

**Reissued: 01-Apr-15**

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125001e
---------------------	-----------------	----------------

**RTB Reissue**

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.07:02</b>	<b>M1255114H</b>	<b>April 2015 production</b>	<b>Available</b>
1.05:02	M1255114F	February 2014 production	Available
1.04:02	M1255114E	September 2013 production	Available
1.03:02	M1255114D	May 2013 production	Available
1.02:02	M1255114C	March 2013 production	Available
1.01:02	M1255114B	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.07:02</b>	<b>Symptom corrected:</b> <b>1. Printing does not start up again when paper is reloaded following Paper End.</b> <b>2. The machine does not recognize a new fusing unit if the unit is replaced while the main power is ON.</b>
1.05:02	Specification Change 1. Internal parameter changed to improve SC681. 2. Internal parameter changed to improve paper jam 231.
1.04:02	Specification Change: Minor parameter changed to optimize the countermeasure applied in Engine Version 1.02:02.
1.03:02	Symptom corrected: 1. Solid black images (bands or other) along the main-scan direction appear light, and black spots may appear on these images. 2. "Toner cartridge has not been loaded" is displayed in the following situations: - When the machine is turned ON - When the machine recovers from Energy Saver mode - When the duplex unit covers are opened/closed  Other changes: 3. Control parameters for the fusing exit motor output check were changed.

**Reissued: 01-Apr-15**

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125001e
---------------------	-----------------	----------------

Version	Modified Points or Symptom Corrected
1.02:02	<p>Symptom corrected: SC573 occurs or part of the surface layer of the fusing sleeve belt peels off under the following conditions:</p> <ul style="list-style-type: none"><li>- When printing onto paper with a width of 206mm or less, or</li><li>- When the paper size setting is different from the size of the paper loaded in the tray.</li></ul> <p>Note:</p> <ul style="list-style-type: none"><li>- Due to this change, the timing at which the print speed decreases and the amount of the decrease may change when printing onto paper with a width of 206mm or less.</li><li>- Due to this change, the printing speed may be reduced if the paper size mismatch described above occurs.</li></ul>
1.01:02	1st Mass production

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125003
---------------------	-----------------	---------------

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	M1255567C	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

**Reissued: 12-Sep-16**

Model: AP-P3	Date: 28-Sep-12	No.: RM125004g
--------------	-----------------	----------------

**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.07</b>	<b>M1255565J</b>	<b>October 2016 production</b>	<b>Available</b>
1.06	M1255565H	September 2015 production	Available
1.05	M1255565G	November 2014 production	Available
1.04	M1255565F	July 2013 production	Available
1.03	M1255565E	March 2013 production	Available
1.02	M1255565D	November 2012 production	Available
1.01	M1255565C	October 2012 production	Available
1.00.1	M1255565B	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.07</b>	<b>Other changes:</b> <b>Added support for adhering to the Lot 6 regulation of the EU in European devices.</b>
1.06	Other changes: Support for AirPrint. This firmware is dependent on the following firmware module. Please be sure to update it: <ul style="list-style-type: none"> <li>- System firmware: v1.10 or later (M1255562L)</li> <li>- Printer firmware: v1.07 or later (M1255572H)</li> <li>- Network Support firmware: v12.36 or later (M1255563H)</li> <li>- PDF firmware: v1.03 or later (M1255559D)</li> </ul>
1.05	Other changes: <ul style="list-style-type: none"> <li>- Support for Korean in Asia-Pacific models</li> </ul>

**Reissued: 12-Sep-16**

Model: AP-P3		Date: 28-Sep-12	No.: RM125004g
Version	Modified Points or Symptom Corrected		
1.04	<p>Symptom corrected: When using the web development tools like Firebug in Web Image Monitor, users who do not have the authority of editing might even be able to edit the administrative privileges of each.</p> <p>Other changes: Compliance for the Blue Angel regulations. Note. Please be sure to update the following firmware in order to apply all the changes for the Blue Angel: System v1.05 (M1255562F) or later Printer v1.05 (M1255572F) or later</p>		
1.03	<p>Symptom Corrected: The following problems occur in Web Image Monitor when using Windows Internet Explorer 10:</p> <ul style="list-style-type: none"> <li>- Cannot select, drag, delete, or move icons in Device Management &gt; Device Home Management &gt; Edit Icons.</li> <li>- Cannot drag selected items or display or hide items in Device Management &gt; Address Book &gt; Maintenance &gt; Items Displayed in Address List.</li> <li>- When adding icons in Device Management &gt; Device Home Management &gt; Edit Icons, the column headings of the table are out of alignment.</li> <li>- When adding a user in Device Management &gt; Address Book &gt; Address List (Display All Items), the column headings of the table are out of alignment.</li> </ul>		
1.02	<p>Symptom corrected: An incorrect Media Type might be displayed for IPDS Form &gt; Media Type &gt; Thick Paper 4.</p>		
1.01	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- Even using a valid image file, errors occur when an image is added to the Home Screen (Device Management &gt; Device Home Management &gt; Home Screen Settings &gt; Insert Image).</li> <li>- If the device encounters an unrecoverable error, the unrecoverable error will not be displayed in WIM. WIM will show the device status as "OK".</li> </ul>		
1.00.1	1st Mass production		

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125005
---------------------	-----------------	---------------

Subject: Firmware Release Note: Option Netware		Prepared by: H. Tamaki	
From: 1st 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 **Option Netware**.

