

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD2840013
-----------------	-----------------	----------------

Subject: Firmware Release Note: ProgramInfoService		Prepared by: R. Tsurumi	
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 **ProgramInfoService**.

Version	Program No.	Effective Date	Availability of RFU
1.17	D2951438	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
1.17	1st Mass production

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD2840014
-----------------	-----------------	----------------

Subject: Firmware Release Note: aics		Prepared by: R. Tsurumi	
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 **aics**.

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D3DW5759A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
01.00.00	1st Mass production

Reissued: 26-Jan-17

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD284015b
-----------------	-----------------	----------------

RTB Reissue

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

Subject: Firmware Release Note: PCL		Prepared by: R. Tsurumi	
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 **PCL**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.03</i>	<i>D2895566D</i>	<i>January 2017 production</i>	<i>Available</i>
1.02	D2895566C	November 2016 production	Available
1.01	D2895566B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
<i>1.03</i>	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected.</i> <i>PCL macros that were uploaded to the HDD cannot be printed. (GFPR#RE16080014)</i>
1.02	<p>Symptom corrected:</p> <ul style="list-style-type: none"> An SC899 error might occur when printing a PCL5 job that contains command for selecting the Raw TrueType font.
1.01	1st Mass production

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD2840016
-----------------	-----------------	----------------

Subject: Firmware Release Note: XPS		Prepared by: R. Tsurumi	
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
1.07	D3DW5737	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.07	1st Mass production

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD2840018
-----------------	-----------------	----------------

Subject: Firmware Release Note: PS3		Prepared by: R. Tsurumi	
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	D3DW5731	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Reissued: 20-Jan-17

Model: Cor-C1.5, GR-C3	Date: 02-Dec-16	No.: RD284020a
------------------------	-----------------	----------------

RTB Reissue

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

Subject: Firmware Release Note: IRIPS Font		Prepared by: R. Tsurumi	
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**.

Note:

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

Version	Program No.	Effective Date	Availability of RFU
<i>1.13</i>	<i>D2895596B</i>	<i>January 2017 production</i>	<i>Available</i>
1.03	D2895596	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>1.13</i>	<i>Symptom corrected:</i> - <i>When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected.</i>
1.03	1st Mass production

Model: Cor-C1.5	Date: 02-Dec-16	No.: RD284022
-----------------	-----------------	---------------

Subject: Firmware Release Note: IRIPS PS3		Prepared by: R. Tsurumi	
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	D2895594B	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: 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
---	-----------------	----------------

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: 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
---	-----------------	----------------

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
--	-----------------	----------------

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
--	-----------------	----------------

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
---	-----------------	----------------

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
---	-----------------	----------------

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: - 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: 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
---	-----------------	----------------

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>

Reissued: 05-Jan-17

Model: AI-C2/AP-C3/AT-C3/MT-C5/Ch-C1/Cor-C1/MET-C1ab/MET-C1ab_ch/MET-C1cde/MET-C1cde_ch/MET-C1yz/MET-C1yz_ch/MET-C2ab/MET-C2cde/MET-C2yz/OR-C2/OR-C2_ch/ <i>MT-C6/Ch-C2/Cor-C1.5</i>	Date: 23-Feb-12	No.: RD129022c
---	-----------------	----------------

RTB Reissue

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

Subject: Firmware Release Note: SG3-ND		Prepared by: M. Kumagai	
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 **SG3-ND**.

Version	Program No.	Effective Date	Availability of RFU
<i>09</i>	<i>D3BV5570</i>	<i>November 2016 production</i>	<i>Available</i>
08	D5455575B	June 2015 production	Available
07	D5455575A	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>09</i>	<i>By changed the standard of FAX, the firmware is corrected.</i>
08	Symptom corrected: Only Japanese domestic market
07	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
---	-----------------	----------------

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
---	-----------------	----------------

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.

Model: Corona-C1.5c		Date: 30-Jan-17	No.: RD284025
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: Corona-C1.5c

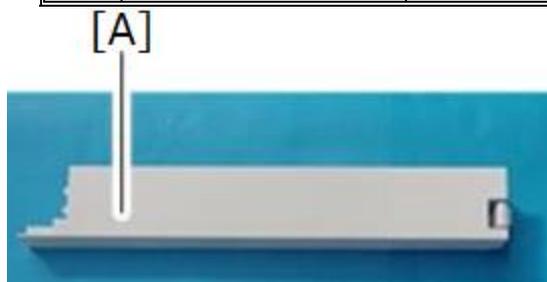
Date: 30-Jan-17

No.: RD284025

SOLUTION

Procure and install the cover [A] below.

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



Model: Cor-C1.5cdefg		Date: 21-Feb-17	No.: RD284027
Subject: DO NOT install CheetahSystem firmware v1.21 and package all containing cheetah system		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

Important Notice about Cheetah System v1.21 and package_ALL containing CheetahSystem v1.21

DO NOT install Cheetah System v1.21 and package_ALL containing CheetahSystem 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 application for only RHQ get deleted with CheetahSystem v1.21.

Note:

If this symptom occurs, cannot reinstall the Smart SDK application.

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

CAUSE

Bug with the SDK application for RHQ.

Detail:

This cause is the combination between 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 region.

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

The other hand, Cheetah system is added the bata signification function that expired application is deleted since version 1.21.

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

SOLUTION

Do either of the following:

- Install a newer Cheetah System firmware latest version (v1.22).

Scheduled for release: the early of March, 2017

Model: Cor-C1.5cdefg	Date: 21-Feb-17	No.: RD284027
----------------------	-----------------	---------------

- Install a newer package firmware latest version.

Scheduled for release: the end of March, 2017

- Install an older Cheetah System firmware version or older package firmware.

Model: Cor-C1.5cdefgh		Date: 17-Feb-17	No.: RD284026
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)

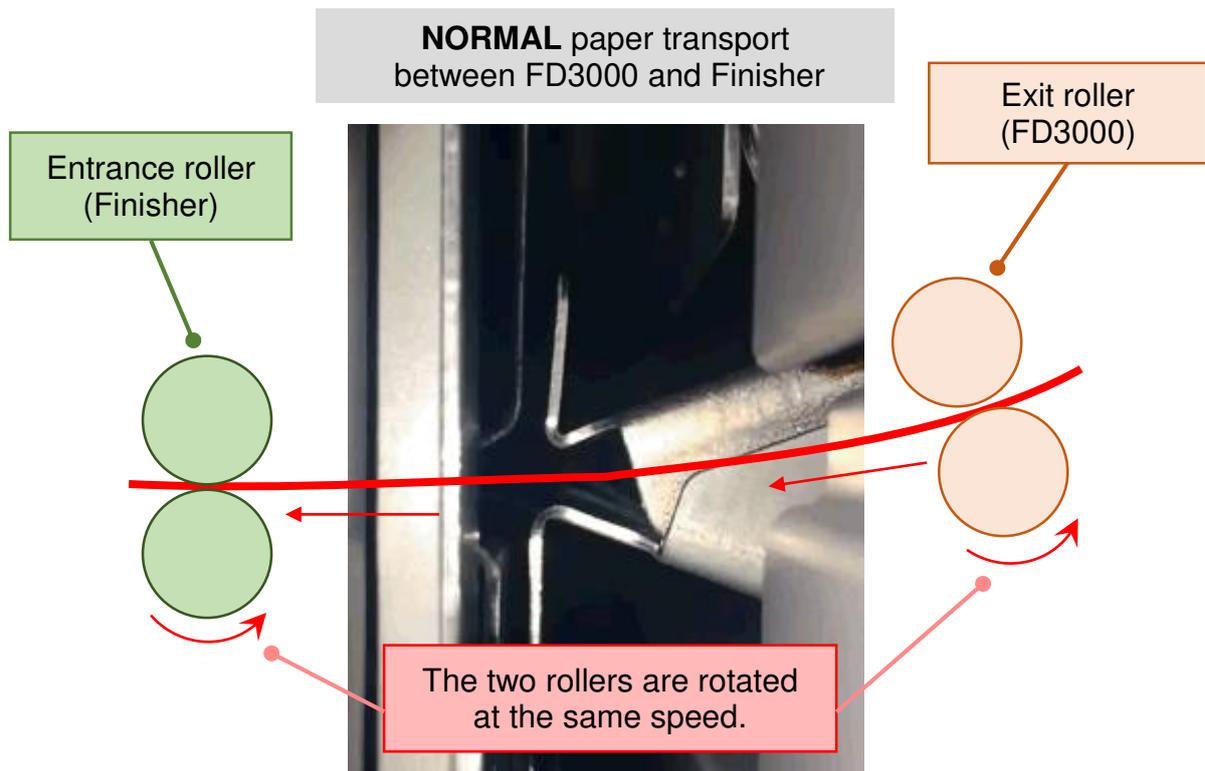
Note: This does not occur with the SP C842 or MP 5055/6055 (except 1200dpi mode).

Model: Cor-C1.5cdefgh	Date: 17-Feb-17	No.: RD284026
-----------------------	-----------------	---------------

CAUSE

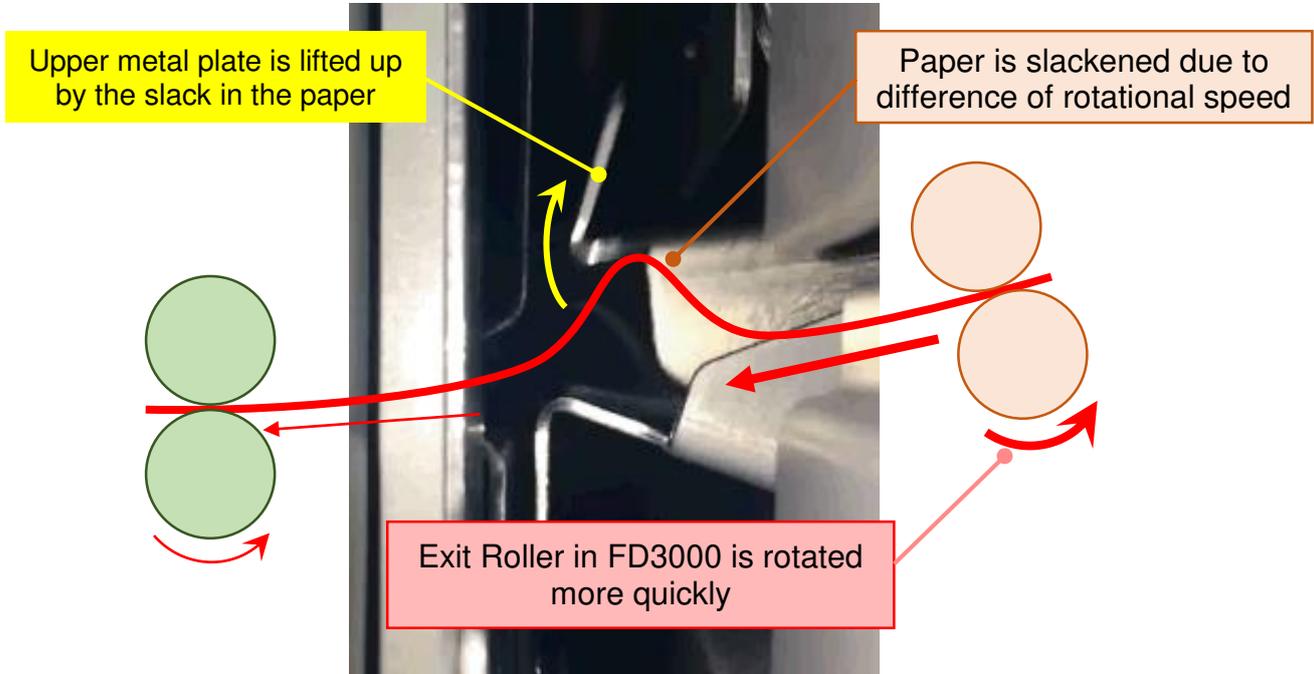
Firmware error (roller rotation speed control)

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: Cor-C1.5cdefgh	Date: 17-Feb-17	No.: RD284026
-----------------------	-----------------	---------------

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).

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
---	-----------------	----------------

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: 13-Mar-17

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

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

Model: Cor-C1.5		Date: 16-Mar-17	No.: RD284028
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.

Important: When installing the applications above, please be sure to update the firmware listed in “SOLUTION” to the latest version.

