

Reissued: 17-Feb-10

Model: Model AP-P1	Date: 29-Sep-06	No.: RG133001k
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: System		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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 ()		

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

Version	Program No.	Effective Date
1.11	G1335733K	February 2010 production
1.10	G1335733J	July 2009 production
1.09	G1335733H	November 2008 production
1.07	G1335733G	February 2008 production
1.06	G1335733F	November 2007 production
1.05	G1335733E	November 2007 production
1.04	G1335733D	July 2007 production
1.03	G1335733C	April 2007 production
1.02	G1335733B	February 2007 production
1.01	G1335733A	November 2006 production
1.00	G1335733	1st Mass production

Version	Modified Points or Symptom Corrected
1.11	Symptom corrected: <ol style="list-style-type: none"> The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted). IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242).
1.10	Symptom corrected: <ol style="list-style-type: none"> If the "User Account Enhance Unit" is installed, the following problems might occur: <ol style="list-style-type: none"> Information in the "Counter per User" sheet might be incorrect. A duplicate might be created when the driver registers a User Code in the addressbook. The User Code counter that is incremented might not correspond to the user that submitted the job. <p>Other changes: The default value for the Energy Saver timer on the China model was changed from 5 minutes to 1 minute. Note: To support this feature, install all of the following firmware: - Printer firmware ver 1.10 or later</p>

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Model: Model AP-P1		Date: 29-Sep-06	No.: RG133001k
Version	Modified Points or Symptom Corrected		
1.09	Symptom corrected: 1. SC990 occurs when installing an embedded RC Gate (Cumin) via a Proxy Sever if the host name (and not the IP address) is used as the Proxy Server Address. 2. The results of an RFU performed via @Remote may not be reported to the center. 3. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet.		
1.07	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.07 or later), Websys firmware (version 1.03) and NCS firmware (version 6.05.7 or later) needs to be applied to the device.		
1.06	Other changes: Supports the new 80GB HDD (this firmware supports both the 40GB and 80GB drives). Note: If an earlier firmware version is used with the 80GB HDD, the machine may stall, an image problem may occur.		
1.05	Symptom corrected: 1. If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots. 2. RFU cannot be performed while the printer is booting up. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): - The device is connected to a HUB that has link flapping enabled. - The device "Ethernet speed" is not "Auto". 5. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: - The device stalls while the first job is being stored to the HDD. - After the stall, the printer is rebooted and another job is submitted for storage. - The first and second store must be to/from the same application (Copy/Scanner/Printer). Other changes: 1. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)".		
1.04	Other changes: 1. New SP modes added: SP1118-001,002,003,004,006,008,009,010,011. Note: Paper curl that occurs during fusing can be minimized with these SP modes.		
1.03	1. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver. 2.x. This only occurs if there are a large number of entries.		

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Version	Modified Points or Symptom Corrected		
	<p>Other changes:</p> <ol style="list-style-type: none"> The lead time for shifting to Energy Saver mode was changed from 30 minutes to 5 minutes. <p>Note: This is to conform with the "ENERGY STAR Program Requirements for Imaging Equipment, Version 1.0".</p>		
1.02	<p>Minor changes made to improve reliability.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> It is not possible to enter User Tools or SP mode. <p>Conditions:</p> <ul style="list-style-type: none"> The machine is connected to the @Remote system via an embedded RC Gate (SP5-816-201 is set to "2"). The controller board has just been replaced. <p>Note: See RTB #RB222018.</p> <ol style="list-style-type: none"> The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. The device is unable to follow an LDAP search reference if the device and LDAP server are communicating via SSL. This problem affects the following functions: <ul style="list-style-type: none"> LDAP Search LDAP Connection Test LDAP Authentication Windows Authentication ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On. Printer does not respond to stand-alone scanners that are connected by USB. This results in the error message "Cannot connect or find the specified printer. Click [Back] to continue." being displayed in Web Status Monitor. This only occurs if the Paper Source Tray has been configured in Web status Monitor of the scanner. The device sporadically fails to login to an Integration server. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> System firmware ver 1.02 or later Websys firmware ver 1.01 or later NFA firmware ver 2.06.1 or later Printer firmware ver 1.02 or later <p>Other changes:</p> <ol style="list-style-type: none"> Minor changes made for the release of the China model. Minor changes made to improve reliability. 		
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The machine stalls if it repeatedly switches in/out of Energy Saver mode or the operator repeatedly logs in/out using an SDK application. SC992 occurs if a third duct fan error occurs. (The correct SC code is SC536.) <p>Other changes:</p> <ol style="list-style-type: none"> The default values of the following SP modes were changed. 		

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Version	Modified Points or Symptom Corrected		
	(Reason: To improve the fusing performance with Middle Thick paper). SP1-105-124: 115 --> 124 SP1-105-125: 115 --> 124 SP1-910-003:5 --> 0 SP1-910-009:5 --> 20 SP1-915-004:20 --> 60 SP1-915-006:20 --> 60 SP9-965-006:5 --> 0 2. The default value of Sp5515-001 (Enabling SC Call under @Remote) was changed to 1 (Enabled). See RTB RGene022 for details.		
1.00	1st Mass production		

Model: Model AP-P1	Date: 03-Oct-06	No.: RG133002
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Subject: Firmware Release Note: Option PctBrdg		Prepared by: K.Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.03	G8745170	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	1st Mass production.