Version	Program No.	Effective Date	Availability of RFU
12.19	M1255549	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
12.19	1st Mass production

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125006
---------------------	-----------------	---------------

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: H. Tamaki	
From: 1st 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 **PowerSaving Sys.**

Version	Program No.	Effective Date	Availability of RFU
1.16	M1255560A	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
1.16	1st Mass production

**Reissued: 04-Aug-15**

Model: AP-P3	Date: 28-Sep-12	No.: RM125007c
--------------	-----------------	----------------

**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.03</b>	<b>M1255559D</b>	<b>September 2015 production</b>	<b>Available</b>
1.02	M1255559C	April 2014 production	Available
1.01	M1255559B	January 2014 production	Available
1.00	M1255559A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.03</b>	<b>Other changes:</b> <b>Support for AirPrint.</b> <b>This firmware is dependent on the following firmware modules. Please be sure to update all of them:</b> <ul style="list-style-type: none"> <li>- <b>System: v1.10 or later (M1255562L)</b></li> <li>- <b>Network Support firmware: v12.36 or later (M1255563H)</b></li> <li>- <b>Web Support firmware: v1.06 or later (M1255565H)</b></li> <li>- <b>Printer: v1.07 or later (M1255572H)</b></li> </ul>
1.02	Symptoms corrected: 1. A job reset occurs under the following conditions: <ul style="list-style-type: none"> <li>- PDF printing</li> <li>- Image mask used</li> <li>- Image rendered with a tiling pattern</li> </ul> 2. An error occurs if the image is too small to render.
1.01	Symptom corrected: 1. Printing certain web pages from Safari or PDF created by iOS/Mac OS using AirPrint could cause the system to stall. 2. PDF Direct jobs will be reset as following: <ul style="list-style-type: none"> <li>- Jobs created by specific Mac OS X application.</li> <li>- Jobs specified by huge graphic images as patterns.</li> </ul> 3. Device might stall if available memory is less than 900 KB for printing.
1.00	1st Mass production



Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125009
---------------------	-----------------	---------------

Subject: Firmware Release Note: PS3		Prepared by: H. Tamaki	
From: 1st 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**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M1255588A	1st Mass production	Available

**Note: Definition of Availability of RFU via @Remote**

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125010
---------------------	-----------------	---------------

Subject: Firmware Release Note: PS3 Font		Prepared by: H. Tamaki	
From: 1st 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 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.15	D6205683	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
1.15	1st Mass production

**Reissued: 22-Mar-17**

Model: AP-P3	Date: 28-Sep-12	No.: RM125011b
--------------	-----------------	----------------

**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>3.12.28</b>	<b><i>M1255574C</i></b>	<b><i>April 2017 production</i></b>	<b><i>Available</i></b>
3.12.27	M1255574B	January 2014 production	Available
3.12.26	M1255574A	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>3.12.28</b>	<b><i>Symptom corrected:</i></b> <b><i>When "Unauthorized Copy Prevention Printing: Printer" is enabled, an error might occur, causing the job to be cancelled.</i></b> <b><i>(GFPR#RA14120002)</i></b>
3.12.27	Symptom corrected: When printing certain documents in Microsoft Word, an SC899 error might occur.
3.12.26	1st Mass production

Model: <b>AP-P3</b>	Date: 28-Sep-12	No.: RM125012
---------------------	-----------------	---------------

Subject: Firmware Release Note: Option PctBrdg		Prepared by: H. Tamaki	
From: 1st 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 **Option PctBrdg**.

Version	Program No.	Effective Date	Availability of RFU
1.12.18	M125553	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
1.12.18	1st Mass production

**Reissued: 22-Mar-17**

Model: AP-P3	Date: 09-Oct-12	No.: RM125014h
--------------	-----------------	----------------

**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.10</b>	<b>M1255580K</b>	<b>April 2017 production</b>	<b>Available</b>
1.09	M1255580J	October 2016 production	Available
1.08	M1255580H	July 2016 production	Available
1.07	M1255580G	July 2015 production	Available
1.06	M1255580F	January 2015 production	Available
1.05	M1255580E	May 2014 production	Available
1.04	M1255580D	October 2013 production	Available
1.03	M1255580C	March 2013 production	Available
1.02	M1255580B	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>1.10</b>	<b>Symptom corrected:</b> <ul style="list-style-type: none"> <li>- <b>The image quality output from PCL5 data might be poor if the image was created by using certain applications, such as RICOH ProcessDirector. (GFPR#RE15030034)</b></li> <li>- <b>Some lines of text and/or dotted lines might be missing when using the PCL overlay macro. (GFPR#RC16040013)</b></li> <li>- <b>When characters that contain the incorrect TrueType font data are printed, not only are incorrect characters missing but also are correct characters that follow incorrect characters. (GFPR#RE16030046)</b></li> <li>- <b>An SC899 error occurs when using the PCL6 driver to print a PDF from the Reader application in Windows 8.1. (GFPR#RA15050002)</b></li> <li>- <b>Fonts that are downloaded to an SD card might not be printed.</b></li> <li>- <b>When “Unauthorized Copy Prevention Printing: Printer” is enabled, an error might occur, causing the job to be cancelled. (GFPR#RA14120002)</b></li> <li>- <b>When printing a PCL5 job, black text might be drawn by using process black and result in a blurred or thicker-than-expected output. (GFPR#RA16010003)</b></li> <li>- <b>When printing PCL data that is output by a host, the background might not be printed.</b></li> </ul>

