

Reissued: 25-Oct-16

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL004a
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RTB Reissue

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

Subject: Firmware Release Note: NetworkDocBox		Prepared by: Y. Ino	
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 **NetworkDocBox**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.01</i>	<i>MOAJ5556D</i>	<i>November 2016 production</i>	<i>Not available</i>
1.00	MOAJ5556C	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.01</i>	<i>Symptom corrected: When attempting to back up the address book from Device Manager NX, the backup will fail and printer, copy, scan, and fax jobs cannot be conducted.</i>
1.00	1st Mass production

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL005
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Subject: Firmware Release Note: PowerSaving Sys		Prepared by: Y. Ino	
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.L3.06	M0AJ5552	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.L3.06	1st Mass production

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL011
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Subject: Firmware Release Note: PS3		Prepared by: Y. Ino	
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	M5005831A	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: MET-P2	Date: 21-Oct-16	No.: RM0AL012
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Subject: Firmware Release Note: XPS		Prepared by: Y. Ino	
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 **XPS**.

Version	Program No.	Effective Date	Availability of RFU
1.40	M5005837B	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
1.40	1st Mass production

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL013
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Subject: Firmware Release Note: IRIPS PS3		Prepared by: Y. Ino	
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 **IRIPS PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M0AJ5568B	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: 14-Dec-16

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL015a
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RTB Reissue

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

Subject: Firmware Release Note: IRIPS Font		Prepared by: Y. Ino	
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 **IRIPS Font**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.12</i>	<i>M0AJ5576B</i>	<i>December 2016 production</i>	<i>Available</i>
1.07	M0AJ5576A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.12</i>	<i>Symptom corrected: When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected.</i>
1.07	1st Mass production

Model: MET-P2	Date: 21-Oct-16	No.: RM0AL017
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Subject: Firmware Release Note: MailBOX_NAKURU		Prepared by: Y. Ino	
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 **MailBOX_NAKURU**.

Version	Program No.	Effective Date	Availability of RFU
01.000:07	M4815300B	1st Mass 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
01.000:07	1st Mass production

Reissued: 13-Mar-17

Model: MET-P2/Cor-C1.5	Date: 21-Oct-16	No.: RM0AL018b
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RTB Reissue

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

Subject: Firmware Release Note: Folder_THAMES-B_C_EXP/LP		Prepared by: Y. Ino	
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 **Folder_THAMES-B_C_EXP/LP**.

Version	Program No.	Effective Date	Availability of RFU
<i>01.040:11</i>	<i>M4825280E</i>	<i>March 2017 production</i>	<i>Not available</i>
01.030:11	M4825280D	January 2017 production	Not available
01.020:11	M4825280C	1st Mass 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
<i>01.040:11</i>	<i>Symptom corrected:</i> - <i>If JAM 360 (Horizontal Path Exit Sensor) occurs, the transfer motor may not stop and continue to rotate.</i>
01.030:11	Symptom corrected: - Abnormal noise is heard when ejecting folded sheets from the folding unit to the 1000-sheet finisher.
01.020:11	1st Mass production

Reissued: 26-Oct-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2	Date: 30-Jul-15	No.: RD196026b
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.3.3	D1961403_forEDC	1st Mass 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
2.3.3	1st Mass production

Reissued: 24-Nov-16

Model: GR-C2_SOP, Mo-C2, Lef-C1, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Brz-MF1, Gim-MF1.5, CH-C2, MET-P2, Cor-C1.5	Date: 30-Jul-15	No.: RD196038c
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RTB Reissue

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

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

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

For Korean

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961406_forEDC	1st Mass production	Not Available

For Simplified Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961404_forEDC	1st Mass production	Not Available

For Traditional Chinese

Version	Program No.	Effective Date	Availability of RFU
1.0.0	D1961405_forEDC	1st Mass 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.

For Korean

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Simplified Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

For Traditional Chinese

Version	Modified Points or Symptom Corrected
1.0.0	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ CH-C2/MET-P2/GR-C3	Date: 29-Jan-16	No.: RD259023d
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411436B_forEDC	June 2016 production	Not Available
1.00	D2411436A_forEDC	1st Mass 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
1.01	Symptom corrected: Applications can be uninstalled from Web Image Monitor. -- <i>New Model Supported</i>
1.00	1st Mass production

Reissued: 14-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ CH-C2/MET-P2/GR-C3	Date: 29-Jan-16	No.: RD259029e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
1.18	D2411438D_forEDC	June 2016 production	Not Available
1.17	D2411438C_forEDC	April 2016 production	Not Available
1.16	D2411438B_forEDC	1st Mass 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
1.18	Symptom corrected: - Minor bug correction -- <i>New Model Supported</i>
1.17	Other changes: Minor changes made to improve reliability.
1.16	1st Mass production

Reissued: 17-Nov-16

Model: Lef-C1/MET-C2ab/MET-C2cde/MET-C2yz/MT-C6/Brz-MF1/ GR-C2/Gim-MF1.5dM/ MET-P2/CH-C2/GR-C3	Date: 29-Jan-16	No.: RD259034h
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.06</i>	<i>D2411431H_forEDC</i>	<i>December 2016 production</i>	<i>Not Available</i>
1.05	D2411431G_forEDC	October 2016 production	Not Available
1.04	D2411431F_forEDC	August 2016 production	Not Available
1.03	D2411431E_forEDC	June 2016 production	Not Available
1.02	D2411431D_forEDC	April 2016 production	Not Available
1.01	D2411431C_forEDC	March 2016 production	Not Available
1.00	D2411431B_forEDC	1st Mass 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
<i>1.06</i>	<i>Minor change.</i>
1.05	Minor change.
1.04	Minor change.
1.03	Symptom corrected: Applications can be uninstalled from Web Image Monitor. Other changes: Support for the MP C306ZSP/C406ZSPF. Support for the MP 402SPF. Support for the MP 6503SP/MP 7503SP/MP 9003SP.
1.02	Symptom corrected: Minor bug correction.
1.01	Symptom Corrected: Several application names were incorrect.
1.00	1st Mass production

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6	Date: 08-Feb-16	No.: RD259038g
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
<i>2.12.04</i>	<i>D2411468A_forEDC</i>	<i>January 2017 production</i>	<i>Not Available</i>
2.12.01	D2411468_forEDC	June 2016 production	Not Available
2.01.25	D2411451F_forEDC	April 2016 production	Not Available
2.01.24	D2411451E_forEDC	April 2016 production	Not Available
2.01.22	D2411451D_forEDC	March 2016 production	Not Available
2.01.20	D2411451C_forEDC	1st Mass 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
<i>2.12.04</i>	<i>Specification Change</i> - <i>Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.</i>
2.12.01	Additional model information: - New Model Supported. Symptom corrected: - Applications can be uninstalled from Web Image Monitor. Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.
2.01.25	Symptom corrected: - Applications can be uninstalled from Web Image Monitor.
2.01.24	Symptom Corrected: When using Quick Card Authentication: - Even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed. - If logging in to Web Image Monitor fails, a message stating that the login failed is displayed on the operation panel even though the operation panel is not being used.
2.01.22	Symptom Corrected: Some of the words are incorrect in several languages.

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6	Date: 08-Feb-16	No.: RD259038g
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Version	Modified Points or Symptom Corrected
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.

Reissued: 13-Dec-16

Model: Lef-C1, GR-C2_SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3	Date: 29-Jan-16	No.: RD259013e
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D2411465B_forEDC	April 2016 production	Not Available
1.0	D2411465A_forEDC	1st Mass 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
1.01	<p>Other changes:</p> <ul style="list-style-type: none"> - <i>New Model Supported.</i> <p>---</p> <p>Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

Reissued: 16-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 29-Jan-16	No.: RD259032i
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.1.2	D2411453F_forEDC	<i>January 2017 production</i>	Not Available
2.1.1	D2411453E_forEDC	July 2016 production	Not Available
2.1.0	D2411453D_forEDC	May 2016 production	Not Available
2.0.1	D2411453C_forEDC	February 2016 production	Not Available
2.0.0	D2411453B_forEDC	1st Mass 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
2.1.2	<p><i>Other changes:</i></p> <ul style="list-style-type: none"> - <i>New Model Supported.</i> <p>Symptom corrected:</p> <ul style="list-style-type: none"> - The QR code application quits when opening the settings in Taiwanese models. <p>On the Griffin-C2_ch, before installing an application or updating to a new version, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.</p>
2.1.1	<p>Symptom corrected:</p> <p>When Smart Device Connector is installed, it takes a shorter amount of time for the device to start up.</p>
2.1.0	<p>Symptom corrected:</p> <p>Applications can be uninstalled from Web Image Monitor.</p> <p>Other changes:</p> <ul style="list-style-type: none"> - If Smart Device Connector has not been installed on the device, when the smart device reads the QR code on the Smart Operation Panel, the screen will navigate to the Smart Device Connector website. - Support for the MP 6503SP/MP 7503SP/MP 9003SP, MP 402SPF and MP C306ZSP/C406ZSPF. - Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.

Reissued: 16-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 29-Jan-16	No.: RD259032i
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Version	Modified Points or Symptom Corrected
2.0.1	Other changes: Minor changes made to improve reliability. --- 1st mass production for Mo-C2 --- Symptom Corrected: Some of the wording in English was incorrect. Other changes: Support for Bluetooth Low Energy in Smart Device Connector.
2.0.0	1st Mass production

Reissued: 14-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259045a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411452_forEDC	June 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
2.12.00	<p>Specification Change: - The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 14-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259046a
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RTB Reissue

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

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411459_forEDC	June 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
2.12.00	<p>Specification Change:</p> <ul style="list-style-type: none"> - The previously packaged QuickCardAuth firmware was divided into five individual firmware. <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p> <p>Symptom corrected: Applications can be uninstalled from Web Image Monitor.</p>

Reissued: 13-Dec-16

Model: Lef-C1/ Brz-MF1/CH-C2/Cor-C1.5/ Gim-MF1.5dM/ GR-C2/GR-C3/MT-C6/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2	Date: 10-Jun-16	No.: RD259047a
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RTB Reissue

The items in bold italics have been corrected or added.

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

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

Version	Program No.	Effective Date	Availability of RFU
2.12.00	D2411466_forEDC	June 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
2.12.00	<p><i>New Model Supported.</i></p> <p>---</p> <p>Specification Change: The previously packaged QuickCardAuth firmware was divided into five individual firmware.</p> <p><before> QuickCardAuth</p> <p><after> QuickCardAuth ICCardDispatcher NFCPlugin USBCardPlugin BLEPlugin</p>

Model: MET-P2ce		Date: 2-Feb-17	No.: RM0AL023
Subject: Troubleshooting SC324-01/SC324-05, Tips for installing a new PCDU or a new development unit			Prepared by: Y.Ino
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

SC324-01 (Development motor: Bk: Lock)

SC324-05 (Development motor: CMY: Lock)

CAUSE

As one of the reasons that cause this symptom, the development unit was stored/transported in a position prior to its installation. This causes developer to accumulate on the gears at either end of the unit, disabling proper rotation of the development roller.

SOLUTION

At the front side of the unit, rotate the white gears (circled in red), to agitate the developer.

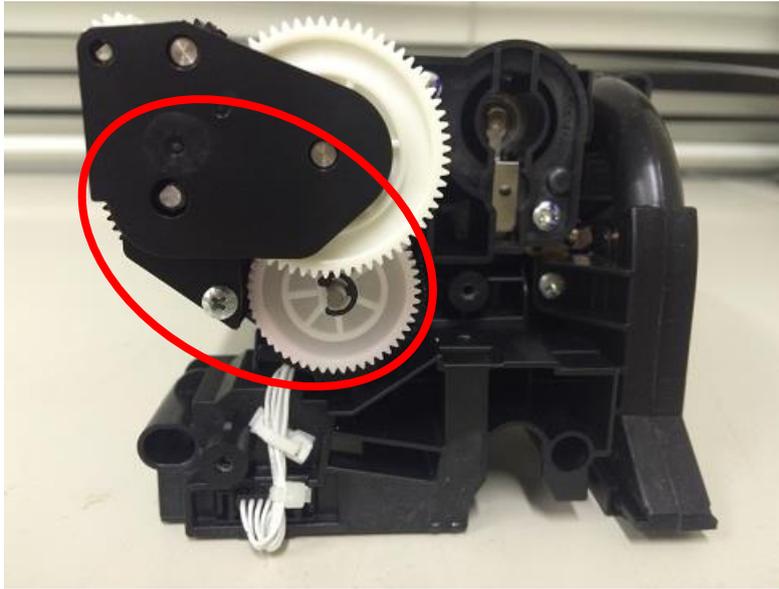
For Metis-C1abcdeyzk and Metis-C2abcdeyz



Model: MET-P2ce

Date: 2-Feb-17

No.: RM0AL023

For Metis-P2ce

Note: For Metis-P2ce, the PCDU front cover needs to be released before rotating the gears.



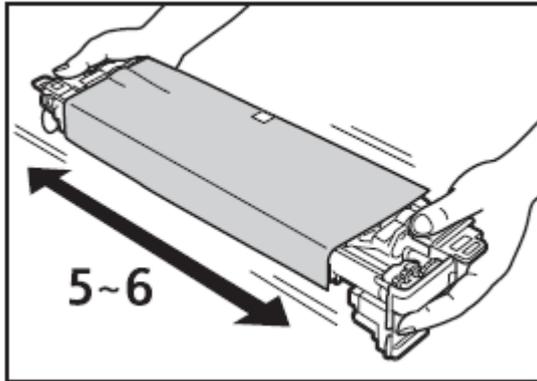
Model: MET-P2ce

Date: 2-Feb-17

No.: RM0AL023

Preventive measure**When installing a PCDU or a development unit**

When installing a new PCDU or a new development unit, take out the unit from the package and shake it 5 or 6 times horizontally. This will reduce the chances of SC324-01 and SC324-05.



Model: Metis-P2ce		Date: 3-Feb-17	No.: RM0AL024
Subject: New bottom right cover		Prepared by: Y.Ino	
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 type="checkbox"/> Tier 2

PROBLEM

Small insects may get inside the machine from the open space at the bottom right.



Model: Metis-P2ce

Date: 3-Feb-17

No.: RM0AL024

SOLUTION

Procure and install the cover [A] below.

No	Part Number	Description	Qty
1	D1491268	COVER:RIGHT:LOWER	1



Model: MET-P2ce		Date: 10-Feb-17	No.: RM0AL025
Subject: Troubleshooting SC860-00		Prepared by: T. Kiyohara	
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

SC860-00 (HDD startup error) may occur if the machine main power is turned ON just after it is turned OFF (i.e. while the machine is still shutting down, the LCD is off, and the blue LED is blinking), followed by one or more of the SC errors listed below.

- SC870-08 Address Book data error
- SC872-00 HDD mail reception error
- SC873-00 HDD mail reception error
- SC925-00 NetFile function error

Affected models: Met-C2abcdeyz/P2ce (D239/D240/D241/D242/243/D244/M0AL/M0AJ)

CAUSE

Firmware bug

SOLUTION

Production line:

The Cheetah System firmware was modified (re-boot timing was changed so that the SCs do not occur).

Firmware	Version	Program No.	Effective Date
Cheetah System	1.20	D2411420X	December 2016 production

In the field:

- Update the Cheetah System firmware to ver. 1.20 or later or Package to 8.00 or later.

Firmware	Version	Program No.	Effective Date
Package (All)	3.00	M0AJ5557B	December 2016 production

Model: MET-P2cde		Date: 14-Feb-17	No.: RM0AL026
Subject: Field Service Manual correction		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Please apply the following 7 corrections to your Field Service Manual.

Descriptions ~~struck through~~ were deleted and descriptions in **bold** were added.

Correction 1

SP5-759 was deleted in the following models: M0AJ / M0AL

Top Page > Appendices > Controller SP Mode Tables > Controller SP Tables-5 > SP5-XXX (Mode)

5759	[Machine Limit Count]		
5-759-001	Machine Limit Count Setting	*CTL	[0 or 1 / 0 / 1]
5-759-061	Full Color Limit Count	*CTL	[0 to 99999999 / 0 / 1]
5-759-062	Mono Color Limit Count	*CTL	[0 to 99999999 / 0 / 1]

Model: MET-P2cde

Date: 14-Feb-17

No.: RM0AL026

Correction 2

Top Page > Appendices > Controller SP Mode Tables > Controller SP Tables-5 > SP5-XXX (Mode)

SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/Init./Step]
5-875-002	SC Auto Reboot	Reboot Type	CTL*	[0 to 1/1/1] [0 to 1/0/1]

Model: MET-P2cde	Date: 14-Feb-17	No.: RM0AL026
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Correction 3

Top Page > Main Chapters > Replacement and Adjustment > Image Adjustment > Adjustment by Changing the Machine's Profile Setting > Procedure to Change the Profile Setting

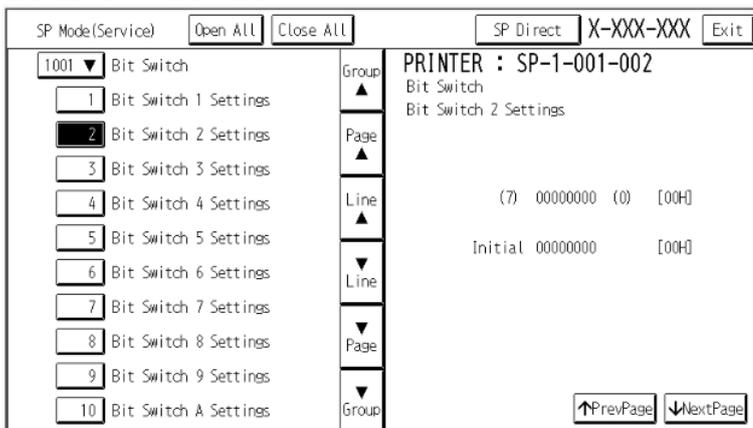
Desired tone (color gamut)	SP	Value
2009 Spring model or earlier	SP1-001-002	00000001 [01H]
2009 Autumn to 2011 Spring model		00010000 [10H]
2011 Autumn model or later		00000000 [00H]
Fuji Xerox products (See Note below.)	SP1-001-001	10000000 [80H] 01000000 [40H]

Note:

Colors reproduced with color profiles of Xerox products can be reproduced with the 'Deep' (or 'Sharp') setting on the driver. When applying the Deep or Sharp setting, the default color profile does not have to be replaced with a Xerox color profile. (The 'Sharp' setting has a slightly lighter tone than the 'Deep' setting.)

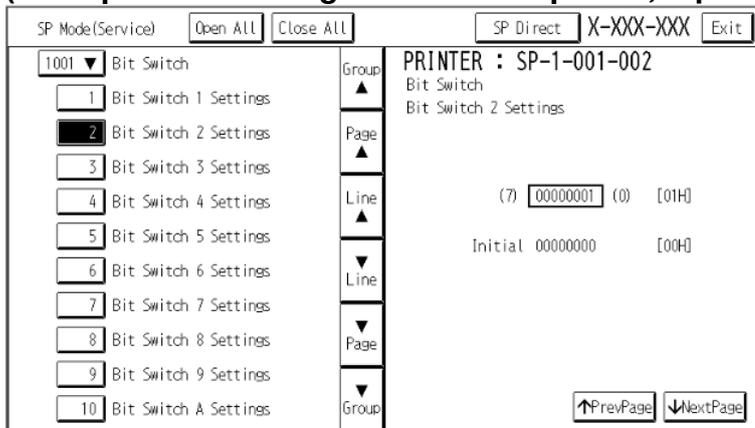
How to change the color profile to that of a 2009 Spring or earlier model

- Go to SP1-001-002.**



Model: MET-P2cde	Date: 14-Feb-17	No.: RM0AL026
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- Input '0' and '#'.
(If the profile is changed to a Xerox profile, input '6' and '#' in SP1-001-001.)**



- Exit the SP mode.**
- Turn the machine power OFF and then ON, to apply the change.**

Model: MET-P2cde

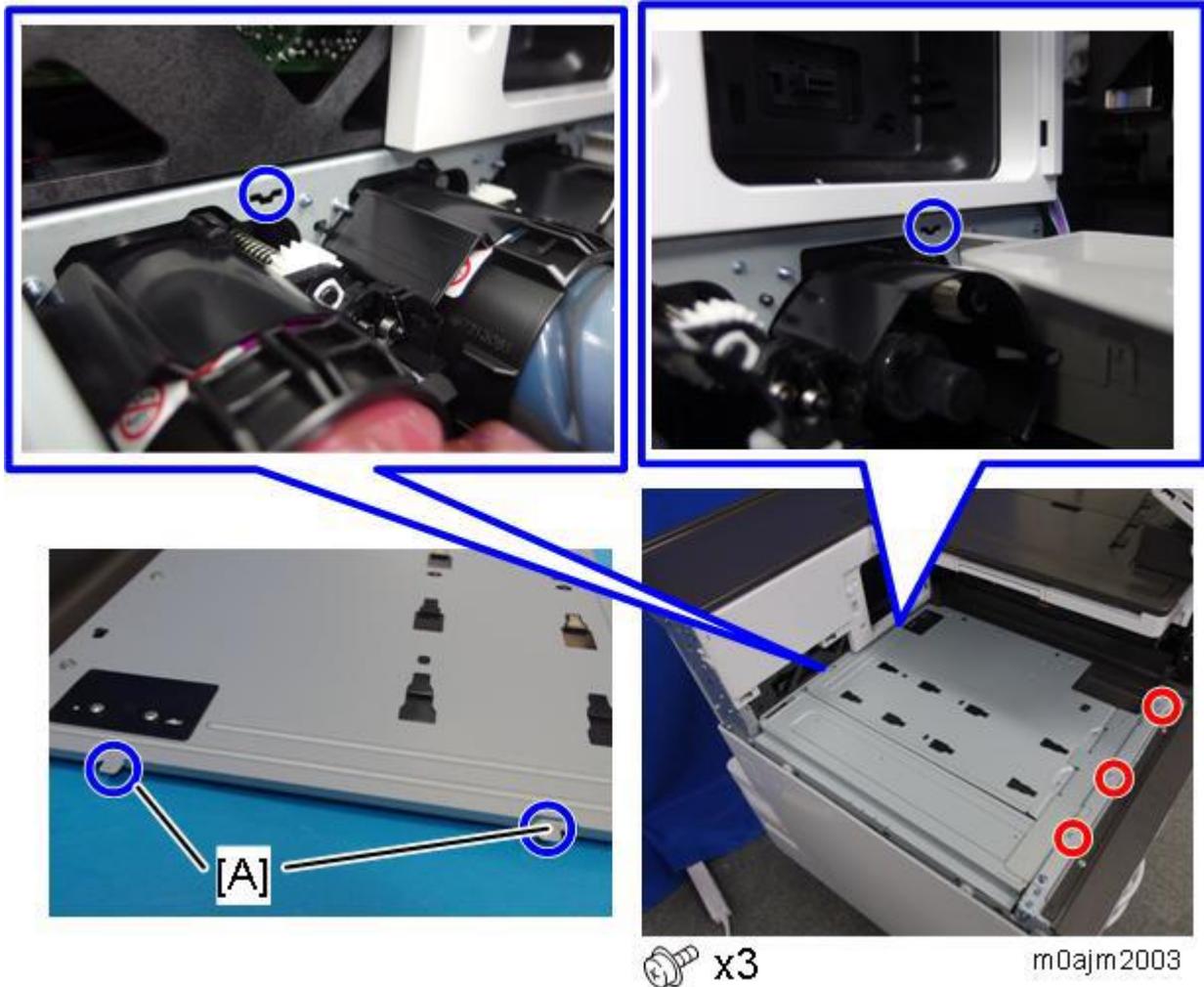
Date: 14-Feb-17

No.: RM0AL026

Correction 4

Top Page > Main Chapters > Installation > Internal Multi-fold Unit FD3000 (M482-17, -21) > Installation Procedure

16. Attach the base plate. Before you attach the screws, insert the base plate's 2 tabs [A] into the slots in the machine. **The three screws circled in red below correspond to No.7 Bind Screw M3x6 of the Accessory Check list.**



Model: MET-P2cde	Date: 14-Feb-17	No.: RM0AL026
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Correction 5

