

Model: Model-K3		Date: 5-Sep-02	No.: RH310001
Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional SG3 for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02

Symptom Corrected	Suffix
<i>The connection may be severed if a delay of about 400ms occurs during V.34 Polling Reception.</i>	E
<i>If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.</i>	E

Model: Model-K3		Date: 5-Sep-02	No.: RH310002
Subject: NICF Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional NICF for Model K3.

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02

Symptom Corrected	Suffix
<i>Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.</i>	F
<i>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to mainframe firmware ver.78 or later.</i>	F
<i>SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.</i>	F
<i>Added IMAP-Authenticate function.</i>	F
<i>The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.</i>	F
<i>The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.</i>	F
<i>An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.</i>	F
<i>Improved SNMP internal security measures.</i>	F
<i>When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.</i>	F
<i>No error occurs when Gatekeeper is enabled but doesn't respond.</i>	F

Model: Model K3		Date: 5-Sep-02	No.: RH310003
Subject: Note at the Installation for Model K3		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please note the following when installing the Kaiser 3.

Communication switch 16 bit 1

The Model K3 comes in two models: the Basic Model and NIC Fax Model. It was decided just prior to mass production to have the 2nd G3 Option installed as standard in all Basic Model machines. However since the expected usage rate of the 2nd line is relatively low, the default for Communication SW 16 bit 1 is 0 (disabled).

Therefore at installation, please check with the customer whether they will be using both PSTN lines, and if they intend to please change the following setting to 1 (enabled):

Communication Switch 16 bit 1:

- 0: The machine does not detect the 2nd G3 Option
- 1: The machine detects the 2nd G3 Option

Line Connection

If the customer only intends to use one line, please make sure to connect the cable to the port labeled "LINE" (i.e. not "LINE2").

Model: Model K3		Date: 5-Sep-02	No.: RH310004
Subject: ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Model K3.

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02

Symptom Corrected	Suffix
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.</p>	L
<p>The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."</p>	L
<p>The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.</p>	K
<p>Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).</p>	K
<p>System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD</p>	K
<p>When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.</p>	K
<p>A firmware bug sometimes prevents normal completion of firmware update from the IC card.</p>	J

Model: Model K3		Date: 3-Oct-02	No.: RH310005
Subject: Service Manual Correction (Model K3)		Prepared by: M.Mano	
From: Technical Services sec. Service Planning 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 ()		

Please revise the areas in bold below in your Service Manuals.

System Switch 16		
No	FUNCTION	COMMENTS
0	Feature Expander (40 MB memory) 0: Not installed 1: Installed	Change this bit to 1 after installing a feature expander in the machine's IC card slot . 0: When a feature expander is installed in the machine's IC card slot before power-off, all the data in the card will be initialized if the machine does not detect the card at the next power-on. 1: When a feature expander is installed in the machine's IC card slot before power-off, the machine does not start up unless the machine detects the IC card or the data copy tool at the next power-on. If it is not detected, the machine will make a rapid beeping sound. This prevents the data inside the card from being initialized while replacing PCBs or downloading software. Note: The Fax on Demand option contains a feature expander memory card.
1-7	Not used.	Do not change the default setting.

Revisions:

- ✧ “Left IC card slot” → “IC card slot”: Model K3 does not have a left card slot.
- ✧ “The machine will make a rapid beeping sound”: This was not mentioned in the Service Manual.

Reissued: 28-Oct-02

Model: Model-K3	Date: 5-Sep-02	No.: RH310001a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional SG3 for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
<i>F</i>	<i>63</i>	<i>1B2B</i>	<i>October '02</i>

Symptom Corrected	Suffix
<i>The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.</i>	<i>F</i>

Reissued: 28-Oct-02

Model: Model K3	Date: 5-Sep-02	No.: RH310004a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Model K3.

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
<i>M</i>	<i>81</i>	<i>9E71</i>	<i>October Prod. '02</i>

Symptom Corrected	Suffix
<i>When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.</i>	<i>M</i>
<i>When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.</i>	<i>M</i>
<i>A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..</i>	<i>M</i>
<i>When bit 6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.</i>	<i>M</i>
<i>"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.</i>	<i>M</i>

Model: Model K3		Date: 17-Oct-02	No.: RH310006
Subject: Additional LAN SW information (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 ()		

Please add the following LAN switch descriptions (bits 4 and 5) to your Service Manuals.

LAN Switch 0F		
No.	FUNCTION	COMMENTS
0	DELE Command at Socket Timeout 0: Sent 1: Not Sent	Normally, when the POP server sends EOF, the machine sends back DELE to delete the mail from the server. However, a POP server may start sending FF bytes part way through the communication if the mail size is over 1 Gbyte. It will not send EOF, so the machine will not send DELE to the server to delete the mail. To avoid this problem, set this bit to 0. Then when a socket timeout occurs during e-mail reception from the POP server, and if no EOF has been received, the machine sends the DELE command to the POP server in order to delete the e-mail message.
1	Socket Timeout Time 0: 180 s 1: 60 s	This bit determines the socket timeout that is used when Bit 0 is set to 0. If the socket timeout setting at the POP server is less than 180 s, you must set this bit to 1, or it will have no effect because the POP server will disconnect before the machine can send a DELE command.
2	Part Delete Request Field, Send Character String 0: Content-X-CIAJWNETFAX:IGNORE 1: Content-X-ICFAX: Ignore-Message	Change this switch if a customer complains that Viewer download information is printing.
3	Not used	

Model: Model K3	Date: 17-Oct-02	No.: RH310006
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LAN Switch 0F		
No.	FUNCTION	COMMENTS
4	<i>APOP function (See note *1.) 0: Not used 1: Used</i>	<i>This function provides higher security for receiving email over the Internet by encrypting the account names and passwords used for authentication. The function uses the account names and passwords specified in the "Mail Server" settings in UP Mode (no others can be specified). To use APOP, it is necessary to have a POP server that supports APOP.</i>
5	<i>SMTP-AUTH function (See note *2.) 0: Not used 1: Used</i>	<i>SMTP-AUTH is an SMTP function that authenticates users to prevent email transmissions via unauthorized access to the SMTP server. The function uses the account names and passwords specified in the "Mail Server" settings in UP Mode (no others can be specified). To use SMTP-AUTH, the SMTP server must support one of three SMTP authentication systems: CRAM-MD5, PLAIN or LOGIN.</i>
6-7	Not used.	

NOTE:

***1: APOP**

With POP, the account name and the password for certification are not coded. So it can be read using a Network Analyzer. To avoid this problem, using APOP, the account name and the password are coded, so it cannot be read.

***2: SMTP-AUTH**

With SMTP, the sender mail address is not certificated when the mail is sent. To avoid this problem, use SMTP-AUTH.

Model: Model K3		Date: 28-Oct-02	No.: RH310007
Subject: Firmware Update Procedure for the Printer Option		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The following is the corrected firmware update procedure for the Printer Controller Board and DIMM Board for the K3 Printer Option. Please replace the procedure in your Service Manuals with the one listed below.

There are two kinds of firmware available for Model K3 printer option, which should be updated together in the field (2 IC cards required):

- **B5165870:** For Printer Controller Board
- **B5165871:** For DIMM Board (NCS)

Update Procedure – Printer Controller Board and DIMM Board (NCS)

Note: “X” refers to the firmware suffix.

1. Turn off the main power.
2. Remove the right cover.
3. Insert the IC card containing the Printer Controller firmware (H5165870X) into the controller card slot.
4. Turn on the main power (fax standby display appears).
5. Press F6 to change over to Printer mode.
The following display appears:

```
System + Printer
```

6. Press [Enter (#)]. An asterisk (“*”) will appear on the second line.

```
System + Printer
*
```

7. Scroll down with the arrow key to “Update Data”.

```
Update Data
```

Model: Model K3	Date: 28-Oct-02	No.: RH310007
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8. Press [Enter (#)]. The update will then start.

```
Updating.....
*-----
```

9. When the update is completed, the following display appears.

```
Updated
Power      Off On
```

10. Turn off the main power and remove the IC card.

11. Insert the IC card containing the firmware for the DIMM Board – NCS (H5165871X) into the controller card slot.

12. Turn on the main power (fax standby display appears).

13. Press F6 to change over to Printer mode.

The following display appears:

```
Network Support
```

14. Press [Enter (#)]. An asterisk (“*”) will appear on the second line.

```
Network Support
*
```

15. Scroll down with the arrow key to “Update Data”.

```
Update Data
```

16. Press [Enter (#)]. The update will then start.

```
Updating.....
*-----
```

17. When the update is completed, the following display appears.

```
Updated
Power      Off On
```

18. Turn off the main power and remove the IC card.

19. Replace the right cover, then turn on the main power.

20. Confirm that the machine starts up normally and that the new firmware versions have been successfully installed.

Model: Model-K3		Date: 28-Oct-02	No.: RH310008
Subject: PS3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional PS3 for Model K3.

G3415950	Version	C.SUM	Production
A	1.00	2E30	1st Mass Prod.
B	1.01	DE51	October '02

Symptom Corrected	Suffix
<i>The Euro currency character cannot be printed.</i>	B
<i>The print speed becomes slower after a PS3 job reset.</i>	B
<i>The machine sometimes freezes when printing from the UNIX Acrobat.</i>	B
<i>A line may be printed in areas it does not appear on the original.</i>	B
<i>CtIDZ causes a PS error.</i>	B
<i>The machine sometimes displays "Load Custom Size" when the custom size is specified in Custom Page Definition.</i>	B

Model: Model K3		Date: 28-Oct-02	No.: RH310009
Subject: Printer Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional printer for Model K3.
 When you update the firmware, please update both as a set.

Controller Board

B5165870	Version	C.SUM	Production
A	1.02	AE38	1st Mass Prod.
B	1.03	F0BE	October '02

DIMM Board (NCS)

B5165871	Version	C.SUM	Production
A	3.81	D15F	1st Mass Prod.
B	3.82	27D9	October '02

Symptom Corrected	B5165870	B5165871
	Suffix	Suffix
Software modified to support a new wireless LAN card.	B	B

NOTE: The current wireless LAN card will be discontinued and changed over to a new one in the near future.

Model: Model K3		Date: 13-Nov-02	No.: RH310010
Subject: Supported Paper Size (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 ()		

Please apply the following correction to your Service Manuals:

- DLT size is not supported with the PFU, and should be deleted from the description as follows:

Specifications

- Paper Size and Capacity -

Paper Feed Unit (Optional): 500 sheets

A3, LG, LT, A4, A5

Note: Up to four PFUs can be installed.

Model: General RTB		Date: 8-Nov-02	No.: RGene011
Subject: Euro symbol not printed with PS driver		Prepared by: T. Itoh	
From: Technical Services sec. Service Planning 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"/> Other ()		

SYMPTOM

When printing with the PS driver, the Euro currency symbol is not printed out with 112 of 136 fonts, which are stored in the font ROM in GW-based products.

The following are GW-based products:

Model-K3, Model-K P2, Russian-C2, Adonis- C2, Model-A P3, Model-J P1b, Model-J CF Model-U P1, Model-U C1, Martini-C1.

CAUSE

The Euro currency symbol was not included in the font ROM.

SOLUTION

Temporary Solution (1)

A workaround for each operating system has been previously released on the FAQ page, and is included on pp. 5-8 below.

Temporary Solution (2)

Although the font ROM will be modified as a permanent solution (details below), before this can be applied, the controller firmware has been modified on the following GW-based products:

Product	Firmware Version	Product	Firmware Version
Model-K3	1.01 (Controller)	Model-J P1b	2.18 (Controller)
Model-K P2	1.06.1 (Controller)	Model-J CF	1.11 (Printer Application)
Russian-C2	2.03 (Printer Application)	Model-U P1	2.20 (Printer Application)
Adonis-C2	3.09 (Printer Application)	Model-U C1	1.22 (Printer Application)
Model-A P3	1.08 (Controller)	Martini-C1	1.01 (Printer Application)

Specifically, the Euro currency symbol has been added along with the “PS fonts download” feature, which allows the symbol to be downloaded to machine RAM. Enable this feature by changing the setting of Bit SW#3-0 to “1 (ON)” in SP mode (default: OFF).

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Remarks for Temporary Solution 2:

1. Switching PDL to PS takes approximate 7 to 10 seconds.

When PS fonts download is enabled, the Euro symbol is temporarily downloaded to the machine RAM at the first PS printing job, and whenever the PDL is switched from RPCS or PCL to PS. The total download time is approximately 7 to 10 seconds. This is because once the data is downloaded, it will remain in the RAM until the PDL is switched or the power turned off.

2. Printing high image area documents at 1200 dpi may cause a memory overflow error in machines equipped only with 32MB of memory (ex. Model-K P2).

This is because the PS fonts download feature uses approximately 800kB, which can bring the amount of available memory close to capacity with the above printing conditions.

Workaround:

- Printing at 600dpi may prevent an overflow, even with just the 32MB memory installed.
- Changing the memory usage setting from “Frame Priority” to “Font Priority” may prevent an overflow.

Permanent Solution

Modification of the font ROM on the ROM DIMM or the Controller Board, from October '02, production or later (details differ depending on the model). Specifically, the Euro currency symbol has been added to the 112 fonts mentioned above.

Note:

1. When the new ROM DIMM or Controller Board is installed, it is not necessary to disable the PS fonts download feature (temporary solution).
2. An MB will be issued separately announcing the P/N change for the ROMM DIMM and Controller Boards, and cut-in serial number.

ROM DIMM and Controller Board P/N:

Model	Where the font ROM is soldered	Current P/N	Model	Where the font ROM is soldered	Current P/N
Model-K P2	Controller	G0735712	Model-J CF	ROM DIMM	G5706687
		G0745712	Model-U P1	ROM DIMM	G0705851
Adonis-C2	ROM DIMM	B3615117	Model-U C1	ROM DIMM	B5295117
		B3625118			B4635117
Model-A P3	Controller	G0656022	Martini-C1	ROM DIMM	G3395117
		G0656023			G3385117
Russian-C2	ROM DIMM	B4615117	Model-K3	Controller	B5165750
		B4535117			
Model-J P1b	ROM DIMM	G0776120			

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Font Table

	Euro symbol is printed correctly.
	This is a symbol font, so no countermeasure is applied.
	Both temporary and permanent solutions work to print out the Euro currency symbol correctly.

AlbertusMT	Helvetica	Univers
AlbertusMT-Italic	Helvetica-Bold	Univers-Bold
AlbertusMT-Light	Helvetica-BoldOblique	Univers-BoldExt
AntiqueOlive-Bold	Helvetica-Condensed	Univers-BoldExtObl
AntiqueOlive-Compact	Helvetica-Condensed-Bold	Univers-BoldOblique
AntiqueOlive-Italic	Helvetica-Condensed-BoldObl	Univers-Condensed
AntiqueOlive-Roman	Helvetica-Condensed-Oblique	Univers-CondensedBold
Apple-Chancery	Helvetica-Narrow	Univers-CondensedBoldOblique
Arial-BoldItalicMT	Helvetica-Narrow-Bold	Univers-CondensedOblique
Arial-BoldMT	Helvetica-Narrow-BoldOblique	Univers-Extended
Arial-ItalicMT	Helvetica-Narrow-Oblique	Univers-ExtendedObl
ArialMT	Helvetica-Oblique	Univers-Light
AvantGarde-Book	HoeflerText-Black	Univers-LightOblique
AvantGarde-BookOblique	HoeflerText-BlackItalic	Univers-Oblique
AvantGarde-Demi	HoeflerText-Italic	Wingdings-Regular
AvantGarde-DemiOblique	HoeflerText-Ornaments	ZapfChancery-MediumItalic
Bodoni	HoeflerText-Regular	ZapfDingbats
Bodoni-Bold	JoannaMT	
Bodoni-BoldItalic	JoannaMT-Bold	
Bodoni-Italic	JoannaMT-BoldItalic	
Bodoni-Poster	JoannaMT-Italic	
Bodoni-PosterCompressed	LetterGothic	
Bookman-Demi	LetterGothic-Bold	
Bookman-DemItalic	LetterGothic-BoldSlanted	
Bookman-Light	LetterGothic-Slanted	
Bookman-LightItalic	LubalinGraph-Book	
Carta	LubalinGraph-BookOblique	
Chicago	LubalinGraph-Demi	
Clarendon	LubalinGraph-DemiOblique	
Clarendon-Bold	Marigold	
Clarendon-Light	MonaLisa-Recut	
CooperBlack	Monaco	
CooperBlack-Italic	NewCenturySchlbk-Bold	
Copperplate-ThirtyThreeBC	NewCenturySchlbk-BoldItalic	
Copperplate-ThirtyTwoBC	NewCenturySchlbk-Italic	
Coronet-Regular	NewCenturySchlbk-Roman	
Courier	NewYork	
Courier-Bold	Optima	
Courier-BoldOblique	Optima-Bold	
Courier-Oblique	Optima-BoldItalic	
Eurostile	Optima-Italic	
Eurostile-Bold	Oxford	
Eurostile-BoldExtendedTwo	Palatino-Bold	
Eurostile-ExtendedTwo	Palatino-BoldItalic	

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Geneva	Palatino-Italic
GillSans	Palatino-Roman
GillSans-Bold	StempelGaramond-Bold
GillSans-BoldCondensed	StempelGaramond-BoldItalic
GillSans-BoldItalic	StempelGaramond-Italic
GillSans-Condensed	StempelGaramond-Roman
GillSans-ExtraBold	Symbol
GillSans-Italic	Tekton
GillSans-Light	Times-Bold
GillSans-LightItalic	Times-BoldItalic
Goudy	Times-Italic
Goudy-Bold	Times-Roman
Goudy-BoldItalic	TimesNewRomanPS-BoldItalicMT
Goudy-ExtraBold	TimesNewRomanPS-BoldMT
Goudy-Italic	TimesNewRomanPS-ItalicMT
	TimesNewRomanPSMT

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Workaround Announced on the FAQ Page

Question:

Euro Fonts printing problem

Answer:

If Euro Fonts can't be printed by the PS driver, the following solutions may be effective.

Solution

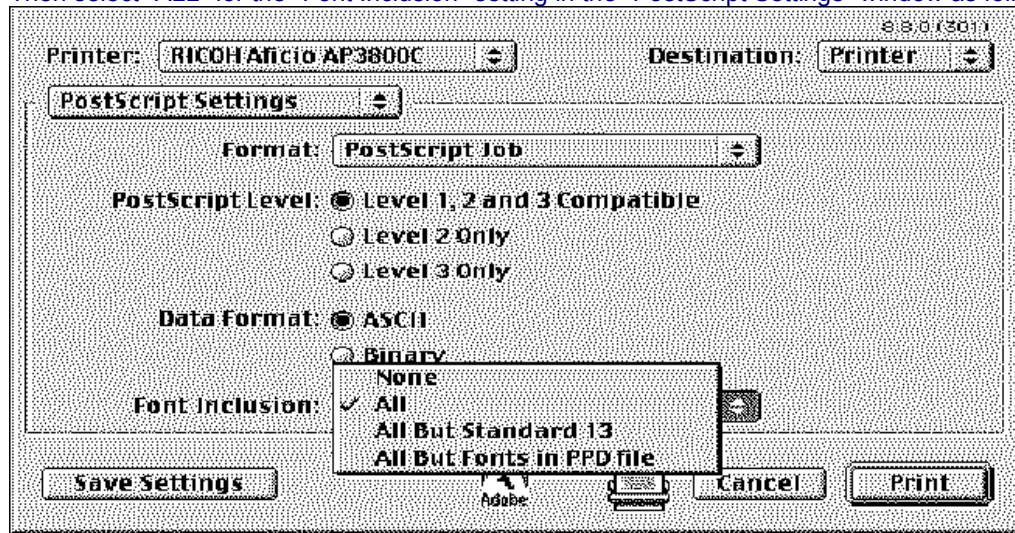
MacOS 9.x / 8.x

Use the AdobePS 8.8 printer driver.

Get the printer driver from the Adobe site on the web.

<http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh>

Then select "ALL" for the "Font Inclusion" setting in the "PostScript Settings" window as follows.



Windows 95

Update Windows95 to "Euro Currency Support for Windows95".

You can get it from the following URL.

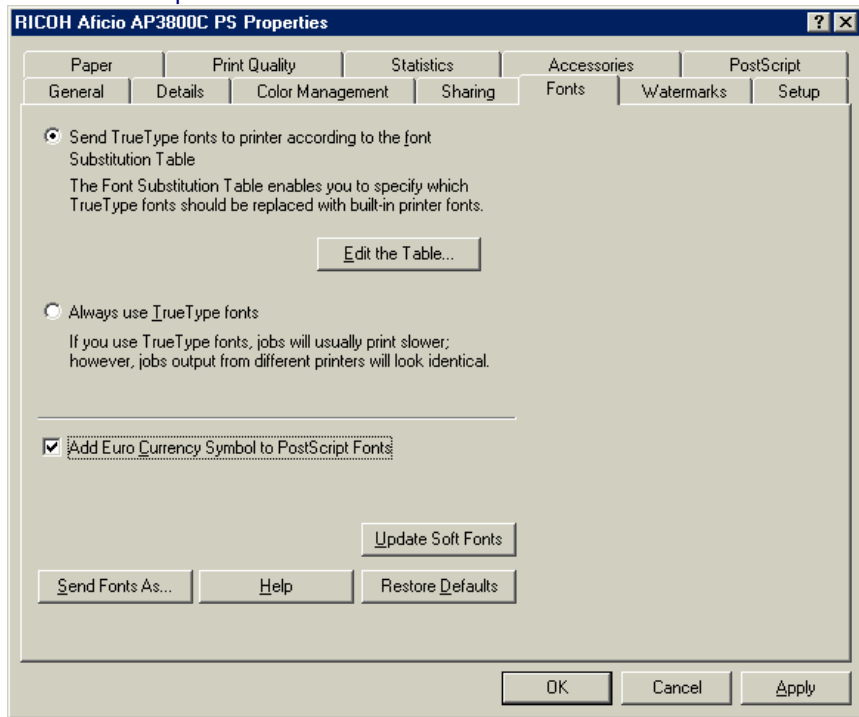
http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUFeatured/W95EuroPatch/Default.asp

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is available.

Check "Add Euro Currency Symbol to PostScript Fonts". (Before update, the check box doesn't work.)

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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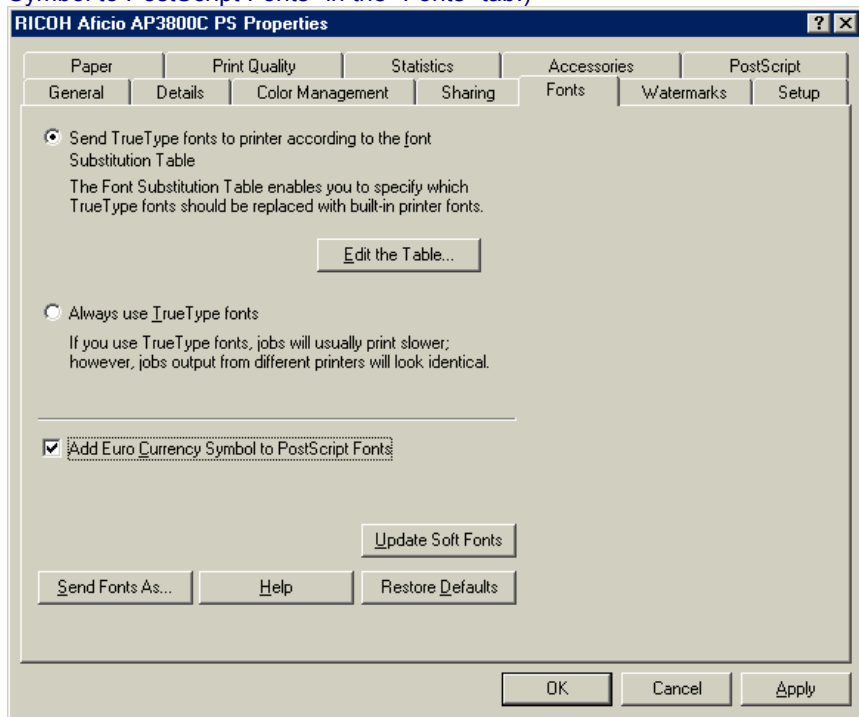
Windows95 after update



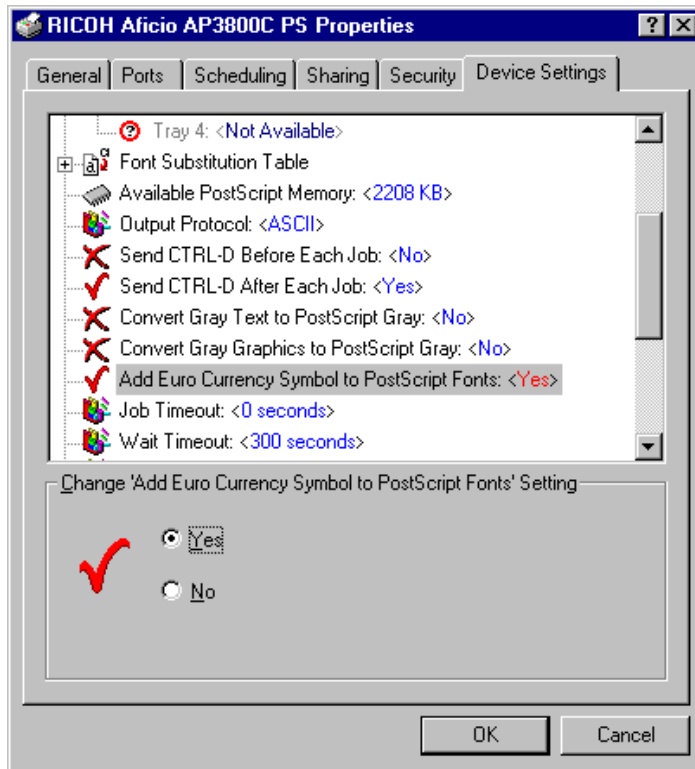
Windows 98 / ME / NT4.0 / XP

Check "Add Euro Currency Symbol to PostScript Fonts" .

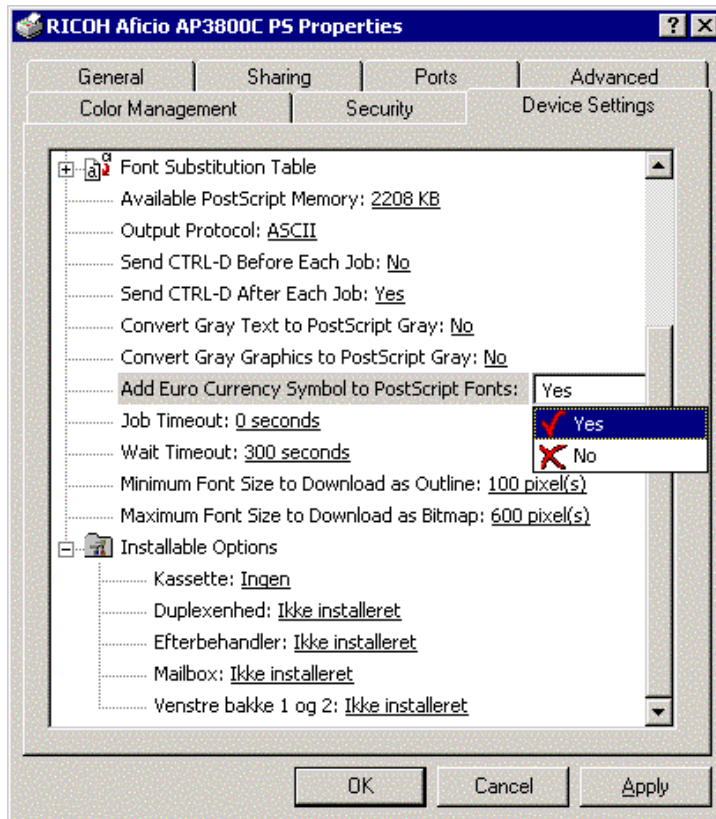
Windows 98 / ME (Note: The AdobePS driver version 4.3.1 or later has "Add Euro Currency Symbol to PostScript Fonts" in the "Fonts" tab.)



Windows NT4.0



Windows XP



Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Windows 2000

Update the printer driver to v5.5.2 or later.

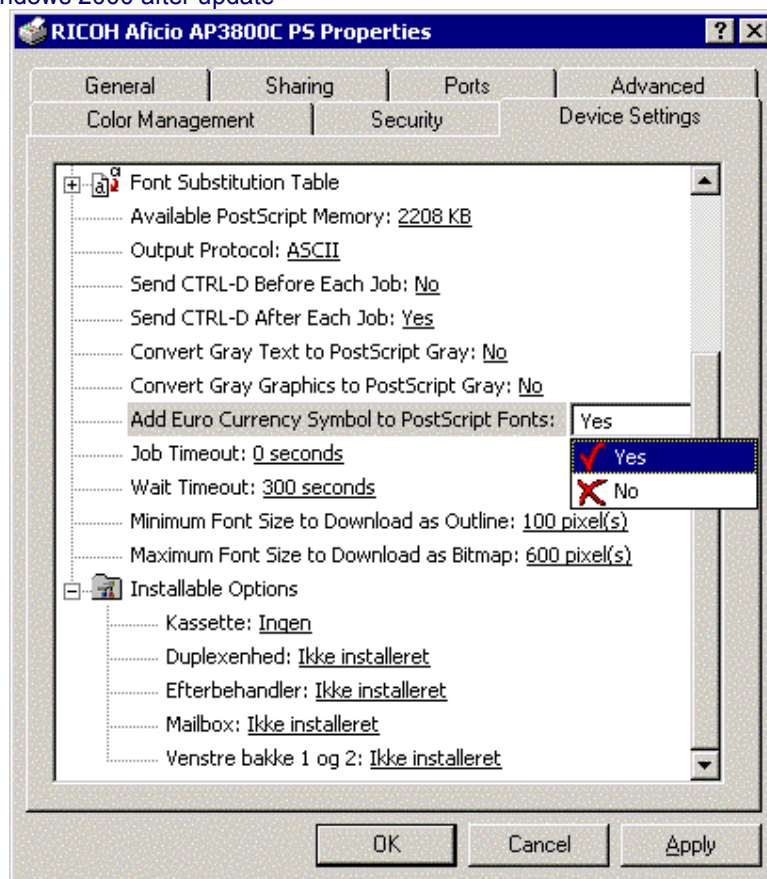
You can get it from the printer driver v1.0.6 on the Adobe web site that includes the W2000 driver v 5.5.2.

<http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Windows>

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is displayed.

Check "Add Euro Currency Symbol to PostScript Fonts".

Windows 2000 after update



Reissued: 12-Dec-02

Model: Model-K3	Date: 5-Sep-02	No.: RH310001b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional SG3 for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
F	63	1B2B	October Prod. '02
G	66	F00E	December Prod. '02

Symptom Corrected	Suffix
<i>Delays in international V.34 transmission may cause communication to fail.</i>	G
The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.	F
The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception.	E
If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.	E

Reissued: 12-Dec-02

Model: Model-K3	Date: 5-Sep-02	No.: RH310002a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: NICF Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional NICF for Model K3.

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02
G	3.4.5	2881	November Prod. '02

Symptom Corrected	Suffix
<i>When daylight saving is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver82 or later.</i>	G
<i>Added the following LAN switch: LAN switch 02 bit 4 Command address setting for sending reception confirmation mail 0: "MAIL FROM <>" -> mail address is NULL 1: "MAIL FROM <own mail address>" This switch enables the reception side's email address to be included in the above SMTP command when a reception confirmation mail is sent out to the transmitter, as some ISP servers will reject such mails when the address is not included to minimize spam mail.</i>	G
<i>The machine sometimes cannot access the server when SMTP authentication (SMTP-AUTH) is enabled.</i>	G
<i>An error occurs if an incoming fax is output to the Scan Router Professional server Fax In-Tray while there are no destinations registered in the server destination list.</i>	G
<i>IP Fax communication sometimes fails if the DIS/DCS signal has been set to 4 bytes.</i>	G
<i>Although not supported by machine specifications, the asterisk ("*") can be restored to the machine via Web Status Monitor as part of the Gateway address.</i>	G

Reissued: 12-Dec-02

Model: Model-K3	Date: 5-Sep-02	No.: RH310002a
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Symptom Corrected	Suffix
Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.	F
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to mainframe firmware ver.78 or later.	F
SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.	F
Added IMAP-Authenticate function.	F
The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.	F
The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.	F
An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.	F
Improved SNMP internal security measures.	F
When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.	F
No error occurs when Gatekeeper is enabled but doesn't respond.	F

Reissued: 12-Dec-02

Model: Model K3	Date: 5-Sep-02	No.: RH310004b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Model K3.

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
<i>N</i>	<i>82</i>	<i>8FEF</i>	<i>November Prod. '02</i>

Symptom Corrected	Suffix
<i>When daylight saving is enabled, the FCU does not inform the time to the NICF properly.</i> <i>Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.</i>	<i>N</i>
When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.	M
When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.	M
A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..	M
When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.	M
"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.	M

Model: Model K3		Date: 12-Dec-02	No.: RH310011
Subject: Service Manual Correction (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please apply the following revision to your Service Manuals.

Note: If the procedure described below is not performed, “FOD” will not appear on the System Parameter List.

Fax On Demand Installation Procedure (page 1-16) – Step 4 revision:

4. Plug in the machine and turn on the main power switch, then enable the Fax On Demand function (User Tools → Key Op. Tools → System Settings → Fax On Demand).

Note: Select “On with ID” or “On without ID”, depending on the customer's preference (see Operating Instructions <Advanced Features>, P.197).



Reissued: 12-Dec-02

Model: Model K3	Date: 5-Sep-02	No.: RH310004b
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Symptom Corrected	Suffix
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.	L
The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."	L
The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.	K
Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).	K
System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD	K
When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.	K
Firmware bug sometimes prevents normal completion of firmware update from the IC card.	J

Model: General RTB		Date: 27-Dec-02	No.: RGene012
Subject: GW Products - Hardware Ethernet Problem		Prepared by: T. Itoh	
From: Technical Services Sec. Service Planning 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"/> Other ()		

SYMPTOM

When the main switch is turned on, the error message “Hardware Ethernet Problem” may be displayed under the following condition on the GW-based products.

Conditions:

- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

SOLUTION

- Temporary Solution -

- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -

The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

Product Type	Product	Firmware Modification Cut-in Schedule
Fax	Kaiser 3	at next modification
Printer	Model-K P1	'03 January production run
	Model-K P2	
	Model-J P1b	
	Model-J CF	
	Model-U P1e	
	Model-A P3	'03 March production run
MFP	Model-R C2	at next modification run
	Model-A C2	'03 February production run
	Model-M C1	
	Model-U C1	

NOTE:
Firmware will be posted in the usual manner when it is released.

Reissued: 28-Feb-03

Model: Model K3	Date: 5-Sep-02	No.: RH310004c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services Sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Model K3.

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
<i>P</i>	<i>86</i>	<i>029C</i>	<i>February Prod. '03</i>

Symptom Corrected	Suffix
<i>Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.</i>	<i>P</i>
<i>Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.</i>	<i>P</i>
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.	N
When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.	M
When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.	M
A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..	M
When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.	M
"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.	M

Reissued: 28-Feb-03

Model: Model K3	Date: 5-Sep-02	No.: RH310004c
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Symptom Corrected	Suffix
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.	L
The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."	L
The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.	K
Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).	K
System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD	K
When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.	K
Firmware bug sometimes prevents normal completion of firmware update from the IC card.	J

Reissued: 5-Mar-03

Model: Model-K3	Date: 5-Sep-02	No.: RH310002b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: NICF Option ROM History (Model K3)		Prepared by: M. Mano	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the optional NICF for Model K3.

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02
G	3.4.5	2881	November Prod. '02
<i>H</i>	<i>3.4.6</i>	<i>B09A</i>	<i>February Prod. '03</i>

Symptom Corrected	Suffix
<i>The following is sometimes displayed when the Enter key is pressed inside the Move or Copy settings for Quick/Speed Dials (Web Status Monitor):</i> - <i>“Failed to perform due to an error.”</i> - <i>“System error occurred. Click [OK]...”</i>	<i>H</i>
<i>Restore via Web Status Monitor does not function when the Speed Dial data contains UUI (whether before or after editing).</i>	<i>H</i>
<i>The machine does not appear in the Set I/O Device menu in ScanRouter when it is in Energy Saver Mode.</i>	<i>H</i>

Reissued: 5-Mar-03

Model: Model-K3	Date: 5-Sep-02	No.: RH310002b
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Symptom Corrected	Suffix
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver82 or later.	G
Added the following LAN switch: LAN switch 02 bit 4 Command address setting for sending reception confirmation mail 0: "MAIL FROM <>" -> mail address is NULL 1: "MAIL FROM <own mail address>" This switch enables the reception side's email address to be included in the above SMTP command when a reception confirmation mail is sent out to the transmitter, as some ISP servers will reject such mails when the address is not included to minimize SPAM mail.	G
The machine sometimes cannot access the server when SMTP authentication (SMTP-AUTH) is enabled.	G
An error occurs if an incoming fax is output to the Scan Router Professional server Fax In-Tray while there are no destinations registered in the server destination list.	G
IP Fax communication sometimes fails if the DIS/DCS signal has been set to 4 bytes.	G
Although not supported by machine specification, the asterisk ("*") can be restored to the machine via Web Status Monitor as part of the Gateway address.	G
Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.	F
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to mainframe firmware ver.78 or later.	F
SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.	F
Added IMAP-Authenticate function.	F
The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.	F
The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.	F
An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.	F
Improved SNMP internal security measures.	F
When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.	F
No error occurs when Gatekeeper is enabled but doesn't respond.	F

Reissued: 21-Apr-03

Model: Model-K3	Date: 28-Oct-02	No.: RH310008a
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RTB Reissue

The items in bold italics have been added.

Subject: PS3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional PS3 for Model K3.

G3415950	Version	C.SUM	Production
A	1.00	2E30	1st Mass Prod.
B	1.01	DE51	October '02 Prod.
C	1.02	6CE7	March '03 Prod.

Symptom Corrected	Suffix
<i>A configuration error occurs because of the Media Type mismatch when the Media Type is set as an undefined value in a PS file. (FPR: R030020001)</i>	C
<i>Slow printing from AutoCAD. (FPR: RC02070001)</i>	C
<i>PJL commands for Edge to Edge printing are supported. - ON: "PJL SET EDGETOEDGE=YES" - OFF: "PJL SET EDGETOEDGE=NO"</i>	C
<i>PS print file printed as text. (FPR: RE02040013)</i>	C
The Euro currency character cannot be printed.	B
The print speed becomes slower after a PS3 job reset.	B
The machine sometimes freezes when printing from the UNIX Acrobat.	B
A line may be printed in areas it does not appear on the original.	B
CtlIDZ causes a PS error.	B
The machine sometimes displays "Load Custom Size" when the custom size is specified in Custom Page Definition.	B

Reissued: 27-May-03

Model: Model-K3	Date: 5-Sep-02	No.: RH310001c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional SG3 for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
F	63	1B2B	October Prod. '02
G	66	F00E	December Prod. '02
<i>H</i>	<i>69</i>	<i>B4E2</i>	<i>May Prod. '03</i>

Symptom Corrected	Suffix
<i>Reception may fail when a certain photo image is received.</i>	<i>H</i>
Delays in international V.34 transmission may cause communication to fail.	G
The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.	F
The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception.	E
If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.	E

Reissued: 27-Jun-03

Model: Model K3	Date: 5-Sep-02	No.: RH310004d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Model K3)		Prepared by: M. Mano	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Model K3.

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
P	86	029C	February Prod. '03
Q	89	741F	July Prod. '03

Symptom Corrected	Suffix
<i>An extra (unknown) counter appears on the system parameter list.</i>	Q
<i>Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.</i>	Q
<i>Some image data is sometimes missing from PDF files transferred as emails after reception in JBIG mode.</i>	Q
<i>The User Function Key LED sometimes does not light when recovering from Energy Saver Mode if the key is programmed for the Stamp function and the Stamp function is enabled (default).</i>	Q
Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.	P
Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.	P
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.	N

Reissued: 27-Jun-03

Model: Model K3	Date: 5-Sep-02	No.: RH310004d
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Symptom Corrected	Suffix
When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.	M
When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.	M
A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..	M
When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.	M
"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.	M
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.	L
The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."	L
The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.	K
Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).	K
System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD	K
When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.	K
Firmware bug sometimes prevents normal completion of firmware update from the IC card.	J

Reissued: 30-Jul-03

Model: Model-K3	Date: 5-Sep-02	No.: RH310001d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history of the optional SG3 kit for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
F	63	1B2B	October Prod. '02
G	66	F00E	December Prod. '02
H	69	B4E2	May Prod. '03
J	70	4897	July Prod. '03

Symptom Corrected	Suffix
<i>Reception is terminated when the DCS signal declares 600dpi resolution and mm-only capabilities.</i>	<i>J</i>
Reception may fail when a certain photo image is received.	H
Delays in international V.34 transmission may cause communication to fail.	G
The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.	F
The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception.	E
If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.	E

Reissued: 3-Oct-03

Model: Model-K3	Date: 5-Sep-02	No.: RH310001e
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RTB Correction

The items in bold italics have been corrected or added.

Subject: SG3 Option ROM History (Model K3)		Prepared by: M. Mano	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional SG3 for Model K3.

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
F	63	1B2B	October Prod. '02
G	66	F00E	December Prod. '02
H	69	B4E2	May Prod. '03
J	70	4897	July Prod. '03
<i>K</i>	<i>71</i>	<i>C128</i>	<i>October Prod. '03</i>

Symptom Corrected	Suffix
<i>A portion of the sample image on the Transfer Result Report is sometimes missing.</i>	<i>K</i>
<i>A portion of the image along the main scan direction is sometimes missing when sending with reduced image Tx at extra super fine resolution.</i>	<i>K</i>
Reception is terminated when the DCS signal declares 600dpi resolution and mm-only capabilities.	J
Reception may fail when a certain photo image is received.	H
Delays in international V.34 transmission may cause communication to fail.	G
The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.	F
The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception.	E
If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.	E

Reissued: 21-Apr-04

Model: Model-K3, Model S-F2	Date: 5-Sep-02	No.: RH310001f
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RTB Correction

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

(Model S-F2 has been added to this RTB, as this firmware is used on Models K3 and S-F2).

Subject: SG3 Option ROM History (Model K3 / Model S-F2)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history of the optional SG3 for Model K3 ***and Model S-F2.***

H3107235	Version	C.SUM	Production
D	54	83E2	1st Mass Prod.
E	61	5BCA	August Prod. '02
F	63	1B2B	October Prod. '02
G	66	F00E	December Prod. '02
H	69	B4E2	May Prod. '03
J	70	4897	July Prod. '03
K	71	C128	October Prod. '03

Symptom Corrected	Suffix
A portion of the sample image on the Transfer Results Report is sometimes missing.	K
A portion of the image along the main scan direction is sometimes missing when sending with reduced image Tx at extra super fine resolution.	K
Reception is terminated when the DCS signal declares 600dpi resolution and mm-only capabilities.	J
Reception may fail when a certain photo image is received.	H
Delays in international V.34 transmission may cause communication to fail.	G
The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol.	F
The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception.	E
If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side.	E

Model: Model K3		Date: 30-Apr-04	No.: RH310012
Subject: Server Domain Authentication		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (New feature adopted)		

Important Notes for Server Domain Authentication, a New Network Security Function

Server Domain Authentication has been applied to Models S-F2 (FAX4410L/4410NF) and K3 (FAX5510L) for improved network security. For information on the S-F2, please see RH556008.

Overview of "Server Domain Authentication"

Authentication limits machine access to users of Windows 2000, Windows Server 2003, or Windows NT4.0 domain controller. This new function allows the authentication administrator to improve security by monitoring machine usage.

To Enable this Feature

- To introduce this feature, the **FCU** and **NIC** firmware have been updated from the following production months.
 - S-F2: From Jan 2004 production
 - K3: From Dec 2003 production

Cut-in Serial Numbers (S-F2):

Model Code	Production	Cut-in S/N
H310-17	December Prod. '03	From A373120001
H311-17	December Prod. '03	From A383120001
H210-17 (NIC Fax Unit)	December Prod. '03	A blue sticker is attached on the carton box (both sides; 2 locations) of upgraded unit.

- The modified firmware has been released as the following versions.

Firmware versions (Model K3):

Part Number	Description	Version
H3107200R	FCU	V93
H2107230J	NIC	V3.5.0

- On all machines, a bit switch setting is necessary to activate this feature.** See the procedure below.

Model: Model K3	Date: 30-Apr-04	No.: RH310012
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Updating the FCU and NIC Firmware in the Field to Activate Server Domain Authentication

1. If the machine was produced before the above cut-in serial numbers, update to the FCU and NIC firmware versions listed above (see the Service Manual for the update procedure).
2. Set **System Bit Switch 1A, bit 2** to a value of **1**.

System Switch 1A		
No	FUNCTION	COMMENTS
0	Simultaneous broadcasting 0: Disabled 1: Enabled	This determines whether broadcasting is done by sending to each station consecutively, or simultaneously using more than one outgoing line (up to two outgoing lines can be used simultaneously).
1*	Not used	Do not change the setting.
2	Server Domain Authentication 0: Disabled, 1: Enabled	
3-7*	Not used	Do not change these settings.

3. Users then program all necessary items at both the product and server sides, as explained in the Operating Instructions.

Supplementary

- **Authentication administrator password**

If the end user should forget the authentication administrator password, a service visit is necessary to allow the password to be reprogrammed.

- From the machine operation panel:
Access *Auth. Password* and enter the service password "rifmaint".
- From a Web browser:
Access *Setup -- Authentication Administrator Password* and enter the service password "rifmaint".

Important:

1. Do not disclose this service password to end users.
2. Please advise end users to store their password in a safe and secure place.

Reissued: 30-Apr-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002c
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RTB Correction

The items in bold italics have been corrected or added.

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

We hereby inform you of NIC firmware history for the Model K3

(Common to all regions)

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02
G	3.4.5	2881	November Prod. '02
H	3.4.6	B09A	February Prod. '03
J	3.5.0	756B	December Prod. '03

Symptom Corrected	Suffix
<p>Modified to support Server Domain Authentication. (Refer to RTB RH310012 for details.)</p> <p>Note: In addition to this NIC version, it is also necessary to update to FCU v93 in order to use this feature.</p> <p>Swedish wording error: The word corresponding to "Restore" was incorrect.</p>	J
The following is sometimes displayed when the Enter key is pressed inside the Move or Copy settings for Quick/Speed Dials (Web Status Monitor): - "Failed to perform due to an error." - "System error occurred. Click [OK]..."	H
Restore via Web Status Monitor does not function when the Speed Dial data contains UUI (whether before or after editing).	H
The machine does not appear in the Set I/O Device menu in ScanRouter when it is in Energy Saver Mode.	H
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver82 or later.	G

Reissued: 30-Apr-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002c
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Symptom Corrected	Suffix
<p>Added the following LAN switch: LAN switch 02 bit 4 Command address setting for sending reception confirmation mail 0: "MAIL FROM <>" -> mail address is NULL 1: "MAIL FROM <own mail address>" This switch enables the reception side's email address to be included in the above SMTP command when a reception confirmation mail is sent out to the transmitter, as some ISP servers will reject such mails when the address is not included to minimize SPAM mail.</p>	G
The machine sometimes cannot access the server when SMTP authentication (SMTP-AUTH) is enabled.	G
An error occurs if an incoming fax is output to the Scan Router Professional server Fax In-Tray while there are no destinations registered in the server destination list.	G
IP Fax communication sometimes fails if the DIS/DCS signal has been set to 4 bytes.	G
Although not supported by machine specification, the asterisk ("*") can be restored to the machine via Web Status Monitor as part of the Gateway address.	G
Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.	F
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to mainframe firmware ver.78 or later.</p>	F
SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.	F
Added IMAP-Authenticate function.	F
The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.	F
The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.	F
An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.	F
Improved SNMP internal security measures.	F
When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.	F
No error occurs when Gatekeeper is enabled but doesn't respond.	F

Reissued: 11-May-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002d
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RTB Correction

The items in bold italics have been corrected or added.

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

We hereby inform you of NIC firmware history for the Model K3.

(Common to all regions)

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02
G	3.4.5	2881	November Prod. '02
H	3.4.6	B09A	February Prod. '03
J	3.5.0	756B	December Prod. '03
<i>K</i>	<i>3.5.1</i>	<i>517D</i>	<i>February Prod. '04</i>

Symptom Corrected	Suffix
<i>Part of the image data is altered when sent by multiple-buffer ECM transmission, passing through a Cisco Gateway before being received.</i>	<i>K</i>
Modified to support Server Domain Authentication. (Refer to the RTB RH310012 for details.) Note: In addition to this NIC version, it is also necessary to update to FCU v93 in order to use this feature.	J
Swedish wording error: The word corresponding to "Restore" was incorrect.	
The following is sometimes displayed when the Enter key is pressed inside the Move or Copy settings for Quick/Speed Dials (Web Status Monitor): - "Failed to perform due to an error." - "System error occurred. Click [OK]..."	H
Restore via Web Status Monitor does not function when the Speed Dial data contains UUI (whether before or after editing).	H
The machine does not appear in the Set I/O Device menu in ScanRouter when it is in Energy Saver Mode.	H
When daylight savings is enabled, the FCU does not inform the time to the NICEF properly. Note: When the firmware is installed in machines with an NICEF, it is also necessary to update the NICEF firmware to ver82 or later.	G

Reissued: 11-May-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002d
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Symptom Corrected	Suffix
<p>Added the following LAN switch: LAN switch 02 bit 4 Command address setting for sending reception confirmation mail 0: "MAIL FROM <>" -> mail address is NULL 1: "MAIL FROM <own mail address>"</p> <p>This switch enables the reception side's email address to be included in the above SMTP command when a reception confirmation mail is sent out to the transmitter, as some ISP servers will reject such mails when the address is not included to minimize SPAM mail.</p>	G
The machine sometimes cannot access the server when SMTP authentication (SMTP-AUTH) is enabled.	G
An error occurs if an incoming fax is output to the Scan Router Professional server Fax In-Tray while there are no destinations registered in the server destination list.	G
IP Fax communication sometimes fails if the DIS/DCS signal has been set to 4 bytes.	G
Although not supported by machine specification, the asterisk ("*") can be restored to the machine via Web Status Monitor as part of the Gateway address.	G
Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.	F
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled</p> <p>Note: It is necessary to update to mainframe firmware ver.78 or later.</p>	F
SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.	F
Added IMAP-Authenticate function.	F
The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.	F
The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.	F
An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.	F
Improved SNMP internal security measures.	F
When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.	F
No error occurs when Gatekeeper is enabled but doesn't respond.	F

Reissued: 30-Apr-04

Model: Model K3	Date: 28-Feb-03	No.: RH310004e
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RTB Reissue

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

Subject: ROM History (Model K3)		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Model K3.

(For NA Model)

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
P	86	029C	February Prod. '03
Q	89	741F	July Prod. '03
<i>R</i>	<i>93</i>	<i>4DE1</i>	<i>December Prod. '03</i>

Symptom Corrected	Suffix
<i>Modified to support Server Domain Authentication. (Refer to RTB RH310012 for details.)</i> <i>Note: In addition to this FCU version, it is also necessary to update to NIC v3.5.0 in order to use this feature.</i>	<i>R</i>
An extra (unknown) counter appears on the system parameter list.	Q
Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.	Q
Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode.	Q
The User Function Key LED sometimes does not light when recovering from Energy Saver Mode if the key is programmed for the Stamp function and the Stamp function is enabled (default).	Q
Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.	P
Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.	P

Reissued: 30-Apr-04

Model: Model K3		Date: 28-Feb-03	No.: RH310004e
Symptom Corrected		Suffix	
<p>When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.</p>		N	
<p>When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.</p>		M	
<p>When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.</p>		M	
<p>A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..</p>		M	
<p>When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.</p>		M	
<p>“Urgent” is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.</p>		M	
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.</p>		L	
<p>The machine used the value set in “Volume – Scroll Key” as the volume level for the blank sheet detection alarm, instead of using the one set in “Volume – Alarm.”</p>		L	
<p>The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.</p>		K	
<p>Sometimes the 1-bit Japanese Kana characters in the Tx machine’s RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).</p>		K	
<p>System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD</p>		K	
<p>When the receiving machine is “mm” mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.</p>		K	
<p>Firmware bug sometimes prevents normal completion of firmware update from the IC card.</p>		J	

Reissued: 29-Jul-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002e
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RTB Correction

The items in bold italics have been corrected or added.

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

We hereby inform you of the NIC firmware history for the Model K3.

(Common to all regions)

H2107230	Version	C.SUM	Production
E	3.3.9	9A42	1st Mass Prod.
F	3.4.2	CD3F	September Prod. '02
G	3.4.5	2881	November Prod. '02
H	3.4.6	B09A	February Prod. '03
J	3.5.0	756B	December Prod. '03
K	3.5.1	517D	February Prod. '04
L	3.5.2	F789	July Prod. '04

Symptom Corrected	Suffix
<ul style="list-style-type: none"> - <i>The image appears corrupted when it is sent by ECM transmission through a Cisco Gateway.</i> - <i>Automatic line switching does not work when the receiving machine is connected to a Cisco Gateway.</i> - <i>The information about the receiving machine does not appear on the operation panel or transmission results report of the sending machine.</i> <p>Other:</p> <ul style="list-style-type: none"> - <i>Modified so that the machine can be used with any version of IOS (Gateway software).</i> 	L
Part of the image data is altered when sent by multiple-buffer ECM transmission, passing through a Cisco Gateway before being received.	K
Modified to support Server Domain Authentication. (Refer to the RTB RH310012 for details) Note: In addition to this NIC version, it is also necessary to update to FCU v93 in order to use this feature.	J
Swedish wording error: The word corresponding to "Restore" was incorrect.	
The following is sometimes displayed when the Enter key is pressed inside the Move or Copy settings for Quick/Speed Dials (Web Status Monitor): - "Failed to perform due to an error." - "System error occurred. Click [OK]..."	H
Restore via Web Status Monitor does not function when the Speed Dial data contains UUI (whether before or after editing).	H
The machine does not appear in the Set I/O Device menu in ScanRouter when it is in Energy Saver Mode.	H

Reissued: 29-Jul-04

Model: Model K3	Date: 5-Sep-02	No.: RH310002e
Symptom Corrected		Suffix
<p>When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver82 or later.</p>		G
<p>Added the following LAN switch: LAN switch 02 bit 4 Command address setting for sending reception confirmation mail 0: "MAIL FROM <>" -> mail address is NULL 1: "MAIL FROM <own mail address>" This switch enables the reception side's email address to be included in the above SMTP command when a reception confirmation mail is sent out to the transmitter, as some ISP servers will reject such mails when the address is not included to minimize SPAM mail.</p>		G
<p>The machine sometimes cannot access the server when SMTP authentication (SMTP-AUTH) is enabled.</p>		G
<p>An error occurs if an incoming fax is output to the Scan Router Professional server Fax In-Tray while there are no destinations registered in the server destination list.</p>		G
<p>IP Fax communication sometimes fails if the DIS/DCS signal has been set to 4 bytes.</p>		G
<p>Although not supported by machine specification, the asterisk ("*") can be restored to the machine via Web Status Monitor as part of the Gateway address.</p>		G
<p>Quick Dial, Speed Dial or manually-input Group entries sometimes remain even after being deleted from a Group and then restored to the machine through the Web Status Monitor.</p>		F
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to mainframe firmware ver.78 or later.</p>		F
<p>SUB/SEP/SID/PWD can now be entered as IP-Fax dial options of up to 20 digits with Web Status Monitor.</p>		F
<p>Added IMAP-Authenticate function.</p>		F
<p>The machine shows error code 12-50 (server address not registered) even when Scan Router is disabled.</p>		F
<p>The Check Backup File function is now performed automatically when "Perform Restoration" is chosen, even when the Check Backup File button is not selected manually.</p>		F
<p>An error sometimes does not occur even when an incorrect Gatekeeper IP address is registered.</p>		F
<p>Improved SNMP internal security measures.</p>		F
<p>When Web Status monitor tries to upload an IP-Fax via Gateway address, consisting of the Gateway IP address plus fax number, only the IP address portion is uploaded and registered.</p>		F
<p>No error occurs when Gatekeeper is enabled but doesn't respond.</p>		F

Reissued: 20-Jan-05

Model: Model K3	Date: 28-Feb-03	No.: RH310004f
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RTB Reissue

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

Subject: ROM History (Model K3)		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Model K3.

(For NA Model)

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
P	86	029C	February Prod. '03
Q	89	741F	July Prod. '03
R	93	4DE1	December Prod. '03
<i>T</i>	<i>96</i>	<i>8B10</i>	<i>July Prod. '04</i>

Symptom Corrected	Suffix
<i>The SC sign never goes off until a technician turns off the SC sign.</i>	<i>T</i>
Modified to support Server Domain Authentication. (Refer to the RTB RH310012 for details.) Note: In addition to this FCU version, it is also necessary to update to NIC v3.5.0 in order to use this feature.	R
An extra (unknown) counter appears on the system parameter list.	Q
Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.	Q
Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode.	Q
The User Function Key LED sometimes does not light when recovering from Energy Saver Mode if the key is programmed for the Stamp function and the Stamp function is enabled (default).	Q
Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.	P
Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.	P

Reissued: 20-Jan-05

Model: Model K3		Date: 28-Feb-03	No.: RH310004f
Symptom Corrected		Suffix	
<p>When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.</p>		N	
<p>When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.</p>		M	
<p>When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.</p>		M	
<p>A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..</p>		M	
<p>When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.</p>		M	
<p>“Urgent” is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.</p>		M	
<p>Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.</p>		L	
<p>The machine used the value set in “Volume – Scroll Key” as the volume level for the blank sheet detection alarm, instead of using the one set in “Volume – Alarm.”</p>		L	
<p>The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.</p>		K	
<p>Sometimes the 1-bit Japanese Kana characters in the Tx machine’s RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).</p>		K	
<p>System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD</p>		K	
<p>When the receiving machine is “mm” mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.</p>		K	
<p>Firmware bug sometimes prevents normal completion of firmware update from the IC card.</p>		J	

Reissued: 20-Jan-05

Model: Model K3	Date: 28-Feb-03	No.: RH310004g
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RTB Reissue

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

Subject: ROM History (Model K3)		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Model K3.

(For NA Model)

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
P	86	029C	February Prod. '03
Q	89	741F	July Prod. '03
R	93	4DE1	December Prod. '03
T	96	8B10	July Prod. '04
V	97	79CE	Oct Prod. '04

Symptom Corrected	Suffix
<p><i>Some data is not printed out under these conditions:</i></p> <ul style="list-style-type: none"> - <i>The machine receives in fine mode (200x400dpi) in JBIG mode, and then,</i> - <i>The machine prints out the file in super fine mode (400x400dpi)</i> 	V
<p><i>If the machine receives data sent by IP-FAX (T.38) while in Energy Saver Mode, the machine recovers but sometimes the data is not printed out.</i></p>	V
Never go off the SC sign until CE take of the SC sign off	T
Modified to support Server Domain Authentication. (Refer to the RTB RH310012 for details). Note: In addition to this FCU version, it is also necessary to update to NIC v3.5.0 in order to use this feature.	R
An extra (unknown) counter appears on the system parameter list.	Q
Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.	Q
Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode.	Q

Reissued: 20-Jan-05

Model: Model K3		Date: 28-Feb-03	No.: RH310004g
Symptom Corrected		Suffix	
The User Function Key LED sometimes does not light when recovering from Energy Saver Mode if the key is programmed for the Stamp function and the Stamp function is enabled (default).		Q	
Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.		P	
Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.		P	
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.		N	
When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.		M	
When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.		M	
A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..		M	
When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.		M	
"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.		M	
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.		L	
The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."		L	
The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.		K	
Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).		K	
System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD		K	
When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.		K	
Firmware bug sometimes prevents normal completion of firmware update from the IC card.		J	

Model: Model K3		Date: 20-Jan-05	No.: RH310013
Subject: Fusing Error SC Control Process		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Symptom

The machine cannot print out any data.

Cause

Firmware bug:

A fusing SC error occurs (Type-A), but sometimes the operator can clear it with a power Off/On.

Note:

- The firmware bug clears the fusing SC in these 3 cases:

Fusing temperature when job starts:	Timing of fusing SC:
Below 120°C	Within 4.5 min. after fusing starts
120°C or higher	Within 90 sec. after fusing starts
---	Within 2 min. after any key is pressed in the Ready condition (S-C1 series only)

- Normally, Type-A SC codes can only be reset when a service technician executes SP5-810 OR changes Plotter bit SW01, bit 0 to a value of "1".

Solution

Production:

Firmware modification: **v96**

- Applied from: July 2004

- Details: RTB RH310004f

Model: Model K3

Date: 20-Jan-05

No.: RH310013

Action in the Field:

Do the following if you receive any reports from the field. **This is important** because you need to fix the original problem with the fusing unit.

BEFORE BEGINNING:

Set System bit SW02, bit 0 (Memory File Transfer) to a value of "1".
This makes a backup of any data inside the machine.

Procedure:

1. Pull out the cassette.

Note: This will make sure the machine does not receive any data while you work.

2. Turn the main power Off/On, or press "*" and "#" at the same time, and hold for at least 10 seconds.

3. Update the firmware to **v96 or later**.

4. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "1."

Note: This will reset the fusing error SC record.

5. Push in the cassette.

6. After about 30 seconds, the machine will display a fusing SC.

7. Take the correct action for the SC that is displayed.

8. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "1."

Important Note for When Updating from v95 or Earlier to v96 or Later

When updating from v95 or earlier to v96 or later, make sure to:

1. Update the firmware to **v96 or later**.

2. Then, execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "1."

Note: This will reset the fusing error SC record.

Reissued: 4-Mar-05

Model: Model K3	Date: 28-Feb-03	No.: RH310004h
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RTB Reissue

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

Subject: ROM History (Model K3)		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Model K3.

(For NA Model)

H3107200	Version	C.SUM	Production
H	74	6ED0	1st Mass Prod.
J	75	C553	July Prod. '02
K	77	6E97	August Prod. '02
L	78	2E0A	September Prod. '02
M	81	9E71	October Prod. '02
N	82	8FEF	November Prod. '02
P	86	029C	February Prod. '03
Q	89	741F	July Prod. '03
R	93	4DE1	December Prod. '03
T	96	8B10	July Prod. '04
V	97	79CE	Oct Prod. '04
<i>W</i>	<i>A0</i>	<i>61C3</i>	<i>February. '05</i>

Symptom Corrected	Suffix
<i>Firmware modified to correct the following: -Even when the user enables the Energy Save Timer, the machine prints out the incoming fax data immediately.</i>	<i>W</i>
Some data is not printed out under these conditions: - The machine receives in fine mode (200x400dpi) in JBIG mode, and then, - The machine prints out the file in super fine mode (400x400dpi)	V
If the machine receives data sent by IP-FAX (T.38) while in Energy Saver Mode, the machine recovers but sometimes the data is not printed out.	V
Never go off the SC sign until CE take of the SC sign off	T
Modified to support Server Domain Authentication. (Refer to the RTB RH310012 for details). Note: In addition to this FCU version, it is also necessary to update to NIC v3.5.0 in order to use this feature.	R
An extra (unknown) counter appears on the system parameter list.	Q
Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.	Q

Reissued: 4-Mar-05

Model: Model K3		Date: 28-Feb-03	No.: RH310004h
Symptom Corrected		Suffix	
Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode.		Q	
The User Function Key LED sometimes does not light when recovering from Energy Saver Mode if the key is programmed for the Stamp function and the Stamp function is enabled (default).		Q	
Modified for use with the new Compact Flash type 40MB memory. Note: The new type will only work with this firmware version or newer. The previous Silicon Disk type will work with all versions.		P	
Groups 10 to 30 are not printed on the Dial Label if programmed with Quick Dial keys.		P	
When daylight savings is enabled, the FCU does not inform the time to the NICF properly. Note: When the firmware is installed in machines with an NICF, it is also necessary to update the NICF firmware to ver. 3.4.5 or later.		N	
When the receiving CED signal level is too high with respect to the receiving NSF/DIS signal level, the machine may not detect the NSF/DIS signal.		M	
When the blank destination data is restored to the machine via Web Status Monitor, the previous destination data will remain on the machine.		M	
A document stored with Fax On Demand cannot be simultaneously accessed from multiple lines..		M	
When bit6 of System Switch 00 is set at 1 (protocol dump list output enabled), the previous G3 protocol dump list prints out after IP-Fax transmission.		M	
"Urgent" is added to the email subject when the mail is received by Manual Receive and then transferred to the PC.		M	
Added bit 3 to LAN SW 0C: Notification of Scan Router server address check error (red LED): 0: Enabled 1: Disabled Note: It is necessary to update to NICF firmware ver.3.4.2 or later.		L	
The machine used the value set in "Volume – Scroll Key" as the volume level for the blank sheet detection alarm, instead of using the one set in "Volume – Alarm."		L	
The time limit used for fax communication, which terminates a connection after a certain amount of time to prevent freezing, has been applied to mail reception as well.		K	
Sometimes the 1-bit Japanese Kana characters in the Tx machine's RTI/TID are displayed garbled at the Rx side (Tx: Japanese model, Rx: NA model).		K	
System Parameter List spelling correction (name of the Function Upgrade Unit): Incorrect: FUNCTION BOAD Correct: FUNCTION BOARD		K	
When the receiving machine is "mm" mode and the transmission performs inch to mm conversion, the received image data is shrunk in the main scan direction and stretched in the sub scan direction.		K	
Firmware bug sometimes prevents normal completion of firmware update from the IC card.		J	