**Reissued: 22-Mar-17**

Model: AP-P3		Date: 09-Oct-12	No.: RM125014h
Version	Modified Points or Symptom Corrected		
1.09	Symptom corrected: A blank page or missing image is printed out if the PCL data created by certain applications (such as Microsoft Excel 2010) contains a significant amount of graphics and/or transparent objects.		
1.08	Symptom corrected: SC899 occurs in some firmware versions when printing certain jobs. (GFPR#RE16020028)		
1.07	Symptom corrected: 1. Using a bitmap font might result in jobs being cancelled. (GFPR#RE13100030) 2. When printing an N-up PCL6 job by using a printer driver that is for Windows 8 or a later Windows operating system, some characters are missing. 3. If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing, unexpected white lines might appear in the printout. (GFPR#RA14080005, GFPR#RA14110005) 4. If a PCL5 job is printed under certain conditions related to the font header information when using host printing, PCL default fonts are used. (GFPR#RE14100009)		
1.06	Symptom corrected: 1. When printing certain documents in Microsoft Word, an SC899 error might occur. 2. PCL jobs with a specified clip range might print unnecessary 1-pixel width lines on the printout. 3. 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) 4. If a user who has only black-and-white-printing privileges prints the stored color data in monochrome and if the specified paper size is not set in the input tray, the printing will be cancelled. 5. If an image size is big and has been enlarged by using the "Reduce/Enlarge" option in the PCL6 driver, unexpected white lines might appear in the printout. 6. When printing a PCL5 host-printing job in which 32,000 or more of the fill patterns are specified, the device will stall.		
1.05	Symptom corrected: 1. Specific TrueType fonts that include problematic hinting data might cause an SC899 error to occur. (GFPR#RA13030005, GFPR#RE14020031, GFPR#RC14020002, GFPR#RA14030001, GFPR#RC14030010) 2. Text in duplex PCL jobs are shifted and therefore overlap other text when the data is subjected to both of the following conditions: - Specify the frontside of the page by using the <Esc>&a1G command when the current page is the backside. - The offset command <ESC>&l#U or <ESC>&l#Z is used after the drawing command is specified. (GFPR#RC13060012, GFPR#RE14010003) 3. When printing PCL5 jobs that include a scalable font, an SC899 error occurs or the device automatically reboots when fonts have exceeded the 256-character limit available for download. (GFPR#RE14020003)		

**Reissued: 22-Mar-17**

Model: AP-P3		Date: 09-Oct-12	No.: RM125014h
Version	Modified Points or Symptom Corrected		
1.04	Symptom corrected: 1. When specifying a tray other than the Auto Tray Select as the Input Tray and using Shift Collate or Rotate Collate, the documents are printed without being shifted.(GFPR#RE12110018,GFPR#RE12110039) 2. When a PCL5 job includes a raster image, the text and images might be placed in the wrong position, which would result in an unexpected printout. (GFPR#RE13020014) 3. Specific TrueType fonts that include problematic hinting data might cause an SC899 error to occur. (GFPR#RA13030005)		
1.03	Symptom corrected: 1. Error SC899 caused by PCL jobs names (@PJL JOBNAME) that contain any number of "%" characters and a banner page. (GFPR#RE12090010)		
1.02	1st Mass production		

**Reissued: 21-Dec-16**

Model: AP-P3	Date: 25-Oct-12	No.: RM125015f
--------------	-----------------	----------------

**RTB Reissue**

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

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

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

**[Generic]**

Version	Program No.	Effective Date	Availability of RFU
<b>1.08</b>	<b>M1251490L</b>	<b>September 2016 production</b>	<b>Available</b>
1.07	M1251490K	October 2013 production	Available
1.06	M1251490J	July 2013 production	Available
1.05	M1251490H	April 2013 production	Available
1.04	M1251490G	January 2013 production	Available
1.03.2	M1251490F	1st Mass production	Available

**[ASIA/KOR]**

Version	Program No.	Effective Date	Availability of RFU
<b>1.02</b>	<b>M1251491A</b>	<b>September 2016 production</b>	<b>Available</b>
1.01	M1251491	November 2014 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.

**[Generic]**

Version	Modified Points or Symptom Corrected
<b>1.08</b>	<b>Other changes:</b> - <b>Added support for adhering to the Lot 6 regulation of the EU in European devices.</b>
1.07	Symptom corrected: Minor bug correction
1.06	Symptom corrected: Some text in French/Czech for some button/key is too large to fit inside the button/key.
1.05	Symptom corrected: The button for the English language in Switchable Language settings is empty when the machine is set to another language.
1.04	Suffix up for production. There is no software change among M1251490D/E/F/G.
1.03.2	1st Mass production  IMPORTANT: This firmware version (v1.03.2) is not an updated version of v1.03. These two versions are exactly the same, so there is no need to update from one to the other.



Reissued: 21-Dec-16

Model: AP-P3	Date: 25-Oct-12	No.: RM125015f
--------------	-----------------	----------------

