

Reissued: 07-Aug-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075001i
--------------	-------------------	----------------

RTB Reissue

The items in bold italics have been changed or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
01.10	M0755130L	September production '14	Available
01.09	M0755130K	February production '13	Available
01.08	M0755130J	October production '12	Available
01.07	M0755130H	April production '12	Available
01.06	M0755130G	September production '11	Available
01.05	M0755130F	August production '11	Available
01.04	M0755130E	July production '11	Available
01.03	M0755130D	May production '11	Available
01.01:05	M0755130C	March production '11	Available
01.00	M0755130B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
01.10	Other change SP2191-001 (LD Default Set: DFU) does not work correctly.
01.09	Other changes: Cannot initialize a new NVRAM installed on the Engine board. Note: This symptom has occurred since Engine v01.05.
01.08	Other changes: Minor corrections were applied for the Japanese domestic model.
01.07	Symptom corrected: 1. Fusing control was modified to further improve the detection accuracy of SC543. Note: With the previous version (v01.06 or before), the fusing end thermistor sometimes triggered this SC unnecessarily, in between the Ready condition and beginning of a job.

Reissued: 07-Aug-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075001i
--------------	-------------------	----------------

Version	Modified Points or Symptom Corrected
	2. A blank sheet is printed out when SP2-109-007 (test print mode: BK) is set to a value of 1.
01.06	<p>Symptom corrected</p> <p>The fusing control firmware was optimized to decrease the possibility of SC543 detection. If the CPU in the engine board does not detect the zero-cross signal for the fusing temperature control from ASIC, the fusing lamp may stay on, which will cause the fusing temperature to increase continuously. The new firmware clears this condition if the zero-cross signal is not detected for 100ms or more, allowing the CPU to detect the signal from ASIC again.</p>
01.05	<p>Other changes:</p> <p>The settings of the CPU's AD converter (located on the Engine board) were optimized.</p>
01.04	<p>Symptom corrected:</p> <p>Solid images may be printed incorrectly if a color print job is performed after the machine completes Process Control for B/W, and the resolution is set at 1200x1200dpi.</p> <p>Other changes:</p> <p>The development voltage applied to the non-image areas of the OPC before printing was increased, and the intensity of the laser diode for the non-image areas after printing was decreased.</p> <p>Note: This was done to reduce the amount of waste toner from the non-image areas that is stored in the AIO waste toner tank.</p>
01.03	<p>Other changes:</p> <p>Under the following conditions, an alert message is displayed and the print job cancelled (Previously, a paper jam would occur when printing under these conditions):</p> <ul style="list-style-type: none"> - Paper longer than 680mm (custom size) is fed from the bypass tray, and - The resolution is set to 1200x1200 dpi <p>Note: This is because at 1200x1200dpi, the maximum paper length that the machine can print onto is 680mm. Therefore, to print at 1200x1200dpi, the length of the paper must be 680mm or less.</p> <p>Important: In addition to this Engine version, be sure to update the Printer firmware to V1.02 or later and the System firmware to V1.02 or later.</p> <p>Symptom corrected:</p> <p>SC543 may be mistakenly detected if either of the following occurs:</p> <ul style="list-style-type: none"> - The paper tray is pulled out and pushed in again while the printer is in the Ready condition (but it is not detected if Paper End has occurred.) - Drive is supplied to the fusing unit every four hours to reduce the strain on the hot roller (Sleep Mode off).
01.01:05	<p>Symptom corrected:</p> <p>At about 72K or more prints made with the same ITB, horizontal white lines may appear on the first BK page of a job that immediately follows a full color job.</p> <p>Note: When the machine changes from full color to B/W mode, the charge on the surface of the ITB becomes uneven. To correct this, the machine now waits a short time after completing a full color job.</p>

Reissued: 07-Aug-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075001i
--------------	-------------------	----------------

Version	Modified Points or Symptom Corrected
	A paper jam may occur when paper longer than 356mm (14 inches) is fed as a custom paper size from the bypass tray.
	Other changes: Adjustments for magenta were changed to further optimize the MUSIC procedure of Process Control.
01.00	1st Mass production

Model: MD-P2	Date: 18-Nov-2010	No.: RM075002
---------------------	-------------------	---------------

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

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

Version	Program No.	Effective Date
1.02	M0755233B	1st Mass production

Version	Modified Points or Symptom Corrected
1.02	1st Mass production

Reissued: 06-Jan-12

Model: MD-P2	Date: 18-Nov-10	No.: RM075003c
--------------	-----------------	----------------

RTB Reissue

This model does not have a scanner function. The symptom related to the scanner function was removed from version 9.70.

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

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

Version	Program No.	Effective Date	Availability of RFU
9.70	M0755232D	January production '12	Available
9.69	M0755232C	July production '11	Available
9.62	M0755232B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
9.70	Symptom corrected: If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.
9.69	Symptom corrected: If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.
	Chunk Transfer Encoding over an IPP port might results in print jobs being reset.
	If SSDP = Active (Web Image Monitor > Configuration > Network Security), a high load on the CPU might result in the printer stalling with an SC899 error.
	LP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the LP's "NetWare" setting was already "Active" (before the network settings were changed).
	The LP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.
9.62	The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.
	1st Mass production

Model: MD-P2	Date: 18-Nov-2010	No.: RM075005
---------------------	-------------------	---------------

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

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

Version	Program No.	Effective Date
1.00.1	M0755234B	1st Mass production

Version	Modified Points or Symptom Corrected
1.00.1	1st Mass production

Model: MD-P2	Date: 18-Nov-2010	No.: RM075006
---------------------	-------------------	---------------

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

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

Version	Program No.	Effective Date
9.56	M3945840A	1st Mass production

Version	Modified Points or Symptom Corrected
9.56	1st Mass production

Reissued: 11-Nov-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075007g
--------------	-------------------	----------------

RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.12	<i>M0755240J</i>	<i>December production '14</i>	<i>Available</i>
1.11	M0755240H	February production '14	Available
1.10	M0755240G	August production '13	Available
1.09	M0755240F	December production '12	Available
1.08	M0755240E	January production '12	Available
1.07	M0755240D	July production '11	Available
1.06	M0755240C	March production '11	Available
1.05	M0755240B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.12	<i>Symptom corrected:</i> <i>If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)</i>
1.11	Symptom corrected: 1. Print data that contains many intricate curve lines might take a long time to print. (GFPR#RE13030010) 2. A PCL XL error might occur when using the Citrix UPD to print.
1.10	Symptom corrected: 1. Characters or symbols missing from the printouts of jobs containing HP-GL/2. (GFPR#RC10070002) 2. Objects out of position in PCL5 jobs containing HP-GL/2 and macro. (GFPR#RE08040008, GFPR#RE10110009) 3. Additional condition that caused "SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs" to still occur after the release of v1.09. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020)

