January production '08
C	P G1675682C.dwn	1.30		November production '07

**Printer**
**GDI controller: P1a (G165)**

Symptom Corrected	Version
Other Changes: <b><i>Minor speed improvements when printing back to back jobs.</i></b>	1.33
Other changes: The Total, Color, and B&W page counters were added to the test page (located at the bottom right).	1.32
Symptom corrected: The "Recent" value of the coverage counter was displayed incorrectly on the SOM and Configuration Page.	1.31

**Reissued: 02-Jun-10**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004d
<b>Symptom Corrected</b>		<b>Version</b>
Initial Release		1.30

**PCL controller: P1b&c (G166/G167)**

<b><i>Symptom Corrected</i></b>	<b><i>Version</i></b>
Symptom corrected: 1. The job is sometimes reset if the Paper End condition is detected. 2. The printer may hang when printing a certain file.	1.31
Initial Release	1.30

Model: Model PE-P1/MF1 (MF version only)		Date: 09-Jun-10	No.: RG165032
Subject: HARNESS COVER SHEET:ADF		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## SYMPTOM

The ADF and/or scanner unit does not work correctly.

## CAUSE

The scanner interface harness (G1835550) gets pinched between the upper cover and machine frame when the upper cover is opened and closed. (This can happen if there is too much slack in the harness).

## SOLUTION

### Temporary solution

During machine assembly, the harness is straightened so that it does not get pinched.

### Permanent solution

A protective sheet (Harness Cover Sheet, P/N: M0185757) was added to machines in production.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	M0185757	HARNESS COVER SHEET:ADF	0 - 1		33	*28	

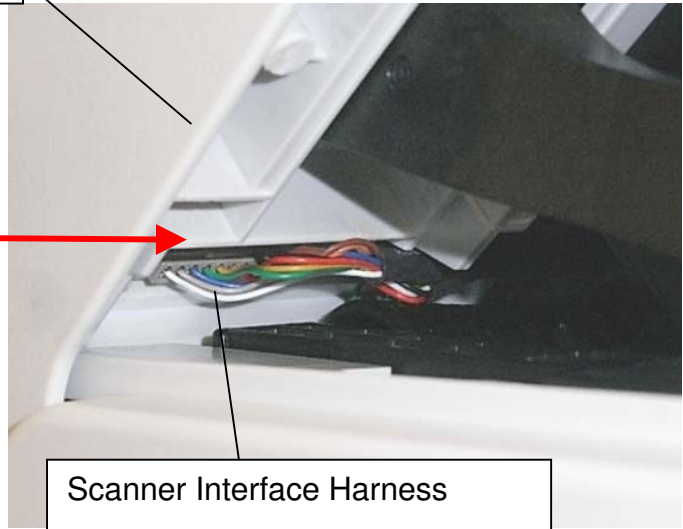
\*: New index

Model: Model PE-P1/MF1 (MF version only)

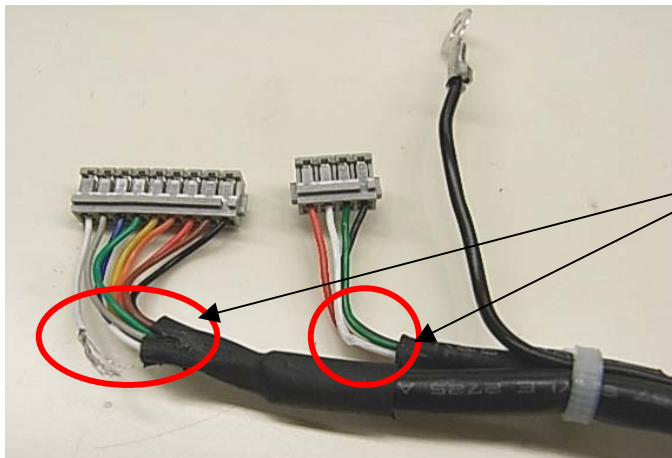
Date: 09-Jun-10

No.: RG165032

Upper cover



Scanner Interface Harness



Pinched Scanner Interface Harness

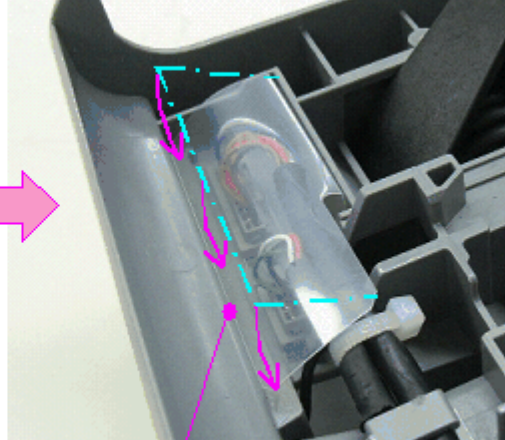
Model: Model PE-P1/MF1 (MF version only)

Date: 09-Jun-10

No.: RG165032

Attach the Harness Cover Sheet

Press the Harness Cover Sheet.



Upper Cover

Harness Cover Sheet

## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27090xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27090xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S2708900001
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27090xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27090xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28090xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28090xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28090xxxxx

Model: Model PE-P1/MF1 (MF version only)			Date: 09-Jun-10	No.: RG165032
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28090xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28090xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30090xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30090xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30090xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30090xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30090xxxxx

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
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 is to inform you of the Engine firmware history.

**MF version**
**Production version**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
<b><i>J</i></b>	<b><i>G1835130J.exe</i></b>	<b><i>3.40</i></b>		<b><i>July production '10</i></b>
H	G1835130H.exe	3.30		August production '09
G	G1835130G.exe	3.20		Not applied to the production

**Version for “Reducing the color toner consumption in BK mode”**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
<b><i>J b</i></b>	<b><i>G1835130J_b.exe</i></b>	<b><i>3.40b</i></b>		<b><i>Field update only</i></b>
H b	G1835130H_b.exe	3.30b		Field update only
F b	G1835130F_b.exe	3.10b		Field update only

**Common history from 2.00 to 3.10 for the above both version**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
F	G1835130F.exe	3.10		July production '09
E	G1835130E.exe	3.00		February production '09
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07



**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
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**P1 version**
**Production version**

Part No.	Program name	Version		
G1665130				
<b>K</b>	<b>G1665130K.dwn</b>	<b>3.40</b>		<b>July production '10</b>
J	G1665130J.dwn	3.30		August production '09
H	G1665130H.dwn	3.20		Not applied to the production

**Version for “Reducing the color toner consumption in BK mode”**

Part No.	Program name	Version		
G1665130				
<b>K b</b>	<b>G1665130K_b.dwn</b>	<b>3.40b</b>		<b>Field update only</b>
J b	G1665130J_b.dwn	3.30b		Field update only
G b	G1665130G_b.dwn	3.00b		Field update only

**Common history from 2.00 to 3.00 for the above both version**

Part No.	Program name	Version		
G1665130				
G	G1665130G.dwn	3.00		February production '09
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
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MF1 version

**Production version**

Symptom Corrected	Version
<b>Other changes:</b> <b>The accuracy of Toner End detection (AIO) was further improved through the following changes:</b> <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <b>Note: The toner yield has not been changed.</b>	<b>3.40</b>
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30
This was not applied to the production lines.	3.20

**Version for “Reducing the color toner consumption in BK mode”**

Symptom Corrected	Version
<b>Other changes:</b> <b>The accuracy of Toner End detection (AIO) was further improved through the following changes:</b> <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <b>Note: The toner yield has not been changed.</b>	<b>3.40b</b>
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30b

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
Symptom Corrected		Version
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.10b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.10.</p> <p>See RTB #RG165024 for more details.</p>		3.10b

**Common history from 2.00 to 3.10 for the above both version**

Symptom Corrected	Version
<p>SC400 (Process Control Error, Dirty Toner density Sensor) was re-added to the firmware, with a new detection condition.</p> <p>Detection conditions:</p> <ol style="list-style-type: none"> <li>1. (Same as previous firmware): The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever.</li> <li>2. (New condition): The TD sensor detects a solid image on the non-image areas of the ITB. This prevents the printing out of unreadable FAX images, which sometimes cause the machine to develop the entire page as a solid black image.</li> </ol> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.10), detection of SC400 cannot be disabled. If you need to run the machine without SC400 detection, downgrade the firmware to Engine P3.00.</p>	3.10

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
Symptom Corrected		Version
<b>Symptom Corrected</b> 1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete. 2. The image density is different from that of the previous job. Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used. 3. Process control may not be performed if the following series of operations is performed: Machine in Sleep mode -> Any key except <Copy>, <Black Start>, or <Color Start> is pressed -> Print cartridge is replaced -> Machine goes into Sleep Mode> -> Print job is sent		3.00
<b>Other changes:</b> 1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning". 2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.		2.03
<b>Symptom corrected:</b> 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
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P1 version

**Production version**

Symptom Corrected	Version
<b>Other changes:</b> <b>The accuracy of Toner End detection (AIO) was further improved through the following changes:</b> <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <b>Note: The toner yield has not been changed.</b>	<b>3.40</b>
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30
This was not applied to the production lines.	3.20

**Version for “Reducing the color toner consumption in BK mode”**

Symptom Corrected	Version
<b>Other changes:</b> <b>The accuracy of Toner End detection (AIO) was further improved through the following changes:</b> <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <b>Note: The toner yield has not been changed.</b>	<b>3.40b</b>
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30b

**Reissued: 09-Jul-10**

Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
Symptom Corrected		Version
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.00b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.00.</p> <p>See RTB #RG165024 for more details.</p>		3.00b

## Common history from 2.00 to 3.00 for the above both version

Symptom Corrected	Version
<p>Symptom Corrected</p> <ol style="list-style-type: none"> <li>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</li> <li>2. The image density is different from that of the previous job.</li> </ol> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p>	3.00
<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</li> <li>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</li> </ol>	2.03