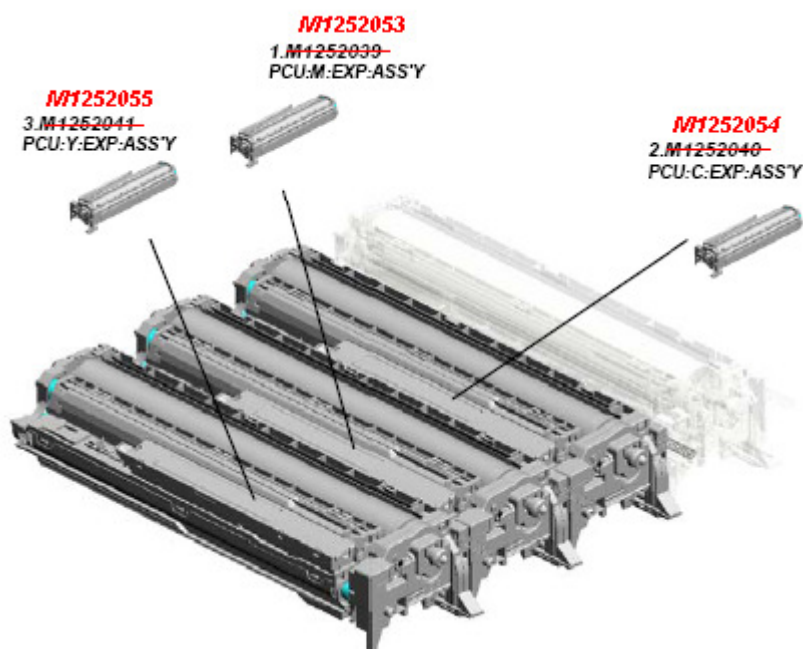
**[ASIA/KOR]**

Version	Modified Points or Symptom Corrected
1.02	<i>Other changes:</i> - <i>Added support for adhering to the Lot 6 regulation of the EU in European devices.</i>
1.01	Spec Change Supported Korean language

Model: AP-P3		Date: 08-Nov-12	No.: RM125017
Subject: Parts catalogue collection.		Prepared by: H. Tamaki	
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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M1252039	M1252053	PCU :M :EXP :Ass'y	1	-	-	-	-
M1252040	M1252054	PCU :C :EXP :Ass'y	1	-	-	-	-
M1252041	M1252055	PCU :Y :EXP :Ass'y	1	-	-	-	-

**Change/Reason:** Part number correction.



Model: <b>AP-P3</b>	Date: 09-Nov-12	No.: RM125016
---------------------	-----------------	---------------

Subject: Firmware Release Note: Font EXP		Prepared by: H. Tamaki	
From: 1st 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 **Font EXP**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1295772	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: 10-Apr-14**

Model: <b>AP-P3</b>	Date: 19-Nov-12	No.: RM125019a
---------------------	-----------------	----------------

**RTB Reissue**

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<b>8.598</b>	<b><i>M125557A</i></b>	<b><i>May 2014 production</i></b>	<b><i>Available</i></b>
8.564	M125557	1st Mass production	Available

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

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

Version	Modified Points or Symptom Corrected
<b>8.598</b>	<b><i>Symptom corrected:</i></b> <b><i>1. IPDS printing might not be able to handle data that contains specific DBCS fonts. (GFPR#RA13080001)</i></b> <b><i>2. An image might lose its shape when Scale to Fill mode is set. (GFPR#RC12100003)</i></b> <b><i>3. When performing IPDS printing without the HDD, an SC899 error might occur. (GFPR#RC13120004)</i></b> <b><i>4. When the printer is creating a QR code by using IPDS, it might not print correctly. (GFPR#PP14010001)</i></b>
8.564	1st Mass production

**Reissued:07-Dec-12**

Model: AP-P3	Date: 16-Nov-12	No.: RM125018a
--------------	-----------------	----------------

**RTB Reissue**

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

Subject: FSM main manual correction		Prepared by: H.Tamaki	
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 type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

This RTB is to inform the service manual correction for AP-C3.

## Service Manual Correction: Main chapters.

The areas in **bold** were corrected.

Page	Contents											
p. 273	<p><b>Service SP Table &gt; SP1-XXX(Service Mode) &gt; SP1001-005 &gt; bit 4</b></p> <table><tr><td>bit 4</td><td>Increase max number of the stored jobs.</td><td>Disable (100)</td><td>Enable (1000)</td></tr><tr><td colspan="4">Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.</td></tr></table> <p><b>Change:</b> <b>Enable (1000)</b> <b>Job Type settings to 1000</b></p> <p><b>To:</b> <b>Enable (750)</b> <b>Job Type settings to 750</b></p>	bit 4	Increase max number of the stored 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 4	Increase max number of the stored 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.												
p. 327	<p><b>Engine SP Tables-1 &gt; SP5-XXX(Mode) &gt; SP5045-001</b></p> <table><tr><td rowspan="2">5045</td><td colspan="3">[Accounting counter]</td></tr><tr><td colspan="3">Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.</td></tr><tr><td>001</td><td>Counter Method</td><td>*CTL</td><td>[0 or 1 / 1 / -] 0: Developments 1: Prints</td></tr></table> <p><b>Change:</b> <b>[0 or 1 / 1 / -]</b> <b>0: Developments</b> <b>1: Prints</b></p>	5045	[Accounting counter]			Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.			001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints
5045	[Accounting counter]											
	Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.											
001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints									

**Reissued:07-Dec-12**

Model: AP-P3	Date: 16-Nov-12	No.: RM125018a
<p>To:</p> <p>[0 to 7 / 1 / step]</p> <p>0: Developments</p> <p>1: Prints</p> <p>2: Coverage</p> <p>3: Economy Color (Color count)</p> <p>4: Economy Color (B&amp;W count)</p> <p>7: Coverage (YMC)</p>		

## Service Manual Correction: Appendix.

Page	Contents											
p.36	<p><b>Service SP Table &gt; SP1-XXX(Service Mode) &gt; SP1001-005 &gt;bit 4</b></p> <table><tr><td>bit 4</td><td>Increase max number of the stored jobs.</td><td>Disable (100)</td><td>Enable (1000)</td></tr><tr><td colspan="4">Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.</td></tr></table> <p><b>Change:</b> <b>Enable (1000)</b> <b>Job Type settings to 1000</b></p> <p><b>To:</b> <b>Enable (750)</b> <b>Job Type settings to 750</b></p>	bit 4	Increase max number of the stored 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 4	Increase max number of the stored 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.												
p.258	<p><b>Engine SP Tables-1 &gt; SP5-XXX(Mode) &gt; SP5045-001</b></p> <table><tr><td rowspan="2">5045</td><td colspan="3">[Accounting counter]</td></tr><tr><td colspan="3">Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.</td></tr><tr><td>001</td><td>Counter Method</td><td>*CTL</td><td>[0 or 1 / 1 / -] 0: Developments 1: Prints</td></tr></table> <p><b>Change:</b> <b>[0 or 1 / 1 / -]</b> <b>0: Developments</b> <b>1: Prints</b></p>	5045	[Accounting counter]			Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.			001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints
5045	[Accounting counter]											
	Selects the counting method. NOTE: The counting method can be changed only once, regardless of whether the counter value is negative or positive.											
001	Counter Method	*CTL	[0 or 1 / 1 / -] 0: Developments 1: Prints									

**Reissued:07-Dec-12**

Model: AP-P3	Date: 16-Nov-12	No.: RM125018a
	<p>To:</p> <p>[0 to 7 / 1 / step]</p> <p>0: Developments</p> <p>1: Prints</p> <p>2: Coverage</p> <p>3: Economy Color (Color count)</p> <p>4: Economy Color (B&amp;W count)</p> <p>7: Coverage (YMC)</p>	

Model: AP-P3		Date: 28-Feb-13	No.: RM125020
Subject: SC573 or the surface of fusing belt peeling off		Prepared by: H. Tamaki	
From: 1st 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 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

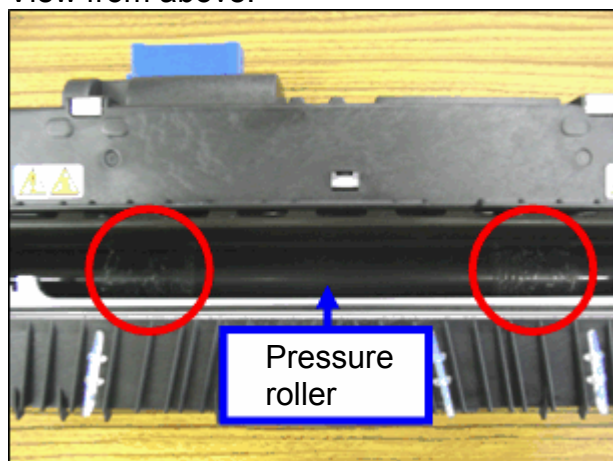
## SYMPTOM

SC573 occurs or part of the surface layer of the fusing sleeve belt peels off.

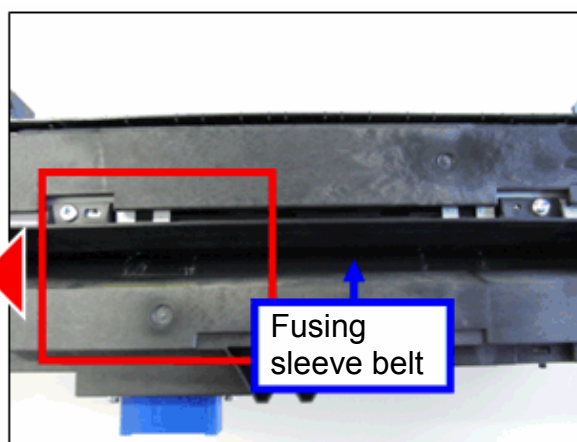
Conditions:

- The width of the paper is 206mm or less, or
- The paper size setting is different from the size of the paper loaded in the tray

View from above:



View from below:





Model: AP-P3

Date: 28-Feb-13

No.: RM125020

**CAUSE**

1) When the width of the paper is 206mm or less

The print speed is not reduced at the optimal timing nor to an optimal degree for paper types with widths of 206mm or less. As a result, the fusing temperature is relatively high.

2) When the paper size setting is different from the size of the paper loaded in the tray

The locations of the sensors that monitor the paper are different for each paper width. In this case, the section of the belt with the highest temperature cannot be watched.

**SOLUTION**

Update the Engine firmware to the following version or newer if the symptom occurs, or at the next service visit (EM prevention):

Engine firmware:

M1255114C

Ver. 1.02:02

**Note:**

- Some SP settings were adjusted to fix this symptom.
- Due to this change, the timing at which the print speed decreases and the amount of the decrease may change when printing onto paper with a width of 206mm or less.
- Due to this change, the printing speed may be reduced if the paper size mismatch described above occurs.