Reissued: 11-Nov-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075007g
--------------	-------------------	----------------

Version	Modified Points or Symptom Corrected
1.09	Symptom corrected: 1. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001, GFPR#RE11100007) 2. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012) 3. PCL6 jobs containing raster images and submitted using an Office 2010 application, cause the device to throw an SC899. This only occurred if the "Enable Large Papers" setting was disabled. (GFPR#RE12010015) 4. SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003)
1.08	Symptom corrected: Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&I#U <ESC>&I#Z (GFPR#RE11020013)
1.07	Other changes: Objects are out of position in PCL5 jobs containing HP-GL/2 and macro.
1.06	Symptom corrected: 1. The color of objects in a PCL5 macro might not have been assigned a color, resulting in them being the same color as the background. This made them invisible. 2. The wrong font might be used in PCL5 jobs containing PCL5 macros. This could result in text appearing differently than expected.
1.05	1st Mass production

Reissued: 14-Nov-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075008e
--------------	-------------------	----------------

RTB Reissue

The items in bold italics have been changed or added.

Subject: Firmware Release Note: PS3/PDF		Prepared by: H.Kobayashi	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.07	M0755239G	December production '14	Available
1.06	M0755239F	August production '13	Available
1.05	M0755239E	December production '12	Available
1.04	M0755239D	January production '12	Available
1.03	M0755239C	July production '11	Available
1.02	M0755239B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.07	Symptom corrected: <i>If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RE14080020)</i>
1.06	Symptom corrected: The device might hang when receiving lpr jobs repeatedly while Network Administrator Authentication is set on.
1.05	Symptom corrected: Text and lines in black might not be printed if the PDF job contains transparency data. When a PS job is submitted with PS operator such as "gsave" or "grestore" occurred a number of run time mismatch, the device will output as blank pages. Characters are cut off if the PS job contains wrong printable area information.
1.04	Symptom corrected: PDF direct print jobs containing CID fonts are canceled. (GFPR#RE11050014) PDF direct jobs cause the Printer to stall displaying "Processing" indefinitely. This occurred if the PDF contained a Resource that contained a font name defined using binary (instead of ASCII). (GFPR#RE11080005)

Reissued: 14-Nov-14

Model: MD-P2	Date: 18-Nov-2010	No.: RM075008e
--------------	-------------------	----------------

Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: A bug in the way black and white images were processed caused them to be printed more slowly under very specific conditions. In-line images might be omitted from jobs output using PDF Direct. Part of an image might fail to print in cases where "ReusableStreamDecode Filter" is called using the "PaintProc" command.
1.02	1st Mass production

Reissued: 16-Dec-11

Model: MD-P2	Date: 18-Nov-2010	No.: RM075009c
--------------	-------------------	----------------

RTB Reissue

The items in bold italics have been changed or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.01	M0755236E	January production '12	Available
1.02	M0755236D	July production '11	Available
1.01	M0755236C	March Production '11	Available
1.00	M0755236B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
2.01	Minor bug correction.
1.02	<p>Symptom corrected: If a supply alert unrelated to paper (e.g. related to toner, toner collection bottle, fusing unit, etc.) is triggered nine or more times while the machine main power is ON, an @Remote notification of this alert is not sent.</p> <p>Important: In addition to this printer version, be sure to update the System firmware to V1.02 or later.</p> <p>Other changes: Under the following conditions, an alert message is displayed and the print job cancelled (Previously, a paper jam would occur when printing under these conditions):</p> <ul style="list-style-type: none"> - Paper longer than 680mm (custom size) is fed from the bypass tray, and - The resolution is set to 1200x1200 dpi <p>Note: This is because at 1200x1200dpi, the maximum paper length that the machine can print onto is 680mm. Therefore, to print at 1200x1200dpi, the length of the paper must be 680mm or less.</p> <p>Important: In addition to this printer version, be sure to update the <u>Engine firmware</u> to V01.03 or later and the System firmware to V1.02 or later.</p>

Reissued: 16-Dec-11

Model: MD-P2	Date: 18-Nov-2010	No.: RM075009c
--------------	-------------------	----------------

Version	Modified Points or Symptom Corrected
1.01	<p>Other changes:</p> <ol style="list-style-type: none">1. A new BitSwitch#9-4 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies. <p>Symptom corrected:</p> <ol style="list-style-type: none">1. Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs.
1.00	1st Mass production

Reissued: 23-Jan-13

Model: MD-P2	Date: 18-Nov-2010	No.: RM075010a
--------------	-------------------	----------------

RTB Reissue

The items in bold italics have been changed or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
3.10.18	M0755238C	December production '12	Available
3.10.17	M0755238B	1st Mass production	Available

Version	Modified Points or Symptom Corrected
3.10.18	Symptom corrected: Fixed: An inefficiency in the way the device processes ROP commands results in slower printing.
3.10.17	1st Mass production

Model: Model MD-P2		Date: 10-Feb-11	No.: RM075011
Subject: SC195/SC660		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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Revision

6. Troubleshooting

SC Condition (pg. 103)

Correct the following:

Incorrect:

~~SC 1xx (Other Error)~~

~~195~~

Correct:

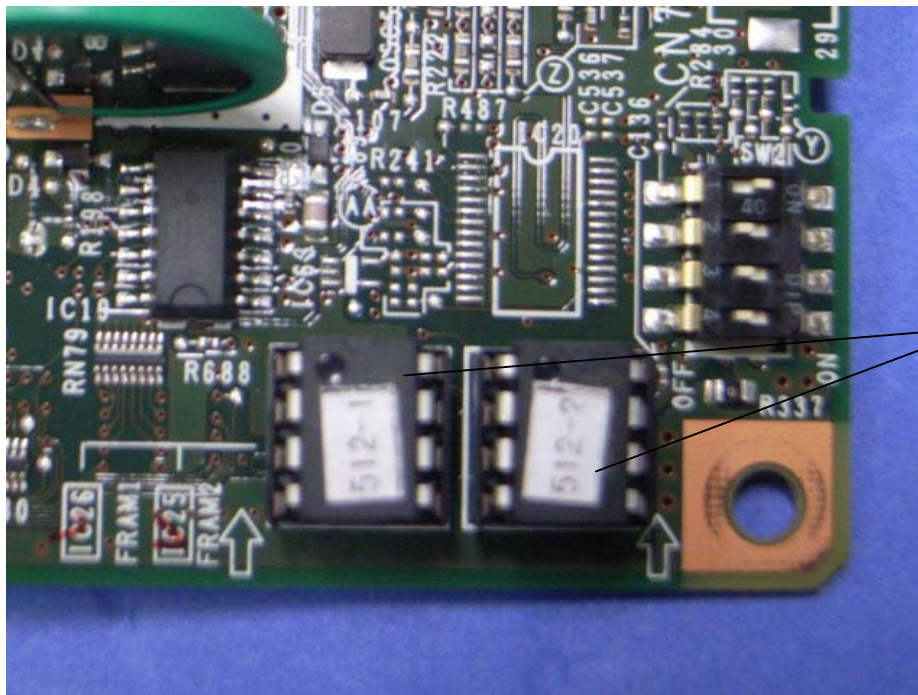
SC 6xx (Communication and Other Error)