**Reissued: 09-Jul-10**

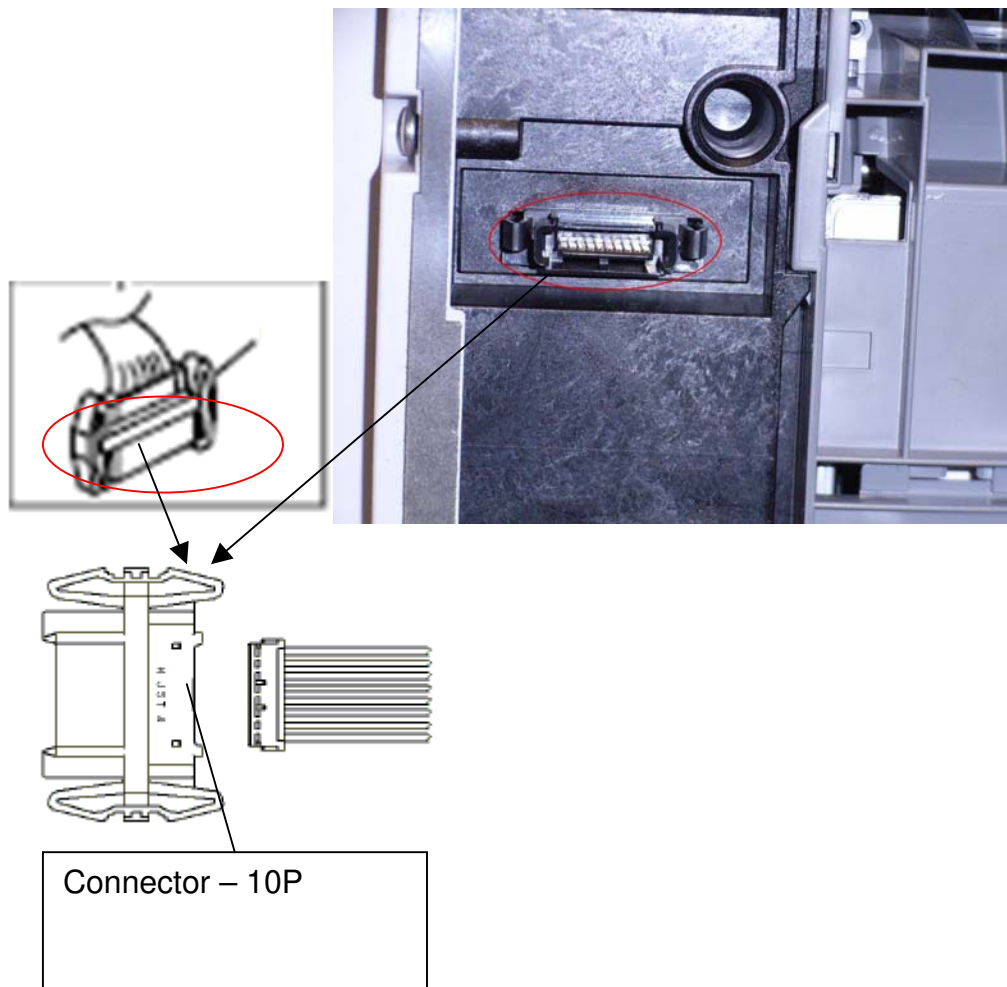
Model: Model PE –P1/MF1	Date: 28-Dec-07	No.: RG165001g
Symptom Corrected		Version
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00

Model: Model PE-P1/MF1		Date: 14-Jul-10	No.: RG165033
Subject: Connector to the optional paper tray		Prepared by: H.K.	
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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	11033902	CONNECTOR - 10P	0 - 1		21	*22	

\*: New index

**Change/Reason:** This part was missing from the parts catalogue.





Model: Model PE-P1/MF1		Date: 27-Jul-10	No.: RG165034
Subject: Toner End Detection		Prepared by: H.K.	
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 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

## Service Manual correction

### 6. Detailed Section Descriptions

Toner Near-end & End Detection (pg. 181)

#### Correct

The machine uses the following to detect Toner Near End and Toner End:

- Pixel count (memory chip on the AIO)
- AIO rotation distance (memory chip on the AIO)

Once Toner Near End occurs, about 200 pages (A4, 5% coverage) can be printed until Toner End.

#### Incorrect

Toner Near End

To detect the toner near-end, the machine uses:

- Pixel count (memory chip on the AIO)
- AIO rotation distance (memory chip on the AIO)

Toner End

To detect toner end the machine uses:

- Output from the TM sensor (center)

After near-end, it is estimated that 200 pages (A4, 5% coverage) can be printed until toner end occurs.

**Reissued: 27-Aug-10**

Model: Model PE -P1/MF1	Date: 07-Feb-08	No.: RG165005e
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the PDL board.

**MF version only**

PDL version only: MF1c (G184)

Part No.	Program name	Version		
G1835666				
<b><i>F</i></b>	<b><i>G1835666F.exe</i></b>	<b><i>1.20.23</i></b>		<b><i>August production '10</i></b>
E	G1835666E.exe	1.20.22		April production '10
D	G1835666D.exe	1.20.21		January production '09
C	G1835666C.exe	1.20.10		November production '08
B	G1835666B.exe	1.20		March Production '08
A	G1835666A.exe	1.00		November production '07

**MF Version**

Symptom Corrected	Version
<b>Symptom corrected:</b> <b><i>"User Tools &gt; PDL Settings &gt; PCL Menu &gt; Ext. A4 Width = ON" is not properly applied to PCL5e/c text jobs. The result was that text was cutoff on 1 side.</i></b>	<b><i>1.20.23</i></b>
Symptom corrected: 1. Adobe Illustrator CS4 documents that contain a large number of Clipping Paths will cause the printer's memory to overflow.  2. The device returns the PJL ECHO variable with an extra space.  3. Vertical line printed through graphics in MS-Word 2007 documents might submit using the PCL6 driver.	1.20.22
Symptom corrected: 1. Black gradations are printed unevenly in PS jobs. 2. Upon the submission of multiple copies of a PS job, only the first copy will be printed correctly. The other copies are printed as garbage characters. This only occurs if the PS job is submitted by Mac OS 10.2.x via USB.  Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.31 or later.	1.20.21
Symptom corrected: 1. Pure white (RGB=(255,255,255), CMYK=(0,0,0,0)) images, text, and graphics submitted by Mac OS X are sometimes printed in light blue.	1.20.10

**Reissued: 27-Aug-10**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165005e
Symptom Corrected		Version
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System. Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.		1.20
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (Previously, this value was fixed at 60sec). Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.		
Printer: The image of printing PDF file with PS3 driver may be darker than PCL6 driver.		
The machine may sometimes freeze when the LAN cable is removed from the machine.		
Initial Release		1.00

This is the Firmware updated Guide.



FirmwareUpdatedG  
uideEnglish.pdf

**Reissued: 18-Nov-10**

Model: Model PE-P1/MF1	Date: 07-Feb-08	No.: RG165005f
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - PDL Board (MF only)		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the PDL board.

**MF version only**

PDL version only: MF1c (G184)

Part No.	Program name	Version	
G1835666			
<b>G</b>	<b>G1835666G.exe</b>	<b>1.20.24</b>	<b>November production '10</b>
F	G1835666F.exe	1.20.23	August production '10
E	G1835666E.exe	1.20.22	April production '10
D	G1835666D.exe	1.20.21	January production '09
C	G1835666C.exe	1.20.10	November production '08
B	G1835666B.exe	1.20	March Production '08
A	G1835666A.exe	1.00	November production '07

**MF Version**

Symptom Corrected	Version
<b>Symptom corrected:</b> <b><i>If printing a duplex job without driver, the printout might be cutoff on one side.</i></b>	<b>1.20.24</b>
Symptom corrected: "User Tools > PDL Settings > PCL Menu > Ext. A4 Width = ON" is not properly applied to PCL5e/c text jobs. The result was that text was cutoff on 1 side.	1.20.23
Symptom corrected: 1. Adobe Illustrator CS4 documents that contain a large number of Clipping Paths will cause the printer's memory to overflow.  2. The device returns the PJI ECHO variable with an extra space.  3. Vertical line printed through graphics in MS-Word 2007 documents might submit using the PCL6 driver.	1.20.22
Symptom corrected: 1. Black gradations are printed unevenly in PS jobs. 2. Upon the submission of multiple copies of a PS job, only the first copy will be printed correctly. The other copies are printed as garbage characters. This only occurs if the PS job is submitted by Mac OS 10.2.x via USB.  Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.31 or later.	1.20.21

**Reissued: 18-Nov-10**

Model: Model PE-P1/MF1	Date: 07-Feb-08	No.: RG165005f
Symptom Corrected		Version
Symptom corrected: 1. Pure white (RGB=(255,255,255), CMYK=(0,0,0,0)) images, text, and graphics submitted by Mac OS X are sometimes printed in light blue.		1.20.10
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System. Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.		1.20
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (Previously, this value was fixed at 60sec). Note: In addition to this PDL version, be sure to update the main control unit firmware to V1.30 or later.		
Printer: The image of printing PDF file with PS3 driver may be darker than PCL6 driver.		
The machine may sometimes freeze when the LAN cable is removed from the machine.		
Initial Release		1.00

This is the Firmware updated Guide.



FirmwareUpdatedG  
uideEnglish.pdf

**Reissued:28-Jan-11**

Model: Model PE-P1/MF1 (MF1 USA only)	Date: 26-Nov-10	No.: RG165035a
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Mercury Decal		Prepared by: H.K.	
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 type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please be noted that this RTB is targeted only for the NA market.

**GENERAL**

- Some machines were shipped to the field without the decal shown below, which indicates that certain machine components contain mercury. This decal is required in several states in the U.S., including Vermont.
- The following action is necessary for all target machines (details below), since it is possible for any machine to be moved to one of these states.

**ACTION IN THE FIELD**

- The decal shown below, together with the following letter to customers has been included in the BK print cartridge from November 2010 production. This letter requests the customer to attach the decal. This letter and decal will be included with the BK print cartridge for one year.
- Please advise customers how to attach the decal if any calls/inquiries are received.
- Also, at the next service visit, please make sure that the following decal has been attached to the machine.

