

Product Support Guide G178 / D016

RFG # 035709

Introduction

Model Type	Color Printer	Color MFP
Launch Date	10/2008	2/2009
S/N Configuration	S32YMM00001	M87YMM00001
Product Code	G178	D016

Brand/Model Name

Product Code	Lanier	Ricoh	Savin
G178	Pro C900	Pro C900	Pro C900
D016	Pro C900s	Pro C900s	Pro C900s

Product Concept



G178



D016

The G178 is a new high volume 90ppm Color Fiery driven Printer with the finishing capabilities of the B/W 90/110/135 ppm MFP (D101/D102/D103) series. [The G178 cannot be upgraded to the D016.](#)

The D016 is the MFP version of the G178 color printer. The base unit consists of a mainframe print engine and a LCIT / ARDF assembly. With the addition of an ARDF, color copying and scanning are now available.

At launch, a Cover Interposer, Z Folder, Saddle Stitcher Booklet Maker, and a 5000 sheet finisher will be available. Later the following finishing options will be introduced: Perfect Binder, Ring Binder, Stacker Unit, GBC punch unit, Buffer Pass Unit and Plockmatic Booklet Maker.

The G178/D016 will incorporate the use of Trained Customer Replaceable Units (TCRUs) to minimize system downtime. Paper and toner can also be replaced without interrupting machine operation.

Key Installation Points For the Pro C900/Pro C900s:

- A forklift is required to remove the main frame from the shipping pallet.
- [If unit is removed from the pallet for shipping - refer to TSB G178-039.](#)
- Fuser Oil (minimum 3 bottles) and Toner are needed (1 of each color) to set up the machine.
- Fuser Oil is needed to prime the Fuser Unit.
- Developer is pre-installed from the factory.
- The Mainframe weighs 700kg (1500lbs) – a suitable surface is needed to support the unit and accessories.
- The Pro C900 requires NEMA 6-30 receptacle. (208v-240v, 30A)
- 2 Network connections are required – 1 for Fiery printing / Fiery Scanning and 1 for @Remote / GW Scanning.

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Order Number Main Frame

Item	Model Name	EDP Code	Lanier ID	Notes
G178	Lanier Ricoh Savin	- 404166 -	-	-
D016	Lanier Ricoh Savin	- 404159 -	-	-

Note: Order Numbers are provided for reference purposes only. Please use your Pricing Guide for proper order numbers to insure you receive the correct branding emblem.

Options

Item	Description	EDP Code	Product Code	Common / Unique	Remarks
Finisher	Finisher SR5000	412981	B830	C (B234)	3000 sheet finisher
LCIT	LCIT RT5000	412968	B832	C (B234)	LT LCT Only Available for G178
LCIT	LCIT RT5020	404110	B355	U	Up to 13"x19" paper / 2000sheets x 2 G178 – 2 Units can be installed D016 – 1 Unit can be Installed
Buffer Pass Unit	Buffer Pass Unit (used with SK5000)	404283	M379	U	Required when installing the High Capacity Stacker
High Capacity Stacker	High Capacity Stacker SK5000	404163	D364	U	5000 sheets
Roll-Away Cart	Roll-Away Cart Type 5000 (additional cart)	404165	-	U	Additional cart for Stacker
Cooling Fan Unit	Cooling Fan Unit Type 5000	404170	B831	U	Cools output in SR5000 shift tray
A3/11"x17" Tray Unit	A3/11"x17" Tray Unit TK5000	412967	B331	C (B234)	Converts Tandem tray to 11/17"
Bridge Unit	Bridge Unit BU5000	404111	D379	U	Connect 2 nd RT5020
Tab Sheet Holder	Tab Sheet Holder Type3260	412203	B499	C (B234)	-
Multi Bypass Tray	Multi Bypass Tray BY5000	412974	B833	C (B234)	Installs on top of optional LCT (RT5000/RT5020)

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Item	Description	EDP Code	Product Code	Common / Unique	Remarks
Z-folding Unit	Z-folding Unit ZF4000	412805	B660	C (B234)	-
Punch Unit	Punch Unit PU5000 NA	412983	B831	C (B234)	Punch unit for SR5000
Booklet Finisher	Booklet Finisher BK5000	412978	B836	C (B234)	Saddle Stitcher
Cover Interposer Tray	Cover Interposer Tray CI5010	404087	B835	C (B234)	-
Data OverWrite Security	Data OverWrite S Security Unit H	414002	D377	C (D023)	-
Perfect Binder	Perfect Binder GB5000	404099	D391	C (B234)	Produces glue bound output (All 3 items are ordered seperatly, but all are required for BG5000 installation)
Transit Pass Unit Type	Transit Pass Unit Type GB5000	404101		C (B234)	Required for GB5000
Cover Interposer Tray	Cover Interposer Tray Type GB5000 (404102		C (B234)	Required for GB5000
Ring Binder	Ring Binder RB5000	404112	D392	C (B234)	Produces Ring bound output Require Fiery System Software 3.0 or higher.
Ring Opener	Ring Opener Type A	404114	D419	C (B234)	Option to open finished Ring bound booklet to add pages
Production Booklet Finisher	Booklet Finisher BK5010	412101		C (B234)	Require Fiery System Software 3.0 or higher.
Cover Feeder	Cover Feeder CF5010	413102		C (B234)	Require Fiery System Software 3.0 or higher.
Trimmer Unit	Trimmer Unit TR5010	413103		C (B234)	Require Fiery System Software 3.0 or higher.
Book Fold Unit	Book Fold Unit BF5010	413104		C (B234)	Require Fiery System Software 3.0 or higher.
Rail Unit	Rail Unit	413105		C (B234)	
GBC Stream Punch III	GBC Stream Punch III	414387		C (B234)	Require Fiery System Software 3.0 or higher.
EFI Compose	EFI Compose	404168	M359	-	
EFI Graphic Arts Package	EFI Graphic Arts Package Premium Edition Upgrade Version	404227	M359	-	

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Item	Description	EDP Code	Product Code	Common / Unique	Remarks
EFI Color Profiler Suite Upgrade	EFI Color Profiler Suite Upgrade From v1.5X to v2.2X	003117MIU	D450	-	
Color Profiler Suite	Color Profiler Suite V2.2 (UV Version)	003115MIU	G878	-	
Color Profiler SW only	Color Profiler SW V2.2	003925MIU	-	-	
TCRU Kit	TCRU Kit	404234	-	-	
ES-1000	ES-1000 Spectrophotometer	003116MIU	-	-	

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Note:

The Perfect Binder, Stacker and Ring Binder will not be available at launch.

Cooling Fan Unit attaches to the exit of the SR5000 and assists in preventing toner adhering to the next printed sheet using coated paper.

Supplies/Yields

Item	Name	Order Code	Target Yield
Ricoh			
Black Toner	Pro Print Cartridge Black C900A	828000	72,000*
Yellow Toner	Pro Print Cartridge Yellow C900A	828001	72,000*
Magenta Toner	Pro Print Cartridge Magenta C900A	828002	72,000*
Cyan Toner	Pro Print Cartridge Cyan C900A	828003	72,000*
Glue	Glue Supply Type A for GB5000	TBA	TBA
Rings (W100)	Ring Supply Type A White 100	404117	375
Rings (B100)	Ring Supply Type A Black 100	404118	375
Rings (W50)	Ring Supply Type A White 50	404119	375
Rings (B50)	Ring Supply Type A Black 50	404120	375
Staple Type L	Staple Type L for BK5000 (Saddle Stitch)	411240	2,000
Staple Refill Type L	Staple Refill Type L for BK5000 (Saddle Stitch)	411241	8,000
Staple Type M	Staple Type M for SR5000	413013	5,000
Staple Refill Type M	Staple Refill Type M for SR5000	413026	25,000
Developer (Black)	Black Developer - ** Service Part/TCRU **	G1789640**	800,000
Developer (Cyan)	Cyan Developer - ** Service Part/TCRU **	G1789660**	800,000
Developer (Magenta)	Magenta Developer - ** Service Part/TCRU **	G1789670**	800,000
Developer (Yellow)	Yellow Developer - ** Service Part/TCRU **	G1789680**	800,000
Fuser Oil***	Silicone Oil Type SS - ** Service Part**	A2579550**	100,000
GBC Die Set	3 Hole (Ring Binder)	001450MIU	-
GBC Die Set	11 Hole (Velobind)	001451MIU	-
GBC Die Set	19 Hole (Cerlox)	001452MIU	-
GBC Die Set	21 Hole (Twin Loop 2:1)	001453MIU	-
GBC Die Set	32 Hole (Twin Loop Wire 3:1)	001454MIU	-
GBC Die Set	44 Hole (Color Coil)	001455MIU	-
GBC Die Set	32 Hole Pro Click Die Set	002493MIU	-
Staples Type SR90	Staple Cartridge (requires 2 cartridges)	411476	5,000

NOTE: *A4, 5% chart is used to measure the above yield.

NOTE: ** Part Number/TCRU

NOTE: *** Oil capacity = 4 bottles

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Option Compatibility

*Options number 4, 18,19, 20 and 24 are currently not available.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
1. LCIT RT5020			X																											
2. LCIT RT5020 (2 nd Unit)								A																						
3. LCIT RT5000 (note l)	X																													
4. High Capacity Stacker SK5000 (note H)*													X	X				X			X			#						
5. Roll-Away Cart Type 5000*				B																										
6. Cooling Fan Unit Type 5000												C																		
7. A3/11"x17" Tray Unit																														
8. Bridge Unit BU5000		A																												
9. Tab Sheet Holder																														
10. Multi Bypass Tray BY5000	D	X	D																											
11. Z-folding Unit ZF4000																														
12. Finisher SR5000				X																										
13. Punch Unit PU5000 NA												E																		
14. Booklet Finisher BK5000				X								X						X			X									
15. Cover Interposer Tray CI5010																														
16. Data OverWrite Security Unit H																														
17. Optional Counter Interface Unit																														
18. Perfect Binder GB5000*				X								X		X						F	F	X								
19. Transit Pass Unit Type GB5000*																		F												
20. Cover Interposer Tray Type GB5000*																				F										
21. Ring Binder RB5000* (J)				X										X				X												
22. Ring Opener Type A*																						G								
23. Java VM Card Type F																														
24. Buffer Pass Unit				#																										
25. BK5010 (J)												#																		
26. CF5010 (J)																									#					
27. TR5010 (J)																									#					
28. BF5010 (J)																									#					
29. BK5010 Rail Unit																									#					
30. GBC (J)												#																		

X: Cannot be installed together
#: Must be installed together

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(A) 2nd LCIT requires Bridge Unit BU5000. Only RT5020 can be installed as a tandem unit. Max system config. 2 RT5020s; (B) Additional cart to be used with SK5000; (C) Option for SR5000; (D) Bypass can be install on RT5000 or RT5020. Only 1 BY5000 can be installed. If tandem RT5020s are used – BY5000 is installed on 1st unit; (E) Option for SR5000; (F) Perfect Binder requires Transit Pass Unit Type GB5000 and Cover Interposer Tray Type GB5000; (G) Option for Ring Binder – tool to open and close finished ring bound output; (H) Two Stacker Units can be installed, (I) LCIT 5000 cannot be installed on the D014, (10) Only one LCIT 5020 can be added, (J) Fiery System Software 3.0 or higher is required.

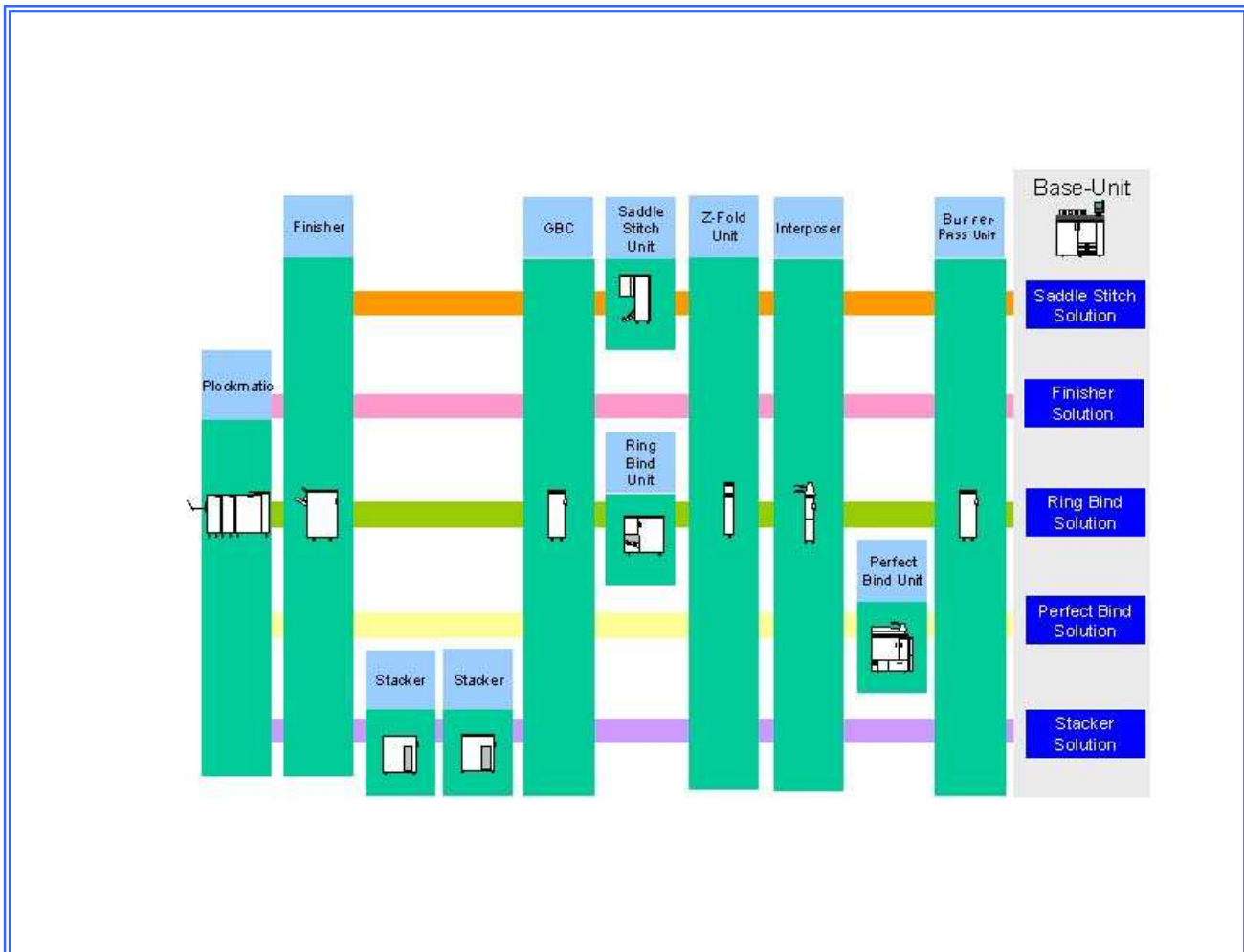
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Branding Information

TBA

Configuration

Main Frame Configuration



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Common Configurations: Input

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Main Frame	RT5000	RT5020	Bypass Unit	BU5000 Bridge Unit	RT5020
<input type="radio"/>	<input type="radio"/>				
<input type="radio"/>	<input type="radio"/>		<input type="radio"/>		
<input type="radio"/>		<input type="radio"/>			
<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D016

Main Frame	LCIT/Scanner Unit	RT5020	Bypass Unit
<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>		<input type="radio"/>	
<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

Common Configurations: Output

SR5000 Finisher	Stacker	Stacker	Ring Binder	Saddle Stitch	Z Folder	Interposer	Perfect Binder	Buffer Pass Unit	Main Frame
<input type="radio"/>					**	**	<input type="radio"/>		<input type="radio"/>
<input type="radio"/>					**	**	<input type="radio"/>		<input type="radio"/>
<input type="radio"/>					**	**	<input type="radio"/>		<input type="radio"/>
<input type="radio"/>				<input type="radio"/>	**	**		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>			<input type="radio"/>		**	**		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>		<input type="radio"/>			**	**		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			**	**		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>				<input type="radio"/>	**	**		<input type="radio"/>	<input type="radio"/>
<input type="radio"/>			<input type="radio"/>		**	**		<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>			**	**		<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>			**	**		<input type="radio"/>	<input type="radio"/>

Notes:

** Z Folder and/or Cover Interposer can be installed on all configurations.

Note: Finishing Options – No more than one of the following options can be installed at the same time.

- Perfect Binder
- Saddle Stitch
- Ring Binder
- Stacker Unit (2 Units can be installed)

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MFP Options

MFP Option Board Slot / SD Card Assignments

Slot 1 (lower slot) – Option slot
Slot 2 (upper slot) – Service slot

Feature Comparison To Previous version

The D016 is the MFP version of the G178 printer. The following features are now available.

- Copying: ARDF cpm:
 - ADF 1 to 1: 60 (FC) cpm / 80(BW) cpm
 - Memory: 90(FC) / 90(BW) cpm
- Scanning:
 - GW Scanning:
 - Scan Speed: 75(FC) / 75(BW) spm [Letter, 200dpi]
 - Scan to e-mail
 - Scan to Folder
 - Twain Scanning
 - Fiery Scanning:
 - Scan Speed: 50 (FC/BW) spm [Letter, 200dpi]
 - Scan to e-mail
 - Scan to FTP/SMB
 - Document Server
- Document Server

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Installation

Installation Requirements (Environment)

Temperature Range:	10° C to 32° C (50° F to 89.6° F)
Humidity Range:	15% to 80% RH
Ambient Illumination:	Less than 1,500 lux (do not expose to direct sunlight)
Ventilation:	3 times/hr/person
Ambient Dust:	Less than 0.075 mg/m ³ (2.0 x 10 ⁻⁶ oz/yd ³)
Avoid areas exposed to sudden temperature changes: <ul style="list-style-type: none"> • Areas directly exposed to cool air from an air conditioner. • Areas directly exposed to heat from a heater. 	
Do not place machine where it will be exposed to corrosive gas or vapor.	
Do not install the machine at any location over 2,000m (6,500 ft.) above sea level.	
Place the machine on a strong and level base.	
Do not place the machine where it may be subject to strong vibrations.	
Machine level	Front to back: within 2.5mm (0.1") of level
	Right to left: within 2.5mm (0.1") of level
Notes: <ul style="list-style-type: none"> • If the machine is installed in a location where the ambient temperature is more than 30°C (86°F): (1) Do not run full color printing longer than 2 hours, and (2) never turn the main power switch off immediately after a long print job. Leave the machine on so that the fans can expel the hot air from the machine and cool the electronic components. • If this machine is to be used in a high temperature and high humidity condition, the tray heater is required to get the proper print quality. Connect the tray heater harness during the mainframe installation. • Do not connect the machine to the same power source as other electrical devices. • The machine can make an electromagnetic field, and this can cause interference with radio or television reception. 	