660

Model: Model MD-P2		Date: 29-Mar-11	No.: RM075012
Subject: NV-RAM - ZERO COUNTER		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	Note
	M0759590	NV-RAM - ZERO COUNTER	0 - 1		

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



NV-RAM - ZERO
COUNTER

(512-1 & 512-2)

Controller PCB

Model: MD-P2		Date: 01-Apr-11	No.: RM075013
Subject: Horizontal white lines after switch from color to B/W mode		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

Horizontal white lines appear on the first page under the following conditions:

- A black and white job is performed right after a full-color job.
- "Per page" (default) has been selected as the B/W page detect mode
- 72K or more prints have been made with the same ITB unit.

Note:

- This does not occur if the black and white job is stopped a short time before it begins.
- See positions #14-17 on the chart below.



CAUSE

When the machine changes over from full-color to B/W mode, the charge applied to the ITB is not perfectly even. This is because the bias voltage is different for these two modes.

SOLUTION

Production line

The Engine firmware was modified to **v01.01.05**.

Applied from: March 2011 production.

Note: When the machine changes from full-color to B/W mode, it will wait a short time before beginning the black and white job.

Model: MD-P2

Date: 01-Apr-11

No.: RM075013

In the field

- Update the Engine firmware to **v01.01.05 or later**.
- Until you can update the firmware, do the following:
Have the customer select “Per job” as the B/W page detect mode. Note that with this setting, a black and white print job that is performed after a full-color print job will be printed out in full-color mode.
Note: An image sample for this symptom is provided on the driver CD, which you can use to explain the symptom to customers. The first page is full-color data, and the second page is black and white data.



Model: MD-P2

Date: 11-May-11

No.: RM075014

Camera Direct Print Card Type H

Made in Japan



- **Supported version** (contains v1.09.04):

YYMM = **1011xx, 1012xx, 11mmxx**
(Nov. 2010 production onward)
- **Unsupported version** (contains v1.09.03):

YYMM = **1003xx to 1010xx**
(March to Oct. 2010 production)

Production line:

Camera Direct Print v1.09.**04** was installed in SD cards from November 2010 production.

Reworked cards:

Some SD cards produced before November 2010 were reworked (v1.09.**04** was installed) before being released to the field. There is a round label or a mark on the upper right-hand corner of the box.



Model: MD-P2		Date: 26-May-11	No.: RM075015
Subject: Economy Color Counter 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 checked="" type="checkbox"/> Tier 2

Service Manual Revision

The description **in bold** in the following table was added.

5045	[Accounting counter]		
5045 001	Counter Method	*CTL	Selects the counting method if the meter charge mode is enabled with SP5-930-001. [0 to 3 / 1 / -] 0: Developments, 1: Pages, 2: Coverage range, 3: Pages + Economy Color

Note:

- The “Economy Color Counter” feature was available from the beginning of mass production, but the description was missing from the Service Manual.
- To use this counter, it is necessary to enable **SP5-930-001** first.
- When **Pages and Economy Color** (color count up mode) is selected, the following counter values are displayed: Color total, B&W total, Color print (detail), B&W print (detail), Economy color print (detail).
 - “Color total” = Color print (detail) + 0.5 x Economy color print (detail)
 - The total is rounded down to the nearest decimal (e.g., 140.5 is rounded down to 140).
 - Color print (detail) does not include the value of Economy color print (detail)
- B&W total = B&W print (detail)

Model: MD-P2		Date: 30-May-11	No.: RM075016
Subject: SC543		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 checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC543 (High Temperature Detection Error) may be detected under the following conditions:

- The paper tray is pulled out and pushed in again while the printer is in the Ready condition (except when Paper End has occurred)

OR

- Drive is supplied to the fusing unit while Sleep Mode is OFF.

Note: When Sleep Mode is OFF without machine working, drive is supplied every four hours to reduce the strain on the hot roller.

CAUSE

The detection conditions for SC543 are stricter than necessary.

Under the two conditions described above, drive is supplied to the fusing unit. When this is done, the temperature on the surface of the heating roller initially drops. However, since the fusing lamp stays ON, the fusing temperature begins to increase. In some cases, the temperature exceeds the maximum allowed by SC543.

SOLUTION

In the field

Update the Engine firmware to **v01.03 or later** at machine installation (if a service technician installs the machine), at the next service visit, or when SC543 occurs.

Production line

The Engine firmware was modified to **v01.03** to correct this symptom.

Applied from: May 2011 production

Machine Code	Cut-in serial number
M075-17	S9918900001
M075-22	S99189xxxxx
M075-27	S9918800688

Model: MD-P2		Date: 29-Jun-11	No.: RM075017
Subject: Paper longer than 680mm		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

A paper jam occurs when printing under the following conditions:

- The paper is longer than 680mm (custom size), **and**
- The resolution is set to 1200x1200dpi

Note:

- By specification, this model does not support printing under these conditions. To use 1200x1200dpi, the paper must be 680mm or less in length.
- Paper longer than 680mm must be fed from the Bypass tray.

CAUSE

The firmware was not programmed to prevent print jobs from being performed under these conditions, which this model does not support by specification.

SOLUTION

Production line

The following changes were applied from July 2011 production:

- The firmware was modified so that under the conditions above, an alert message is displayed and the job cancelled.
- The following notice to customers was inserted in the machine box.



M0758644.pdf

In the field

- Update the firmware to the following versions **together as a set**:

Note: These contain the same change as mentioned above for the July 2011 machines.

Engine: **V01.03 or later**

System: **V1.02 or later**

Printer: **V1.02 or later**

- Advise customers that if they wish to print onto paper that is longer than 680mm, it is necessary to select a resolution other than 1200x1200dpi.