Instruction sheet



Mercurydecalinstru  
ction.pdf

***Cut-in serial number***

***M80203 (Print Cartridge Black SP C220A): K22M802031011003449***

**Reissued:28-Jan-11**

Model: Model PE-P1/MF1 (MF1 USA only)

Date: 26-Nov-10

No.: RG165035a

For the service representatives, there is no special action for this issue. Please instruct the customers how to attach the decal to the cover of the affected units when you and your call center operators are asked by the customers.

Also, please make sure the decal is attached to the machine on your next service visit as shown.



Lamp(s) in LCD Panel and Scanning Unit Contain Mercury,  
Dispose According to Local,  
State or Federal Laws. >PS<

DECAL:VERMONT:2

### **Machines on which the decal has already been attached**

The decal **does not** need to be attached to the following machines.

- The decal has already been attached to the following machines from February 2010 production:

G181-11 S27086xxxxx

G181-17 S27086xxxxx

G183-11 S28086xxxxx

G183-17 S28086xxxxx

G184-11 S30086xxxxx

G184-17 S30086xxxxx

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
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 is to inform you of the Engine firmware history.

**MF version**
**Production version**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
<b><i>K</i></b>	<b><i>G1835130K.exe</i></b>	<b><i>3.50</i></b>		<b><i>December production '10</i></b>
J	G1835130J.exe	3.40		July production '10
H	G1835130H.exe	3.30		August production '09
G	G1835130G.exe	3.20		Not applied to the production

**Version for “Reducing the color toner consumption in BK mode”**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
<b><i>K b</i></b>	<b><i>G1835130K_b.exe</i></b>	<b><i>3.50b</i></b>		<b><i>Field update only</i></b>
J b	G1835130J_b.exe	3.40b		Field update only
H b	G1835130H_b.exe	3.30b		Field update only
F b	G1835130F_b.exe	3.10b		Field update only

**Common history from 2.00 to 3.10 for the above both version**

<i>Part No.</i>	<i>Program name</i>	<i>Version</i>		
<b><i>G1835130</i></b>				
F	G1835130F.exe	3.10		July production '09
E	G1835130E.exe	3.00		February production '09
D	G1835130D.exe	2.03		September production '08
C	G1835130C.exe	2.01		January production '08
B	-	2.00		November production '07



**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
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**P1 version**
**Production version**

Part No.	Program name	Version		
G1665130				
<b>L</b>	<b>G1665130L.dwn</b>	<b>3.50</b>		<b>December production '10</b>
K	G1665130K.dwn	3.40		July production '10
J	G1665130J.dwn	3.30		August production '09
H	G1665130H.dwn	3.20		Not applied to the production

**Version for “Reducing the color toner consumption in BK mode”**

Part No.	Program name	Version		
G1665130				
<b>L b</b>	<b>G1665130L_b.dwn</b>	<b>3.50b</b>		<b>Field update only</b>
K b	G1665130K_b.dwn	3.40b		Field update only
J b	G1665130J_b.dwn	3.30b		Field update only
G b	G1665130G_b.dwn	3.00b		Field update only

**Common history from 2.00 to 3.00 for the above both version**

Part No.	Program name	Version		
G1665130				
G	G1665130G.dwn	3.00		February production '09
F	G1665130F.dwn	2.03		September production '08
E	G1665130E.dwn	2.01		January production '08
D	-	2.00		November production '07

G1665130x\_GDI.dwn: G165 (GDI version)

G1665130x\_PCL.dwn: G166/G167 (PCL version)

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
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MF1 version

**Production version**

Symptom Corrected	Version
<b><i>Normally, the AIO motors will not rotate during recovery from sleep mode. This is to reduce toner consumption. (However, they will rotate if process control and/or MUSIC are carried out during sleep recovery.)</i></b>	<b>3.50</b>
Other changes: The accuracy of Toner End detection (AIO) was further improved through the following changes: <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> Note: The toner yield has not been changed.	3.40
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30
This was not applied to the production lines.	3.20

**Version for “Reducing the color toner consumption in BK mode”**

Symptom Corrected	Version
<b><i>Normally, the AIO motors will not rotate during recovery from sleep mode. This is to reduce toner consumption. (However, they will rotate if process control and/or MUSIC are carried out during sleep recovery.)</i></b>	<b>3.50b</b>
Other changes: The accuracy of Toner End detection (AIO) was further improved through the following changes: <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> Note: The toner yield has not been changed.	3.40b
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30b

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
Symptom Corrected		Version
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p><b>IMPORTANT:</b> Once you update the firmware to this version (Engine P3.10b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.10.</p> <p>See RTB #RG165024 for more details.</p>		3.10b

## Common history from 2.00 to 3.10 for the above both version

Symptom Corrected	Version
<p>SC400 (Process Control Error, Dirty Toner density Sensor) was re-added to the firmware, with a new detection condition.</p> <p>Detection conditions:</p> <ol style="list-style-type: none"> <li>1. (Same as previous firmware): The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever.</li> <li>2. (New condition): The TD sensor detects a solid image on the non-image areas of the ITB. This prevents the printing out of unreadable FAX images, which sometimes cause the machine to develop the entire page as a solid black image.</li> </ol> <p><b>IMPORTANT:</b> Once you update the firmware to this version (Engine P3.10), detection of SC400 cannot be disabled. If you need to run the machine without SC400 detection, downgrade the firmware to Engine P3.00.</p>	3.10

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
Symptom Corrected		Version
<b>Symptom Corrected</b> 1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete. 2. The image density is different from that of the previous job. Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used. 3. Process control may not be performed if the following series of operations is performed: Machine in Sleep mode -> Any key except <Copy>, <Black Start>, or <Color Start> is pressed -> Print cartridge is replaced -> Machine goes into Sleep Mode -> Print job is sent		3.00
<b>Other changes:</b> 1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning". 2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.		2.03
<b>Symptom corrected:</b> 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
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P1 version

**Production version**

Symptom Corrected	Version
<b><i>Normally, the AIO motors will not rotate during recovery from sleep mode. This is to reduce toner consumption. (However, they will rotate if process control and/or MUSIC are carried out during sleep recovery.)</i></b>	<b>3.50</b>
Other changes: The accuracy of Toner End detection (AIO) was further improved through the following changes: <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <p>Note: The toner yield has not been changed.</p>	3.40
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30
This was not applied to the production lines.	3.20

**Version for “Reducing the color toner consumption in BK mode”**

Symptom Corrected	Version
<b><i>Normally, the AIO motors will not rotate during recovery from sleep mode. This is to reduce toner consumption. (However, they will rotate if process control and/or MUSIC are carried out during sleep recovery.)</i></b>	<b>3.50b</b>
Other changes: The accuracy of Toner End detection (AIO) was further improved through the following changes: <ul style="list-style-type: none"> <li>- The rotation time of the AIO motors when the machine recovers from Sleep Mode has been reduced.</li> <li>- The target size of the solid image area created for Process Control has been slightly reduced.</li> <li>- The target timing at which Toner End is detected has been slightly delayed.</li> </ul> <p>Note: The toner yield has not been changed.</p>	3.40b
To optimize Process Control for B/W printing, some process steps were eliminated.	3.30b

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
Symptom Corrected		Version
<p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> <li>- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.</li> <li>- Process Control for full-color printing is performed just before the start of a full-color job</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>- Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</li> <li>- This firmware version is only for firmware updates in the field. It will not be applied to the production line.</li> </ul> <p>IMPORTANT: Once you update the firmware to this version (Engine P3.00b), this change cannot be disabled. If you need to disable the function after you update to this version, downgrade the firmware to Engine P3.00.</p> <p>See RTB #RG165024 for more details.</p>		3.00b

## Common history from 2.00 to 3.00 for the above both version

Symptom Corrected	Version
<p>Symptom Corrected</p> <ol style="list-style-type: none"> <li>1. If Process Control is performed in the middle of a B/W print job, and the next job was a color print job, it may take about 22 seconds longer than normal to complete.</li> <li>2. The image density is different from that of the previous job.</li> </ol> <p>Note: This can occur when the development bias adjustment fails during process control, and the next job begins before the polygon mirror motor stops rotating. As a result, the LD power data from the previous (successful) process control is not used.</p>	3.00
<p>Other changes:</p> <ol style="list-style-type: none"> <li>1. SC400 (Process Control Error) was replaced with the following error message to reduce the unnecessary service call: "Density Sensor Requires Cleaning".</li> <li>2. The peak current in the machine was reduced, so that some circuit breakers in SOHO offices in the U.S. are not tripped when the machine is turned ON. This change applies to 110V and 120V models only.</li> </ol>	2.03

**Reissued: 24-Dec-10**

Model: Model PE-P1/MF1	Date: 28-Dec-07	No.: RG165001h
Symptom Corrected		Version
Symptom corrected: 1. If the front cover is opened during printing, the wrong jam position may be displayed. 2. After replacing the print cartridge, if a process control error occurs three times consecutively, "Density Sensor Require Cleaning" is displayed. Note: This message is usually for instructing the customer to clean the Toner density sensor before SC400 is indicated. 3. The pixel calculation performed by the engine for each color (CMYK) is incorrect. (The pixel information is sent from the engine to the controller).		2.01
Initial Release		2.00

Reissued:28-Jan-11

Model: Model PE-P1/MF1 (MF1 Only)	Date: 14-Jan-11	No.: RG165036a
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## RTB Reissue

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

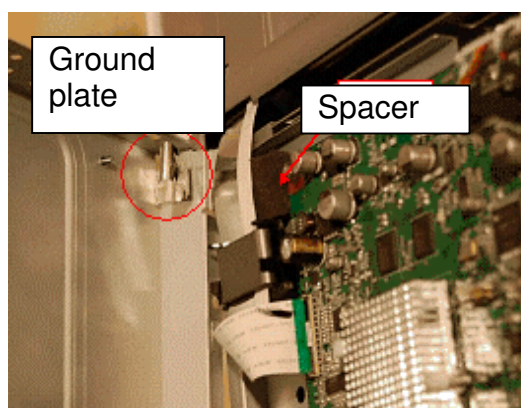
Subject: Control Board Cover & Ground Spacer		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1835831	M0185711	COVER:CONTROL BOARD:MF2B:ASS'Y (G181/G183)	1 - 1	X/O	49	1	
G1835821	M0185701	COVER:CONTROL BOARD:MF2C:ASS'Y (G184)	1 - 1	X/O	49	1	
	M0185752	SPACER:GROUND PLATE:FLAT CABLE:SCANNER UNIT	0 - 1		49	*24	