Reissued: 26-Nov-10

Model: AP-P1	Date: 29-Sep-06	No.: RG133003m
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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 ()		

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

Version	Program No.	Effective Date
1.12	G1335744N	November 2010 production
1.11	G1335744M	February 2010 production
1.10	G1335744L	July 2009 production
1.09	G1335744K	November 2008 production
1.08	G1335744J	October 2008 production
1.07	G1335744H	February 2008 production
1.06	G1335744G	November 2007 production
1.05	G1335744F	November 2007 production
1.04	G1335744E	July 2007 production
1.03	G1335744D	April 2007 production
1.02	G1335744C	February 2007 production
1.01	G1335744B	November 2006 production
1.001	G1335744A	1st Mass production

Version	Modified Points or Symptom Corrected
1.12	<i>Symptom corrected: If the PS driver setting "CMYK Simulation Profile" is anything other than OFF, the job created by the driver might stall the device.</i>
1.11	Symptom corrected: Jobs that use the PS Type 42 wrapper to call TrueType fonts might cause the device to stall.
1.10	Other changes: The default value for the Energy Saver timer on the China model was changed from 5 minutes to 1 minute. Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 1.10 or later
1.09	Symptom corrected: 1. 180 angle rotated function does not work through by-pass tray. 2. The printing setting be canceled during printing when "supply status" on operation panel is selected. 3. The machine can stop when paper ends during continual small job. 4. The device function used to rotate a job by 180 degrees will have no effect in either of the following situations:

Reissued: 26-Nov-10

Model: AP-P1		Date: 29-Sep-06	No.: RG133003m
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none"> - Printing from the bypass tray or a tray containing slip sheets or cover sheets. - Finishing functions including duplex and collate are cancelled by the device during printing. <p>Note: This problem doesn't affect the driver's rotation function.</p> <ol style="list-style-type: none"> 5. If the Menu > Supplies button on the device is pressed during printing of an RPCS job, duplex will be cancelled. 6. If the Menu > Supplies button on the device is pressed during printing, finishing features might be cancelled. 7. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back. 8. The PCL5 line pitch might be printed larger than the original. 9. The printable area of a PCL5 page might extend beyond the border on the right side. 		
1.08	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Some pages of mixed orientation documents might be printed upside-down. (GFPR#RC06010008, #RE07080005) <p>Other changes:</p> <ol style="list-style-type: none"> 1. The "Orientation Auto Detect" function is now controlled by a BitSwitch. <ul style="list-style-type: none"> - PS3: BitSwitch#8-6 - PDF: BitSwitch#8-7 		
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Unwanted line might be added to PS jobs containing black and white halftone images. This only affected landscape documents printed in the LEF direction. 2. Changing the ToneCtlValue setting (SP1-104), changes the gradation of the "Default Value" instead of the "Current Value". This can be seen in the printer's "Color Sheet" (SP1-103-001). 3. PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE07060006, RA07090001) 4. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) 		
1.06	<p>Other changes:</p> <p>Supports the new 80GB HDD (this firmware supports both the 40GB and 80GB drives).</p> <p>Note: If an earlier firmware version is used with the 80GB HDD, the machine may stall, an image problem may occur.</p>		
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Various printing anomalies when printing PowerPoint2007 jobs that have Autosshapes and shadows. <p>This can occur if printing with both of the following RPCS driver settings:</p> <ul style="list-style-type: none"> - Resolution: 1800 x 600 dpi - Job Load Distribution: Shift load to driver 		

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Model: AP-P1		Date: 29-Sep-06	No.: RG133003m
Version	Modified Points or Symptom Corrected		
1.04	Symptom corrected: 1. If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exist on the device HDD. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall.		
1.03	Other changes: 1. The lead time for shifting to Energy Saver mode was changed from 30 minutes to 5 minutes. Note: This was done to conform with "ENERGY STAR Program Requirements for Imaging Equipment, Version 1.0". 2. Printing performance was improved for jobs that use image rotation.		
1.02	Symptom corrected: 1. All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex.(FPR#RC06070007). 2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.02 or later - Websys firmware ver 1.01 or later - NFA firmware ver 2.06.1 or later - Printer firmware ver 1.02 or later		
1.01	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.		
1.001	1st Mass production		

Reissued: 22-Jun-11

Model: Model AP-P1	Date: 29-Sep-06	No.: RG133004g
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RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st 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 ()		

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.23:01</i>	<i>G1335163N</i>	<i>July 2011 production</i>	<i>Available</i>
1.22:01	G1335163M	March 2010 production	Available
1.21:01	G1335163L	January 2008 production	Available
1.20:01	G1335163K	July 2007 production	Available
1.13:01	G1335163J	May 2007 production	Available
1.121:01	G1335163H	February 2007 production	Available
1.11:01	G1335163G	November 2006 production	Available
1.042:01	G1335163E	1st Mass production	Available

Note : Suffix "F" is not used.

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>1.23:01</i>	<p><i>Other change:</i></p> <ol style="list-style-type: none"> <i>Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RG133-016 for more details.</i> <i>When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job.</i> <p><i>Symptom corrected:</i> <i>Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy.</i></p> <ol style="list-style-type: none"> <i>The customer sets "Staple" on the printer driver and makes two or more copies.</i> <i>Paper end occurs on the final page or near the end of the 1st copy.</i>
1.22:01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> JAM 17 is displayed while the paper is being stapled during a recovery print job following a finisher jam. <p>Other changes:</p> <ol style="list-style-type: none"> The default value of SP1115 was changed from 0.7s to 0.9s. Note: See RTB# RG133012 for more details.