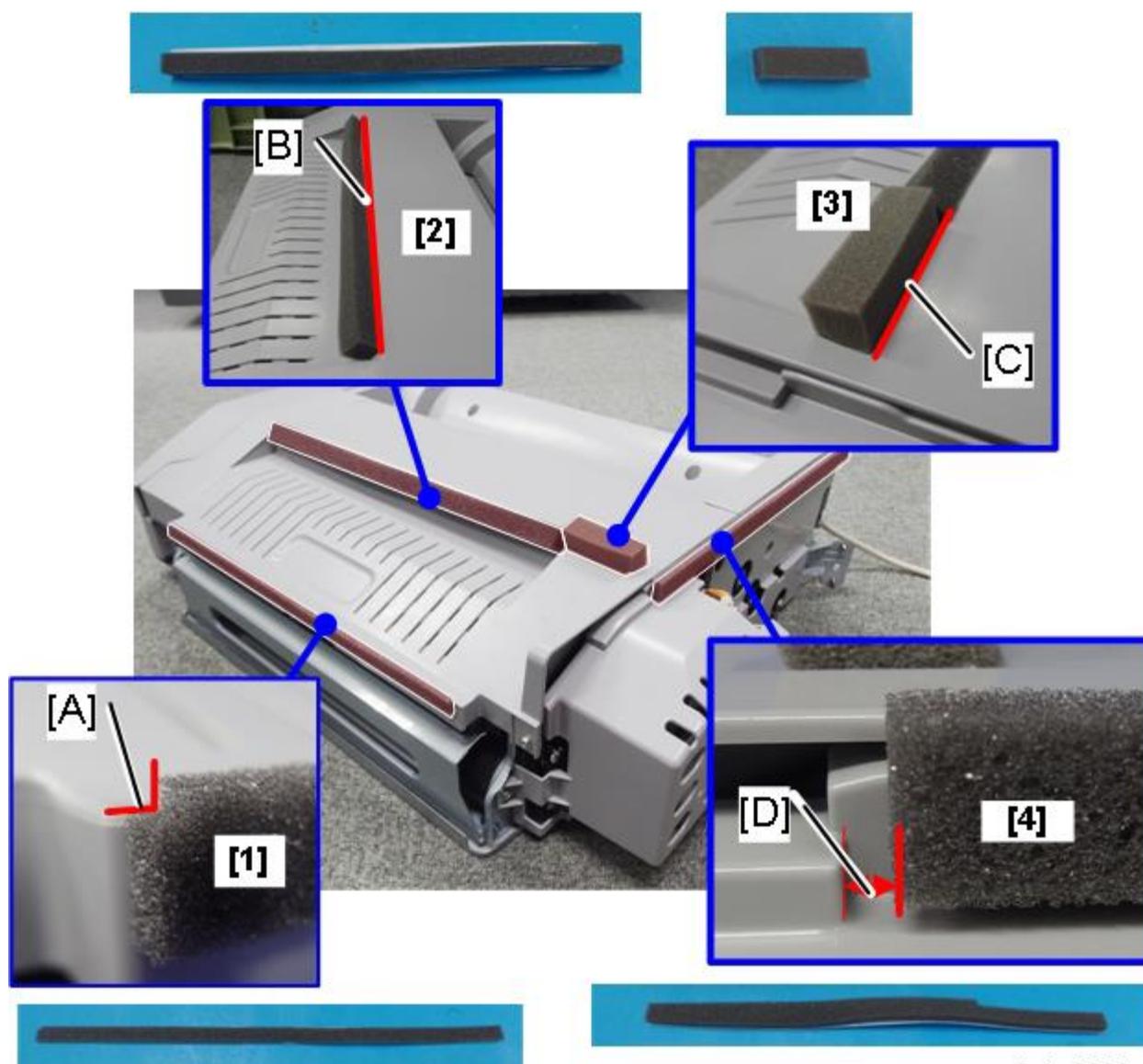
Top Page > Main Chapters > Installation > Internal Multi-fold Unit FD3000 (M482-17, -21) > Installation Procedure

19. Attach the cushions to the internal multi-fold unit.

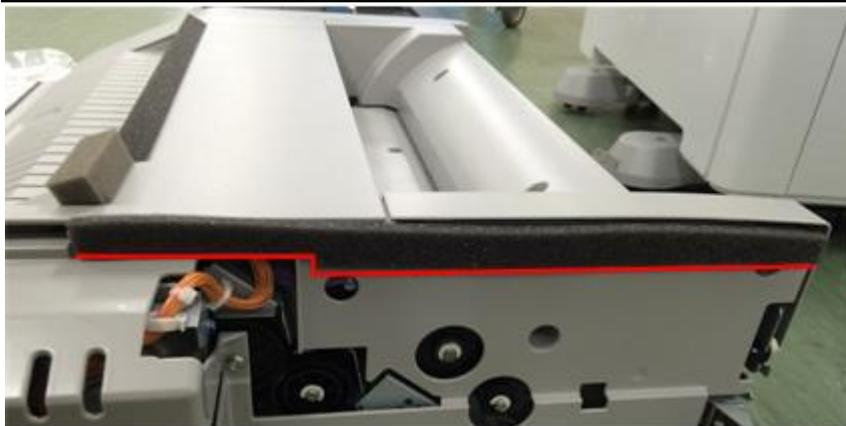
- When attaching the cushion (paper entrance) [1], align the cutout [A] with the top of the upper cover.
- When attaching the cushion (top/front) [2], align it with the slope [B] of the upper cover.
- When attaching the cushion (short) [3], align it with the slope [C] of the upper cover.
- When attaching the cushion (rear) [4], align it with a point 3 mm from the left edge [D].

Note

Cushions [2] and [3] are unnecessary if the mailbox is attached.



Model: MET-P2cde	Date: 14-Feb-17	No.: RM0AL026
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m0ajm0337

Note

It is not necessary to attach the cushions [2] and [3] when the mailbox is attached.

Correction 6

Top Page > Main Chapters > Installation > Internal Multi-fold Unit FD3000 (M482-17, -21) > Installation Procedure

28. Feed A3/DLT paper (any brand) from Tray 2 and check the scale [A].
~~Select the [User Tools] icon > [Machine Features] > [Printer Features] > [List/Test Print] > [Operation Test].~~

Set A3/DLT paper on Tray 2 and remove paper from Tray 1. Execute SP5-990-XXX.

Model: MET-P2cde

Date: 14-Feb-17

No.: RM0AL026

Correction 7

Top Page > Main Chapters > Replacement and Adjustment > Image Adjustment > **Gray Color Adjustment**

Gray Color Adjustment

Met-C2's gray composed of cyan, magenta, yellow, and black is slightly reddish while Ap-C3's is slightly bluish. If you wish to modify the gray to appear bluish like Ap-C3, do the below.

1. Enter User Tools.
2. Tap Maintenance:Image
3. Tap Color Calibration
4. Tap Print Test Pattern 1 for Calibration
5. Change the value of
 cyan from 3 to 4
 magenta from 3 to 2
6. Tap Print Test Pattern 2 for Calibration
7. Change the value of
 cyan from 3 to 4
 magenta from 3 to 2
8. Exit User Tools.

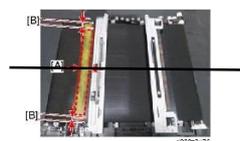
Model: MET-P2cde	Date: 14-Feb-17	No.: RM0AL026
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Correction 8

Top Page > Main Chapters > Replacement and Adjustment > Image Transfer Unit > Image Transfer Cleaning Unit > Replacement

Replacement

~~6 Put toner on the image transfer belt.~~



[A]: 20mm or more

[B]: About 5mm

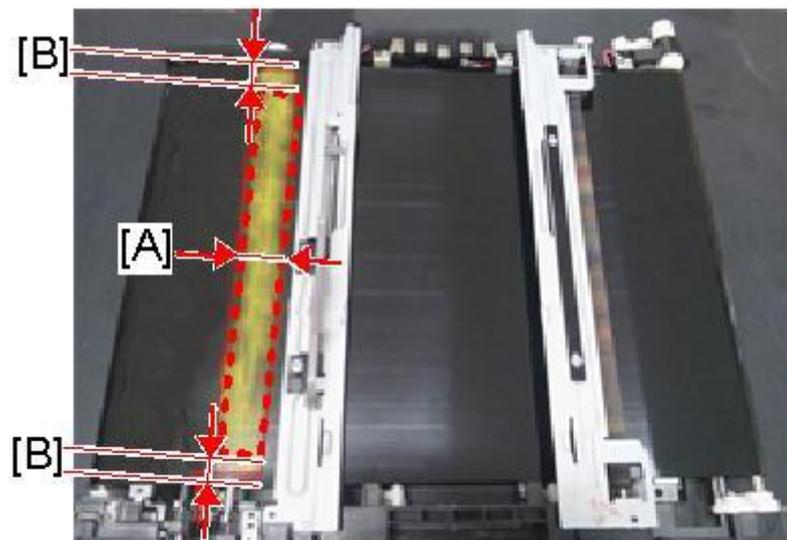
Note

It is not necessary to specify the color of the toner, though yellow toner is used in the above example.

6 Attach the image transfer cleaning unit.

~~7 Attach the image transfer cleaning unit.~~

7 Put toner on the image transfer belt.



[A]: 20mm or more

[B]: About 5mm

Model: MET-P2cde

Date: 14-Feb-17

No.: RM0AL026

 Note

- It is not necessary to specify the color of the toner, though yellow toner is used in the above example.

Model: MET-P2ce		Date: 21-Feb-17	No.: RM0AL030
Subject: SDK application (CAP/ELP/SLNX/GSNX/etc.) behavior is incorrect		Prepared by: T. Kiyohara	
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

The following may occur:

- Cannot log in
- Cannot scan
- Cannot print
- An error message appears

NOTE:

- This occurs when using the following SDK apps, both the Standard (Compatibility Mode) and SOP Optimized (Hybrid Mode) versions.
 - Card Authentication Package v1/v2
 - Enhancement Locked Print NX v1/v2
 - GlobalScan NX v1/v2
 - RICOH Scan CX
 - Flex Release CX
 - RICOH Streamline NX (“SLNX”) v1/v2
- This occurs most frequently when using SLNX apps.

Affected models:

Met-P2ce (M0AL/M0AJ)

CAUSE

Firmware bug (See firmware listed below).

Note: The most common bug is an internal error with the JAVA VM firmware.

SOLUTION

If the symptom occurs, update the package and VM firmware to the versions listed below or newer.

Firmware type	Program No.	Version
Package all	M0AJ5577A	2.00
JAVA VM	M5005752	12.43.01

UPDATE PROCEDURE

If the specific conditions are met, it is necessary to use a specific installation procedure.

Conditions:

Old SLNX embedded applications have been installed with a Java VM version with bugs. Affected versions

Model: MET-P2ce	Date: 21-Feb-17	No.: RM0AL030
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are described in "From" or newer or older than "Before".

GW+	Model	Affected version	
		From	Before
11A	AP-C3	10.25	10.26
	AT-C3	10.25	10.26
	MT-C5	10.25	10.26
	AL-C2	10.25	10.26
	MO-C1	10.25	10.26
12S	GR-C1	10.25	10.26
	S-C5	10.25	10.26
	AL-P2	10.25	10.26
	AP-P3	10.25	10.26
12A	K-C4	10.25	10.26
	Ti-P1	11.33	11.37
	MET-C1 xyz	11.34	11.37
	MET-C1 ab	11.34	11.37
	MET-C1 cde	11.34	11.37
	BR-C1	11.33	11.37
13S	Gim-MF1	11.33	11.37
	Da-P1	11.33	11.37
	Gim-P1	11.33	11.37
13A	Z-C2	12.39	12.46
14S	Cor-C1 cdefgh	12.39	12.46
	BE-C2	12.37	12.46
	Z-P2	12.39	12.46
15S	MET-C2ab	12.35	12.45
	MET-C2cde	12.35	12.45
	MET-C2yz	12.35	12.45
	MET-P2	12.39	12.43
	GR-C2	12.36	12.47
	LE-C1	12.36	12.47
	MD-P3	12.39	12.43
	Brz-P1	12.39	12.43
	15A	MO-C2	12.40
16S	MT-C6	12.38	12.45
	Cor-C1.5	12.38	12.45
	GR-C3	12.41	12.45

Installation procedure:

This procedure is required regardless of product and product version if the target device meets the conditions in the table above.

1. Install the firmware package.
2. Install the CVM package.
3. Overwrite install (DSDK application).
4. Uninstall (DSDK application).
5. Install applications (DSDK application).

Model: MET-P2ce		Date: 22-Feb-17	No.: RM0AL029
Subject: FSM correction - SMC list card save function		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Correction

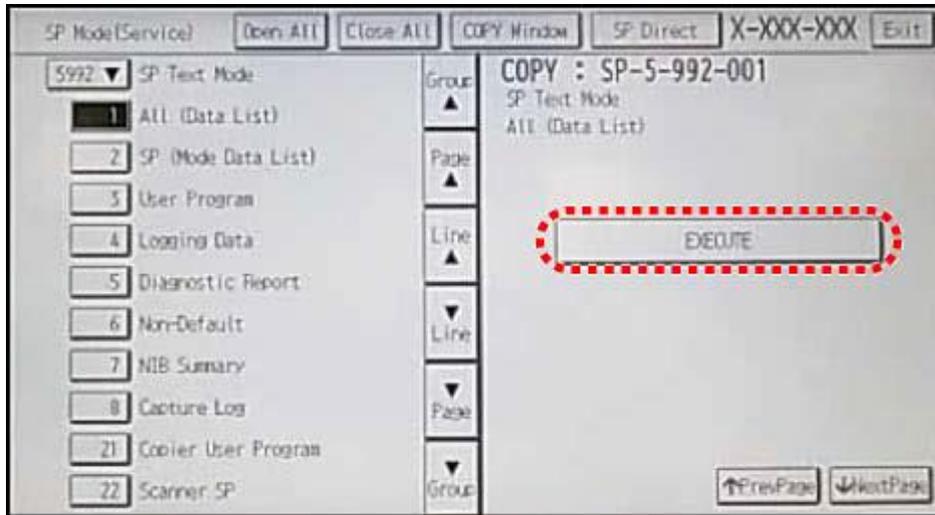
The two areas shown in **bold** were corrected.

Affected models: D238 / D239 / D240 / D241 / D242 / D243 / D244/ M0AJ / M0AL

Service Manual

[Top Page](#) > [Main Chapters](#) > [System Maintenance](#) > [SMC List Card Save Function](#) > Procedure

1. Turn the main power OFF/ON.
2. **Access SP mode**
3. **Insert the SD card into the slot on the operation panel.**
4. Select "System SP".



d1440127

5. Select SP5-992-001 (SP Text Mode).
6. Select a detail SP number shown below to save data on the SD card.
SP5-992-xxx (SP Text Mode).

Model: Met-P2ce		Date: 23-Feb-17	No.: RM0AL031
Subject: Important note about machine installation		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

IMPORTANT NOTE ABOUT MACHINE INSTALLATION

- Make sure to do the following when installing the machine:
Hold the grip of the right rear cover as shown in **Fig. 2 (CORRECT)**.
Insert your fingers **all the way up and inside the grip**.
- If you do not, the right cover will break, as shown in Fig. 4.

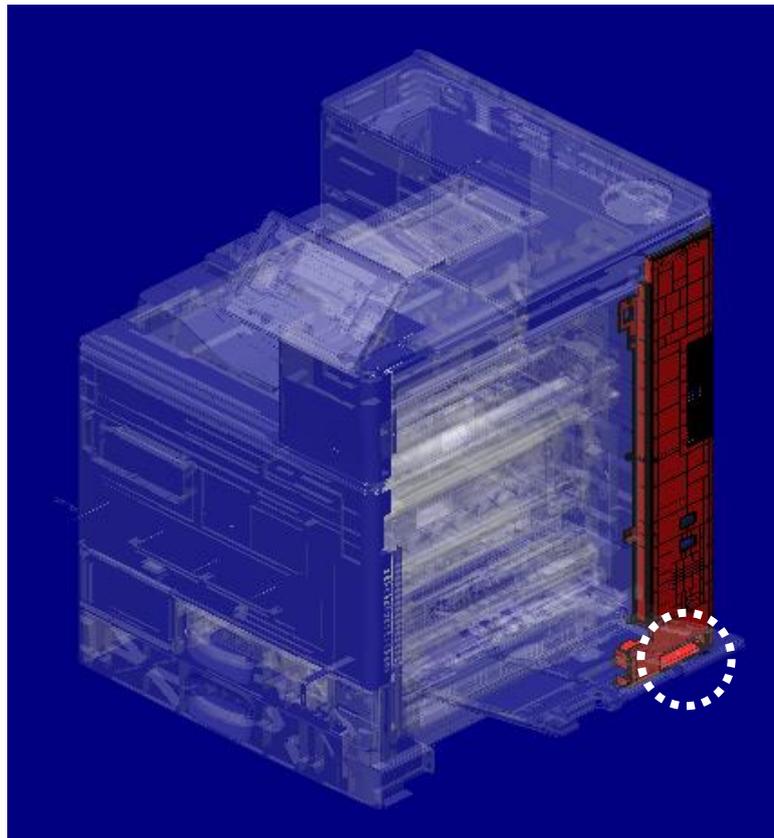


Figure1 right rear cover



Figure.2 Correct



Figure.3 Incorrect



Figure.4 Broken right rear cover

Model: MET-P2ce		Date: 24-Feb-17	No.: RM0AL033
Subject: Field Service Manual correction -specification		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SERVICE MANUAL REVISION

The descriptions in **bold** were added.

Top Page > Appendices > Specifications > Support Paper Size > Paper Exit > Internal multi-fold unit FD3000

For the unit without a finisher

Item	Spec.
Paper thickness	Non folding paper: 52-220g/m2 Folding paper: 64-105g/m2
Paper width	Non folding paper and Folding paper: 297mm or less

For the unit with a finisher

Item	Spec.
Paper thickness	Output tray: FD3000 -Non folding paper: 52-220g/m2 -Folding paper: 64-105g/m2
	Output tray: Finisher -Non folding paper: 52-300g/m2 -Folding paper: 64-105g/m2
Paper width	Output tray: FD3000 -Non folding paper and Folding paper: 297mm or less
	Output tray: Finisher -Non folding paper and Folding paper: 320mm or less

Reissued : 7-Mar-17

Model: Met-P2ce	Date: 21-Feb-17	No.: RM0AL028a
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RTB REISSUE

The item in ***bold italics*** were corrected.

Subject: DO NOT install CheetahSystem firmware v1.21 and package all contain cheetah system		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

Important Notice about Cheatah System v1.21 and package_ALL containing CheatahSystem v1.21

DO NOT install Cheatah System v1.21 and package_ALL containing CheatahSystem v1.21 on machines in the field.

This is because these versions have the following firmware bug.

Note: These versions are no longer released/available.

SYMPTOM

Some Smart SDK applications for only RHQ get deleted with CheatahSystem v1.21.

Note:

1. If this symptom occurs, you cannot reinstall the Smart SDK application.
2. ***This problem only occurs if a non-standard application is loaded. MFPs loaded with standard / factory apps are not affected***

Affected models: Met-C2abcdeyz, Met-P2, Gr-C2/C3, Brz-MF1, Ch-C2, Cor-C1.5, Lef-C1, Mt-C6

CAUSE

Bug in the SDK application for RHQ.

Details:

The cause is a combination of a side effect of V1.21 and a SDK application's manifest file.

The production signature of the smart SDK application is not correct in RHQ regions.

The manifest file for the development still remained in the application.

On the other hand, the Cheatah system contains the bata signification function that deletes expired applications since version 1.21.

Therefore this application is un-installed by the bata signification function.

Reissued : 7-Mar-17

Model: Met-P2ce	Date: 21-Feb-17	No.: RM0AL028a
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SOLUTION

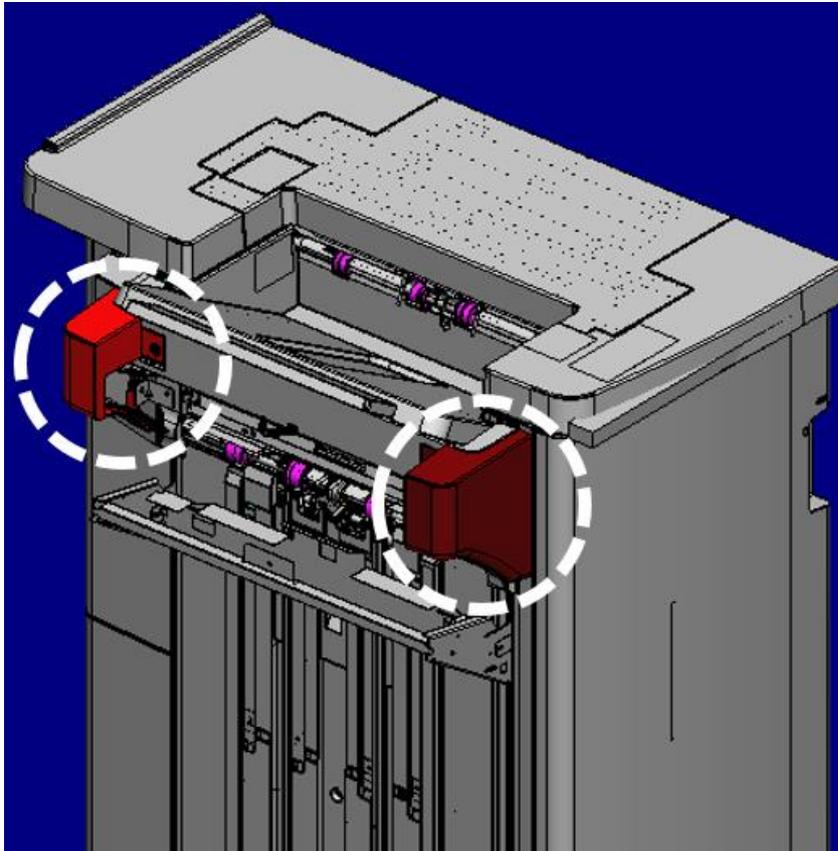
Do one of the following:

- Install a newer Cheetah System firmware version (v1.22).
Scheduled for release: Early March, 2017
- Install a newer package firmware version.
Scheduled for release: The end of March, 2017
- Install an older Cheetah System firmware version or older package firmware.

Model: Met-P2ce		Date: 24-Feb-17	No.: RM0AL032
Subject: Troubleshooting SC720-83 / Important notice during finisher installation		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input checked="" 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

IMPORTANT NOTICE DURING INSTALLATION

Do NOT hold the guide cover highlighted in RED when installing the finisher (SR3230/SR3240).



SYMPTOM

SC720-83 occurs due to breakage of the guide cover.

CAUSE

Breakage of the hook of COVER: GUIDE: INNER BACK circled in RED. (Fig.1)

Model: Met-P2ce

Date: 24-Feb-17

No.: RM0AL032

The broken piece drops into the clearance between the paper guide (GUIDE: PAPER: REAR: ASS'Y) and the exterior cover (COVER: PAPER: GUIDE) circled in YELLOW. (Fig.2)

This prevents the paper guide from returning to the home position.

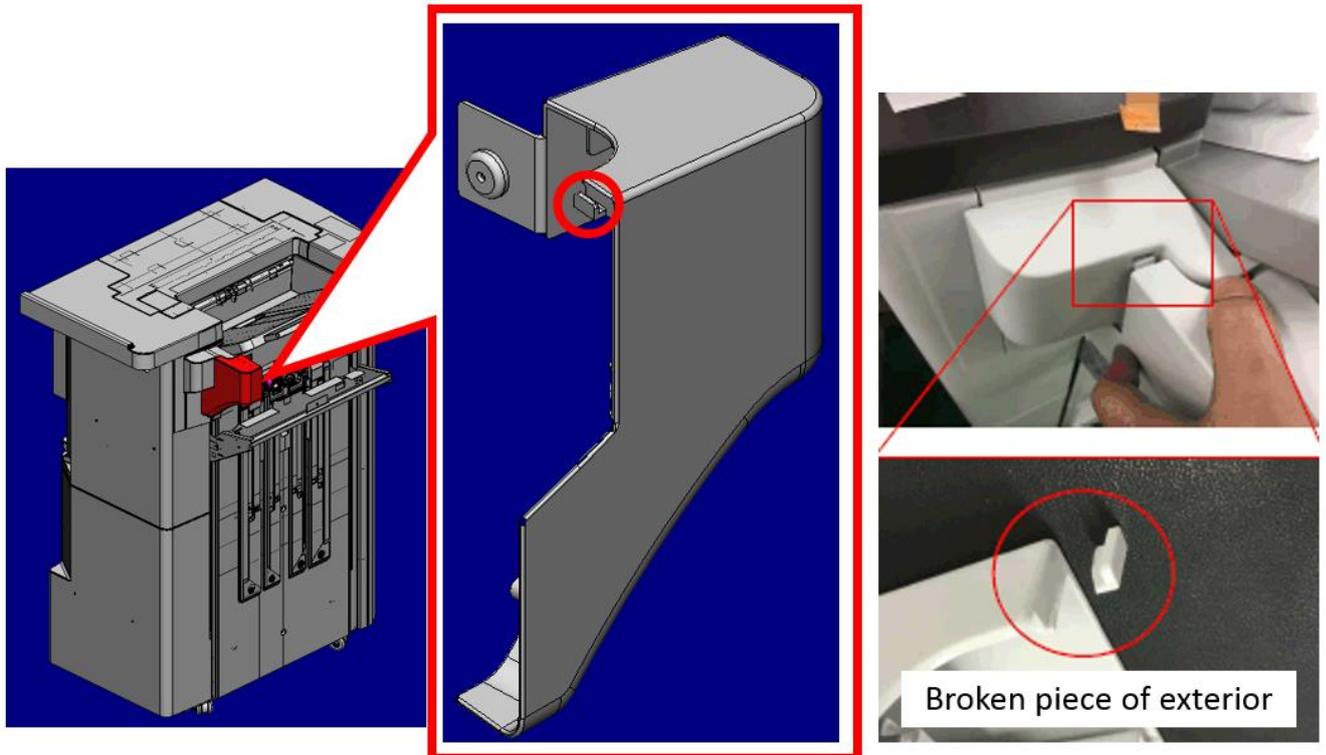


Fig.1

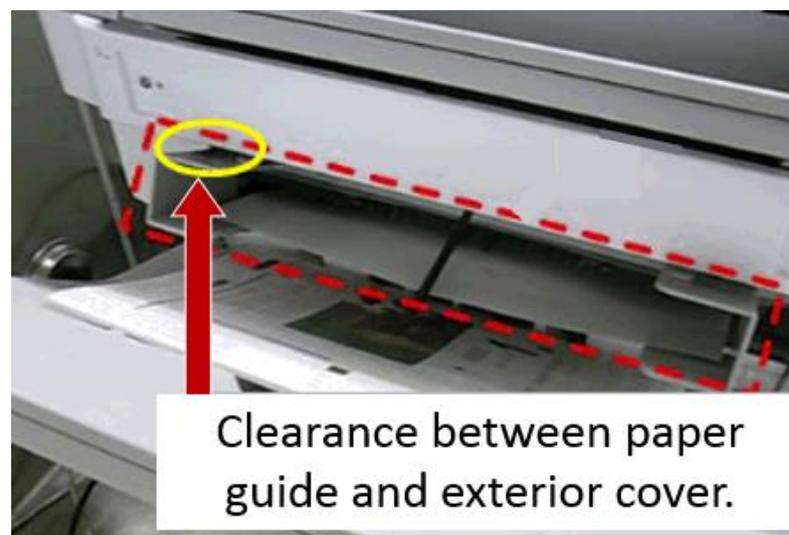


Fig.2

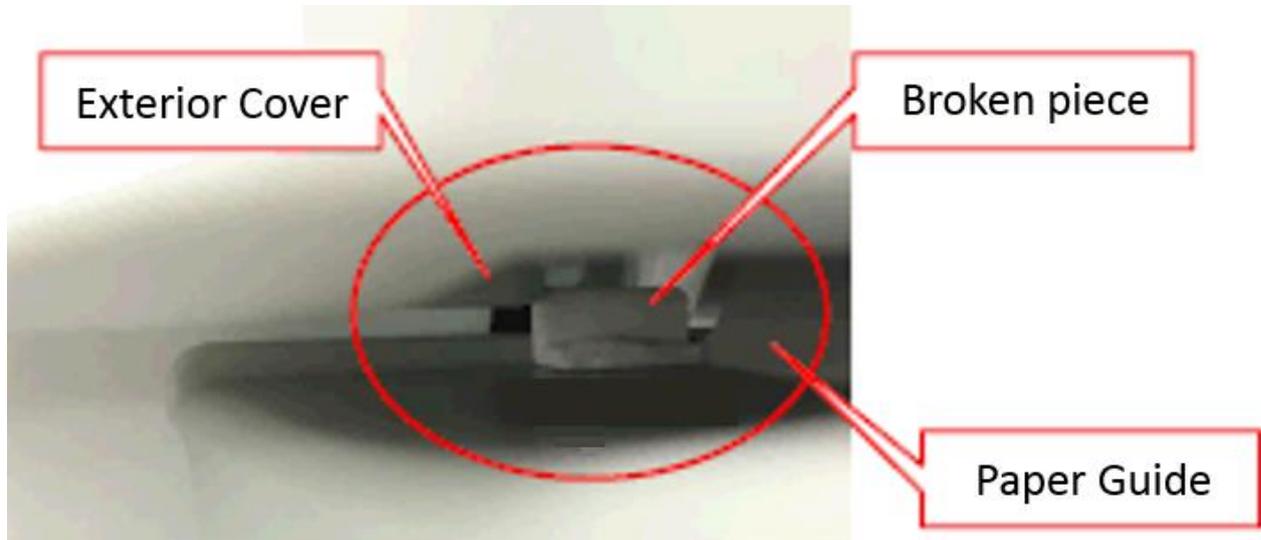
Model: Met-P2ce

Date: 24-Feb-17

No.: RM0AL032

PROPOSED ACTION in MIF

See the clearance between the paper guide (GUIDE: PAPER: REAR: ASS'Y) and the exterior cover (COVER: PAPER: GUIDE) to check if there is a broken piece.