Network connections (X2):

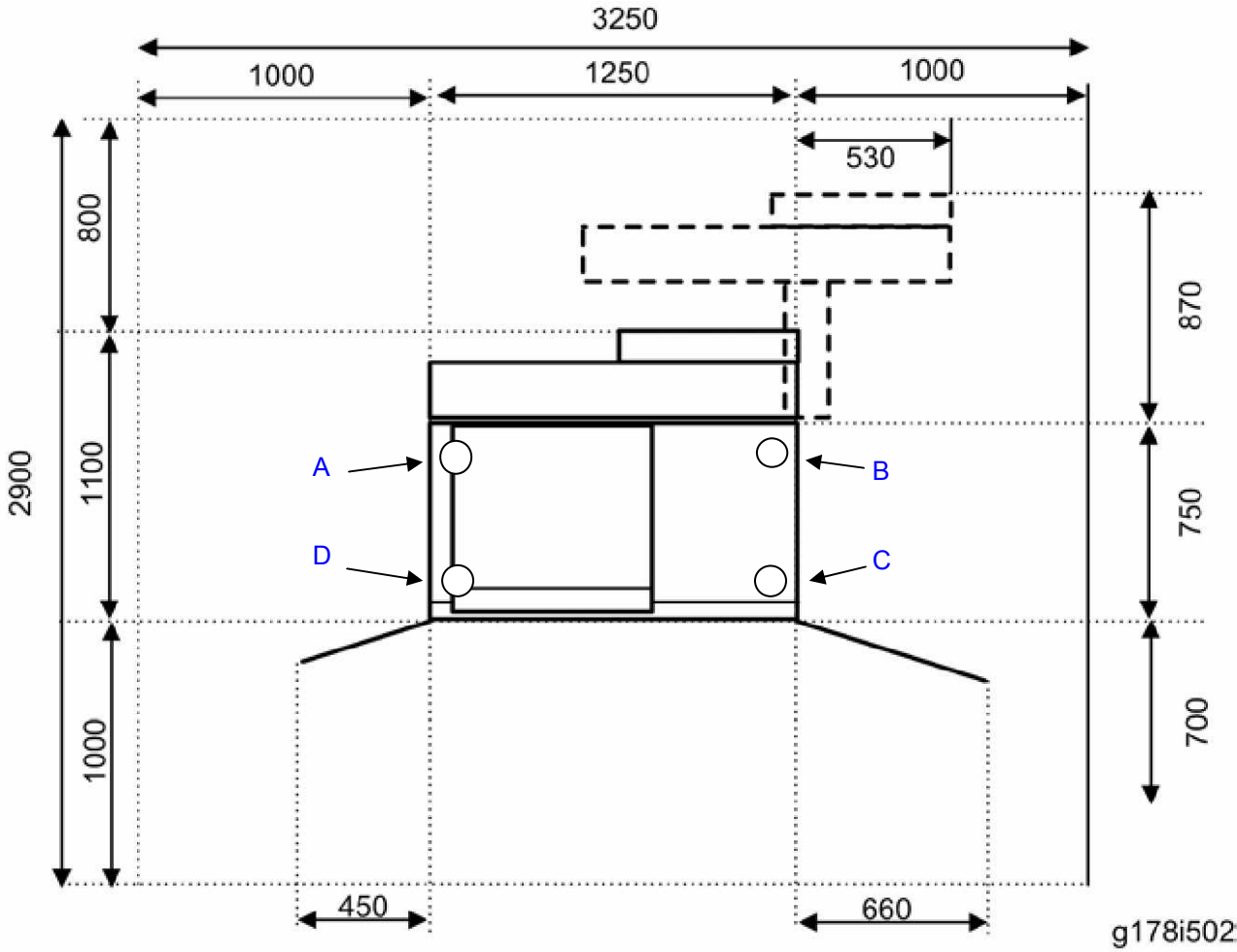
1. Fiery Controller:
 - a. Printing is only available via the Fiery controller.
 - b. WIM access to Fiery Controller Settings.
2. GW network connection.
 - a. Permits @Remote connection.
 - b. Web Image Monitor connection to mainframe GW settings (i.e User Tool settings).

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Floor Space

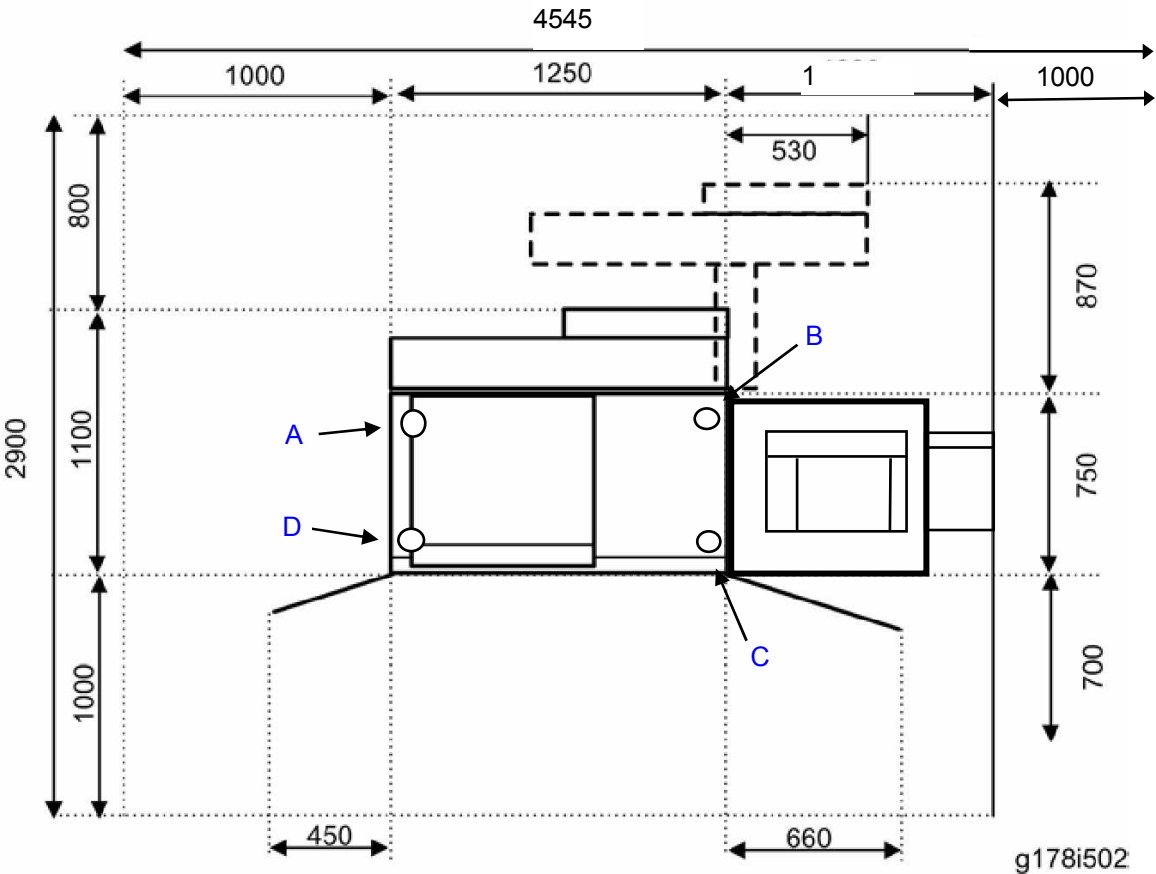
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Notes	
Rear Distance	Minimum 800mm (31.5") – Preferred 914mm (36") or more
Weight Distribution (When leveling feet are lowered)	
Location	Weight
A	202kg (445lb)
B	202kg (445lb)
C	123kg (271lb)
D	123kg (271lb)
*The floor and floor surface should support the listed weights.	
*Use of the leveling bolts is recommended for all installations, even when the machine is level. This prevents the unit from being moved after installation.	

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D016



g178i502

mm	0	500	1000	1500	2000	2500	3000	3500	4000	4500	5000
inch	0	19.7	39.4	59.1	78.7	98.4	118.1	137.8	157.5	177.2	196.8

Notes	
Rear Distance	Minimum 800mm (31.5") – Preferred 914mm (36") or more
Weight Distribution (When leveling feet are lowered)	
Location	Weight
A	202kg (445lb)
B	202kg (445lb)
C	123kg (271lb)
D	123kg (271lb)
*The floor and floor surface should support the listed weights.	
*Use of the leveling bolts is recommended for all installations, even when the machine is level. This prevents the unit from being moved after installation.	

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Foot Print

Note: Options number 11, 12, and 15 are currently not available.

Note 2: D016 includes Main Frame print engine and RT5020/ARDF assembly.

	Section A			Section B					Section C							Section D			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	18	19	20	21
Length A	GBC	Z Folder	Cover Interposer	Plockmatic Stacker	Plockmatic BF5010	Plockmatic TR5010	Plockmatic BK5010	Length B	SR5000 Finisher	Stacker	Stacker	Ring Binder	Saddle Stitch	Perfect Binder	Main Frame	RT5000	RT5020	RT5020	Length C
	308mm (12.1")	177mm (7.0")	540mm (21.3")	1,025mm (40.4")	360mm (14.2")	360mm (14.2")	795mm (31.3")	2,050mm (80.7")	800mm (31.5")						1,250mm (49.2")	540mm (21.3")			540mm (21.3")
								3,140mm (123.6")	800mm (31.5")					1,090mm (42.9")	1,250mm (49.2")		965mm (38.0")		965mm (38.0")
								2,650mm (104.3")	800mm (31.5")				600mm (23.6")		1,250mm (49.2")		965mm (38.0")	965mm (38.0")	1,930mm (76.0")
								2,920mm (115.0")	800mm (31.5")			870mm (34.3")			1,250mm (49.2")				
								2,965mm (116.7")	800mm (31.5")		915mm (36.0")				1,250mm (49.2")				
								3,880mm (152.8")	800mm (31.5")	915mm (36.0")	915mm (36.0")				1,250mm (49.2")				
								3,080mm (121.3")		915mm (36.0")	915mm (36.0")				1,250mm (49.2")				

- * The Depth and Height are fixed to the mainframe dimensions.
- * The total length of the installation can be calculated by using the above chart.

Instruction on how to determine total length:

1. Section A / B: Determine which options are to be installed. Add the values indicated under the option and enter this value _____ (Length A)
2. Section C: Determine which options are to be installed. Enter the value from column 9 here..... _____ (Length B)
3. Section D: Determine which options are to be installed. Enter the value from column 21 here..... _____ (Length C)
4. If Buffer Pass Unit is installed - add 330mm (11.8") to the length..... _____ (Buffer)
5. Total length..... _____ (Total)

Dimensions (W x D x H): _____ mm x 1,100 mm x 1,440 mm (_____" x 43.3" x 56.7") {W = length}

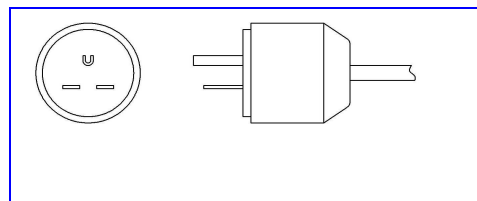
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Power Requirements

Main Unit

- The required wall outlet is a **NEMA 6-30R** (receptacle) →
- 208v to 240v, 50/60 Hz: More than 24A. Single Phase.
- Power cord length: 15ft.
- Do not place anything on power cord.



Required Breaker

The operating area where the machine is to be installed must have a required breaker for the power line.

North America: Listed circuit breaker, rating: 240V 30A, double pole

Accessories

Unit	Power Specifications	NA Requirements	Power Supply Plug Type	Length of Power Cord (Feet)
Z Folder	120v, 50/60Hz; 15A	120v / 15A	NEMA 5-15	7'
Ring Binder	100v-240v, 50/60Hz; 15A	120v / 15A	NEMA 5-15	8'
Stacker	120v, 50/60Hz; 15A	120v / 15A	NEMA 5-15	6'
Perfect Binder	170v – 264v, 50/60Hz; 15A	208v-240v / 15A	NEMA 6-15	15'
Buffer Pass Unit	120v, 50/60Hz; 15A	120v / 15A	NEMA 5-15	6"

Requirements to Deliver and move Main Unit

A forklift is required to lift the G179 Print off of its shipping pallet (a pallet jack **cannot** be used). If the customer cannot provide a forklift, the G178 needs to be removed from the pallet and soft shipped to the customer. **Care should be taken strapping down the machine for transit as the Front Door hinges can be bent or broken causing intermitted open door indications and/or jamming.**

The G178 Printer weights 700kg (1543lb). The on site delivery path should be planned in advance to avoid transportation issues.

Inclined surfaces: The G178 Printer should be moved up and down inclines with the exit section always at the higher elevation.

Do not push/pull on the Operation Display Panel Support Arm or the Toner Hopper Assembly when moving the G178 Printer.

The 179 Printer requires 1800mm (71") of space to be turned around.

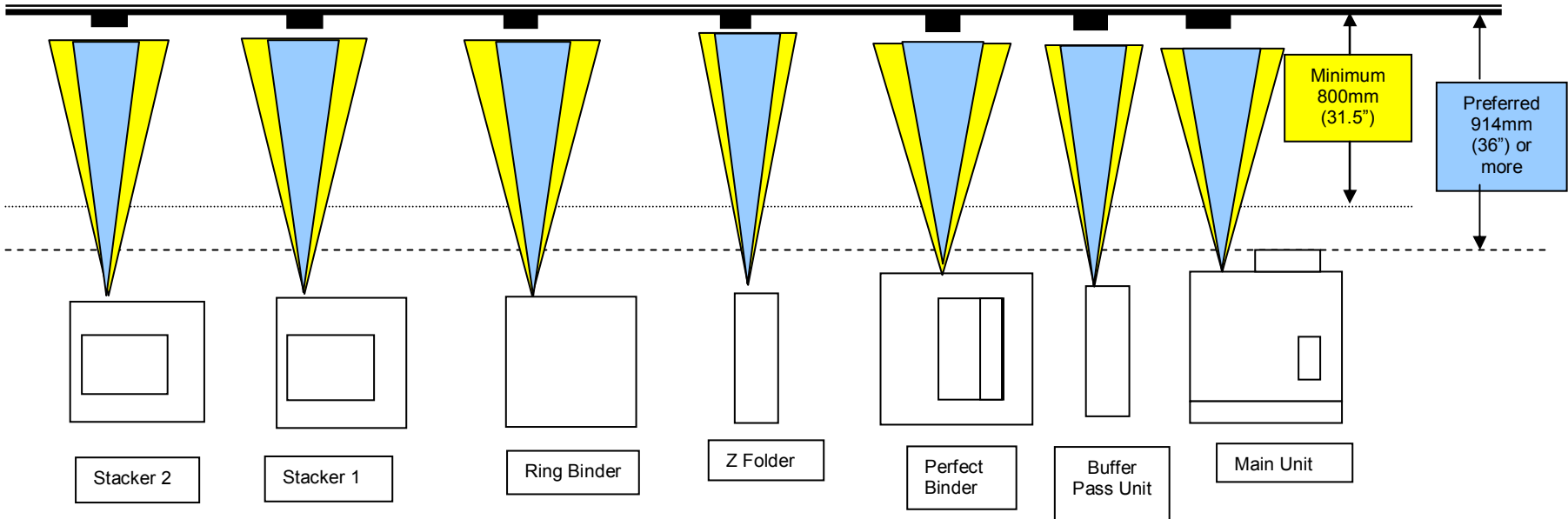
Doorways / passageways need to be a least 1100mm (43.3") wide. Opt. # 1: If not, the rear unit of the G178 can be removed by a technician – reducing the depth of the unit to 750mm (29.5"). The procedure is in FSM – Estimate time to remove 20 min. Opt. # 2: The Fiery Controller can be removed, reducing the depth of the unit to 986mm (38.8"). Estimate time to remove 5 minutes.

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Power Source Location (Power Receptacle Placement)

Stacker 2	Stacker 1	Ring Binder	Z Folder	Perfect Binder	Buffer Pass Unit	Main Unit
1320mm (52") either direction	1320mm (52") either direction	2007mm (79") either direction	1674mm (65.9") either direction	4191mm (165") either direction	1890mm (74") either direction	4191mm (165") either direction
1244mm (49") either direction	1244mm (49") either direction	1956mm (77") either direction	1623mm (63.9") either direction	4064mm (160") either direction	1860mm (73") either direction	4064mm (160") either direction



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On Site Support Recommendations

Description	Installed by:	Order Number / Part Number
Additional Fuser Oil	Customer	A2579550 (Service Part)
Additional Toner (CYMK)	Customer	Reference the Supplies Table (page 4)
Waste Toner Bottle (Toner should be disposed of as required by local or State law)	Customer	G1786973 (Service Part)
Fuser Unit *	Service	G1784137 (Service Part)
All 400k PM kits	Used to rebuilt TCRU Units	
<ul style="list-style-type: none"> • PCU Kit (x4) 	Used to rebuilt TCRU Units	PMG178PCUK
<ul style="list-style-type: none"> • ITB Kit 	Used to rebuilt TCRU Units	PMG178ITBK
<ul style="list-style-type: none"> • PTR Kit 	Used to rebuilt TCRU Units	PMG178PTRK
<ul style="list-style-type: none"> • Fuser Kit 	Used to rebuilt TCRU Units	PMG178400K
800k PM kit	Used to rebuilt TCRU Units	PMG178800K
*Unit ships with Developer already installed		

* The Fuser Unit should stay on the shipping pallet until it arrives at the end user location. If the Fuser Unit is removed from it's pallet and shipped via a commercial carrier, Fuser component damage may result.

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Sales Unit / Service Unit Responsibilities (before delivery)

1. Inform the customer of required power requirements (including accessories that require independent power source).
2. Inform the customer of power source placement, including placement of power sources for accessories.
3. Remove the main unit from pallet if customer cannot provide a forklift. The Pro C900 / Pro C900s requires a forklift to remove the unit from the shipping pallet.
4. Inform the customer of weight and size of main unit and accessories.
5. If the customer does not have doorways wider than 1100mm (43.3"), a technician is required to remove the rear unit of the [main frame](#), reducing the unit depth to 750mm (29.5"). This will allow the unit to fit through most doorways.

Customer Responsibilities

1. Provide and stable, level surface that can support the main unit and accessories.
2. Insure adequate space is available to allow main unit and accessories to be delivered and moved to installation area
3. Provide proper power sources for main unit and accessories.
4. Insure proper position of power source as to allow all units to plug directly into power source.
5. Insure the installation area meets environmental specifications.
6. Provide a network connections:
 - a. Minimum of 1 network connection is need for the Fiery connection.
 - b. A second network connection is needed if @Remote is utilized.
7. If TCRU (Trained Customer Replaceable Units) are utilized:
 - a. The customer shall provide space to store TCRUs
 - i. This storage space should meet the environmental specifications outlined in the Installation Requirements of the main unit.
 - ii. The operator and/or the technician should have access to TCRUs during main unit operation hours.
 - iii. If spare parts are to be kept on site to rebuild TCRUs, the parts should be store relative to the TCRUs.
 - iv. If TCRUs are to be rebuilt at the customer location, the customer should provide a location with a flat surface away from the main unit to allow the technician to perform the rebuild of the TCRUs so as to not interfere with the operation of the main unit.

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Forklift

When removing the Pro C900 / Pro C900s from the shipping pallet, refer to the fork positioning labels below.



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Servicing the Pro C900/ Pro C900s

Before you go to the installation:

- Familiarize yourself with the @Remote section of this document. Especially the RC Gate Setup section (pg 73-77)
- We are looking to achieve a 100% connection ratio to @Remote for the Pro C900 / Pro C900s. During the sales process, @Remote was explained to the customer and was most likely accepted.
 - Know the go to person at your office for @Remote.
 - Find out if the unit will be connected to the @Remote system.
 - Customer should be registered under RBS xxx PM Call under the Operation Calendar within the registration screen.
- Have the @Remote Request Number with you when you go to the installation.
- Know what type of service the account will have.
 - Shared Service – Customer utilizes the TCRU (Trained Customer Replaceable Unit) program and replaces items as necessary. Technician services areas not covered by the TCRU program and/or supplements the TCRU program.
 - Full Service – Technician provides all service, including replacing the TCRUs.
- Machine arrives with 1 bottle of oil and developer installed. Toner needs to be ordered to complete the installation. Confirm toner will be on-site. Note: The initial oil supplied with the machine may only last 50K. Make sure additional Fusing Oil will be supplied to the customer. **Additional oil (200ml) is needed to prime the Fuser Unit. It is not recommend to run the machine without priming the Fuser Unit. Damage may occur to the Oil Application Unit or Fuser Belt – resulting in oil streaking.**
- We recommend the use of the TCRU program on all installations. In addition -see our “On Site Support Recommendation” on page 14 of this document.
- Review the Customer CBT CD

When you arrive at the account:

- Confirm the installation location, power and environment meet the specifications outlined in the document.
- Perform the installation procedure out-lined in the Field Service Manual.
- Confirm the following settings:
 - SP5-045 [Accounting Counter] is set to “1” [Prints]
 - SP5-104 [A3/DLT Double Count] (Special Service Mode) is set to “0” [Normal Count] unless the Service Contract specifies differently.
 - SP5-985 - 001 [Device Setting – On Board NIC] is set to 1 [Enable] – for @Remote connection.
 - Fiery Tab -> Setup -> General -> Jobs -> Job Preview & Printed Jobs. “Enable Mismatch Action” - Disable this setting. This allows the user to select a different paper tray and print on mismatch.
- If @Remote is utilized – make the proper SP changes out-lined on page 77 of this document, based on the Service Type (Shared or Full)

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- Check if the TCRU items have been delivered.
- Check if PM parts are on hand for the 400k and 800k PM cycles.
- Check if a spare Fuser Unit is on site.
- Customer instruction:
 - Explain how to replace the CRUs (Customer Replaceable Units) – Waste Toner Bottle and Fuser Oil.
 - If Shared Service – explain how to replace the TCRUs and how to use the TCRU SD.
 - Explain the TCRU Manuals (the Replacement can be used as a outline to train the end user on the TRCU replacement procedures).
 - Explain the TCRU Replacement Form. Page 70 of this document can be prints to provide additional replacement forms.
 - Review Paper Tray setting for the customer – pointing out the setting for paper types to accommodate various media that may be run on the Pro C900 / Pro C900s.

