

Reissued: 10-Jan-17

Model: VE-P1d	Date: 16-Nov-16	No.: RM136002a
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RTB Reissue

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

Subject: Firmware Release Note: Network Support		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 RTB has been issued to announce the firmware release information for the **Network Support**.

Version	Program No.	Effective Date	Availability of RFU
15.67	<i>M1115254E</i>	<i>January 2017 production</i>	<i>Available</i>
15.66	M1115254D	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
15.67	<i>Other changes: Minor bug correction.</i>
15.66	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136003
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Subject: Firmware Release Note: NetworkDocBox		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 RTB has been issued to announce the firmware release information for the **NetworkDocBox**.

Version	Program No.	Effective Date	Availability of RFU
1.01	M1115245D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.01	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136004
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Subject: Firmware Release Note: XPS		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 RTB has been issued to announce the firmware release information for the **XPS**.

Version	Program No.	Effective Date	Availability of RFU
1.39	M5005654	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
1.39	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136005
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Subject: Firmware Release Note: OpeFont		Prepared by: J. Kitagawa	
From: 2nd 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 **OpeFont**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M1365278A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 25-Jan-17

Model: VE-P1d	Date: 16-Nov-16	No.: RM136006a
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RTB Reissue

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

Subject: Firmware Release Note: OpePanel		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 RTB has been issued to announce the firmware release information for the **OpePanel**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.03</i>	<i>M1365283C</i>	<i>January 2017 production</i>	<i>Available</i>
1.02	M1365283B	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
<i>1.03</i>	<i>Symptom corrected:</i> - <i>The machine might stall displaying "Please Wait" when the main power turns ON.</i>
1.02	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136008
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Subject: Firmware Release Note: Web Support		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 RTB has been issued to announce the firmware release information for the **Web Support**.

Version	Program No.	Effective Date	Availability of RFU
1.02	M1365248C	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
1.02	1st Mass production

Reissued: 16-Jan-17

Model: VE-P1d	Date: 16-Nov-16	No.: RM136011a
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RTB Reissue

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

Subject: Firmware Release Note: PDF		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 RTB has been issued to announce the firmware release information for the **PDF**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.02</i>	<i>M5005659A</i>	<i>January 2017 production</i>	<i>Available</i>
1.01	M5005659	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
<i>1.02</i>	<i>Symptom corrected:</i> <ul style="list-style-type: none"> - <i>An SC899 error might occur when printing a document that has fewer than four colors for CMYK specified.</i> - <i>When printing PDF data that includes overprinting via PDF Direct Print, after taking a significant amount of time to print the first few pages in a job, the job might be cancelled.</i>
1.01	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136012
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Subject: Firmware Release Note: PS3		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 RTB has been issued to announce the firmware release information for the **PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M5005657	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 20-Jan-17

Model: VE-P1d	Date: 16-Nov-16	No.: RM136013a
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RTB Reissue

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

Subject: Firmware Release Note: IRIPS Font		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 RTB has been issued to announce the firmware release information for the **IRIPS Font**.

Note:

IRIPS Font, which is used in the IRIPS PS3 firmware.

Version	Program No.	Effective Date	Availability of RFU
<i>1.14</i>	<i>M1365277C</i>	<i>February 2017 production</i>	<i>Available</i>
1.08	M1365277B	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
<i>1.14</i>	<i>Symptom corrected:</i> - <i>When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected.</i>
1.08	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136015
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Subject: Firmware Release Note: IRIPS PS3		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 RTB has been issued to announce the firmware release information for the **IRIPS PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M1365273B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: VE-P1d	Date: 16-Nov-16	No.: RM136016
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Subject: Firmware Release Note: PCL Font		Prepared by: J. Kitagawa	
From: 2nd 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 **PCL Font**.

Version	Program No.	Effective Date	Availability of RFU
1.11	M0AJ5567	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
1.11	1st Mass production

Reissued: 02-Mar-17

Model: Brz-P1, Brz-MF1, BR-C2, BR-P2, CH-C1 Office/ Pro , Cor-C1.5 , Gim-MF1.5dM , GR-C3 , MT-C6, MET-C2ab, MET-C2cde, MET-C2yz, MET-P2 , Midas-P3 , Vesta-P1d_15S	Date: 23-May-16	No.: RD255020b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
0.00	D3BC5277	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
0.00	1st Mass production

Model: VE-P1d		Date: 25-Dec-18	No.: RM136017
Subject: Grainy Image Troubleshooting		Prepared by: Takahiro Tada	
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 type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM :

Printing on unsupported media (not recommended) with rough surface results in a grainy looking image with white speckles.