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	D2895587B	2.00
JAVA VM	D2895567C	12.45.00

Model: Cor-C1.5	Date: 16-Mar-17	No.: RD284028
-----------------	-----------------	---------------

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 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:

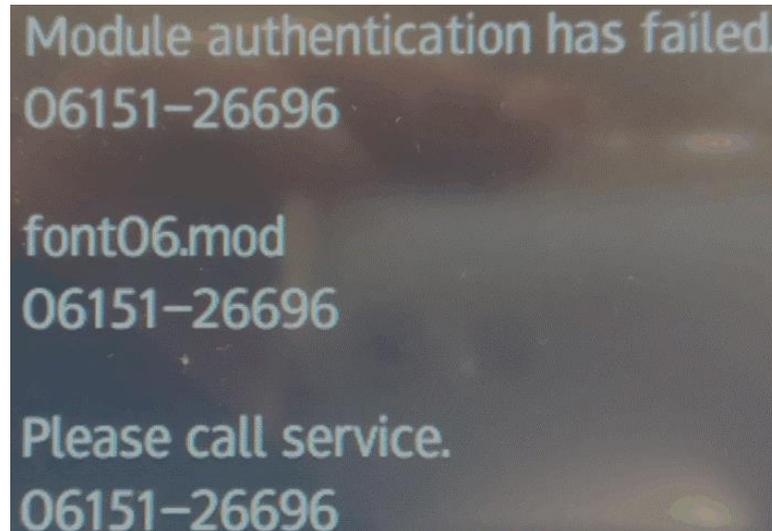
This procedure is required regardless of product and product version if the target device meets the conditions in the table above.

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: Cor-C1.5		Date: 28-Mar-17	No.: RD284030
Subject: DO NOT update the IRIPS Font firmware with v1.03 (D2895596)		Prepared by: Y. Taniguchi	
From: Field Quality Management Group1, 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

Important Notice about IRIPS Font Firmware

- **DO NOT update** the IRIPS Font firmware with **v1.03** (D2895596) in the field. This is the version that was pre-installed in the initial production lot.
- If you do, the following error message will appear and the main system will freeze. You will then have to replace the controller board.



- If you need to update the IRIPD Font firmware, use the **latest version** (Example: **v1.13**, which has already been released).
- Machines which still have the original v1.03 installed will work normally.

Model: Cor-C1.5		Date: 20-Apr-17	No.: RD284032
Subject: Notes on fusing unit replacement on machines installed with external click-charge counter device		Prepared by: Y.Saitoh	
From: Tec Support Sec., Product Marketing Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

SYMPTOM

The following jam code or SC may appear when replacing the fusing unit on a machine installed with an external click-charge counter device.

Jam code

Code	Cause of Jam	Display Code
001	Initial Jam	A, B, C, Z

SC

SC No.	Level	Error Name
SC370-00	C	ID Sensor Calibration Error
SC452-00	D	Transfer Roller Contact Motor Error
SC501-**	B	1 st Tray Error
SC502-**	B	2 nd Tray Error
SC508-00	B	Bypass Tray Size Detection Error
SC520-01	C	Registration Motor: Lock
SC520-02	C	Paper feed Motor: Lock
SC520-03	C	Vertical Transport Motor: Lock
SC521-01	C	Duplex Entrance Motor: Lock
SC521-02	C	Duplex Bypass Motor: Lock
SC522-00	C	Paper Exit Motor: Lock
SC541-01	A	Fusing Thermopile (Center) Disconnection
SC541-03	A	NC Sensor (Center) Short-circuit
SC542-**	A~C	Fusing Thermopile (Center) Does Not Reload
SC545-05	C	Fusing Central Heater Continuously Heat (Low Voltage)
SC551-01	A	Fusing Thermopile (Edge) Disconnection
SC551-03	A	NC Sensor (End) Short-circuit
SC552-**	A~C	Fusing Thermopile (Edge) Does Not Reload

Model: Cor-C1.5		Date: 20-Apr-17	No.: RD284032
SC555-05	C	Fusing Central Heater Continuously Heat (High Voltage)	
SC559-00	A	Fusing Jam Detected for 3 Times Consecutively	
SC589-**	D	Fusing: Low Temperature Detection	

CAUSE

Due to fluctuation in component dimensions, the electrical current needed to detect a new fusing unit is falsely distributed to the external charge counter and decreases, thus the system cannot detect the new fusing unit.

SOLUTION

When replacing with a new fusing unit, temporarily remove the charge counter device by following the steps below.

1. Turn off the main switch.
2. Remove the charge counter device from the machine.
3. Replace the fusing unit.
4. Turn on the main switch.
5. Confirm that the new fusing unit has been detected.
6. Turn off the main switch.
7. Put back the charge counter device.
8. Turn on the main switch.

Model: Cor-C1.5		Date: 6-May-17	No.: RD284033
Subject: FSM correction: Detailed Descriptions > Fusing > Mechanism > Fusing lamp		Prepared by: Yoshito Ikeda	
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 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

The descriptions ***in bold italic*** have been corrected/added:

7. Detailed Descriptions > Fusing > Mechanism > Fusing lamp (P.807)

- Fusing lamp

There are ***four*** lamps

Lamp power:

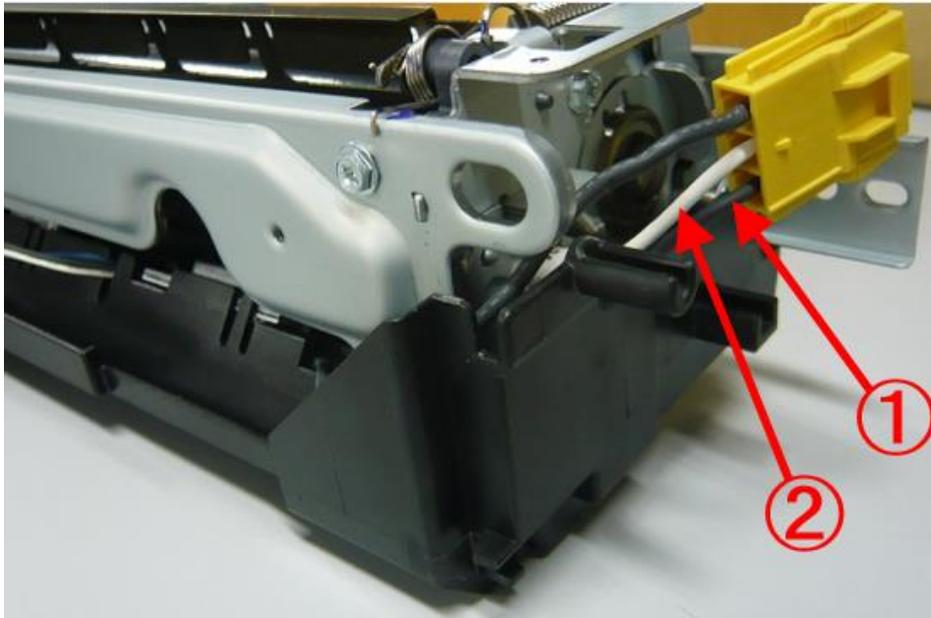
<i>Input voltage</i>	<i>Model</i>	<i>Center</i>	<i>Edge</i>
<i>120V ~ 127V: NA</i>	<i>MP 2555/3055/3555/4055/5055/6055</i>	<i>860W</i>	<i>447W</i>
<i>110V: Taiwan</i>	<i>MP 2555/3055/3555/4055/5055/6055</i>	<i>793W</i>	<i>420W</i>
<i>220V ~ 240V: EU/AP</i>	<i>MP 2555/3055/3555/</i>	<i>702W</i>	<i>514W</i>
	<i>MP 4055/5055/6055</i>	<i>878W</i>	<i>838W</i>

Model: Cor-C1.5

Date: 6-May-17

No.: RD284033

- ***How to distinguish between the four fusing units***

Step 1:***Remove the fusing upper cover.*****Step 2:*****Check the color of the two harnesses (#1 and #2).*****Step 3:*****Identify the model from the table below.***

<i>Input voltage</i>	<i>Model</i>	<i>Harness color</i>	
		<i>#2</i>	<i>#1</i>
<i>120V ~ 127V: NA</i>	<i>MP 2555/3055/3555/4055/5055/6055</i>	<i>Blue</i>	<i>Black</i>
<i>110V: Taiwan</i>	<i>MP 2555/3055/3555/4055/5055/6055</i>	<i>Red</i>	<i>Blue</i>
<i>220V ~ 240V: EU/AP</i>	<i>MP 2555/3055/3555/</i>	<i>Red</i>	<i>Red</i>
	<i>MP 4055/5055/6055</i>	<i>Red</i>	<i>Black</i>

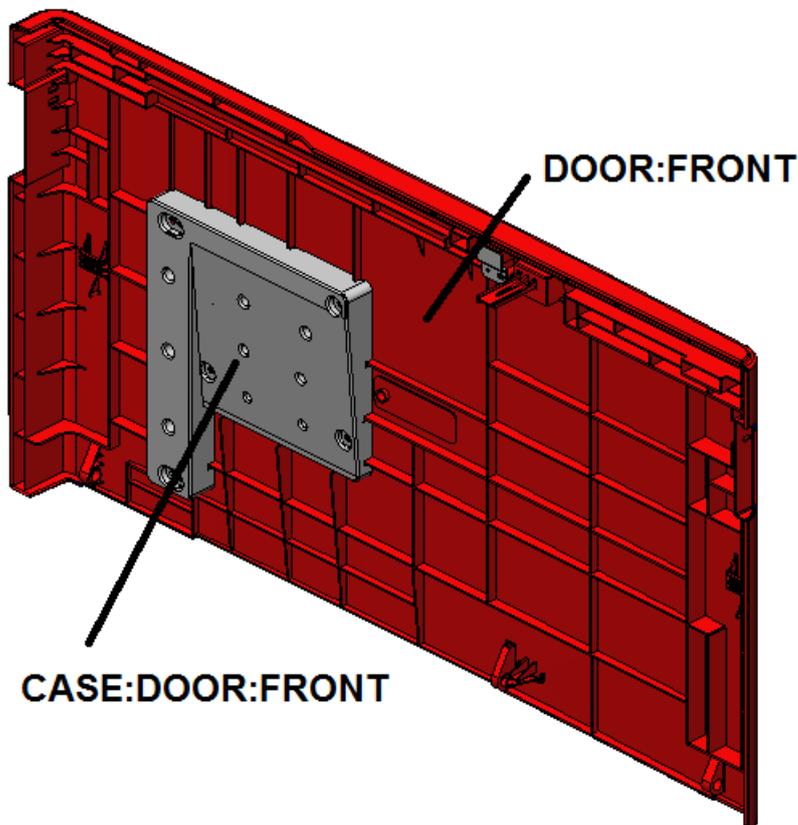
Model: Cor-C1.5c		Date: 7-Jun-17	No.: RD284034
Subject: Parts Catalog Correction: Front Door and Case		Prepared by: K. Moriizumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Change: Shape of the front door and front door case.

Reason: To be common with the printer model.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D2021242	D2011242	DOOR:FRONT	1-1	X/X	-	-	Set as O/O
D2021241	D2011241	CASE:DOOR:FRONT	1-1	X/X	-	-	

Note: When replacing the front door, replace the front door case also at the same time.



Model: Cor-C1.5c

Date: 7-Jun-17

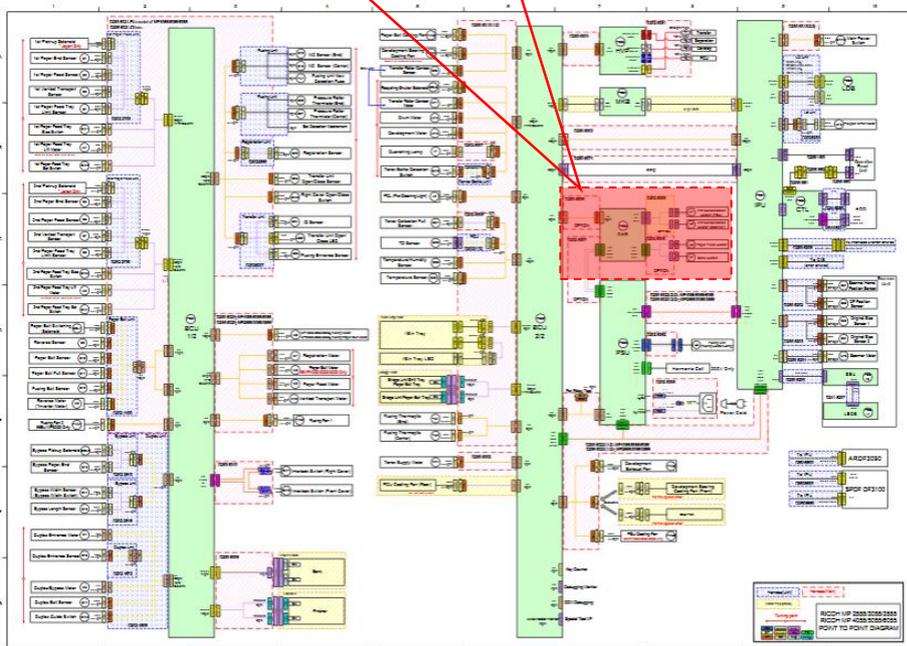
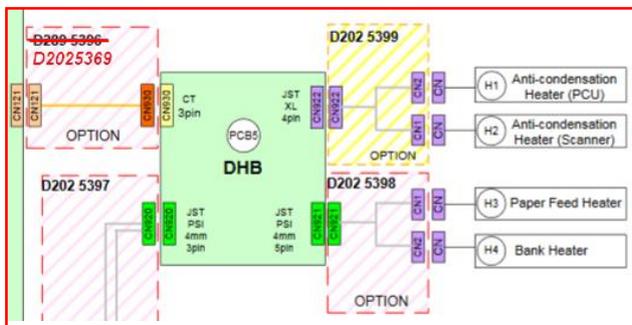
No.: RD284034

Model: Cor-C1.5		Date: 28-Sep-17	No.: RD284035
Subject: P to P Correction		Prepared by: R.Tsurumi	
From: Technical Support Section			
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

P to P diagram revision

The part number of the harness between DHB and BCU (D2895396) in the P to P diagram is incorrect.

The correct part number is **D2025396**. This is the same as Cor-C1.



Reissued: 19-Mar-18

Model: Cor-C1.5	Date: 28 -Nov-17	No.: RD284036a
-----------------	------------------	----------------

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

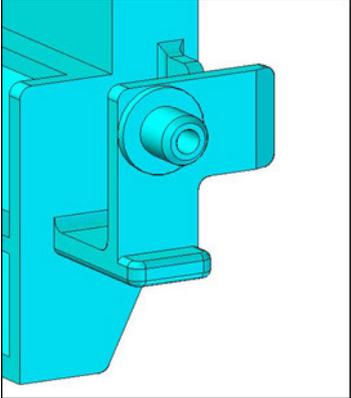
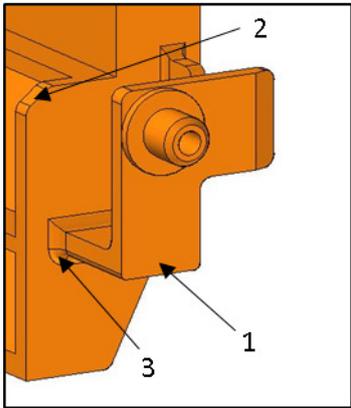
Parts catalog correction1

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

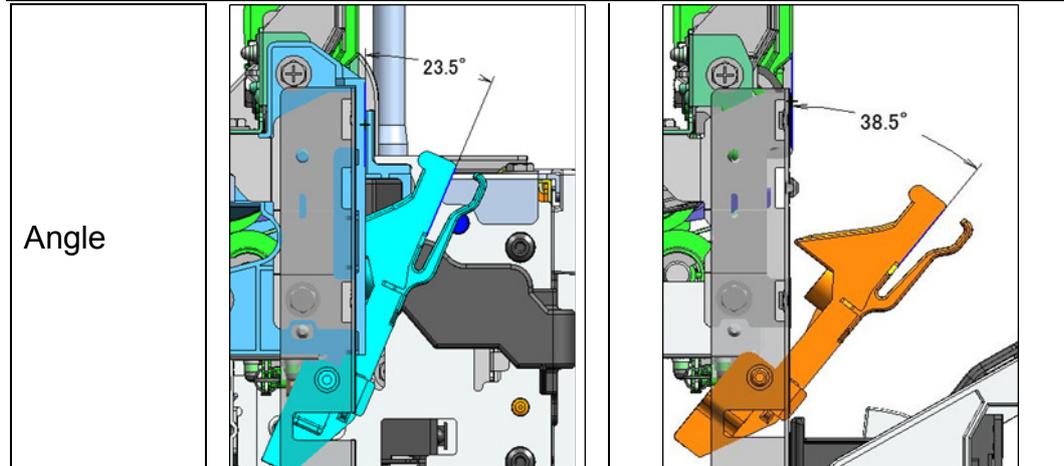
Change: The shape of the guide plate was changed.

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

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

Reissued: 19-Mar-18

Model: Cor-C1.5	Date: 28 -Nov-17	No.: RD284036a
-----------------	------------------	----------------



Reissued: 19-Mar-18

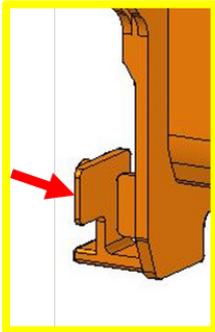
Model: Cor-C1.5

Date: 28 -Nov-17

No.: RD284036a

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: Cor-C1.5	Date: 28 -Nov-17	No.: RD284036a
-----------------	------------------	----------------

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

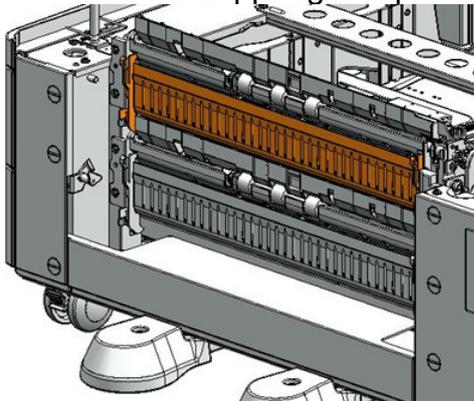
Change: Added cushions and changed the shape of the guide plate.

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

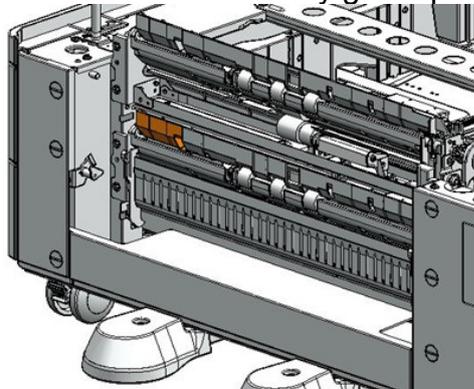
Important: Be sure to attach the above CUSHION when installing the paper guide plates.

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).

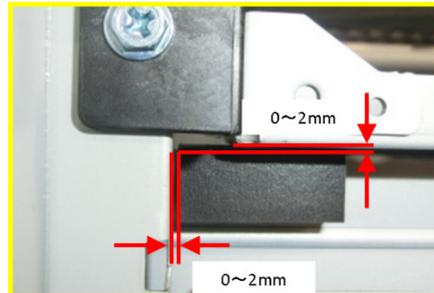
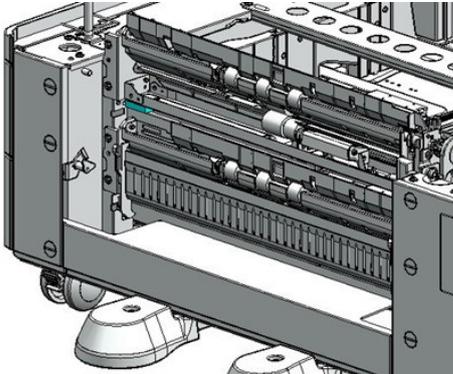
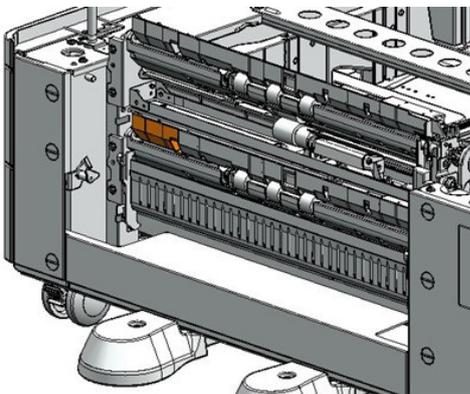
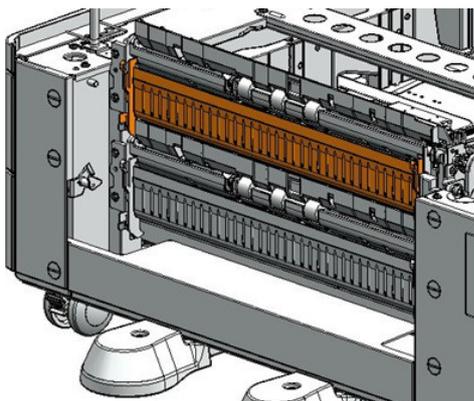


Reissued: 19-Mar-18

Model: Cor-C1.5

Date: 28 -Nov-17

No.: RD284036a

3. Attach the cushion.**4. Attach the auxiliary guide plate for the lower guide plate (screw x1).****5. Attach the upper guide plate.**

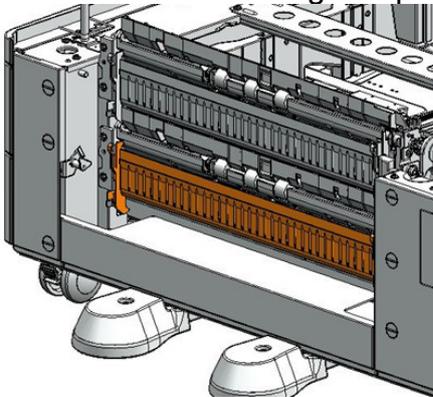
Reissued: 19-Mar-18

Model: Cor-C1.5	Date: 28 -Nov-17	No.: RD284036a
-----------------	------------------	----------------

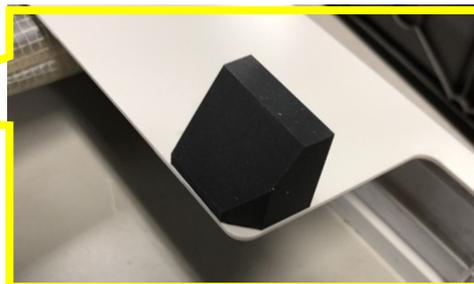
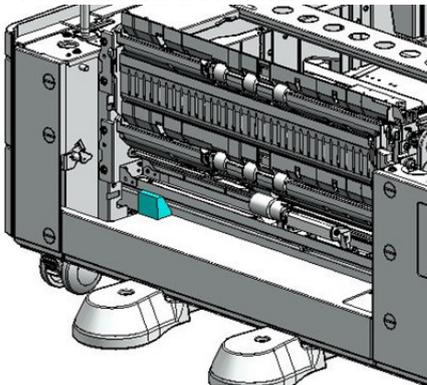
Old P/N	New P/N	Description	Q'ty	Int
D6932526	D6932582	GUIDE PLATE:SWIVEL:No.3	1-0	X/O
	D6931257	CUSHION:GUIDE:SWIVEL:LOWER	0-1	-
	-	GUIDE PLATE:SWIVEL:NO.3	0-1	-

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.



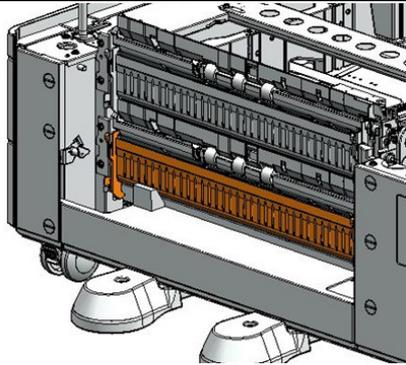
2. Attach the cushion.



3. Attach the lower guide plate.

Reissued: 19-Mar-18

Model: Cor-C1.5	Date: 28 -Nov-17	No.: RD284036a
-----------------	------------------	----------------



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	-

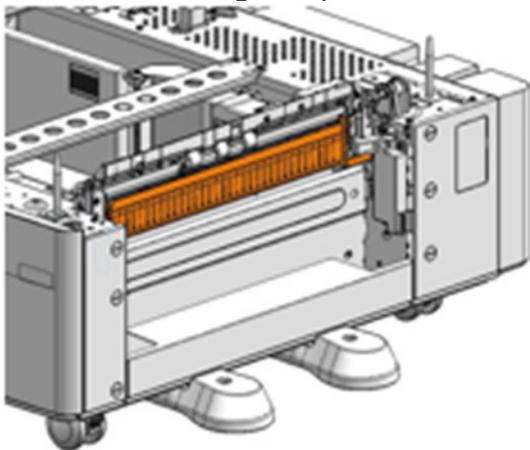
Change: Added cushions and changed the shape of the guide plate.

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

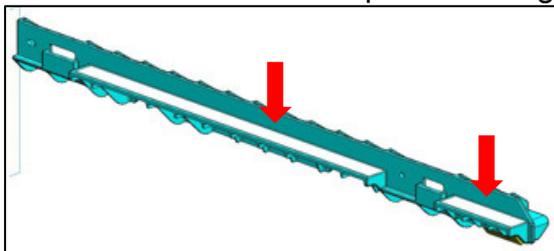
Important: Be sure to attach the above STOPPER, when installing the paper guide plates.

Procedure

1. Remove the guide plate.



2. Remove the double tape from the guide stopper.



Reissued: 19-Mar-18

Model: Cor-C1.5

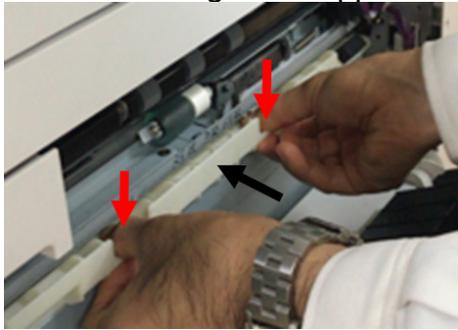
Date: 28 -Nov-17

No.: RD284036a

3. Attach the guide stopper.



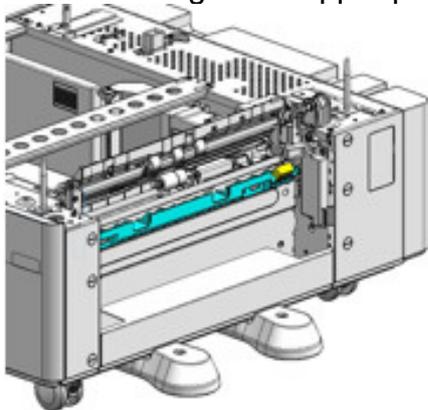
4. Attach the guide stopper.



5. Attach the guide plate stopper.



6. Attach the guide stopper plate.



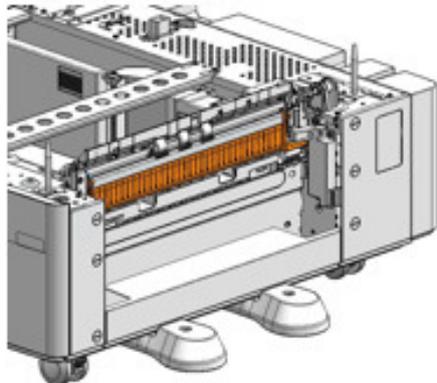
Reissued: 19-Mar-18

Model: Cor-C1.5

Date: 28 -Nov-17

No.: RD284036a

7. Attach the guide plate.



Model: Cor-C1.5		Date: 30-Nov-17	No.: RD284037
Subject: Toner Call is not sent		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st 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

The following occur if the toner bottle is replaced at Toner **Near** End:

- The Supply Call for Toner bottle is not sent to the @Remote Center even though SP5-507-080 (Toner Call Trigger) is set to "0: Toner replacement" (default).
- The value of SP8-781-001 (Toner Replacement Counter) does not count up.

Note: This does not occur if the bottle is used until Toner End.

CAUSE

Software Bug in the Engine firmware

SOLUTION

Update the Engine firmware to the modified version or later.

Firmware Name	P/N	Version
Engine	D2895500E	1.06:05

Model: Cor-C1.5		Date: 4-Dec-17	No.: RD284038
Subject: SC992 occurs frequently.		Prepared by: Y. Taniguchi	
From: 1 st FQM Sect, 1 st 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

SC992 occurs frequently.

Note: SC992 also appears as SC816-98 (logged SC) on the SMC.

CAUSE

The controller freezes (internal processing cannot continue) if the machine receives a certain type of network data packet from mDNS while in Energy Saver mode.

SOLUTION

Update the PowerSaving Sys firmware to the modified version or later.

Firmware Name	P/N	Version
PowerSaving Sys	D2895554A	F.L3.06.1

Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

Reissue

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

Subject: Information about PaaS		Prepared by: Y.Shigenaga	
From: Tech 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 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

Remarks: This document only applies to China

Summary:

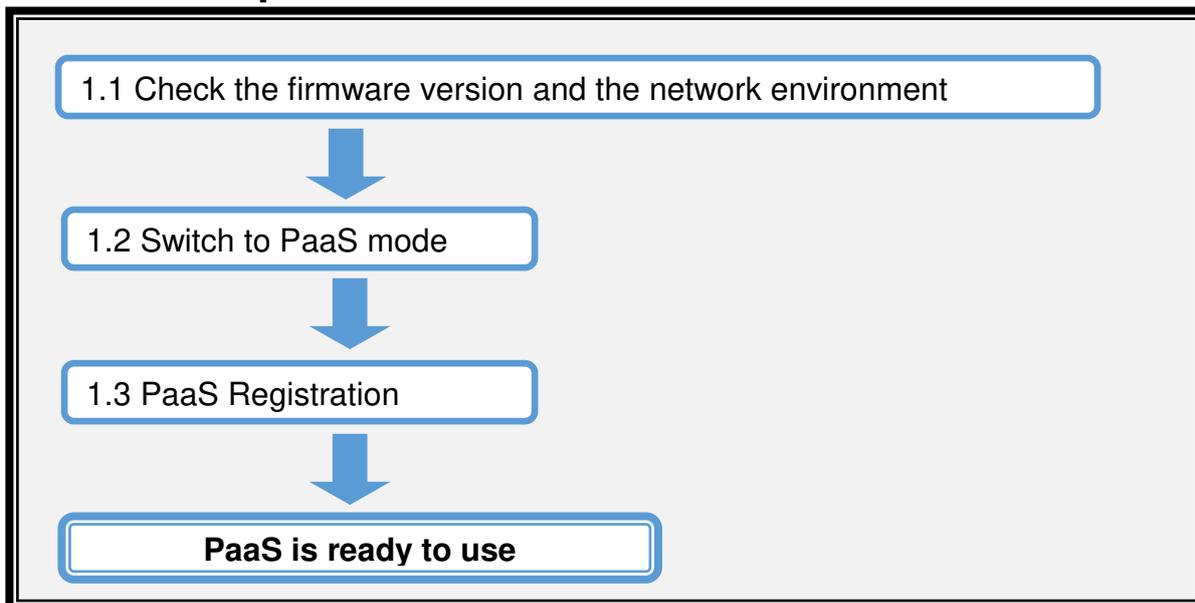
PaaS (Printer as a service) is a system that ensures device uptime is maximized through real time monitoring of machine status and proactively taking care of maintenance requirements.

This document provides information about PaaS.

Table of contents:

- 1. PaaS Setup Procedure 1
- 2. Unregistering PaaS 3
- 3. Changing Registered Device / Controller Board..... 4
- 4. Switching Back to Normal Mode 6
- 5. SP Number..... 6
- 6. PaaS Execution Return Code 7
- 7. PaaS Error Code List 7
- 8. Technical Tips 9

1. PaaS Setup Procedure



Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

[Preparation]

- The customer Contract ID and the customer authentication key are required for authentication.
- Check that the SP5-816-201 value is “0” to make sure that @Remote is NOT enabled.

1.1 Check the Firmware Version and the Network Environment

1) Update the firmware

Model	System/Copy Firmware
Cor-C1.5	D2895550P ver.1.11 or later

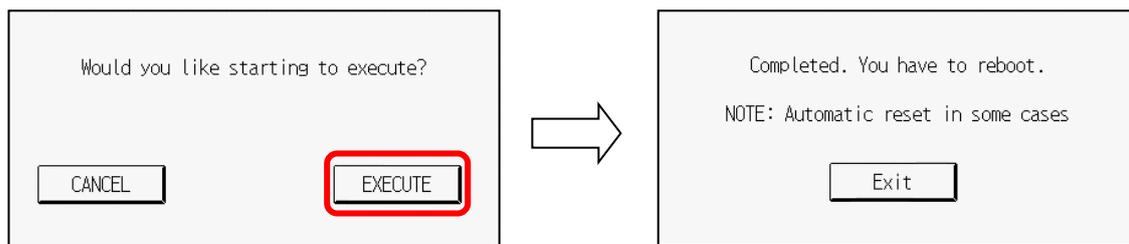
2) Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:

Open **User Tools > Machine Features > System Settings > Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer’s network environment.

Note: Make sure the machine’s main power is always turned on and connected to the internet during registration.

1.2 Switch to PaaS mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) *1
- 3) Close the dialog and reboot the device.



- 4) After rebooting, check the SP5-760-001(PaaS Mode) value is “1” to confirm PaaS mode.
- 5) ***In SP3-903-005, select the value '1' to increase the number of toner detection levels from three to eleven.***

*1: When machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

1.3 PaaS Registration

After PaaS Registration, you cannot switch back to normal mode.

1) Enter SP Mode.

Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

2) Specify the following SP proxy server settings:

- **SP5-760-015 (Use Proxy) 1: Use / 0: Don't use**
- **SP5-760-016 (Proxy Server)**
- **SP5-760-017 (Proxy Port Number)**
- **SP5-760-018 (Proxy User Name)**
- **SP5-760-019 (Proxy User Password)**

3) Input the Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Registration configuration:

SP No.	Item	
SP5-760-003	Contract ID	Enter the customer Contract ID.
SP5-760-004	Authentication Key	Enter the customer Authentication Key.
SP5-760-005	Server Name	<i>'rpaasdev.online.tj.cn'</i> Don't change the value above.
SP5-760-006	Server URL Path	<i>'/npb-base-web/API/npb/v1.0/deviceNotification'</i> Don't change the value above.
SP5-760-007	Server Port Number	443 Don't change the value above.

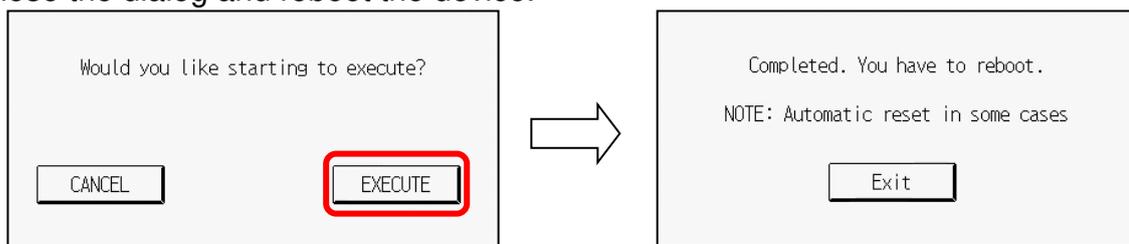
- 4) Press **[Execute]** in SP5-760-009(Registration)
- 5) Please wait a moment for communication with the server.
- 6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.
If the value is not "0", please check the result with the SP5-760-013 values in **PaaS Error Code List**.
- 7) Make sure the SP5-760-008(Registration Status) value is "1" to confirm that PaaS registration is complete.

2. Unregistering PaaS

[Preparation]

- In order to unregister, it is necessary to follow the cancellation procedure on the PaaS server side in advance

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-010(Unregistration).
- 3) Close the dialog and reboot the device.



- 4) Please wait a moment for communication with the server.

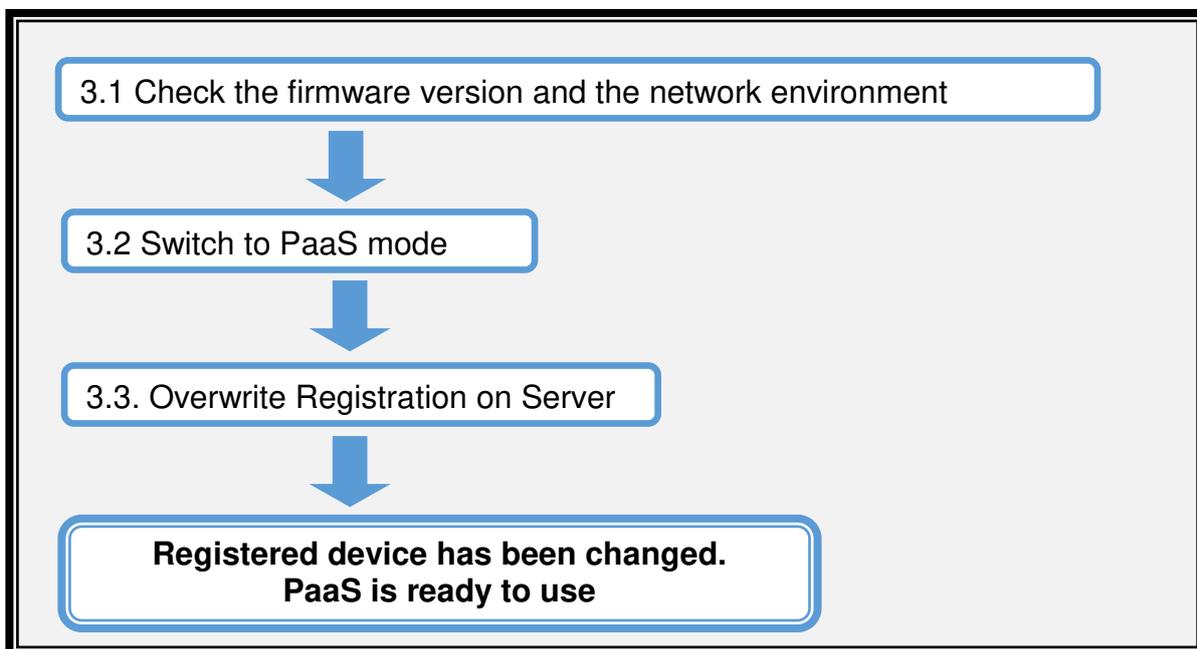
Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

- 5) After auto rebooting, make sure the SP5-760-012(Execution Return Code) value is “0” to confirm the success of the PaaS unregistration.
If the value is not “0”, please check the result with the SP5-760-013 values in the **PaaS Error Code List**.
- 6) Make sure the SP5-760-008(Registration Status) value is “0” to confirm that the PaaS unregistration is complete.

3. Changing Registered Device / Controller Board

To change the PaaS registered device or if the controller board is replaced, please follow the procedure below on the new device.



[Preparation]

- The customer Contract ID and the customer authentication key are required for authentication.
- Check that the SP5-816-201 value is “0” to make sure that @Remote is NOT enabled.

3.1 Check the Firmware Version and the Network Environment

1) Update the firmware

Model	System/Copy Firmware
Cor-C1.5	D2895550P ver.1.11 or later

2) Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:

Open **User Tools > Machine Features > System Settings > Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer’s network environment.

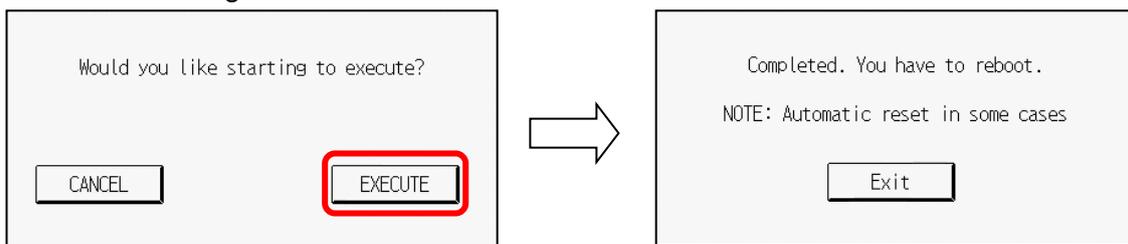
Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

Note: Make sure the machine’s main power is always turned on and connected to the internet during registration.

3.2 Switch to PaaS mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) *1
- 3) Close the dialog and reboot the device.



- 4) After rebooting, check the SP5-760-001(PaaS Mode) value is “1” to confirm PaaS mode.
- 5) ***In SP3-903-005, select the value '1' to increase the number of toner detection levels from three to eleven.***

*1: When the machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

3.3 Overwrite Registration on Server

After PaaS Registration, you cannot switch back to normal mode.

- 1) Enter SP Mode.
- 2) ***Specify the following SP proxy server settings:***
 - ***SP5-760-015 (Use Proxy) 1: Use / 0: Don't use***
 - ***SP5-760-016 (Proxy Server)***
 - ***SP5-760-017 (Proxy Port Number)***
 - ***SP5-760-018 (Proxy User Name)***
 - ***SP5-760-019 (Proxy User Password)***
- 3) Input the details, such as Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Registration configuration:

SP No.	Item	
SP5-760-003	Contract ID	Enter the customer’s Contract ID.
SP5-760-004	Authentication Key	Enter the customer’s Authentication Key.
SP5-760-005	Server Name	<i>‘rpaasdev.online.tj.cn’ Don't change the value above.</i>
SP5-760-006	Server URL Path	<i>‘/npb-base-web/API/npb/v1.0/deviceNotification’ Don't change the value above.</i>
SP5-760-007	Server Port Number	443 <i>Don't change the value above.</i>

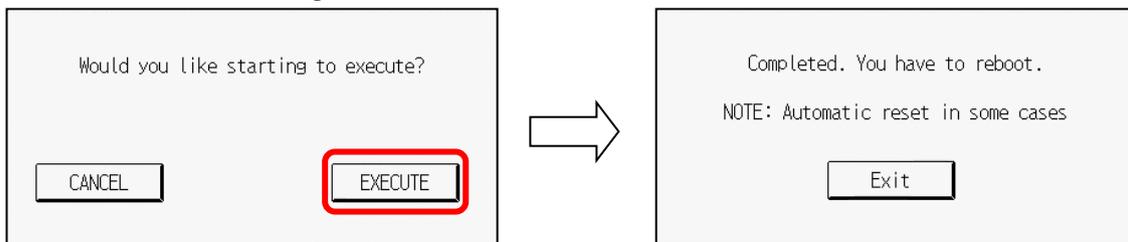
Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

- 4) Press **[Execute]** in SP5-760-011(Overwrite Registration on Server).
- 5) Please wait a moment for communication with the server.
- 6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.
If the value is not "0", please check the result with the SP5-760-013 values in **PaaS Error Code List**.
- 7) Make sure the SP5-760-008(Registration Status) value is "1" to confirm that PaaS registration is complete.

4. Switching Back to Normal Mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-024(Entering Normal Mode).
- 3) Close the reboot dialog and reboot the device.



- 4) After rebooting, check the SP5-760-001(PaaS Mode) value is "0" to confirm that switching to Normal mode is complete.

Note: This function targets the device before registering with PaaS and after unregistering with PaaS. After registering the PaaS device, it cannot be unregistered in SP5-760-024(Enter Normal Mode). It is necessary to unregister through SP5-760-010 (Unregistration).

5. SP Number

SP No.	Name
SP5-760-001	PaaS Mode
SP5-760-002	Enter PaaS Mode
SP5-760-003	Contract ID
SP5-760-004	Authentication Key
SP5-760-005	Server Name
SP5-760-006	Server URL Path
SP5-760-007	Server Port Number
SP5-760-008	Registration Status
SP5-760-009	Registration

Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

SP5-760-010	Unregistration
SP5-760-011	Overwrite Registration on Server
SP5-760-012	Execution Return Code
SP5-760-013	Error Code
SP5-760-015	Use Proxy 0:Don't use 1:Use
SP5-760-016	Proxy Server
SP5-760-017	Proxy Port Number
SP5-760-018	Proxy User Name
SP5-760-019	Proxy User Password
SP5-760-020	Retry Interval
SP5-760-021	Retry Count
SP5-760-023	Next Update Time
SP5-760-024	Enter Normal Mode
SP5-711-100	Session Status Detail

6. PaaS Execution Return Code

SP No.	Value	Description	Solution / Workaround
SP5-760-012	0	Initial / Succeeded	-
	1	Invalid	Follow Switch to PaaS mode
	2	Already registered	-
	3	Already unregistered	-
	4	Communication error	For details, refer to SP5-760-013 in PaaS Error Code List .
	9	Running	Please wait a moment and check the status again.

7. PaaS Error Code List

SP No.	Value	Description	Solution / Workaround
SP5-760-013			
	0	No error	-
	1	Network information has not been set, or an invalid contract ID and authentication key were entered.	Confirm information such as the Contract ID, Authentication Key, PaaS Server Name, PaaS Server Port Number, etc...

Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
-----------------	----------------	----------------

2	DNS server does not resolve the host name.	Confirm the PaaS Server Name and Proxy Server. Check the firmware version and the network environment. If this does not work, contact the network administrator.
3	PaaS Server is not connected.	Confirm the PaaS Server Name/Port Number and Proxy Server/Port Number. If this does not work, contact the network administrator.
4	Proxy is not authenticated	Confirm the Proxy User Name and Password. If this does not work, contact the network administrator.
5	PaaS Server registration error	Confirm the cause with the PaaS Server Escalate to the PaaS Server Supplier
6	PaaS Server internal error	Retry the procedure. If this does not work, confirm the cause with PaaS Server
7	PaaS Server internal error	Confirm the cause with the PaaS Server
8	PaaS Server parameter error	Confirm the cause with the PaaS Server
9	PaaS Server under maintenance	Retry the procedure after maintenance has finished.
10	HTTP communication error (404)	Review the PaaS Server URL Path. Check PaaS Configuration.
11	HTTP communication error (500)	Check the firmware version, the network environment, and the PaaS Configuration. If this does not work, escalate to the PaaS Server Supplier.
12	3G Error	
51	Connection timeout	Confirm the network settings such as the IP address. Check the firmware version and the network environment
52	3G Error	
101	Unit number error	Escalate to the Device Supplier
102	Device data collection error	Escalate to the Device Supplier
103	PaaS Server response data conversion error	Escalate to the Device Supplier
104	PaaS Server response error	Escalate to the Device Supplier
110	Invalid HTTP header	Escalate to the Device Supplier
111	Incorrect JSON structure	Escalate to the Device Supplier
112	HTTP communication error (405)	Escalate to the Device Supplier
113	HTTP communication error (411)	Escalate to the Device Supplier
114	HTTP communication error (413)	Escalate to the Device Supplier
115	HTTP communication error (414)	Escalate to the Device Supplier
116	HTTP communication error (other)	Escalate to the Device Supplier
255	System error	Escalate to the Device Supplier

Reissued: 7-Jun-18

Model: Cor-C1.5	Date: 7-Dec-17	No.: RD284039a
	:	

8. Technical Tips

- If communication fails, the PaaS update process will retry three more times at five second intervals.
- If the PaaS update process fails on three consecutive days, the device will display the banner message.
- If a PaaS communication update error occurs, the device will try to connect to the server to update after being rebooted.
- If the device is rebooted, the banner message will not be displayed. The banner message not being displayed doesn't necessarily mean the communication update was successful.

Model: Cor-C1.5		Date: 8-Feb-18	No.: RD284041
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: Cor-C1.5	Date: 9-MAR-18	No.: RD284043
-----------------	----------------	---------------

Subject: DO NOT install cheetah system v1.27		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 Cheetah System Firmware v1.27

- **DO NOT install** the following Cheetah System firmware on machines in the field.

Note: These versions are no longer released/available.

Firmware	version	P/N
Cheetah System for for USA/Europe/Asia	1.27	D2411425D
Cheetah System for China	1.27	D2411429D

Affected models:

Ch-C2, Ch-C2Pro, Cor-C1.5, Gr-C3, Met-C2.1abyz, Met-C2.1cde, Met-C2abyz, Met-C2cde

- This is because there is a bug with the operation panel backup feature. Specifically, the machine enters Energy Saver mode and freezes during the first backup performed (in early morning hours) after the feature is installed.
- To ensure this does not occur, **disable** the operation panel backup feature in the Cheetah SP mode, as shown below.



Reissued: 25-Apr-18

Model: Cor-C1.5	Date: 27-Feb-18	No.: RD284042a
-----------------	-----------------	----------------

RTB Reissue

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

Subject: Supplementary information on the optional anti-condensation heater		Prepared by: R.Tsurumi	
From: Tech Support Sec. 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

Supplementary information for the optional anti-condensation heater.

Anti-condensation heaters are available as service parts for the following components, the same as in the Cor-C1:

- Mainframe tray
- Optional tray
- Drum (PCU)
- Scanner

See the table below for the parts required for installation.

	Part description	P/N for NA/TWN (110V to 130V)	P/N for EU/AP/CHN (220V to 240V)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater
Heater PCB (Assembly-1)	PCB:DHB:DEHUMIDIFIER: ASS'Y	D2150502	D2150502	1	1	1	1	1	1	1	1
Tray Heater (main unit)	HEAT SINK: HEATER:ASS'Y	D1862880	D1862890	1				1	1	1	
	TAPPING SCREW - M3X8	08025299	08025299	1				1	1	1	
PCU Heater	THERMOSTAT:ASS'Y	D2027980	D2027980			1			1	1	1
	HEATER: OPTION :9W	B2291687	B2291688			1			1	1	1
	SCREW:SMALL ROUND/ SPRING:M3X6	09573006N	09573006N			1			1	1	1
	DECAL:WARNING (HIGH TEMPERATURE)	G1281151	G1281151			1			1	1	1
Scanner Heater (Assembly-2)	HEATER: SCANNER:ASS'Y	D2380073	D2380072				1				1
Harness for PCU & Scanner Heater	HARNESS: DEHUMIDIFIER: SCANNER:PCU	D2025399	D2025399			1	1		1	1	1
Tray Heater for Paper Feed Unit PB3220/3210/3250	HEATER: ASS'Y	D6931118	D6931127		*1			*1		*1	
Tray heater for LCIT PB3260	HEATER: ASS'Y	D6951118	D6951127		*1			*1		*1	

Reissued: 25-Apr-18

Model: Cor-C1.5	Date: 27-Feb-18	No.: RD284042a
-----------------	-----------------	----------------

Assembly-1: The Heater PCB is composed of the following parts:

Part number	Description	Q'ty
D2025185	PCB:DHB	1
D2025396	HARNESS:BCU:DEHUMIDIFIER:DC	1
D2025397	HARNESS:POWER SUPPLY UNIT: DEHUMIDIFIER:AC	1
D2025398	HARNESS:DEHUMIDIFIER:PAPER FEED:BANK	1
04543006Q	TAPPING SCREW - M3X6	3
11050758	CLAMP:LWSM-0306A	7
11050763	CLAMP:LWS-1211A	1

Assembly-2: The Scanner Heater is composed of the following parts:

Part number	Description	Q'ty
D2411775	COVER:HEATER:SCANNER	1
D2411776	BRACKET:DEHUMIDIFIER:HEATER	1
AX400239 (EU)	HEATER:OPTION:230V:9W	1
AX400247 (NA)	HEATER:120V:9W	1
09544008	SCREW:M3X5	1
03530030	SCREW:M3X3	2

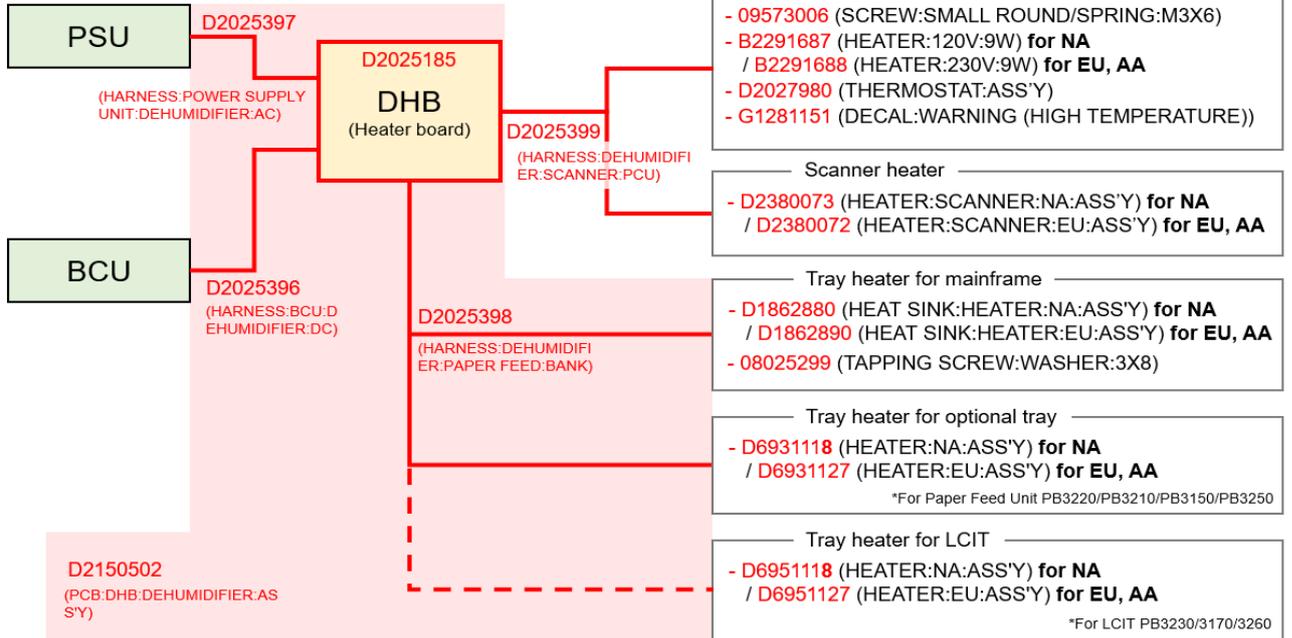
IMPORTANT:

- Make sure to install the tray heater with the correct voltage for your country/region.
- If a heater with the wrong voltage is installed, it will overheat and damage the tray and/or cause carbonization (e.g., A 100V heater is installed on a 200V machine), or it will not be able to reduce enough moisture (e.g., A 200V heater is installed on a 100V machine).

Reissued: 25-Apr-18

Model: Cor-C1.5	Date: 27-Feb-18	No.: RD284042a
-----------------	-----------------	----------------

P to P of anti-condensation heater for MP**55 series



Model: Cor-C1.5(GSA)		Date: 14-Dec-17	No.: RD284040
Subject: CC-CERTIFIED IN 2017 Machine		Prepared by: T.Suzuki	
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

This RTB describes the requirements for installing models in the MP 2555/3055/3555/4055/5055/6055 series (for GSA) as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the MP 2555/3055/3555/4055/5055/6055 series models (for GSA) as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in December 2017.

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MP2555_2/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MP2555_2/en/pdf/ReadThisFirst.html
- Tell the customer to see the Online Document Set 3 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MP2555_2/en/pdf/User.html
- Tell the customer to see the Online Document Set 4 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MP2555_2/en/pdf/DriverInstall.html
- Tell the customer to see the Online Document Set 5 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MP2555_2/en/pdf/Oss.html
- Tell the customer to download the Online Document Set 6 (the information about the authentication based on the CC certification system) from the following URL:
https://support.ricoh.com/services/device/ccmanual/mp_2555_3055_3555_4055_5055_6055/en/download_admin.html

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

https://support.ricoh.com/services/device/ccmanual/mp_2555_3055_3555_4055_5055_6055/en/download_user.html

2. Tell the customer to read the “Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 11.

Model: Cor-C1.5(GSA)

Date: 14-Dec-17

No.: RD284040

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "MP 2555/3055/3555/4055/5055/6055 Machine Code: D284/D285/D286/D287/D288/D289 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP 2555/3055/3555/4055/5055/6055 Machine Code: D284/D285/D286/D287/D288/D289 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M29.

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M29 (D3DX-01, -02, -03)", and "Accessory Check" in "FAX Option Type M29 Machine Code: D3DX Field Service Manual", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M29.

For the detailed installation procedure, see "Fax Option Type M29 (D3DX-01, -02, -03)" in "1. Installation", FAX Option Type M29 Machine Code: D3DX Field Service Manual.

5. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Setting "Smart Operation Panel mode" to "Secure boot"

In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode" to "1".

7. Setting "Access Ctrl:Rest WebService (Lower 4bits)" to "on"

In the SP5-848-025 (Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "1".

8. Setting "On Board USB" to "0"

In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"

In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

11. Check firmware versions.

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
 - If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.
- If you are not sure which of these the customer prefers, confirm this with your Sales department.

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

Firmware versions with which the MP 2555/3055/3555/4055/5055/6055 series models (for GSA) first achieved CC-CERTIFICATION:

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

Firmware Name:	Version:	Firmware Number:
System/Copy	1.06	D2895550J
Network Support	16.46	D2895564F
Web Support	1.04	D2895560E
Fax	05.00.00	D2895557F
RemoteFax	03.00.00	D2895558D
Scanner	01.03	D2895571E
Web Uapl	1.03	D2895561C
NetworkDocBox	1.02	D2895565C
animation	1.02	D2895562D
Printer	1.05	D2895573G
RPCS	3.20.20	D2895703B
Font EXP	1.00	D2415581
IRIPS Font	1.13	D2895596B
PCL	1.03	D2895566D
PDF	1.04	D2895595E
PS3	1.00	D2895594B
Java VM v12 std	12.50.01	D2895567F
Data Erase Onb *	1.05	D2625244
GWFCU3.8-16(WW)	04.00.00	D2895559D
PowerSaving Sys	F.L3.06.1	D2895554A
M2a_System	1.24.1	D2411425A
M2a_BLEPlugin	2.12.00	D2411466
M2a_BluetoothSe	1.02	D2411465C
M2a_cspf	2.02.00	D1961430B
M2a_HelpService	1.00	D2411471
M2a_ICCdDisptch	2.12.05	D2411450B
M2a_iWnn	2.3.3	D1961403
M2a_iWnn_Hang	1.0.0	D1961406
M2a_iWnn_Hans	1.0.0	D1961404
M2a_iWnn_Hant	1.0.0	D1961405
M2a_LegacyUI	1.16	D2411427S
M2a_MeidaPrtScn	1.18	D2411447R
M2a_NFCPlugin	2.12.00	D2411452
M2a_PrinterInfo	1.12	D2411458N
M2a_PrinterSJob	1.73	D2411446P
M2a_ProgramInfo	1.18	D2411438D
M2a_QRCode_SDC	2.1.2	D2411453F
M2a_QuickCdAuth	2.12.04	D2411468A
M2a_RemAssist	1.0.5	D2411470A
M2a_RemSptSvc	1.0.1	D1961459A
M2a_SimpleCopy	1.19	D2411443R
M2a_SimpleFAX	1.14	D2411445P
M2a_SimpleScan	1.15	D2411444R

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

Firmware Name:	Version:	Firmware Number:
M2a_SmartCopy	1.23	D2411454V
M2a_SmartFAX	1.20	D2411457R
M2a_SmartScan	1.15	D2411456R
M2a_USBCdPlugin	2.12.00	D2411459
M2a_WEcoInfo	1.06	D2411437F
M2a_WFaxInfo	1.03	D2411435E
M2a_WLanguage	1.06	D2411431H
M2a_WStopKey	1.01	D2411436B
M2a_WToner	1.05	D2411434G
M2a_zoo	1.05.01	D2411467J
Engine	1.05:05	D2895500D
ADF		
ARDF	01.320:03	D7795300K
SPDF	01.040:06	D3B05550F
Platen Cover	Undisplayed	Undisplayed

* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the MP 2555/3055/3555/4055/5055/6055 series models (for GSA) first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).

These versions can be confirmed from the operation panel.

MultiLink-Panel

Model: Cor-C1.5(GSA)	Date: 14-Dec-17	No.: RD284040
----------------------	-----------------	---------------

Firmware Name:	Version:	Firmware Number:
Firmware	1.24.1	D2411425A
Keymicon	6.12	D2411423A
Application Site	1.05.01	D2411467J
Bluetooth Authentication Plugin	2.12.00	D2411466
BluetoothService	1.02	D2411465C
Change Langs. Widget	1.06	D2411431H
Copy	1.23	D2411454V
CSPF	2.02.00	D1961430B
Eco-friendly Widget	1.06	D2411437F
Fax	1.20	D2411457R
Fax RX File Widget	1.03	D2411435E
ICCardDispatcher	2.12.05	D2411450B
iWnn IME	2.3.3	D1961403
iWnn IME Chinese(Simplified) Pack	1.0.0	D1961404
iWnn IME Chinese(Traditional) Pack	1.0.0	D1961405
iWnn IME Korean Pack	1.0.0	D1961406
LegacyUI type-1	1.16	D2411427S
LegacyUIData	1.02	D2895562D
Print/Scan(Memory Storage Device)	1.18	D2411447R
Printer	1.12	D2411458N
ProgramInfoService	1.18	D2411438D
Proximity Card Reader Support Plugin	2.12.00	D2411459
Quick Card Authentication Config.	2.12.04	D2411468A
Quick Copy	1.19	D2411443R
Quick Fax	1.14	D2411445P
Quick Print Release	1.73	D2411446P
Quick Scanner	1.15	D2411444R
RemoteConnect Support	1.0.5	D2411470A
RemoteSupportService	1.0.1	D1961459A
Scanner	1.15	D2411456R
Smart Device Connector	2.1.2	D2411453F
Standard IC Card Plugin	2.12.00	D2411452
Stop Widget	1.01	D2411436B
Supply Info Widget	1.05	D2411434G
Support Settings	1.00	D2411471

Model: Cor-C1.5(GSA)

Date: 14-Dec-17

No.: RD284040

The list of Operating Instructions (O/I)

<For GSA*>

*GSA: General Services Administration.

Paper Documents

- D219-7456 For Users of This Product
- D219-7459 Notes to Users in the United States of America
- D219-7462 Note to users in Canada
- D241-7086 Notes for Users
- D241-7239 SOFTWARE LICENSE AGREEMENT
- D244-7010 Start Guide
- D244-7051 Notes for Using This Machine Safely
- D256-8997 Note to users

Online Document Set 1

- D284-7052 About This Machine
- D284-7053 Copy/ Document Server
- D284-7054 Fax
- D284-7055 Print
- D284-7056 Scan
- D284-7057 Troubleshooting
- D284-7058 Connecting the Machine/ System Settings
- D284-7059 Security Guide
- D284-7060 PostScript 3

Online Document Set 2

- D284-7453 Read This First

Online Document Set 3

- D284-7454 User Guide

Online Document Set 4

- D284-7050 Operating Instructions
Driver Installation Guide

Online Document Set 5

- D284-7452 About Open Source Software License

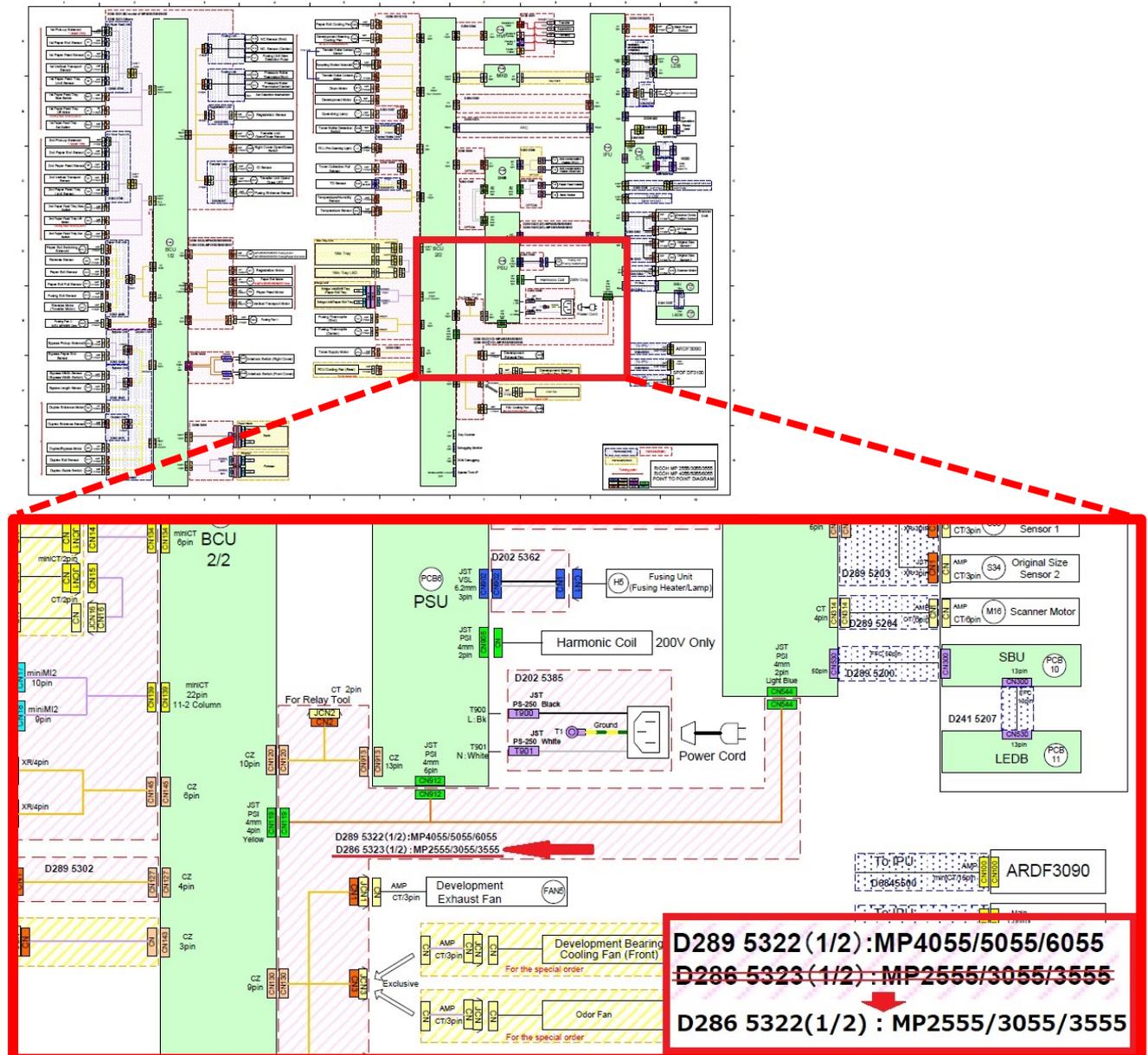
Online Document Set 6

- D146-7587 Notes on Security Functions
- D284-7450 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

Model: Cor-C1.5c, Cor-C1.5d, Cor-C1.5e		Date: 7-Aug-18	No.: RD284045
Subject: Point to Point correction		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

Point to Point Revision

The part number (D2865323) of the harness that runs from the PSU to the IPU and BCU is incorrect. The correct part number is D2865322. The incorrect part number in Point to Point is referred to in the figure below.



Model: Met-C2abcdeyz/ C2.1abcdeyz/Cor-C1.5		Date: 9-Nov-18	No.: RD239088
Subject: DO NOT install System Copy v1.28 (Met-C2), v1.14 (Met-C2.1) and v1.16 (Cor-C1.5)		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

**IMPORTANT Notice about “System/Copy” Firmware
v1.28 (Met-C2), v1.14 (Met-C2.1),v1.16 (Cor-C1.5)**

- **DO NOT install** the following “System/Copy” firmware on machines in the field.
Note: These versions are no longer released/available.

Model	Firmware	version	P/N
Met-C2 abyz	System/Copy	1.28	D2395535K
Met-C2 cde	System/Copy	1.28	D2395535K
Met-c2.1 abyz	System/Copy	1.14	D0AD5550N
Met-C2.1cde	System/Copy	1.14	D0AD5550N
Cor-C1.5	System/Copy	1.16	D2895550V

Affected models:

MET-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

Met-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

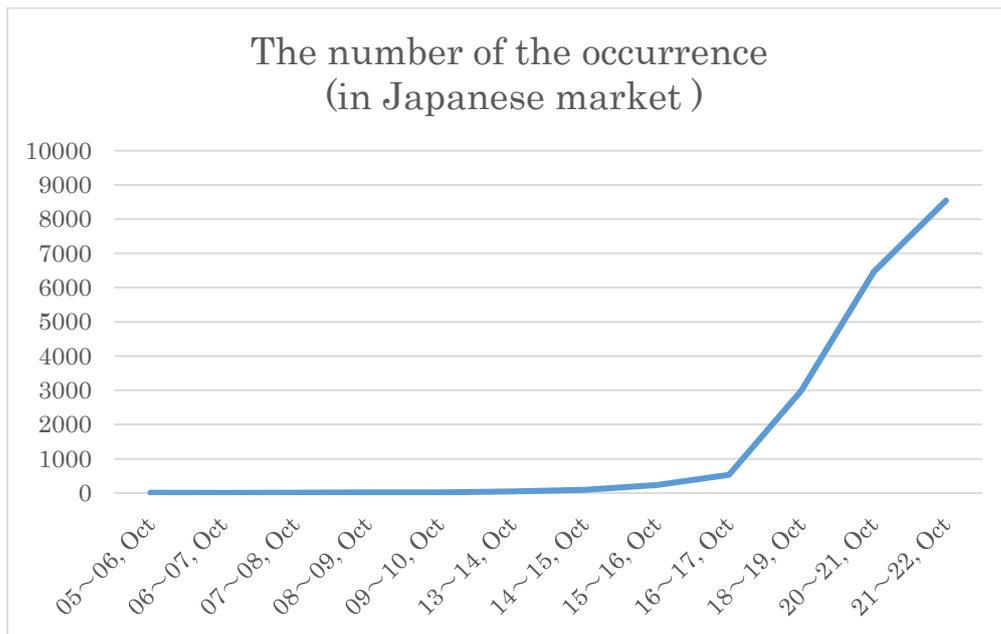
Cor-C1.5(D285/D286/D287/D288/D289/D290/D291/D292/D293/D294)

- Symptom: SC 899 occurs when the daily device information notice by @remote, and the device automatically reboots. (The customer needs to press "execute" button before automatic reboot)
 Note: SC899 occurred every 19 days after the version update.
- This occurs because the memory full occur by the daily device information.
- **Solution: To avoid this, install System/copy firmware to the below version.**

Model: Met-C2abcdeyz/ C2.1abcdeyz/Cor-C1.5	Date: 9-Nov-18	No.: RD239088
--	----------------	---------------

<i>Model</i>	<i>Firmware</i>	<i>version</i>	<i>P/N</i>
Met-C2 abyz	System/Copy	1.29	D2395535L
Met-C2 cde	System/Copy	1.29	D2395535L
Met-c2.1 abyz	System/Copy	1.15	D0AD5550P
Met-C2.1cde	System/Copy	1.15	D0AD5550P
Cor-C1.5	System/Copy	1.17.1	D2895550W

- **Occurrence number of SC899 occurrence (in Japanese domestic market)**



Model: Cor-C1.5		Date: 21-Nov-18	No.: RD284046
Subject: SC899/ SC991 autoreboot for @Remote connected machine		Prepared by: K. Yamamoto	
From: 1 st FQM Sect, 1 st 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

SC 899 occurs when the daily device information notice by @remote, and the device automatically reboots. (The customer needs to press "execute" button before automatic reboot)

Note: SC899 occurred every 19 days after the version update

CAUSE

Software Bug in the System/Copy (D2895550V) ver1.16

The memory full occur by the daily device information of @Remote

SOLUTION

Update the System/Copy to the modified version or later.

Firmware Name	P/N	Version
System/Copy	D2895550W	1.17.1

Model: Cor-C1.5		Date: 7-Jan-19	No.: RD284047
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

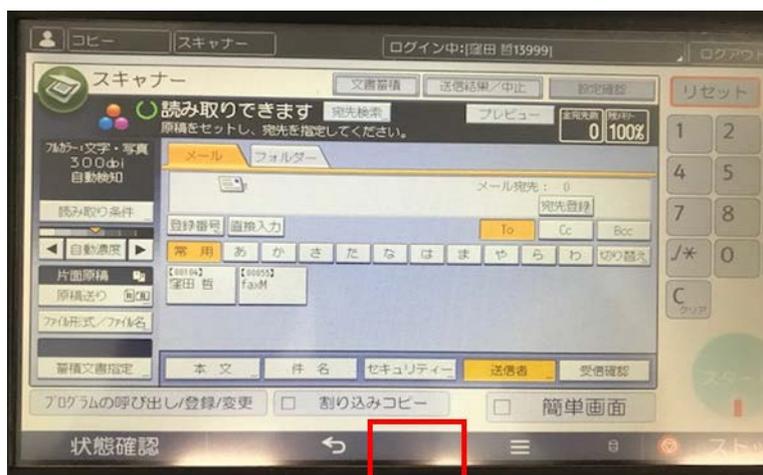
Affected models:

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.



Technical Bulletin

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.**

Reissued: 4-Apr-19

Model: Cor-C1.5cdefgh	Date: 11-Mar-19	No.: RD284048a
-----------------------	-----------------	----------------

RTB Reissue

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

Subject: Jam 63 (SPDF DF3120/ 3100/3080)		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt 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

A paper non-feed (multi-feed and/or Jam 63) occurs.

Affected models:

MET-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

MET-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

COR-C1.5cdefgh (D284/D285/D286/D287/D288/D289)

CAUSE

Paper dust and toner attaches to the reverse roller. If the attraction strength between sheets of paper is too large, the ability of the paper to separate is decreased.

SOLUTION

If the symptom occurs, do the following:

1. Update the SPDF firmware to the following version.

Note: This will suppress the slight rotation of the reverse roller that is generated when the paper feed motor is stopped.

No	Model	Firmware	P/N
1	SPDF DF3100	ADF_SINAI-E Ver.01.050:061.34	D3B05550G

2. ***If this does not solve the issue, replace the separation pad with the following one, which has been customized specifically for this symptom.***

See PROCEDURE below.

IMPORTANT: Only install this part if the firmware upgrade does not work. This is because there are side effects with this part (explained below).

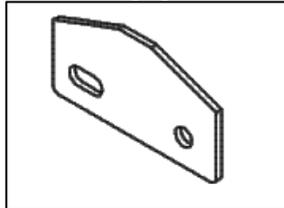
Reissued: 4-Apr-19

Model: Cor-C1.5cdefgh	Date: 11-Mar-19	No.: RD284048a
-----------------------	-----------------	----------------

2.

No	Part Name	P/N	QTY
1	PAD:SEPARATION:ASSIST +3	TBD	1

[A]



Reissued: 4-Apr-19

Model: Cor-C1.5cdefgh

Date: 11-Mar-19

No.: RD284048a

PROCEDURE

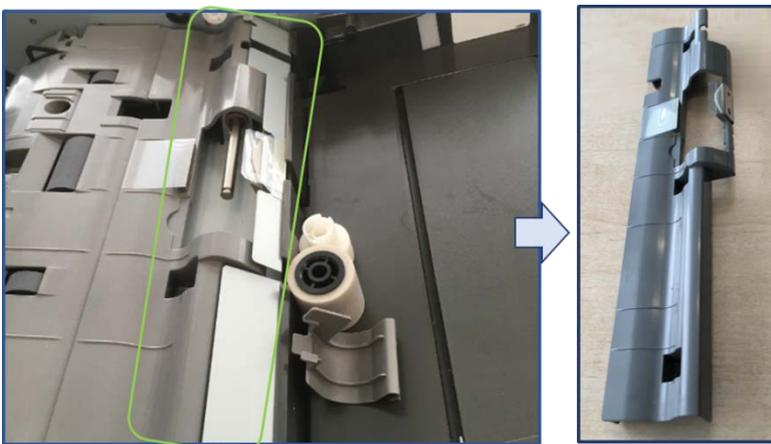
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



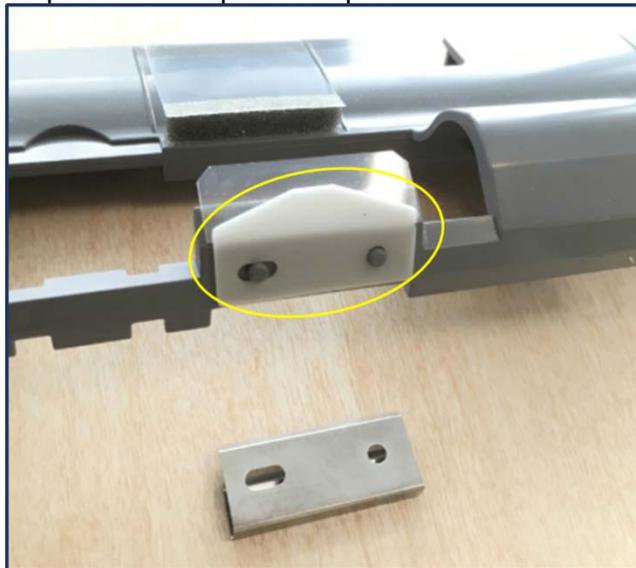
Reissued: 4-Apr-19

Model: Cor-C1.5cdefgh	Date: 11-Mar-19	No.: RD284048a
-----------------------	-----------------	----------------

4. Remove the separation pad cover.



5. Replace the separation pad.



Model: Cor-C1.5		Date: 23-Apr-19	No.: RD284049
Subject: Temp firmware that added immediate notification to PaaS			Prepared by: T. Ito
From: 3st Tech Support Sect., MFP/Printer Tech Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the handling of temp firmware that added immediate notification to PaaS.

Latest Firmware: System/Copy Ver.1.19

Please use the official firmware that added immediate notification to PaaS.

This FW includes an immediate notification function to PaaS.

Immediate notification is the following.

- ServiceCall
- Estimated toner end
- Toner end

Note:

Currently the official firmware has been released with this feature added.

So, please do NOT use the temp firmware (D289550W LRC1244).

The temp firmware is not compatible with machines equipped new CPUs.

Model: Cor-C1.5		Date: 28-Jun-19	No.: RD284050
Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by:	
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
D2845605	D2845645	PCB:CTL:CO-C1.5C:EXP:ASS'Y	1	O/O
D2845606	D2845646	PCB:CTL:CO-C1.5D:EXP:ASS'Y	1	O/O
D2845607	D2845647	PCB:CTL:CO-C1.5E:EXP:ASS'Y	1	O/O
D2845608	D2845648	PCB:CTL:CO-C1.5F:EXP:ASS'Y	1	O/O
D2845609	D2845649	PCB:CTL:CO-C1.5G:EXP:ASS'Y	1	O/O
D2845610	D2845650	PCB:CTL:CO-C1.5H:EXP:ASS'Y	1	O/O

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

D2895550 -> D2895549
 Version 1.17.1 Version 1.18

Caution

- The old System/Copy firmware (version 1.17.1) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.18) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.17.1. 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.

Model: Cor-C1.5		Date: 28-Jun-19	No.: RD284050
Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by:	
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
D2845605	D2845645	PCB:CTL:CO-C1.5C:EXP:ASS'Y	1	O/O
D2845606	D2845646	PCB:CTL:CO-C1.5D:EXP:ASS'Y	1	O/O
D2845607	D2845647	PCB:CTL:CO-C1.5E:EXP:ASS'Y	1	O/O
D2845608	D2845648	PCB:CTL:CO-C1.5F:EXP:ASS'Y	1	O/O
D2845609	D2845649	PCB:CTL:CO-C1.5G:EXP:ASS'Y	1	O/O
D2845610	D2845650	PCB:CTL:CO-C1.5H:EXP:ASS'Y	1	O/O

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

D2895550 -> D2895549
 Version 1.17.1 Version 1.18

Caution

- The old System/Copy firmware (version 1.17.1) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.18) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.17.1. 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.

Model: Cor-C1.5		Date: 2-Jul-19	No.: RD284051
Subject:: FSM correction – The replacement procedure for toner bottle –		Prepared by: Akira Shigeta	
From: 2nd Tech Support Sect.,Tech Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Service Manual Revision

Following section was deleted and corrected in **bold red**.

2. Installation > Installation Procedure

Toner Bottle Installation and Toner Initialization

Note

- This machine has toner bottle set detection and does not operate without the toner bottle.
- Print Cartridge MP 3554 is compatible with MP 4055SP, MP 5055SP, MP 6055SP. However, Print Cartridge MP 6054 is incompatible with MP 2555SP, MP 3055SP, MP 3555SP.

1. Open the front cover.
2. Make sure that the black cap of the toner bottle is firmly tightened, then shake the toner bottle up and down seven or eight times while the cap faces upward.

Note

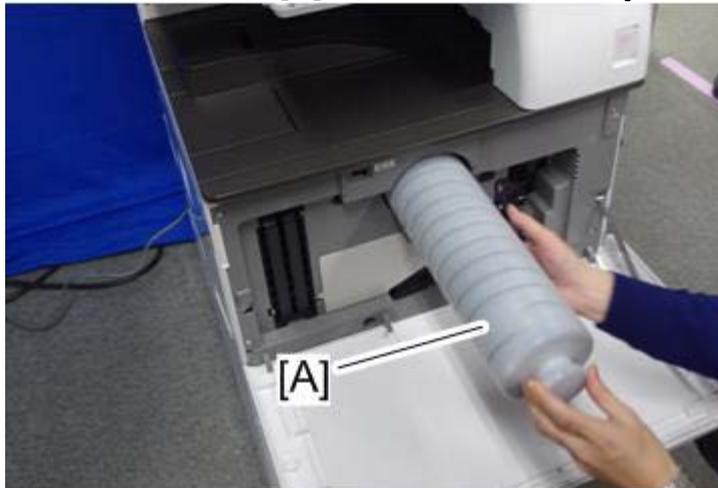
- Shaking the bottle while the cap faces downward may cause a toner blockage.
3. Remove the toner bottle protection cap [A].



d197z1023

Model: Cor-C1.5	Date: 2-Jul-19	No.: RD284051
-----------------	----------------	---------------

4. Push the toner bottle [A] into the machine slowly.



d197z1005

5. Connect the power cord to the machine.



d197f0603

⚠ CAUTION

Use the power cord that is provided with the machine. Do not use any other power cord. Also, do not use an extension cord.

6. While the front cover is open, turn on the main power switch.

Note

- If the front cover is closed when turning on the main power switch, the machine starts a normal toner supply.
7. Enter the SP mode, and then press [System Sp].
 8. Set SP3-510-031 (ImgQltyAdj :ExeFlag: Init Toner Replenish: K) to “1”, and then press “#” on the operation panel.
 9. Press [EXIT] to end the SP mode.
 10. Close the front cover.

Model: Cor-C1.5	Date: 2-Jul-19	No.: RD284051
-----------------	----------------	---------------

11. The machine automatically starts the initial toner supply. The initialization message appears.

⚠ CAUTION

- It takes about one to two minutes to finish the initial toner supply. If the toner has not been shaken well, it may take up to about 10 minutes.
- If a toner bottle has not been set, the machine does not work because there is a toner bottle set detection mechanism.
- ~~If you turn on the machine without closing the front cover, the initial toner supply is not performed at installation, and the machine goes to the toner end condition even if the machine has plenty of toner in the toner bottle.~~

12. Enter SP mode again, and then press [System Sp].

13. Enter SP3-011-001 (Manual ProCon :Exe), and then press [Execute].

↓ Note

- Be sure to do this procedure in the main machine installation. Otherwise, abnormal images may be developed until the next process control.

14. Press [Exit] when completed.

15. Press [EXIT] to end the SP mode.

Note if the initial toner supply has not been performed

If you start printing without executing the initial toner supply at installation, the machine goes to the toner end condition even if the machine has plenty of toner in the toner bottle. Do the following procedure to perform the toner end recovery if the machine has entered the toner end condition.

1. Open the front cover for five seconds or more.
2. Make sure that the toner bottle is set properly.
3. Close the front cover.
4. The toner end recovery automatically starts

↓ Note

- MP 2555/3055/3555/4055/5055/6055 series models do not require resetting the counter, because the replacement year/date is updated automatically. (This is different from the MP 2554/3054/3554/4054/5054/6054 series.

Model: Cor-C1.5		Date: 3-Jul-19	No.: RD284052
Subject: FSM correction – Addition of the SP3-012 description –		Prepared by: Akira Shigeta	
From: 2nd Tech Support Sect.,Tech Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Service Manual Revision

The description for SP3-012 is added in following section.

2. Appendices > 3. SP Mode Tables > SP Group 3000

 **Note**

SP3-012 Display result detail

Category	Code	Result name	Description
00 and larger	00	Not executed	Factory default setting(SP default)
10 and larger Result(Normal)	11	Succeed	-
20 and larger ID Sensor	21	ID Sensor Vsg adjust error	Out of range from Vsg=4.0±x.x[V/step]
	22	ID Sensor LED Adjust error	Ifsg>Max
	23	ID Sensor Output error(Positive reflect)	Vsg_reg<Min(Max)
	24	ID Sensor output error(Diffusion reflect)	Vsg_dif<Min(Max)
	25	ID Sensor offset Voltage error(Positive reflect)	Voffset_reg>Max
	26	ID Sensor offset Voltage error(Diffusion reflect)	Voffset_dif>Max
40 and larger TD sensor	41	TD sensor error (Max)	Vt>Max
	42	TD sensor error (Min)	Vt<Min
45 and larger ID Pattern detect	45	ID Pattern extract error	Can not detect ID Pattern
	46	Vsp error (Max)	Vsp>Max
	47	Vsp error (Min)	Vsp<Min
	48	Vsdp error (Max)	Vsdp>Max

Model: Cor-C1.5	Date: 3-Jul-19	No.: RD284052
-----------------	----------------	---------------

	49	Vsdp error (Min)	Vsdp<Min
	50	Vmin_Bk/K2 error(Max)	K:Vmin_Bk / CMY:K2>Max
	51	Vmin_Bk/K2 error(Min)	K:Vmin_Bk / CMY:K2<Min
	52	K5 error(Max)	K5>Max
	53	K5 error(Min)	K5<Min
	54	K5 calculated approximate point error	K5 calculated approximate point <Min
	55	Develop gamma error(Max)	Develop gamma >Max
	56	Develop gamma error(Min)	Develop gamma <Min
	57	Start developing voltage: Vk error(Max)	Start developing voltage: Vk>Max
	58	Start developing voltage: Vk error(Min)	Start developing voltage :Vk<Min
	59	Not enough valid data	Adhesion amount data for develop gamma calculation point is under 2
60 and lager Potential adjust	61	LD won't light	P patter is not written.
	62	Residual potential: Vr error	Vr>Max
	63	Electrified potential: Vd adjust error	Vd can not be adjusted in target range.
	64	Exposure potential: Vpl adjust error	Vpl can not be adjusted in target range
90 and lager Result(End)	90	Potential not adjust	Potential control method is set as [0:FIX]
	99	Kill	Kill by door open, power off, error. (Set when execute.)