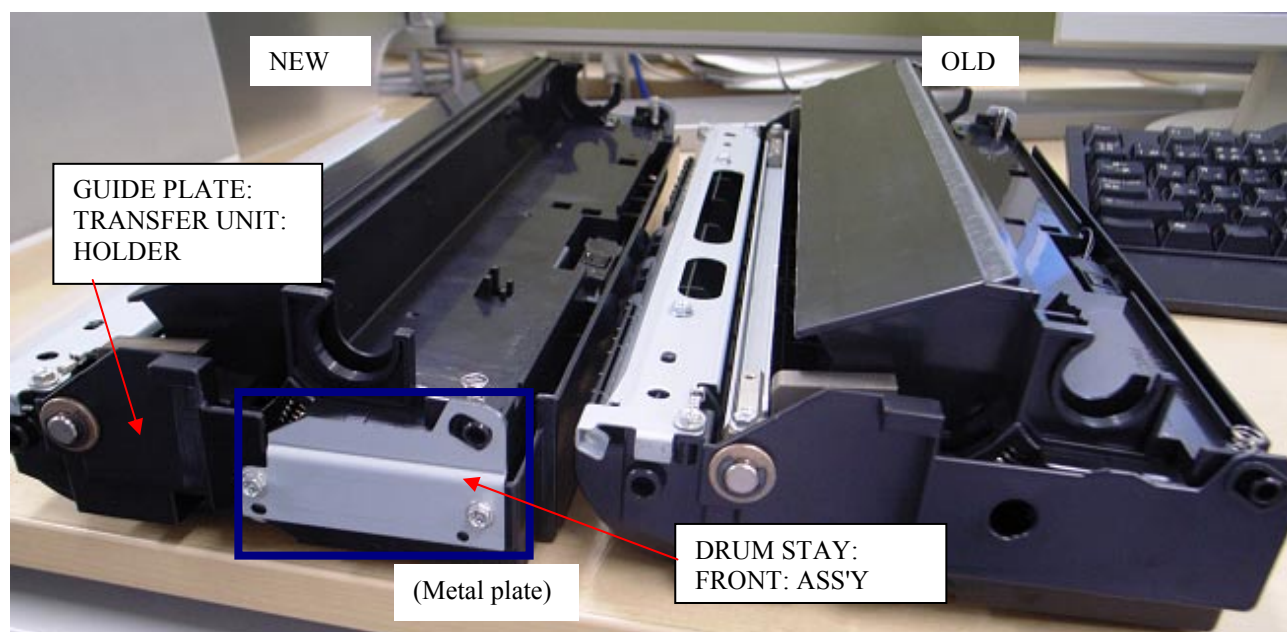
Model: AP-P3		Date: 04-Mar-13	No.: RM125021
Subject: Parts change information.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M1256286	M1256287	CASE:TRANSFER ROLLER	1	X/X	-	-	
D0894663	D0894664	GUIDE PLATE:TRANSFER UNIT:HOLDER	1	X/X			
	D0894665	SHAFT:HOLDER:REAR	1	X/X	-	-	-
	04583010N	HEXAGON HEAD TAPPING SCREW:3X10	1	X/X	-	-	-
	D0894666	DRUM STAY:FRONT	1	X/X	-	-	-
	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	X/X	-	-	-

**Change:** The material of the parts was changed from a resin to a metal.

**Reason:** To further increase the load-bearing strength of the parts.

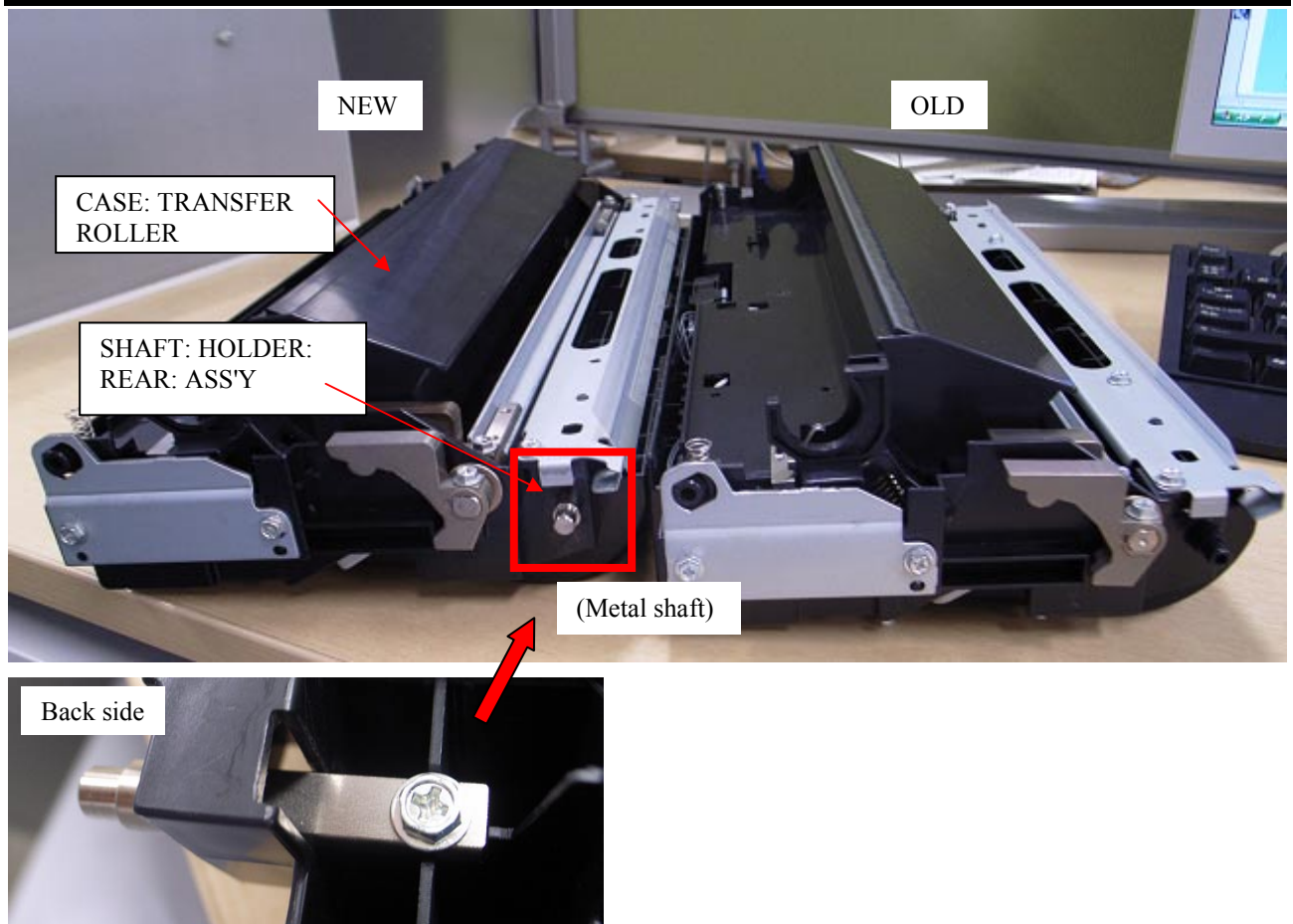
**Important:** Interchangeability is **X/O as a set** (all six parts together).