SOLUTION :

Change the SP value of the transfer current while confirming the image with the following procedure.

*This solution is part of Limitation List, item No.1 though it has been corrected on this RTB because there was a problem with the item No.1 of the Limitation List.

Note.

- SP C342 These SPs adjust the electrical currents applied to the 2nd transfer, the lower the current for the 2nd transfer, the easier to occur this symptom.
- The SP number of the transfer current is different by Humidity.

PROCEDURE :

- Set the paper type to plain paper 1.
< Paper type change method >
([Menu] ⇒ [Paper Input] ⇒ [Paper Type] : (tray name) ⇒ Select the paper type)
 - The SP of the following table set the SP value of plain paper 1 in the paper type.
And, the default value has been set to plain paper 2.
If there is no sign for this symptom, it is recommended to set the paper setting to plain paper 2.
 - When using driver command priority setting, change the paper type on the printer driver side.
- Check the value of SP5-801-118(Absolute Humidity) .
- Use the following table to change the SP value, depending on the conditions (the value of SP5-801-118, front/back) under which the symptom occurs.
 - Increase the SP value corresponding to the conditions each 3 up until this symptom disappears.
 - Please set the SP value within the range of the following table.

	SP5-801-118 ≤ 4	4 < SP5-801-118 ≤ 17.5	17.5 < SP5-801-118
Front	SP2-410-003 Range from 21 to 33	SP2-408-003 Range from 21 to 33	SP2-409-003 Range from 21 to 33
Back	SP2-410-004 Range from 14 to 26	SP2-408-004 Range from 19 to 31	SP2-409-004 Range from 17 to 29

Model: VE-P1d

Date: 25-Dec-18

No.: RM136017

Limitation List Revision

We did correction because there was an error in the following items of the Limitation List.

The following item of Limitation List refers to the same action like this RTB's symptom. Therefore, for the procedure of the following item please refer this RTB.

【Details】

No. : 1

Items : "Insufficient toner transfer with rough surfaced paper"

No.	Items	Categories	Details	Actions/Remarks
1	Insufficient toner transfer with rough surfaced paper	B -SA -SE -U	Sufficient toner may not be transferred to the paper, if the surface of the paper is unsmooth. See print sample 1.	Advise users to print in the recycled paper mode. Reduce the 2nd transfer current in the following SP: SP2-408-001 SP2-408-002 SP2-408-003 SP2-408-004 SP2-409-001 SP2-409-002 SP2-409-003 SP2-409-004 SP2-410-001 SP2-410-002 SP2-410-003 SP2-410-004

Raise

↓

~~Reduce~~ the 2nd
following SP:
SP2-408-001

Model: VE-P1, MF1, P2, MF2		Date: 23-Jan-18	No.: RD0AB001
Subject: RTB<RM136017: Grainy Image Troubleshooting> Revision		Prepared by: Takahiro Tada	
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 checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

RTB<RM136017> Revision:

1. Target model

Troubleshooting procedure of RTB: RM136017 can be used for the whole VE series.

2. The SP number correction




The SP number to check the humidity described in RTB was incorrect.

The correct SP number is SP5-803-118, not SP5-801-118.

To learn about where the mistake was, please refer to the following:

PROCEDURE :

- Set the paper type to plain paper 1.
 < Paper type change method >
 ([Menu] ⇒ [Paper Input] ⇒ [Paper Type] : (tray name) ⇒ Select the paper type)
 > The SP of the following table set the SP value of plain paper 1 in the paper type.
 And, the default value has been set to plain paper 2.
 If there is no sign for this symptom, it is recommended to set the paper setting to plain paper 2.
 > When using driver command priority setting, change the paper type on the printer driver side.
- Check the value of ~~SP5-801-118~~ ⇒ SP5-803-118(Absolute Humidity) .
- Use the following table to change the SP value, depending on the conditions (the value of ~~SP5-801-118~~ ⇒ SP5-803-118, front/back) under which the symptom occurs.
 > Increase the SP value corresponding to the conditions each 3 up until this symptom disappears.
 > Please set the SP value within the range of the following table.