Reissued: 22-Jun-11

Model: Model AP-P1		Date: 29-Sep-06	No.: RG133004g
Version	Modified Points or Symptom Corrected		
1.21:01	Others: 1. To add the new brand name.		
1.20:01	Other changes: 1. New SP modes added: SP1118-001,002,003,004,006,008,009,010,011. Note: Paper curl that occurs during fusing can be minimized with these SP modes		
1.13:01	Symptom corrected: 1. Some SP values change after the engine NVRAM data is cleared (China model only). Note: See RTB# RG133009		
1.121:01	Symptom corrected: 1. SC548 (Fusing unit rotation error) occurs if the fusing unit is not attached completely. Note: With the new firmware, SC548 is displayed only if it occurs three times during warm-up. Other changes: 1. Minor changes made for the release of the China model.		
1.11:01	Symptom corrected: 1. Process control does not finish if the front cover is open. 2. SC760 occurs if the front cover is open during phase control. 3. SC300, SC301, SC302 or SC303 occurs in low-temperature environments.		
1.042:01	1st Mass production		

Reissued: 25-Nov-10

Model: Model AP-P1	Date: 29-Sep-06	No.: RG133005f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Network Support		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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 ()		

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

Version	Program No.	Effective Date
6.05.12	G1335735E	December 2010 production
6.05.8	G1335735D	November 2008 production
6.05.7	G1335735C	February 2008 production
6.05.5	G1335735B	July 2007 production
6.05.3	G1335735A	February 2007 production
6.05	G1335735	1st Mass production

Version	Modified Points or Symptom Corrected
6.05.12	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. IPP print jobs are cancelled. This happened very infrequently. 2. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 3. The printer's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the printer reinitializes the network connection (10 seconds). 4. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 5. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. 6. The printer's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The printer will still be successfully authenticated because it is able to fall back to NTLMv2. 7. If the printer's IP address is changed to an IP address of another subnet, users will not be able to browse the network until the printer is rebooted. 8. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the printer by http. 9. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.

Reissued: 25-Nov-10

Model: Model AP-P1		Date: 29-Sep-06	No.: RG133005f
Version	Modified Points or Symptom Corrected		
	Other changes: <ol style="list-style-type: none"> Windows Authentication fails if the username or password includes lower-case European characters. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. 		
6.05.8	Symptom corrected: SC990 occurs when the debug log data is collected with the Log Collection Tool.		
6.05.7	Symptom corrected: <ol style="list-style-type: none"> LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: <ul style="list-style-type: none"> The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. <p>Other changes:</p> <ol style="list-style-type: none"> The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.07 or later), Websys firmware (version 1.03) and NCS firmware (version 6.05.7 or later) needs to be applied to the device. 		
6.05.5	Symptom corrected: <ol style="list-style-type: none"> IPP clients might not print to devices that joined the network using mDNS (Bonjour). SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 		

Reissued: 25-Nov-10

Model: Model AP-P1		Date: 29-Sep-06	No.: RG133005f
Version	Modified Points or Symptom Corrected		
6.05.3	Symptom corrected: <ol style="list-style-type: none">1. The device cannot login to Windows Vista via SMB.2. SMB printing is sporadically unavailable.3. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).4. A 404 error will be returned by Web Image Monitor after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration.5. The device will not be registered with a DNS server by a DHCP relay agent.6. The device fails to renew with the DDNS server, it will not try again.		
6.05	1st Mass production		

Reissued: 29-Feb-08

Model: Model AP-P1	Date: 29-Sep-06	No.: RG133006d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Web Support		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.03	G1335736C	<i>February 2008 production</i>
1.02.1	G1335736B	July 2007 production
1.01	G1335736A	February 2007 production
1.00	G1335736	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>The error message "Method Not Allowed" might be displayed in the web browser of a client that clicks a link in WIM's "To Link Page" page.</i> <i>Logged in users can change WIM's "Configuration > System> Device Name" setting without being granted the necessary privileges.</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>The new WLAN card is now available. (TechMail#OTS-2008-543)</i> <i>Note: To use this new card, System firmware (version 1.07 or later), Websys firmware (version 1.03) and NCS firmware (version 6.05.7 or later) needs to be applied to the device.</i>
1.02.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.

Reissued: 29-Feb-08

Model: Model AP-P1		Date: 29-Sep-06	No.: RG133006d
Version	Modified Points or Symptom Corrected		
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none">1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none">- System firmware ver 1.02 or later- Websys firmware ver 1.01 or later- NFA firmware ver 2.06.1 or later- Printer firmware ver 1.02 or later		
1.00	1st Mass production.		

Reissued: 15-Feb-07

Model: Model AP-P1	Date: 16-Oct-06	No.: RG133007b
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RTB Reissue

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

Subject: Firmware Release Note: Network DocBox		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the NetworkDocBox(Net File).