Model: MD-P2		Date: 29-Jun-11	No.: RM075018
Subject: @Remote notification of supply alarm is not sent.		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

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

CAUSE

Firmware bug

ACTION

At machine installation or the next service visit, update the firmware to the following versions or later **together as a set**:

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

Firmware	Version	Program No.	Effective Date	Availability of RFU
System	1.02	M0755231D	July 2011 production	The firmware can be updated via RFU or SD card
Printer	1.02	M0755236D		

Model: MD-P2		Date: 30-Sept-11	No.: RM075019
Subject: Installation Requirements		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 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 type="checkbox"/> Tier 2

Service Manual correction

2. Installation

Installation requirements (pg.17)

Incorrect

7. Do not install the machine at locations over 2,500 m (8,125 ft.) above sea level.

Correct

7. Do not install the machine at locations over 2,000 m (6,560 ft.) above sea level.

Reissued: 29-May-12

Model: MD-P2	Date: 14-Dec-11	No.: RM075020b
--------------	-----------------	----------------

RTB Reissue

The items in bold italics have been changed or added. The attached excel file was revised.

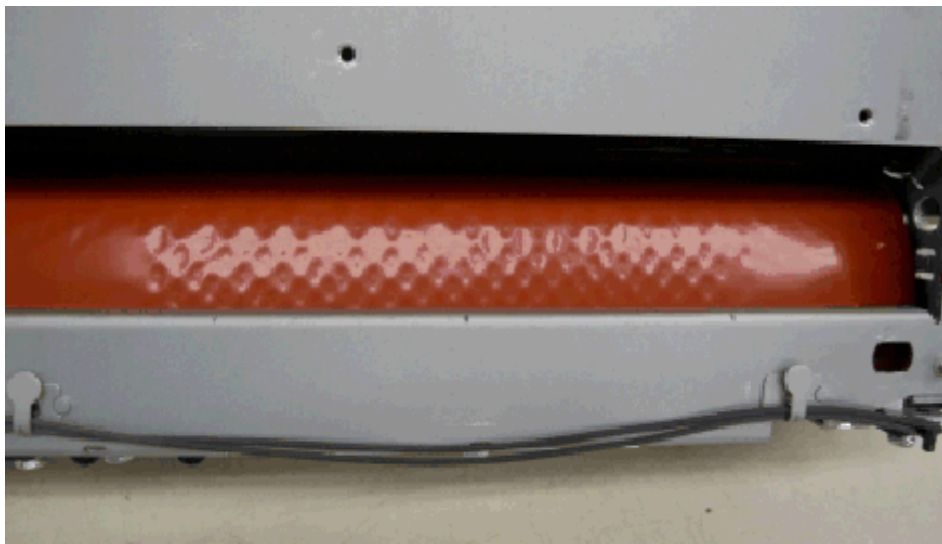
Subject: SC543 & Fusing Belt deformed		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC543 (High Temperature Detection Error) occurs ***during the following operations.***

- 1) When the power switch is turned ON, when the machine recovers from Sleep mode, or when the cover is being opened or closed.***

Note: In some cases, the fusing belt is deformed by high temperature, as shown below.



- 2) When the machine is transitioning between the Ready condition and a print job.***

CAUSE

- Sometimes, the CPU on the engine board does not detect (within 100ms) the zero-cross signal for fusing temperature control sent from the ASIC. As a result, the fusing lamp stays on, causing the fusing temperature to increase.
- The thermistor at the fusing end (edge) mistakenly detects that the temperature has increased.***

Reissued: 29-May-12

Model: MD-P2	Date: 14-Dec-11	No.: RM075020b
--------------	-----------------	----------------

SOLUTION

Production line

1) The Engine firmware was modified to **v01.06** to prevent this symptom.

Note: With the new firmware, even if the signal is not detected for 100ms, the CPU will wait to receive the signal again.

Applied from: 20 September 2011 production

Machine Code	Cut-in serial number
M075-17	S9919300842
M075-22	S99194xxxxx
M075-27	S9919300791

2) *The Engine firmware was modified to **v01.07** to prevent this symptom.*

Note: This firmware version eliminates unnecessary detections of SC543.

Applied from: April 2012 production

Machine Code	Cut-in serial number
M075-17	S9928900001
M075-22	S99288xxxxx
M075-27	S9928700049

In the field

Update the Engine firmware to **v01.07 or later**, except on machines that have already been reworked before being released to the field (**see the list below**).

- If the machine is @Remote connected, update the firmware **via @Remote**.
- If the machine is not @Remote connected, but the user information is available, **make a proactive visit** to the user site and update the firmware on-site.

<<SEE THE FLOWCHART BELOW>>

- For unknown users, update the firmware on-site at the **next service visit** or new machine installation.

IMPORTANT:

If Engine firmware v01.05 or before is installed:

If SC543 occurs before you have the chance to update the firmware, **make a proactive visit** to the user site and **replace the fusing unit** with the one listed below (and update the firmware). This is because once SC543 occurs, the output of the thermistor may

Reissued: 29-May-12

Model: MD-P2	Date: 14-Dec-11	No.: RM075020b
--------------	-----------------	----------------

change and cause the SC to be triggered again. This is true even if the firmware is updated, which makes it necessary to replace the fusing unit.

New fusing units for replacement:

M0759900: FUSING UNIT - 120V

M0759901: FUSING UNIT - 220V

Reissued: 29-May-12

Model: MD-P2	Date: 14-Dec-11	No.: RM075020b
--------------	-----------------	----------------

Machines that have already been reworked

As mentioned above, some machines have already been reworked before being released to the field (the Engine firmware was updated). You do not need to take any action for these machines.