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Media Type			Coated						Non - Coated					
Paper Thickness	Weight	Setting	Coat 1	Coat2	Coat 3	Special 1	Special 2		No Display	Special 3	Special 4	Special 5	Special 6	
Thin	60 - 75 gsm	Fusing Temp Nip Pressure Fuser Speed	165 C 16.25mm 0%	165 C 16.25mm -3%	170 C 16.25mm 0%	170 C 16.25mm -3%	175 C 16.25mm -3%		160 C 16.25mm -2%	180 C 16.25mm -3%	160 C 16.25mm 0%	165 C 16.25mm 0%	170 C 16.25mm 0%	
Normal	76 - 100 gsm	Fusing Temp Nip Pressure Fuser Speed	175 C 16.25mm 0%	180 C 16.25mm 0%	175 C 17.75mm 0%	185 C 17.75mm -1%	180 C 17.75mm -3%		175 C 16.25mm 0%	190 C 17.75mm 0%	180 C 16.25mm -3%	170 C 16.25mm -2%	170 C 16.25mm -3%	
Medium	101 - 126 gsm	Fusing Temp Nip Pressure Fuser Speed	180 C 17.75mm 0%	185 C 17.75mm 0%	190 C 17.75mm -3%	185 C 17.75mm -3%	190 C 19.25mm 0%		175 C 17.75mm 0%	190 C 19.25mm -2%	180 C 17.75mm -2%	185 C 17.75mm -1%	185 C 17.75mm 0%	
Thick 1	127 - 156 gsm	Fusing Temp Nip Pressure Fuser Speed	180 C 17.75mm -1%	185 C 17.75mm 0%	190 C 17.75mm -1%	195 C 19.25mm -2%	200 C 19.25mm 0%		185 C 17.75mm -2%	200 C 19.25mm -2%	175 C 16.25mm -3%	175 C 17.75mm -2%	180 C 17.75mm 0%	
Thick 2	157 - 220 gsm	Fusing Temp Nip Pressure Fuser Speed	190 C 19.25mm -1%	195 C 19.25mm -1%	195 C 19.25mm -3%	200 C 19.25mm 0%	190 C 19.25mm 0%		190 C 17.75mm 0%	200 C 19.25mm -3%	185 C 19.25mm -2%	190 C 19.25mm -2%	190 C 19.25mm -3%	
Thick 3	221 -300 gsm	Fusing Temp Nip Pressure Fuser Speed	195 C 19.25mm 0%	195 C 19.25mm -2%	200 C 19.25mm 0%	195 C 19.25mm -3%	200 C 19.25mm -2%		195 C 19.25mm -2%	200 C 19.25mm -3%	195 C 19.25mm -3%	200 C 19.25mm -2%	200 C 19.25mm -3%	

Fuser Temperature	Low	>	>>	>>>	>>>>	>>>>>	>>>>>>	>>>>>>>	High
	160 C	165 C	170 C	175 C	180 C	185 C	190 C	195 C	200 C

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B355 – RT5020 - Wide LCT Feed Assist Settings

Media Type			Coated					Non - Coated					
Paper Thickness	Weight	Setting	Coat 1	Coat2	Coat 3	Special 1	Special 2		No Display	Special 3	Special 4	Special 5	Special 6
Thin	60 - 75 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON/SP(1)	Auto/ON ON/SP(2)		Auto/OFF OFF	Auto/OFF OFF/SP(3)	Auto/OFF OFF/SP(4)	Auto/OFF OFF/SP(5)	Auto/OFF OFF/SP(6)
Normal	76 - 100 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON/SP(1)	Auto/ON ON/SP(2)		Auto/OFF OFF	Auto/OFF OFF/SP(3)	Auto/OFF OFF/SP(4)	Auto/OFF OFF/SP(5)	Auto/OFF OFF/SP(6)
Medium	101 - 126 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON/SP(1)	Auto/ON ON/SP(2)		Auto/OFF OFF	Auto/OFF OFF/SP(3)	Auto/OFF OFF/SP(4)	Auto/OFF OFF/SP(5)	Auto/OFF OFF/SP(6)
Thick 1	127 - 156 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON/SP(1)	Auto/ON ON/SP(2)		Auto/OFF OFF	Auto/OFF OFF/SP(3)	Auto/OFF OFF/SP(4)	Auto/OFF OFF/SP(5)	Auto/OFF OFF/SP(6)
Thick 2	157 - 220 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON		Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON
Thick 3	221 -300 gsm	Pick Up Assist Air Feed Assist	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON/ ON)	Auto/ON ON)		Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON	Auto/ON ON

Wide LCT Pick Up Assist - SP1-923	Default	Auto/ON = ON	Auto/OFF = OFF	Adjustable with SP1-923 [Auto / ON / OFF] Auto – See table above / ON – Pick Up Assist On for all settings / OFF – Pick Up Assist OFF for all settings	
Wide LCT Air Feed Assist – SP 1-924	Default	ON = On at all times	ON/SP = Set with SP 1-924(x)	OFF = Off at all times	OFF/SP = Set with SP 1-924(x)

- **LCT Pick Up Assist** – Adjusts the length of time the Pick Up Roller stays down during the feed cycle. ON = LCT Pick Up Roller stays down until the lead edge of the paper reaches the Grip sensor (Longer time). OFF = LCT Pick Up Roller stays down until the lead edge of the paper reaches the Feed sensor (Shorter time).
- **LCT Air Feed Assist** – Determines when the Air Feed Assist Blower Fans are ON or OFF. Also SP 1-920 adjusts the **Blower Fan's Duty Cycle** (how much air is blown to separate the paper). Default is 70%. This value can be increased to assist in the separation of thicker / coated stocks. A higher duty cycle may negatively affect thinner stocks.
- **Note:** LCT feed issues – Before changing the default values of the above SPs, you should first adjust the position of the LCT side fences slightly wider than the size of the paper (1mm ~ 2mm). This can resolve some “short feed” / “no feed” issues.

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EM Service Calls

- TCRU Service:
 - Shared Service: If the end User has replaced a TCRU(s). The used TCRUs should be rebuilt as determined by your service location (on-site, shop or other). The appropriate PM kit(s) should be ordered to be on-hand for the next service call.
 - Full Service: If a TCRU(s) is required to resolve the customer's issue, replace as necessary to maintain maximum up time. Follow rebuild procedure as outlined in Shared Service.
- Clean the ID and Music Sensors.
- Check and vacuum the Dust filters and Ozone Filters.
- Reset PM part counters as necessary. If the TRCU card use used by the end user, confirm the correct counters have been cleared.
- If fuser parts are replaced, make sure copy quality is check by running prints with 100% coverage on 11x17 or larger paper. Check for oil streaks. Continue to run prints until oil streaks disappear.

@Remote Service Calls

- The following sample @Remote Call is not a Preventative Maintenance Call. This is a "Disconnected" call, which will happen when the customer powers off the unit. The reference to "Svc PM Call" is the Operation Calendar the unit is registered within the @Remote System. A PM type call will display "**Alarm Call Received**", **TAG ID :Device S/N: xxxxxx, Service Depot Name: RBS 'City' Svc PM Call**
 - **@Remote Reminder Disconnected (Appliance), Site Name: RBS 'City', Service Depot Name: RBS 'City' Svc PM Call**

PM Service Calls

- Use the Preventive Maintenance Table in the Field Service Manual to ensure the PM is properly performed. The TCRU SD Card can be used to clear most PM counters. The Fuser Unit PM counters need to be cleared via SP Mode – PM counters.
- The Fuser Belt may have a break-in period. Check copy quality by running prints with 100% coverage on 11x17 or larger paper. Check for oil streaks. Continue to run prints until oil streaks disappear.
- Oil Supply Unit. Take extra care not to stretch the tension springs. A spring hook should be used to remove and attach the springs. The black spring should be installed to the rear side of unit.

(As additional servicing information becomes available – this section will be updated.)

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Power Consumption / Noise Emission

Power Consumption

Mode	Power consumption	BTU
Max	Less than 5,500W	18,767
Standby	Less than 3,200W	10,919

Note: Full System:

-Finisher SR5000

-Booklet Finisher BK5000

-Z-folding Unit ZF4000

-Cover Interposer Tray CI5010

-13" x 19.2" LCT x 2

Noise Emission

Mode	Main Unit
Stand By	67 dB(A) or less
Printing	76 dB(A) or less

NOTE: The above measurements were made in accordance with ISO 7779. The measurements were taken from the normal position of the operator.

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Installation Times

Unit	Installation Time (Minutes)	Unit	Installation Time (Minutes)
Main Frame	30	Saddle Stitcher	15
Main Frame + LCT + Finisher	60	Perfect Binder	50
Punch Unit	10	Ring Binder	15
Cover Interposer	15	GBC	15
By Pass Tray	15	Stacker Unit	15
Z Folding Unit	15	Plockmatic	45
A4/LT LCIT	15	LCIT Bridge Unit	15
A3/DLT LCIT	15		

Storage/Transportation

	Storage	Transportation
Mainframe	Temperature -30 ~ +50° C Humidity Less than 80% RH Stack Max. 2 cartons	Temperature -30 ~ +50° C Humidity 15% RH ~ 95% RH Stack Max. 2 cartons
Toner (***)	-30 ~ +40° C * 15 - 80% RH	Under 30-50° C 15-95% RH
Developer (***)	-30 ~ +40° C ** 15-80% RH	Under 30-50° C 15-95% RH

* Do not exceed a month under conditions where the temperature is between 35 and 40°.

** Do not exceed a month under conditions where the temperature is over 45°C.

*** Do not exceed 24 months for storage

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Parts / Special Tools / Maintenance

PM Parts / Yields

Mainframe / Accessories

Unique/Common
U: Unique for this model
C: Common with listed model

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Parts Number	Description	Q'ty	PM Interval	Unique or Common
PCDU				
G1782455*	Charge Corona Units	4	400K	C (G178/D016)
G1789680	Developer Y	1	800K	C (G178/D016)
G1789670	Developer M	1	800K	C (G178/D016)
G1789660	Developer C	1	800K	C (G178/D016)
G1789640	Developer K	1	800K	C (G178/D016)
G1789510*	OPC Drum K	1	1200K	C (G178/D016)
G1789510*	OPC Drum Y,M,C	3	2000K	C (G178/D016)
GD042009	Drum Cleaning Brush Roller	4	400K	C (G178/D016)
G1783659	Drum Cleaning Blade	4	400K	C (G178/D016)
GD042010	Drum Lubricant Brush Roller	4	400K	C (G178/D016)
G1783708*	Drum Lubricant Blade	4	400K	C (G178/D016)
G1783731	Drum Lubricant Bar	4	400K	C (G178/D016)
G1783699	Drum Cleaning Gear Kit	4	400K	C (G178/D016)
ITB Unit				
G1786302	Image Transfer Rollers	4	800K	C (G178/D016)
G1786300	ITB (Image Transfer Belt)	1	1600K	C (G178/D016)
G1786505	ITB Bias Roller	1	800K	C (G178/D016)
GD042007	ITB Cleaning Brush Roller	1	400K	C (G178/D016)
GD041027	ITB Cleaning Blade	1	400K	C (G178/D016)
GD042008	ITB Lubricant Brush Roller	1	400K	C (G178/D016)
G1786690	ITB Lubricant Bar	1	400K	C (G178/D016)
PTR Unit				
G1786755	Paper Transfer Roller	1	400K	C (G178/D016)
G1786757	PTR Cleaning Brush Roller	1	400K	C (G178/D016)
G1786887	PTR Lubricant Brush Roller	1	400K	C (G178/D016)
G1786759	PTR Cleaning Blade	1	400K	C (G178/D016)
G1786767	PTR Lubricant Bar	1	400K	C (G178/D016)
G1786706	Separation Unit / Discharge plate	1	400K	C (G178/D016)
* Part number updated.				

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Parts Number	Description	Q'ty	PM Interval	Unique or Common
Fusing Unit				
D0164485*	Hot Roller	1	800K	C (G178/D016)
G1787878	Fusing Belt	1	400K	C (G178/D016)
G1787950*	Pressure Roller	1	400K	C (G178/D016)
G1784446	Pressure Roller Stripper Pawls	7	800K	C (G178/D016)
G1784480*	Oil Supply Unit	1	400K	C (G178/D016)
G1784279*	Oil Supply Unit Gear Set	1	800K	C (G178/D016)
G1784329	Pressure Roller Blade	1	400K	C (G178/D016)
G1784340*	Cleaning Felt Kit – Pressure Roller	1	400K	C (G178/D016)
G1784400	Fusing Tension Roller	1	400K	C (G178/D016)
G1784499	Heating Roller Thermistor	1	2000K	C (G178/D016)
G1787892	Fuser Gear Z70	1	2400K	C (G178/D016)
G1784149*	Fuser Web Cleaning Unit	1	400K	C (G178/D016)
D0164160*	Oil Application Sub-Unit Gear Set	1	400K	C (G178/D016)
G1784337*	Oil Tank Filter (Small)	1	400K	C (G178/D016)
D0164413*	Oil Tank Filter (Large) (G178 – N/A)	1	400K	U (D016)
Paper Feed (Main Frame)				
AF030080	Pick Up Roller	2	1000K	C (B234)
AF031080	Paper Feed Roller	2	1000K	C (B234)
AF032080	Separation Roller	2	1000K	C (B234)
Others				
G1787290	Ozone filter 800M	1	1200K	C (G178/D016)
G1787306	Ozone filter 1000M	1	1200K	C (G178/D016)
G1787258	Dust Filter	4	400K	C (G178/D016)
LCT (B832)				
AF030080	Pick Up Roller	3	1000K	C (B234)
AF031080	Paper Feed Roller	3	1000K	C (B234)
AF032080	Separation Roller	3	1000K	C (B234)
LCT (13"x19") (D355)				
AF030071	Pick Up Roller	2	300K	C (G178/D016)
AF031041	Paper Feed Roller	2	300k	C (B234)
AF032041	Separation Roller	2	300k	C (B234)
CRU Items				
A2579550	Fuser Oil Type SS	1	100K (Note 1)	C
G1786973	Waste Toner Bottle	1	220K	C (G178/D016)
* Part number updated.				

Note 1 Conditions

- A4/LT size non-coated paper
- 5% coverage
- 50 pages per job
- The yield will likely decrease when printing on coated paper

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D016 Only

Parts Number	Description	Q'ty	PM Interval	Unique or Common
ADF				
B3011442	Transport Belt	1	140K	C (B070/B071)
A8952241	Reverse Roller Paper Feed	1	120K	C (B070/B071)
B477225	Pick Up Roller	1	120K	C (B070/B071)
A8061295	Paper Feed Belt	1	120K	C (B070/B071)
Scanner				
B0701790	Exposer Glass: Assembly	1	1000K	C (B070/B071)

Special Tools & Lubricants

Item	Part Number	Description	Q'ty	Unique or Common
1	52039502	Silicone Grease 501	1	C
2	A2579300	Grease Barrierta – S5525	1	C
3	B1329700	Drum setting powder pad applicator	1	C
4	G0049668	Grease – KS660 – SHIN-ETSU	1	C
5	54479078	Heat Resisting Grease MT-78	1	C
6	54429103	Launa Oil 40	1	C
7	A0299387	Digital Multimeter – FLUKE87	1	C
8	B6455010	SD Card – 64MB	1	C
9	52039502	Silicone Grease 501	1	C
10	A2579300	Grease Barrierta – S5525	1	C
11	---	Ricoh System Information Tool (Support Tool Version 2) - Basic version - Mail version - Rlogtool (for use with GW controller)	1	C (General)
12	C4019503	Loop [20x Magification Scope]	1	C (General)

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PM Kits

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Kit Name	Item	Description	Qty	PM cycle
PMG178PCUK	GD042009	Brush Roller: Cleaning	x1	400k
	G1783659	Cleaning Blade: Adhesion	x1	400k
	GD042010	Brush Roller: Apply; Ass'y	x1	400k
	G1783708	Blade: Apply: Ass'y	x1	400k
	G1783731	Coating Bar: Ass'y	x1	400k
	G1783699	Gear Kit: Cleaning Unit	x1	400k
PMG178ITBK	GD042007	Brush Roller: Intermediate	x1	400k
	GD041027	Cleaning Blade: 1st Transfer	x1	400k
	G1786690	Coating Bar: Belt Cleaning Ass'y	x1	400k
	GD042008	Brush Roller: Apply: 1st Transfer	x1	400k
PMG178PTRK	G1786755	Transfer Roller	x1	400k
	G1786757	Brush Roller: Transfer Roller	x1	400k
	G1786759	Blade: Transfer Roller	x1	400k
	G1786767	Coating Bar: Transfer Roller	x1	400k
	G1786887	Brush Roller: Coating Bar	x1	400k
	G1786706	Separation Unit	x1	400k
PMG178400K	G1787878	Fusing Belt: 140mm	x1	400k
	G1787950*	Pressure Roller	x1	400k
	D0164480*	Oil Application Unit (TSB G178-076)	x1	400k
	G1784329	Blade: Sub-ass'y	x1	400k
	G1784400	Tension Roller Unit	x1	400k
	G1784149*	Web: Cleaning Unit: Ass'y	x1	400k
	G1784340	Cleaning Felt Kit: Pressure Oil Pad	x1	400k
	D0164160*	Oil Application Sub-Unit Gear Set	X1	400k
	G1784337*	Oil Tank Filter (Small)	x1	400k
	D0164413*	Oil Tank Filter (Large)	X1	400k
	G1787258	Dust Filter	x4	400k
PMG178800K	D0164485*	Hot Roller	x1	800k
	G1784201*	Strippers Pawls: Pressure Roller: Ass'y (TSB G178-052r)	x1	800k
	G1786505	Transfer Roller: No 2	x1	800k
	G1786302	Roller: Intermediate	x4	800k
* Part number has changed from 1 st production.				

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Target Reliability

Model	
Average Document Volume	170K/month
Max. Monthly Volume	240K/month
PM Interval	400K Prints*
Duty	400K Prints
Life of Unit	14,400 or 5 years

* User Maintenance (TCRU) / Technician Maintenance

- @ 80% Color Ratio

Specifications / Documentation

Mainframe

GW Controller

CPU		Intel Pentium M 1.4GHz	
Memory	Printer	1GB	512MBx2
	MFP	2GB	1GBx2
HDD		640 GB	
Interface		100/10Base-TX x 2	
		SD Slot x 2	GW application installation Service use
		USB2.0	External appliance
		Counter Interface Slot	Counter Interface
Network Protocol	Network	TCP/IP (Ipv4, Ipv6)	
	Scanning e-mail	SMTP, POPS	
	Scan to Folder	SMB, FTP, NCP	

Hardware Specification

Items	Specification	Remarks
Configuration	Console	
Copy Process	4-drum dry electrostatic transfer system with internal transfer belt	
Fusing	Oil Belt-fusing Method	Fuser oil is required
Engine Speed	FC	90 ppm
	BK	90 ppm
Warm-up Time	Less than 420 sec.	23C°, rated voltage
Limitless Paper Supply	Supported	
Paper Size	Please refer to "Paper size matrix".	