Model: AP-P3

Date: 04-Mar-13

No.: RM125021



Reissued:14-Mar-13

Model: AP-P3	Date: 07-Mar-13	No.: RM125022a
--------------	-----------------	----------------

## RTB Reissue

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

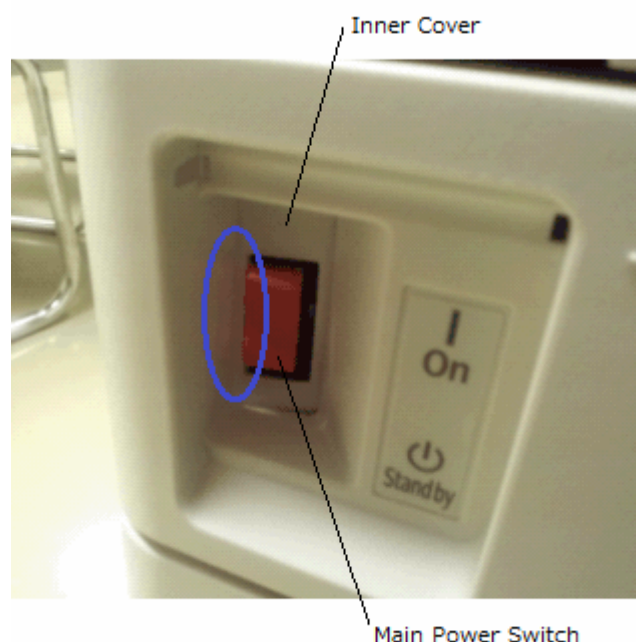
Subject: SC672-10 and SC819 caused by defective switch.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

SC672-10 (Connection Error) is displayed, and/or SC819 is logged

## CAUSE

The gap between the inner cover and main power switch is too narrow, due to combined margins of error in the surrounding parts. As a result, when the ECO Night Sensor is enabled, the solenoid cannot turn off the main power switch and the controller logs SC819 (shut down count over). After this, SC672-10 (connection error) is displayed.



**Reissued:14-Mar-13**

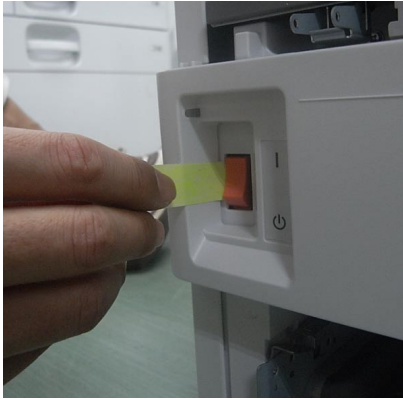
Model: AP-P3

Date: 07-Mar-13

No.: RM125022a

**SOLUTION**

1. Check the gap between the inner cover and power switch by inserting a piece of paper with the thickness of a business card (0.2mm – 0.3mm).



2. If you cannot insert the paper into the gap, this means that the gap is too narrow. Reinstall the inner cover (screws x 2) as shown in the steps below.