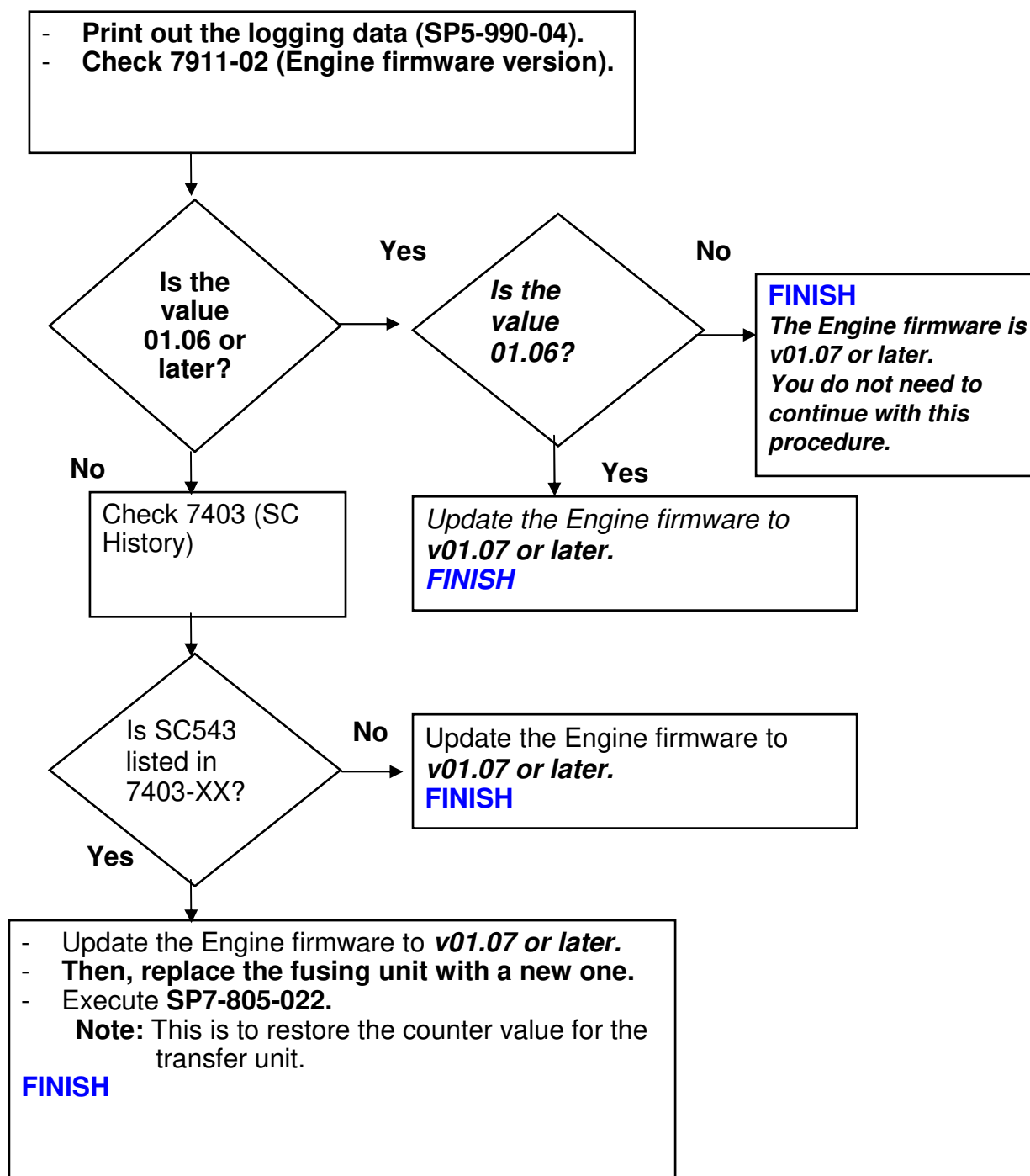


RTBM075SC543Re
workedmachines120

Reissued: 29-May-12

Model: MD-P2	Date: 14-Dec-11	No.: RM075020b
--------------	-----------------	----------------

Flowchart for Proactive Visits



Note:

- The new fusing unit has a “new unit detection” function, so you do not need to reset the fusing unit counter.
- If the fusing unit is replaced without the transfer unit, as in this procedure, the counter for the transfer unit will still be reset. This is why it is necessary to execute SP7-805-022.

Reissued: 29-May-12

Model: MD-P2

Date: 14-Dec-11

No.: RM075020b

Logging data

RICOH Aficio SP C320DN		Serial No.: S9919000084		Firmware P/# : M0755231C		(0)	
SMC Report		Firmware Version: 1.01		[Logging Data(1/8)]		Nov. 09,2011 02:03 AM	
< No. >	< Name >	< Value >	< No. >	< Name >	< Value >		
7002-01	Total Cnt Disp	Color Counter	5	7803-18	Unit Cnt Disp	2TR CntA	440
-02		Mono Counter	39	-19		2TR CntB	440
7304-01	Total Cnt Disp	Duplex Counter	0	-20		2TR DistA	80309
7401-01	Total SC Counter		0	-21		2TR DistB	80309
7403-01	SC History			-28		Waste Toner Cnt	44
-02				-45		ITB Rotate Dist%	0
-03				-60		ITB Rotate DistB	80309
-04				-100		TotalCnt Col&Mon	44
-05				7836-01		Resident Memory	768
-06				7853-05	AIO Replace Cnt	High Yield K	0
-07				-06		High Yield M	0
-08				-07		High Yield C	0
-09				-08		High Yield Y	0
-10				-09		Short Yield K	1
7404-01	SC991 History			-10		Short Yield M	1
-02				-11		Short Yield C	1
-03				-12		Short Yield Y	1
-04				7855-01	Coverage Range	Coverage Range 1	5
-05				-02		Coverage Range 2	20
-06				7901-01	Assert Info.	File Name	No String
-07				-02		Number of Lines	0
-08				-03		Location	0
-09				7906-08	Pre.Unit Cnt Disp	ITB Unit Cnt	0
-10				-10		Fusing Cnt	0

RICOH Aficio SP C320DN		Serial No.: S9919000084		Firmware P/# : M0755231C		(0)	
SMC Report		Firmware Version: 1.01		[Logging Data(2/8)]		Nov. 09,2011 02:03 AM	
< No. >	< Name >	< Value >	< No. >	< Name >	< Value >		
7910-214	ROM No	SDK2	No String	7931-29	K AIO Informatio	Forced Printing	50
-215		SDK3	No String	-30		Env Paper Rate	0
7911-01	Firmware Version	System	1.01	-31		Simp/Dup Rate	5
-02		Engine	01.03.05	-32		RefMode Cnt	1
-09		Bank	No String	-33		Consumed Amount	15466104
-18		NetworkSupport	9.62	-34		Recovered Amount	11264691
-23		HDD Format Optio	No String	-35		Recycle A	0
-132		NetWare	No String	-36		Recycle B	0
-150		RPCS	3.10.17	-37		Recycle C	0
-151		PS	1.02	-38		Recycle D	0
-152		RPDL	No String	-39		TotalPconRotateDis	134025
-153		R98	No String	-40		Machine Serial No	S9919000084
-154		R16	No String	7932-01	M AIO Informatio	Machine Serial ID	A8
-156		R55	No String	-02		Cartridge Ver	0
-157		RTIFF	No String	-03		Brand ID	1
-158		PCL	1.06	-04		Area ID	0
-159		PCLXL	1.06	-05		Product Type ID	16
-161		MSIS(OPTION)	No String	-06		Color ID	3
-162		PDF	1.02	-07		Maintenance ID	3
-163		BMLinkS	No String	-08		New Product Info.	0
-164		PictBridge	No String	-09		Recycle Counter	+0
-165		PJL	36.15	-11		Manufacturing ID	1106414103000302
-180		FONT	1.04	-12		Remaining Amount	+99
-181		FONT1	1.00	-13		EDP Code	406342
-182		FONT2	No String	-14		End History	No String
-183		FONT3	No String	-15		Refill Info.	No String

Model: MD-P2		Date: 14-Dec-12	No.: RM075021
Subject: DIMM & CTL PCB		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	Note
B5845123	B5845126	PCB:DDR1-DIMM-32B:128MB:ASS'Y	1 - 1	X/X	O/O as a set
M0755213	M0755215	PCB:CTL:MD-P2:EXP:ASS'Y	1 - 1	X/X	

Change:

- 1) The DIMM was changed to a new one.
- 2) Some circuits on the controller PCB were modified to accommodate the new DIMM.