\*: New index

**Change:** A ground plate was extended to the control board cover and a ground spacer was added as shown.

**Reason:** To increase the margin against electrical noise.



## MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S	120/60	USA	G181-11	<b><i>S27186xxxxx</i></b>
Gestetner SP C220S				
Lanier SP C220S				



**Reissued:28-Jan-11**

Model: Model PE-P1/MF1 (MF1 Only)			Date: 14-Jan-11	No.: RG165036a
Ricoh Aficio SP C220S	120/60	USA	G181-17	<b>S27186xxxxx</b>
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	<b>S2718500009</b>
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	<b>S27186xxxxx</b>
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	<b>S27186xxxxx</b>

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	<b>S28186xxxxx</b>
Ricoh Aficio SP C221SF	120/60	USA	G183-17	<b>S28186xxxxx</b>
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	<b>S28186xxxxx</b>
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	<b>S28186xxxxx</b>
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	<b>S28186xxxxx</b>

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	<b>S30186xxxxx</b>
Ricoh Aficio SP C222SF	120/60	USA	G184-17	<b>S30186xxxxx</b>
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	<b>S30186xxxxx</b>
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	<b>S30186xxxxx</b>
SP C222SF	220/50, 60	Korea	G184-29	<b>S30186xxxxx</b>

**Reissued: 30-Mar-11**

Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004e
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the firmware history for the main control unit.

**Printer version**

GDI controller: P1a (G165)

Part No.	Program name	Version		
G1635682				
<b><i>G</i></b>	<b><i>G1635682G.dwn</i></b>	<b><i>1.34</i></b>		<b><i>WEB release only</i></b>
F	G G1635682F.dwn	1.33		January production '10
E	G G1635682E.dwn	1.32		July production '09
D	G G1635682D.dwn	1.31		January production '08
C	G G1635682C.dwn	1.30		November production '07

PCL controller: P1b&amp;c (G166/G167)

Part No.	Program name	Version		
G1675682				
<b><i>E</i></b>	<b><i>G1675682E.dwn</i></b>	<b><i>1.32</i></b>		<b><i>WEB release only</i></b>
D	P G1675682D.dwn	1.31		January production '08
C	P G1675682C.dwn	1.30		November production '07

**Printer**

GDI controller: P1a (G165)

Symptom Corrected	Version
<b><i>Other Changes:</i></b> <b><i>Minor bug correction</i></b>	<b><i>1.34</i></b>
Other Changes: Minor speed improvements when printing back to back jobs.	1.33
Other changes: The Total, Color, and B&W page counters were added to the test page (located at the bottom right).	1.32

**Reissued: 30-Mar-11**

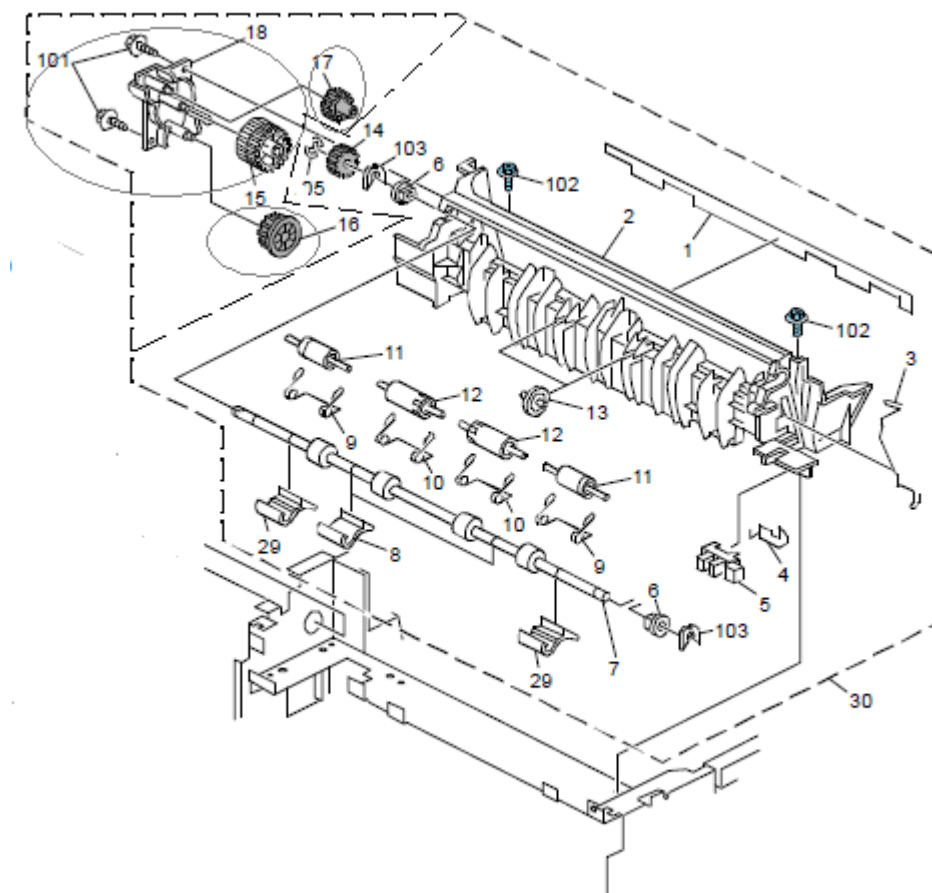
Model: Model PE –P1/MF1	Date: 07-Feb-08	No.: RG165004e
Symptom Corrected		Version
Symptom corrected: The "Recent" value of the coverage counter was displayed incorrectly on the SOM and Configuration Page.		1.31
Initial Release		1.30

**PCL controller: P1b&c (G166/G167)**

Symptom Corrected		Version
<b>Symptom corrected:</b> <b><i>Slanted dots over umlauts in documents submitted using the PS driver.</i></b> <b><i>The problem only affected TrueType fonts.</i></b>		1.32
Symptom corrected: 1. The job is sometimes reset if the Paper End condition is detected. 2. The printer may hang when printing a certain file.		1.31
Initial Release		1.30

Model: PE-P1/MF1		Date: 22-Nov-11	No.: RG165037
Subject: Exit Guide Ass'y		Prepared by: H.K.	
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

## 8. Paper Exit (G165/G166/G167/G181/G183/G184)



**Change:** The parts circled above were deleted from the illustration.

**Reason:** The Exit Guide Assembly does not contain these parts.

**Reissued:17-Jan-12**

Model: Model PE-P1/MF1 (MF1 USA only)	Date: 26-Nov-10	No.: RG165035b
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Mercury Decal		Prepared by: H.K.	
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 type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please note that this RTB is targeted only for the NA market.

**GENERAL**

- Some machines were shipped to the field without the decal shown below, which indicates that certain machine components contain mercury. This decal is required in several states in the U.S., including Vermont.
- The following action is necessary for all target machines (details below), since it is possible for any machine to be moved to one of these states.

**ACTION IN THE FIELD**

- The decal shown below, together with the following letter to customers, has been included in the BK print cartridge from November 2010 production. This letter requests the customer to attach the decal. This letter and decal will be included with the BK print cartridge for one year.
- Please advise customers how to attach the decal if any calls/inquiries are received.
- Also, at the next service visit, please make sure that the following decal has been attached to the machine.

Instruction sheet



Mercurydecalinstru  
ction.pdf

**Reissued:17-Jan-12**

Model: Model PE-P1/MF1 (MF1 USA only)

Date: 26-Nov-10

No.: RG165035b

**Cut-in Serial Numbers (*letter and decal included*)*****M80203 (Print Cartridge Black SP C220A): K22M802031011003449*****Cut-in Serial Numbers (*letter and decal not included*)*****The following K print cartridges do not include the letter and decal, as it has been one year since the letter and decal were packaged together with the cartridge.******M80203 (Print Cartridge Black SP C220A): K22M802031111000001***

**Reissued:17-Jan-12**
**Model: Model PE-P1/MF1 (MF1 USA only)**
**Date: 26-Nov-10**
**No.: RG165035b**

For the service representatives, there is no special action for this issue. Please instruct the customers how to attach the decal to the cover of the affected units when you and your call center operators are asked by customers.

Also, please make sure the decal is stuck to the machine on your next service visit as shown.



Lamp(s) in LCD Panel and Scanning Unit Contain Mercury,  
Dispose According to Local,  
State or Federal Laws. >PS<

DECAL:VERMONT:2

## Machines on which the decal has already been attached

The decal **does not** need to be attached to the following machines.

- The decal has already been attached to the following machines from February 2010 production:

G181-11 S27086xxxxx

G181-17 S27086xxxxx

G183-11 S28086xxxxx

G183-17 S28086xxxxx

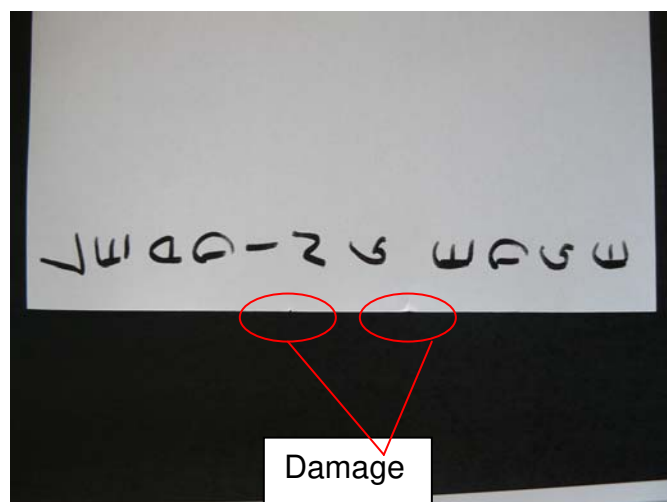
G184-11 S30086xxxxx

G184-17 S30086xxxxx

Model: PE-P1/MF1 (MF1 only)		Date: 26-Jan-12	No.: RG165038
Subject: Damaged Leading Edge of Original		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 checked="" type="checkbox"/> Tier 2

## SYMPTOM

The leading edge of the original may sometimes be damaged when feeding from the ADF.