3. Remove the second tray.



4. Remove the front door.





Reissued:14-Mar-13

Model: AP-P3

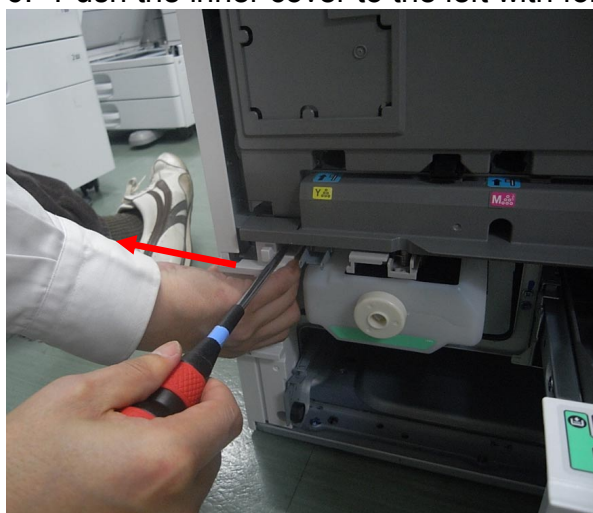
Date: 07-Mar-13

No.: RM125022a

5. Pull out the first tray and remove the left-front cover.



6. Push the inner cover to the left with force and fasten the screws.



7. Check the gap again.



8. Re-attach the parts removed in the steps above.

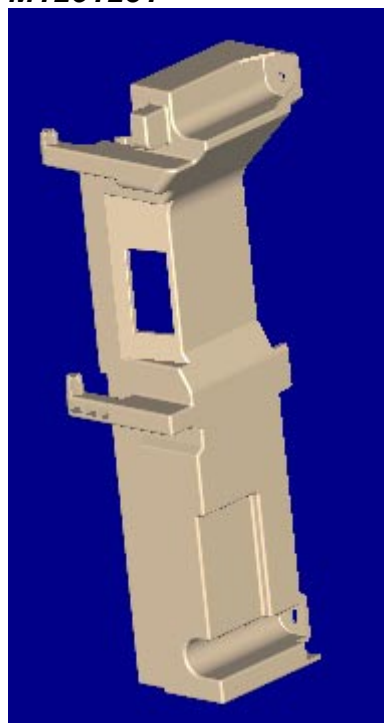
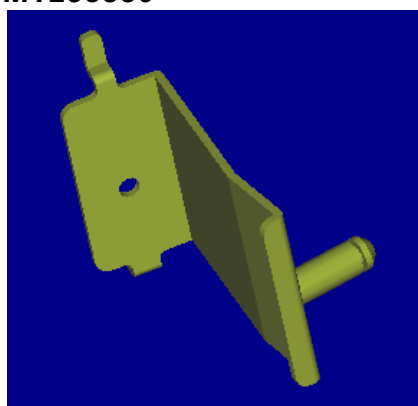
**Reissued:14-Mar-13**

Model: AP-P3	Date: 07-Mar-13	No.: RM125022a
--------------	-----------------	----------------

**Production line**

The inner cover was changed to improve the combined margin.

Old part number	New part number	Description	Q'ty	Int	Note
M1251230	M1251231	INNER COVER:LEFT:P3	1	X/O	-
<b>B2385821</b>	<b>M1255830</b>	<b>BRACKET:HANDLE:MAIN SWITCH:PEEN</b>	<b>1</b>	<b>X/O</b>	

**M1251231**

**M1255830**

**CUT-IN SERIAL NUMBERS**

Model	Destination	Code	Serial Number
Aficio SP C830DN/C831DN	NA/LA	M12417/M12517	T363M4xxxxx / T373M4xxxxx
Aficio SP C830DN	CHN	M12421	T363M4xxxxx
Aficio SP C830DN/C831DN	EU	M12427/M12527	T363M4xxxxx / T373M4xxxxx
SP C830DN/C831DN	EU	M12422/M12522	T363M4xxxxx / T373M4xxxxx
Aficio SP C830DN/C831DN	AA	M12429/M12529	T363M4xxxxx / T373M4xxxxx

The part change will be applied to April 1<sup>st</sup>, 2013 production or later.

6<sup>th</sup> digit indicates production month. (123456789ABC. April = 4)

Model: AP-P3		Date: 15-Dec-15	No.: RM125024
Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y. Taniguchi	
From: 1st MFP Tech Service Sec., MFP 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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please add the following caution in the field service manual in this section:  
 Replacement and Adjustment > Electrical Components > PSU > PSU board

Parts number	Parts description	Product code
AZ240237	POWER SUPPLY UNIT:618W:DOM/NA	M124, M125
AZ240239	POWER SUPPLY UNIT:450W:EU/AA/CHN	M124, M125



Model: AP-P3

Date: 15-Dec-15

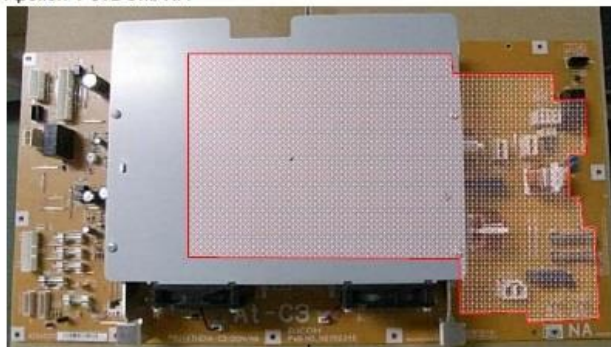
No.: RM125024

## ⚠ CAUTION:

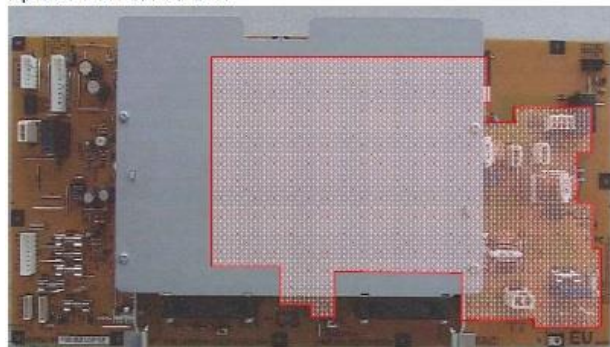
**NEVER touch** the areas outlined in red in the photos below to prevent electric shock caused by residual charge.

Residual charge of about 100V-400V remains on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

Apollon-P3:DOM/NA



Apollon-P3:EU/AA/CHN



The areas outlined in red on the bracket mean the residual charge of about 100V-400V remains on the PSU board under the bracket.

Model: <b>AP-P3</b>	Date: 21-Dec-16	No.: RM125025
---------------------	-----------------	---------------

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

This RTB has been issued to announce the firmware release information for the **MailBOX\_JACK-C**.

Version	Program No.	Effective Date	Availability of RFU
01.020:01	M4135300B	July 2016 production	Not 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
01.020:01	Symptom corrected: The machine stalls when a copy is printed out to the Mail Box after recovering from energy saver mode.