Reason: The old DIMM was discontinued from production.

Important: If you need to replace the old DIMM or old controller PCB in the field, make sure to install the new DIMM and new controller PCB **together as a set**.

SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C320DN	115/60	USA	M075-17	S9929100828
nashuatec SP C320DN Rex-Rotary SP C320DN Gestetner SP C320DN	220/50	Europe	M075-22	S9929200561
Ricoh Aficio SP C320DN (Lanier SP C320DN)	220/50	Europe, Asia, etc	M075-27	S9929100544

Model: Model MD-P2		Date: 1-Aug-13	No.: RM075022
Subject: Discharge Brush		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

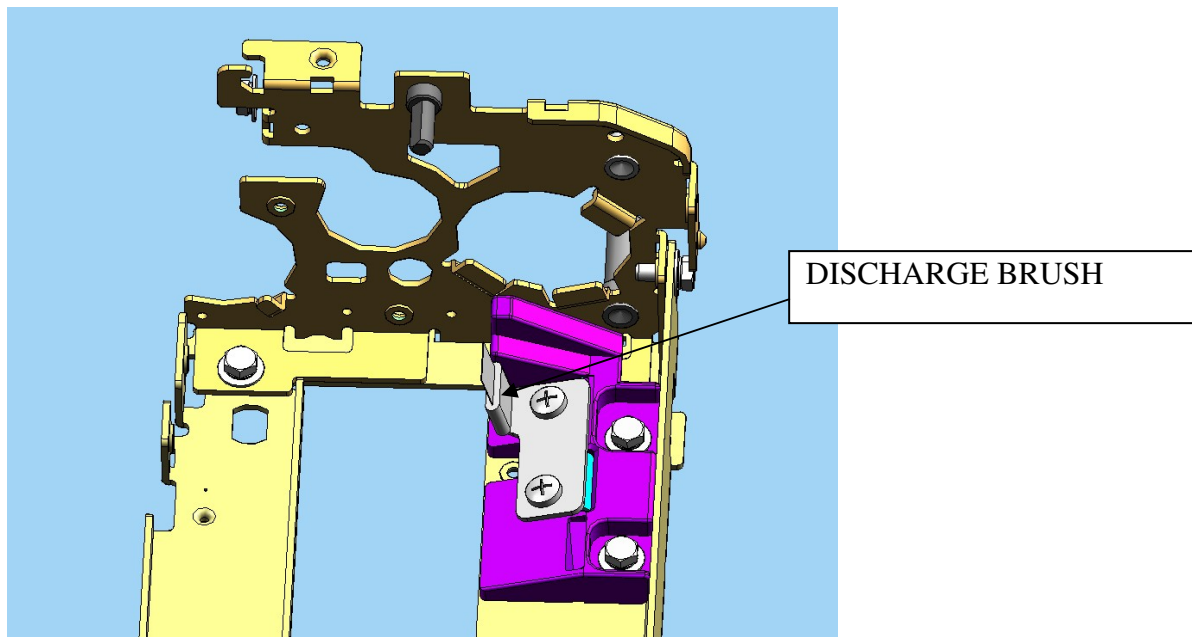
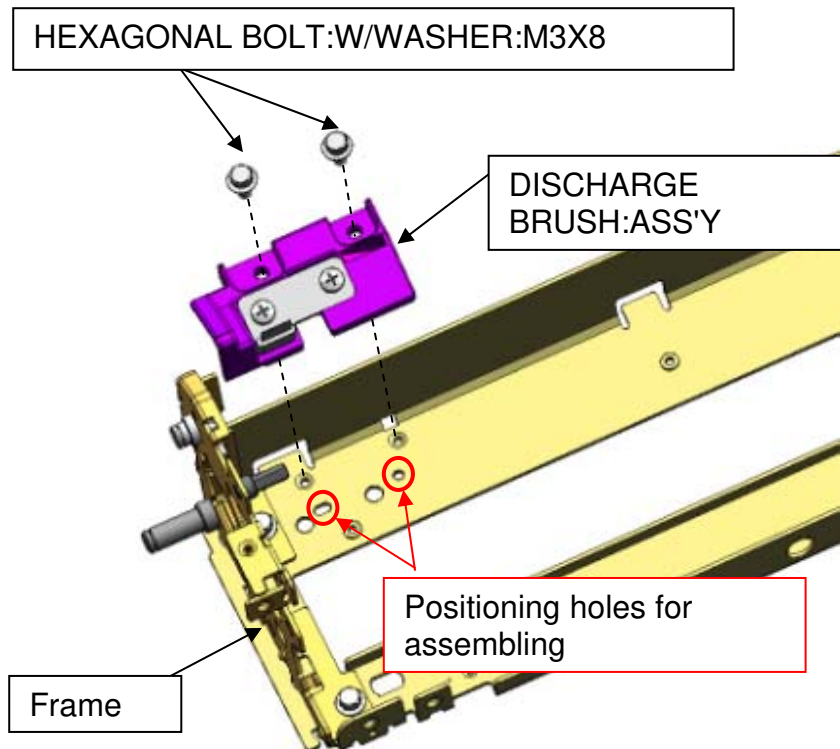
Old part number	New part number	Description	Q'ty	Int	Note
	M0754298	DISCHARGE BRUSH:ASS'Y	0 - 1		
	08046123	HEXAGONAL BOLT:W/WASHER:M3X8	n - n+2		
M8780213	M8780214	FUSING UNIT - 120V	1 - 1	O/O	
M8780223	M8780224	FUSING UNIT - 220V	1 - 1	O/O	

Change: The parts were newly added to the fusing unit.

Reason: To minimize the amount of paper dust attracted to the fusing belt when using paper types that contain a lot of paper dust.

Note:

- This is done by removing the static electric charge on the pressure roller.
- Discharge Brush Ass'y is attached directly to the fusing unit frame. To facilitate this change, two positioning holes and two bolt holes were cut in the frame.



Model: Model MD-P2

Date: 1-Aug-13

No.: RM075022

SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C320DN	115/60	USA	M075-17	S9938900333
nashuatec SP C320DN Rex-Rotary SP C320DN Gestetner SP C320DN	220/50	Europe	M075-22	S99390xxxxx
Ricoh Aficio SP C320DN (Lanier SP C320DN)	220/50	Europe, Asia, etc	M075-27	S9938900001
Maintenance Kit SP C320	115/60	USA	M878-12	Z40386xxxxx
Maintenance Kit SP C320	220/50	Europe, Asia, etc	M878-22	Z4038500001

Model: MD-P2		Date: 19-Dec-13	No.: RM075023
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 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	Note
G1662580	M1982580	SHAFT:PAPER FEED ROLLER:PRESS FIT	1 - 1	X/X	O/O as a set
08050089		RETAINING RING - M4	n - n-1		
	H5213355	C RING - PAPER FEED ROLLER	0 - 1	X/X	

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.

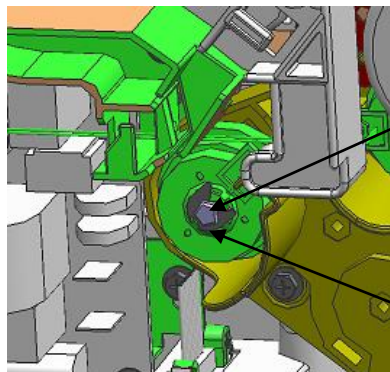
Reason: To facilitate assembly.

Model: MD-P2

Date: 19-Dec-13

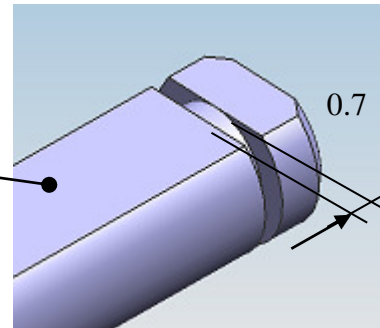
No.: RM075023

Old

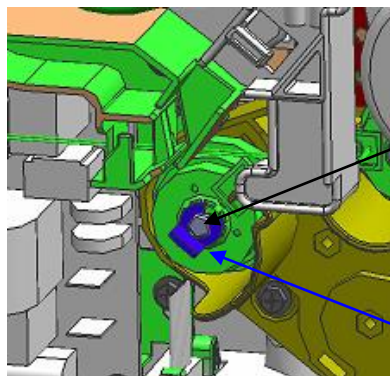


G1662580 Paper Feed Roller Shaft

08050089 E-ring

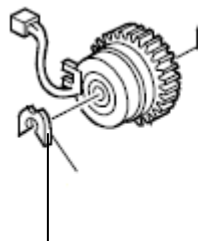
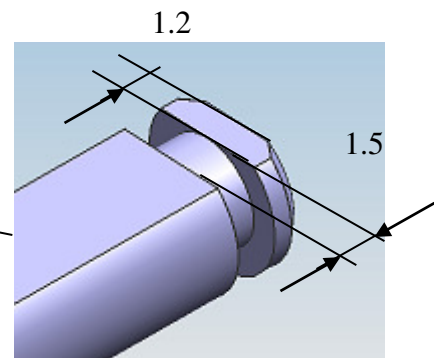


New



M1982580 Paper Feed Roller Shaft

H5213355 C-ring



08050089 → H5213355

Model: MD-P2

Date: 19-Dec-13

No.: RM075023

SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C320DN	115/60	USA	M075-17	S99485xxxxx
nashuatec SP C320DN Rex-Rotary SP C320DN Gestetner SP C320DN	220/50	Europe	M075-22	S99485xxxxx
Ricoh Aficio SP C320DN (Lanier SP C320DN)	220/50	Europe, Asia, etc	M075-27	S99485xxxxx

Model: MD-P2		Date: 17-Mar-15	No.: RM075024
Subject: Service Manual Revision (SC829)		Prepared by: Yuya Nishida	
From: 3rd Tech Service Sect., MFP/P Tech Service 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		

Service Manual Revision

6. Troubleshooting

SC Conditions (p.204)

SC829 was missing. Refer to below table for details.

829 D	DIMM option verify error
0301	Error was detected in write/verify check of optional RAM DIMM.
	<ul style="list-style-type: none"> ● Replace the DIMM option ● Replace the controller board

Important:

Also check RTB No.RM075021 for SC829 caused by the parts interchangeability issue.

RM075021

Old part number	New part number	Description	Q'ty	Int	Note
B5845123	B5845126	PCB:DDR1-DIMM-32B:128MB:ASS'Y	1 - 1	X/X	O/O as a set
M0755213	M0755215	PCB:CTL:MD-P2:EXP:ASS'Y	1 - 1	X/X	

Change:

- 1) The DIMM was changed to a new one.
- 2) Some circuits on the controller PCB were modified to accommodate the new DIMM.

Reason: The old DIMM was discontinued from production.

Important: If you need to replace the old DIMM or old controller PCB in the field, make sure to install the new DIMM and new controller PCB **together as a set**.

Model: MD-P2

Date: 17-Mar-15

No.: RM075024

SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C320DN	115/60	USA	M075-17	S9929100828
nashuatec SP C320DN Rex-Rotary SP C320DN Gestetner SP C320DN	220/50	Europe	M075-22	S9929200561
Ricoh Aficio SP C320DN (Lanier SP C320DN)	220/50	Europe, Asia, etc	M075-27	S9929100544

Reissued: 14-Sep-15

Model: MD-P2	Date: 4-Aug-15	No.: RM075025a
--------------	----------------	----------------

RTB Reissue

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

Subject: New Controller Board for higher reliability		Prepared by: H.K.	
From: 1st 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 checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
M0755215	M0755217	PCB:CTL:MD-P2:EXP:ASS'Y	1 - 1	X/O	

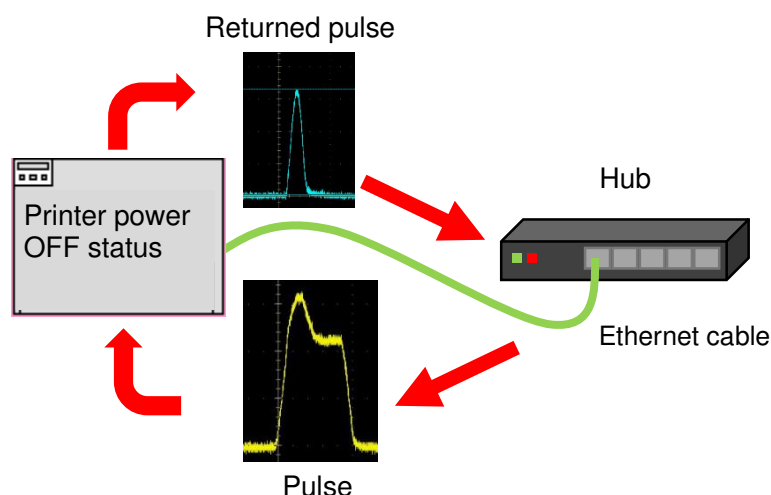
SYMPTOM

Interference in network communication may occur, if the printer is connected to a hub and the printer switch had been turned OFF (or the power cable was unplugged).