## CAUSE

The leading edge sometimes touches the ribs on the scanner upper case.

## SOLUTION

### Production line

- Four ribs were added to the "Guide:Feed:Driven".
- The height of the ribs on the ADF was increased by 1 mm.
- The space between the ribs was shortened.

**See the next page**

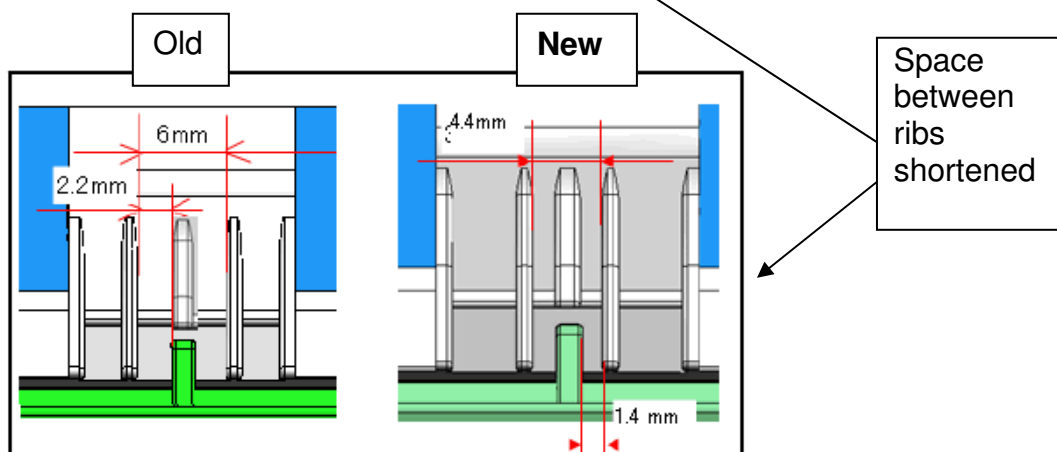
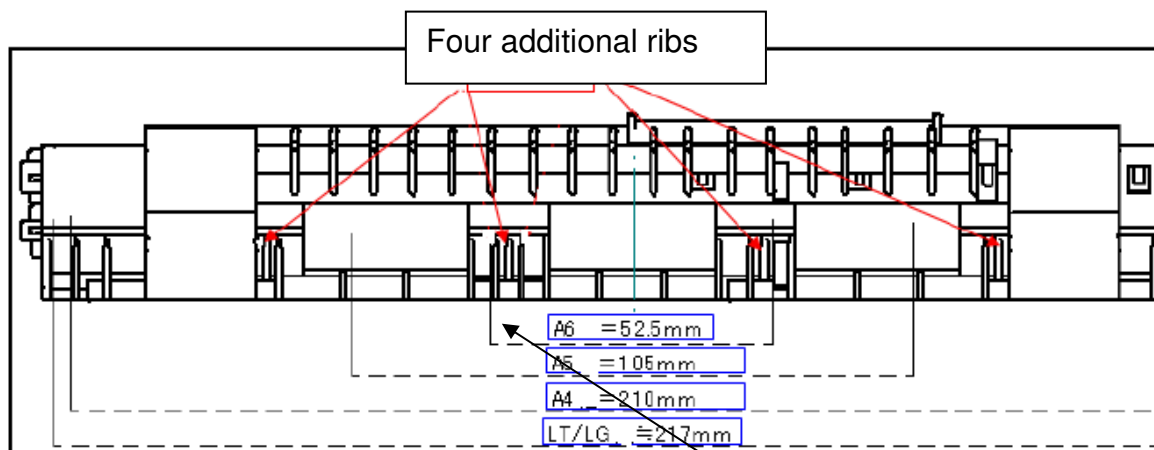
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1832581	M0161601	GUIDE:FEED:DRIVEN	1 -1	X/O	41	10	

### Cut-in serial numbers:

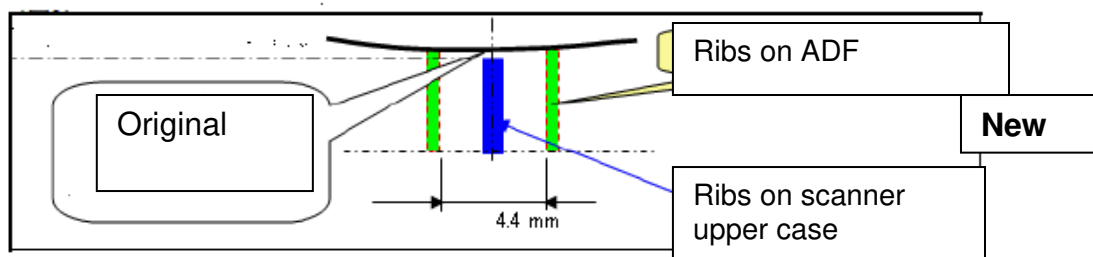
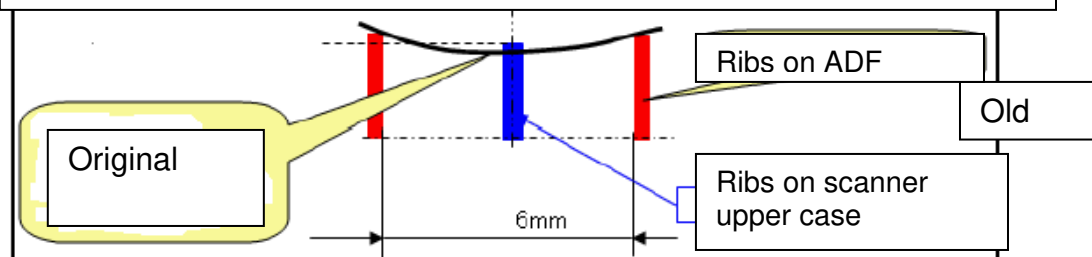
TBA



Four ribs added to Guide:Feed:Driven



Height of ribs on ADF increased by 1 mm



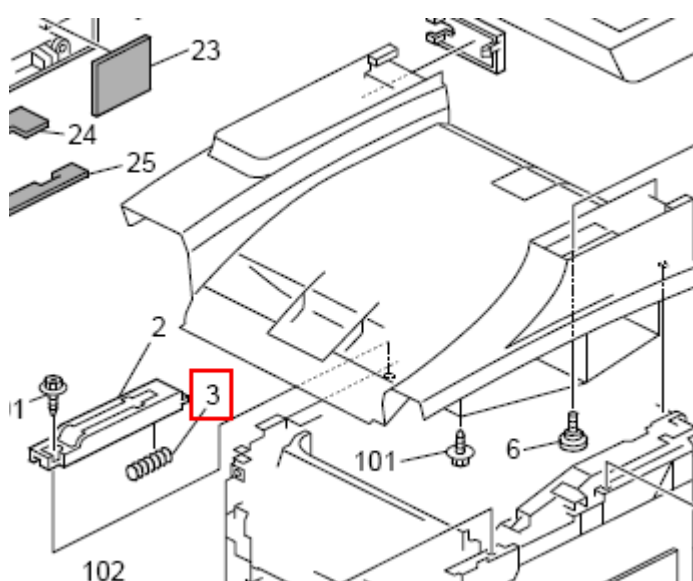
Model: PE-P1/MF1		Date: 06-Mar-12	No.: RG165039
Subject: SPRING:SLIDE RAIL		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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
G1831057		SPRING:SLIDE RAIL	1 - 0		31	3	

**Change:** This part was deleted from the Parts Catalog.

**Reason:** Unnecessary part

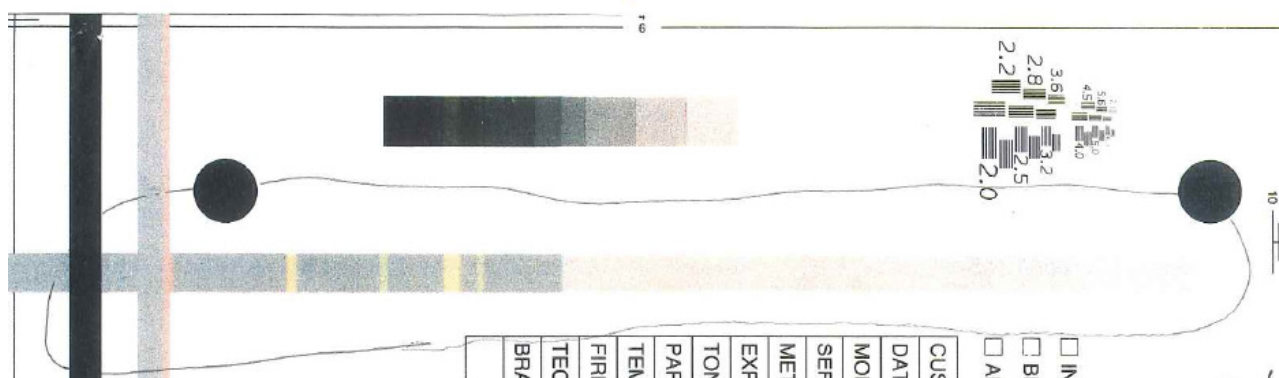
**Note:** This part has not been used on mass-production machines.



Model: PE-P1/MF1 (MF1 only)		Date: 21-Jan-13	No.: RG165040
Subject: White or Color Stripes		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service 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

White or colored stripes may appear on copies.