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Maximum Printable Area		320 mm x 480 mm / 12.6" x 18.9"		
Paper weight	1 st tray	60-220g/m2 16-58 lb. Bond / 80 lb. Cover / 120 lb. Index		
	2 nd tray	60-220g/m2 16-58 lb. Bond / 80 lb. Cover / 120 lb. Index		
	Duplex	60-220g/m2 16-58 lb. Bond / 80 lb. Cover / 120 lb. Index		
Paper weight setting		Thin (60-71g/m2), Normal (72-100 g/m2), Medium Thick (101-126 g/m2), Thick1 (127 g/m2-156 g/m2), Thick2 (157 g/m2-220 g/m2), Thick3 (221-300 g/m2)		
Power Specification	NA ver.	208V-240V, 24A, 50/60Hz		
	EU ver.	220/230/240V, 25A, 50/60Hz		
Max. Power Consumption		Printing: Less than 5,500W Stand-by: Less than 3,200W		Full System -Finisher SR5000 -Booklet Finisher BK5000 -Z-folding Unit ZF4000 -Cover Interposer Tray CI5010 -13" x 19.2" LCT x 2
Dimension (W x D x H)		1,250 x 1,100 x 1,440		mm
Weight		700 Kg or less (1,543 lbs)		Including Fiery
		1 st tray: 1,000 sheets x2 (Tandem)		
		2 nd tray: 500 sheets		

Copier Feature

Items		Specifications		Remarks
Original Type		Book/Sheet/Object		
Original size		Max: A3 / 11" x 17" Min: A5, 5 1/2" x 8 1/2"		
Copy/Print size		A3-A5, Up to 330mm x 458mm 11" x 17"-5 1/2 x 8 1/2, 13" x 18"		
First Copy Output Time		FC	Less than 13.5 sec	A4/LT(LEF) 1 st input tray or Std LCT upper tray Face-up
		Bk	Less than 13.5 sec	
Multi copy speed	Memory retention	FC	90 cpm	A4/LT(LEF)
		Bk	90 cpm	
	ADF 1 to 1	FC	60 cpm	A4/LT(LEF)
		Bk	80 cpm	
Multi copy		Up to 9,999		
Resolution	Copy	1,200dpi		
	Print	1,200dpi		
	Scan copy	600dpi		
	Scan send	600dpi		
Magnification	NA ver.	7 Reductions & 5 Enlargement 93%, 85%, 78%, 73%, 65%, 50%, 25% 121%, 129%, 155%, 200%, 400%		

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	EU ver.	7 Reductions & 5 Enlargement 93%, 82%, 75%, 71%, 65%, 50%, 25% 115%, 122%, 141%, 200%, 400%	
Auto Magnification Select (AMS)		Supported	
Zoom		25-400%	1% step
Size Magnification		Supported	
Directional Magnification		Supported	1 % step
Directional Size Magnification		Supported	1 mm/0.1 inch step
Full Image Copy		Supported	93% & Centering
Interrupt Copy		Standard	
Image Density		Auto Image Density	
		Manual Selection	9 Levels
Color Model		Auto Color Selection	
		Full Color	
		Black & White	
		Single Color	Default: 12 colors & Black User Color: 15 colors
		Twin-Color	Black & Other color Red & Black
Original Type Setting		Text	
		Text/Photo	
		Photo	
		Map	
		Pale	
		Generation	
		Inkjet	
		Highlight Pen	
Paper selection		Auto Paper Selection	
		1 st Tray	
		2 nd Tray	
		3 rd Tray	LCT option is required (P1)
		4 th Tray	LCT option is required (P1)
		5 th Tray	LCT option is required (P1/C1)
		6 th Tray	LCT option is required (P1/C1)
		7 th Tray (Bypass tray)	LCT & Bypass are required (P1/C1)
Displays for kinds of paper		Plain Paper*, Recycle Paper Special Paper, Color Paper1 Color Paper2, Color (9 kinds; Yellow, Green, Blue, Purple, Ivory, Orange, Pink, Red, Gray), Envelope, Coat1, Coat2, Coat3, Preprinted paper, Letter Head, Backed Copied, Labels, Pre- punched Paper Special Paper1, Special Paper2, Special Paper3, Special Paper4, Special Paper5, Special Paper6, Bond, Tab stock	*Not displayed as paper type
Duplex		1 side to 2 side	
		2 side to 2 side	
		Book to 2 side	
		Front & Back to 2 side	

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Book / Series Combine	Book	Booklet Magazine	
	Series	Book to Simplex Book to Duplex Front & Back to 2 sided	
	Combine	Combine 2,4,8 into 1 simplex sheet Combine 4,8,16 into 1 duplex sheet	
Margin Adjustment		Supported	1mm/0.1 inch
Erase 3 edge	Inside Outside Center/Border	Supported	
Cover / Slip sheet	Front	Copy or Blank	Copy: Duplex or Simplex
	Front & Back	Copy or Blank	Copy: Duplex or Simplex
	Slip	Copy or Blank	
Chaptering		Supported	Up to 100 positions
Paper Designate		Supported (can select from 3 trays)	Up to 100 positions
Image Rotation		Supported	
Electronic Sort		Supported	With finisher
Stapling		Supported, 4 positions	With finisher
Punch		USA: 2/3 switchable hole punch EU: 2/4 switchable hole punch Scandinavian: 4 holes punch	With Finisher
Stamp	Background Numbering	Not Available	
	Page Numbering	7 stamps	
	Date Stamp	6 stamps	
	User Stamp	5 stamps	
	Preset Stamp	8 stamps	
	Stamp Text	Supported	
Image Adjustment	Color Adjustment	Color Balance Adjustment	
		Color Balance Program	
		Color Registration	
	Image Adjustment	Sharp / Soft	
		Contrast	
		Background Density Adjustment	
		Under Color Removal	
		Auto Color Selection Sensitivity Adjustment	
		Text-Photo Separation Sensitivity Adjustment	
		Color Erase Sensitivity Adjustment	
Auto Color Calibration (ACC)			
User Code		8 digits / 500 user code	
Interrupt Copy		Supported	
Copy Counter	NA Model	Electrical and Mechanical counter x2	
	EU Model	Electrical and Mechanical counter x1	

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ADF Specification		
Dimensions (W x D x H)	680 x 560 x 150mm	
Weight	Less than 17.5 Kg	
Power consumption	Less than 130W	
Noise (Power level)	Less than 75dB	
Stack capacity	100 sheets or less than 12mm	80g/m2, 20lbs Bond
Original size	- Simplex B6-A3 (SEF), HLT – 11" x 17" (SEF) - Duplex A5-A3 (SEF) HLT – 11" x 17" (SEF)	
Original Weight	- Simplex 40-128 g/m2 11-34 lb Bond - Duplex 52-105 g/m2 14-28 lb Bond	
Original set position	Left-rear corner	
Original Feed	ADF, SADF mode	
Original Set	Face Up, First sheet on top	
Special Original Setting	Batch, Mixed Size	
Power Source	From Mainframe	

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Productivity

Simplex			
Tray	Paper		
	Format	Direction	PPM
Tray1	Letter	LEF	90.0
	DLT	SEF	50.0
Tray2	HLT	LEF	90.0
	B5	LEF	
	Letter	LEF	
	Letter	SEF	70.0
	Legal	SEF	60.0
	DLT	SEF	50.0
	12 x 18 or larger	SEF	45.0
Tray3-6	HLT	LEF	90.0
	B5	LEF	
	Letter	LEF	
	Letter	SEF	70.0
	Legal	SEF	60.0
	DLT	SEF	50.0
	12 x 18 or larger	SEF	45.0
Duplex			
Tray	Paper		
	Format	Direction	PPM
Tray1	Letter	LEF	45.0
	DLT	SEF	25.0
Tray2	HLT	LEF	45.0
	B5	LEF	
	Letter	LEF	
	B5	SEF	35.0
	Letter	SEF	
	Legal	SEF	30.0
	DLT	SEF	25.0
	12 x 18 or larger	SEF	22.5
Tray3-6	HLT	LEF	45.0
	B5	LEF	
	Letter	LEF	
	B5	SEF	35.0
	Letter	SEF	
	Legal	SEF	30.0
	DLT	SEF	25.0
	12 x 18 or larger	SEF	22.5

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Options

A4/LT Large Capacity Tray (Only for G178)

Dimensions (W x D x H)	540 x 730 x 980 mm	
Weight	Less than 88 Kg	
Power source	From main frame	
Noise (Power level)	Less than 73 dB	
Paper size	A4_LEF, B5_LEF, A5_SEF LT_LEF, HLT_SEF	
Paper weight	3 rd tray: 60-216 g/m2 16-57 lb. Bond / 80 lb. Cover / 120 lb. Index 4 th tray: 60-216 g/m2 16-57 lb. Bond / 80 lb. Cover / 120 lb. Index 5 th tray: 60-163 g/m2 16-43 lb. Bond / 90 lb. Index / 60 lb. Cover	
Paper capacity	3 rd tray: 1,000 sheets 4 th tray: 1,000 sheets 5 th tray: 2,550 sheets	80g/m2, 20lb Bond

13"x19.2" Large Capacity Tray

Dimensions (W x D x H)	965 x 730 x 980 mm 1,017 x 730 x 980 mm (With extension tray)	
Weight	Less than 200 Kg	
Power source	From Mainframe	
Power consumption	Less than 150W	
Noise (Power level)	Printing: Less than 78dB (Full system) Stand-by: Less than 60db (Full System)	
Paper size	A5 (SEF)/HLT (SEF) – 13" x 19.2"	
Paper weight	60-300m2 16-79 lb. Bond / 110 lb. Cover / 165 lb. Index	
Paper capacity	2,000 sheets x 2 trays	80g/m2, 20lbs Bond

Bridge Unit

Dimensions (W x D x H)	575 x 500 x 300 mm	
Weight	Less than 15 Kg	
Power source	From Mainframe	
Paper size	A5 (SEF)/HLT (SEF) – 13" x 19.2"	
Paper weight	60-300g/m2	

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Multi Bypass tray Unit

Dimensions (W x D x H)	710 x 560 x 210 mm	
Weight	Less than 18 Kg	
Power source	From LCT (From Mainframe → LCT)	
Noise (Power level)	Less than 73dB	
Paper size	A5_SEF/HLT_SEF-13" x 19.2"	
Paper weight	60-216 g/m2 16-57 lb. Bond / 80 lb. Cover / 120 lb. Index	
Paper capacity	500 sheets	80g/m2, 20lbs Bond

3,000 sheets Finisher with 100 sheets stapler

Dimensions (W x D x H)	800 x 730 x 980 mm		
Weight	Less than 75 Kg (Finisher only)		
Noise (Power level)	Less than 78 dB (Finisher only)		
Configuration	Console type attached mainframe		
Power Source	From Mainframe		
Output Jogger	Standard		
Proof Tray	Stack capacity	500 sheets (A4, LT or smaller) 250 sheets (B4, LG or larger)	80g/m2, 20 lb. Bond
	Paper size	A5_SEF&LEF, B5_SEF&LEF, A4_SEF&LEF, B4_SEF, A3_SEF HLT_SEF&LEF, LT_SEF&LEF, LG_SEF&LEF, 11"x17" _SEF, 12"x18" _SEF	
	Paper weight	60 g/m2-216g/m2 16-57 lb. Bond / 80 lb. Cover / 120 lb. Index	
Shift Tray	Stack capacity	<u>3,000 sheets</u> (A4 LEF, B5 LEF, LT LEF) <u>1,500 sheets</u> (A3 SEF, A4 SEF, B4, B5 SEF, 11" x 17" SEF, LG SEF , LT SEF) <u>1,000 sheets</u> (12" x 18", 13" x 19.2") <u>500 sheets</u> (A5 LEF, HLT LEF) <u>100 sheet</u> (A5 SEF, HLT SEF) <u>30 sheets</u> (Z-folding paper)	80g/m2, 20lb Bond
	Paper size	A5_SEF&LEF, B5_SEF&LEF, A4_SEF&LEF, B4 SEF, A3_SEF, HLT_SEF&LEF, LT_SEF&LEF, LG_SEF&LEF, 11"x17" _SEF, 12"x18" _SEF, 13"x18" _SEF, 13"x19.2" _SEF	
	Paper weight	60 g/m2-300g/m2 16-79 lb. Bond / 110 lb. Cover / 165 lb. Index	

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Stapling Specification

Paper size	B5_SEF&LEF, A4_SEF&LEF, B4_SEF, A3_SEF LT_SEF&LEF, LG_SEF&LEF, 11" x 17" SEF		
Paper weight	64-80g/m2 17-21 lb. Bond		
Staple position	Top, Bottom, 2 Staples, Top-slant		
Staples Capacity	A4, B5, 8 1/2" x 11"	2-100 sheets	80g/m2, 20lb Bond
	A3, B4 11"x17", 8 1/2"x14"	2-50 sheets	
Staple Replenishment	Cartridge exchange / 5,000 pins per cartridge		

	Paper size	# of Pages per set	# of Sets
Stack capacity with Stapler	A4, B5, LT	10-100	200-30
		2-9	150
	A3, B4 11" x 17", LG	10-50	150-30
		2-9	30
When mix-sized	A3 & A4, B4 & B5 11" x 17 & 11" x 8 1/2"	2-50	30
Number of Punch	NA: 2 or 3 holes EU: 2 or 4 holes Scandinavian: 4 holes		Punch option is required.
Punch Replenishment	NA 2/3 holes: 10, 000 sheets EU: 2/4 holes: 15,000 sheets Scandinavian 4 holes: 15,000 sheets		

Saddle Stitch Unit

Dimensions (W x D x H)	600 x 730 x 980 mm
Weight	Less than 70 kg
Power consumption	Less than 100 W
Power source	From mainframe
Paper size	A3-A5_LEF, B4-B5_LEF 12"x18"-5 1/2"x8 1/2", 12"x18", 13"x19.2"
Paper weight	60-300 g/m2 16-79 lb. Bond/ 110 lb. Cover / 165 lb. Index
Saddle Stitch Unit	<u>Capacity of saddle stitch</u> 15 sheets / 80 g/m2, 20 lb. Bond <u>Paper size for saddle stitch</u> A3 SEF, B4 SEF, A4 SEF, B5 SEF, 11"x17" SEF, LG SEF, LT SEF <u>Paper weight for Saddle stitch</u> 64-90g/m2, 17-24 lb. Bond <u>Stack capacity after saddle stitch</u> 30 sets

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Cover Interposer

Dimensions (W x D x H)	540 x 730 x 1,270 mm	
Weight	Less than 45 kg	
Power consumption	Less than 50 W	
Noise (Power level)	Less than 73 dB	
Paper size	A5_SEF/HLT_SEF-13"x19.2"	
Paper weight	64-216 g/m2 17-57 lb. Bond / 80 lb. Cover / 120 lb. Index	
Paper capacity	200 sheets x 2 trays	20 lb, 80g/m2
Original set position	Center position	
Original set	Face up, First sheet on top	
Size change	Touch screen	User changeable

Z-Folder

Dimensions (W x D x H)	177 x 620 x 960 mm	
Weight	Less than 55 kg	
Power Specification	NA ver.	120V, 1A, 60Hz
	EU ver.	220-240V, 0.5A, 50/60Hz
Power consumption	Less than 100 W	
Noise (Power level)	Less than 74dB	
Paper size	A4_SEF, B4_SEF, A3_SEF LT_SEF, LG_SEF, 11"x17" _SEF, 12"x18" _SEF	
Paper weight	64-80 g/m2 17-21 lb. Bond	

DLT / A3 Tray

Dimensions (W x D x H)	495 x 530 x 175 mm
Weight	10 kg
Paper size	A3 SEF, B4 SEF, A4 11"x17" SEF, 8 1/2"x14 SEF, 8 1/2"x11"
Paper capacity	1,000 sheets

Ring Binder

Dimensions (W x D x H)	870 x 730 x 980 mm	
Weight	Less than 145 kg	
Power consumption	Less than 400 W	
Power Supply	100-240V, 50/60Hz	
Noise (Power Level)	Less than 72dB	
Paper size	Binding mode	A4_LEF, 8.5" x 11" _LEF
	Punching mode	A4_LEF, 8.5" x 11" _LEF

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Paper weight	Binding mode		64-216 gsm 17-57lb. Bond / 80 lb. Cover / 120 lb. Index		
	Punching mode		64-216 gsm 17-57lb. Bond / 80 lb. Cover / 120 lb. Index		
Capacity of ring bind			2-100 sheets		
Number of holes	8 1/2" x 11"		21 holes		
	A4		23 holes		
Ring supply	Type	NA	1) 8.5" x 11", Black 50 sheets 2) 8.5" x 11", Black 100 sheets 3) 8.5" x 11", White 50 sheets 4) 8.5" x 11", White 100 sheets		
		EU	1) 8.5" x 11", Black 50 sheets 2) 8.5" x 11", Black 100 sheets 3) 8.5" x 11", White 50 sheets 4) 8.5" x 11", White 100 sheets		
	Replenishment		Cartridge exchange	75 sets/cartridge	
	Stack capacity		Binding mode	11 sets	100 sheets/set
		Punching mode	PCL5 does not support Ring Binder finishing		

Perfect Binder

Dimensions (W x D x H)		1090 x 791 x 1387	
Weight		Less than 335 kg	
Power consumption		Less than 623W	
Power Supply		120v 50/60Hz	
Noise (Power Level)		Less than 83dB	
Cutting directions		3 edges, 1 edge, None	
Booklet size		Width: 201-297 mm Length: 139.7-216 mm	
Booklet thickness		Less than 23 mm	
Body pages	Paper weight	64-163 g/m2 17-43lb. Bond / 90lb. Index / 60lb. Cover	
	Paper Type	Plain, Recycled	
	Paper size	Width: 257-320 mm Length: 182-228 mm	
	Capacity	10-200 Sheets	
Cover pages	Paper weight	90-300 g/m2 24-79lb / 110lb Cover / 165lb Index	
	Paper type	Thick, Coated (Matte Type)	
	Paper size	Width: 257-330 mm Length: 364-487 mm	
Interposer tray	Capacity	200 pages x 2 (90 g/m2)	Total must be under 24mm
Stack capacity		7 sets	100 sheets/set (80 g/m2)

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Stacker

Dimensions (W x H x D)		914 x 727 x 980	
Weight		Less than 115kg	
Power consumption		Less than 100W	
Power Supply		120V 50/60 Hz	
Noise (Power level)		Less than 73dB	
Proof tray		A3-A5 11"x17" to 5.5" x 8.5" Max 13"x19.2" / 330x487mm	
Shift tray	Stack Capacity	52-300 g/m2 16-67 lb Bond / 110 lb Cover / 165 lb Index	
Paper capacity A3(Max "13x19.2"), A3T, B4T, A4T, A4Y, DLTT, LGT, LTT, LTY		5,000 pages	80 g/m2, 20 lb Bond
B5T, B5Y, A5T, HLTT		2,500 pages	
Original set position		Center position	

Roll-away Cart for Stacker

Dimensions (W x H x D)	596x750x530 mm
Weight	15 kg

Punch Unit for SR5000

Variety of Punch Unit		NA Punch	2 or 3 holes switch-able	
		EU Punch	2 or 4 holes switch-able	
		Scandinavian Punch	4 holes	
Punch Waste Replenishment		NA 2 holes	10,000 sheets	
		NA 3 holes	10,000 sheets	
		EU 2 holes	15,000 sheets	
		EU 4 holes	15,000 sheets	
		Scandinavian 4 holes	15,000 sheets	
Paper Weight		52 g/m ² -127.9 g/m ² 14 lb Bond –34 lb Bond		
Paper Size	NA 2-holes	SEF	A6 - A3 5 1/2"x8 1/2" - 8 1/2"x11"	
		LEF	A5 - A4 5 1/2"x8 1/2", 8 1/2"x11"	
	NA 3-holes	SEF	A3, B4 11"x17"	
		LEF	A4, B5 8 1/2"x 11"	
	EU 2-holes	SEF	A6 - A3	5 1/2"x8 1/2" - 11"x17"

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	EU 4-holes	LEF	A5 - A4 5 1/2"x8 1/2, 8 1/2"x11"
		SEF	A3, B4 11"x17"
		LEF	A4, B5 8 1/2"x 11"

Cooling Fan Unit

Dimensions (W x D x H)	485 x 140 x 167mm
Weight	2800 g
Power consumption	Less than 7W
Power source	From mainframe

TCRU Kit

Dimensions (W x D x H)	680 x 680 x 680mm
Weight	21kg

GBC III

Dimensions (W x D x H)	305 x 723 x 978mm
Weight	154 lbs
Power consumption	340W
Power source	115VAC, 60Hz
Punch Sheet Size	8.5" x 11"
Punch Edge	11" edge
Paper Weight	20lb Bond to 80 lb Cover
Punch Capacity	Single Sheet
Paper Bypass Mode Sheet Size	Same as mainframe

Buffer Pass Unit

Dimensions (W x D x H)	330x730x980 mm
Weight	89 kg / 196 lb
Power consumption	Less than 200W
Power Supply	120V 50/60 Hz, 3A
Paper Size	331x488 mm / 13"x19.2" ~ A6T/Post Card
Paper Weight	52 g/m2 – 300 g/m2

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Booklet Finisher BK5010

	Specifications	Remarks
Speed (Online usage)	Maintain engine speed.	Actual speed in number of booklets (per min / hour) depends on number of sheets per booklet.
Maximum Speed	1800 booklets / hour (8.5x11" & 11 x 17")	
Standard Paper Sizes	A4, A3, B4, 8.5x11", 8.5x14", 11x17	Custom sizes are available
Paper Size (Minimum)	Width 206 mm / 8.1" Length 275 mm / 10.8"	
Paper Size (Maximum)	Width 320 mm / 12.6" Length 457.2 mm / 18"	
Paper Weight (Minimum)	64gsm / 16 lb. Bond	
Paper Weight (Maximum)	300gsm / 172 lb. Index / 115 lb. Cover	Engine Duplex: 216 gsm / 80lb. Cover
Input / Output Sheets	1 – 30 Sheets (80 gsm / 20 lb. Bond, equivalent)	Stapled
Input / Output Sheets	1 – 2 Sheets	Non Stapled Folding
Off-line Use	Possible	Stitch/ Fold (2 staples)
Weight	286.6 lb	
Dimensions (L x H x D)	1420 x 970 x 700 mm / 55.9 x 35.4 x 27.6"	Incl. Base and Stacker
Power Source	100/110/115/127/220/230 50-60Hz	+/- 10%
Power consumption	200 W or less	Continuous Operations

For additional information see the BK5010 Product Support Guide.

Quality Specifications

	Specifications	Remarks
Fold Skew	0.7 mm (11 x 17), 1.0 mm (8.5 x 11)	
Fold Variation	0.5 mm	
Fold Quality	Less than 17 mm (A3, 80gsm, 4 Sheets)	Maximum height per set (also depends on paper quality).
Stapled Set Registration	0.7 mm Maximum	
Staple Line Position variation	Less than 0.5 mm	

TR5010 Trimmer Specifications

	Specifications	Remarks
Speed	Same as BK5010	
Standard Paper Sizes	Same as BK5010	Custom sizes are available
Default trim length	4.5 mm / (11/64")	Adjustable in 0.5 mm steps
Minimum trimming	1 mm / (0.0394 in)*	Adjustable in 0.5 mm steps
Maximum trimming	16 mm / (0.7")	Adjustable in 0.5 mm steps
Paper Weight (Minimum)	Same as BK5010	
Paper Weight (Maximum)	Same as BK5010	Engine Duplex: 216 gsm / 80lb. Cover
Input / Output Sheets	Same as BK5010	
Input / Output Sheets	Same as BK5010	
Off-line Use	Possible	(Together with Booklet maker)
Weight	143.3 lb	
Dimensions (L x H x D)	360 x 900 x 620 mm / 14.2 x 35.4 x 24.4"	
Power Source	From BK5010	

* When trimming 18" Booklets minimum trimming is 9 mm.

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CF5010 Cover Feeder Specifications

	Specifications	Remarks
Speed	Same as BK5010	A3/11x17" or bigger paper sizes, need two sheet sets as inlet at least
Standard Paper Sizes	Same as BK5010	
Paper Weight (Minimum)	70 gsm / 18 lb. Bond	
Paper Weight (Maximum)	Same as BK5010	
Cover Feeder Capacity	Approximately 200 sheets 20 lb. Bond paper	
Off-line Use	Possible	(Together with Booklet maker)
Weight	15.4 lb	
Dimensions (L x H x D)	310 x 190 x 530 mm / 12.2 x 7.5 x 20.9"	The Cover Feeder dimensions are included in the Booklet maker dimensions and will not add anything more to the space.
Power Source	From BK5010	

BF5010 Book Folder Specifications

	Specifications	Remarks
Speed	Same as BK5010	
Standard Paper Sizes	Same as BK5010	Custom sizes are available
Paper Weight (Minimum)	Same as BK5010	
Paper Weight (Maximum)	Same as BK5010	
Input / Output Sheets	Same as BK5010	
Input / Output Sheets	Same as BK5010	
Off-line Use	Possible	(Together with Booklet maker & Trimmer)
Weight	114.6 lb	
Dimensions (L x H x D)	360 x 900 x 620 mm / 14.2 x 35.4 x 24.4"	
Power Source	From BK5010	

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Scanner - GW Scanning Specifications		
Original type		Book / Sheet / Object
Resolution		100 / 150 / 200 (Default) / 300 / 400 / 600 dpi 100-1,200 dpi (Twain: BW) 100-1,200 dpi (Twain: Color)
Scan Speed (A4, 200dpi)		BW: 75 spm FC: 75 spm *Scan speed (A4 LEF, 200dpi)
Max Scan Area		297 x 432 mm / 11.7"x17"
Original Size	Standard	A3 SEF, A4 SEF, A4 LEF, A5 SEF, A5 LEF, B4 SEF, B5 SEF, B5 LEF 11"x17" SEF, 8 1/2"x14" SEF, 8 1/2"x13" SEF, 8 1/2"x11" SEF, 8 1/2"x11" LEF, 5 1/2"x8 1/2" SEF, 5 1/2"x8 1/2" LEF
	Customized	Minimum: 140 x 140 mm Maximum: 297 x 432 mm
File Format		TIFF (Multi/Single), JPEG, PDF (Multi/Single), High compression PDF
Scan Mode	Default	BW Text/Line Art
	Support	BW_Text, BW_Text-Photo, BW_Photo, Grayscale, FC_Text-Photo, FC_Photo, Auto Color Selection
Image Density	Auto Density Selection	Supported
	Manual Setting	7 Levels
Thin paper mode		Supported
SADF / Batch Mode		Supported
Mixed Size Mode		Supported

Scan to e-mail (GW)		
Requirement		SMTP Gateway and TCP/IP
Authentication		SMTP POP before SMTP
Resolution		Default: 200 dpi 100 / 150 / 200 / 300 / 400 / 600 dpi
Register E-mail Address in HDD		Max. 2,000 addresses
Register Group Address in HDD		Max. 500 Addresses Max. 100 Addresses in One Group Addresses
Maintain E-mail Address in HDD		Direct input on operation panel, Web image Monitor, Smart Device Monitor
Search E-mail Address in HDD		By name & E-mail address
LDAP		Yes
Max Address Number per Send		Max. 500 addresses
Address Number per send	via Address Book	Max. 500 addresses
	Direct Input	Max. 100 addresses
	via LDAP	Max. 100 addresses
Attention		To, cc, bcc
Subject	Manual Input	Max. 128 characters
Body Message	Manual Input	Max. 80 characters

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	Pre-register by user	5 body message. 80 characters x 5 lines per a body message. Title name of the body message: Max. 20 characters per a name.
	Preset	Message: "This e-mail included attached file sent from xxxx (machine model name)."
E-mail Size Restriction	With restriction	128-102,400KB, Default = 2,048KB
	W/O restriction	975MB
File Type		Single Page TIFF, Single Page JPEG, Single Page PDF, Multi Page TIFF, Multi Page PDF, Single Page High-compression PDF, Multi Page High-compression PDF
Program User Setting		Yes (Up to 25 programs)
Divided & Send E-mail		Yes (By page or size) / No, Default = Yes (By size)
Resend		Yes / No, Default = Yes

Scan to Folder (GW)	
Protocol Support	SMB, FTP, NCP
Security	Client folder log-in (log-in name and password) Encryption of log-in name and password during transmission
Resolution	Default: 200dpi 100, 150, 200, 300, 400, 600dpi
Max. Resisted Client Folder Address in HDD	Max. 2,000 folders
Maintain Client Folder Address in HDD	Via Operation Panel, Web Image Monitor
Max. Client Folders per send	Max. 50 client folders
Group Address	Max. 100 destinations (To Folder: 50, To e-mail: 100) *1
Input Subject	No
Scan file size	1 document Up to 2000MB
File size when combined Scan to Folder & Scan to E-mail	128-102,400KB, Default = 2,048KB (With restriction) 725MB (W/O restriction) (Conforming to the scan to e-mail specification)
File Type	Single Page TIFF/JPEG, Single Page PDF, Multi Page TIFF, Multi Page PDF, Single Page High-compression PDF, Multi Page High-compression PDF
Program Registration	Yes (Up to 25 programs)
Dividing file in Scan to E-mail	Yes (By page or size) / No, Default = Yes (By size) (When Scan to PC combine with Scan to e-mail)
Resend	Yes / No, Default = Yes

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Scanner - Network Twain Driver	
Correspondence OS	Windows 2000/XP/Vista Windows Server 2003, Server 2003R2
Resolution	100-1200dpi
Scan Mode	Standard, Photo, OCR, Filing
Image Adjustment	Brightness, Contrast, Threshold, Gamma Adjustment, Halftone Pattern
Stamp	Date, Page Number, Text
Endorse	Supported

Scanner – Fiery Scanner Specification		
Resolution	100 / 150 / 200* / 300 / 400 / 600 dpi	
Scan Speed (A4, 200dpi)	BW&FC: 50 spm (Single side, Normal scan mode)	
Max Scan Area	297mm x 432mm	
Original Size	Standard	A3, B4, A4, B5, A5, Letter, 11 x17, 8.5 x14, 8.5 x13, 5.5 x8.5
	Customized	297mm x 432mm
File Format	TIFF, JPEG, PDF	
Scan Type	Black & White: Text/Line Art * Black & White: Text Black & White: Text/Photo Black & White: Photo Grayscale Full Color: Text/Photo Full Color: Glossy Photo	
Side	Single * Top/top Top/bottom	
Orientation	Portrait * Landscape	
Destination	Hold Queue * Mailbox E-Mail FTP Internet fax SMB	

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Scan to e-mail (Fiery)		
Registered E-mail Address in Address Book		1,000
Address Number per send	Address Book	24K for total size of To and Cc
	LDAP	24K for total size of To and Cc
Email to scan mode	Attachment	Attachment/URL When URL is specified, the email will be send with URL linked to HDD of Fiery server where the scanned data is stored.
	Format	TIFF, JPEG, PDF

Scan to FTP/SMB	
FTP server	Server Name/ IP address, Directory, Port Number can be set.
Timeout	30 sec (0 – 999 sec can be set)
Authentication	User Name, Password can be set.
Proxy server setup	The setup for the FTP server is available.
SMB setup	Network pas/ Domain name can be set.
Authentication	User Name, Password can be set.

Document Server	
Copy*	Ricoh Unique Format
Print*	Ricoh Unique Format
Scan	TIFF, JPEG, PDF

*Model AG C1 does not support File Format Converter.

	Document Server Capacity
HDD Capacity for Document Server	410GB
Maximum Stored Documents	3,000 Documents
Maximum Page per Document	2,000 pages (Copy)
	5,000 pages (Print)
	2,000 pages (Scanner)
Maximum Page of all stored Document	12,000 pages

Document Server capacity depends on the image coverage of each document. The actual capacity may vary in each case.

Fax – Not Applicable	Remarks

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MFP Supported Environments

See Fiery Addendum

Other MFP Support Information

See Fiery Addendum

Counters

- Counter (Operation Panel Button)

Display:

Color Total xxxxxxxx

B&W Total xxxxxxxx

Print Out:

Printer: Color xxxxxxxx

Printer: B&W xxxxxxxx

Color Total xxxxxxxx

B&W Total xxxxxxxx

- User Tools → System Settings → Administrator Tools → Display / Print Counter

Display:

Total xxxxxxxx

Printer

Full Color xxxxxxxx

B&W xxxxxxxx

Single Color xxxxxxxx

Two Color xxxxxxxx

A#/DLT xxxxxxxx

Duplex xxxxxxxx

Print Out

Same as display

- Maximum 7 digits
- Mechanical counter – behind cover to the left of the 1st paper tray. 7 digits.

Paper

Recommended Throughput Material

See Media Substrate Guide at the end of the Product Support Guide.

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Non Recommended Throughput Material

Refer to pages in the Operators Instructions "About This Machine".

Do not use any of the following kinds of paper or a fault might occur:

- Aluminum Foil, Carbon paper or similar conductive paper
- Conductive paper
- Paper meant for an inkjet printer
- Bent, folded, or creased paper
- Torn paper
- Thermal fax paper
- Paper with perforated lines
- Hemmed-edge paper
- Slippery paper
- Perforated paper
- Rough paper (image may be blurred)
- Thin paper with little stiffness
- Paper with a dusty surface
- Do not print onto sides that are already printed

Special Paper

Not Applicable

Firmware Information

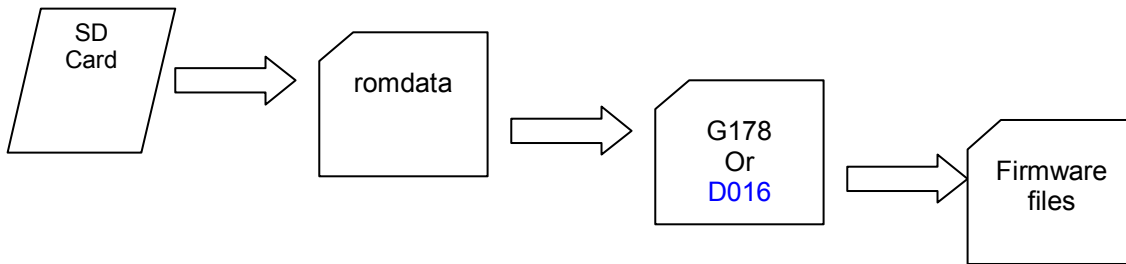
Firmware

Firmware SD Card	G178 Firmware Type	D016 Firmware Type
System	System Firmware	System Firmware
Engine	Engine Firmware	Engine Firmware
Web System	Web Support	Web Support
LCDC	Operation Panel	Operation Panel
NIB	Network Interface	Network Interface
Language	Language	Language
WebUapl		Web Uapl
Scanner		Scanner

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SD Card Arrangement



Note:

- The G178 Printer and the D016 MFP do **NOT** use the same mainframe firmware.

Fiery System Software

USB Flash Drive Required

Specification:

- 8GB
- Hi-Speed USB 2.0 certified for fast data transfer (backwards compatible)
- USB Mass Storage Class Device

Reference: Most USB memory drives that conform to the above specs should function correctly. We have confirmed that the following 4 types of USB memory drives work:

- Transcend
 - JF V10 / 8GB (TS8GJFV10)
 - JF V35 / 8GB (TS8GJFV35)
 - JF V85 / 8GB (TS8GJFV85)
- SanDisk
 - SanDisk Cruzer Colors USB Flash Drive / 8GB (SDCZ23-008G-J65B)

Note:

- G178 will only support Fiery System Software Ver. 1 and Ver 3.
- D016 will only support Fiery System Software Ver. 2 and Ver. 3.
- G178 and D016 will both support Fiery System Software Ver. 4 (See TSBs G178-078, D016-006, G178-102 and G178 / D016 Firmware Histories for important update procedures.)

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Contact Information

Name	Contact
Technical Services Call Center (Hotline)	Ricoh: (800) 537-4264 Savin/Gestetner: (800) 291-6044 Lanier: (800) 333-3147
Application Help Desk (Software Issues)	Ricoh Phone Card: 2 Call - 000781MIU, 5 Call - 000900MIU Savin Phone Card: 2 Call - 12992, 5 Call - 12993 Gestetner Phone Card: 2 Call - 12994, 5 Call - 12995
Parts and Logistics Control	(800) 557-4264 http://www.nrc-usa.com
Technology Solutions Center Web Site	http://www.tscweb.net
Configurator	http://www.connectivity-cafe.com
Ricoh Web Site	http://www.ricoh-usa.com/
Savin iLINC Web Site	http://www.savin.com
Headquarter Web Sites	Ricoh Corporation: http://www.ricoh-usa.com Savin Corporation: http://www.savin.com Gestetner Corporation: http://www.gestetnerusa.com/ Lanier Corporation: http://www.lanier.com
Material Safety Data Sheets	(800) 336-MSDS (6737)
Ricoh University	973.882.2200. http://www.ricohuniversity.com

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Training / Service Documentation

Documentation

G178

Description	EDP Code	RFG E-Source Number
Field Service Manual	003802 MIU	033054
Parts Catalog	003803 MIU	033117
Point to Point	003804 MIU	033148
Self pace (Blended Learning Part 1 CBT)	003789 MIU	N/A
Service Document Update	-	-
Customer CBT CD	004021MIU	-
Fiery User Manual	-	034663
Pro C900 Operation Instructions	-	033975

D016

Description	EDP Code	RFG E-Source Number
Field Service Manual	004334 MIU	037354
Parts Catalog	004341 MIU	037356
Point to Point	003804 MIU Includes P1 and C1	033148
Self pace (Blended Learning Part 1 CBT)	003789 MIU	-
D016 Update Computer-Based Training (CBT) Program	004333 MIU	-
Customer CBT CD	004021MIU	-
Fiery User Manual	-	037355
Pro C900s Operation Instructions	-	037355

Please be aware that once a model or series is out of production, the Field Service Manual, Technical Service Bulletins and Ricoh University should be referenced for the most current information. Check the TSC website and RFG-eSource.

Training

Please refer to the <http://www.ricohuniversity.com/> web site for the most up to date training information.

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Fiery Addendum

Introduction

Model Type

“Server-based Technology”
Color Print Controller

Brand/Model Name

Not Applicable

Product Concept

Although EFI Fiery Color Server Pro C900 for the Pro C900 / Pro C900s is a “Server-based Technology”, the system platform is not an independent device. It is actually built into the Pro C900’s base-unit as a standard-equipment.

The built-in Fiery System Platform is equipped with Intel Core 2 Duo 2.16 GHz CPU, 2GB Memory & 250GB x 2 HDD. The fine specification of the system platform realizes high-speed data processing to cope with the Pro C900’s outstanding plotting performance.

This system’s platform has been developed along with the Pro C900’s System. This tight relation & communication between Fiery system platform & the Pro C900 system controller will realize efficient system resource management, and as a result will optimize the Pro C900’s performance as printer.

Although the Pro C900 is equipped with GW and Fiery controllers, it does not carry GW printer application. This means that only Fiery printer features are available. Please refer to “4. Printer Features” regarding the printer features. [The Pro C900s model offers the ability to convert hardcopy documents to high quality scans and store them on a local hard drive or distribute to destinations such as to FTP or E-Mail. This can be done via Fiery Remote Scan or by using the Fiery Remote Scan Plug-in to scan directly into a Twain application.](#)

The Pro C900 / Pro 900s carries EFI Fiery "System 8 Release 2" Controller, which is the latest Fiery system, as a printing utility. The Pro 900 / Pro 900s with EFI Fiery Server offers a powerful performance & flexible workflow solutions to fully meet the requirements in the industry.

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Order Number Main Frame

Item	Model Name	EDP Code	Notes
C900 Fiery Controller Server-Base	Lanier Ricoh Savin	Embedded in the printer	Embedded within the printer

Options

Item	Description	EDP Code	Common / Unique
EFI Compose	EFI Compose USB Dongle (ver. TBD)	404168	Unique
EFI Graphic Arts Package Premium Edition	EFI Graphic Arts Package Premium Edition Upgrade Version	404227	Unique
EFI Color Profiler Suite	EFI Color Profiler Suite Upgrade From v1.5X to v2.2X	003117MIU	Common with E3000/E5000/E7000 E7100
Color Profiler	Color Profiler Suite 2.2 (uv version)	003115MIU	Common with E3000/E5000/E7000 E7100
Color Profiler Software v2 Upgrade	Color Profiler Software v2.2 Upgrade	003925MIU	
ES-1000 Color Spectrophotometer	ES-1000 Color Spectrophotometer	003116MIU	Common

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Fiery System Software

USB Flash Drive Required

Specification:

- 8GB
- Hi-Speed USB 2.0 certified for fast data transfer (backwards compatible)
- USB Mass Storage Class Device

Reference: Most USB memory drives that conform to the above specs should function correctly. We have confirmed that the following 4 types of USB memory drives work:

- Transcend
 - JF V10 / 8GB (TS8GJFV10)
 - JF V35 / 8GB (TS8GJFV35)
 - JF V85 / 8GB (TS8GJFV85)
- SanDisk
 - SanDisk Cruzer Colors USB Flash Drive / 8GB (SDCZ23-008G-J65B)

Branding Information

Item	Name	Order Code	Target Yield
Not Applicable			

Configuration

Not Applicable

Controller Specification

Item	Description
System	Platform : E10 Fiery System version: Fiery System 8 Release 2 Built in Server
CPU	Intel Core 2 Duo 2.16GHz
CD-ROM Drive	Not supported
OS	Windows XP
Memory	2GB (standard)
HDD	500GB (250GB x 2 / RAID 0)
PDL	PostScript3, PCL5c, PCL6
Resolution	1200dpi 600dpi in PCL5c
Host Interface	Standard: 1000/100/10BASE-T
Print Speed	FC 90 ppm A4 or Letter / LEF / 1200dpi BK 90 ppm A4 or Letter / LEF / 1200dpi
Supported Data Format	PDF, TIFF, JPEG
Network Protocol	TCP/IP (IPv4,IPv6), SMB, AppleTalk
Font	PS3: 136fonts + 2MM PCL: 80 AGFA fonts

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Utilities Standard Features	EFI Driver EFI Command WorkStation EFI Command WorkStation for Mac Fiery WebTools EFI HotFolder MS Office Filter for HotFolder EFI Virtual Printers Macintosh Print Center Plug-ins Rush Printing Print/Process Next Advanced Job Re-Order Suspend on Mismatch Quick Doc Merge Schedule Print EFI Fiery ColorWise Fiery Graphic Arts Package
Color Management & Proofing (Standard Features)	EFI Fiery ColorWise Fiery Graphic Arts Package
Imposition & Document Assembly (Standard Features)	Mixed Media Paper Catalogue Tab Shift Insert Tab Booklet Maker EFI Impose, Fiery Edition
Variable Data Printing (Standard Features)	EFI Fiery Free Form Fiery VDP Resource Manager
Scanning	Not Available
Color Management & Proofing (Option)	Fiery Graphic Arts Package Premium Edition EFI Color Profiler Suite
Imposition & Document Assembly (Options)	EFI Compose Fiery Edition
VDP	PPML Fiery Free Form Creo VPS
Connectivity Complaint	EFI JDF Connector, EFI Central Certified Engine
2-character Controller Panel	Supported <i>Technical Service Use</i>
Service Interface	USB x 4 PS2 Mouse <i>Technical Service Use</i> PS2 Keyboard

Users can access to Virtual Printers both in Windows and Mac environments, but cannot create a virtual printer nor predefine its print settings in Mac OS.

PCL5c and PCL6

Users are now able to use PCL5c and PCL6 on Pro C900 / Pro 900s.

There are three locations to download the Print Drivers: CD, Web site, Web tools.

[The PCL drivers will not support the Ring Binder or Perfect Binder \(when released\).](#)

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Available Utilities by Operating Systems

	Utility	Windows 2000 XP / 2003 / Vista	Mac OS X
Print Submission & Management	EFI Driver	YES	YES
	EFI Command Workstation	YES	NO
	EFI Command Workstation for Mac	NO	YES
	Fiery Web Tools	YES	YES
	EFI HotFolder	YES	YES
	MS Office Filter for HotFolder	YES	NO
	EFI Virtual Printers	YES	*1
	Macintosh Print Center Plug-ins	NO	YES
	Rush Printing	YES	NO
	Print/Process Next	YES	NO
	Advanced Job Re-Order	YES	NO
	Suspend on Mismatch	YES	YES
	Quick Doc Merge	YES	NO
	Schedule Print	YES	YES
Color Management & Proofing	EFI Fiery ColorWise	YES	YES
	Fiery Graphic Arts package	YES	YES
Imposition & Document Assembly	Mixed Media	YES	YES
	Paper Catalogue	YES	YES
	Tab Shift	YES	YES
	Insert Tab	YES	YES
	Booklet Maker	YES	YES
	EFI Impose, Fiery Edition	YES	NO
Variable Data Printing	EFI Fiery Free Form	YES	YES
	Fiery VDP Resource Manager	YES	YES
Scanning	Fiery Scan	YES	YES
Color management & Proofing	Fiery Graphic Arts Package, Premium Edition	YES	YES
	EFI Color Profiler Suite	YES	YES
Imposition & Document Assembly	EFI Compose Fiery Edition	YES	NO

1* Users can access to Virtual Printers both in Windows and Mac environments, but cannot create a virtual printer nor predefine its print settings in Mac OS.

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Pro C900 / Pro C900s Supported Environments

System Requirement

To install the Pro C900 Pro C900s user software on Windows or Mac OS computer, the computer must be equipped with a built-in or external CD-ROM driver.
The following table lists the minimum system requirements.

Minimum requirements for	Windows 2000/XP / Server 2003	Mac OS
Operating system	<p>The following Windows versions (with latest service packs) are supported:</p> <ul style="list-style-type: none"> • Windows 2000 Professional • Windows 2000 Server • Windows 2000 Advanced Server • Windows XP Home, 32-bit • Windows XP Professional, 32-bit and 64-bit • Windows Server 2003, Standard Edition, 32-bit • Windows Server 2003, Enterprise Edition, 32-bit • Windows Server 2003, Datacenter Edition, 32-bit • Windows Vista, Home Basic Edition, 32, 64 bit • Windows Vista, Home Premium Edition, 32, 64 bit • Windows Vista, Ultimate Edition, 32 and 64 bit • Windows Vista, Business Edition, 32 and 64 bit • Windows Vista, Enterprise Edition, 32 and 64 bit <p>Windows Vista, 64-bit (supported for Windows printer drivers and the Printer Delete Utility only)</p>	<p>Mac OS X v10.3.9 or later</p> <ul style="list-style-type: none"> • Mac OS 10.3.9 (for PowerPC-based Mac OS computers) • Mac OS 10.4X (for PowerPC and Intel-based Mac OS computers)
Memory for printing and utilities (Downloader and Job Monitor.)	256MB of RAM for printing and operating utilities (512MB recommended)	
Networking protocol	TCP/IP	TCP/IP, EtherTalk, and AppleTalk
Networking protocol for Fiery utilities	TCP/IP	TCP/IP, EtherTalk, and AppleTalk

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Minimum requirements for	Windows 2000/XP / Server 2003	Mac OS
Fiery WebTools	<p>Java-enabled web browser:</p> <ul style="list-style-type: none"> • Internet Explorer v6.0 and 7, Firefox v.2.0 for Windows • Safari v1.2 or later for Mac OS <p>Note: Portions of Webtools require Java JVM v1.5 browser support. Note: Microsoft releases frequent updates to Internet Explorer. Because support cannot be guaranteed for all versions, use the versions specified for best results.</p> <p>A monitor and video memory that supports 16-bit color at a minimum resolution of 800 x 600</p> <p>A TCP/IP-enabled network and the Pro C900 / Pro C900s IP address or DNS name Web Services enabled on the Pro C900 / ProC900s.</p>	
Command WorkStation	Windows-based computer with a 1.0GHz or greater Pentium III processor	At a minimum, an 800MHz Macintosh G3 (Intel-based Mac OS computers are supported)
	200MB available hard disk space for installation	80MB available hard disk space for installation
		500MB is recommended for writing full previews of raster files and handling large PS or PDF files
	256MB of RAM	
	A monitor that supports 16-bit color at a minimum resolution of 1024 x 768 Video adapter card with 2MB of video memory TCP/IP networking protocol installed	
EFI Impose (available as an option) on Command WorkStation (Windows only)	<p>In addition to requirements for Command WorkStation:</p> <ul style="list-style-type: none"> • Windows-based computer with 333MHz Pentium processor • Dongle to be installed on USB port for every client workstation • Acrobat/PitStop software <p>Note: Impose is supported on Windows 2000/XP, and Windows Vista, 32-bit version.</p>	

Other Network Requirements

UNIX (TCP/IP) workstation	<ul style="list-style-type: none"> • Standard TCP/IP connectivity • TCP/IP printing software that conforms to RFC1179 (Berkeley lpd protocol) • Sun OS 4.1.3 or later • Red Hat Linux 9 or later • Turbolinux 7 or later • Solaris 9 or later
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Networking /Connectivity

Network Protocol and Frame Types

Supported protocols are simultaneously auto-sensing/auto-switching. All protocols may be active at the same time. The following table indicates the supported frame types for each protocol

Protocol	Printing Service	Frame Type	Platform
TCP/IP	Novell Netware 5.1-6.5 (NDPS) via LPD	Ethernet-II	Windows 2000/XP Windows 2003
TCP/IP	IPP/SMB	Ethernet-II	Windows 2000/XP Windows 2003
TCP/IP	LPD	Ethernet-II	Windows 2000/XP Macintosh OSX
Apple Talk	PAP	Ethernet SNAP (AppleTalk Phase2 only)	Windows 2000/XP Windows 2003 Macintosh

Printing Services

- LPD (Line Printer Daemon)
- PAP (Printer Access Protocol)
- SMB (Server Message Block)
- Port 9100
- IPP Support
- FTP Printing

Management Service

- HTTP Daemon
- SNMP agent

Supported MIBs

- Host Resource MIB (RFC 1514):** system, storage, and device groups only
- Printer MIB (RFC 1759):** customized for support of specific engine features
- MIB-II:** TCP/IP interface
- USM MIB (RFC3414):** User based security model
- VACM MIB (RFC 3415):** View based access control model
- EFI MIB:** Fiery specific support

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Print Driver Specifications

Features	Pro C900 / Pro 900s	
	PostScript 3	PCL 5c/6
Authentications		
User ID	Y	Y
User Code	Y	Y
User Authentication	Y	Y
Secure Print (Locked Print)	Y	N
Layout		
Rotate by 180 degrees	Y	Y
Rotate 180 (Large Paper Size Only)	Y	N
Mirror Image Print	Y	N
N-up	Y	Y
Duplex (Open to Top)	Y	Y
Duplex (Open to Left)	Y	Y
Duplex (Open to Right)	N	N
Portrait/Landscape	Y	Y
Scale (25-400%)	Y	Y
Poster	N	N
Fit to Paper Size (Scale to Fit)	Y	Y
Orientation Override	Y	N
Image Shift (Adjust image position /Binding margin)	Y	N
Edge to Edge print	Y	N
Booklet		
Perfect	Y	N
Perfect Right Binding	Y(TBD)	N
Saddle	Y	Y
Saddle Right Binding	Y(TBD)	N
Gang Up – Cut & Stack	Y	N
Gang Up – Step & Repeat	Y	N
Centering Adjustment	Y	N
Center Margin	Y	N
Creep Adjustment	Y	N
Booklet Best Fit (Non-Reduction Booklet)	Y	Y
Booklet Cover Source	Y	N

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Booklet Front Cover Mode	Y	N
Booklet Back Cover Mode	Y	N
Mixed Media		
Cover Sheet	Y	N
Front and Back cover	Y	N
Chaptering	Y	N
Media		
Media Type	Y	Y
Input Tray	Y	Y
Print Size by Tray	N	N
Tray Alignment	Y	N
Print Size (Print On Paper Size)	Y	Y
Document Size	Y	Y
Custom Paper Size	Y	Y
Slipsheet		
Blank	Y	N
Printed	Y	N
Job Type		
Normal Print	Y	Y
Sample Print	N	N
Hold Print	N	N
Stored Print	N	N
Store and Normal Print	N	N
Save as Overlay Data	N	N
Print to Direct (No Saved)	Y	Y
Print to Hold Queue (Save only)	Y	Y
Print to Print Queue (Save and Print)	Y	Y
Save Fast Reprint	N	N
Document Server	N	N
Staple	Y	Y
Punch	Y	Y
Collate	Y	Y
Page Order (Reverse/Forward)	Y	Y
Destination (Tray)	Y	Y
Image Quality		
Toner Saving	N	N
Toner Reduction	Y	Y
Image Smoothing	Y	N
Brightness	Y	N
Dithering	Y	N
Quality Mode (Gradation)	Y	N

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Print by Color Selection (Separate into CMYK)	Y	N
Watermark		
Overlay	N	N
Font/Font style	Y	Y
Edit	Y	Y
Position	Y	Y
Frame/Outlined	N	Y
Color	Y	Y
Repeat	Y	Y
Opaque	N	N
First page only	Y	Y
Per original page	N	N
Size	Y	Y
Angle	Y	Y
Header/Footer		
Date and Time	N	N
Page number	N	N
Font/Font style	N	N
Size	N	N
Text	N	N
Unauthorized Copy Control		
Unauthorized copy prevention Pattern	N	N
Unauthorized copy prevention Text	N	N
Black and Gray reproduction		
Black over print	Y	N
Print Gray using Black Only (for Text/Image)	Y	N
Color Mode (Color/Black and White)	Y	Y
Spot Color Matching	Y	N
RGB Source Profile (Color Profile)	Y	N
Rendering Style	Y	Y
RGB Separation	Y	N
CMYK Simulation Profile	Y	N
CMYK Simulation	Y	N
Output Profile (or Color Profile)	Y	N
Use Media Defined Profile	Y	N
Composite Overprint	Y	N
Substitute Colors	Y	N
Combine Separations	Y	N
Auto Trapping	Y	N

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VDP		
FreeForm	Y	N
Remove White PPT Background	Y	N
Print Master	Y	N
Customize/Template/Status		
Printer Status	Y	N
Save Template (Settings)	Y	Y
Use Utility (Job Monitor)	Y	N
Tway Communications (for Config.)	Y	Y
Tway Communications (for Color)	Y	N

Y: supported
N: not supported

Available features of Utility by platform

Fiery Applications Utilities	Win 2000 Win XP Server 2003 Vista	Mac OS X (native)
Command WorkStation Windows Edition	Yes	
Command WorkStation Macintosh Edition		Yes
Fiery ColorWise Pro Tools	Yes	Yes
EFI Hot Folders	Yes	Yes
EFI Impose	Yes	
Fiery Remote Scan/Plug-in	Yes	Yes
EFI Color Profiler Suite	Yes*	Yes
Fiery Driver PS	Yes	
Ricoh Driver (PCL5c/6)	Yes	
Fiery Printer Delete Utility	Yes	
Print Center Plug-ins	Yes	Yes
EFI Job Monitor	Yes	
Web Tools	Yes	Yes

*TBD

New Features for Fiery System 8 Release 2

New Features for Fiery System 8 Release 2	Description
Media Access Control Filtering	The Fiery administrator can configure the Fiery to allow or reject connections to the Fiery over Ethernet based on MAC address of the sender of the connection.
Mac Bonjour Support	Bonjour is Apple's technology that allows for zero configuration during set up, install, add/remove Fiery from network. This allows Mac clients to seamlessly detect and connect to the Bonjour-enable Fiery for printing.

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MS Windows XP/2003 64-bit	The Fiery through various client applications fully supports MS Windows XP/2003 64bit version.
MS Windows Vista	The Fiery through various client applications fully supports MS Windows Vista 64bit version.
Intel-Mac Support	The Fiery through various client applications fully supports the Intel-Mac platform.
Utilities in EFI Production Printing Package	Following features in the former EFI Production Printing Package will be standard. Insert Tab Mixed Media Preview Advanced Job Reorder Suspend on Mismatch Print/Process Next Rush Print Schedule Printing MS Office Filters for Hot Folder Quick Doc Merge Paper Catalog
EFI Compose Fiery Edition	Compose utility is a separate optional package from Production Printing Package, and named EFI Compose Fiery Edition.
Preflight	Preflight which used to be a utility in Production Printing Package continues to be part of Fiery Graphic Arts Package, Premium Edition
Booklet Maker Ver.3.0	Enhanced Booklet Maker allows the operator to intuitive navigate and select the appropriate booklet style through an easy to use graphic intuitive workflow.

New Features for Fiery System 8

New Features for Fiery System 8	Description
User Authentication	The user authentication feature allows the Fiery administrator to define a set of users/groups who are authorized to perform a set of functions/tasks on the Fiery
IPsec	Ipsec or IP Security Protocol provides security to IP Protocols through encryption & authentication mechanism. IPsec in the Fiery allows the Fiery to accept incoming data that support IPsec using specific authentication method
SSL / TLS Support	In the Fiery, SSL & TSL support creates a secure connection for transmitting data between the client & the server.
Certificate Management	Certificate management allows the Fiery admin to add/load/browse for available digital certificates and private keys assign or associate an available digital certificate for a particular service such as Web service and add trusted certificates.
Encryption of Critical Information	Encryption of critical information in the Fiery ensures that all passwords and related configuration information are secure when stored in the Fiery. The encryption method used in based on commonly accepted industry standard

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IPv6 Support	The Fiery supports the phase-in transaction for IPv6. In the Fiery's IPv6.
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Features Dropped in Fiery System 8 Release 2

Features Dropped in Fiery System 8 Release 2	Description
EFI Data Center Package	This has been dropped effective immediately.
EFI Production Printing Package	EFI Production Printing Package has been discontinued, as a separate optional package. However, most of the individual components have been integrated as standard features for the Fiery System, and EFI compose function offers as optional feature of the Fiery server.
IPX / SPX Support	EFI support for IPX / SPX has been discontinued.

Item Check List

Description
Power Cable: US cord
Media Pack (4 CDs, 1 DVD)
EFI
1. Doc Pack - EFIGSD (Note)
Release Note (Printed)
Welcome (Printed)
Documentation CD (the following documentation in PDF format)
Welcome
Configuration and Setup
Color Printing
Printing from Windows
Printing from Mac OS
Print Options
Utilities
Workflow Examples
Variable Data Printing
Glossary
Legal Notices
Graphic Arts Package
Fiery Color Reference
2. PS Printer Driver & EFI Utility DVD
3. End-User License Agreement(EFI)
4. Attachment (Printed)
Ricoh

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1. About This Machine (Printed Manual)
2. Troubleshooting (Printed Manual)
3. General Setting Manual CD
4. Security Manual CD
5. PCL Printer Driver & Utility CD
Notice for Installer (for Safety permission)
SD Card Cover(Engine)
NIC Bracket(Engine)
Engine put it decal

Mac OS

	PostScript3	Printer Utility for MAC
Mac OS 9	Not supported	Not supported
Mac OS X Native : v. 10.1 or later *1	Yes	Yes

*1: Mac OS X v.10.5.x is not supported. (at the time of this document release)

UNIX Filter

Not Supported

Parts / Special Tools

Special Tools

Item	Part Number	Description	Q'ty	Unique or Common
1	003116MIU	ES-1000	1	C
2	D380 6710	Media_Pack(Pro 900c EFIGSD)	1	Contains, Grayscale strip, User DVD (3), Readme and Ferrite Core
3	G178 0473	DVD-ROM:-R:System Ver. 1.0 [Only for G178]	1	System Software DVD Prep tool CD
3	D016 0473	DVD-ROM:-R:System Ver. 2.0 [Only for D016]	1	System Software DVD Prep tool CD
3	D016 0494	DVD-ROM:-R:System Ver. 3.0 [Common for G178 / D016]	1	System Software DVD Prep tool CD
4	G178 0491	USB Prep tool ver. 1.2	1	USB Prep tool ver. 1.2

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CRU Addendum

Pro C900 / Pro C900s @Remote and TCRU Implementation Guide

@Remote

Concept / Objective

The “embedded” @Remote is a key part of the Pro C900 / Pro C900s service strategy. @Remote will be considered a standard service offering.

1. Technician is automatically dispatched for RANK “A” SC codes (Un-resettable SP modes).
2. Proactive PM is scheduled using the PM alarm function of @Remote.
3. Machine information (i.e. Copy Volume, Service Codes, Jams, etc.) captured by @Remote is monitored and evaluated to ensure that the machine performance and service quality is meeting or exceeding targets and expectations.

@Remote Settings Required for the Pro C900 / Pro C900s (for RBS Direct Service Only)

To have a “PM Call” communicated to the Customer Vision Center (CVC) for dispatching activities, a different Service Depot Number needs to be selected to obtain a Request Number for the Pro C900 / Pro C900s. In addition, several SP settings need to be changed at machine installation. Please refer to “**Appendix 3**” (page 16) for the detailed procedure to enable @Remote and page 12 for the SP settings.

Note: A PM Alarm will not be communicated to the CVC if the Pro C900 / Pro C900s is connected behind a RC Gate. The Pro C900 / Pro C900s must be connected directly to the network via a separate connection – one network connection for the Pro C900 / Pro C900s mainframe printer function and a second network connection for @Remote communication.

For additional information on @Remote, go to the following link to view or download basic @Remote documents.

http://tscweb.net/atremote/atremote_documentation.asp

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TCRU (Trained Customer Replaceable Unit)

Concept / Objective

The design of the Ricoh Pro C900 (G178) / Pro C900s (D016) mainframe allows trained and skilled Key Operators to replace select mainframe subassemblies (TCRUs) at PM Alarm (“Replace...” message indicated on the Display Panel) and / or EM Call occurrence to ensure maximum uptime.

This concept and opportunity will allow Sales and Service to:

- Establish a strong presence in Central Reprographics Department, Print for Pay, and Facilities Management accounts.
- Challenge & replace competitor’s products that offer TCRU type service.
- Offer and provide a Shared Service that meets the response time and uptime requirements of the production-printing environment.

Benefit Realizations

For Customers

- Maximum uptime maintained by a TCRU replacement (at notification or via your Call Avoidance/Customer Assistance (CA) process).
- PM time is significantly shorter than the traditional PM (individual parts replacement) because of subassembly (TCRU) replacement that allows the replaced TCRU to be refurbished by the Technician while the machine is up and running.
- Convenience of managing required PM activity through TCRU replacement at PM Alarm or according to job workload or schedule.

For Service Support Organizations

- Call Avoidance / Customer Assistance will reduce the number of service visits - an immediate on-site service visit may not be required if an EM issue can be resolved with a TCRU replacement by the Key Operator.
- Replacement TCRU provides a subassembly troubleshooting method (swap units) to isolate root causes quicker.
- Refurbishment of TCRUs can be completed on a scheduled basis to not disrupt Customer or Technician daily activity.
- No requirement to complete PM’s during off or after hours which result in higher Service costs.

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TCRU Kit - Order Process, Pricing and Contents

Customers have the option of participating in the Shared Service (self maintenance of unit replacement) or Full Service. If Full Service is chosen, the TCRU is used as a FRU (Field Replaceable Unit) by Field Technicians as a tool to reduce service time.

TCRU Kit is available to customers as finished goods with EDP Code.