NOTE: The problem does not occur while the printer is in energy saver mode.

CAUSE

Pulses generated from hubs are transmitted to the printer while the printer is switched OFF (or unplugged). After being transmitted to the printer, they return to the hub, causing interference in network communication.



SOLUTION

A circuit on the Controller Board was modified.

Reissued: 14-Sep-15

Model: MD-P2	Date: 4-Aug-15	No.: RM075025a
--------------	----------------	----------------

SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio SP C320DN	115/60	USA	M075-17	S99588xxxxx
nashuatec SP C320DN Rex-Rotary SP C320DN Gestetner SP C320DN	220/50	Europe	M075-22	S99588xxxxx
Ricoh Aficio SP C320DN (Lanier SP C320DN)	220/50	Europe, Asia, etc	M075-27	S99588xxxxx

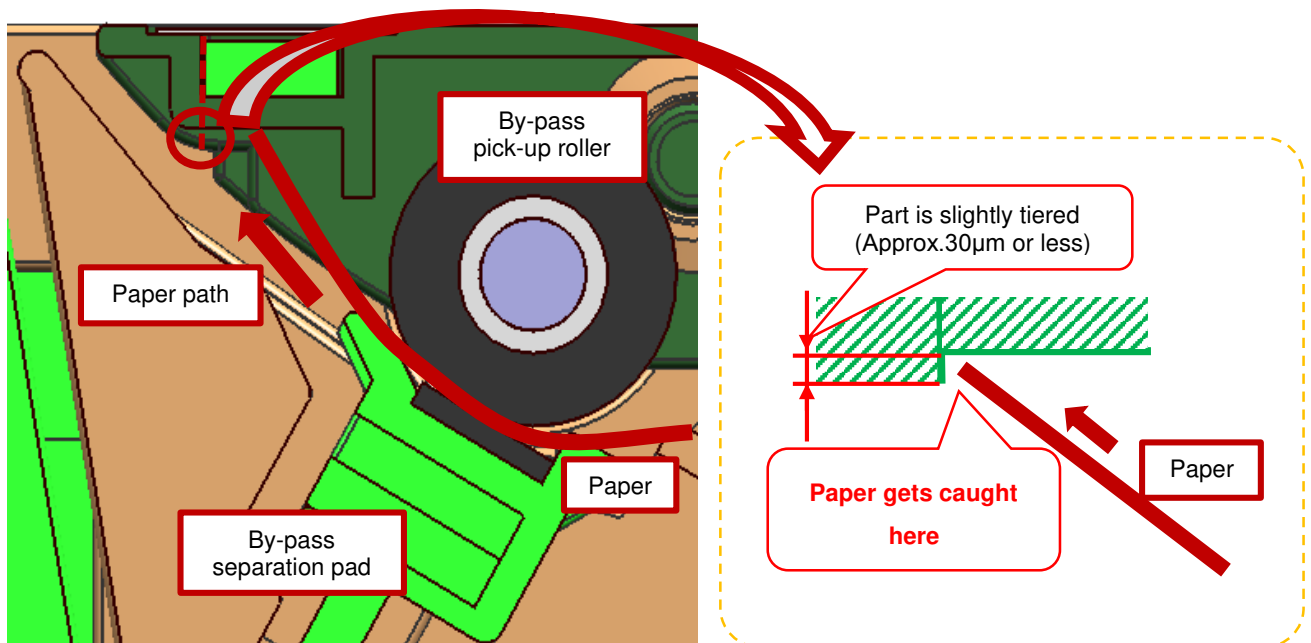
Model: MD-P2		Date: 19-May-16	No.: RM075026
Subject: Paper Jam at by-pass feed area		Prepared by: K.Kunimatsu	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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 type="checkbox"/> Tier 2

SYMPTOM

Paper misfeed (jam) occurs when feeding from the bypass tray.

CAUSE

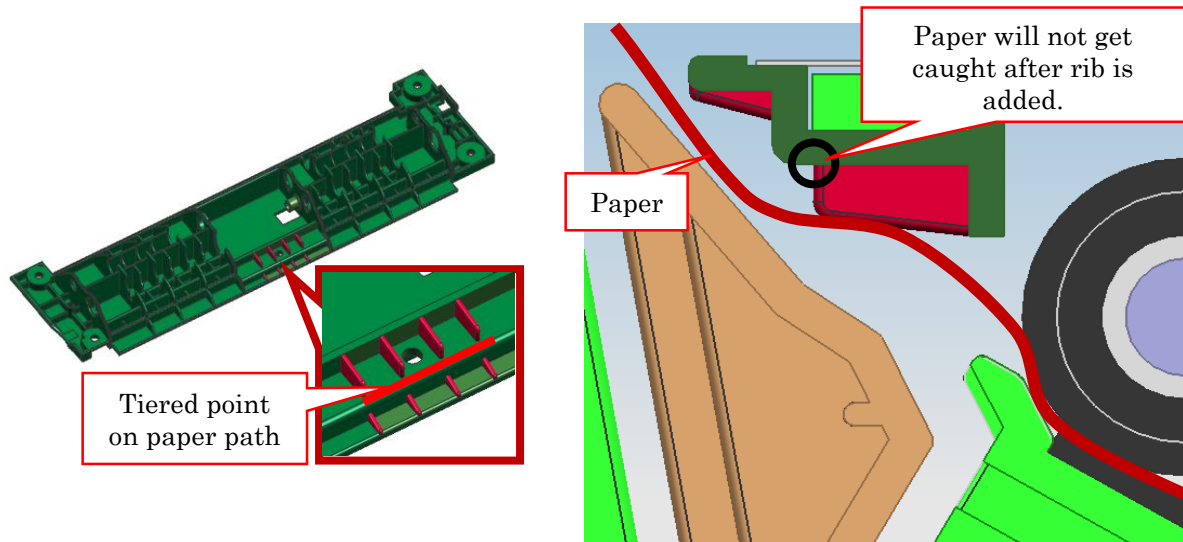
An old tool was used on the production line to produce the part shown below. As a result, the part was produced with a slightly tiered section (see diagram), and the paper may get caught here.



SOLUTION

Production line

Four ribs were added to the area where the paper may get caught.



Applied from: The following serial numbers.

Model	Cut-In Serial Number
M075-17	S9968900074
M075-27	S9968700017

In the field

Replace the following part.

Part number	Description
G1632890	GUIDE:MANUAL FEED:PAPER TRAY