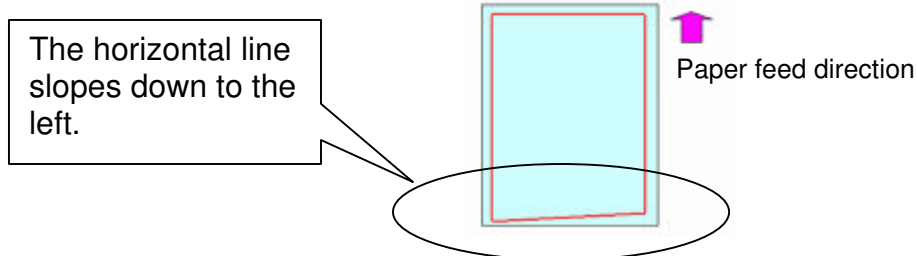
Version	Program No.	Effective Date
<i>2.06.1</i>	<i>G1335737B</i>	<i>February 2007 production</i>
2.06	G1335737A	November 2006 production
1.06.2	G1335737	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>2.06.1</i>	<p><i>Symptom corrected:</i> <i>Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i></p> <p><i>Note: To fix this issue, all of the following firmware must be applied:</i> - System firmware ver 1.02 or later - Websys firmware ver 1.01 or later - NFA firmware ver 2.06.1 or later - Printer firmware ver 1.02 or later</p>
2.06	Minor bug correction.
1.06.2	1st Mass production.

Model: AP-P1		Date: 5-Dec-06	No.: RG133008
Subject: Unparallel horizontal lines		Prepared by: K. Moriizumi	
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

SYMPTOM

Parallel horizontal lines on the original are not parallel on the printout (they are separated by more than 2.5mm),



CAUSE

Sometimes, the paper is not transported between the transport roller and fusing roller perfectly straight.

SOLUTION

Attach a spring to one of the stud pins (**see the procedure below**).

Note:

There are four types of springs.

B2236338: Spring – Stud: 0.6mm (**Recommended**)

B2236339: Spring – Stud: 0.8mm

B2236340: Spring – Stud: 1.0mm

B2236341: Spring – Stud: 1.2mm

Procedure for Attaching the Spring

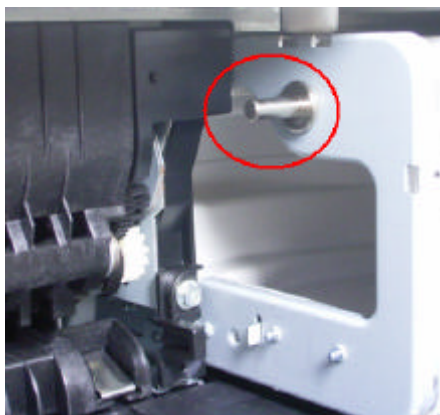
Notes:

1. When you use a thicker spring:
 - The machine will adjust more for the skew in the image.
 - There will be a bigger difference between the left and right sides in the image density of solid image areas.
2. This solution may not work in every case.

1. If the horizontal line on the printout slopes **down to the left**, attach the spring to the **operator side** pin.



2. If the horizontal line on the printout slopes **down to the right**, attach the spring to the **non-operator side** pin.



3. Make 10 printouts and check the image quality.
4. If the symptom still occurs, try one of the other springs listed above.

Model: AP-P1		Date: 20-Mar-07	No.: RG133009
Subject: Procedure after clearing NVRAM data for China		Prepared by: K. Moriizumi	
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

This RTB is for the China model only

SYMPTOM

Some SP values change after the engine NVRAM data is cleared.

CAUSE

Software bug

SOLUTION

Production line:

The firmware was modified to correct this symptom.

Applied from: May 2007 production

In the field:

- Install the new firmware, which will be released in May.
- Until the new firmware is released, set the following SP modes as shown if you clear the engine NVRAM data.

Set to:

SP7-952-1	82581000
SP7-952-2	82581000
SP7-952-3	125552000
SP7-952-4	55054000
SP7-952-11	120000
SP7-952-12	120000
SP7-952-13	80000
SP7-952-14	80000

Model: General		Date: 12-Mar-08	No.: RGene027
Subject: New Wireless LAN Option		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 checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information on the Release of a New Wireless LAN Option

Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print_B7367059.pc

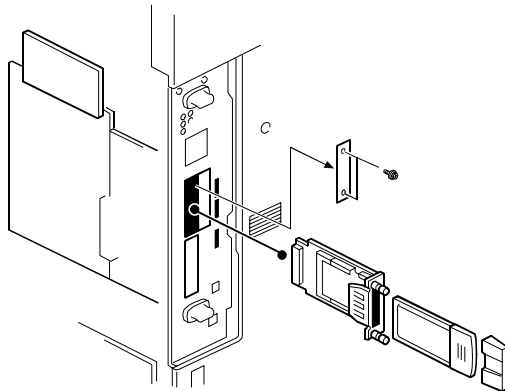
Specification Sheet:

Model Name: IEEE 802.11b Interface Unit Type N
 Machine code: B736-16
 EDP code: 414525
 Package: All-in-one (PCB, LAN card, and cover are pre-assembled)
 Channel freq. range: 2412 MHz to 2462 MHz (11ch.)
 Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

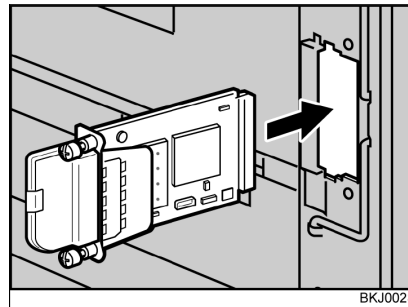
Model: General

Date: 12-Mar-08

No.: RGene027



Previous types:
PCB, LAN card, and cover are
separate



New Type (IEEE802.11b
Interface Unit Type N):
Pre-assembled

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See “Target Models” below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.

See “Target Models” below.