Note:

RCL are going to modify the guide cover to reinforce the hook of the cover.

Modification date: TBA

Model: MET-P2ce		Date: 17-Feb-17	No.: RM0AL027
Subject: Metallic clank between FD3000 and SR3210/3220		Prepared by: Y. Taniguchi	
From: 1st FQM Sect., 1st FQM 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 type="checkbox"/> Tier 2

SYMPTOM

One or more of the following occurs on the models listed below:

- A metallic “clinking” noise is produced
- The paper tends to bend in the center
- Roller marks appear at the bottom of the paper

Conditions:

- The FD3000 and Finisher SR3210/3220 are **both installed**, and
- The paper is exited to the Finisher SR3210/3220, and
- The paper is folded using “Half-fold” or “Z-fold”, and
- The paper size is A3/DLT, and
- One of the following models is used:

Model
SP C840
MP 2555/3055/3555/4055
MP 5055/6055 (1200dpi mode only)

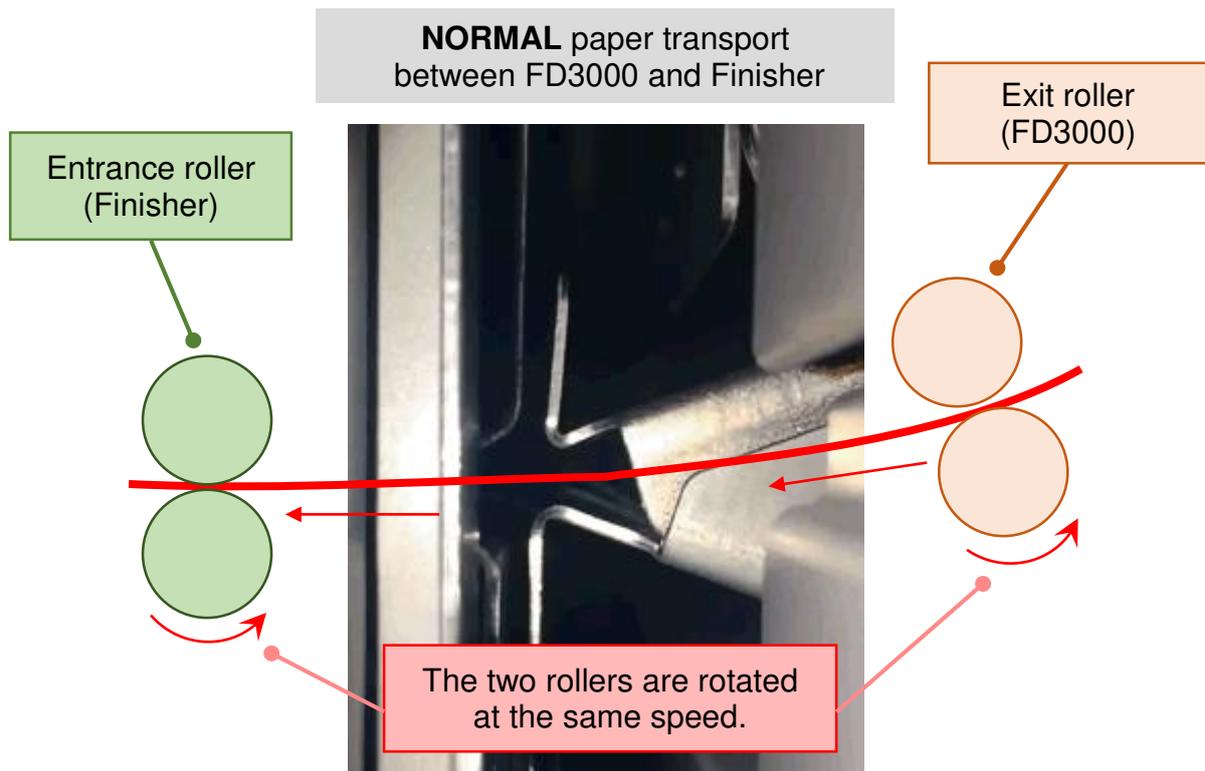
Note: This does not occur with the SP C842 or MP 5055/6055 (except 1200dpi mode).

Model: MET-P2ce	Date: 17-Feb-17	No.: RM0AL027
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CAUSE

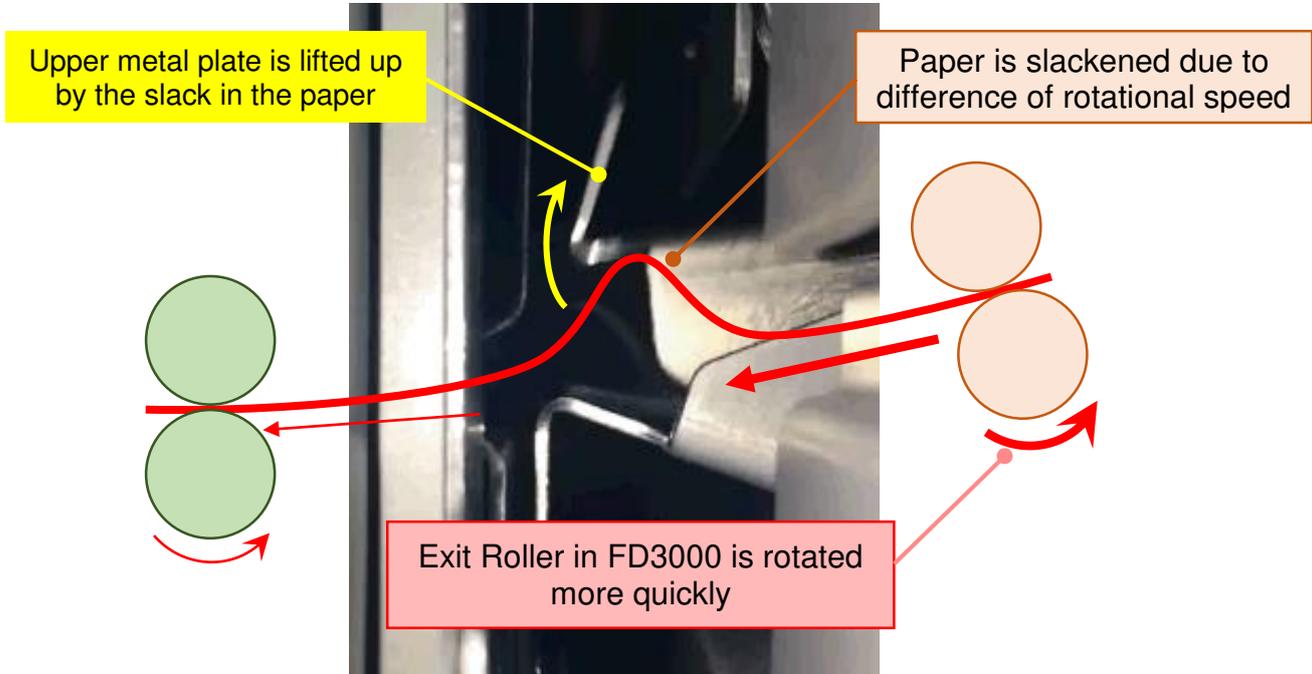
Firmware error (roller rotation speed control)

Due to the above error, the exit roller in the FD3000 is rotated at a higher speed than the entrance roller in the finisher (Normally, these speeds should be the same). This causes slack to develop in the paper, which then lifts up the upper metallic plate. As a result, the upper plate then drops onto the lower plate. Then a metallic “clinking” noise is produced.



Model: MET-P2ce	Date: 17-Feb-17	No.: RM0AL027
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INCORRECT paper transport between FD3000 and SR3210/3220



SOLUTION

Production line

The firmware was modified to correct the roller speed control.

In the field

- Update the firmware to the following version or later:

Firmware Name	P/N	Version
Folder_THAMES-B_C_EXP/LP	M4825280D	01.030:11

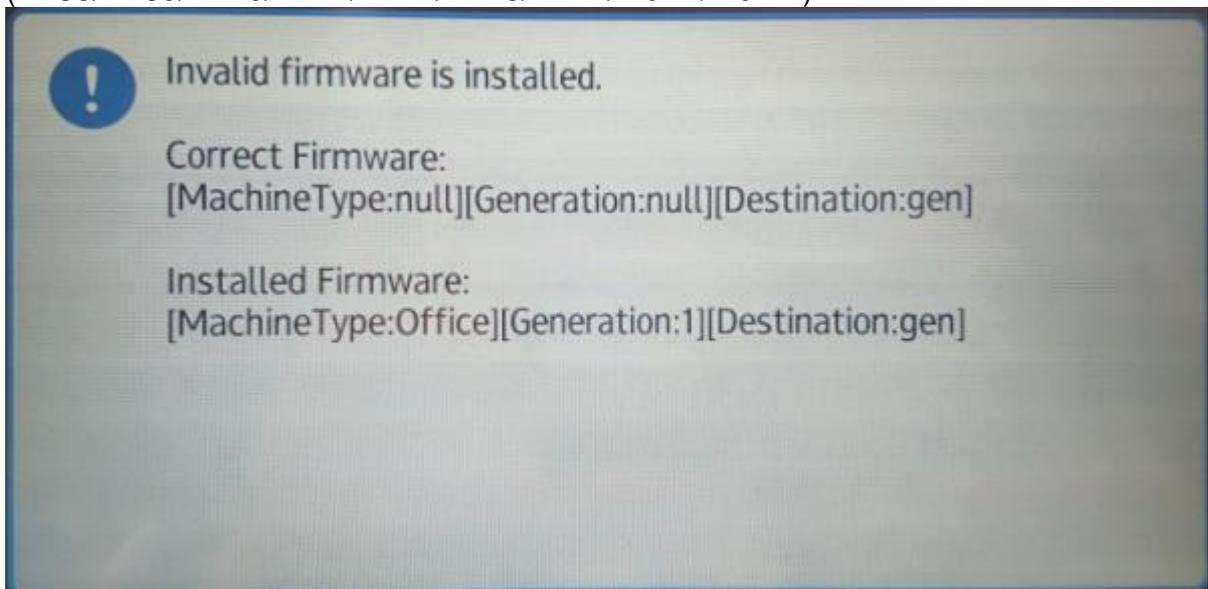
- Until you can install the new firmware, use the top area of the folding unit as the destination tray (instead of the finisher).

Model: MET-P2ce		Date: 14-Mar-17	No.: RM0AL035
Subject: The Caution is displayed at the machine installation		Prepared by: T. Kiyohara	
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 type="checkbox"/> Tier 2

SYMPTOM

The following error is displayed at machine installation.

Affected models: Met-C2abcdeyzP2ce
(D238/D239/D240/D241/D242/D243/D244/M0AL/M0AM)



CAUSE

Corruption of the program files in the operation panel control chip.

Note: There is no damage to the hardware.

SOLUTION

If the symptom occurs, do the following:

1. Turn the machine main power OFF, and then remove the power cord from the outlet.
2. Press the machine main power button.

Note: The blue LED (upper right) on the operation panel will light for a moment.

Model: MET-P2ce

Date: 14-Mar-17

No.: RM0AL035

3. Reinsert the power cord into the outlet.
4. Press the main power button while holding down the [EX1] and [EX3] keys.
Note: This is in order to access Recovery mode.
5. When the blue screen is displayed, hold down the [EX1] and [EX2] keys for four seconds.
6. Once you enter Recovery mode,
 - Press the [EX2] key four times, and then
 - Move the cursor over to “Wipe free area partition”, and then
 - Press the [EX3] key to execute the wipe of the free area partition.
7. Once the “Free area partition wipe complete” message is displayed in the lower left of the LCD,
 - Move the cursor over to “Reboot system now”, and then
 - Press the [EX3] key to execute the reboot.

Model: Met-C2abcdeyz, Met-P2, Met-C2.1abcdeyz, Mimir-C2.1	Date: 8-Jul-19	No.: RD239097
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Subject: Parts Catalog Correction: Return the paper stopper to the correct position		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

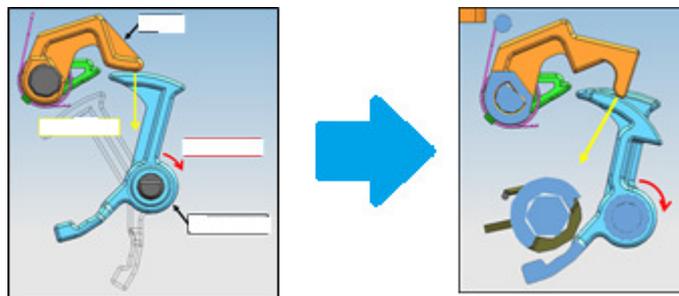
The parts for the models below have been changed to return the paper stopper of the manual feed tray to the correct position.

Affected models are as follows:

Product Code	Model name						
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842
D0BH	C501						

Change: The hit position of the two parts has changed because the shape of the Paper stopper and the Paper stopper link have been changed.

Old P/N	New P/N	Description	Int	Q'ty	Note
D1492638	D0BQ2638	LINK:PAPER STOPPER:MANUAL FEED	X/X	1	A
D2412638	D0BQ2637	PAPER STOPPER:MANUAL FEED	X/X	1	A



Reissued: 02-Mar-17

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

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

Subject: Firmware Release Note: OptionSD FONT		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> 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 **OptionSD FONT**.

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

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
0.00	1st Mass production

Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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RTB reissued

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

Subject: Troubleshooting: FSM correction - SC672-00 to 13		Prepared by: T. Kiyohara	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The following occur:

SC672-00	Communication error between operation panel and CTL after machine is powered on.
SC672-10	Communication error (receive) between operation panel and CTL after machine is powered on.
SC672-11	Communication error (send) between operation panel and CTL after machine is powered on.
SC672-12	Communication error between operation panel and CTL after normal start-up.
SC672-13	Communication error between operation panel and CTL after normal start-up; Operation panel not detected.

Note:

- SC672 does not appear on the SMC report, as it is not logged.
- The Smart Operation Panel communicates with the controller via a USB cable and IPU. SC672 is triggered when the panel cannot communicate with the controller.

CAUSE

Possible causes of SC672-XX include:

- USB communication path failure (USB cable, IPU)
- Controller board boot up error and/or operation panel boot up error due to abnormal break in operations of controller board.

Possible causes of operation panel cannot light include:

- USB communication path failure (USB cable, IPU)
- Operation panel cannot communicate with controller board due to controller board boot-up error

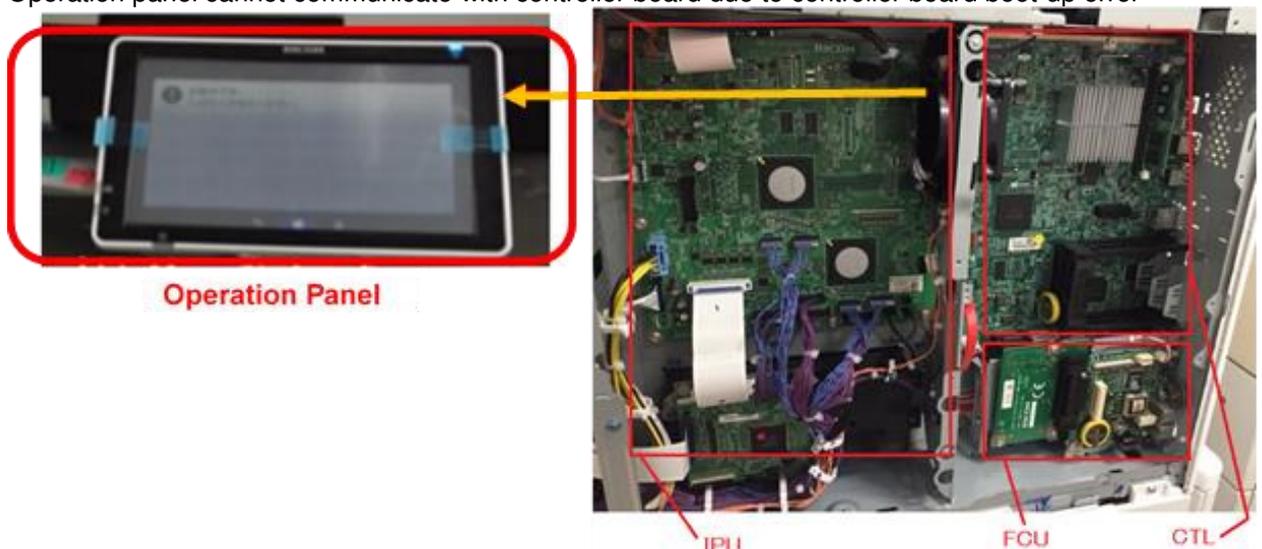


Figure 1: Operation panel, IPU and Controller / FCU

Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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SOLUTION

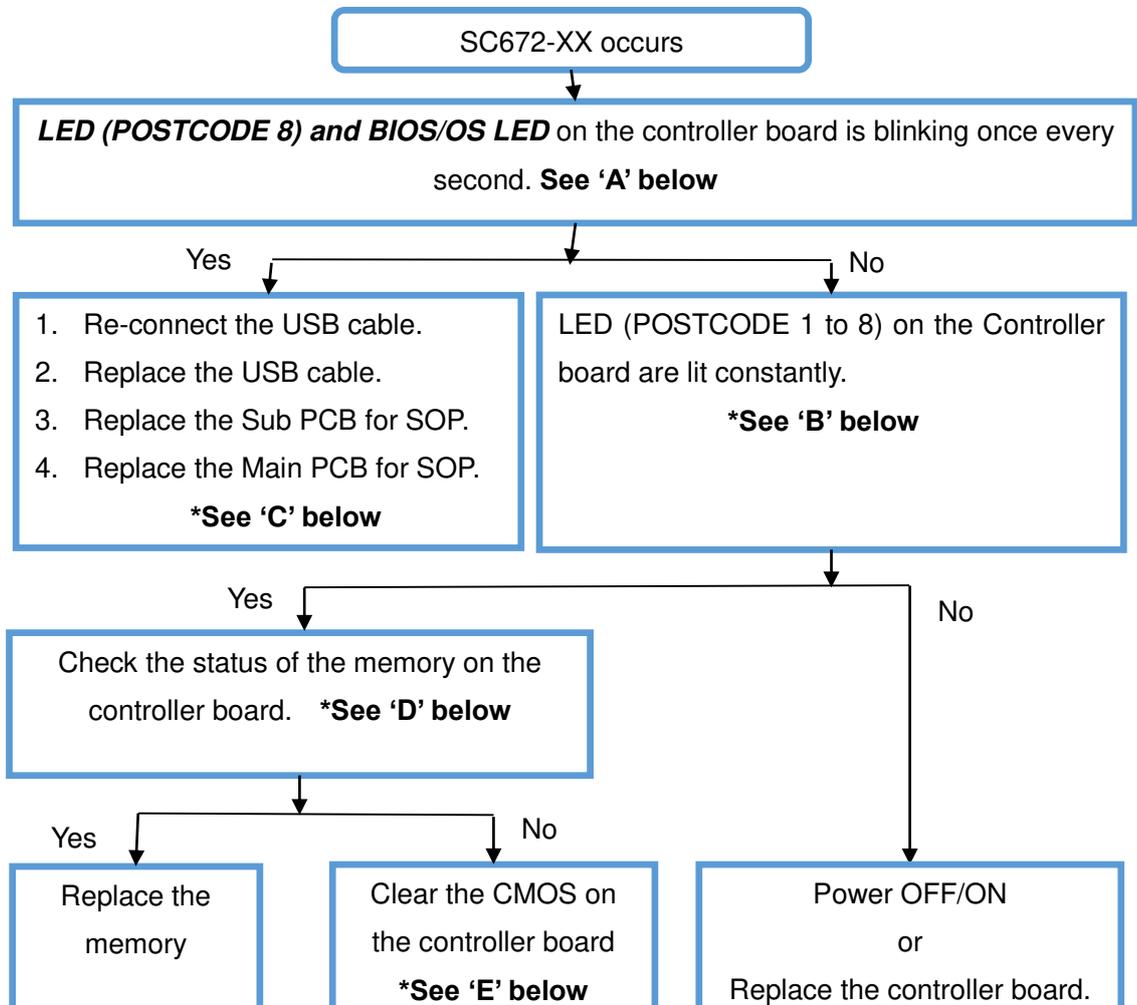
Do the following.

1. Turn the machine power OFF/ON.
2. Do the action in the **flowchart below** to determine the cause and best course of action when SC672-XX occurs.

Important: If the SC recurs after you do the action in this flowchart, do the following.

- If SC819 (cache error) appears in the SC history, replace the controller board.
- If SC991 (SCS: scs time count level c') appears in the SC history, replace the controller board and USB cable.