	SP5-803-118	SP5-803-118	SP5-803-118
			
	SP5-801-118 ≤ 4	4 < SP5-801-118 ≤ 17.5	17.5 < SP5-801-118
Front	SP2-410-003 Range from 21 to 33	SP2-408-003 Range from 21 to 33	SP2-409-003 Range from 21 to 33
Back	SP2-410-004 Range from 14 to 26	SP2-408-004 Range from 19 to 31	SP2-409-004 Range from 17 to 29

Model: Vesta-P1		Date: 23-Apr-19	No.: RM136019
Subject: Revised laser safety regulation		Prepared by:	
From: Tech Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" 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

To meet revised laser safety regulation, please apply the following corrections to your field service manual.

Important Safety Notices → General Safety Instructions

Addition:

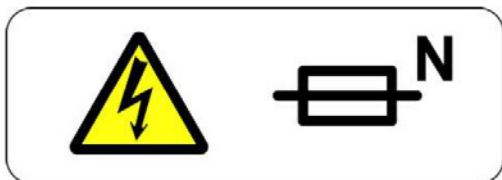
For Norway

This product is also designed for an IT power distribution system with phase-to-phase voltage 230V.

Important Safety Notices → General Safety Instructions → Safety Labels of the Machine

Addition:

For the machines with the following symbol:



 CAUTION

DOUBLE POLE/NEUTRAL FUSING

Turn off the main power switch and disconnect the power cord before disassembling or assembling the parts of the machine.

Model: Vesta-P1

Date: 23-Apr-19

No.: RM136019

Important Safety Notices → Safety → Prevention of Physical Injury

Correction:

19. For machines installed with the anti-tip components:

Old Description:

The anti-tip components are necessary for meeting the requirements of IEC60950-1, the international standard for safety. The aim of these components is to prevent the products, which are heavy in weight, from toppling as a result of people running into or leaning onto the products, which can lead to serious accidents such as persons becoming trapped under the product. (U.S.: UL60950-1, Europe: EN60950-1) Therefore, removal of such components must always be with the consent of the customer. Do not remove them at your own judgment.

New Description:

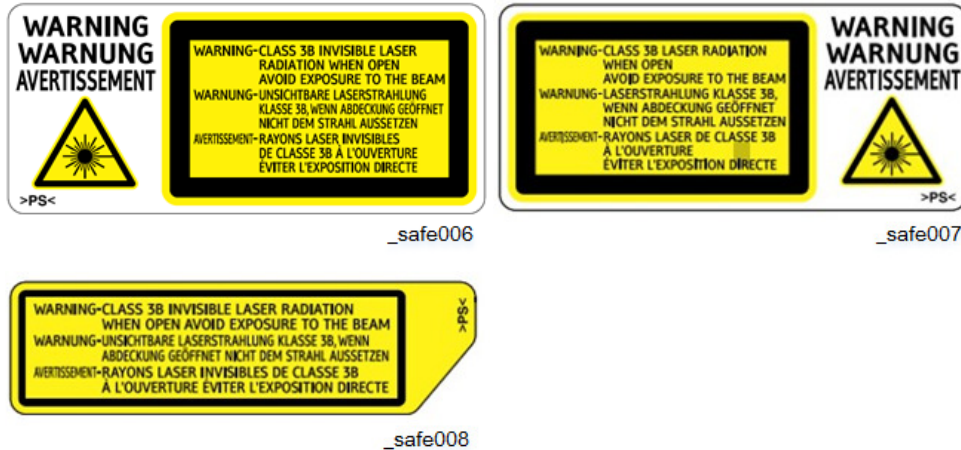
The anti-tip components are necessary to prevent the products, which are heavy in weight, from toppling a result of people running into or leaning onto the products, which can lead to serious accidents such persons becoming trapped under the products. Therefore, removal of such components must always be with the consent of the customer. Do not remove them at your own judgment.

Important Safety Notices → Laser Safety

WARNING FOR LASER UNIT

WARNING:

Turn off the main switch before attempting any of the procedures in the Laser Unit section. Laser beams can seriously damage your eyes.



Addition:



Addition:

