

Reissued: 9-May-05

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108001c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (printer)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.07	G1085424H	C7CD	May 2005 production
1.06	G1085424G	-	-
1.05	G1085424F	757C	December 2004 production
1.04	G1085424E	FD12	October 2004 Production
1.03	G1085424D	C68F	July 2004 production
1.02	G1085424C	51BF	1st Mass Production

Version	Symptom Corrected / Other Changes
1.07	(Version change only)
1.06	(Version change only)
1.05	The Ricoh logo and Website URL appear on the color sample sheet.
1.04	(Version change only)
1.03	Symptom Corrected: 1. The machine lets the operator print label sheets in duplex mode. 2. The operator's User Code is set for B/W prints only (color prohibited), but the machine does not let them make B/W prints stored using Sample print or Locked print.
1.02	1st Mass Production

Model: Model PL-P1		Date: 25-Jun-04	No.: RG108002
Subject: Firmware Release History (websys)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
<i>1.00</i>	<i>G1085403A</i>	<i>E75A</i>	<i>1st Mass Production</i>

Version	Symptom Corrected
<i>1.00</i>	<i>1st Mass Production</i>

Model: Model PL-P1		Date: 25-Jun-04	No.: RG108003
Subject: Firmware Release History (network)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.02	G1085405B	611D	1st Mass Production

Version	Symptom Corrected
1.02	1st Mass Production

Model: Model PL-P1		Date: 25-Jun-04	No.: RG108004
Subject: Firmware Release History (system)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.02	G1085402C	975B	June 2004 production
1.01	G1085402B	EFB4	1st Mass Production

Version	Symptom Corrected
1.02	<ol style="list-style-type: none"> 1. <i>The machine sometimes does not recover from an error condition induced by a paper jam that occurs at paper end, even when the jam itself is cleared.</i> 2. <i>Print jobs set with Letterhead ON sometimes do not start if the machine is in the toner near end condition.</i> 3. <i>A single-page image is sometimes separated and printed onto two pages (For example with the first printed in CM and second printed in YK) when the job is performed with Slip sheet mode ON just following the paper end condition if the machine is in the toner near end condition.</i>
1.01	1st Mass Production

Reissued: 27-Jul-04

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (system)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.03	G1085402D	97BC	July 2004 production
1.02	G1085402C	975B	June 2004 production
1.01	G1085402B	EFB4	1st Mass Production

Version	Symptom Corrected / Other Changes:
1.03	<ul style="list-style-type: none"> ● Symptom Corrected: <ol style="list-style-type: none"> 1. Character display error (Finnish, Portuguese). 2. Translation error (Spanish): “[Imprimir resumen → Reanudar impr]”. 3. When a network error occurs and Email alert is ON, the Menu key cannot be used (max. 20 minutes). 4. The machine lets the operator print label sheets in duplex mode. ● Other Changes: The following SP mode has been added to reduce banding: SP5-995-001: Fine_Mode [0 or 1/ 0 / -] 0: OFF 1: ON <p>Note: When this SP is ON, the machine feeds a sheet into the development unit only <u>after</u> the previous sheet leaves the fusing unit. The print time for one sheet is 3.75sec longer than normal mode.</p>
1.02	<ol style="list-style-type: none"> 1. Machine sometimes does not recover from an error condition induced by a paper jam that occurs at paper end, even when the jam itself is cleared. 2. Print jobs set with Letterhead ON sometimes do not start if the machine is in the toner near end condition. 3. A single-page image is sometimes separated and printed onto two pages (For example with the first printed in CM and second printed in YK) when the job is performed with Slip sheet mode ON just following the paper end condition if the machine is in the toner near end condition.
1.01	1st Mass Production

Model: Model PL-P1		Date: 6-Jul-04	No.: RG108005
Subject: Service manual correction		Prepared by: H.Tagucghi	
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 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 revisions to your Service Manuals.

1.2.1 INSTALLATION PROCEDURE, 1.2.1 INSTALLING THE PRINTER, 1.2.2 NECESSARY SETTING, P1- 4

Delete the description “Meter Charge > Maintenance Style (SP5-930-001)” from the following list.

Service Program	Function
Meter Charge > On/Off (SP5-930-001)	Enables or disables the Meter Charge. (Default: Off [Disabled]) When enabled: <ul style="list-style-type: none"> The Counter menu appears immediately after you push the Menu key. The Counter Method (SP5-045) sets the type of the counter. You can print the counter from the Counter menu. When disabled: <ul style="list-style-type: none"> The Counter menu is not displayed. The total counter starts from 0 (zero).
Meter Charge > Maintenance Style (SP5-930-001)	Specifies the type of maintenance contract.
Counter Method (SP5-045)	Specifies the count timing (developments/prints). (Default: 0 [Developments])
Telephone Number Setting > Service (SP5-812-001)	Displays the telephone number of the service station. To type the telephone number, see 5.1.5.
Telephone Number Setting > Fax Telephone Number SP5-812-002	Displays the fax number of the service station. The number is printed on the counter list when the Meter Charge is enabled. The user can send a fax message with the counter list. To type the fax number, see 5.1.5.

5.1 SERVICE PROGRAM MODE, 5.1.3 ENGINE, SP5: Mode, P5-20

Add “DFU” to the description for SP5930-002.

Note: As this is DFU, please do not change the setting.

5930	Meter Charge
5930 001*#	On/Off [Off, On] Enables or disables the Meter Charge mode. When enabling the Meter Charge mode, the "Counter" menu is added to the user menu.
5930 002*#	Maintenance Style [Year Contract, M-PaC, Click Charge] Specifies the type of maintenance contract. DFU (Japan model only)

Model: Model PL-P1		Date: 6-Jul-04	No.: RG108006
Subject: SD card firmware update not possible		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 ()		

SYMPTOM

Firmware update cannot be performed when using an SD card that contains firmware for more than one model.

CAUSE

The controller board only has enough memory to download the firmware for this model.

Note: The machine is designed to download all firmware into temporary memory before performing the installation.

SOLUTION

When installing firmware on this model, please use SD cards that contain PL-P1 firmware only.

Reissued: 15-Sep-04

Model: Model PL-P1	Date: 6-Jul-04	No.: RG108005a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Service manual correction		Prepared by: H.Tagucghi	
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 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 revisions to your Service Manuals.

Revise the default setting “1” for **SP5045**.

1.2.1 INSTALLATION PROCEDURE, 1.2.1 INSTALLING THE PRINTER, 1.2.2 NECESSARY SETTING, P1- 4

Delete the description “Meter Charge > Maintenance Style (SP5-930-001)” from the following list.

Service Program	Function
Meter Charge > On/Off (SP5-930-001)	Enables or disables the Meter Charge. (Default: Off [Disabled]) When enabled: <ul style="list-style-type: none"> The Counter menu appears immediately after you push the Menu key. The Counter Method (SP5-045) sets the type of the counter. You can print the counter from the Counter menu. When disabled: <ul style="list-style-type: none"> The Counter menu is not displayed. The total counter starts from 0 (zero).
Meter Charge > Maintenance Style (SP5-930-001)	Specifies the type of maintenance contract.
Counter Method (SP5-045)	Specifies the count timing (developments/prints). (Default: 1 [prints])
Telephone Number Setting > Service (SP5-812-001)	Displays the telephone number of the service station. To type the telephone number, see 5.1.5.
Telephone Number Setting > Fax Telephone Number SP5-812-002	Displays the fax number of the service station. The number is printed on the counter list when the Meter Charge is enabled. The user can send a fax message with the counter list. To type the fax number, see 5.1.5.

Reissued: 15-Sep-04

Model: Model PL-P1	Date: 6-Jul-04	No.: RG108005a
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5.1 SERVICE PROGRAM MODE, 5.1.3 ENGINE, SP5: Mode, P5-12 P5-20

Add "DFU" to the description for SP5930-002.

Note: As this is DFU, please do not change the setting for this mode.

5930	Meter Charge	
5930 001*#	On/Off	[Off, On]
	Enables or disables the Meter Charge mode. When enabling the Meter Charge mode, the "Counter" menu is added to the user menu.	
5930 002*#	Maintenance Style	[Year Contract, M-PaC, Click Charge]
	Specifies the type of maintenance contract. DFU (Japan model only)	

Revised the default setting for Sp5-045 to "1".

5045*	Counter Method	[0 ~ 1 / 1 / 1/step] 0: Developments, 1: Prints
	Specifies the development counter or the print counter for the meter charge (Engine SP5-930-001). You can change the setting of Engine SP5-045 only one time.	

Model: Model PL-P1		Date: 15-Sep-04	No.: RG108007
Subject: Dust cover		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 ()		

SYMPTOM

No image is printed at installation.

CAUSE

The dust cover for the optics unit comes loose and blocks the laser.

Sometimes, customers reach through the top cover and remove the protective sheet for the optics unit. In some cases, the dust cover opens and then comes loose when the toner cartridge is pushed in.

Note: This symptom does not occur if the user follows the instructions in the Installation Guide.

SOLUTION

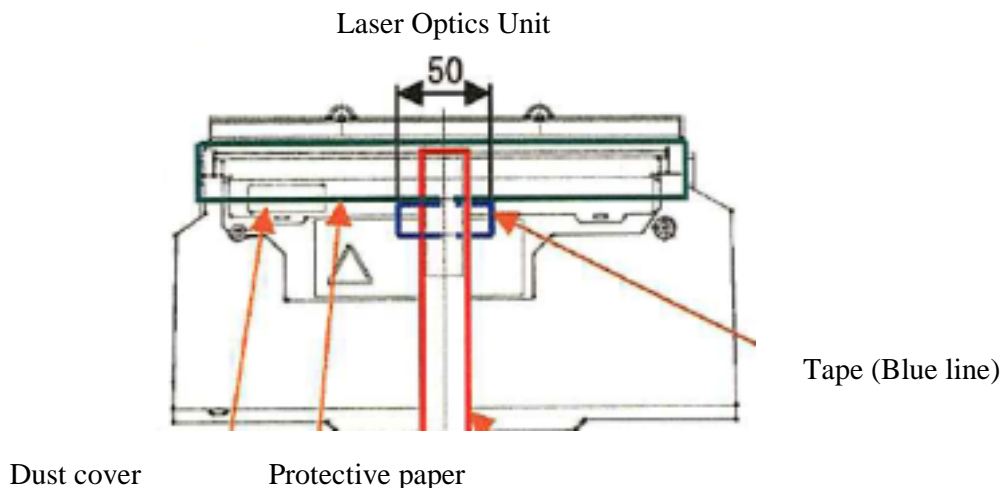
Action in the field

If the symptom is reported, close the dust cover or replace it if it is broken.

Production

A strip of tape was added to the dust cover to keep it closed.

Important: You do not need this tape after installation. Remove the tape if you need to open the cover to do regular maintenance (for example, to clean the dust glass).



Model: Model PL-P1

Date: 15-Sep-04

No.: RG108007

CUT-IN SERIAL NUMBERS

This modification has been applied from the following cut-in serial numbers (from August 2004 machine production).

G108-17: Q1540800625

G108-21: Q1540800875

G108-22: Q1540800001

G108-29: Q1540800251

Model: Model PL-P1		Date: 24-Sep-04	No.: RG108008
Subject: Fusing fan		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 ()		

Customer Comment

The fusing fan makes an unpleasant sound.

Note: The fan does not make a sound when the machine is in Energy Saver mode.

Note: This symptom is a normal machine specification, but you can use the workaround to improve customer satisfaction.

Workaround

Decrease the setting for the “Energy Saver 2 Timer”.

Note: A lower setting will make the machine enter Energy Saver Mode sooner.

1. Access UP Mode.
2. Enter a value in “E. Saver 2 Timer” that is best for the customer.
 - Menu → System → Energy Saver 2 → E. Saver 2 Timer
3. Press “OK.”
4. Exit UP Mode.