Flowchart to determine parts to replace when SC672-XX occurs

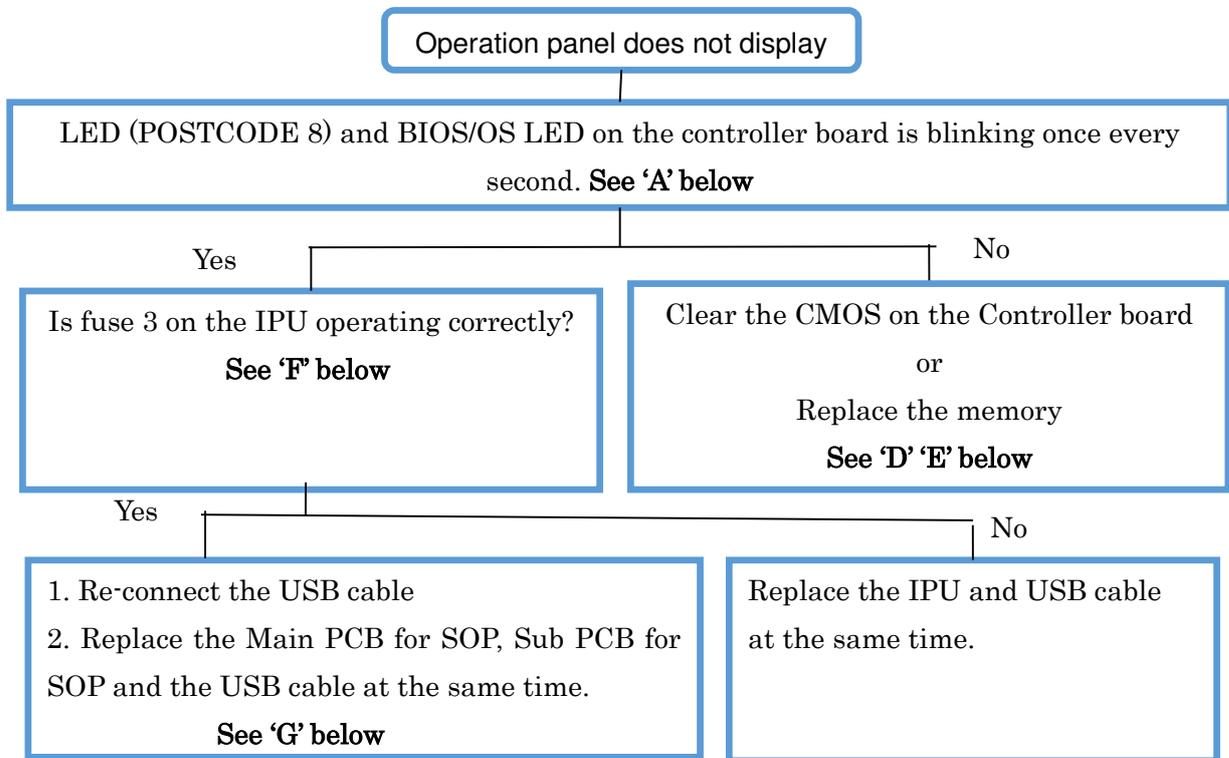


Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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Parts	How to determine the cause
USB cable	LEDs on the controller board blinks once every second
<i>Main PCB for SOP, Sub PCB for SOP</i> *See 'G' below	LEDs on the controller board blinks once every second
CTL	LEDs on the controller board are lit constantly
Memory	LEDs on the controller board are lit constantly

Flowchart to determine parts to replace when no display on operation panel



Parts	How to determine the cause
USB cable	LEDs on the controller board blink once every second
<i>Main PCB for SOP, Sub PCB for SOP</i>	LEDs on the controller board blink once every second
IPU	Fuse 3 on the IPU
CTL	LEDs on the controller board do not blink
Memory	LEDs on the controller board do not blink

Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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[A]: LEDs on the controller board

Check the condition (lit, off, blinking) of the LEDs on the CTL.

Normal situation: POSTCODE LED 8 and BIOS/OS LED blink once every second.

Note: The LEDs remain lit or are off when there is a problem with the CPU.

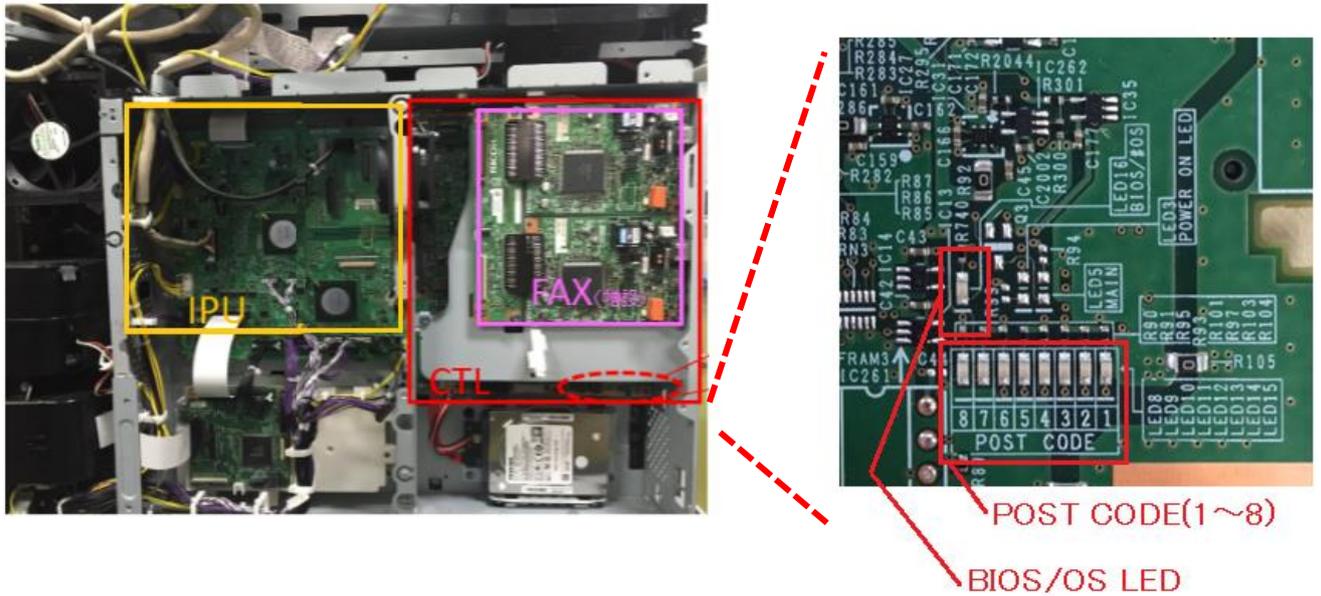


Figure 2: LED /POSTCODE AREA on the CTL

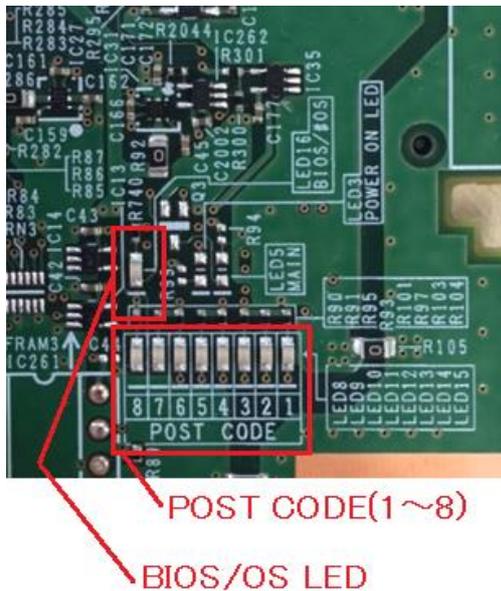
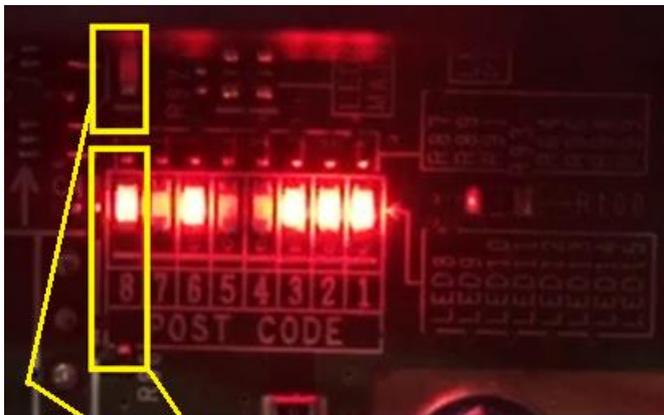


Figure 3: POST CODE LEDs 1 to 8 and BIOS/OS LED on the CTL

Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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POST CODE_8 Blinking
LED (BIOS/OS LED) Blinking

Figure 4: Normal situation: POSTCODE LED 8 and BIOS LED blink once every second

No.	Note
LED	For CPU - POSTCODE 8 and LED(Bios/OS LED) blink when the CPU is operating normally. - POSTCODE 8 and LED(Bios/OS LED) remain lit or off when there is a problem with the CPU.

[B]: Abnormal mode: LEDs on the controller board



Figure 5: LEDs 1 to 8 are lit constantly

No.	Note
POSTCODE 1-8	1. For self-diagnosis code (BIOS). 2. After the BIOS starts up, LEDs 4,5,7 turn off and LEDs 1,2,3 ,6 turn on and LED 8 blinks . LED 8 remains lit or off when there is a problem with the CPU. Note: When a DIMM connection failure, defective CMOS, or defective BIOS occurs, postcode LEDs 1-8 are lit constantly.
BIOS/OS LED	- LED is lit when the BIOS is running. - LED blinks when the OS is running.

Reissued:15-Mar-17

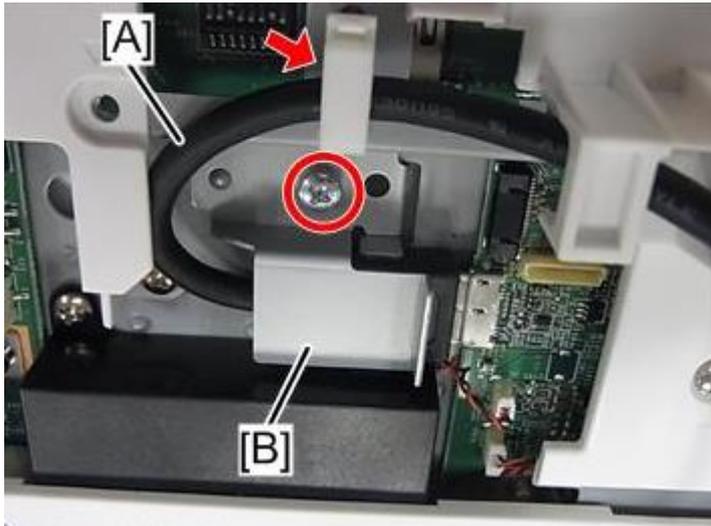
Model: MET-P2ce

Date: 7-Mar-17

No.: RM0AL034a

[C]: Reconnecting and replacing the USB cable

1. Release the clamp, and then make the cable straight [A].
2. Remove the bracket [B].



3. Re-connect the USB cable between IPU board and operation panel.



PCB:SUB:PROGRAM:ASS'Y

CABLE: OPERATION SUB-UNIT:USB3.0

Figure 6: USB connector (Operation panel)

Reissued:15-Mar-17

Model: MET-P2ce

Date: 7-Mar-17

No.: RM0AL034a



PCB:SUB:PROGRAM:ASS'Y

PCB:MAIN:PROGRAM:ASS'Y

Figure 7: PCB for the operation panel



Figure 8: USB connector (IPU)

Reissued:15-Mar-17

Model: MET-P2ce

Date: 7-Mar-17

No.: RM0AL034a

[D]: Replacing the Memory

1. Turn the machine power OFF.
2. Attach the memory on the controller board as shown (in a vertical orientation).



Figure 9: Memory (CTL)

3. Lock the hook.



Figure 10: Memory (CTL) and hook

Reissued:15-Mar-17

Model: MET-P2ce

Date: 7-Mar-17

No.: RM0AL034a

[E]: CMOS clear

Note: "CMOS clear" is to clear the initial settings in the CPU on CTL

1. Turn the machine power OFF.
2. Turn Dip switch 1-3 turn ON for 10 seconds
3. Turn Dip switch 1-3 turn OFF
4. Turn the machine power ON.

-Applicable models: MP C2004/2504/3004/3504

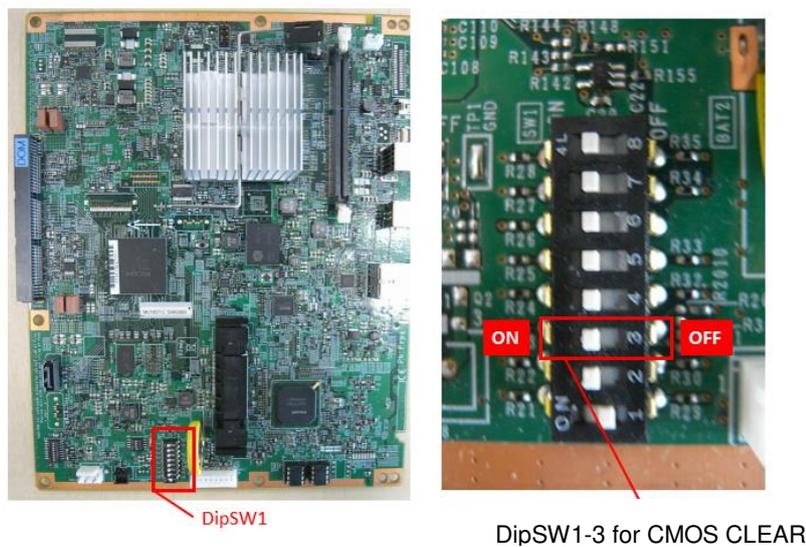


Figure 11: Dip switch (CTL) for MP C2004/2504/3004/3504/

-Applicable models: MP C4504/5504/6004, SP C840/842

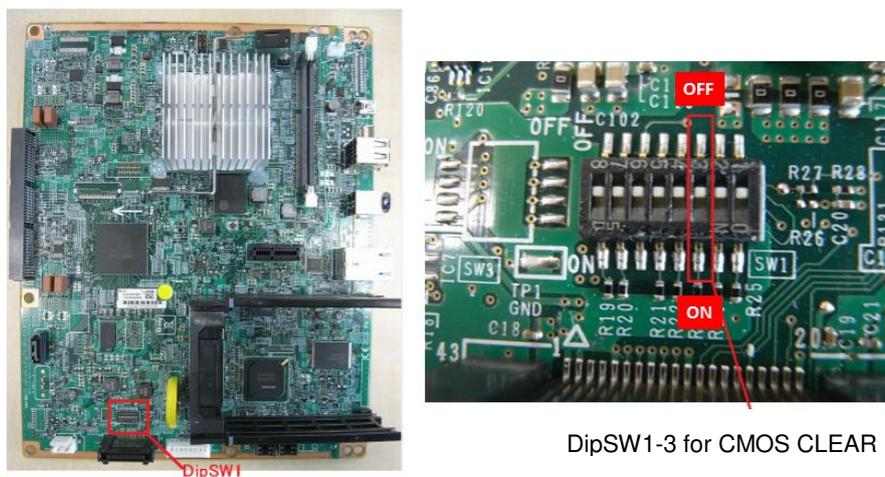


Figure 12: Dip switch (CTL) for MPC MP C4504/5504/6004

Reissued:15-Mar-17

Model: MET-P2ce	Date: 7-Mar-17	No.: RM0AL034a
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[F]: Fuse on the IPU

Check fuse 3 on the IPU is operating correctly.



Figure 13: Fuse on the IPU

[G]: Replacing the USB cable and the operation panel

For details about replacing the USB cable, refer to USB Cable/Harness.

Note:

If the symptom is not resolved, escalate the issue using the normal process, together with the following information for further investigation.

- SC sub code (SC672-00 or 13)
- Date/time of problem occurrence
- Debug logs (Controller, Engine, Operation panel)
- Factor(s) that trigger the problem (for example: SC672-11 occurred 3 minutes after tuning ON the main power switch.)
- Occurrence frequency (for example: One out of ten times when turning ON the main power switch)
- Parts replaced
- Date/time when parts were replaced

Reissued:15-Mar-17

Model: MET-P2ce

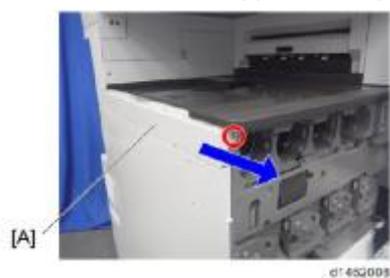
Date: 7-Mar-17

No.: RM0AL034a

1. Remove the paper exit tray [A].



2. Remove the left upper cover [A] (screws x 1)



3. Remove the left rear cover [A] (screws x 2)



4. Remove the controller cover [A] (screws x 4)



Reissued:15-Mar-17

Model: MET-P2ce

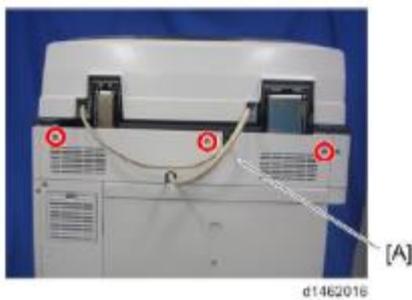
Date: 7-Mar-17

No.: RM0AL034a

5. Remove the rear cover [A] (screws x4)



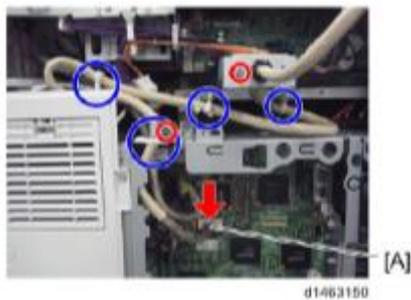
6. Remove the scanner rear cover [A] (screws x 3)



7. Remove the scanner rear cover (small) [A] (screws x 2)



8. Remove the I/F cable [A] (screws x 2, harnesses x 1, clamps x 1)



Reissued:15-Mar-17

Model: MET-P2ce

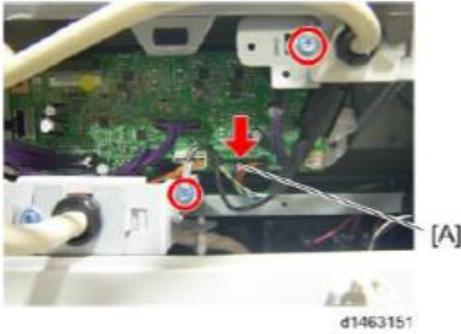
Date: 7-Mar-17

No.: RM0AL034a

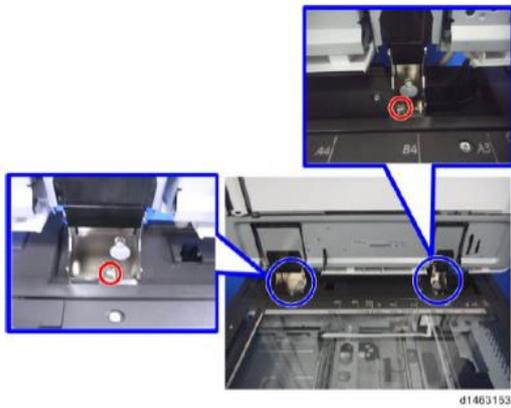
9. Remove the CIS cable [A].

SPDF (screws x 2, harnesses x1)

ARDF (screws x 2, harnesses x1)



10. Remove the ADF (screws x 2)



Important: When you re-attach the ARDF later, make sure to attach the right hinge screw on the left side.

11. Remove the scanner right cover [A] (screws x 1)



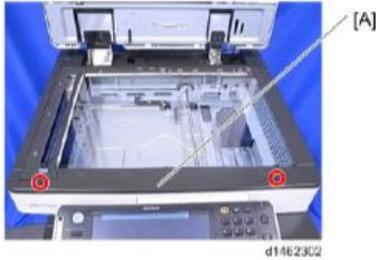
Reissued:15-Mar-17

Model: MET-P2ce

Date: 7-Mar-17

No.: RM0AL034a

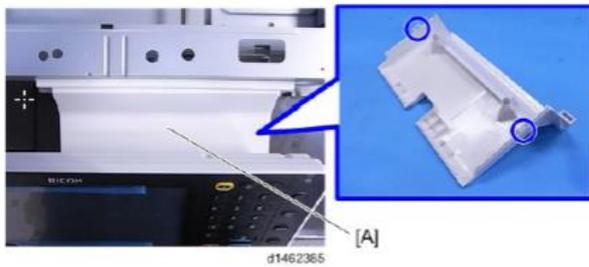
12. Remove the scanner front cover [A] (screws x 2)



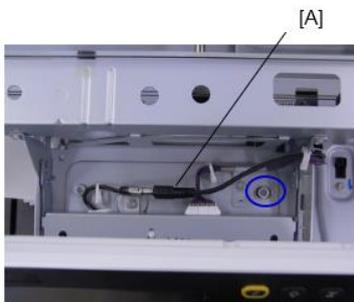
13. Remove the scanner left cover [A] (screws x 2)



14. Remove the operation panel upper cover [A].



15. Remove the USB cable connector [A] (screws x1, clamps x2)



Reissued:15-Mar-17

Model: MET-P2ce

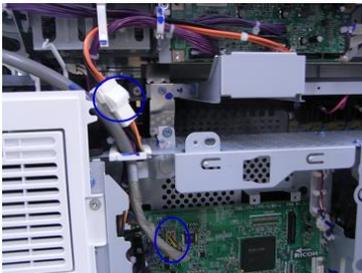
Date: 7-Mar-17

No.: RM0AL034a

16. Remove the two screws.



17. Remove the two connectors.

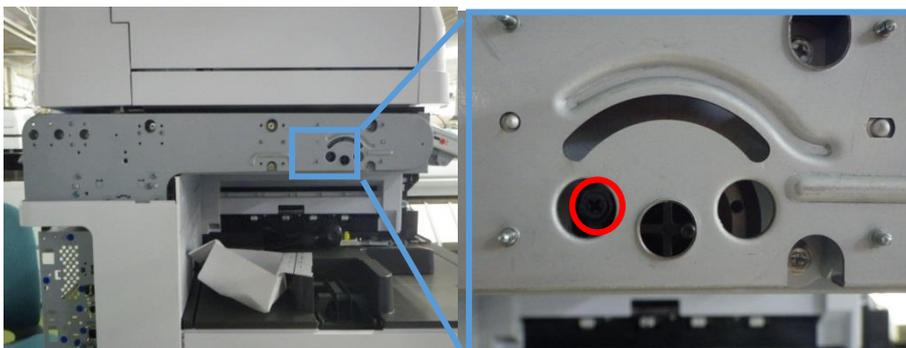


18. Remove the scanner unit [A] (screws x 11)



Important:

Never loosen or remove the following screw when you remove or re-attach the unit. This is because this screw fixes the scanner cam in place. If the position of the scanner cam changes, the scanner will be misaligned. This will result in image skew and other image alignment issues.



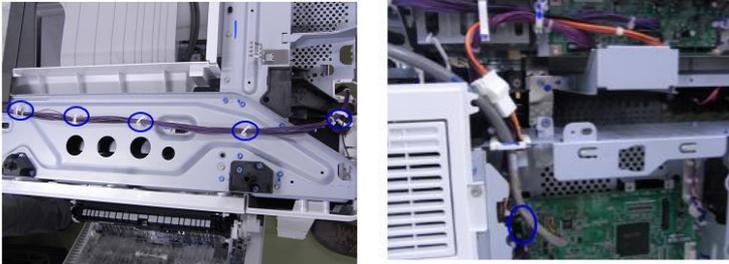
Reissued:15-Mar-17

Model: MET-P2ce

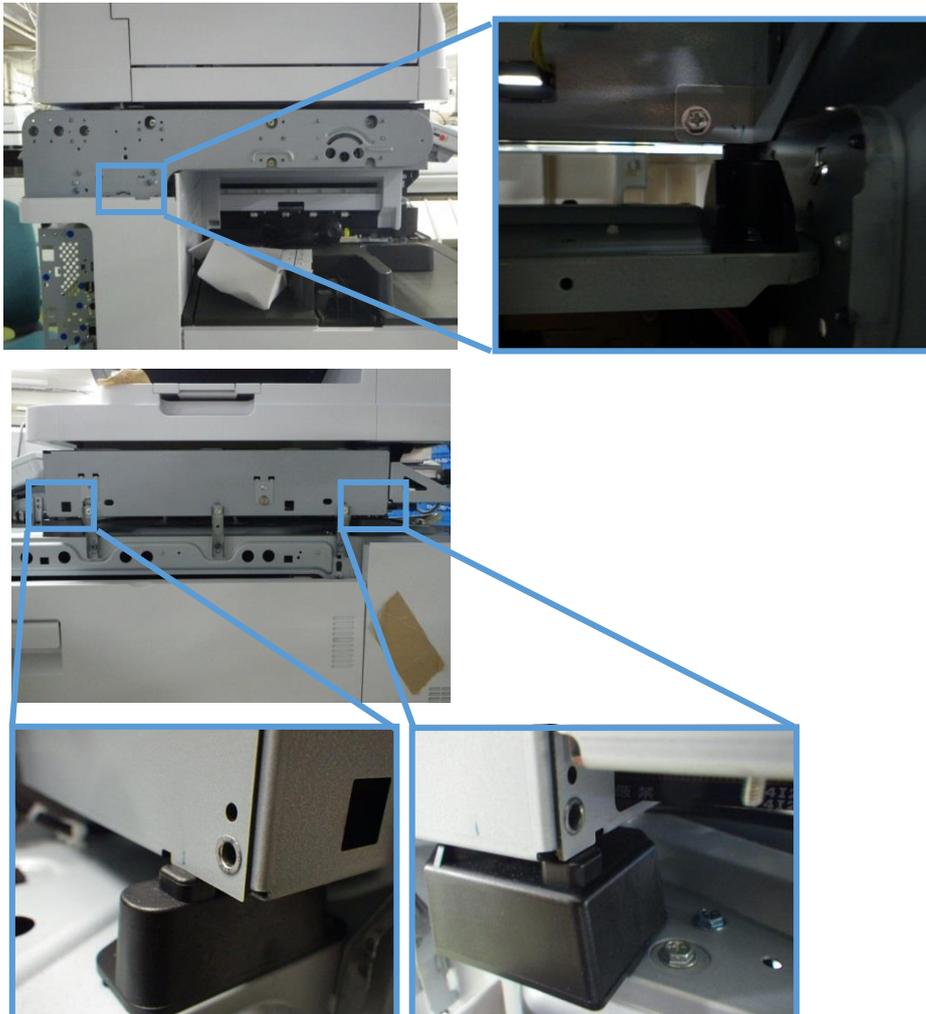
Date: 7-Mar-17

No.: RM0AL034a

19. Remove the USB cable (clamp x5)

**Important**

Make sure that there is no space between the machine frame and the following three areas of the scanner unit when you re-attach the scanner unit.



Model: MET-P2ce		Date: 30-Mar-17	No.: RM0AL036
Subject: Manual correction - Caution note on Anti-Condition Heater Installation		Prepared by: T Kiyohara	
From: 1st MFP Tech Service Sec., MFP 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Please add the following caution note in the field service manual in section:
Main Chapters > Installation > Anti-Condensation Heater for Paper Feed Trays

Parts number	Parts description
D2386630	(NA/TWN):HEATER:PAPER TRAY:120V:ASS'Y
D6931117	HEATER:NA:ASS'Y
D6951117	HEATER:NA:ASS'Y

⚠ CAUTION:

- Make sure to install the tray heater with the rated voltage that matches your country/region. **DO NOT install** the 100V tray heater on the 200V rated machine, under any circumstances.
- Make sure to remove the red tag and orange tape before you connect the tray heater to the main machine paper tray, paper feed unit, or LCT.

Before connecting to Main Machine Tray, Paper feed Unit or LCT

1. Remove the red tag and the orange tapes.



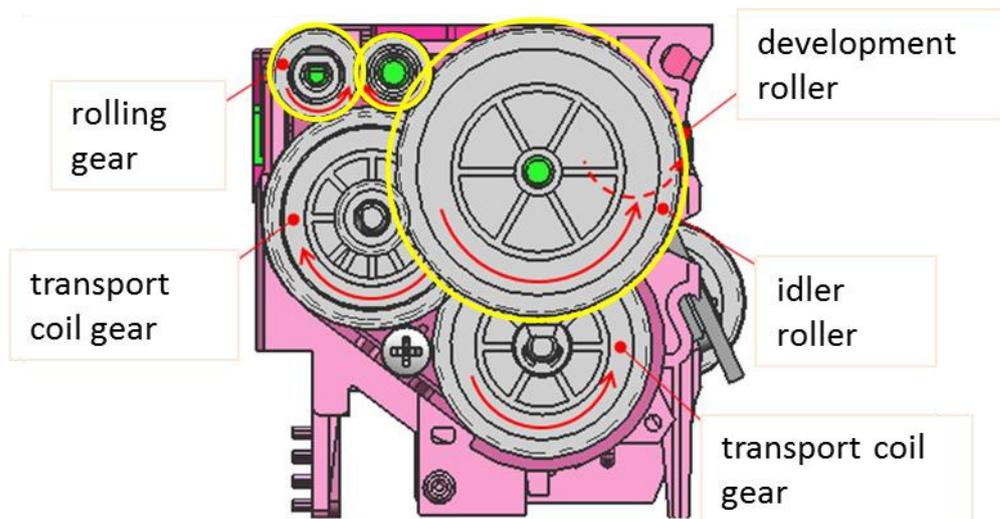
Connecting to Main Machine Tray

Please see the field service manual.

Model: MET-P2ce		Date: 3-Apr-17	No.: RM0AL037
Subject: Automatic winding mechanism for the PCDU		Prepared by: T.Kiyohara	
From: 1st Tech Service Sect., MFP/P 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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Overview

Three new gears (yellow circles) are added. They are driven from the developer collection coil gear, so the seal is automatically wound. This mechanism works at installation and/or replacement.



How to identify whether the automatic winding mechanism is installed

Before the modification, PCDU covers were included separately in the machine's carton box.

After the modification, the PCDU covers are already attached to the machine.

Affected models:

Met-P2ceC2cde (M0AL/M0AK/D240/D241/D242): Bk, C, M, Y

Met-C2ab (D238/D239): Only Bk.

Note: Technicians have to pull out the seals for the color PCDUs for Met-C2ab and all PCDUs for Met-C2yz.

Model: MET-P2ce		Date: 6-Apr-17	No.: RM0AL038
Subject: JAM 21 occurs		Prepared by: T. Kiyohara	
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 type="checkbox"/> Tier 2

SYMPTOM

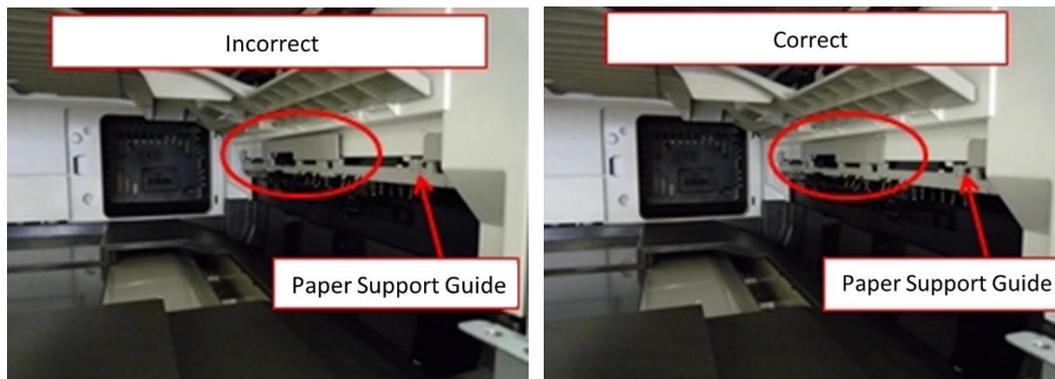
JAM21 occurs when the booklet feature is used with the Bridge Unit BU3070 and internal Finisher SR3130/3180.

Affected models: Met-C2abcdeyzP2ce
(D238/D239/D240/D241/D242/D243/D244/M0AK/M0AL)



CAUSE

The paper support guide was incorrectly installed.



SOLUTION

- If the symptom occurs, make sure that the tabs at the center of the paper support guide have been snapped into place (i.e., into the openings on the exit unit frame). If they have not, snap them into place.
- When installing a new exit unit, make sure to snap both tabs into place.

Reissued: 19-Mar-18

Model: Met-P2ce	Date: 28 -Nov-17	No.: RM0AL039a
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RTB Reissue

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

Subject: Part catalog correction: Guide plate for PB3150/PB3160/PB3170/PB3230		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

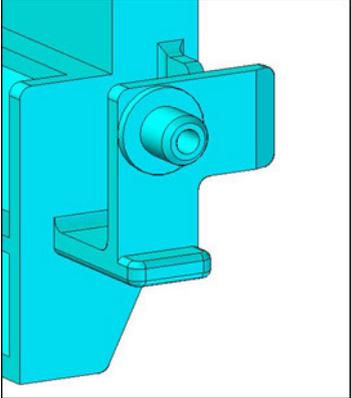
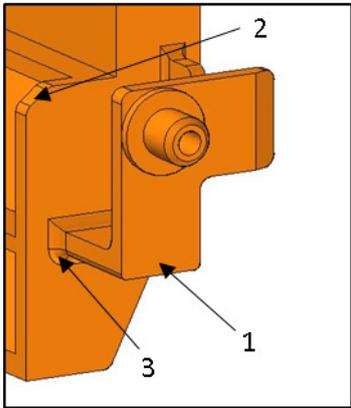
Parts catalog correction1

Affected model: D694 (Paper Feed Unit: PB3150)

Old P/N	New P/N	Description	Q'ty	Int
D1492721	D6942721	GUIDE PLATE: SWIVEL	1-1	X/O

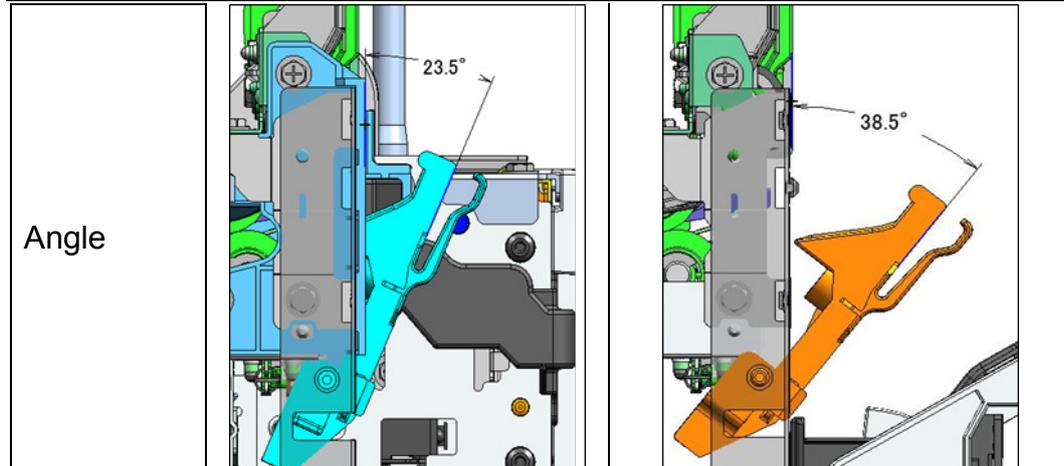
Change: The shape of the guide plate was changed.

Reason: To further strengthen and prevent breaking of the guide plate.

	Old D1492721	New D6942721
Shape		 <ul style="list-style-type: none"> 1. Deleted stopper 2. Changed angle regulation 3. Strengthened part

Reissued: 19-Mar-18

Model: Met-P2ce	Date: 28 -Nov-17	No.: RM0AL039a
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Reissued: 19-Mar-18

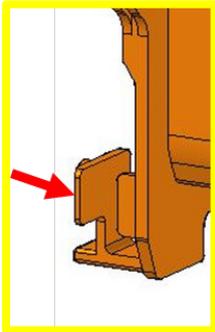
Model: Met-P2ce

Date: 28 -Nov-17

No.: RM0AL039a

Procedure:

1. Release the hook and remove the guide plate.



2. Attach the guide plate by sliding it toward the right hole.



3. Hook the guide plate.



Reissued: 19-Mar-18

Model: Met-P2ce	Date: 28 -Nov-17	No.: RM0AL039a
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Parts catalog correction 2

Affected model: D693 (Paper Feed Unit: PB3160)

Old P/N	New P/N	Description	Q'ty	Int	Int
D6932526	D6932581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O	X/O
	D6931157	CUSHION:GUIDE:SWIVEL:UP PER	0-1	-	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-	-
D6932725	D6932726	GUIDE PLATE:AUXILIARY:PAPER FEED UNIT	1-1	-	O/O

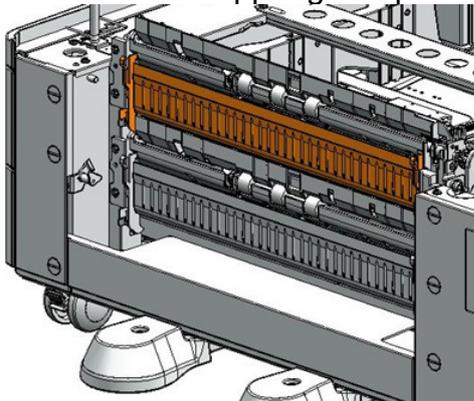
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

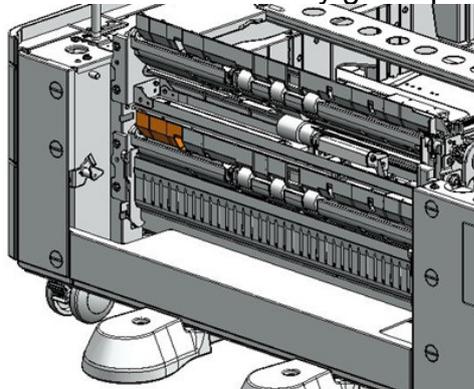
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for UPPER GUIDE PLATE ASSYS

1. Remove the upper guide plate.



2. Remove the auxiliary guide plate for the "lower paper guide:lower" (screws x1).



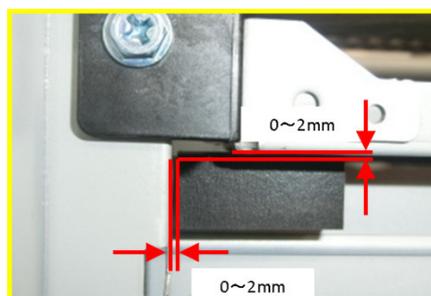
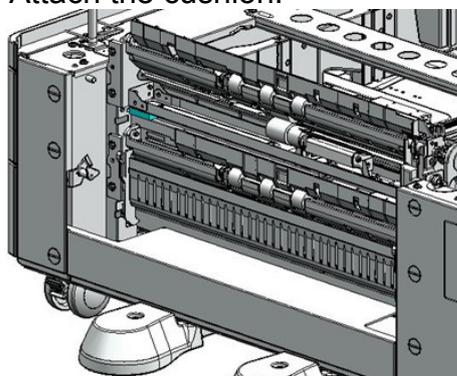
Reissued: 19-Mar-18

Model: Met-P2ce

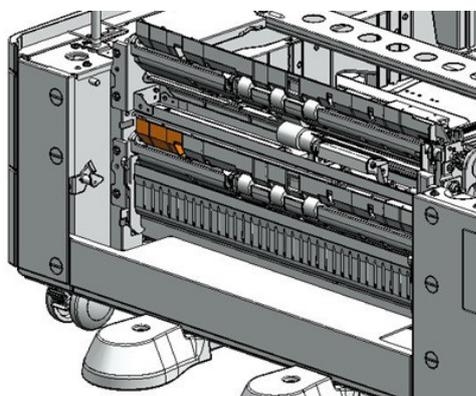
Date: 28 -Nov-17

No.: RM0AL039a

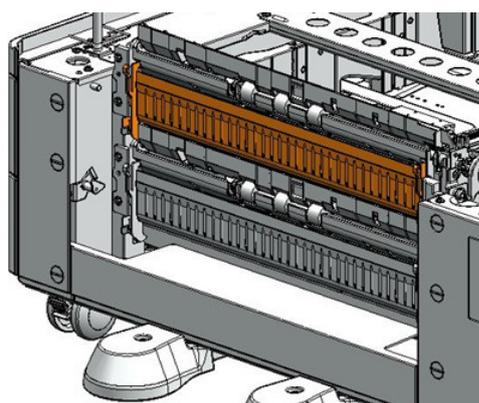
3. Attach the cushion.



4. Attach the auxiliary guide plate for the lower guide plate (screw x1).



5. Attach the upper guide plate.



Reissued: 19-Mar-18

Model: Met-P2ce	Date: 28 -Nov-17	No.: RM0AL039a
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Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6932582	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

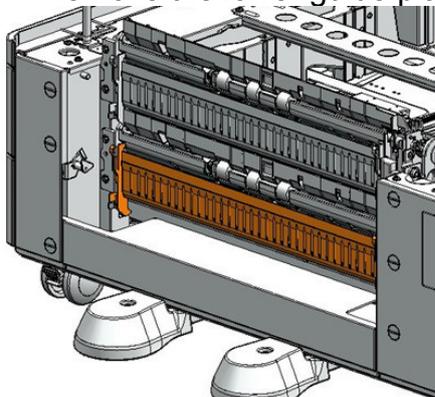
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

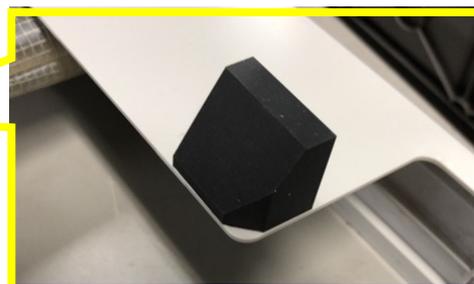
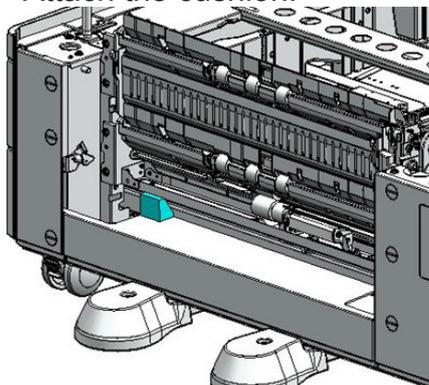
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

Procedure for LOWER GUIDE PLATE ASSYS

1. Remove the lower guide plate.



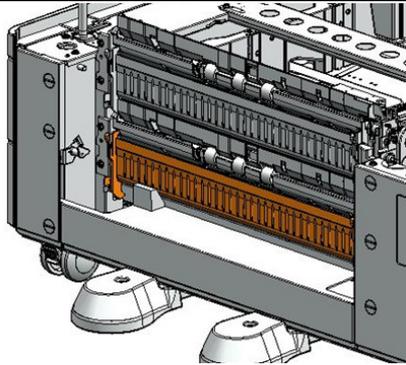
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Met-P2ce	Date: 28 -Nov-17	No.: RM0AL039a
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Parts catalog correction 3

Affected model: D695 (LCIT: PB3230/PB3170)

Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6952581	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	-	STOPPER:GUIDE PLATE:SWIVEL:ASS'Y	0-1	-
	-	GUIDE PLATE:SWIVEL:ADHESION	0-1	-

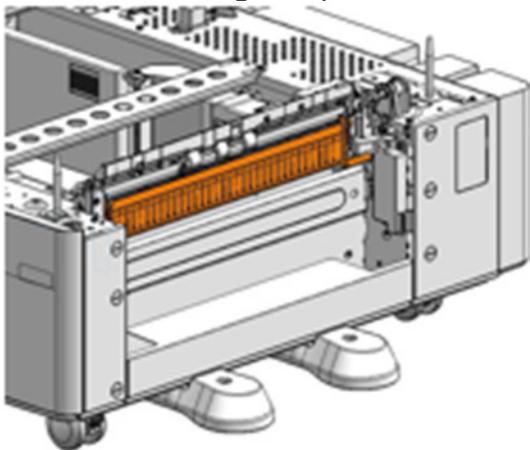
Change: Added cushions and changed the shape of the guide plate.

Reason: To further strengthen and prevent breaking of the guide plate.

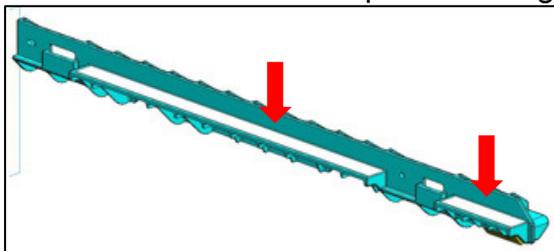
Important: Be sure to attach the above STOPPER, when installing the paper guide plates.

Procedure

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



Reissued: 19-Mar-18

Model: Met-P2ce

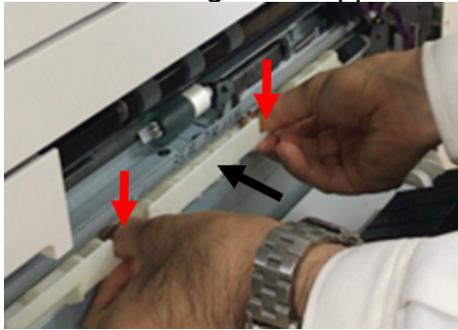
Date: 28 -Nov-17

No.: RM0AL039a

3. Attach the guide stopper.



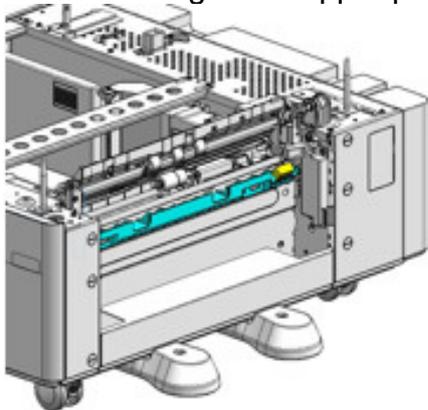
4. Attach the guide stopper.



5. Attach the guide plate stopper.



6. Attach the guide stopper plate.



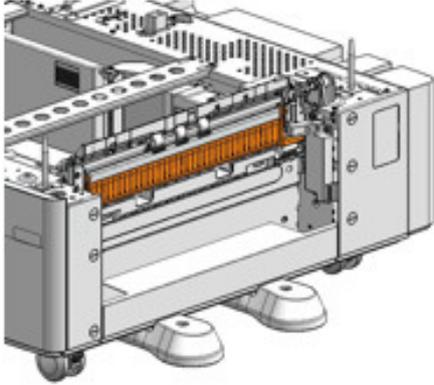
Reissued: 19-Mar-18

Model: Met-P2ce

Date: 28 -Nov-17

No.: RM0AL039a

7. Attach the guide plate.



Model: MET-P2e		Date: 12-Dec-17	No.: RM0AL040
Subject: Troubleshooting SC204-00, Polygon Motor Error		Prepared by: T.Kiyohara	
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

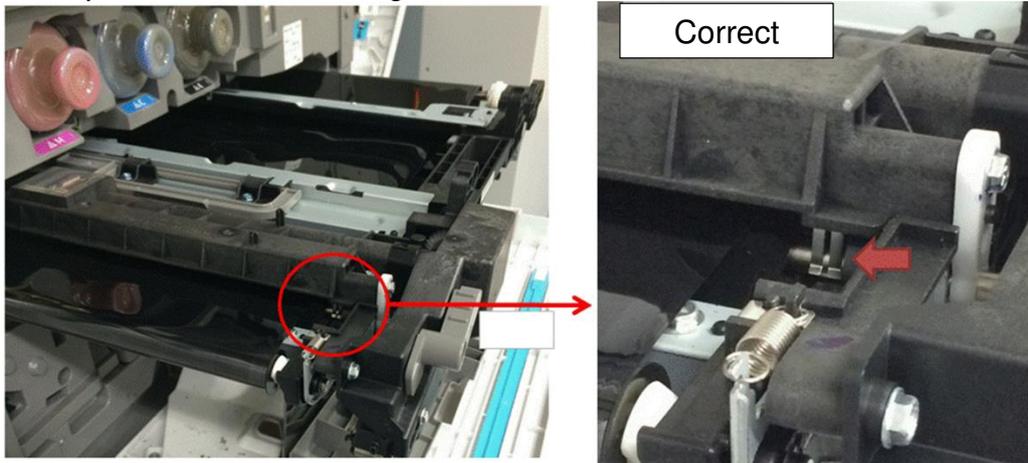
SC204-00 (Polygon Motor: XSCRDY Signal Error) occurs.

CAUSE

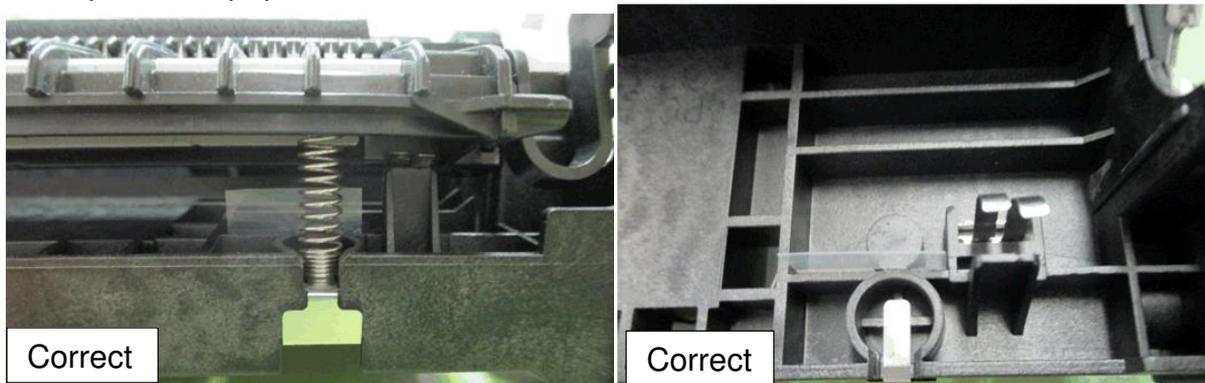
A grounding failure occurs with the belt cleaning unit in the ITB unit or paper transfer roller unit, either of which can generate electrical noise.

SOLUTION

1. Check the grounding of the belt cleaning unit on the ITB unit.
2. Replace the belt cleaning unit.



3. Check the grounding of the paper transfer roller.
4. Replace the paper transfer roller.



Model: Met-P2		Date: 8-Feb-18	No.: RM0AL041
Subject: DO NOT install Legacy UI firmware v1.20		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

IMPORTANT Notice about Legacy UI Firmware v1.20

- **DO NOT install** the following Legacy UI firmware on machines in the field:

Note: These versions are no longer released/available.

- This is because with this version, the following symptoms occur with the Smart Operation Panel when Legacy mode is used.
 - Cannot access user settings.
 - Legacy application cannot boot-up.
 - "Please wait" remains displayed.

Affected models: Met-C2abcdeyz, Met-C2.1abcdeyz, Met-P2, Cor-C1.5, Cor-P1.5, Brz, Ch-C2, Gim-MF1.5, Gr-C2, Gr-C3, Le-C1 and Mt-C6

- To avoid this, install Legacy UI **v1.19 or older**.

Model: MET-P2		Date: 8-Feb-18	No.: RM0AL042
Subject: DO NOT install Cheetah System for China v1.27y UI firmware v1.20		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

Remarks: This document only applies to the China market

IMPORTANT Notice about Cheetah System Firmware v1.27 (China)

- **DO NOT install** Cheetah System firmware (China) **v1.27 or newer** on machines in the field.

Note: These versions are no longer released/available.

- This is because the firmware for other regions has been released. If the firmware for a different region is installed, the machine will not work.

Affected models:

Met-C2abcdeyz, Met-C2.1abcdeyz, Met-P2, Cor-C1.5, Cor-P1.5, Brz, Ch-C2, Gim-MF1.5, Gr-C2, Gr-C3, Le-C1 and Mt-C6

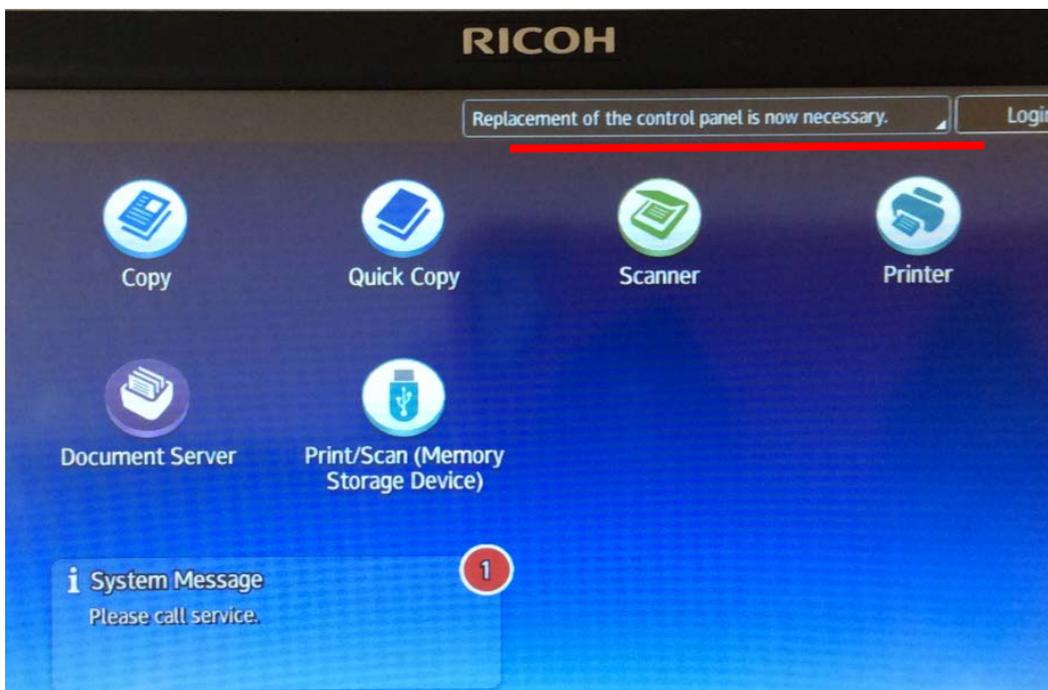
- To avoid this, install Cheetah System firmware **for China v1.26 or older.**

Model: Met-P2ce		Date: 2-Mar-18	No.: RM0AL043
Subject: The message that "Replacement of the control panel is now necessary" and SC843-02		Prepared by: T. Kiyohara	
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 type="checkbox"/> Tier 2

SYMPTOM

"Replacement of the control panel is now necessary" is displayed and SC843-02 occurs.

Affected models: Met-C2abcdeyzC2.1 abcdeyzP2ce
(D238/D239/D240/D241/D242/D243/D244/D0AD/D0AH/D0AL/M0AL/M0AM)



CAUSE

The thresholds for the data in eMMC (Cheetah System memory. please see the below block figure) overwrites is exceeded during operation or while the machine is recovering from Energy Saver mode.

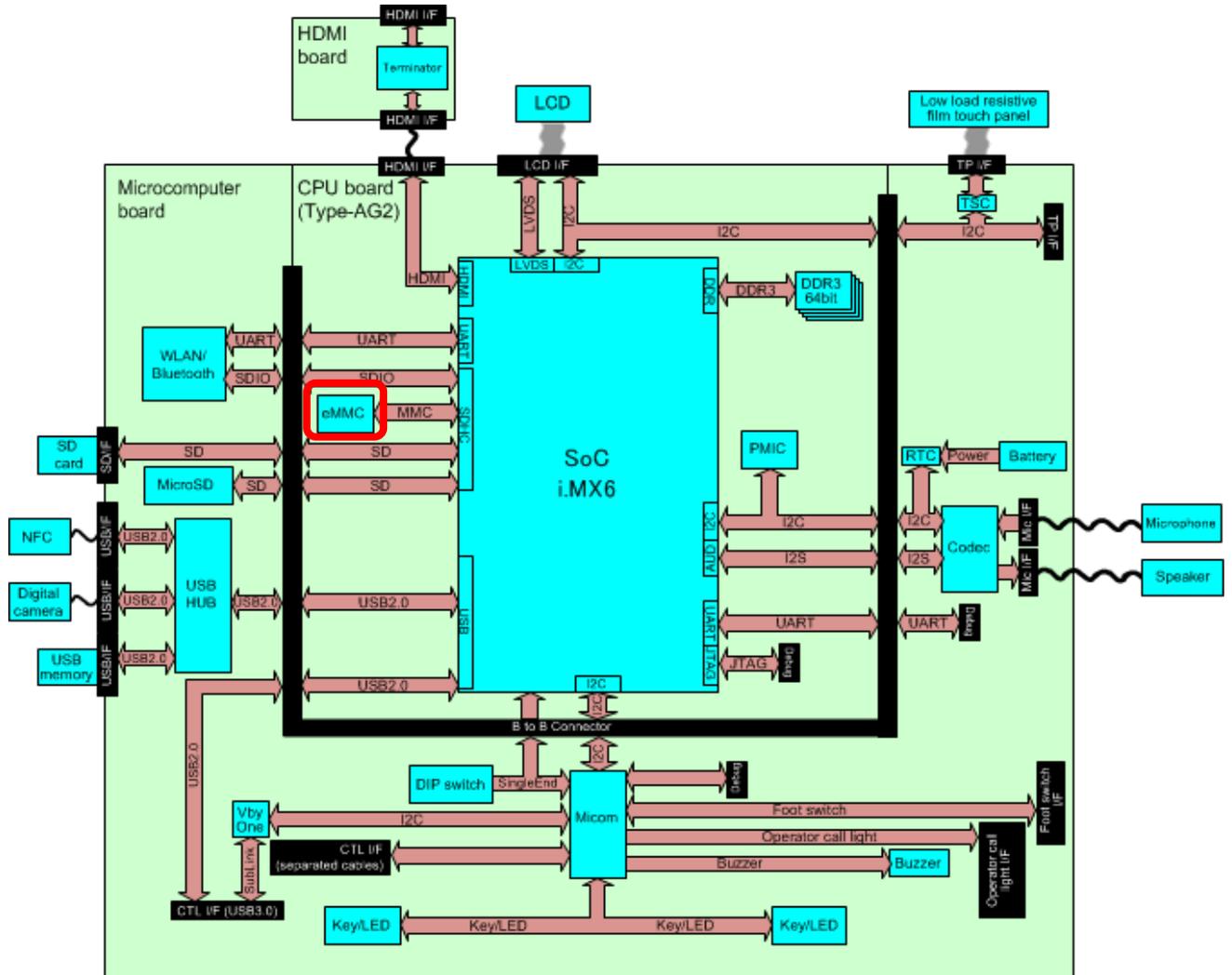
Thresholds:

- 3000 deletions per block on eMMC
- 3,000,000 total deletions for all blocks on eMMC (1000 blocks x 3000).

SOLUTION

Replace the PCB board for the Smart Operation Panel.

Electrical Components of the PCB for Smart operation panel



Model: MET-P2ce		Date: 8-May-18	No.: RM0AL044
Subject: Trouble shooting: Smart Operation Panel Issues		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Notice: There are two types of electrical board construction in SOP for this model (1 board type and 2 boards type).

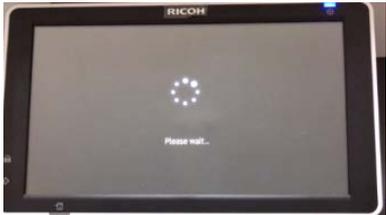
Troubleshooting for the Smart Operation Panel (2 boards type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Main board. 4. Replace the Sub board. 5. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit. 3. Replace the Sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Main board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware to the latest version in recovery mode. 2. Do a factory reset. 3. Replace the Main board.

HW: Hardware issue, SW: Software issue

Model: MET-P2ce	Date: 8-May-18	No.: RM0AL044
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Troubleshooting for the Smart Operation Panel (1 board type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Board. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the Board 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the Board.

HW: Hardware issue, SW: Software issue

Components to Check during Troubleshooting

1. Main board (2 boards type only)



2. Sub board (2 boards type only)



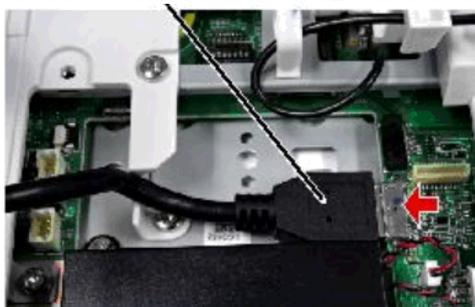
3. Board (1 board type only)



4. USB cable



5. Connection between USB cable and Board or Sub board



Model: MET-P2ce

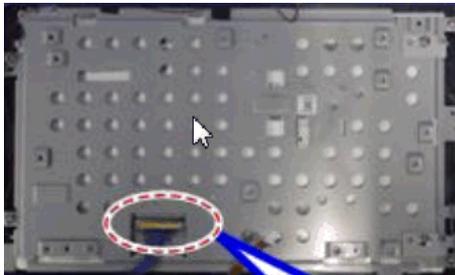
Date: 8-May-18

No.: RM0AL044

6. Connection between USB cable and BiCU



7. LCD unit



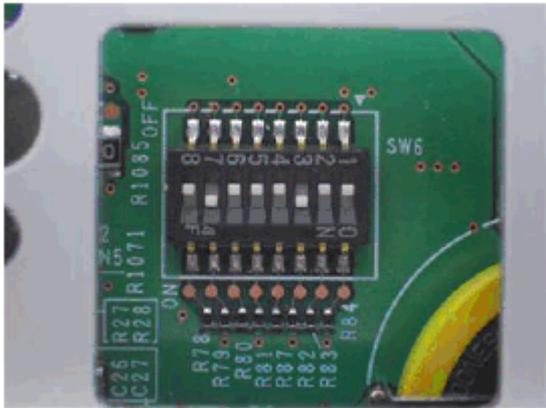
8. LCD I/F cable



Model: MET-P2ce	Date: 8-May-18	No.: RM0AL044
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The default setting for bit switch on SOP

This is the explanation for the bid switch on the SOP.



The DIP switch No.1 turns ON/OFF the SC reduction function. Change the setting when needed.
 1 (ON): If the error is caused by the software defect when SC672/SC673 occur, automatically (only Cor-C1.5)
 0 (OFF): The SC is displayed on the operation panel when SC672/SC673 occur. (Other model)

The DIP switch No.2 turns OFF. Do not change the setting.
 The DIP switch No.3 turns ON. Do not change the setting.
 The DIP switch No.4 turns OFF. Do not change the setting.
 The DIP switch No.5 turns OFF. Do not change the setting.
 The DIP switch No.6 turns OFF. Change the setting when needed.
 (ON : Met-C2.1 / OFF: Met-C2)

The DIP switch No.7 turns OFF. Do not change the setting.
 The DIP switch No.8 turns OFF. Do not change the setting.

How to distinguish the type of electrical board construction

PCB construction type is distinguishable from the prefix (4 digits) of SOP parts number shown on SOP back side. In the case of “D196”, “D223”, “D241”, “D261”, “D263”, “M0AJ” or “D296”, it is 2 PCBs type. Others are 1 PCB type.

[Example for 1 PCB type]



Model: MET-P2ce		Date: 8-May-18	No.: RM0AL044
Subject: Trouble shooting: Smart Operation Panel Issues		Prepared by: T.Kiyohara	
From: Field Quality Management Group1, FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input checked="" 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

Notice: There are two types of electrical board construction in SOP for this model (1 board type and 2 boards type).

Troubleshooting for the Smart Operation Panel (2 boards type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Main board. 4. Replace the Sub board. 5. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit. 3. Replace the Sub board. 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Main board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware to the latest version in recovery mode. 2. Do a factory reset. 3. Replace the Main board.

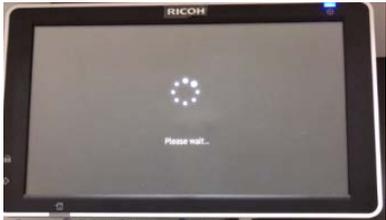
HW: Hardware issue, SW: Software issue

Model: MET-P2ce

Date: 8-May-18

No.: RM0AL044

Troubleshooting for the Smart Operation Panel (1 board type)

No	Symptom		Cause	Solution
1	Both the Smart Operation Panel and the blue LED on the operation panel do not turn on. 	HW	The Smart Operation Panel cannot be supplied with electrical power.	<ol style="list-style-type: none"> 1. Reconnect the USB cable between the BiCU and the Smart Operation Panel. 2. Replace the USB cable. 3. Replace the Board. Replace the BiCU.
2	The Smart Operation Panel does not turn on, but the blue LED on the operation panel turns on. 	HW	The Smart Operation Panel can be supplied with electrical power (blue LED lamp), but nothing can be displayed on the LCD.	<ol style="list-style-type: none"> 1. Reconnect the LCD I/F cable. 2. Replace the LCD unit 3. Replace the Board 4. Replace the LCD I/F cable.
3	A splash (blue) screen or "Please wait" message stays on the display.  	SW HW	The Smart Operation Panel and LCD can be supplied with electrical power, but software issues occur during the boot-up sequence. Firmware or eMMC data on the Board is defective.	<ol style="list-style-type: none"> 1. Update the Cheetah System firmware in recovery mode. 2. Do a factory reset. 3. Replace the Board.

HW: Hardware issue, SW: Software issue

Components to Check during Troubleshooting

1. Main board (2 boards type only)



2. Sub board (2 boards type only)



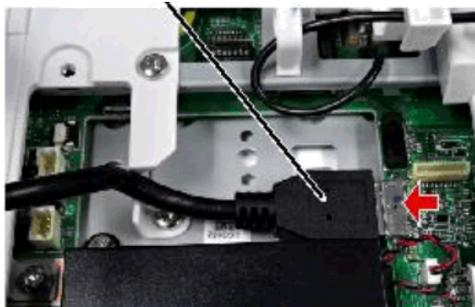
3. Board (1 board type only)



4. USB cable



5. Connection between USB cable and Board or Sub board



Model: MET-P2ce

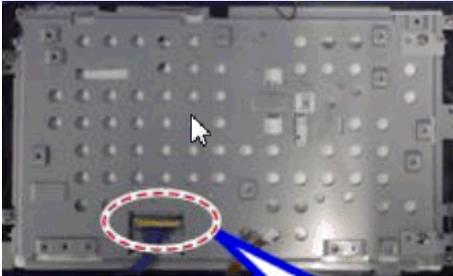
Date: 8-May-18

No.: RM0AL044

6. Connection between USB cable and BiCU



7. LCD unit



8. LCD I/F cable



Model: MET-P2ce

Date: 8-May-18

No.: RM0AL044

The default setting for bit switch on SOP

This is the explanation for the bid switch on the SOP.



The DIP switch No.1 turns ON/OFF the SC reduction function. Change the setting when needed.
 1 (ON): If the error is caused by the software defect when SC672/SC673 occur, automatically (only Cor-C1.5)
 0 (OFF): The SC is displayed on the operation panel when SC672/SC673 occur. (Other model)

The DIP switch No.2 turns OFF. Do not change the setting.
 The DIP switch No.3 turns ON. Do not change the setting.
 The DIP switch No.4 turns OFF. Do not change the setting.
 The DIP switch No.5 turns OFF. Do not change the setting.
 The DIP switch No.6 turns OFF. Change the setting when needed.
 (ON : Met-C2.1 / OFF: Met-C2)

The DIP switch No.7 turns OFF. Do not change the setting.
 The DIP switch No.8 turns OFF. Do not change the setting.

How to distinguish the type of electrical board construction

PCB construction type is distinguishable from the prefix (4 digits) of SOP parts number shown on SOP back side. In the case of “D196”, “D223”, “D241”, “D261”, “D263”, “M0AJ” or “D296”, it is 2 PCBs type. Others are 1 PCB type.

[Example for 1 PCB type]



Reissued: 27-Jul-18

Model: MET-P2	Date: 21-Jun-18	No.: RM0AL045a
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RTB reissue

The model name was corrected.

Subject: FSM correction - SC312		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Revision.

The descriptions in ***bold and italic*** were added.

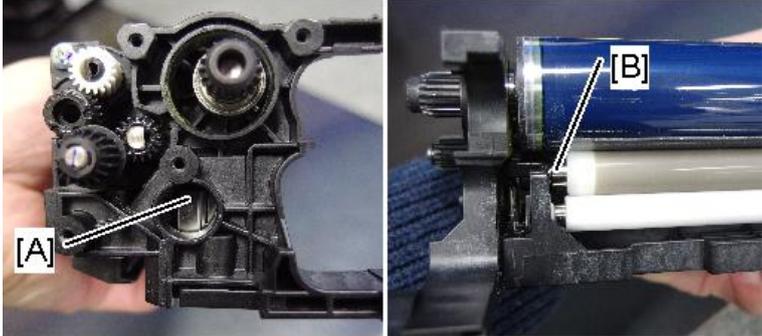
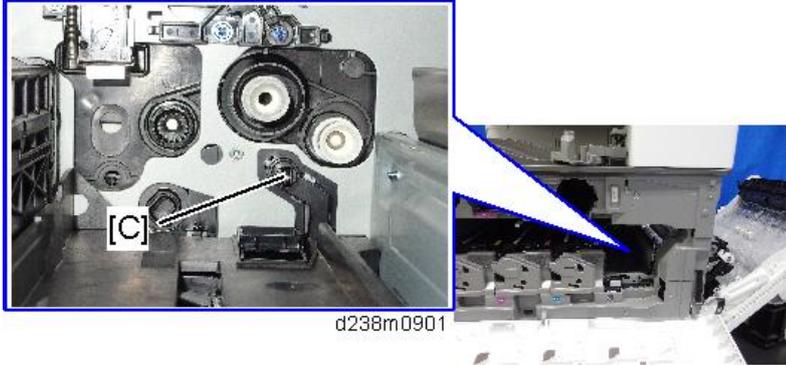
Service Call 312-396

SC300 (Engine: Charge, Development)

SC No.	Type	Error Name/Error Condition/Major Cause/Solution
SC312-01	D	Charge Roller HVP_CB Output Error (K)
SC312-02	D	Charge Roller HVP_CB Output Error (C)
SC312-03	D	Charge Roller HVP_CB Output Error (M)
SC312-04	D	Charge Roller HVP_CB Output Error (Y)
		Charging AC is set to ON at the standard speed, and the FB voltage of the charging AC of each color is monitored for 200 ms at 20ms intervals (10 times) after 80ms of charge AC_ON, and below 0.3V is detected continuously for 200ms (10 times), the SC of the corresponding color lights up, and machine operation is suspended.
		<ul style="list-style-type: none"> ▪ High voltage harness defective or shorted. ▪ PCU setting fault or damage ▪ HVP_CB fault ▪ Connector disconnected ▪ Harness broken ▪ <i>IOB defective</i>

Reissued: 27-Jul-18

Model: MET-P2	Date: 21-Jun-18	No.: RM0AL045a
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SC No.	Type	Error Name/Error Condition/Major Cause/Solution
		<p>Check if the SC occurs by turning the power OFF then ON. If the SC occurs again, do the following steps. Check if the SC reoccurs by cycling the power after each step.</p> <ol style="list-style-type: none"> Check the PCU for the following points and recover or replace the PCU if there are any defects. <ul style="list-style-type: none"> Checking contaminants on the Charge Roller terminal [A] Checking damage or deformation of the Charge Roller terminal [A] Checking continuity to the Charge Roller terminal core bar [B]
		 <p style="text-align: right;">d238m0900</p> <ol style="list-style-type: none"> Check if all connectors related to PCDU are connected securely. Replace the connectors if they are disconnected, or loose. Recover or replace the parts of the main machine if there are any defects after checking the following points. <ul style="list-style-type: none"> Checking contaminants on the charged power supplying plate [C] Checking damage or deformation of the charged power supplying plate [C] Checking continuity between the Charge Roller terminal core bar and the HVP (CB)
		 <p style="text-align: right;">d238m0901</p> <ol style="list-style-type: none"> Replace the HVP (CB). If SC occurs again, replace the BCU. If SC occurs again, replace the IOB

Technical Bulletin

Model: MET-P2ce	Date: 31-Oct-18	No.: RM0AL046
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Subject: Parts Catalog Correction: ITB Unit and Fusing Unit		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Old part number	New part number	Description	Q'ty	Int	Note
M9456004		TRANSFER UNIT:INTERMEDIATE TRANSFER	1 - 0		
M0AJ4011		(NA): FUSING UNIT: SERVICE: ASS'Y	1 - 0		
M0AJ4012		(EU/AA,KOR(M0AL)/CHN):FUSING UNIT:SERVICE:ASS'Y	1 - 0		

Change: Transfer Unit and Fusing Unit were deleted.

Reason: These are not registered as a spare part (only as a Supply item).

Model: Met-P2		Date: 7-Jan-19	No.: RM0AL047
subject: DO NOT install Legacy UI v1.23		Prepared by: T. Kiyohara	
From: Field Quality Management Group1, FQM 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

IMPORTANT Notice about Legacy UI v1.23

- **DO NOT install** the following Legacy UI firmware on machines in the field.

Note: These versions are no longer released/available.

Firmware	version	P/N
Legacy UI	1.23	D2411439_for EDC

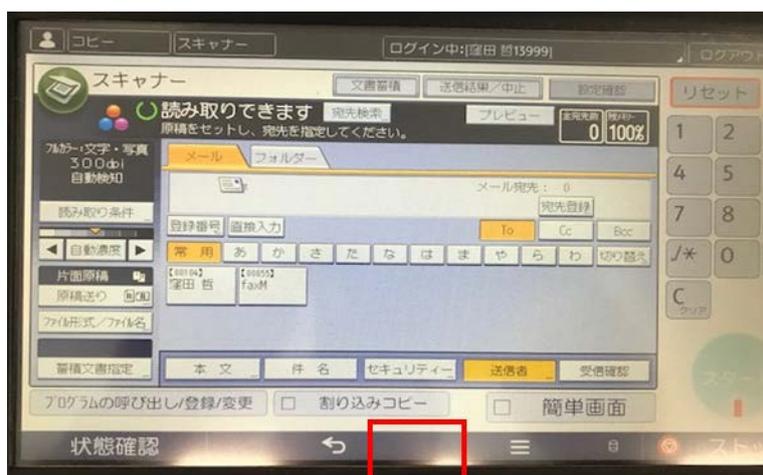
Affected models:

Brz-MF1/Ch-C2/Ch-C2Pro/Cor-C1.5/Cor-P1.5/Gim-MF1.5dM/Gr-C2_ch/Gri-C3/Lef-C1b/MT-C6/Met-C2.1abyz/Met-C2.1cde/Met-C2abyz/Met-C2cde/Met-P2(EXP)

- This is because there is a bug with the operation panel feature.

Specifically:

With firmware combination **#3** below, the Home button is not displayed, making it impossible to switch between applications.



Model: Met-P2	Date: 7-Jan-19	No.: RM0AL047
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Comb.	CheetahSystem	LegacyUI	Result
1	1.30 or older	1.22 or older	Good
2	1.31 or newer	1.22 or older	Good
3	1.30 or older	1.23 or newer	Problem occurs
4	1.31 or newer	1.23 or newer	Good

- To ensure this does not occur, ~~downgrade~~ the Legacy UI to ver. ~~1.22~~. **Update the Cheetah System to 1.31 or newer.**

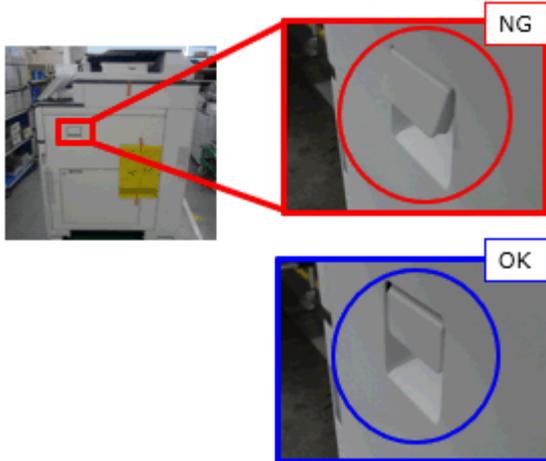
Model: Metis-P2ce		Date: 31-Jan-19	No.: RM0AL048
Subject: Duplex unit cannot be close due to the broken grip		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managment Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<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 type="checkbox"/> Tier 2

SYMPTOM

The duplex unit cannot be closed.

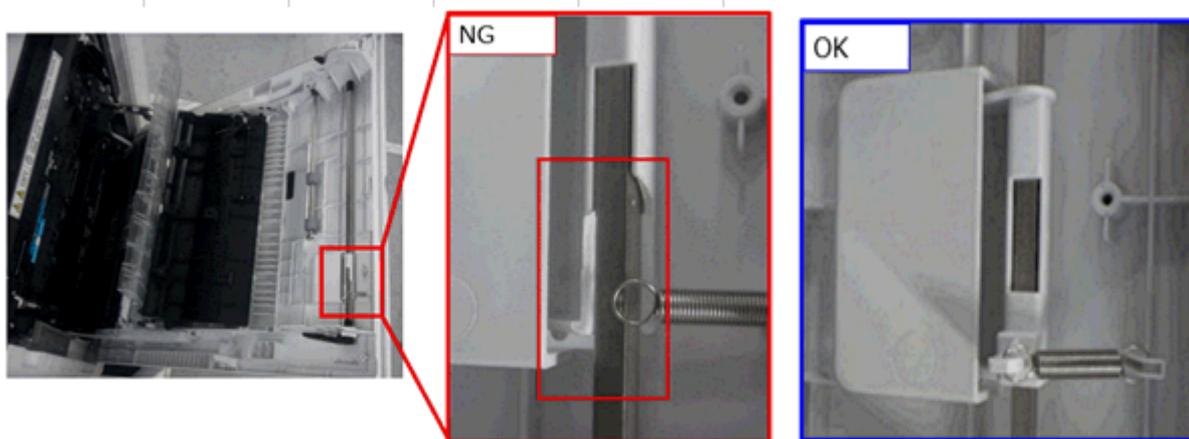
Affected models: Met-C2.1 abcde (D0AC/D0AD/D0AE/D0AF/D0AG),
Met-P2ce(M0AJ/M0AL).

Affected production: May to Aug. 2018



CAUSE:

Lubricant contacts the shaft for the grip of the duplex unit, causing a chemical crack. As a result, the hook for the grip breaks and the spring detaches.



Solution

Replace the duplex unit grip.

Model: Metis-P2ce	Date: 31-Jan-19	No.: RM0AL048
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See **PROCEDURE** below.

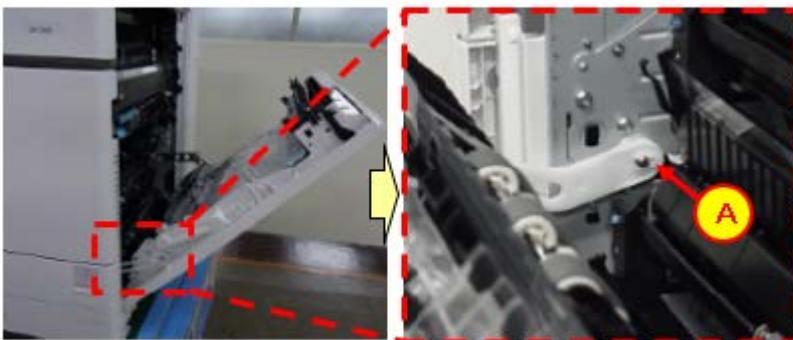
P/N	Description	Q'ty	Int
D1494655	GRIP:DUPLEX UNIT	1-1	O/O

PROCEDURE

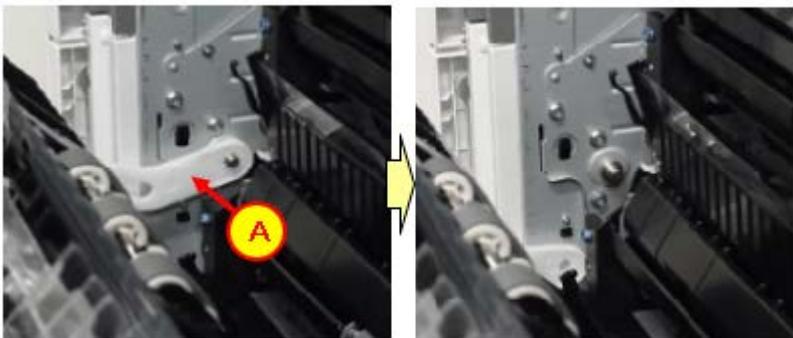
1. Open the duplex unit [A].



2. Remove the snap fit.



3. Remove [A].

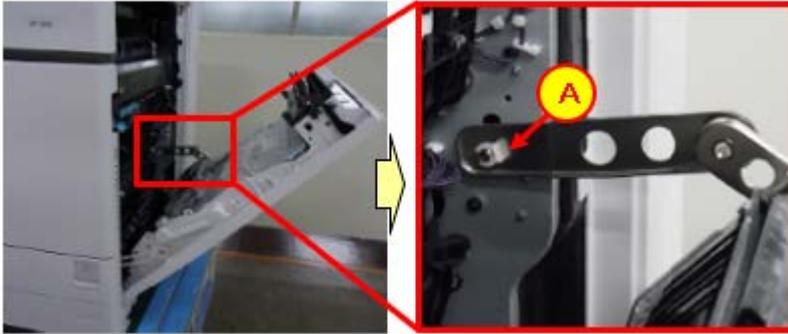


Model: Metis-P2ce

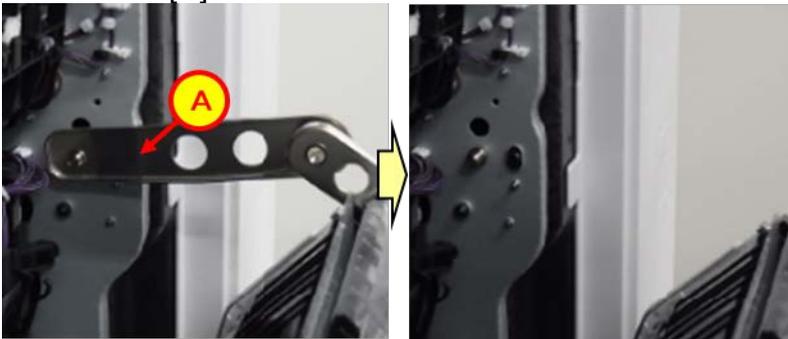
Date: 31-Jan-19

No.: RM0AL048

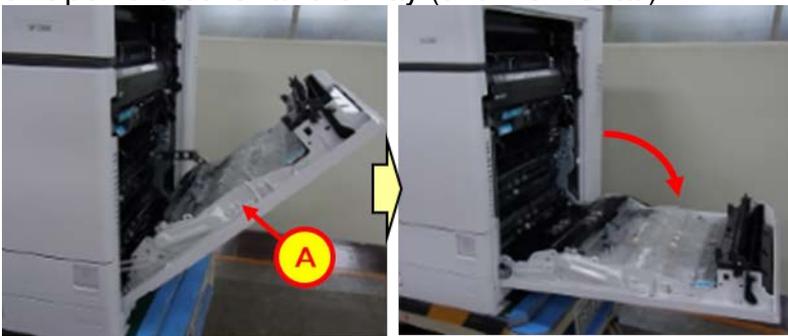
4. Remove [A].



5. Remove [A].

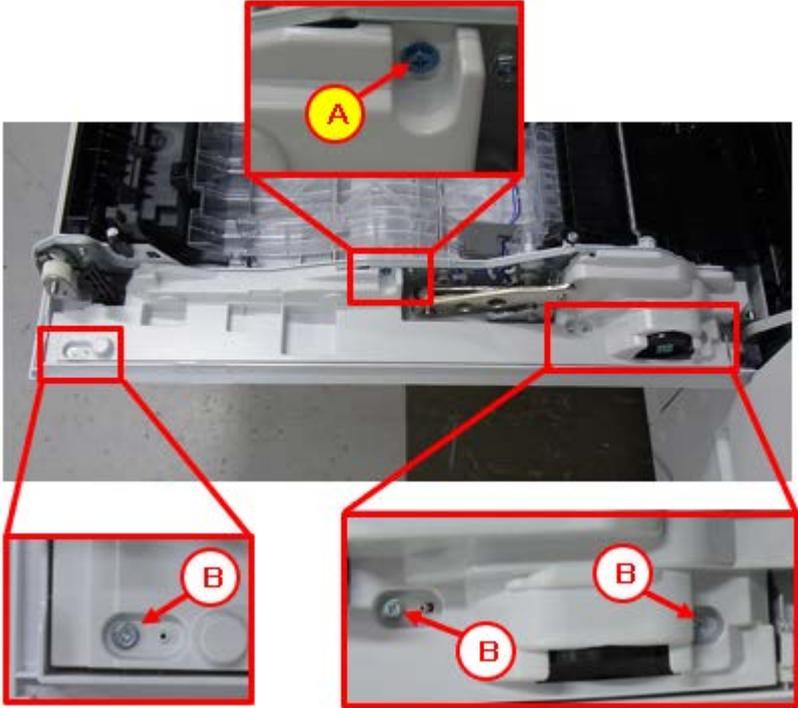


6. Open the cover all the way (until horizontal).



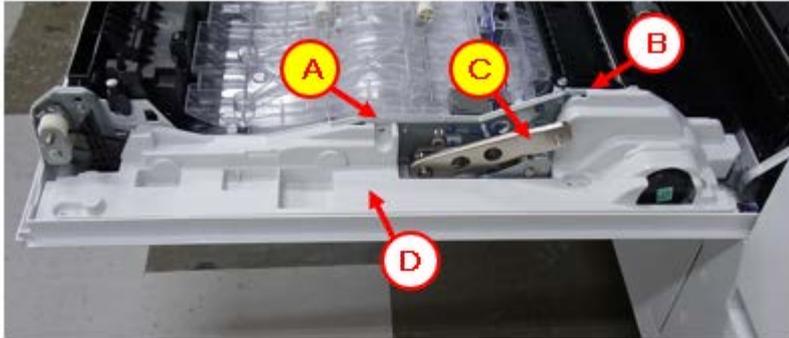
Model: Metis-P2ce	Date: 31-Jan-19	No.: RM0AL048
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7. Remove [A] and [B].

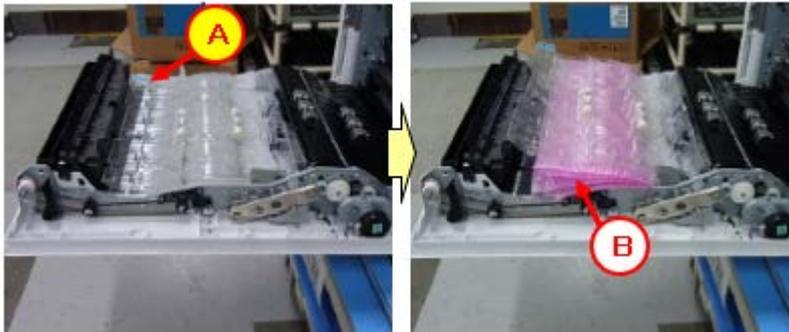


Model: Metis-P2ce	Date: 31-Jan-19	No.: RM0AL048
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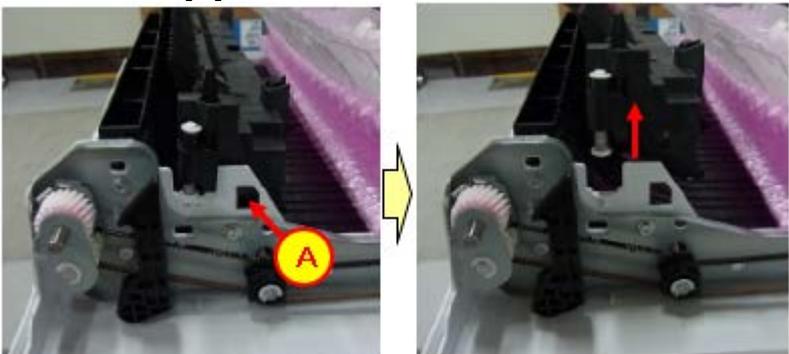
8. Remove [A], [B], and [D].



9. Lift [A].



10. Press [A] to remove the nail.

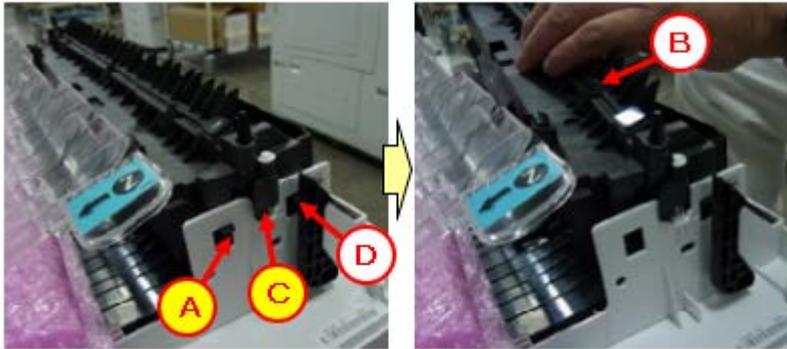


Model: Metis-P2ce

Date: 31-Jan-19

No.: RM0AL048

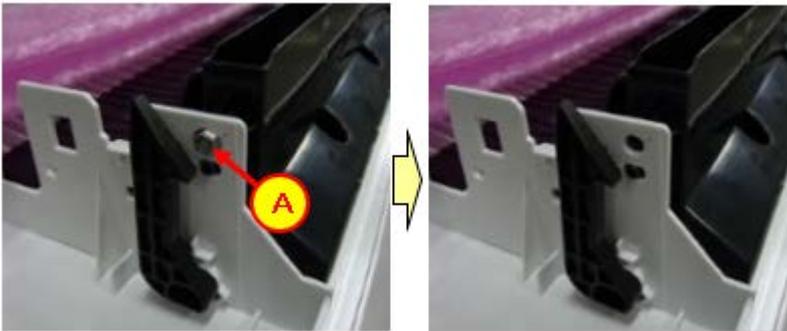
11. Press [A] and tilt [B] to remove [A], [C], and [D], and then place [B] as shown.



12. Remove [A].



13. Remove [A].

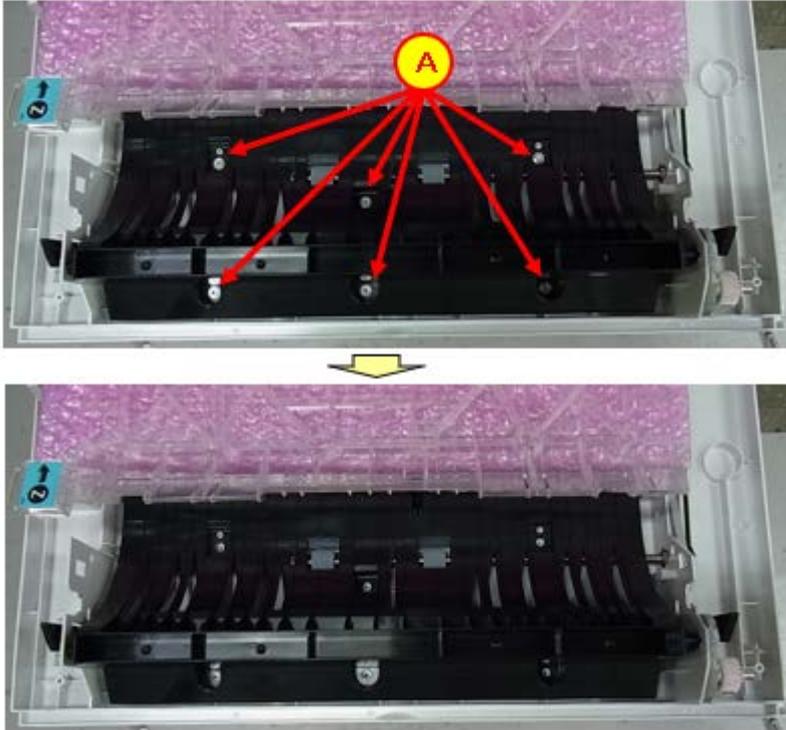


Model: Metis-P2ce

Date: 31-Jan-19

No.: RM0AL048

14. Remove [A].

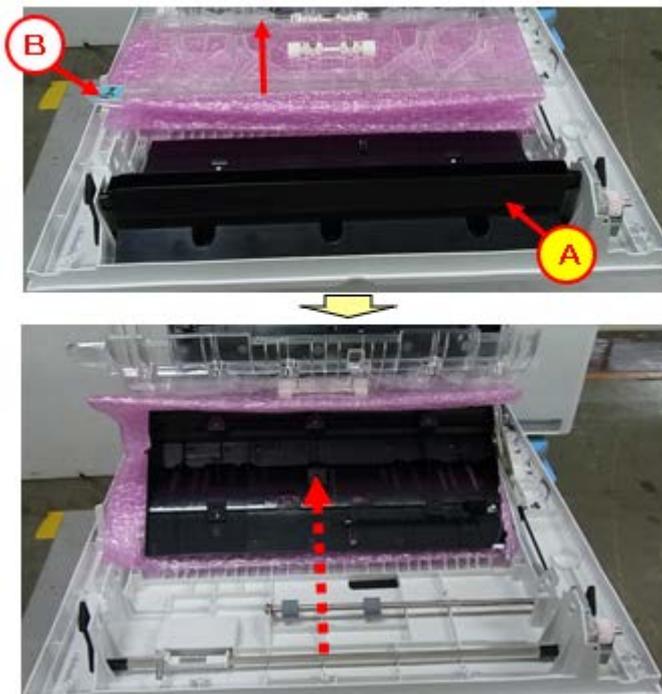


15. Remove the left and right lug bosses for [A]

16. Remove [A].

17. Open [B].

18. Place [A] on protective material.

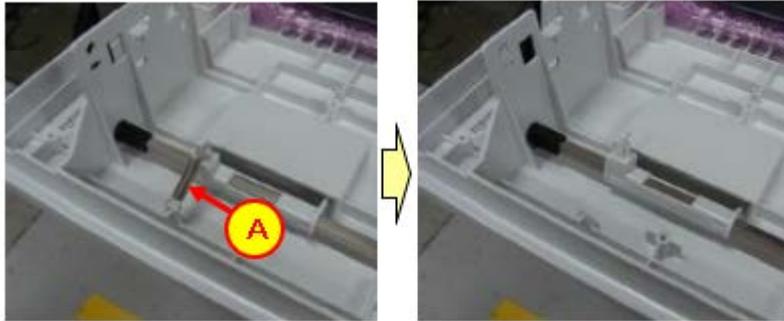


Model: Metis-P2ce

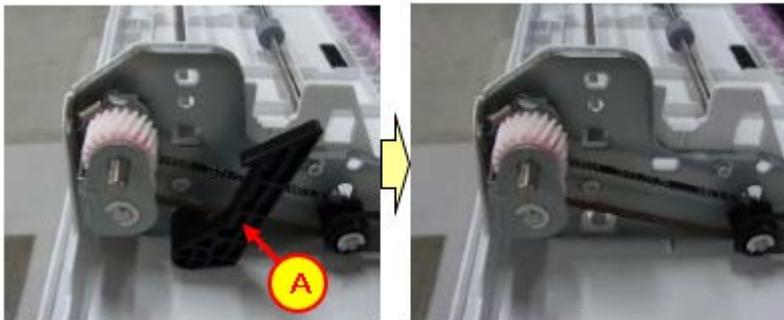
Date: 31-Jan-19

No.: RM0AL048

19. Remove [A].



20. Remove [A].



21. Pull out [B] and remove from [A].

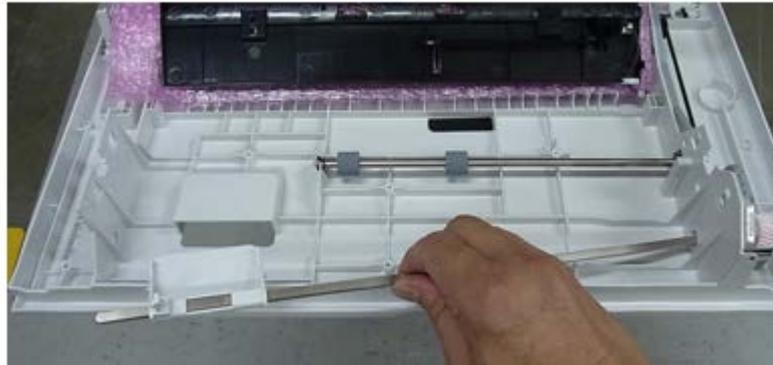
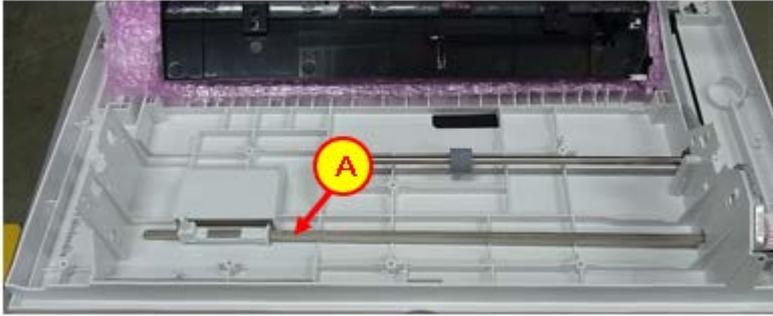


Model: Metis-P2ce

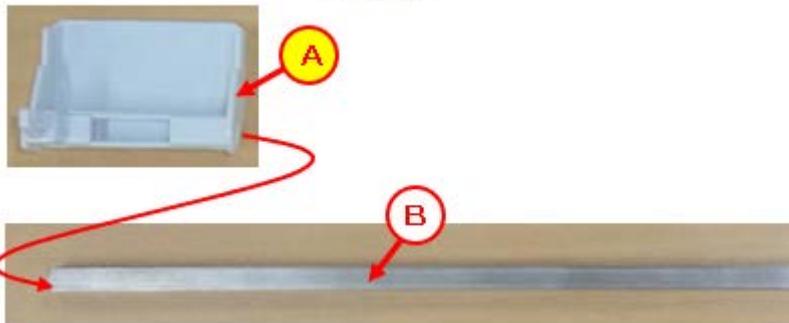
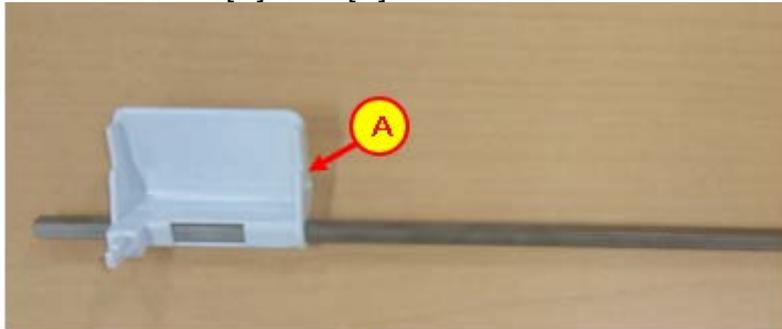
Date: 31-Jan-19

No.: RM0AL048

22. Remove [A].

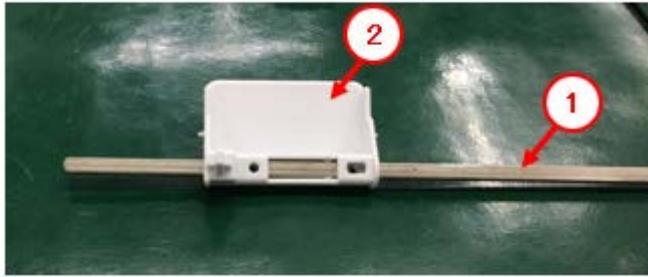


23. Put out [B] from [A].

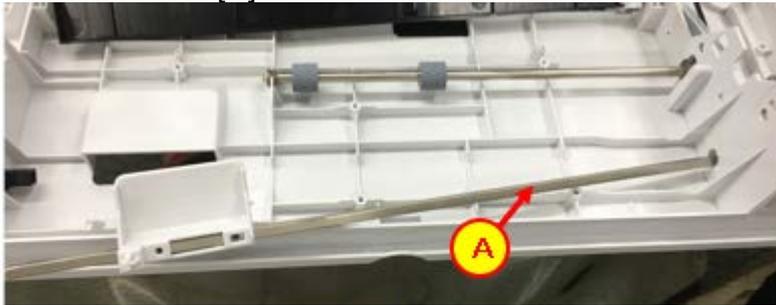


Model: Metis-P2ce	Date: 31-Jan-19	No.: RM0AL048
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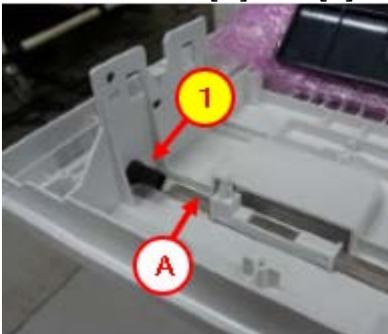
24. Replace the grip.



25. Attach [A].



26. Insert [A] into [1].



27. Attach [1].

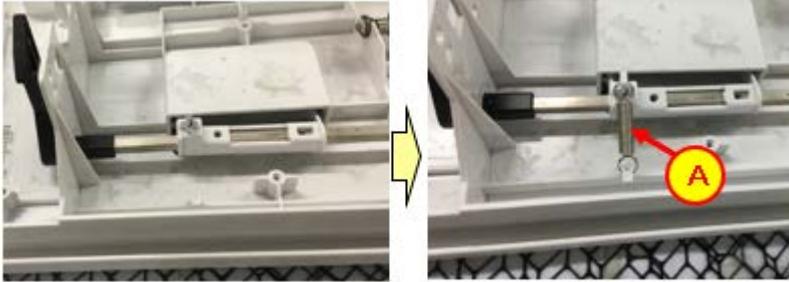


Model: Metis-P2ce

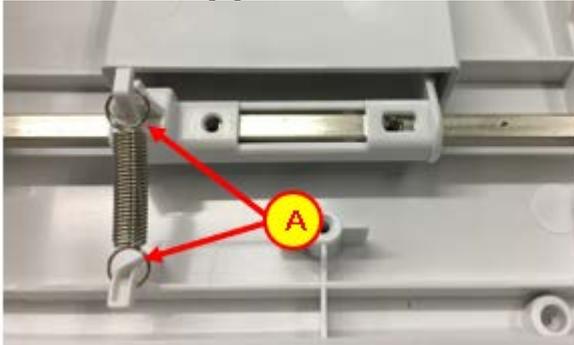
Date: 31-Jan-19

No.: RM0AL048

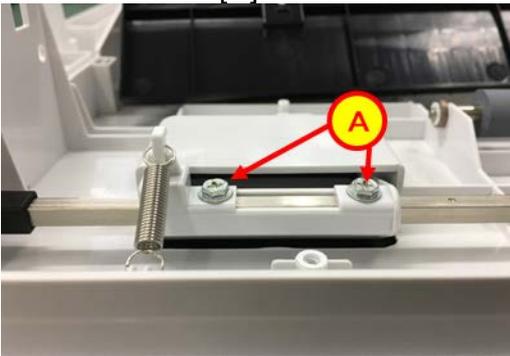
28. Attach [A].



29. Attach [1].



30. Attach [A].

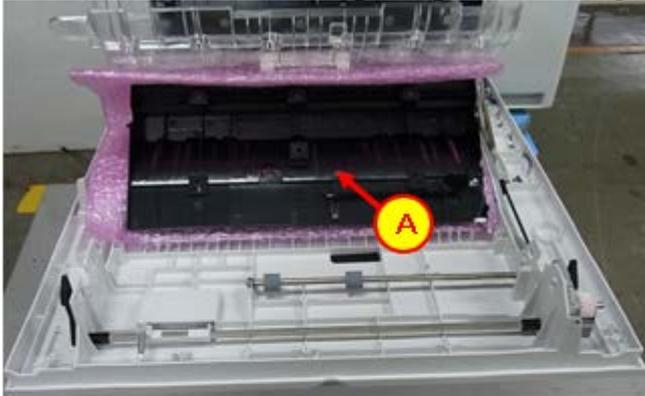


Model: Metis-P2ce

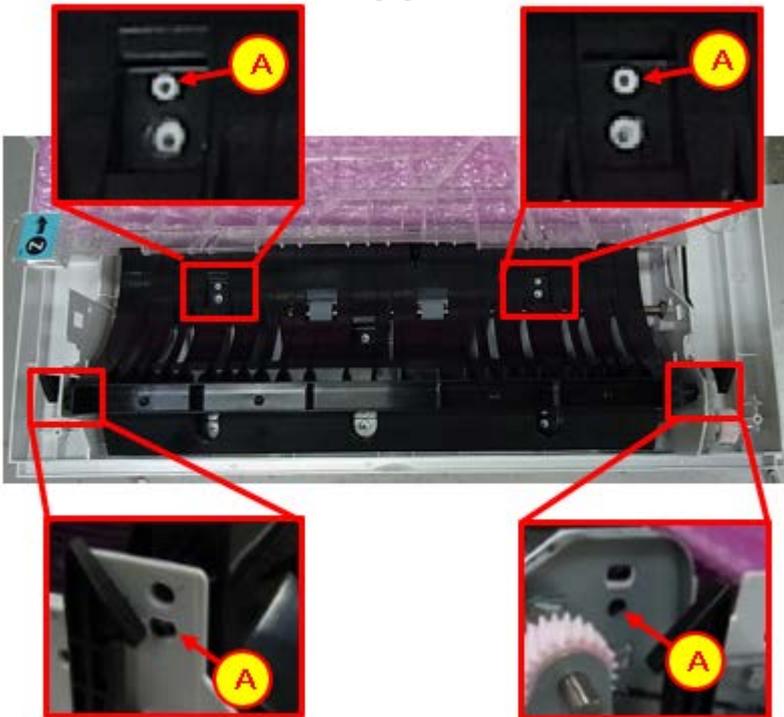
Date: 31-Jan-19

No.: RM0AL048

- 31. Remove [A] from the protective material.
- 32. Put the lift and right lug bosses for [A] together and then attach [A].



- 33. Check the bosses [A].

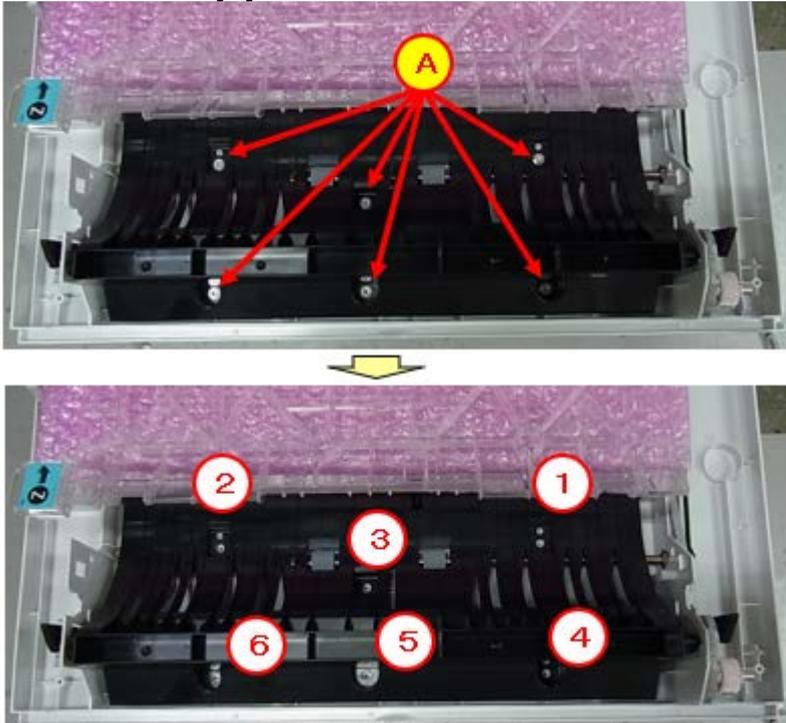


Model: Metis-P2ce

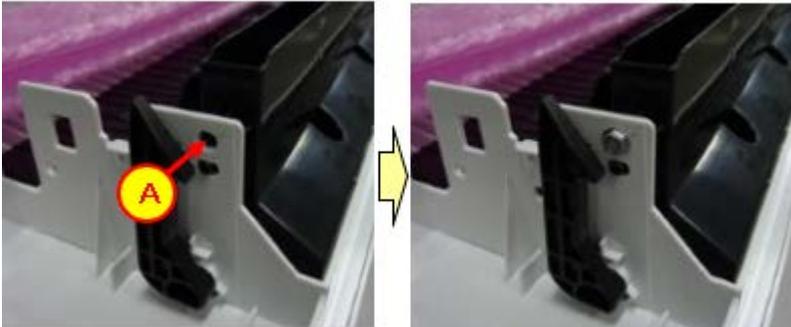
Date: 31-Jan-19

No.: RM0AL048

34. Attach [A].



35. Attach [A].



36. Attach [A].

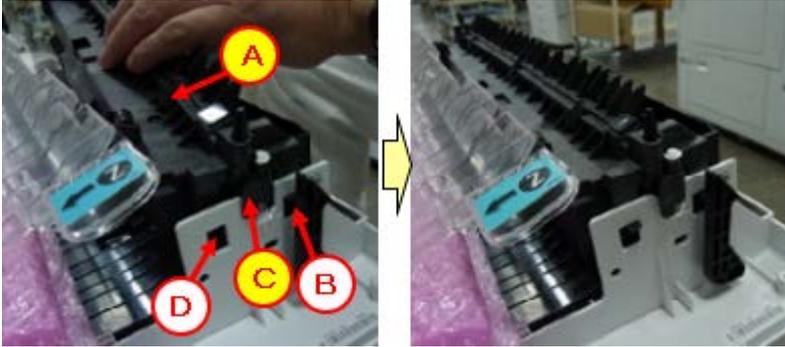


Model: Metis-P2ce

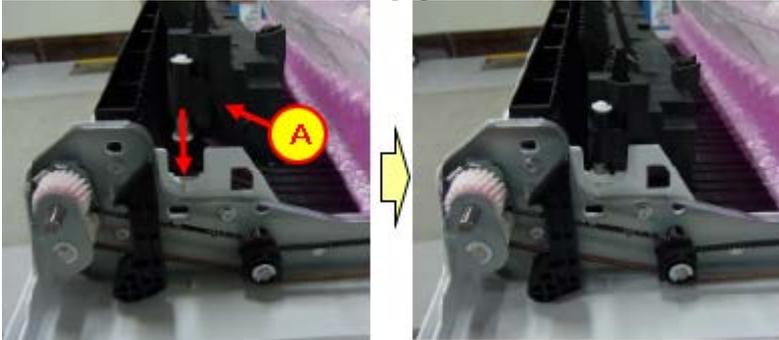
Date: 31-Jan-19

No.: RM0AL048

37. Tilt [A] to attach [B],[C],[D] in order.



38. Secure and attach [A].



39. Check the attachment condition of [A] (3 places) and [B] (2 places).

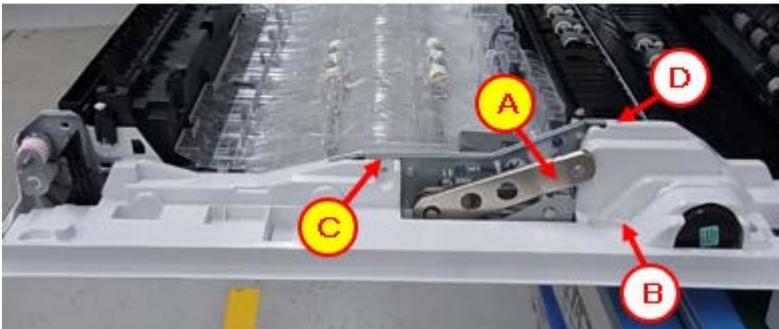


Model: Metis-P2ce

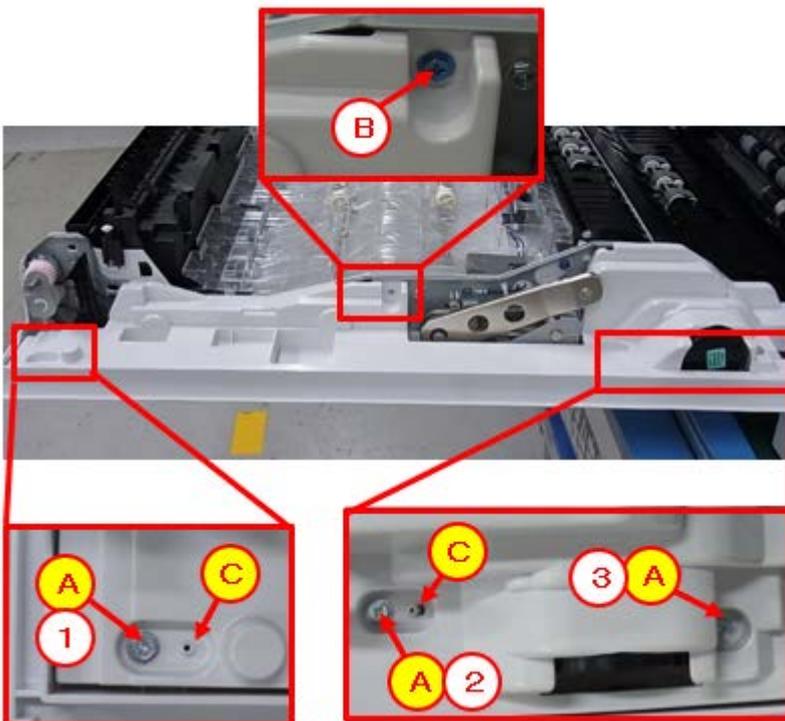
Date: 31-Jan-19

No.: RM0AL048

40. Lift [A] and attach [B].
41. Attach [C] and [D].



42. Tighten [A] (M3x8 hexagonal screw x 3).
 - Turn the screw groove counterclockwise.
 - Tighten screws from 1 to 3, in order.
43. Tighten [B] (M3x6 hexagonal screw).
44. Check the attachment condition of [C] (lug boss; 2 places).



Model: Metis-P2ce

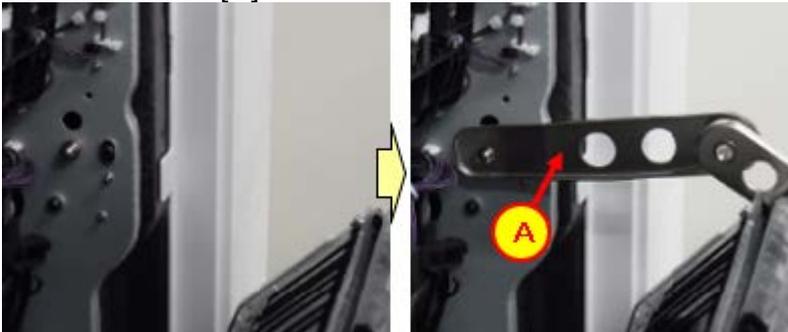
Date: 31-Jan-19

No.: RM0AL048

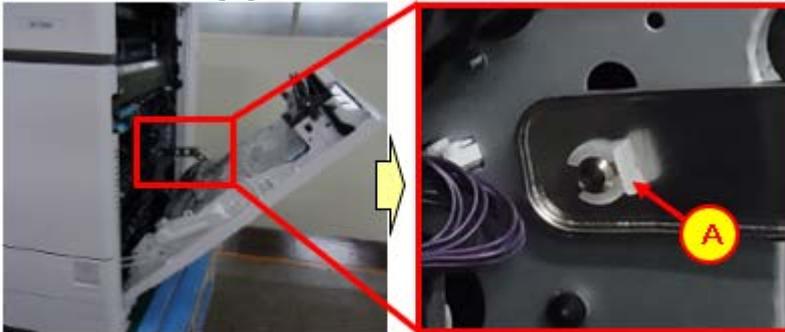
45. Raise [A].



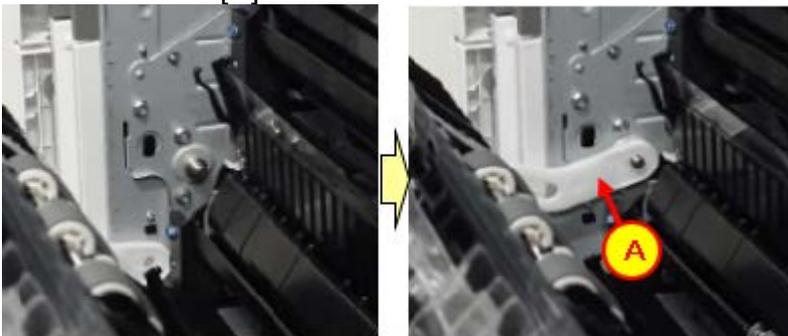
46. Attach [A].



47. Attach [A].



48. Attach [A].

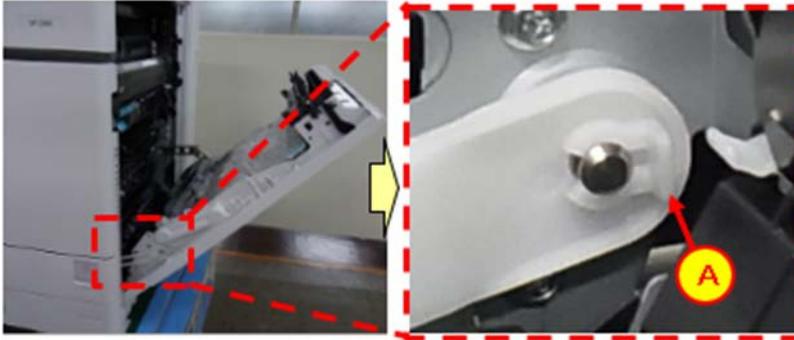


Model: Metis-P2ce

Date: 31-Jan-19

No.: RM0AL048

49. Attach [A].



50. Close [A].



Reissued: 28-Jun-19

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Met-P2, Mimir-C2.1	Date: 27-Jun-19	No.: RD147178b
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Reissue

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

Subject: Parts Catalog Correction: Parts Integration of Manual Feed and Duplex unit		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

The part numbers for the models below have been changed due to utilizing the same Manual Feed and Duplex Unit.

Affected models are as follows:

<Group A>

Product Code	Model name						
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011

<Group B>

Product Code	Model name						
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842

<Group C>

Product Code	Model name						
D0BL	IM C3000	D0BM	IM C3500	D0BN	IM C4500	D0BP	IM C5500
D0BQ	IM C6000	D0BJ	IM C2000	D0BK	IM C2500		

<Group D>

Product Code	Model name
D0BH	C501

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 1: Manual Feed Unit part number has been changed to make the new parts compatible with the mentioned models.

<Group B>: Some of the parts in Manual Feed Unit have been changed (Please refer to **Change 2-5**).

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
M0BW2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	X/O	1	A
-	D2412661*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group B>**.

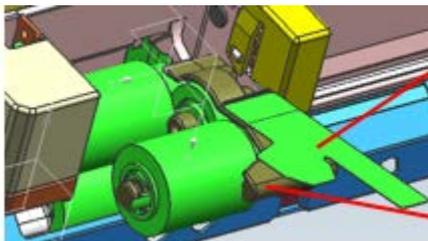
<Group C>: The harness has been removed from Manual Feed Unit (D0BQ2601).

Old P/N <Group C>	New P/N	Description	Int	Q'ty	Note
D0BQ2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	O/O	1	A
-	D0BQ2673*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group C>**.

Change 2: The material and the color of the pickup arm has been changed and the seat of the pickup arm also removed.

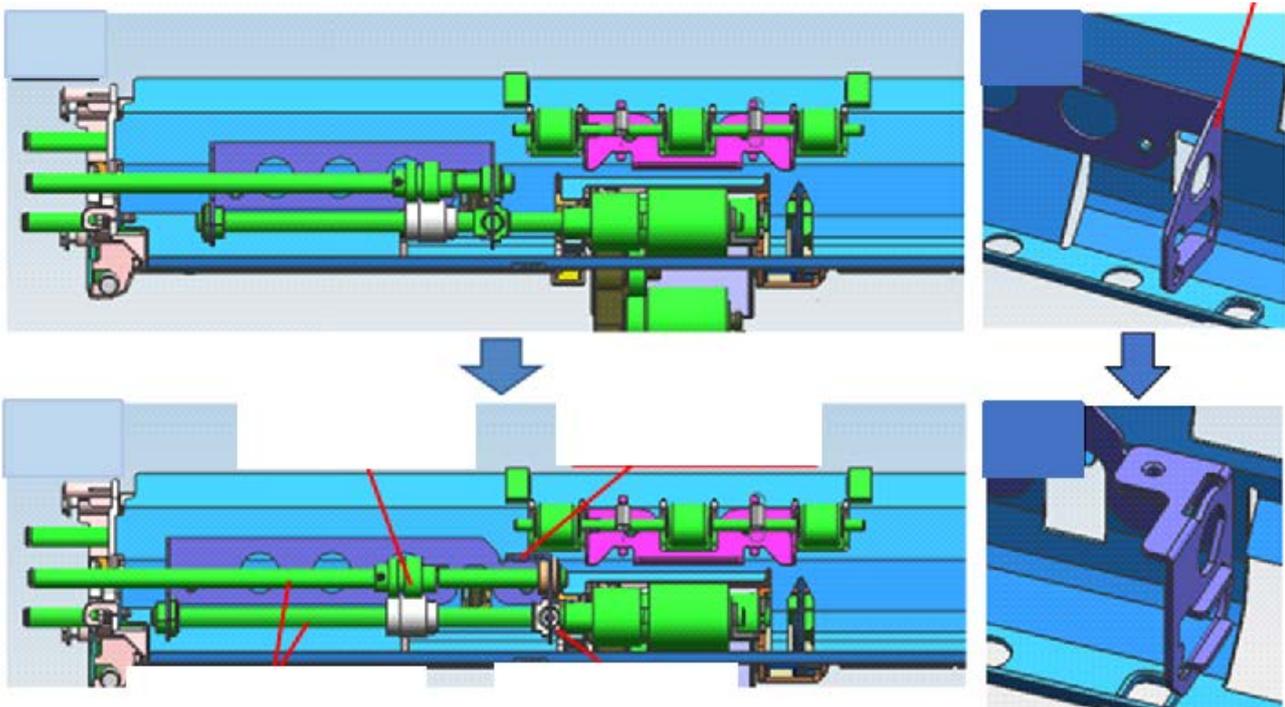
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
D2022617	D0BQ2623	ARM:PICKUP:MANUAL FEED	X/O	1	B
D2022618	-	SHEET:PICKUP	-	1->0	B



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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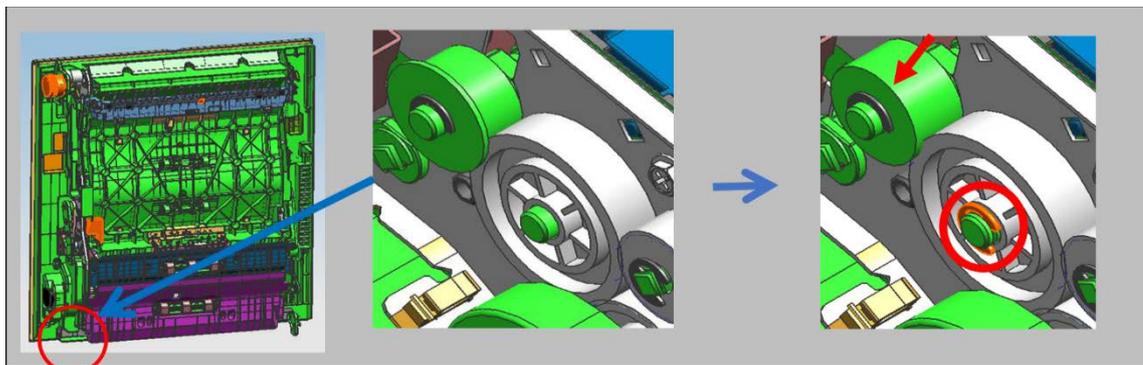
Change 3: The shape of the brackets and bearings, length of the roller shaft, and the gear position has changed. Also e-rings added.

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
08050104	08050104	RETAINING RINGS-E:SILENCER:DIA4	-	2->3	C
D1494770	D0BQ2608	SHAFT:SEPARATOR:DRIVEN:ASS'Y	X/X	1	C
M0BW2615	D0BQ2615	GUIDE PLATE:SEPARATOR:ASS'Y	X/X	1	C
D1492619	D0BQ2619	SHAFT:SEPARATOR:DRIVE:ASS'Y	X/X	1	C
D2412653	D0BQ2653	COIL SPRING:PRESSURE:SEPARATOR	X/X	1	C



Change 4: There are no protruding parts to hold the gear. An e-ring added to stop the gear in position, and a groove added to the shaft for the e-ring.

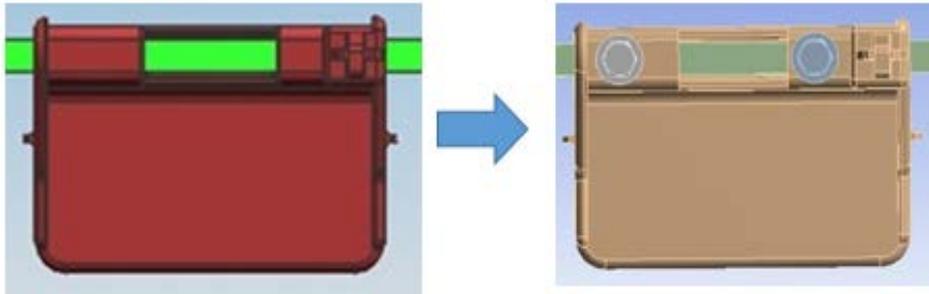
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
07200040E	07200040E	RETAINING RING - M4	-	3->4	D
D2414631	D0BQ4631	SIDE PLATE:REAR:DUPLX:PEEN	X/X	1	D
D2414644	D0BQ4644	GEAR:MECHANICAL ROLLER CLUTCH	X/X	1	D



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 5: The grip of duplex unit has been changed from press fit to screw type.

Old P/N <Group A/B/D>	New P/N	Description	Int	Q'ty	Note
-	03603006N	SCREW - M3X6	-	0->2	E
D1754654	D0BQ4654	SHAFT:LEVER:LOCK	X/X	1	E
D1494655	D2894655	GRIP:DUPLEX UNIT	X/X	1	E



Appendix

The following list is the new part numbers of the duplex unit.

The part numbers of <Group C> not changed.

Old P/N	New P/N	Description	Int	Q'ty	Model
D1754521	D1754523	DUPLEX UNIT: ASS'Y	O/O	1	<Group A>
D1474532	D1474534	DUPLEX UNIT: ASS'Y	O/O	1	
D1484515	D1484517	DUPLEX UNIT: ASS'Y	O/O	1	
D2414517	D2414519	DUPLEX UNIT: ASS'Y	O/O	1	<Group B>
D2444515	D2444517	DUPLEX UNIT: ASS'Y	O/O	1	
D0BH4517	D0BH4519	DUPLEX UNIT: ASS'Y	O/O	1	<Group D>

Model: Metis-P2		Date: 16-Jul-19	No.: RM0AL049
Subject: Important announcement regarding CTL board and Firmware		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

The controller board (CTL board) have been updated with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
M9455602	M9455616	PCB:METIS-P2C:SERVICE:EXP	1	O/O
M9455603	M9455617	PCB:METIS-P2E:SERVICE:EXP	1	O/O

The System/Copy firmware version has been changed as shown below:

M0AJ5550P -> M0AJ5549
 Version 1.11 Version 1.13

Caution

- The old System/Copy firmware (version 1.11 or older) is **NOT** compatible with the new CTL board.
- The new System/Copy firmware (version 1.13 or later) is compatible with both old and new CTL board.
- The relationship between CTL and System/Copy firmware is shown in the following table.

	OLD System/Copy firmware	NEW System/Copy firmware
OLD CTL	○	○
NEW CTL	×	○

- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.11 or older version. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.