EDP Code
404234

TCRU Kit Contents

Components	Part No.	Description	Q'ty
TCRU	G1782452	Charger Unit	4
TCRU	G1789680	Developer Y	1
TCRU	G1789670	Developer M	1
TCRU	G1789660	Developer C	1
TCRU	G1789640	Developer K	1
TCRU	G1789510	Drum Unit	4
TCRU	G1783600	OPC Cleaning Unit	4
TCRU	G1786815	Image Transfer Unit	1
TCRU	G1786560	Belt Cleaning Unit	1
Tool	B1329700	Lubricant Powder	1
Tool	B2348612	Driver - TCRU	1
Tool	D0169500	SD Card - TCRU	1
Tool	N/A	Troubleshooting Manual	1
Tool	N/A	Replacement Manual	1
Tool	N/A	Adjustment Manual	1
Tool	N/A	TCRU Replacement Form	1

Fusing Unit - FRU (Field Replaceable Unit)

To minimize the PM or EM service time of the Fusing Unit, it is strongly recommended that Service providers purchase and maintain a replacement Fusing Unit with each C900 to be used as a FRU. The cost of the additional Fusing Unit is calculated in the CPP as initial service cost. The Fusing Unit is not included in the TCRU Kit because of the weight that is not manageable by most Key Operators.

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The Fusing Unit is available as a service part.

Part Number

G1784141

* Part number subject to change.

Addendum – Shared Service (TCRU) Agreement

Guidelines, in the form of a Maintenance Agreement Addendum, have been developed (sample provided in Appendix 1 – Page 13) to help protect your service organization from possible increases in service related costs because of unnecessary or premature TCRU replacement by the Key Operator. These guidelines include the Key Operator's responsibilities when a TCRU is replaced at PM Alarm or for an EM issue.

As with any Service Agreement, the Addendum also reflects verbiage on issues concerning liability and requires the Customer's acknowledgement (name, signature, and date) that they have read, understand, and accept the contents of the Addendum. This part of the Agreement must be signed before deploying the Kit at the Customer's account.

The Addendum also serves as an acknowledgement by the Key Operator that they have been trained by Service personnel on the Shared Service requirements, processes, and workflows. This must be signed and dated by the Key Operator after completion of the TCRU Training by the Technician. A copy of this signed document should be given to the Customer and the original should be kept on file at the Service location.

Key Operator Training Overview

Critical to the successful implementation and management of this Shared Service Offering is the replacement of a TCRU by a Key Operator. This requires the mechanical removal as well as interaction with the Display Panel, through Super User Mode, to reset a PM Counter. The following are the established guidelines on the key areas that should be demonstrated to and reviewed with the Key Operator(s) when the Kit is deployed. (At machine installation in most cases.)

Note: Additional information for the Key Operator Training is provided in the Pro C900 Tutorial CBT that is provided to the Key Operator. This CBT should be reviewed by all Technicians that will be installing or servicing the Pro C900 / Pro C900s.

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Training Activity Summary

1. **Conducted By:** Installing Field Service Representative (FSR) or Customer Service Representative (CSR).
2. **When:** At Machine Installation and also a refresher at the 1st TCRU replacement (at PM Alarm
3. **Critical Documents/Process to Review:**
 - a. TCRU Replacement & Troubleshooting Manuals (included in the TCRU kit)
 - b. TCRU Replacement Form (Appendix 2)
 - c. TCRU Replacement Workflows – PM & EM
 - d. Addendum – Shared Service (TCRU) Agreement
4. **Simulations Performed:**
 - a. The actual replacement of all TCRUs.
 - b. Have the Key Operator remove and replace each TCRU to verify procedures
5. **Time/Duration:** Plan on spending 45 – 60 minutes to properly train the Key Operator(s)

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Refurbishment Options

Several refurbishment methods have been utilized and evaluated. After reviewing the results and taking into account the logistics and economic requirements or impacts to Service, the following table reflects three options with their advantages and disadvantages. **Option #1, is Ricoh's recommended approach, which was successfully employed during our field test.**

Please note that there are other options available to implement and manage the refurbishment of used TCRUs at the local level. Any of the options presented can be used as a guideline to develop and customize an implementation plan based on your organization and capabilities. Option #2 or #3 may be a consideration as your Shared Service account MIF increases.

	Activities	Benefits	Disadvantages
1	Refurbish the TCRU at the Customers site	<ul style="list-style-type: none"> ▪ One Visit ▪ No additional travel time is required for transporting the TCRUs between the Customer's locations and the Service location. ▪ The Units remain at the customers location eliminating the risk of damage during return handling or shipping 	<ul style="list-style-type: none"> ▪ The FSR has to remain on-site longer to refurbish the TCRU
2	Transport the replaced TCRUs to the local service location for refurbishment and return the same unit(s) back to the original customer	<ul style="list-style-type: none"> ▪ The FSR's time at the customer's location is kept to a minimum ▪ TCRU refurbishing can be scheduled at the service location 	<ul style="list-style-type: none"> ▪ Transportation of the TCRUs between the customer and the service locations is required ▪ Potential damage to TCRUs during transportation and/or handling ▪ Dimensions of TCRUs cartons ▪ Replacement of TCRUs may not be available when the customer requires
3	"Swap" the replaced TCRUs at the customer's location with refurbished TCRUs and transport the replaced TCRU to the local service location for refurbishment	<ul style="list-style-type: none"> ▪ Same as option 2 ▪ Refurbished TCRUs are immediately available to the Key Operator ensuring maximum uptime 	<ul style="list-style-type: none"> ▪ Same as option 2 ▪ An additional set of TCRUs is required at the local service location thus increasing costs

Option #1 Note: Refurbishment components (PM Kit) should be stored at the Account to eliminate Rescheduled Calls.

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Service Offering Visibility & Management thru Dispatch System

TCRU (Shared Service) customers will demand a quicker response time and a higher service level than customers without this type of “mission critical” equipment. The FSR is required to call the customer immediately after an EM call is assigned for this type of customer.

Service Items for Ricoh Pro C900 / Pro C900s - (GMA) General Maintenance Agreements (for RBS Direct Service Only)

Service Item	Item Description (Short-Customer View)	Item Description (Long)
SVC-SILVER	Labor, Parts, Black Toner, Color Toner	Full Service GMA - Standard Double Click (11x17), Black & Color Toner Included, Technician Replaces TCRU
SVC-SILVER-D-TCRU	Labor, Parts, Black Toner, Color Toner - Cust TCRU (D-Click)	Shared Service GMA - Standard Double Click (11x17), Black & Color Toner Included, Customer Replaces TCRU
SVC-SILVER-S	Labor, Parts, Black Toner, Color Toner (S-Click)	Full Service GMA - Single Click (11x17), Black & Color Toner Included, Technician Replaces TCRU
SVC-SILVER-S-TCRU	Labor, Parts, Black Toner, Color Toner - Cust TCRU (S-Click)	Shared Service GMA - Single Click (11x17), Black & Color Toner Included, Customer Replaces TCRU
SERVICE & PARTS	Labor and Parts Only	Full Service GMA - Standard Double Click (11x17), Parts & Labor Only, Technician Replaces TCRU
SVC-PARTS-D-TCRU	Labor and Parts Only - Cust TCRU (D-Click)	Shared Service GMA - Standard Double Click (11x17), Parts & Labor Only, Customer Replaces TCRU
SVC-PARTS-S	Labor and Parts Only (S-Click)	Full Service GMA - Single Click (11x17), Parts & Labor Only, Technician Replaces TCRU
SVC-PARTS-S-TCRU	Labor and Parts Only - Cust TCRU (S-Click)	Shared Service GMA - Single Click (11x17), Parts & Labor Only, Customer Replaces TCRU

When a FSR visits a customer to refurbish TCRU(s) that were replaced by the key Operator for EM or PM activity, “TCRU” must be entered by the FSR in the “Notes” field when Debriefing the call to indicate that TCRU(s) were refurbished during the call.

TCRU Workflows – EM & PM

TCRU Replacement and Service Workflows are critical to the successful implementation and management of the Shared Service Offering.

While a PM Workflow is much more straightforward than an EM Workflow, the success of both is a shared responsibility between the Key Operator, your Help Desk, the Call Handling Process (Service Dispatch), and the on-site Field Service Representative.

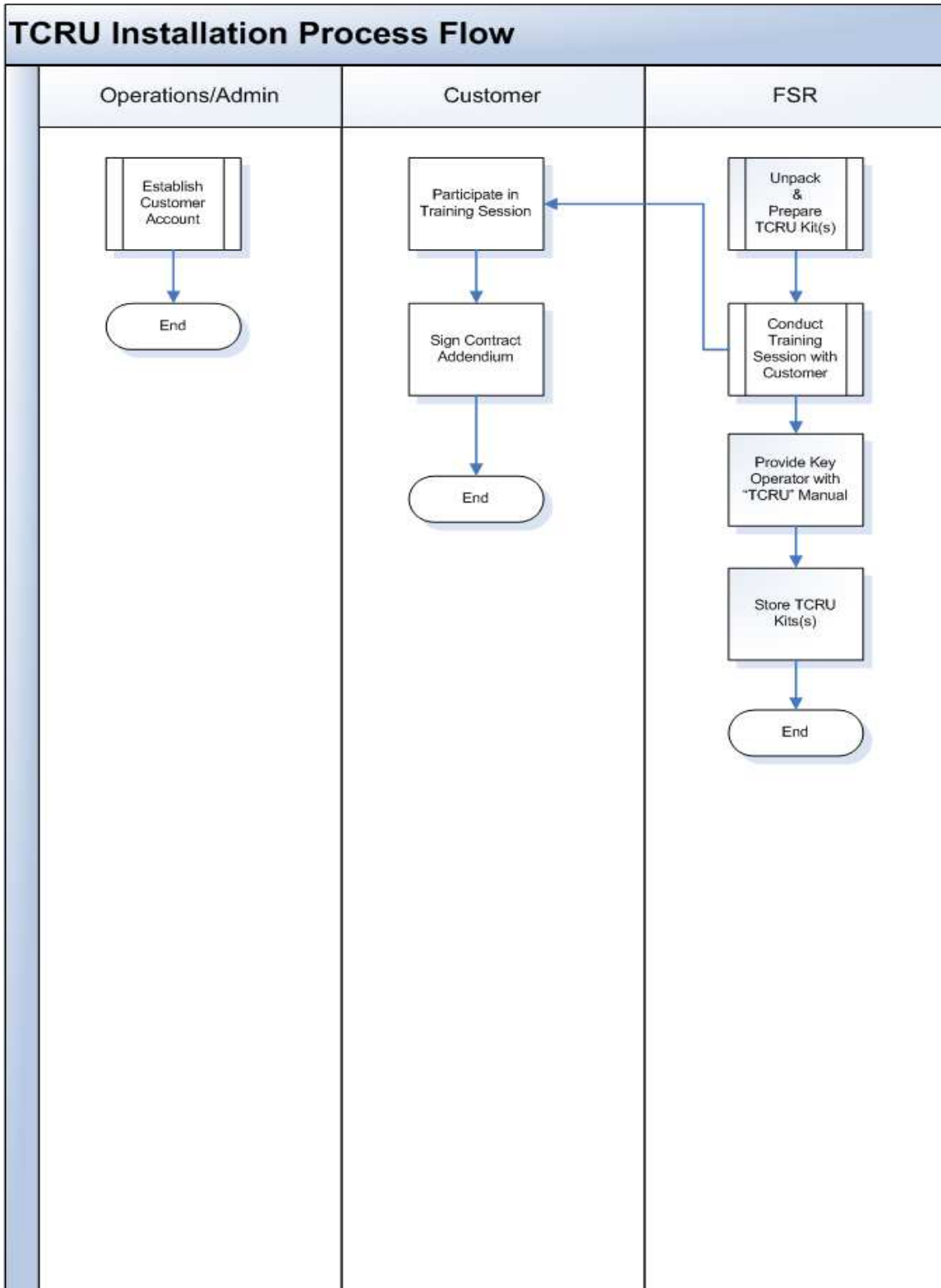
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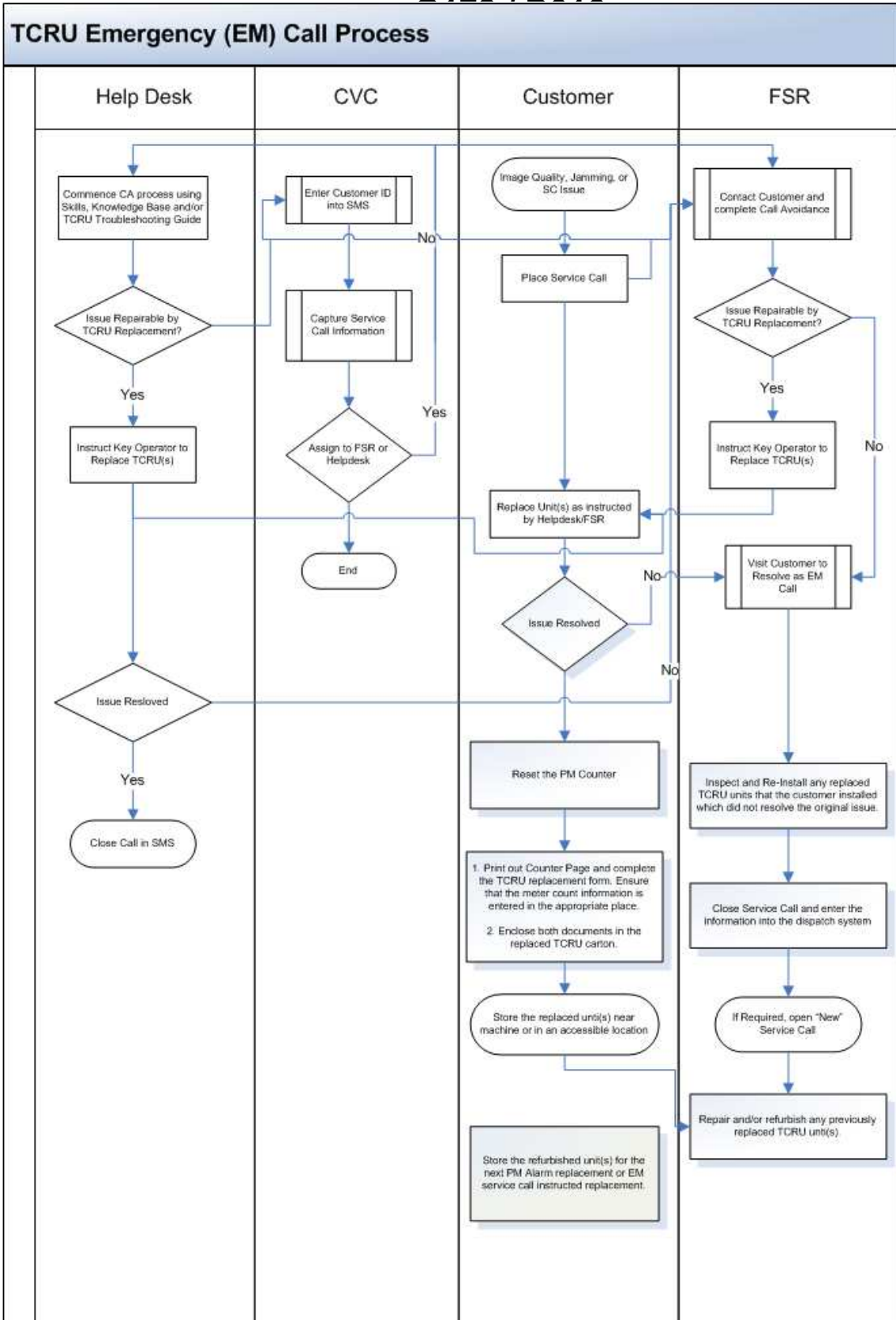
Note: See Suggested Workflows on the following pages.

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TCRU Workflows - "Shared Service" TCRU Program

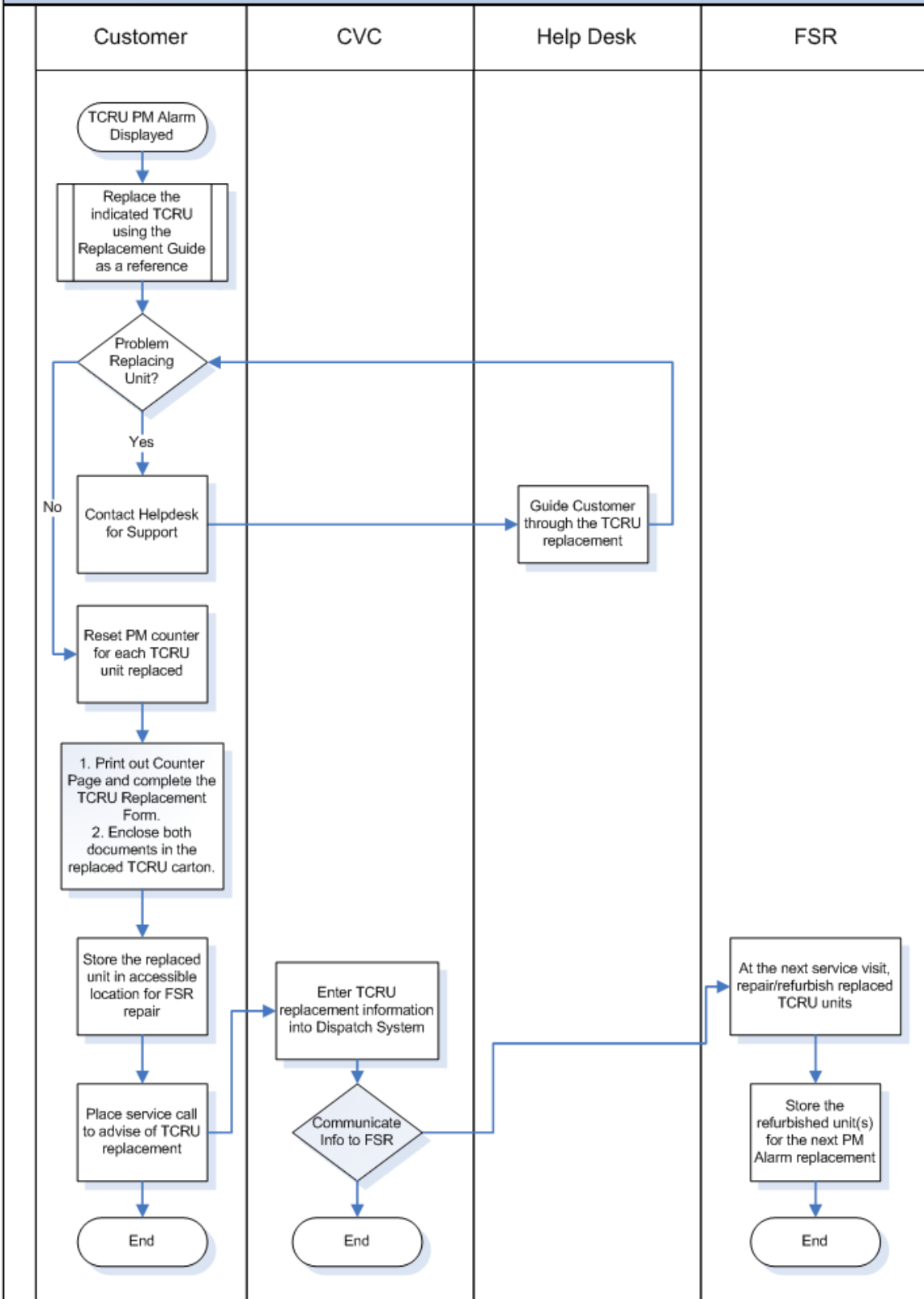


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TCRU Preventative Maintenance (PM) Call Process



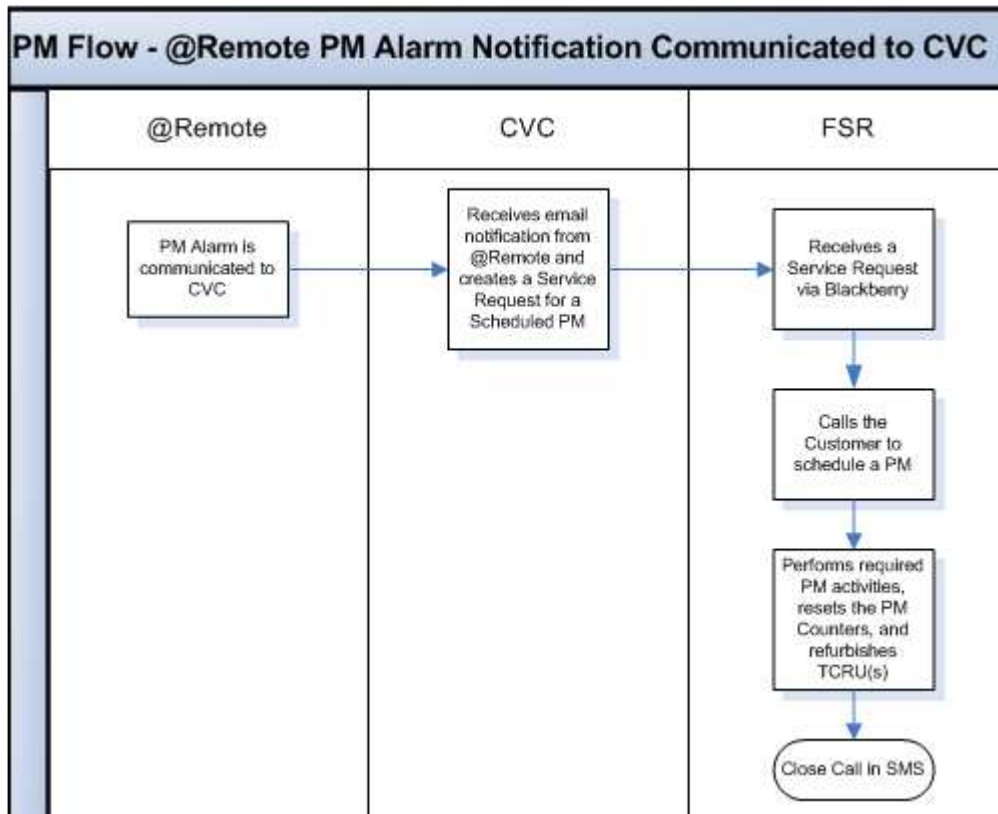
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PM Guideline