## CAUSE

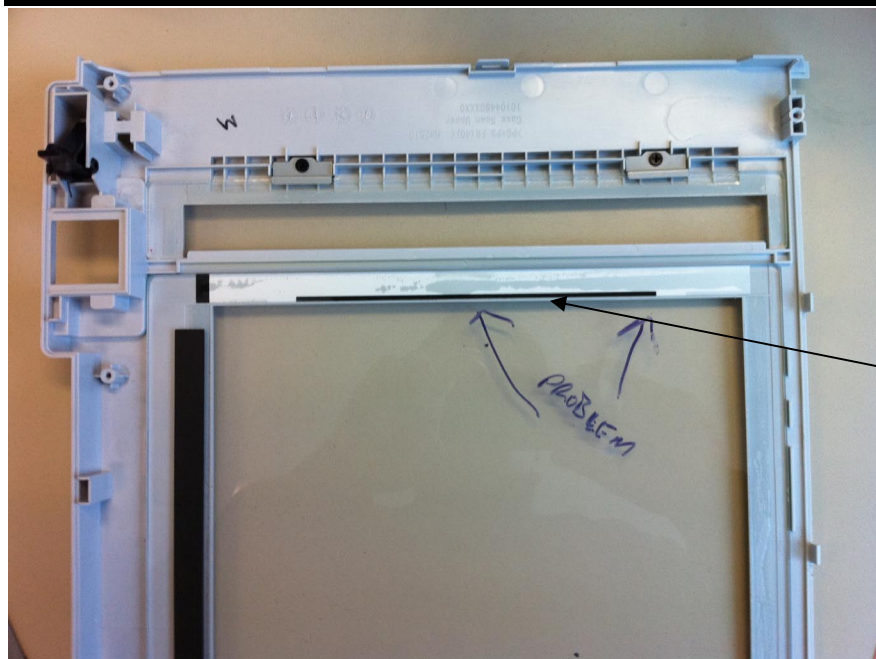
The glue that fixes the calibration white plate to the edge of the exposure glass melts. As a result, it leaks out and is picked up by the scanner.

**Note:** The glue tends to melt when the temperature and humidity are high (40C, 90%), and when the exposure glass is cleaned with alcohol.

Model: PE-P1/MF1 (MF1 only)

Date: 21-Jan-13

No.: RG165040



Glue melted

Upper Scanner Case

## SOLUTION

### Production line

1. The following were added to the production process from September 25, 2011.
  - No cleaning solvents (including pure alcohol) are used to clean the shading sheet, exposure glass, and upper scanner case.
  - A visual check is performed to make sure that glue cannot be seen between the exposure glass and white plate, after the glue has dried.
2. A new type of glue is used to attach the white plate. This glue will not melt in high-temperature, high-humidity conditions, nor by cleaning solvents.

In accordance with this change, the part number for the upper scanner case was changed as follows:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1831757	M0991757	CASE:SCANNER:UPPER:ASS'Y	1 - 1	X/O	47	1	

Cut-in serial numbers: See the last page of this RTB.

### In the field

1. If the symptom occurs, replace the upper scanner case or scanner unit.
2. To prevent occurrences, do the following:

**Model:** PE-P1/MF1 (MF1 only)

**Date:** 21-Jan-13

**No.:** RG165040

- Do not use cleaning solvents (including pure alcohol) to clean the white plate, exposure glass, or internal area around the scanner unit.
- Advise customers not to use cleaning solvents (including pure alcohol) to clean the exposure glass. Rather, as mentioned in the User Guide, advise them to clean it with a soft, damp cloth and then dry it with a dry cloth.
- Advise customers to turn Energy Saver mode ON. This is because if it is OFF, the temperature around the scanner unit will tend to increase.

## Cut-in Serial Numbers

### MF Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	S27296xxxxx
Ricoh Aficio SP C220S	120/60	USA	G181-17	S27296xxxxx
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	S27296xxxxx
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	S27296xxxxx
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	S27296xxxxx

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	S28296xxxxx
Ricoh Aficio SP C221SF	120/60	USA	G183-17	S28296xxxxx
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	S28296xxxxx
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	S28296xxxxx
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	S28296xxxxx

Model: PE-P1/MF1 (MF1 only)			Date: 21-Jan-13	No.: RG165040
MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	S30296xxxxx
Ricoh Aficio SP C222SF	120/60	USA	G184-17	S30296xxxxx
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	S30296xxxxx
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	S30296xxxxx
SP C222SF	220/50, 60	Korea	G184-29	S30296xxxxx

Model: PE-P1/MF1		Date: 19-Dec-13	No.: RG165041
Subject: Shaft: Paper Feed Roller		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P 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 (      ) <input type="checkbox"/> Tier 2		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1662580	M1982580	SHAFT:PAPER FEED ROLLER:PRESS FIT	1 - 1	X/X	19	19	O/O as a set
08050089		RETAINING RING - M4	n - n-1		19	105	
	H5213355	C RING - PAPER FEED ROLLER	0 - 1	X/X	19	*27	

\*:New index

**Change:**

- 1) The width of the e-ring groove in the paper feed roller shaft was increased.
- 2) The e-ring was changed to a C-ring.

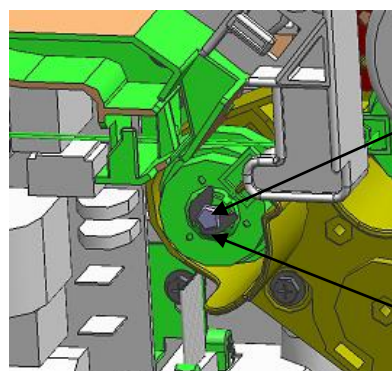
**Reason:** To facilitate assembly.

Model: PE-P1/MF1

Date: 19-Dec-13

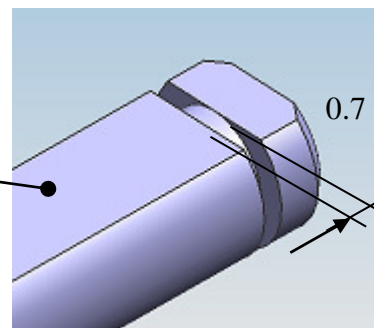
No.: RG165041

Old

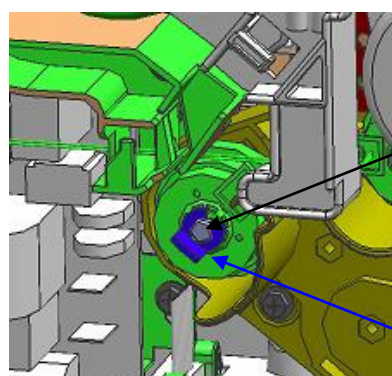


G1662580 Paper Feed Roller Shaft

08050089 E-ring

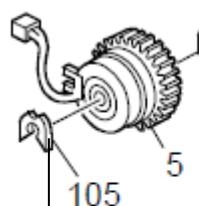
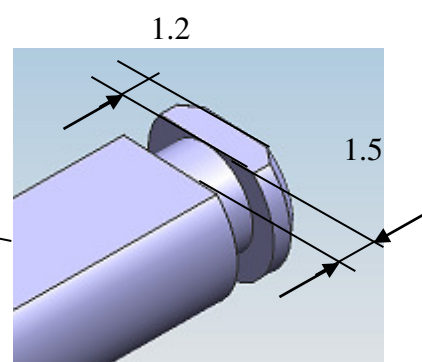


New



M1982580 Paper Feed Roller Shaft

H5213355 C-ring



08050089 → H5213355 New index  
27

SRD (China) Production

Printer Version

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C220N	120/60	USA	G165-17	Spare part only



Model: PE-P1/MF1			Date: 19-Dec-13	No.: RG165041
Ricoh Aficio SP C220N	110/60	Taiwan	G165-19	Spare part only
Ricoh Aficio SP C220N	220/50, 60	China	G165-21	Spare part only
Gestetner SP C220N Nashuatec SP C220N Rex Rotary SP C220N	220/50, 60	Europe	G165-22	Spare part only
Ricoh Aficio SP C220N Lanier SP C 220N	220/50, 60	Europe, Asia, etc	G165-27	Spare part only
Savin SP C 220N Gestetner SP C 220N Lanier SP C 220N	120/60	USA	G165-51	Spare part only

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C221N	120/60	USA	G166-17	Spare part only
Gestetner SP C221N Nashuatec SP C221N Rex Rotary SP C221N	220/50, 60	Europe	G166-22	Spare part only
Ricoh Aficio SP C221N Lanier SP C 221N	220/50, 60	Europe, Asia, etc	G166-27	Spare part only
Savin SP C 221N Gestetner SP C 221N Lanier SP C 221N	120/60	USA	G166-51	Spare part only

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C222DN	120/60	USA	G167-17	Spare part only
Ricoh Aficio SP C222DN	220/50, 60	China	G167-21	Spare part only
Gestetner SP C222DN Nashuatec SP C222DN Rex Rotary SP C222DN	220/50, 60	Europe	G167-22	Spare part only
Ricoh Aficio SP C222DN Lanier SP C222DN	220/50, 60	Europe, Asia, etc	G167-27	Spare part only
SP C222DN	220/50, 60	Korea	G167-29	Spare part only

Model: PE-P1/MF1			Date: 19-Dec-13	No.: RG165041
Savin SP C222DN Gestetner SP C222DN Lanier SP C222DN	120/60	USA	G167-51	Spare part only

**MF Version**

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C220S Gestetner SP C220S Lanier SP C220S	120/60	USA	G181-11	Spare part only
Ricoh Aficio SP C220S	120/60	USA	G181-17	Spare part only
Ricoh Aficio SP C220S	220/50, 60	China	G181-21	Spare part only
Gestetner SP C220S Nashuatec SP C220S Rex Rotary SP C220S	220/50, 60	Europe	G181-22	Spare part only
Ricoh Aficio SP C220S Lanier SP C220S	220/50, 60	Europe, Asia, etc	G181-27	Spare part only

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C221SF Gestetner SP C221SF Lanier SP C221SF	120/60	USA	G183-11	Spare part only
Ricoh Aficio SP C221SF	120/60	USA	G183-17	Spare part only
Ricoh Aficio SP C221SF	220/50, 60	China	G183-21	Spare part only
Gestetner SP C221SF Nashuatec SP C221SF Rex Rotary SP C221SF	220/50, 60	Europe	G183-22	Spare part only
Ricoh Aficio SP C221SF Lanier SP C221SF	220/50, 60	Europe, Asia, etc	G183-27	Spare part only

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C222SF Gestetner SP C222SF Lanier SP C222SF	120/60	USA	G184-11	Spare part only
Ricoh Aficio SP C222SF	120/60	USA	G184-17	Spare part only

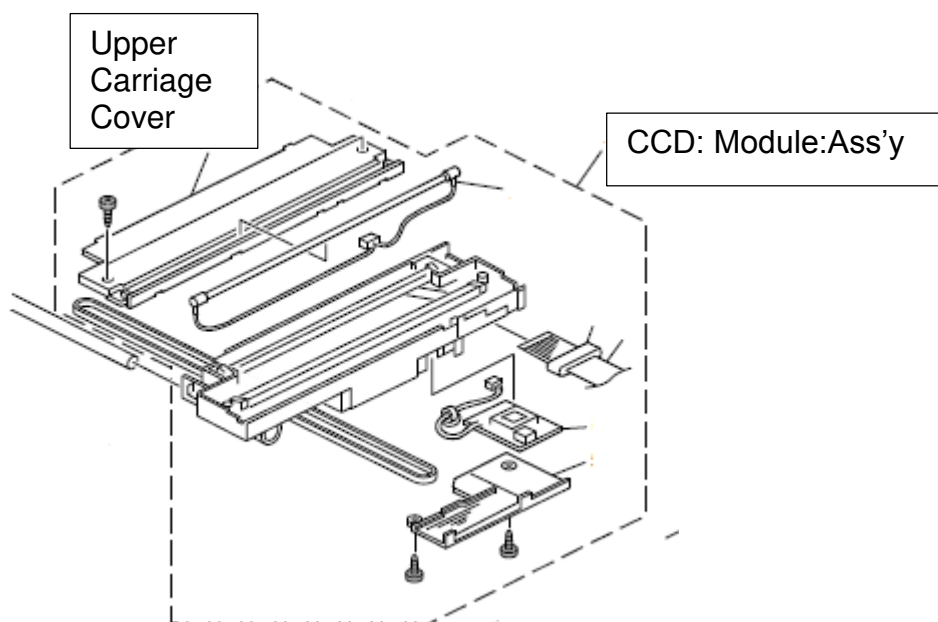
Model: PE-P1/MF1		Date: 19-Dec-13		No.: RG165041
Gestetner SP C222SF Nashuatec SP C222SF Rex Rotary SP C222SF	220/50, 60	Europe	G184-22	Spare part only
Ricoh Aficio SP C222SF Lanier SP C222SF	220/50, 60	Europe, Asia, etc	G184-27	Spare part only
SP C222SF	220/50, 60	Korea	G184-29	Spare part only

Model: PE-P1/MF1 (MF1 only)		Date: 26-Sep-14	No.: RG165042
Subject: COVER:CARRIAGE:UPPER		Prepared by: H.K.	
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
G1831761		COVER:CARRIAGE:UPPER	1 - 0		47	10	
	G1831765	CCD:MODULE:ASS'Y	0 - 1	X/O	47	4	

**Change:** The Upper Carriage Cover service part was deleted and replaced with the CCD Module Assembly.

**Reason:** The manufacturer of the CCD modules has mistakenly modified the cover without notification. As a result, there is no interchangeability between the old and new covers, and both cannot be supplied.



**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: H.K.	
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 is to inform you of the firmware history for the **main control unit**.

MF version

Part No.	Program name	Version	
<b>G1835655</b>			
<b>N</b>	<b>G1835655N.exe</b>	<b>1.69</b>	<b>Field Update Only</b>
M	G1835655M.exe	1.67	April production '10
L	G1835655L.exe	1.66	Not applied to the production
J_001	G1835655J_001.exe	1.58aT	Field update only
K	G1835655K.exe	1.58a	October production '09
J	G1835655J.exe	1.56	July production '09
H	G1835655H.exe	1.53	January production '09
G	G1835655G.exe	1.50	November production '08
F	G1835655F.exe	**1.36	August production '08
E	G1835655E.exe	* 1.34	July Production '08
D	G1835655D.exe	1.31	June Production '08
C	G1835655C.exe	1.30	March Production '08
B	G1835655B.exe	1.02	November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

Symptom Corrected	Version
<b>Symptom corrected</b> <b>- Fixed the XSS vulnerability on Web Image Monitor.</b>	<b>1.69</b>
<b>Other changes:</b> <b>- The Scan to Folder function is available for Mac OS X 10.7, 10.8, 10.9, and 10.10.</b>	
Symptom corrected (from the previous version): The counter value displayed on the LCD does not count up when two or more copies are made. Note: The Copier counter values stored in the machine and printed on the configuration page are correct.	1.67
Other changes: <b>Minor speed improvements when printing back to back jobs (SP C220S/C221SF only)</b>	1.66

**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
Symptom Corrected		Version
Symptom corrected: Multiple collated copies on SP C220S or C221SF might result in some of the following problems: 1) The content of 2 separate pages is printed on a single page. 2) Blank pages occur randomly throughout the printed document. 3) Discoloration of color pages. 4) MFP hang up. Note1: This fix also requires that DDST driver v1.27 or later be used. Note2: SP C222SF is unaffected.		
WIM contained Finnish wording errors.		
A FAX cannot be sent via immediate transmission if the receiving machine(not of our make)mistakenly detects the FAX signal as the line cut signal.		
Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		
Symptom corrected: Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		1.58aT
Symptom corrected: "RX Comm. Error 200080" is sometimes displayed during FAX reception (after the machine has received a few pages).		1.58a
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives.)		1.56
Other changes: 1. IP packet TTL has been changed from 5 to 64.		
2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.		
3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.		

**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
<b>Symptom Corrected</b>		<b>Version</b>
<p>Fixed:</p> <p>The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-&gt; "Collegamento DHCP".</p> <p>The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.</p> <p>FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.</p> <p>FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.</p> <p>Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."</p> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Scan to Folder now supports SMB packet signing.</li> <li>2. Scan to Folder now supports Windows domain environments.</li> </ol>		1.53
<p>Fixed:</p> <p>"Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent.</p> <p>Note: Turning the main power OFF/ON can clear this condition.</p> <p>Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5% "coverage counter was not counted up on the configuration page.</p> <p>Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.</p> <p>Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.</p> <p>Error message 'The media type of Front Cover is always "Plain &amp; Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain &amp; Recycled" and was sourced from tray 1.</p> <p>Other changes:</p> <p>The function for acquiring the counter information through the network by @remote has been improved.</p>		1.50
<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. Wording corrections (Italian, Spanish).</li> <li>2. Wording correction ("Warming-up" in German).</li> </ol> <p>When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.</p> <p>If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.</p> <p>The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone.</p> <p>Conditions:</p> <ul style="list-style-type: none"> <li>-External telephone connected</li> <li>-FAX/TAD mode.</li> </ul>		1.36

**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
Symptom Corrected		Version
Supported: MacOS X v10.5 (Leopard) is now supported.  <b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		



**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
<b>Symptom Corrected</b>		<b>Version</b>
<b>FAX:</b> Under the conditions listed below, the following may occur: <ol style="list-style-type: none"> <li>1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that.</li> <li>2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.</li> </ol> <ul style="list-style-type: none"> <li>- [Fax Settings]-[TX Settings]-[Immediate TX]: Off</li> <li>- [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".</li> </ul> <b>Note:</b> <ul style="list-style-type: none"> <li>- Please ask the customer to send the fax messages again by looking the activity report.</li> <li>- Turning the main power OFF/ON can clear this condition.</li> </ul>		
<b>FAX:</b> The machine may freeze if the "Stop/Clear" key is pressed to cancel the printing of FAX reception data.		
<b>FAX:</b> The CSI information is not mentioned on the Power Failure Report. <b>Note:</b> The CSI information is mentioned on the Activity Report.		
<b>Printer:</b> The machine may stop an LG duplex print job and display "Processing..." if the Toner End condition occurs during the job.		
<b>Printer:</b> Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System (MF1c: G184 only). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
<b>Printer:</b> After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
<b>Printer:</b> The machine may sometimes freeze when the tray is pulled out during a duplex print job.		
<b>Printer:</b> It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). <b>Note:</b> In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c: G184 only)		
<b>Scanner:</b> If a FAX message is received during a TWAIN scanning job via USB, the "Scan USB Disconnect" error may occur and the scanned data may not be displayed.		
<b>Scanner:</b> Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		

**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
Symptom Corrected		Version
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		
System: “TB Cleaning Mode Selection” was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The “OFF” selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: “Color Registration Adjustment” (Process Control) was added to the Machine Settings inside the User Menu.		

**Reissued: 22-Jan-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002m
<i>Symptom Corrected</i>		<i>Version</i>
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:



**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
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**RTB Reissue**

The items in bold italics have been changed or added.

Subject: Firmware History - Main Control Unit		Prepared by: J. Kitagawa	
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 is to inform you of the firmware history for the **main control unit**.

MF version

Part No.	Program name	Version		
<b>G1835655</b>				
<b><i>P</i></b>	<b><i>G1835655P.exe</i></b>	<b><i>1.70</i></b>		-
N	G1835655N.exe	1.69		Field Update Only
M	G1835655M.exe	1.67		April production '10
L	G1835655L.exe	1.66		Not applied to the production
J_001	G1835655J_001.exe	1.58aT		Field update only
K	G1835655K.exe	1.58a		October production '09
J	G1835655J.exe	1.56		July production '09
H	G1835655H.exe	1.53		January production '09
G	G1835655G.exe	1.50		November production '08
F	G1835655F.exe	**1.36		August production '08
E	G1835655E.exe	* 1.34		July Production '08
D	G1835655D.exe	1.31		June Production '08
C	G1835655C.exe	1.30		March Production '08
B	G1835655B.exe	1.02		November production '07

This firmware is for mass production machines. Do not use this firmware for prototype machines or pre-production machines.

\*: V1.32 and 1.33 were not used for the production machines.

\*\*: V1.35 was not used for the production machines.

MF1

<b><i>Symptom Corrected</i></b>	<b><i>Version</i></b>
<b><i>Error Correction</i></b> <b><i>- FAX connection improved in specific condition.</i></b>	<b><i>1.70</i></b>
<b><i>Other changes:</i></b> <b><i>- In Mac OS X 10.11, if the "Queue" field is blank when adding a printer by specifying its IP address, the operating system experiences a delay in response time.</i></b>	
Symptom corrected - Fixed the XSS vulnerability on Web Image Monitor.	1.69
Other changes: - The Scan to Folder function is available for Mac OS X 10.7, 10.8, 10.9, and 10.10.	

**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
Symptom corrected (from the previous version): The counter value displayed on the LCD does not count up when two or more copies are made. Note: The Copier counter values stored in the machine and printed on the configuration page are correct.		1.67
Other changes: Minor speed improvements when printing back to back jobs (SP C220S/C221SF only)		1.66
Symptom corrected: Multiple collated copies on SP C220S or C221SF might result in some of the following problems: 1) The content of 2 separate pages is printed on a single page. 2) Blank pages occur randomly throughout the printed document. 3) Discoloration of color pages. 4) MFP hang up. Note1: This fix also requires that DDST driver v1.27 or later be used. Note2: SP C222SF is unaffected.		
WIM contained Finnish wording errors.		
A FAX cannot be sent via immediate transmission if the receiving machine(not of our make)mistakenly detects the FAX signal as the line cut signal.		
Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		
Symptom corrected: Only for service representatives The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.		1.58aT
Symptom corrected: "RX Comm. Error 200080" is sometimes displayed during FAX reception (after the machine has received a few pages).		1.58a
Symptom corrected: 1. Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address). 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. The device stalls with the message "Cancel Push Scan" shown on the operation panel if scanning is cancelled using the Clear/Stop button. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives.)		1.56
Other changes: 1. IP packet TTL has been changed from 5 to 64.		

**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
2. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings.		
3. The default for the Energy Saver Mode 2 timer was changed from 30 minutes to 15 minutes.		
Fixed: The Italian wording on the Configuration Page and LCD (menu item) were corrected as follows: "DHCP Disattivo"-> "Collegamento DHCP".  The machine freezes while printing out the Power Failure Report if a FAX destination that is 25 digits or longer has already been set for memory transmission.  FAX: Sometimes, when scanning a 24+ set of photo originals in the ADF for immediate transmission, the scanning of the 24th sheet fails.  FAX: The TX report may not be printed after turning the power off/on just following a FAX transmission job.		1.53
Scan to Email fails to send if POP before SMTP is used with an error message on the operation panel: "Server Response Error."		
Other changes: 1. Scan to Folder now supports SMB packet signing. 2. Scan to Folder now supports Windows domain environments.		
Fixed: "Telephone" was indicated by malfunction at the stand-by mode and the fax message could not be sent. Note: Turning the main power OFF/ON can clear this condition.		
Coverage counter was counted up even at the paper jam. Even when the blank paper is printed, "0 to 5% "coverage counter was not counted up on the configuration page.		
Even if the "Auto Reduction" for fax function was selected, 7 mm or shorter of the longer paper than the printed sheet may not be reduced and may not be printed on sheet.		1.50
Attached PDFs removed by Outlook Web Access. This results in Scan to Email problems.		
Error message 'The media type of Front Cover is always "Plain & Recycled"' shown even though the job is output correctly and the device supports the printing of Front Covers of various paper types. This was only displayed if the Front Cover media type was anything other than "Plain & Recycled" and was sourced from tray 1.		
Other changes: The function for acquiring the counter information through the network by @remote has been improved.		
Fixed: 1. Wording corrections (Italian, Spanish). 2. Wording correction ("Warming-up" in German).		
When the size of the original is set to "Custom size", the address setting on the operation panel for Scan to Email/FTP/Folder might be cleared.		1.36

**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
If the main power is turned off/on twice or more while the machine is printing out the SAF memory, the FAX reception data might be erased.		
The voice from the telephone receiver is sometimes weak for about 30 seconds just after receiving a call from the external telephone. Conditions: -External telephone connected -FAX/TAD mode.		
Supported: MacOS X v10.5 (Leopard) is now supported.		
<b>IMPORTANT:</b> For the SP C220S/C221SF, be sure to update the printer driver for Mac OS X v10.5 (Leopard) in addition to this main control unit version. For the SP C222SF, you do not need to update to the printer driver.		
Fixed: "Answering" is sometimes displayed while dialing from an external telephone, or while the external telephone receiver is on-hook (hung up). As a result, communication using the telephone is not possible for about 40 seconds. Conditions: - Telephone line type: Pulse - External telephone connected		1.34
Fixed: Copier: The copy speed for a single original to multi-copy job (1 to 2 or more) scanned on the exposure glass is slower in full color mode than in B/W mode.		1.31
Supported: Support for the following three Multi-Access functions was added: Print + Scan, Print + FAX Memory Transmission, Print + FAX Immediate Transmission  Note: For details on the Multi-Access feature, please refer to the User Guide, available on-line.		1.30
FAX: The busy tone may not be detected (150ms ON, 150ms OFF) when sending to a FAX machine in Russia.		
FAX: If the Paper End condition is reached while printing out the Maintenance Page, the next incoming FAX cannot be printed (even if the paper is replenished).  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the following conditions, an abnormal image is printed out if the FAX memory becomes nearly full when receiving a FAX:  - [Fax Settings]-[RX Settings]-[Auto Reduction]: Off - [Machine Settings]-[Paper Settings]-[Paper Size]-[Tray 1]: A4 or LT - Paper End condition (Memory Reception)		

**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
FAX: Reports and incoming FAXes cannot be printed out under the following conditions: - The START key is pressed after a Memory Transmission Job is sent, and the image was originally scanned on the exposure glass - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: Turning the main power OFF/ON can clear this condition.		
FAX: Under the conditions listed below, the following may occur: 1. If the next destination for a Memory Transmission job is not input within the auto clear period (default: 30sec), the transmission may stop, and/or TX reports or FAX reception data may not be printed out after that. 2. A print job may be stopped if the FAX job before that was cancelled by the auto clear timer.  - [Fax Settings]-[TX Settings]-[Immediate TX]: Off - [Fax Settings]-[Report Settings]-[TX Report]: "Always Prt Img" or "Always Printed".  Note: - Please ask the customer to send the fax messages again by looking the activity report. - Turning the main power OFF/ON can clear this condition.		
FAX: The machine may freeze if the "Stop/Clear" key is pressed to cancel the printing of FAX reception data.		
FAX: The CSI information is not mentioned on the Power Failure Report. Note: The CSI information is mentioned on the Activity Report.		
Printer: The machine may stop an LG duplex print job and display "Processing..." if the Toner End condition occurs during the job.		
Printer: Sometimes, the Error Page is printed out after a large-volume LG duplex document even when the Error Page setting is set to OFF in the User Menu – PDL settings – System (MF1c: G184 only). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later.		
Printer: After the optional 256MB memory is installed on the MF1c, the combined memory (128MB standard + 256MB optional = 384MB) is incorrectly displayed in Web Status Monitor and/or on the Configuration Page.		
Printer: The machine may sometimes freeze when the tray is pulled out during a duplex print job.		



**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
Printer: It is now possible to adjust the I/O Timeout value to 15, 60, or 300 seconds. (previously, this value was fixed at 60sec). Note: In addition to this main control unit version, be sure to update the PDL firmware to V1.20 or later. (MF1c: G184 only)		
Scanner: If a FAX message is received during a TWAIN scanning job via USB, the “Scan USB Disconnect” error may occur and the scanned data may not be displayed.		
Scanner: Depending on the specific timing, a TWAIN scanning job may be stopped if the machine is sending a Memory Transmission FAX.		
Scanner: The machine may freeze (“Connected to server” is displayed) if a POP before SMTP authentication error occurs during a Scan-to-Email job.		
Scanner: If the USB cable is disconnected and then reconnected during a TWAIN scanning job, an error may occur during the next job.		
System: The error message from AlertMessageMail via the network is different from the SC message displayed on the LCD.  Example: Mail: <Service call - Toner Mass Amount - TM1 Error > Operation Panel: SC400		
System: The Humidity Mode setting is not applied via the Settings Restore function (Web Status Monitor).		
System: Wording corrections (Web Status Monitor): "Printer Name" → "IPP Printer Name"		
System: Wording corrections (multiple languages): Color copy adjustment ("Red","Green","Blue"), FAX Function ("No Memory Job", "Cancel Fax Job")		
System: Unnecessary items were removed from the Configuration Page (“Write Community”, "Trap Community")		
System: The machine accepts key operations even during a firmware update.  Important: Do not press any of the machine keys while updating this or previous firmware versions.		
System: The “Reseller Default” SP mode was deleted.		
System: “Near Memory Full” may be displayed when performing a job with Sort Copy.		
System: “Knowledge Base” in the Web Status Monitor Confirmation window may appear as a different brand name.		

**Reissued: 06-Sep-16**

Model: Model PE-P1/MF1	Date: 15-Jan-08	No.: RG165002n
Symptom Corrected		Version
System: "TB Cleaning Mode Selection" was added to the Machine Settings in the User Menu (Default: ON).		
System: 1. The names of the following modes were changed: Low Power Mode → Energy Saver Mode 1 Power Save → Energy Saver Mode 2 2. The "OFF" selection was added to Energy Saver Mode 1 (Admin. settings inside the User Menu).		
System: "Color Registration Adjustment" (Process Control) was added to the Machine Settings inside the User Menu.		
System: The software was changed so that the engine does not come on line if a scanner job is performed or the external receiver is picked up while the machine is in Energy Saver Mode 1 or 2 (as this is an unnecessary use of power).		
Initial Release		1.02

**Note:**

If you update the firmware from ver1.02 to any later version, the boot-loader will also be updated automatically. Therefore, in such cases, the firmware update is performed in two steps (boot-loader update, then firmware update). For details, see Steps 7 and 8 on pg. 3-4 of the Firmware Update Guide:

