

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b
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RTB Reissue

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

Subject: Service remarks at installation		Prepared by: T. Itoh	
From: Technical Service 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 type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (Specification change)		

Please note the following change in counter specification. Although a production line modification will not be applied to some products, the action described in 4. *Important Notes for Installation* below must be taken for **all products** at installation.

Overview:

Electronic counters will now be set to **0** when released from the factory, instead of being set to a negative value.

Background:

Previously, counters were set to a negative value when shipped from the factory, and later set to "0" at installation, following installation test copies/prints. However this may cause confusion among some customers as to why the counter value at the commencement of the contract is "0", even though some installation test copies have already been made.

Details:

1. Specification Change

	Specification
Current	<ul style="list-style-type: none"> The initial value of the electrical counter is <u>negative</u> when products are shipped from the factory. <p>Note: After making test samples at installation, the negative counter value can be set to "0" with SP mode.</p>
New	<ul style="list-style-type: none"> The initial value of the electrical counter is <u>"0"</u> when products are shipped from the factory. <p>Note: After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode.</p>

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2. Firmware Modification

Due to the counter modification, SP5-849 has also been changed as follows for products that have this SP mode (listed below).

	SP mode name:	Specification:
Current	Counter Clear Day	<ul style="list-style-type: none"> When the electrical counter is changed <u>from a negative value to 0</u>, the machine recognizes this as the counter clear day and stores this date in the NVRAM.
New	Installation Date	<ul style="list-style-type: none"> When the electrical counter <u>reaches a value of 20</u>, the machine recognizes this as the installation date and stores this date in the NVRAM.

NOTE: The following products have SP5-849. The new firmware for these products has not yet been released. However the release notes for each will clearly mention the new firmware version.

New products: Bellini-C2, Adonis C3
 Current products: Martini C1, Model-U C1

3. Schedule for the Counter Modification

The following is the current schedule for when the counter modification will be applied. Please note that there are some models to which the change will not be applied (marked as "---"), due to production schedules, production lot quantities and sales figures.

NOTE: The actual cut-in months that have been confirmed appear in the "Cut-in production month" column below. This RTB will be reissued when these dates have been confirmed for the remaining products.

(1) New products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Bellini C2	B070	2003.03	<i>April '03 production</i>
Adonis C3	B079/82	2003.03	First mass production lot
Model J-P2	G080	2003.03	<i>March '03 production</i>
Model J-P2 CF	G367	2003.03	<i>March '03 production</i>
Model AR- P1	G081/92	2003.03	<i>March '03 production</i>
Model K-C1a	B120	2003.03	<i>March '03 production</i>

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(2) Current products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Digital B&W Copiers			
Bellini C1	A294	---	---
Martini C1	B064/65	2003.03	April '03 production (see Note)
Model M-C2b	B098	2003.03	March '03 production
Adonis C2	B003/04/06/07	---	---
Russian C2	B022/27/31	2003.03	February '03 production
Model K-C1	B039/40/43	2003.03	March '03 production
Stella C1	B044/45/46/49	2003.03	March '03 production
Digital WF Copiers			
Dolphin	B010	2003.03	March '03 production
Analog Copiers			
All products	-	---	---
J2SS-C3	B047/48	(See Note)	March '03 production
Whale	A174		March '03 production
Color Copiers			
Model I2	B018	---	---
Model L2	B017	---	---
Model C2	B023	2003.02	February '03 production
Model U-C1	B051/52	2003.03	April '03 production
Color Printers			
Model J-P1	G060	---	---
Model J-P1 CF	G570	---	---
Model U-P1	G071	2003.03	March '03 production
Pomelo P3	G063	2003.03	March '03 production

NOTE: The counter change will be applied as a running change to production units only. For machines already shipped out or in the field, please be sure to take the action described below in Section 4.

NOTE: *For Martini-C1 mainframes assembled in Japan, the counter change will be applied from the first unit of April '03 production. For mainframes assembled at REI, the change will be applied midway through April production. These cut-in serial numbers will be announced as soon as they have been confirmed.*

NOTE: *The change will also be applied to analog models J2SS-C3 and Whale, as production will continue for a while. However, as these models use only mechanical counters, the initial value when shipped from the factory will be 1 or 2 (not 0), following the 1 or 2 factory test copies.*

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4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

1. If the product is from before the counter modification, i.e. the counter is at a negative value, be sure to set the counter value to 0 **first**, then make the installation test samples.

Digital products	Set the electrical counter to 0 with SP mode.
Analog products	Set the mechanical counter to 0 with a reset key (tool).

2. If the product is modified, i.e. the counter is already at 0 (or above 0 following pre-installation at a service depot), simply make the installation test samples.
3. After completing the installation, make sure to **record the counter value**. This is very important, as this value will be used for billing with Meter Click contracts. Also, inform the customer of the value along with the reason why the counter does not start from "0".

Model: Model J-P2CF		Date: 30-Apr-03	No.: RG367001
Subject: Firmware Modification		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Firmware modification history for the Model J-P2CF (details begin on page 2).

	Controller DIMM1			Controller DIMM 2		IPU	Operation Panel
Firmware Type	CF System / Netfile Application	Copier Application	Printer Application	Scanner Application	NIB	Scanner IPU	LCDC
Remarks							

RTB Revision List

[illegible]

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001
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[Modification History]
1. CF System / Netfile Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G3676686	1.09	---	Firmware installed from the first mass production run.	January, 03
G3676686A	1.10	4DBA	<p>The following have been fixed.</p> <ul style="list-style-type: none"> Productivity drops to 6.8cpm when all of the following conditions are met: <ol style="list-style-type: none"> Copy mode Thick Paper or OHP mode B/W copies (B/W mode), copies using Bk only or Y only (single color mode), copies using both Bk and Y (two-color mode). Copy jobs of 1 to 2 or greater (both ADF and platen cover). SC991 occurs when selecting the paper type for bypass feed with system settings. <p>The following have been changed:</p> <ul style="list-style-type: none"> SC392, SC690, and SC692 have been added. The default mode for Copier has been changed to B/W mode. 	February, 03
G3676686B	1.12	82D0	<ul style="list-style-type: none"> Supports the key card interface due to a customization request. Note: To activate this function, it is necessary to use engine main firmware version 1.05 or newer. The following have been fixed: <ul style="list-style-type: none"> The data of the scanned original comes out abnormal when scanned in Document Server mode with "mixed size" and "combine" selected. SC687 with reduction/enlargement in OHP/thick paper mode (Copier). The "Previous Setting" for ACC is not applied right away after it is selected. 	April, 03

NOTE: Machines containing v1.09 have been reworked locally.

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001
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2. Copy Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G3676690A	1.09	CB4F	Firmware installed from the first mass production run.	January, 03
G3676690B	1.10	FAF2	The following problem has been fixed. <ul style="list-style-type: none">• The job is interrupted when the copy paper and slip sheets are the same size.	February, 03

3. Printer Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3676685	1.09	A8D9	Firmware installed from the first mass production run.	January, 03
G3676685B	1.12	D688	The following have been fixed. <ul style="list-style-type: none">- Barcodes appear separated (shifted) when printed out (GFPR#RE03010016).- Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004).- A PS error occurs when an unknown media type is specified (GFPR# RE03010003).- Selecting a HDD font or DIMM font may reduce available memory.- Supports SAP Barcode & OCR printing. Other changes: <ul style="list-style-type: none">- The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", because the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	April, 03

4. Scanner Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675386	2.08b	F942	Firmware installed from the first mass production run.	January, 03

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001
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5. CF NIB Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675385	3.0.1	547A	Firmware installed from the first mass production run.	January, 03

6. Scanner IPU Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705350L	1.20	A856	Firmware installed from the first mass production run.	January, 03
G5705350M	1.21	AAA2	The filter coefficient for text/photo separation has been changed in text mode.	March, 03

7. LCDC Firmware**[For NA version]**

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705432	3.04	A7BF	Firmware installed from the first mass production run.	January, 03

[For EU/Asia version]

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705433	3.04	9849	Firmware installed from the first mass production run.	January, 03

Model: Model J-P2CF		Date: 7-May-03	No.: RG367002
Subject: Key card interface support		Prepared by: H.Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (Customization)		

The Model J-P2CF supports the key card interface, beginning from the software versions listed below. The following explains how to enable the feature as well as the necessary specification changes made.

1. SP mode settings:

SP5	Mode Number	Function and [Setting]
113	Optional Counter Type	Selects the corresponding key for installed key card devices. <u>[0~12 / 0 / 1 step]</u> 0 None. 11 Exp. Key Card (Add) 12 Exp. Key Card (Deduct)
120	Opt. Counter Reset	Selects the timing for when the job settings are reset in cases where the available credit on the key card reaches its limit or the key card is removed. <u>[0~2 / 0 / 1 step]</u> 0: Reset immediately. 1: Reset immediately if removal/expiration occurs before the job is initiated, or at the completion of the job if removal/expiration occurs during the job. 2: Do not reset.
121	KeyCounter Up Timing	Determines whether the key card counts up at paper feed or at paper exit. <u>[0~1 / 0 / 1 step]</u> 0: Feed 1: Exit Note: The total counter is not affected by this SP mode.

Model: Model J-P2CF

Date: 7-May-03

No.: RG367002

2. UP mode settings:

“External Charge Unit Management” will be added to UP Mode, but in order to display this, it is necessary to set SP5-113 above to **11** or **12**.

From “External Charge Unit Management”, it is possible to select the primary machine function(s) for which the key card device is to be used (i.e. Copier and/or Document Server).

3. Hardware interface:

BCU boards on all machines (from the beginning of mass production) are equipped with a 6-pin interface at CN214 for connection to external key card devices.

4. Firmware:

The key card interface is supported by the following firmware versions, which must be installed together as a set.

- Engine main firmware: v1.05 or newer
- CF System firmware: v1.12 or newer

Note: Although engine v1.05 does support the key card, please use engine **v1.06** or newer, since v1.05 includes a paper jam limitation (see modification details for v1.06 in RTB #RG080003).

Model: Model J-P2CF

Date: 7-May-03

No.: RG367002

5. Specification for what happens when the available credit on the key card reaches its limit or the key card is removed during a job.

Counter method (SP5-113-01)	Count up timing (SP5-121-01)	Simplex mode	Duplex mode	Note
Add	Feed	Next page not fed	Next page not fed	<u>Duplex:</u> All paper is stopped if there is one or more duplex sheet that has not been completed when the card expires or is pulled out.
	Exit	Next page not fed	Next page not fed	
Deduct	Feed	Next page not fed	Next page not fed	*See Limitations below.
	Exit	N/A	N/A	

6. Key Card function limitations:

- Duplex productivity is decreased when SP5-113-01 is set to “Deduct” and SP5-121-01 to “Feed”, because the interleave feature cannot be used (only one sheet can be fed through the paper path at a time).
- The key card function is only supported by the Copier and Document Server functions.
- Jobs printed in Single Color or Two Color mode are counted using the Full Color counting method.
- The key card function does not support the use of User Codes.
- When an A4 LEF sheet is fed from the bypass tray with A3 Double Count (SP5-104-01) enabled, the first page will be double-counted.

Model: Model J-P2 CF		Date: 17-Jun-03	No.: RG367003
Subject: Service Manual Revision		Prepared by: H.Taguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please add the items in **bold** below to your Service Manuals.

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Printer Application

Controller → IPU (through) → Controller (**straight through**) → BCU

Reissued: 20-Oct-03

Model: Model J-P2CF	Date: 30-Apr-03	No.: RG367001a
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RTB Reissue

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

This bulletin explains the firmware modification history for the Model J-P2CF (details begin on page 2).

	Controller DIMM1			Controller DIMM 2		IPU	Operation Panel
Firmware Type	CF System / Netfile Application	Copier Application	Printer Application (CF)	Scanner Application	NIB (CF)	Scanner IPU	LCDC
Remarks							

RTB Revision List

Issue Date	Control Symbol	Revised contents
30-Apr-03	-	First edition
20-Oct-03	<<A>>	CF System: 1.12 -> 1.13 LCDC: 3.04 -> 3.05

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001a
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[Modification History]
1. CF System / Netfile Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G 3676686	1.09	---	Firmware installed from the first mass production run.	January, 03
G 3676686A	1.10	4DBA	<p>The following have been fixed:</p> <ul style="list-style-type: none"> Productivity drops to 6.8cpm when all of the following conditions are met: <ol style="list-style-type: none"> Copy mode Thick Paper or OHP mode B/W copies (B/W mode), copies using Bk only or Y only (single color mode), copies using both Bk and Y (two-color mode). Copy jobs of 1 to 2 or greater (both ADF and platen cover). SC991 occurs when selecting the paper type for bypass feed with system settings. <p>The following have been changed:</p> <ul style="list-style-type: none"> SC392, SC690, and SC692 have been added. The default mode for Copier has been changed to B/W mode. 	February, 03
G 3676686B	1.12	82D0	<ul style="list-style-type: none"> Supports the key card interface due to a customization request. Note: To activate this function, it is necessary to use engine main firmware version 1.05 or newer. The following have been fixed: <ul style="list-style-type: none"> The data of the scanned original comes out abnormal when scanned in Document Server mode with "mixed size" and "combine" selected. SC687 with reduction/enlargement in OHP/thick paper mode (Copier). The "Previous Setting" for ACC is not applied right away after it is selected. 	April, 03
G 3676686C <<A>>	1.13	E8B2	<ul style="list-style-type: none"> The default for [System Settings] – [General Features] – [Function Reset Timer] has been changed from 30 sec to 3 sec. The following have been fixed: <ul style="list-style-type: none"> The machine freezes while printing out ADF-scanned images set with the following job conditions: mixed sizes, APS, Stapling. 	July, 03

NOTE: Machines containing v1.09 have been reworked locally.

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001a
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2. Copy Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G3676690A	1.09	CB4F	Firmware installed from the first mass production run.	January, 03
G3676690B	1.10	FAF2	The following problem has been fixed. <ul style="list-style-type: none">• The job is interrupted when the copy paper and slip sheets are the same size.	February, 03

3. Printer Application Firmware (CF)

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3676685	1.09	A8D9	Firmware installed from the first mass production run.	January, 03
G3676685B	1.12	D688	The following have been fixed. <ul style="list-style-type: none">- Barcodes appear separated (shifted) when printed out (GFPR#RE03010016).- Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004).- PS error occurs when unknown media type is specified (GFPR# RE03010003).- Selecting HDD font or DIMM font may reduce available memory.- Supports SAP Barcode & OCR printing. Other changes: <ul style="list-style-type: none">- The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", as the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std.	April, 03

4. Scanner Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675386	2.08b	F942	Firmware installed from the first mass production run.	January, 03

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001a
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5. NIB Firmware (CF)

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675385	3.0.1	547A	Firmware installed from the first mass production run.	January, 03

6. Scanner IPU Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705350L	1.20	A856	Firmware installed from the first mass production run.	January, 03
G5705350M	1.21	AAA2	The filter coefficient for text/photo separation has been changed in text mode.	March, 03

7. LCDC Firmware**[For NA version]**

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705432	3.04	A7BF	Firmware installed from the first mass production run.	January, 03
G5705432A <<A>>	3.05	3666	<i>The following problems have been fixed.</i> <ul style="list-style-type: none"><i>• Wording error: "1 times" is displayed in the [System Settings] – [File Transfer] – [Number of Recalls] screen.</i><i>• Abnormal panel display sometimes occurs when a character string is received from the engine that exceeds the maximum allowable number of characters (can be cleared with power Off/On).</i><i>• The machine is sometimes unable to display screens deeper in level than the present window when an undefined command is received from the engine (can be cleared with power Off/On).</i>	<i>April, 03</i>

Reissued-29-Aug-02

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001a
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[For EU/Asia version]

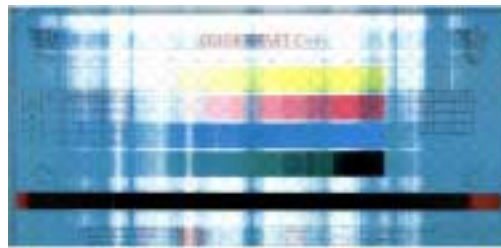
P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705433	3.04	9849	Firmware installed from the first mass production run.	January, 03
G5705433A <<A>>	3.05	49A8	Same as NA version 3.05.	April, 03

Model: Model J-P2 CF		Date: 24-Mar-04	No.: RG367004
Subject: SC142 due to defective CCD		Prepared by: H.Taguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

1. SYMPTOM

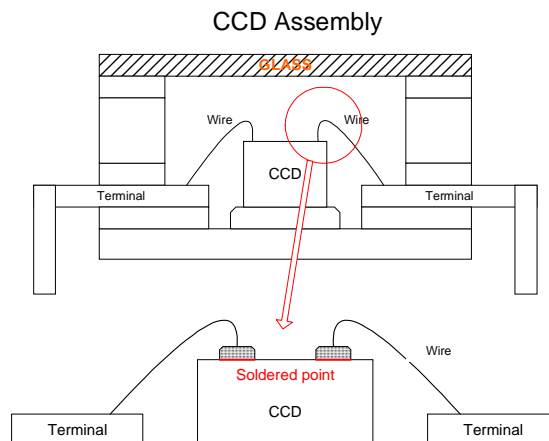
The following symptoms may occur intermittently or continuously.

- SC142 (White Level Detection Error)
- SC101 (Exposure Lamp Error)
- Colored vertical lines/bands/background (see photo).



2. CAUSE

The adhesive used to attach the glass to the CCD assembly was changed, but it generated a gas when exposed to the heat from the PCB during machine operation. The gas caused the soldered points of wires on the CCD to oxidize and deteriorate, resulting in poor contact.



Model: Model J-P2 CF

Date: 24-Mar-04

No.: RG367004

3. SOLUTION

The adhesive has been changed back to the original type.

4. AFFECTED UNITS

Affected units: From August 2002 to October 2003 production.

Product Code		First Serial Number	Last Serial Number
G570	17	P 6720900001	P6730200340
	26	4 H20920001	4H20330040
	27	P 6720800510	P673030211
	29	P 6720800616	P6730600001
G367	17	P 9830100001	P9830900253
	26	8Q50230001	8Q50930015
	27	P 9830100021	P9830900428
	29	P 9830201231	P9831000080

5. ACTION IN THE FIELD

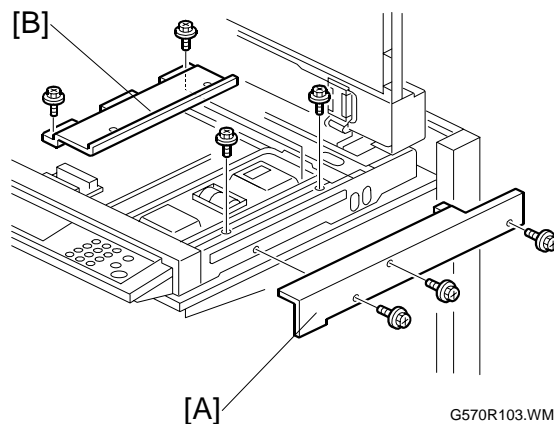
Retrofit parts (lens block assemblies) will be provided to the field FOC for all affected units. Therefore, at the next service visit or when the issue is reported, please replace with P/N B1169455.

Note:

- This retrofit part is the same part as normal service parts P/N G5702930.
- The replacement procedure appears on the following page.
- If SC101 or SC142 should recur after installing the new lens block assembly, please check the xenon lamp (referring to MB #MG570005 and #MG367001) and replace this part if necessary.

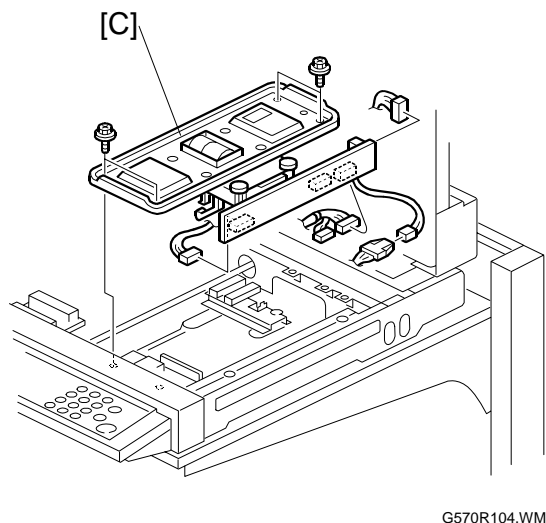
Lens Block Assembly Replacement Procedure

1. Open the ARDF/platen cover
2. Exposure glass
3. Rear cover
4. Right cover [A] (⌘ x 3)
5. Inner cover [B] (⌘ x 4)



6. Lens block assembly (Sensor board unit) [C] (⌘ x 4, ⌘ x 4)

Note: Do not remove the paint-locked screws.



7. After replacing the lens block assembly (Sensor board unit), adjust the following SP modes according to the scanner adjustment procedure on the following page.
 - SP4-008 (Scanner leading edge magnification)
 - SP4-010 (Scanner leading edge registration)
 - SP4-011 (Scanner side-to-side registration)

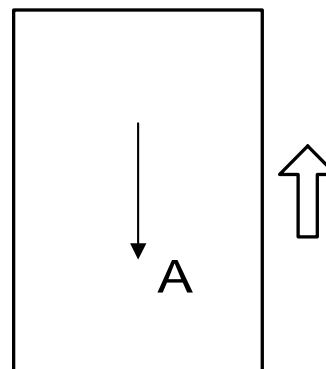
NOTE: The settings above are stored in the NVRAM on the lens block assembly.

Scanner Adjustment Procedure

Note: Use a C4 test chart to perform the following adjustments.

Scanner sub-scan magnification

1. Place the test chart on the exposure glass and make a copy from one of the feed stations.
2. Check the magnification ratio. Use SP4-008 to adjust if necessary.
Standard: $\pm 1.0\%$.

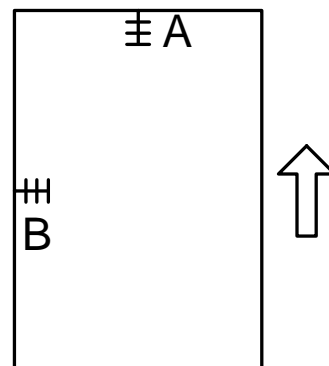


A: Sub-scan magnification
G570R910.WMF

Scanner leading edge and side-to-side registration

1. Place the test chart on the exposure glass and make a copy from one of the feed stations.
2. Check the leading edge and side-to-side registration, and adjust them with the following SP modes if necessary.
Standard: $0 \pm 2\text{mm}$.

	SP mode
Sub-scan	SP4-010
Main-scan	SP4-011



G570R908.WMF

A: Leading Edge Registration
B: Side-to-side Registration

Model: Model J-P2 CF

Date: 24-Mar-04

No.: RG367004

REMARKS

- To distinguish the old/new lens block assemblies, modified retrofit (B1169455) and normal service parts (G5702930) contain a white mark in the area shown in the photo below. However, assemblies from approximately the second-month lots to February do not contain this mark. In such cases, **please mark the lens block assembly in the area shown below with a permanent marker at the next service visit.**



Production Cut-in Serial Numbers

The modification itself has been applied from the S/N shown below.

Product Code		Modification From: (MB #MG570004, MG367002)
G570	17	P67311xxxxx
	26	4H2113xxxxx
	27	P67311xxxxx
	29	P67311xxxxx
G367	17	P9831100001
	26	8Q51030001
	27	P9840100001
	29	P9831100015

Lot Numbers (service parts)

The modification has been applied to service parts from the following lot number, which appears on the unit's lot number seal.

Lot number: CF 0310 00007

Note: The number is read as follows.

CF XX ## %%%%

CF: Prefix No.
 XX: Year (ex. 2004 → 04)
 ##: Month (November → 11)
 %%%%: Number

Reissued: 8-Apr-04

Model: Model J-P2CF	Date: 30-Apr-03	No.: RG367001b
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RTB Reissue

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

This bulletin explains the firmware modification history for the Model J-P2CF (details begin on page 2).

	Controller DIMM1			Controller DIMM 2		IPU	Operation Panel
Firmware Type	CF System / Netfile Application	Copier Application	Printer Application (CF)	Scanner Application	NIB (CF)	Scanner IPU	LCDC
Remarks							

RTB Revision List

Issue Date	Control Symbol	Revised contents
30-Apr-03	-	First edition
20-Oct-03	<<A>>	CF System: 1.12 -> 1.13 LCDC: 3.04 -> 3.05
8-Apr-04	<>	CF System: 1.13 -> 1.14 Copy Application: 1.10 -> 1.11 Printer Application: 1.12 -> 1.14 NIB: 3.01 -> 3.04 Scanner IPU: 1.21 -> 1.22

Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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[Modification History]

1. CF System / Netfile Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G3676686	1.09	---	Firmware installed from the first mass production run.	January, 03
G3676686A	1.10	4DBA	<p>The following have been fixed:</p> <ul style="list-style-type: none"> Productivity drops to 6.8cpm when all of the following conditions are met: <ol style="list-style-type: none"> Copy mode Thick Paper or OHP mode B/W copies (B/W mode), copies using Bk only or Y only (single color mode), copies using both Bk and Y (two-color mode). Copy jobs of 1 to 2 or greater (both ADF and platen cover). SC991 occurs when selecting the paper type for bypass feed with system settings. <p>The following have been changed:</p> <ul style="list-style-type: none"> SC392, SC690, and SC692 have been added. The default mode for Copier has been changed to B/W mode. 	February, 03
G3676686B	1.12	82D0	<ul style="list-style-type: none"> Supports the key card interface due to a customization request. Note: To activate this function, it is necessary to use engine main firmware version 1.05 or newer. The following have been fixed: <ul style="list-style-type: none"> The data of the scanned original comes out abnormal when scanned in Document Server mode with "mixed size" and "combine" selected. SC687 with reduction/enlargement in OHP/thick paper mode (Copier). The "Previous Setting" for ACC is not applied right away after it is selected. 	April, 03
G3676686C <<A>>	1.13	E8B2	<ul style="list-style-type: none"> The default for [System Settings] – [General Features] – [Function Reset Timer] has been changed from 30sec to 3sec. The following have been fixed: <ul style="list-style-type: none"> Machine freezes while printing out ADF-scanned images set with the following job conditions: mixed sizes, APS, Stapling. 	July, 03

Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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G3676686D <>	1.14	1F14	<ul style="list-style-type: none"> Improved text reproduction quality in Fax Text/Photo mode. The following have been fixed: <ul style="list-style-type: none"> ➤ SC819 misdetection when a defective HDD sector is discovered. ➤ Time sometimes resets temporarily to GMT (time zone file is not accessed). 	March, 04
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NOTE: Machines containing v1.09 have been reworked locally.

2. Copy Application Firmware

P/N	System Version	Check Sum	Contents of Modification	Cut-in Month
G3676690A	1.09	CB4F	Firmware installed from the first mass production run.	January, 03
G3676690B	1.10	FAF2	The following problem has been fixed. <ul style="list-style-type: none"> The job is interrupted when the copy paper and slip sheets are the same size. 	February, 03
G3676690C <>	1.11	6ECD	<ul style="list-style-type: none"> Improved text reproduction quality in Fax Text/Photo mode. The following have been fixed: <ul style="list-style-type: none"> ➤ SC819 misdetection when a defective HDD sector is discovered. ➤ Time sometimes resets temporarily to GMT (time zone file is not accessed). 	March, 04

3. Printer Application Firmware (CF)

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3676685	1.09	A8D9	Firmware installed from the first mass production run.	January, 03
G3676685B	1.12	D688	<p>The following have been fixed.</p> <ul style="list-style-type: none"> - Barcodes appear separated (shifted) when printed out (GFPR#RE03010016). - Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004). - PS error occurs when unknown media type is specified (GFPR# RE03010003). - Selecting HDD font or DIMM font may reduce available memory. - Supports SAP Barcode & OCR printing. <p>Other changes:</p> <ul style="list-style-type: none"> - The default for the mainframe PS Menu resolution setting has been changed to "600dpi Fast", as the resolution setting in the PS driver is not recognized when the mainframe setting is 600dpi Std. 	April, 03



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Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3676685C <>	1.14	6790	[PCL] - Only the first duplex command is interpreted correctly when printing PCL files containing simplex, duplex (short) and duplex (long) commands (GFPR #RC03020001). [PS] - Added the Pantone logo to the PS3 configuration sheet. [PJL] - Merged PCL jobs do not print (TechMail #TS030100).	April, 04

4. Scanner Application Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675386	2.08b	F942	Firmware installed from the first mass production run.	January, 03

Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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5. NIB Firmware (CF)

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G3675385	3.0.1	547A	Firmware installed from the first mass production run.	January, 03
G3675385A <>	3.0.4	465A	<ul style="list-style-type: none"> - <i>The printer is unable to access the target local Netware server (TechMail #RE020229).</i> - <i>The printer is unable to log on to the Netware server even when the Netware server SAP setting is unchecked.</i> - <i>SC819 sometimes occurs when browsing for devices using SmartNetMonitor for Client and NetBEUI protocol.</i> - <i>The machine fails to respond after the NCS reboot command is continuously issued using Bluetooth.</i> 	April, 04

6. Scanner IPU Firmware

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705350L	1.20	A856	Firmware installed from the first mass production run.	January, 03
G5705350M	1.21	AAA2	The filter coefficient for text/photo separation has been changed in text mode.	March, 03
G5705350N <>	1.22	A85E	Image quality in Fax text/photo mode has been improved.	April, 04

7. LCDC Firmware

[For NA version]

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705432	3.04	A7BF	Firmware installed from the first mass production run.	January, 03



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Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705432A <<A>>	3.05	3666	<p>The following problem has been fixed.</p> <ul style="list-style-type: none">• Wording error: "1 times" is displayed in the [System Settings] – [File Transfer] – [Number of Recalls] screen.• Abnormal panel display sometimes occurs when a character string is received from the engine that exceeds the maximum allowable number of characters (can be cleared with power Off/On).• Machine is sometimes unable to display screens deeper in level than the present window when an undefined command is received from the engine (can be cleared with power Off/On).	April, 03



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Reissued: 8-Apr-04

Model: Model-J CF	Date: 15-Mar-02	No.: RG367001b
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[For EU/Asia version]

P/N	Version	Check Sum	Contents of Modification	Cut-in Month
G5705433	3.04	9849	Firmware installed from the first mass production run.	January, 03
G5705433A <<A>>	3.05	49A8	Same as NA version 3.05.	April, 03

Reissued: 30-Apr-04

Model: Model J-P2 CF	Date: 24-Mar-04	No.: RG367004a
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RTB Correction

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

Subject: SC142 due to defective CCD		Prepared by: H.Taguchi	
From: 1st Tech. Support Sec. Service Support 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 ()		

Step 7 on pg. 4 below, i.e. checking to make sure SP4-205 is at 70, is necessary due to a RAM data error with the retrofit lens block assemblies (#B1169455) discovered at the manufacturer's side. Specifically, one of the several special tools used by the manufacturer was defective, causing a limited amount of assembly RAMs to contain a value of 8 instead of the normal 70. Therefore, please ensure that this value is at 70 in Step 7 below, as dirty background in ADS mode may occur if this value is 8.

Please note that all boxes bearing the seal shown below contain lens block assemblies with the correct data (70).



Reissued: 30-Apr-04

Model: Model J-P2 CF

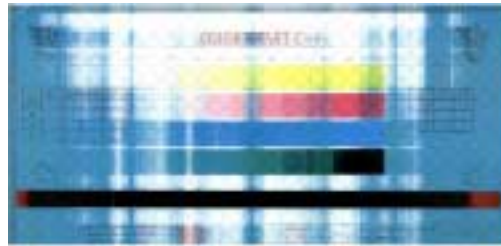
Date: 24-Mar-04

No.: RG367004a

1. SYMPTOM

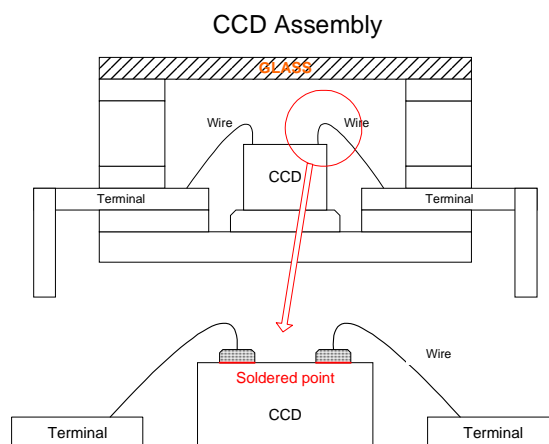
The following symptoms may occur intermittently or continuously.

- SC142 (White Level Detection Error)
- SC101 (Exposure Lamp Error)
- Colored vertical lines/bands/background (see the photo).



2. CAUSE

The adhesive used to attach the glass to the CCD assembly was changed, but it generated a gas when exposed to the heat from the PCB during machine operation. The gas caused the soldered points of wires on the CCD to oxidize and deteriorate, resulting in poor contact.



Reissued: 30-Apr-04

Model: Model J-P2 CF

Date: 24-Mar-04

No.: RG367004a

3. SOLUTION

The adhesive has been changed back to the original type.

4. Affected Units

Affected units: From August 2002 to October 2003 production.

Product Code		First Serial Number	Last Serial Number
G570	17	P 6720900001	P6730200340
	26	4 H 20920001	4H20330040
	27	P 6720800510	P673030211
	29	P 6720800616	P6730600001
G367	17	P 9830100001	P9830900253
	26	8Q50230001	8Q50930015
	27	P 9830100021	P9830900428
	29	P 9830201231	P9831000080

5. Action in the Field

Retrofit parts (lens block assemblies) will be provided to the field FOC for all affected units. Therefore, at the next service visit or when the issue is reported, please replace with P/N B1169455.

Note:

- This retrofit part is the same part as the normal service part P/N G5702930.
- The replacement procedure appears on the following page.
- If SC101 or SC142 should recur after installing the new lens block assembly, please check the xenon lamp (referring to MB #MG570005 and #MG367001) and replace this part if necessary.

Reissued: 30-Apr-04

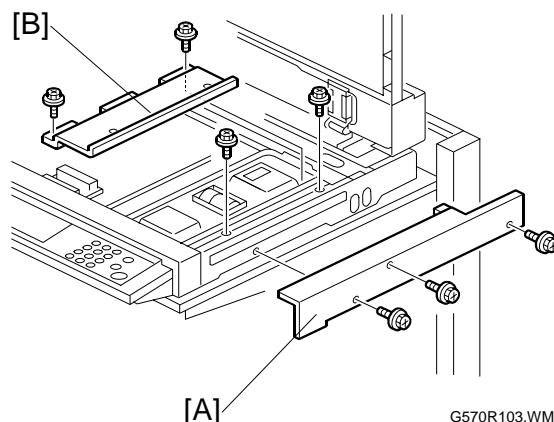
Model: Model J-P2 CF

Date: 24-Mar-04

No.: RG367004a

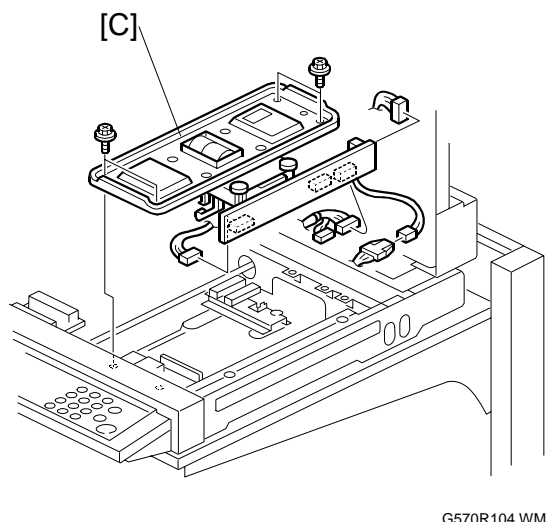
Lens Block Assembly Replacement Procedure

1. Open the ARDF/platen cover
2. Exposure glass
3. Rear cover
4. Right cover [A] (⌀ x 3)
5. Inner cover [B] (⌀ x 4)



6. Lens block assembly (Sensor board unit) [C] (⌀ x 4, ⌀ x 4)

Note: Do not remove the paint-locked screws.



7. After replacing the lens block assembly (Sensor board unit), **check that the current setting of SP4-205 (Black ADS Level) is at its default of 70.**
 - ***If this SP is at a value of 8, this can cause incorrect background detection in ADS mode and lead to dirty background.***
8. Adjust the following SP modes according to the following scanner adjustment procedure.
 - SP4-008 (Scanner leading edge magnification)
 - SP4-010 (Scanner leading edge registration)
 - SP4-011 (Scanner side-to-side registration)

NOTE: The settings above are stored in the NVRAM on the lens block assembly.

Reissued: 30-Apr-04

Model: Model J-P2 CF

Date: 24-Mar-04

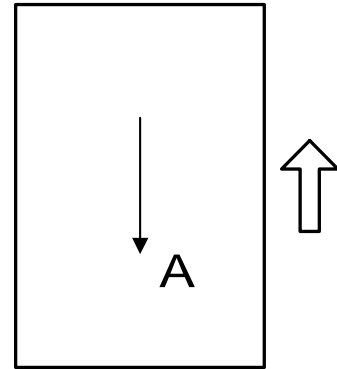
No.: RG367004a

Scanner Adjustment Procedure

Note: Use a C4 test chart to perform the following adjustments.

Scanner sub-scan magnification

1. Place the test chart on the exposure glass and make a copy from one of the feed stations.
2. Check the magnification ratio. Use SP4-008 to adjust if necessary.
Standard: $\pm 1.0\%$.



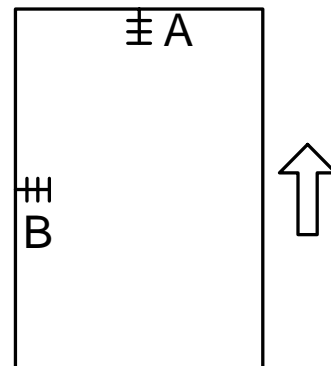
A: Sub-scan magnification

G570R910.WMF

Scanner leading edge and side-to-side registration

1. Place the test chart on the exposure glass and make a copy from one of the feed stations.
2. Check the leading edge and side-to-side registration, and adjust them with the following SP modes if necessary.
Standard: $0 \pm 2\text{mm}$.

	SP mode
Sub-scan	SP4-010
Main-scan	SP4-011



G570R908.WMF

A: Leading Edge Registration

B: Side-to-side Registration

Reissued: 30-Apr-04

Model: Model J-P2 CF	Date: 24-Mar-04	No.: RG367004a
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REMARKS

- To distinguish the old/new lens block assemblies, modified retrofit (B1169455) and normal service parts (G5702930) contain a white mark in the area shown in the photo below. However, assemblies from approximately the second-month lots to February do not contain this mark. In such cases, **please mark the lens block assembly in the area shown below with a permanent marker at the next service visit.**



Production Cut-in Serial Numbers

The modification itself has been applied from the S/N shown below.

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	29	P67311xxxxx
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	26	8Q51030001
	27	P9840100001
	29	P9831100015

Lot Numbers (service parts)

The modification has been applied to service parts from the following lot number, which appears on the unit's lot number seal.

Lot number: CF 0310 00007

Note: The number is read as follows.

CF XX ## %%%%

CF: Prefix No.
 XX: Year (example: 2004 → 04)
 ##: Month (November → 11)
 %%%%: Number