Notice to users (excerpt on next page):



print_B7367058.pdf

Model: General

Date: 12-Mar-08

No.: RGene027

Excerpt from the Operating Instructions for LP models

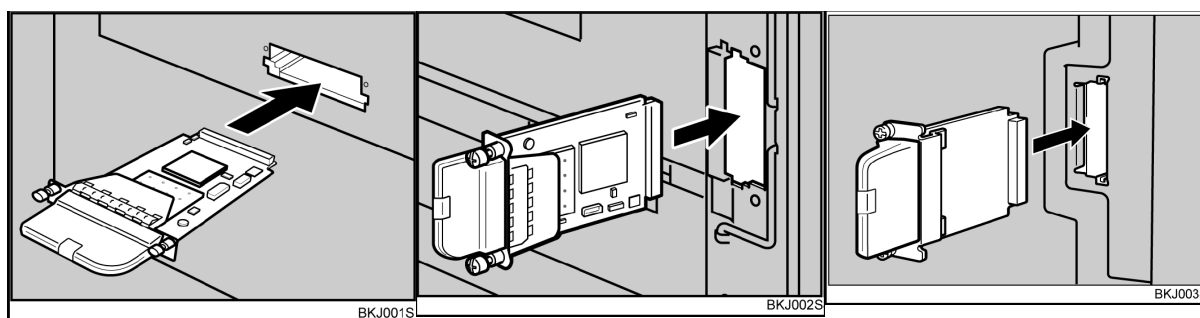
Installing the Optional Wireless LAN Interface Unit

Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
 - Do not subject the wireless LAN interface unit to physical shocks.
1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.

Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws.
Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

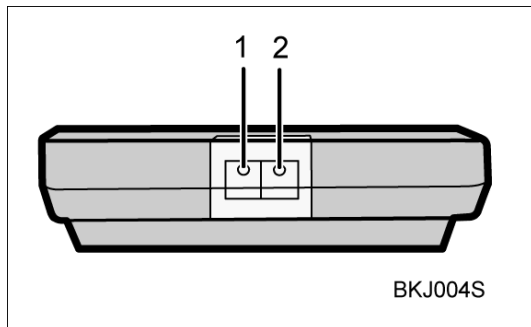
Model: General

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Model: General

Date: 12-Mar-08

No.: RGene027

Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	(1.10)	T.B.D	T.B.D	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	T.B.D	T.B.D	T.B.D	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions “version 1.07” for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.


Model: Model AP-P1		Date: 9-Mar-09	No.: RG133010
Subject: Bit Switch		Prepared by: N. Yoshida	
From: 2nd 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 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 ()		

SP1-XXX (Service Mode)

1001	Bit Switch		
001	Bit Switch 1		0 1
	bit 0	DFU	- -
	bit 1	DFU	- -
	bit 2	DFU	- -
	bit 3	No I/O Timeout	0: Disable 1: Enable
	Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	SD Card Save Mode	0: Disable 1: Enable
	Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ "Card Save Function" in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	- -
	bit 6	DFU	- -
	bit 7	[RPCS,PCL]: Printable area frame border	0: Disable 1: Enable
	Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.		

1001	Bit Switch		
002	Bit Switch 2		0 1
	bit 0	DFU	- -
	bit 1	DFU	- -
	bit 2	Applying a collation Type	Shift Collate Normal Collate

Model: Model AP-P1	Date: 9-Mar-09	No.: RG133010
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		A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured. <div>  Note </div> <ul style="list-style-type: none"> If #5-0 is enabled, this Bit Switch has no effect. 	
bit 3	[PCL5e/c,PS]: PDL Auto Switching	0: Enable	1: Disable
	Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.		
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-

1001	Bit Switch		
003	Bit Switch 3	0	1
	bit 0	DFU	-
	bit 1	DFU	-
	bit 2	[PCL5e/c]: Legacy HP compatibility	0: Disable 1: Enable
		Enable: Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A"	
	bit 3	DFU	-
	bit 4	DFU	-
	bit 5	DFU	-
	bit 6	DFU	-
	bit 7	DFU	-

1001	Bit Switch		
004	Bit Switch 4 DFU	-	-


1001	Bit Switch		
005	Bit Switch 5	0	1
	bit 0	Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.	Disable Enable

Model: Model AP-P1	Date: 9-Mar-09	No.: RG133010
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		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PS] PS Criteria	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	Increase max number of the stored jobs to 1000 jobs.	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	Bit Switch			
006	Bit Switch 6	DFU	-	-

1001	Bit Switch			
007	Bit Switch 7	DFU	-	-

1001	Bit Switch			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled.		
		<div>  Note </div> <ul style="list-style-type: none"> Color jobs will not be printed without a valid user code. 		

Model: Model AP-P1	Date: 9-Mar-09	No.: RG133010
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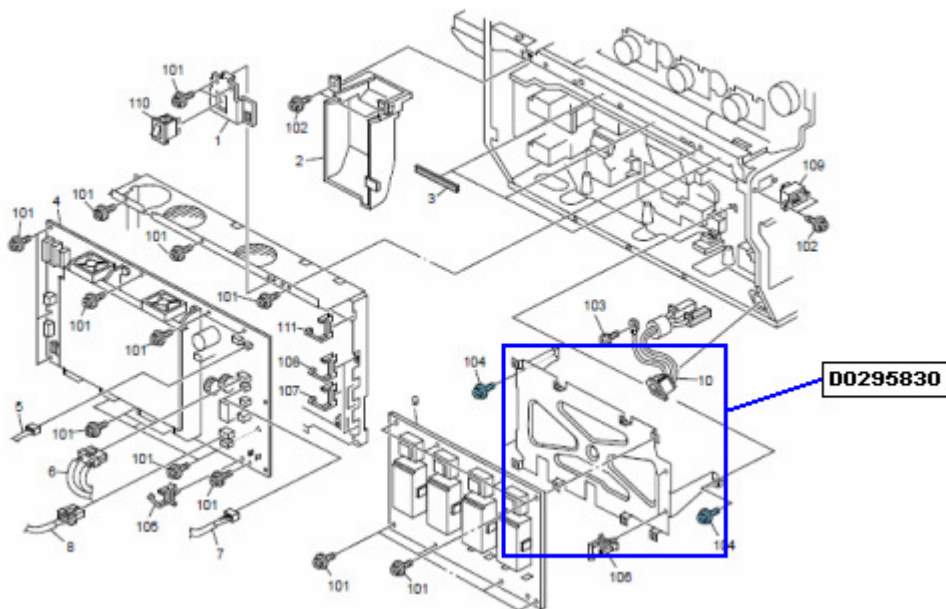
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	[PS]: Orientation Auto Detect Fuction	Disable	Enable
		<p>Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content.</p> <p> Note</p> <p>Applied to PS firmware ver 1.01</p>		
	bit 7	DFU	-	-

Model: Ap-P1		Date: 3-Aug-09	No.: RG133011
Subject: Power pack bracket		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change / Reason: The power pack bracket was added to the parts catalog.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0295830	BRACKET:POWER PACK:PEEN	1		61		

41.Electrical Section 3 (B222/B224)



Model: AP-P1		Date: 5-Aug-09	No.: RG133012
Subject: Image problem and rattling caused by deformation of fusing roller		Prepared by: M. Kumagai	
From: 2nd 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

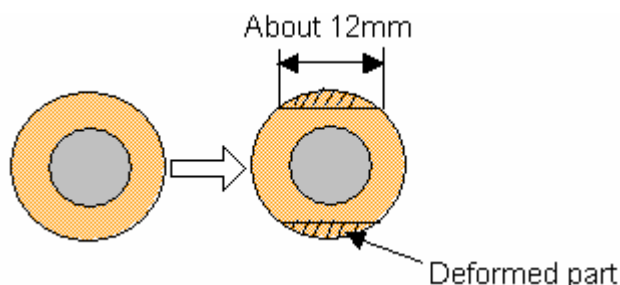
SYMPTOM

1. Double images or uneven image density in solid image areas (color).
2. A rattling sound can be heard coming from the fusing unit.

Note:

- You can check the image quality related symptoms (#1) by printing out the **SP2109-023** test pattern.
- You can check for rattling (#2) by performing the **SP5804-027** output check.

CAUSE



The machine is used under the following conditions, which minimizes the frequency at which the fusing roller is rotated/idled. Also, the idling home position is constant. As a result, the same area of the fusing roller surface is exposed to the heating roller for long periods of time, which flattens out this area.

- Energy save mode is set to OFF
- The actual PV is very low (1000 prints/month or less)

Model: AP-P1

Date: 5-Aug-09

No.: RG133012

SOLUTION

- If the symptom is reported from the field:

1. Replace the fusing roller.
2. Change **SP1115-002** from a setting of 0.7s to **0.9s**.

Note: This will change the home position of the fusing roller when idling is performed every hour. This prevents the same area on the fusing roller surface from being constantly exposed to heat.

- If the symptom has not been reported, but the customer uses the machine as described above (Energy save mode OFF, 1000 prints/month or less):

At the next service visit, change **SP1115-002** from a setting of 0.7s to **0.9s**.

Model: AP-P1		Date: 18-Apr-11	No.: RG133013
Subject: Service manual revision (SC681)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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 areas **in bold** were added.

No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
681	001 ~ 005	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Poor connection with harness that connects RFID controller board and BCU board ▪ Defective RFID controller board. ▪ Defective BCU board ▪ Electrical noise
			<ul style="list-style-type: none"> ▪ Check the connection of the harness that runs between the RFID controller board and BCU board. ▪ Check the connection of the GND line for the ITB unit. ▪ Check the physical condition of this harness and replace it if it is damaged. ▪ Replace the RFID controller board. ▪ Replace the BCU board
	061 ~ 064	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Defective RFID controller board ▪ Electrical noise
			<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ Replace the BCU board ▪ Replace the RFID controller board.
	071 ~ 074	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Defective RFID controller board ▪ Electrical noise
	081 ~ 164	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ Replace the RFID controller board.

Model: AP-P1		Date: 18-Apr-11	No.: RG133013
No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Electrical noise ▪ Replace the toner cartridge for the affected color (See table below). ▪ If the SC still occurs, see note below.

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
**1	BK
**2	M
**3	C
**4	Y

- For sub codes 081–164:

In some cases, replacing the toner cartridge may not clear the SC. If this happens, the cause is probably a board or harness defect, which affects all four colors.

In such cases:

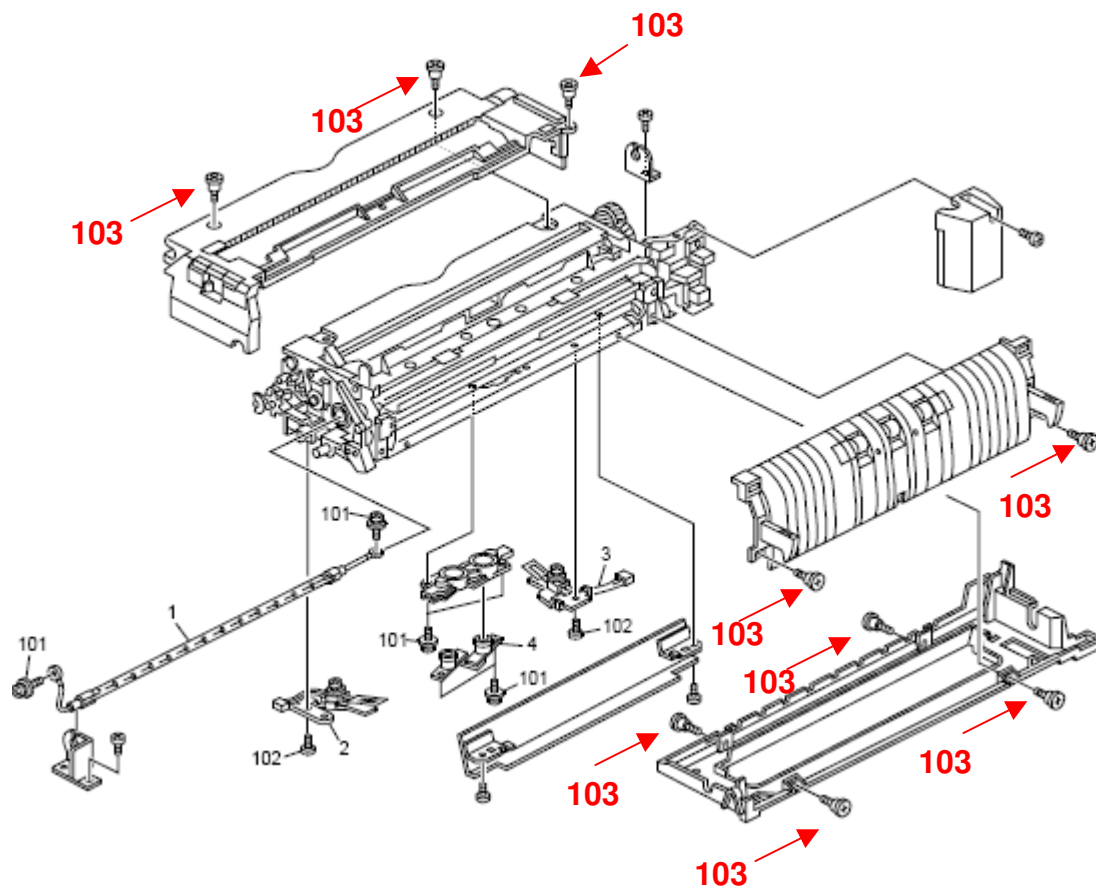
- Check the physical condition of the harness that connects RFID controller board and BCU board. If it is damaged, replace it.
- Check the physical condition of the RFID controller board and BCU board. If they are damaged, replace them.

Model: AP-P1		Date: 10-May-11	No.: RG133014
Subject: Parts catalog correction		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st 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 following part was missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
AA143867	SCREW:DIA4:M3:FUSING UNIT	9		36	103	

***New Index**



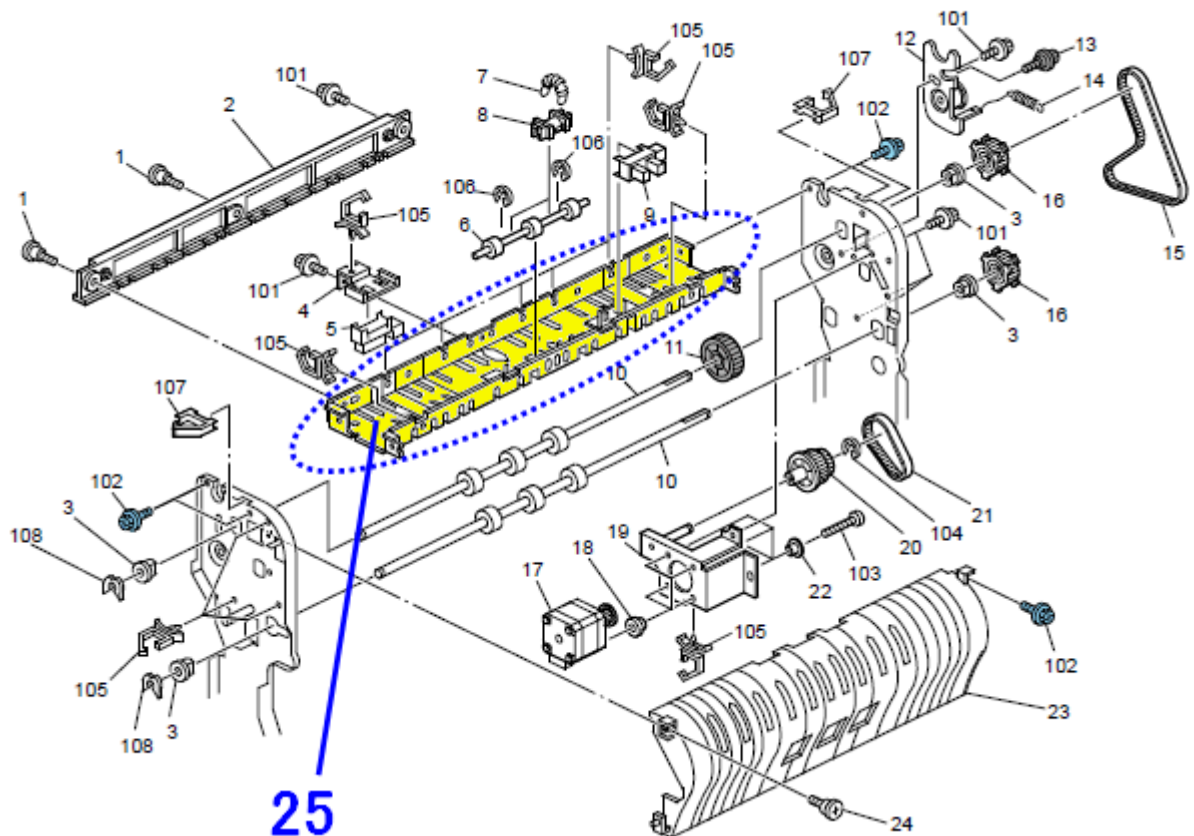
Model: AP-P1		Date: 18-May-11	No.: RG133015
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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 following part was missing from the parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
B2234567	STAY:TRANSPORT:UPPER:PEEN	1		49	25*	

*New Index

20.Duplex Unit 2 (G133)

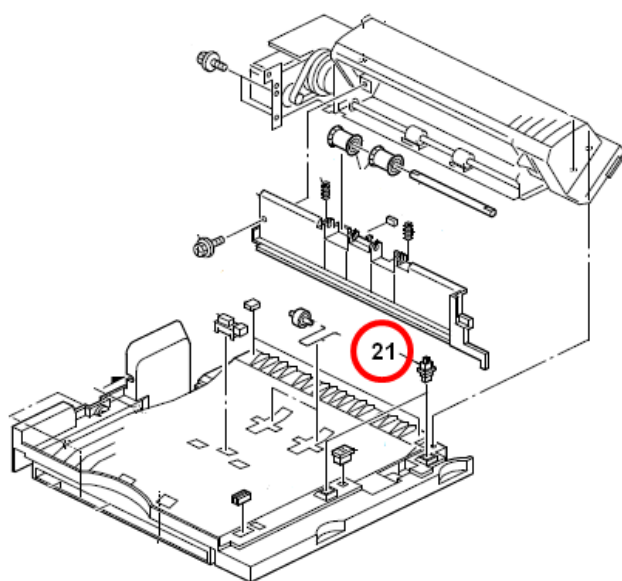


Model: AP-P1		Date: 22-Jun-11	No.: RG133016
Subject: Jam 1 (Cover open) occurs frequently in the bridge unit.		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input 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

Jam 1 (Cover open) occurs frequently in the BU3000 Bridge unit.

If you replace the push switch in the red circle below, this symptom still occurs.



Cause

Because of the following two reasons, the push switch mistakenly detects a “cover open” when paper exits

- 1) The contact finish on the push switch wears with time, causing an unstable signal from the sensor, and this causes most of the false detection errors during continuous paper feed.
- 2). Detection timing of the push switch was designed to be very short and strict, because of the situation described above in cause 1).

Solution

Install the following **Engine Firmware** version or later, in which the push switch detection timing is changed.

Model	Version	Program No.
AP-P1	1.23:01	G1335163N

Model: AP-C3		Date: 7-Oct-15	No.: RD144089
Subject: Safety caution - Cover of Controller board		Prepared by: K. Yamamotoi	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB applies to the **AP/AT-C3, C2.5, C2** and **AP-P1**.

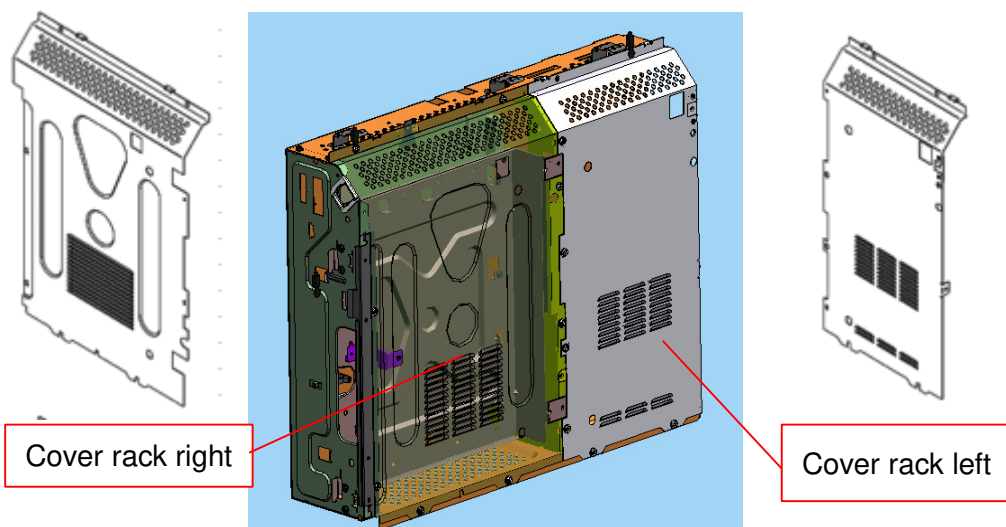
IMPORTANT SAFETY INFORMATION about the Controller Board Cover

Take caution **when removing the controller board cover**, as the edges of the cover are sharp.

AP/AT-C3, C2.5, C2

Cover rack right: D0295811

Cover rack left: D0295810



AP-P2

Cover rack right: G1335811

Cover rack left: G1335810