Reissued: 13-Oct-04

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (system)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.04	G1085402E	8E09	October 2004 production
1.03	G1085402D	97BC	July 2004 production
1.02	G1085402C	975B	June 2004 production
1.01	G1085402B	EFB4	1st Mass Production

Version	Symptom Corrected / Other Changes:
1.04	<ul style="list-style-type: none"> ● Other Changes: <ol style="list-style-type: none"> 1. The following SP modes have been added. <p>SP5-993-001: Dew Removal [ON or OFF/OFF/-] Performs a free-run on the laser optics unit to ensure that condensation does not form on the components of this unit. "ON": Performed every time the main power is turned on.</p> <p>SP5-994-001: CTL-Fan: [ON or OFF/ ON/-] Stops the controller fan or lets it continue at job end. "OFF": Stops the fan 5 seconds after job end.</p> <p>Note: If the HDD is installed, <u>do not turn this SP OFF.</u></p>

Reissued: 13-Oct-04

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004b
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Version	Symptom Corrected / Other Changes:
1.03	<ul style="list-style-type: none"> ● Symptom Corrected: <ol style="list-style-type: none"> 1. Character display error (Finnish, Portuguese). 2. Translation error (Spanish): “[Imprimir resumen → Reanudar impr]”. 3. When a network error occurs and Email alert is ON, the Menu key cannot be used (max. 20 minutes). 4. The machine lets the operator print label sheets in duplex mode. ● Other Changes: <p>The following SP mode has been added to reduce banding: SP5-995-001: Fine_Mode [0 or 1/ 0 / -] 0: OFF 1: ON</p> <p>Note: When this SP is ON, the machine feeds a sheet into the development unit only <u>after</u> the sheet before it leaves the fusing unit. The print time for one sheet is 3.75sec longer than normal mode.</p>
1.02	<ol style="list-style-type: none"> 1. Machine sometimes does not recover from an error condition induced by a paper jam that occurs at paper end, even when the jam itself is cleared. 2. Print jobs set with Letterhead ON sometimes do not start if the machine is in the toner near end condition. 3. A single-page image is sometimes separated and printed onto two pages (For example with the first printed in CM and second printed in YK) when the job is performed with Slip sheet mode ON just following the paper end condition if the machine is in the toner near end condition.
1.01	1st Mass Production

Model: Model PL-P1		Date: 4-Oct-04	No.: RG108009
Subject: Firmware Release History (Controller: Model PL-P1a)		Prepared by: H. Taguchi	
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 ()		

This RTB has been issued to announce the firmware release information for the Model PL-P1a controller.

Version	Program No.	C. SUM	Effective Date
1.00	RI610000		1st Mass Production

Version	Symptom Corrected
1.00	1st Mass Production

Model: Model PL-P1		Date: 13-Oct-04	No.: RG108010
Subject: Controller Fan		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 ()		

Technical Tip

Use the following workaround if you receive the following comment from a customer.

IMPORTANT: Do not use this workaround on machines that have a HDD installed.

Customer Comment

The controller fan makes an unpleasant sound!

Note: This symptom is a normal machine condition, but you can use the workaround to improve customer satisfaction.

Workaround

1. Update the system firmware to v1.04 or newer.
2. Set SP5-994-001 to **OFF**.

SP5-994-001: CTL-Fan: [ON or OFF/ ON/-]

Stops the controller fan or lets it continue at job end.

“OFF”: Stops the fan 5 seconds after job end.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Remote Firmware Update		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 ()		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	<i>Before 04A</i>	OK	OK	---	OK	OK
Model J-P2CF	<i>Before 04A</i>	OK	OK	---	OK	OK
Model K-P3	<i>Before 04A</i>	OK	OK	OK	OK	OK
Model C-P1	<i>Before 04A</i>			OK	OK	OK
Model J-P3	<i>Before 04A</i>	OK	OK	OK	OK	OK
Model PL-P1	<i>Before 04A</i>	OK	OK	OK	OK	NG
<i>Model G-P1</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>
<i>Model C-P2</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>
<i>Model K-P4</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model R-C3	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model K-C2	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model S-C2	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model B-C2e	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model J-C1	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
<i>Model MT-C2</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.

NG: Remote firmware update via the network is not possible.

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

The following models do not support RFU:

- Printers:
Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products
- MFPs:
Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:

- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)

Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:

- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:

For RFU Mode & Recovery Mode:

- FTP (The port must be open)

Operating System:

- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)

Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:

- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

Ftp settings and commands:

- **User name (default):**
 - **Before 04A:** *rsysupdate*
 - **04A and later:** *admin*

- **Password (default):**
 - **Before 04A:** *password*
 - **04A and later:** *(no password)*

Note: *These default passwords are the same as the administrator passwords.*

- Transfer mode: binary
- FTP commands supported:
 - binary (Transfer data in binary mode)
 - dir (List files and directories)
 - put "file name"
 - get version.txt - (Obtain the version.txt file and display its contents.)
 - get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.

- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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5. UPDATING PROCEDURE

Recommendation:

It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	Auto	Auto	Auto	Auto	Auto
Model C-P2	Auto	Auto	Auto	Auto	Auto
Model K-P4	Auto	Auto	Auto	Auto	Auto

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	Auto	Auto	Auto	Auto	Auto	Auto

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.

Manual: The machine must be manually rebooted after updating the firmware.

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <.....> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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5.3 RFU for Windows

1. Open a command prompt.
 - o [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address
Connected to xxx.xxx.xxx.xxx.
220 (Product name) FTP server (1.00)ready.
User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate    User name
331 Password required for rsysupdate.
Password:
```

4. Enter the password.

```
Password:xxxxx
230 User rsysupdate logged in.        Login successful.
ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r--root root 200 Jan 1 01:08 help
-r--r--r--root root 200 Jan 1 01:08 info
-r--r--r--root root 200 Jan 1 01:08 install
-r--r--r--root root 200 Jan 1 01:08 prnlog
-r--r--r--root root 200 Jan 1 01:08 stat
-r--r--r--root root 200 Jan 1 01:08 syslog
-r--r--r--root root 200 Jan 1 01:08 version.txt
-r--r--r--root root 200 Jan 1 01:08 errlog.txt
226 Transfer complete.
ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

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6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.
150 Opening ASCII mode data connection for 'version.txt'.
PartNo.          Module Name      Version      Module ID
-----
G0000000        os & copy       0.20        XXXXXX_copy
G0000000        os & pf         0.20        XXXXXX_system
G570xxxx        Onboard Scn    2.04        XXXXXX_scn
G5705387A       OptDIMM Fax    1.07        XXXXXX_fax
G5700000        printer        0.19        XXXXXX_printer
G5705383D       Network DocBox 2.00        XXXXXX_netfile
G0805920A       Network        0.71        XXXXXX_net
G0805601        ENGINE         R0.14 :06   XXXXXX_eplot
...
-----
226 Transfer complete.
ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary
200 Type set to I.
ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru
200 PORT command successful.
150 Opening BINARY mode data connection for 'xxx.rru'.
226 Transfer complete.
ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.
ftp>
```

Note: Do not turn off the power of the machine while updating the firmware.

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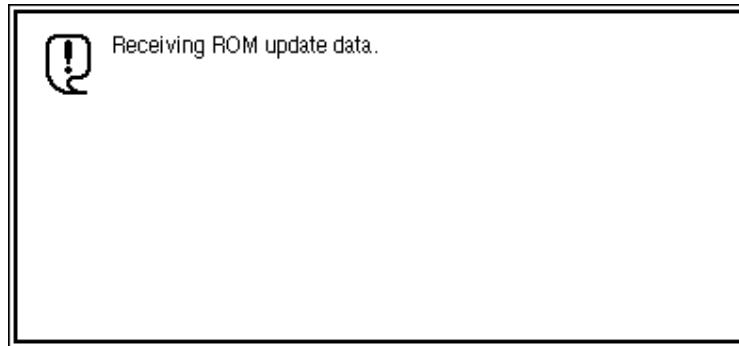
Model: General RTB

Date: 15-Nov-04

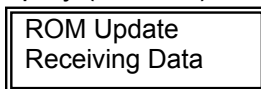
No.: RGene019a

When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.

- Display panel (MFPs)



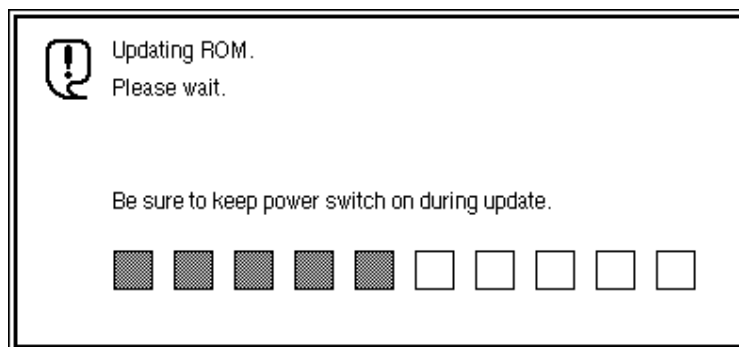
- Display (Printers)



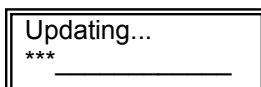
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

- Display panel (MFPs)



- Display (Printers)



Note: If the controller firmware is being updated, this message is displayed in English only.

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11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

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5.5 Firmware Update for Centronics (IEEE1284)**Note:**

- Firmware update via a centronics interface does not require a password.
 - The only method of recovery available via a centronics interface is an IC or SD card.
1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
 2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
 3. Send the firmware to the target machine with the copy command.

```
C:>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

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5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).

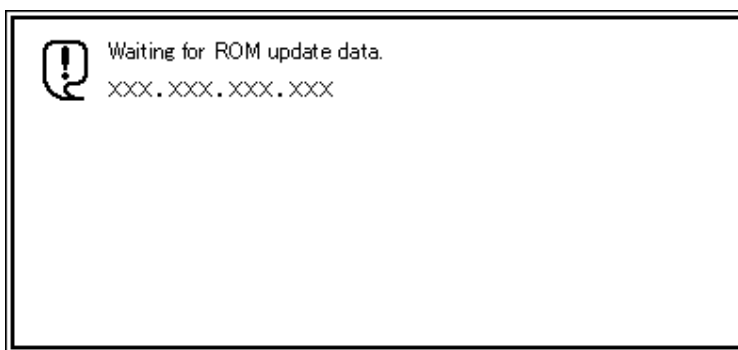
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.

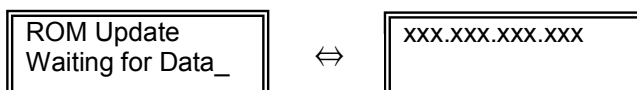
Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

- Display panel (MFPs)



- Display (Printers)



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6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and begin with the type shown in the table below.

Recommendation:

As mentioned in 5. *Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	Type1	Type1	Type1	Type1	Type1	SD
Model C-P2	Type1	Type1	Type1	Type1	Type1	SD
Model K-P4	Type1	Type1	Type1	Type1	Type1	SD

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	Type2	Type2	Type1	Type1	Type1	Type1	SD

Fig. 3 Recovery Method

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Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.
2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.
2. If this does not work, restore power to the machine.
3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.
2. If this does not work, try 'Procedure for type 2'.
3. If this does not work, replace the internal SD card or circuit board.

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7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r-- root root 200 Jan  1 01:08 help
-r--r--r-- root root 200 Jan  1 01:08 syslog
-r--r--r-- root root 200 Jan  1 01:08 version.txt
-r--r--r-- root root 200 Jan  1 01:08 errlog.txt
226 Transfer complete.
ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -
200 PORT command successful.
150 Opening ASCII mode data connection for 'errlog.txt'.
Module ID: xxxxxxxx
Error Code: 51
226 Transfer complete.
ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

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7.2 Error Code List

Error Code	Description/Causes	Solutions
51	<p>The machine cannot be updated.</p> <ul style="list-style-type: none"> • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990). 	<p>Check that the machine is idle, and then try updating again.</p> <p>If an SC number appears, contact your service representative.</p>
52	<p>The file contains erroneous data.</p> <ul style="list-style-type: none"> • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt. 	<p>Download the correct file from the website, and then try updating again.</p>
53	<p>An error occurred while updating.</p> <ul style="list-style-type: none"> • The machine is off. 	<p>If using a DNS server, the machine's IP address might have been changed.</p> <p>Check the IP address, and then try updating again.</p>

Reissued: 19-Apr-05

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (system)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.05	G1085402F	757C	December 2004 production
1.04	G1085402E	8E09	October 2004 production
1.03	G1085402D	97BC	July 2004 production
1.02	G1085402C	975B	June 2004 production
1.01	G1085402B	EFB4	1st Mass Production

Version	Symptom Corrected / Other Changes:
1.05	<i>When a Ricoh toner bottle with a broken toner key is set in the machine, the "Set the toner bottle" message is not displayed.</i>
1.04	<ul style="list-style-type: none"> ● Other Changes: <ol style="list-style-type: none"> 1. The following Sp modes have been added. <p>SP5-993-001: Dew Removal [ON or OFF/OFF/-] Performs a free-run on the laser optics unit to ensure that dew does not form on the components of the unit. "ON": Performed every time the main power is turned on.</p> <p>SP5-994-001: CTL-Fan: [ON or OFF/ ON/-] Stops the controller fan or lets it continue at job end. "OFF": Stops the fan 5 seconds after job end.</p> <p>Note: If the HDD is installed, <u>do not turn this SP OFF.</u></p>

Reissued: 31-May-05

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (system)		Prepared by: H. Taguchi	
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 ()		

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

Version	Program No.	C. SUM	Effective Date
1.07	G1085402H	0243	May 2005 production
1.06	G1085402G	-	-
1.05	G1085402F	757C	December 2004 production
1.04	G1085402E	8E09	October 2004 production
1.03	G1085402D	97BC	July 2004 production
1.02	G1085402C	975B	June 2004 production
1.01	G1085402B	EFB4	1st Mass Production

Version	Symptom Corrected / Other Changes:
1.07	<i>When an SC or other error occurs in a machine connected to an NRS system the machine does not report the error condition.</i>
1.06	Version change only
1.05	When a Ricoh toner bottle with a broken toner key is set in the machine, the "S the toner bottle" message is not displayed.
1.04	<ul style="list-style-type: none"> ● Other Changes: <ol style="list-style-type: none"> 1. The following Sp modes have been added. <ul style="list-style-type: none"> SP5-993-001: Dew Removal [ON or OFF/OFF/-] <ul style="list-style-type: none"> Performs a free-run on the laser optics unit to ensure that dew does not form on the components of the unit. "ON": Performed every time the main power is turned on. SP5-994-001: CTL-Fan: [ON or OFF/ ON/-] <ul style="list-style-type: none"> Stops the controller fan or lets it continue at job end. "OFF": Stops the fan 5 seconds after job end. <p>Note: If the HDD is installed, <u>do not turn this SP OFF.</u></p>

Reissued: 31-May-05

Model: Model PL-P1	Date: 25-Jun-04	No.: RG108004d
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Version	Symptom Corrected / Other Changes:
1.03	<ul style="list-style-type: none"> ● <i>Symptom Corrected:</i> <ol style="list-style-type: none"> 1. <i>Character display error (Finnish, Portuguese).</i> 2. <i>Translation error (Spanish): “[Imprimir resumen → Reanudar impr]”.</i> 3. <i>When a network error occurs and Email alert is ON, the Menu key cannot be used (max. 20 minutes).</i> 4. <i>The machine lets the operator print label sheets in duplex mode.</i> ● <i>Other Changes:</i> <i>The following Sp mode has been added to reduce banding:</i> <div style="text-align: center;"><i>SP5-995-001: Fine_Mode [0 or 1/ 0 / -]</i></div> <ul style="list-style-type: none"> <i>0: OFF</i> <i>1: ON</i> <i>Note: When this Sp is ON, the machine feeds a sheet into the development unit only <u>after</u> the sheet before it leaves the fusing unit. The print time for one sheet is 3.75sec longer than normal mode.</i>
1.02	<ol style="list-style-type: none"> 1. <i>Machine sometimes does not recover from an error condition induced by a paper jam that occurs at paper end, even when the jam itself is cleared.</i> 2. <i>Print jobs set with Letterhead ON sometimes do not start if the machine is in the toner near end condition.</i> 3. <i>A single-page image is sometimes separated and printed onto two pages (For example with the first printed in CM and second printed in YK) when the job is performed with Slip sheet mode ON just following the paper end condition if the machine is in the toner near end condition.</i>
1.01	1st Mass Production