Optimum machine performance is dependent upon quality service and scheduled maintenance; therefore, proactive and scheduled PMs are required for the Pro C900 / Pro C900s. The CVC (Customer Vision Center) @Remote Dispatcher creates a Service Request for a PM Call after receiving one of the following notifications from (see SP Mode Settings that are required on page 12):

1. PM Alarm is communicated via @Remote.

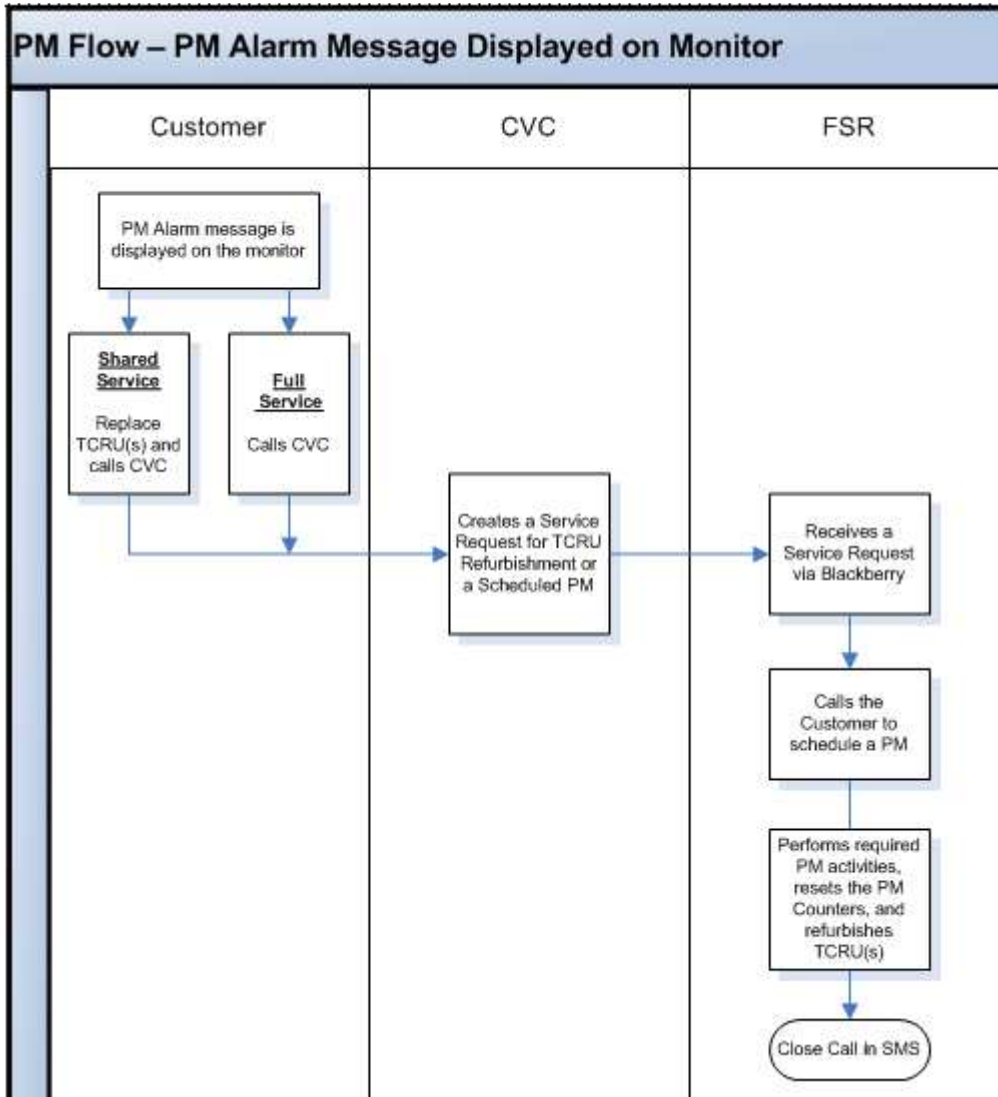


Note: PM Parts Counter needs to be reset after performing a PM (SP7618).

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2. Customer calls CVC for PM request when a PM Alarm is displayed on the monitor > the @Remote feature is not enabled on the machine.



Note: PM Counter needs to be reset after performing a PM (SP7804).

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PM Procedure, PM Alarm Settings, and SP Mode Settings Required for Each Service Type

Service Type	PM Procedure	PM Alarm Settings	SP Mode Settings
TCRU Service with @Remote PM Alarm	<p>A PM Alarm is sent via @remote to the CVC when the main PM Parts counter (SP7617-01) reaches 380K (95% of the PM target). A PM is then “scheduled” with the account by the Technician.</p> <p><u>Note:</u> This 95% of target @remote PM Alarm is not displayed on the machine.</p> <p>Technician replaces or refurbishes the Fusing Unit (FRU) and TCRU(s) if the PM counter of each TCRU is close to or has exceeded the main PM counter.</p> <p>Color PM Unit(s) / TCRU(s) The Key Operator replaces a TCRU if the PM unit replacement alarm is displayed and a Technician's visit has not been scheduled. (i.e. Color Charge Unit).</p>	<p>Send PM alarm via @remote at 380K (95% of PM target) to dispatch a Technician to perform PM activities for the Fusing Unit and other 400K PM items.</p> <p>Color PM Unit(s) / TCRU(s) Set the PM Alarm message for every PM unit to be displayed on the screen to notify the Key Operator that a TCRU replacement is required.</p>	<p>SP5062-01:ON (Default: OFF) SP7956-01: 1 (Default: 0) SP5514-01: 1 (Default) SP5513-01: 380 (Default: 300) SP5515-02: 0 (Default: 1) SP5515-03: 0 (Default: 1) SP5515-08: 1 (Default)</p>
TCRU Service without @Remote PM Alarm	<p>Key Operator replaces a TCRU if a PM Alarm is displayed.</p> <p>The Key Operator calls Service after replacing the TCRU(s) and the Technician visits the account to refurbish the replaced TCRU(s).</p> <p>The Technician also checks the counters for the other PM units or components and performs any additional PM activities that are required.</p>	<p>Set the PM Alarm message for every PM unit to be displayed on the screen.</p>	<p>SP5062-01:ON (Default: OFF) SP7956-01: 1 (Default: 0)</p>
Full Service with @Remote PM Alarm	<p>A PM Alarm is sent via @remote to the CVC when the main PM counter reaches 380K (95% of the PM target). This will trigger the scheduling of a PM.</p>	<p>Set the PM Alarm to 380K (95% of the PM target) for the main PM counter to send a PM Alarm via @Remote.</p>	<p>SP5062-01:OFF (Default) SP7956-01: 0 (Default) SP5514-01: 1 (Default) SP5513-01: 380 (Default: 300) SP5515-02: 0 (Default: 1) SP5515-03: 0 (Default: 1) SP5515-08: 1 (Default)</p>
Full Service without @Remote PM Alarm	<p>A PM Alarm is displayed when the main PM counter (SP7803-01) reaches 380k (95% of the PM target). The Key Operator calls for Service.</p>	<p>Set the PM Alarm to 380k (95% of PM target) for the main PM counter to display a message on screen.</p>	<p>SP5501-01: 380 (Default: 0)</p>

Note: The SP Settings must be adjusted by the Technician at installation according to the Service Type (Maintenance Contract) that has been established with the account.

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Appendix 1

Sample Addendum to Maintenance Agreement for Pro C900 / Pro C900s

The Service Maintenance Agreement between **"dealer name"** and Customer is hereby amended as follows:

1. Only those Customer employees that have been trained and certified by a service representative of **"dealer name"** are authorized to provide the limited services with respect to Trained Customer Replaceable Units pursuant to this Addendum (hereinafter "Key Operators"). **"dealer name"** shall have no responsibility for and disclaims any and all liability with respect to any loss or damage to person or property resulting from or arising out of the acts or conduct of any persons other than a trained and certified Key Operator.
2. The Key Operator may replace a TCRU when a Preventive Maintenance Alarm is indicated on the Display Panel of the equipment. Replacement activities shall be limited to the following:
 - a) replacement of the TCRU
 - b) reset of the TCRU counter through the Display Panel
 - c) printing of the Counter Page
 - d) completion of the TCRU Replacement Form
 - e) repacking of the replaced TCRU and enclosing items c & d in the replacement TCRU carton
3. The Key Operator may not replace a TCRU before the Preventive Maintenance Alarm is indicated on the Display Panel without approval and instruction from a Field Service Representative. Such approval shall be initiated by the Key Operator through a Service Call.
4. If / When the Key Operator replaces a TCRU before the Preventive Maintenance Alarm is indicated on the Display Panel without approval and instruction from a Field Service Representative, the replaced TCRU shall be retained by the customer and evaluated by the Field Service Representative during the next Service visit. The Field Service Representative may determine that the TCRU has not achieved the target life and that it may be reused without refurbishment for the remainder of its' target yield. The remaining yield of the TCRU will be noted by the Field Service Representative on the TCRU Replacement Form. The noted remaining yield ("Preventive Maintenance Target") is to be entered by the Key Operator when the TCRU is replaced to ensure an accurate next Preventive Maintenance Alarm for the TCRU.
5. For any Emergency Maintenance issue, such as image quality, jamming, or Service Codes, the Key Operator may not replace a TCRU without approval and instruction from a Field Service Representative. The resolution to any Emergency Maintenance machine issue is to be initiated by the Key Operator placing a Service Call to the Service location. The Service location may provide immediate assistance through a Helpdesk and / or assign the Service Call to a Field Service Representative. If the Service Call is assigned, the Field Service Representative will immediately contact the Key Operator to discuss the issue and determine if the issue can be resolved with a TCRU replacement. If the issue cannot be resolved with a TCRU replacement, the Field Service Representative will visit the account to investigate.
6. If / When a TCRU is replaced for an Emergency Maintenance issue with the approval and instruction from a Field Service Representative, the Key Operator is required to:
 - a) reset of the TCRU counter through the Display Panel
 - b) print the Counter Page
 - c) complete the TCRU Replacement Form
 - d) repack the replaced TCRU and enclose Items C & D in the replacement TCRU carton

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Sample Addendum to Maintenance Agreement – page 2

7. If a TCRU is replaced by the Key Operator and it does not resolve an Emergency Maintenance issue, the Key Operator is required to reinstall the original TCRU and return the replacement TCRU to its original carton.
8. Any TCRU that is replaced for an Emergency Maintenance issue by a Key Operator at a 24 Hour / 7 Day account without the instruction of a Field Service Representative, must be reported to the servicing location by the account the next business day (for the servicing location).
9. Replaced TCRUs are to be stored near the machine or in an accessible location for the Field Service Representative.
10. The replaced TCRU will be refurbished and / or repaired locally at the Customer's location, or will be replaced ("swapped") with a refurbished TCRU at the Service provider's earliest opportunity.
11. If a TCRU incurs non-repairable damage during normal usage or replacement, the Service location will provide a replacement TCRU unit at no charge.
12. The premature or unnecessary replacement of a TCRU outside the guidelines reflected in this "Addendum, **Shared Service** Agreement" may subject the Customer to a surcharge or to the cancellation of the Shared Service Agreement.
13. Damage to a TCRU caused by Key Operator misuse, abuse, or negligence may subject the Customer to a surcharge or to the cancellation of the Shared Service Agreement.
14. Customer hereby assumes the risk and liability for loss, damage or injury to person or property arising out of the acts and conduct of Customer taken pursuant to this Addendum. In no event shall **your dealer name** shall not be liable for any loss or any special, incidental or consequential damages caused by the use or misuse of the TCRU replacement process. In no event shall the recovery of any kind or nature exceed the price paid for the Shared Service.

This **Addendum, Trained Customer Replaceable Unit (TCRU) Shared Service Agreement** has been reviewed and is fully understood.

Date: _____

Account Name: _____

By: _____

Title: _____

Training Acknowledgement/Agreement

I acknowledge that I have been trained on the Key Operator activities and responsibilities that are required to replace the TCRUs by a Service representative of "dealer name".

Date: _____

Service Representative: _____

Key Operator Name: _____

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Appendix 2

Ricoh Pro C900 / Pro C900s TCRU Replacement Form

Please complete this form when replacing TCRU(s). Enclose this form and the Counter Page with the replaced TCRU in the replacement unit carton.

1. Print out the Counter Page (Press the "Counter" key and select "Print Counter List").
2. When replacing a TCRU, reset the TCRU's PM counter of each unit using "Reset PM Counter" on TCRU display.
3. If the TCRU was replaced for an image quality issue, attach an image sample.

Replaced (Used) TCRU Information

Replacement Date: _____

Replaced By: _____

TCRU Replaced (Please indicate all replaced items with checkmark):

Charge (Cyan) Developer (C) Drum (C) Drum Cleaning (C)
 Charge (Magenta) Developer (M) Drum (M) Drum Cleaning (M)
 Charge (Yellow) Developer (Y) Drum (Y) Drum Cleaning (Y)
 Charge (Black) Developer (B) Drum (B) Drum Cleaning (B)
 Paper Transfer Roller Image Transfer Belt Cleaning

Reason for TCRU Replacement (Please checkmark PM or EM):

PM (Preventive Maintenance)
 EM (Emergency Maintenance)

Symptom: _____

Key Operator's Comments: _____

**Make Prints of this document and keep them with the TCRU kit.*

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Appendix 3

How to enable the embedded @Remote Functionality for the Pro C900 / Pro C900s (for Ricoh Direct Service)

Prior to activating embedded @Remote:

1. Log into the @Remote Center using the following URL:

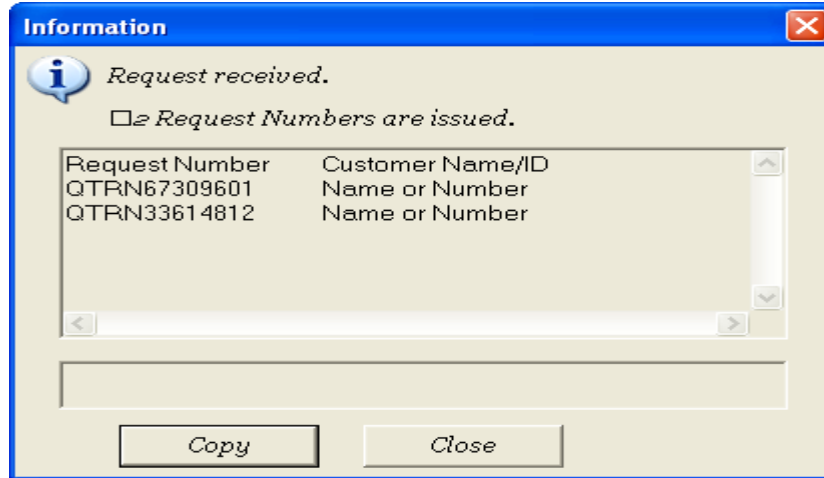
<https://rcg.support.ricoh.com/atremotecenter/MainServlet>

2. Select New Registration (1) Pre-register the Device in the @Remote Center System after entering the Required and / or Optional Information and selecting "Register" (see 2, 3 4 below). When Obtaining a Request Number prior to installing the Pro 900C as an Embedded @Remote Device, you will have to obtain the Request Number a little differently. For these Devices and only for these devices, please select the Service Depot Name from the pull down list and choose **your** Service Depot with the "PM Call".

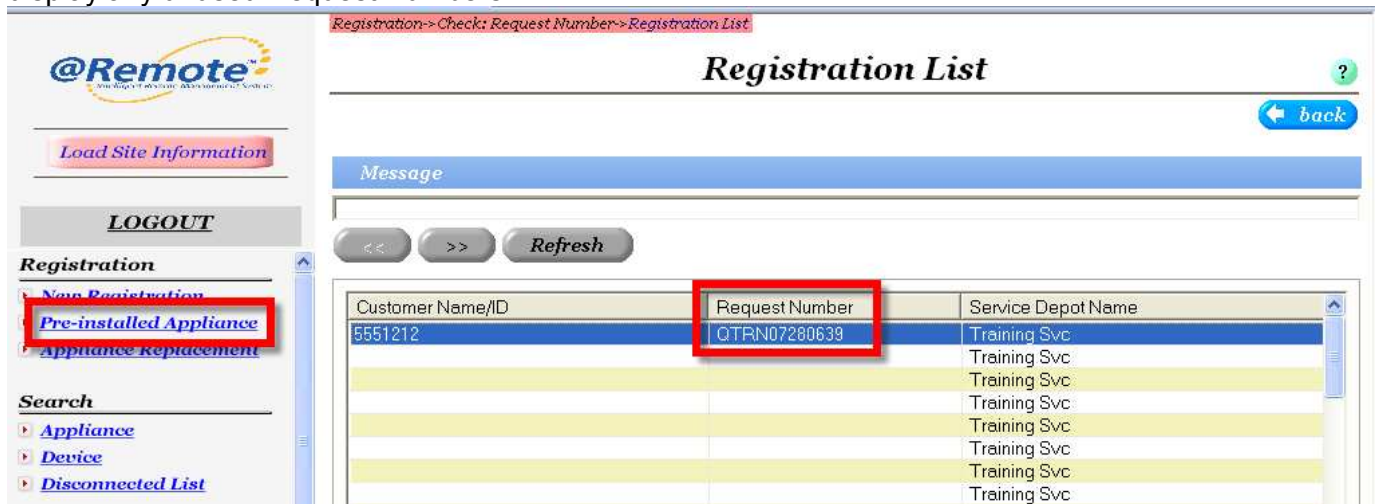
This Service Depot setting is designed to send PM Call notifications to the Call Center for PM Work Order Creation. In the example screen shot below, you can see that there are two Service Depot Names, one for all RC Gate and Embedded Device Installations and one for Embedded Device Installations that are going to also send PM Calls.

The screenshot shows the @Remote web interface for a "New Registration". The page title is "New Registration" with a help icon. On the left is a navigation menu with categories: "Registration" (containing "New Registration" (1), "Pre-installed Appliance", and "Appliance Replacement"), "Search" (containing "Appliance", "Device", and "Disconnected List"), "Counter CSV" (containing "New Request" and "List: Requested CSV"), "Supply CSV" (containing "New Request" and "List: Requested CSV"), "Service Call" (containing "Call List"), and "Firmware". The main content area has a "Register" button (4) and a note: "Fields marked with an asterisk * are required." Below this are several fields: "* Customer Name/ID" (2), "* Site Name" (dropdown: RBS Atlanta), "* Service Depot Name" (dropdown: RBS Atlanta Svc), and "* Operation Calendar" (dropdown: RBS Atlanta PM Call (3)). A red arrow points to the "RBS Atlanta PM Call" option. Below these fields is a "Registration Number Option" section with a checkbox and the text "- Input the number between 1 and 100." At the bottom is an "Option" section with text input fields for "Address", "Location", "Appliance Administrator Name", "Appliance Administrator Phone", "Appliance Administrator E-mail Address", and three "Note" fields (Note 1, Note 2, Note 3).

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- Record the Request Number provided by the @Remote Center System (selecting Copy in the screen above will save the Request Number(s) to your Clip Board). You will need to input this number into the Device as a part of the Registration process. Request Numbers are valid for a period of Three Months.
- If you forget the Request Number, you can always obtain them by going to the @Remote Center System and Selecting the Pre-installed Appliance on the menu, which will display any unused Request Numbers.



- Complete the installation process for the Device as normal. Perform all regular post installation testing of the Device to ensure the MFPs proper operation.

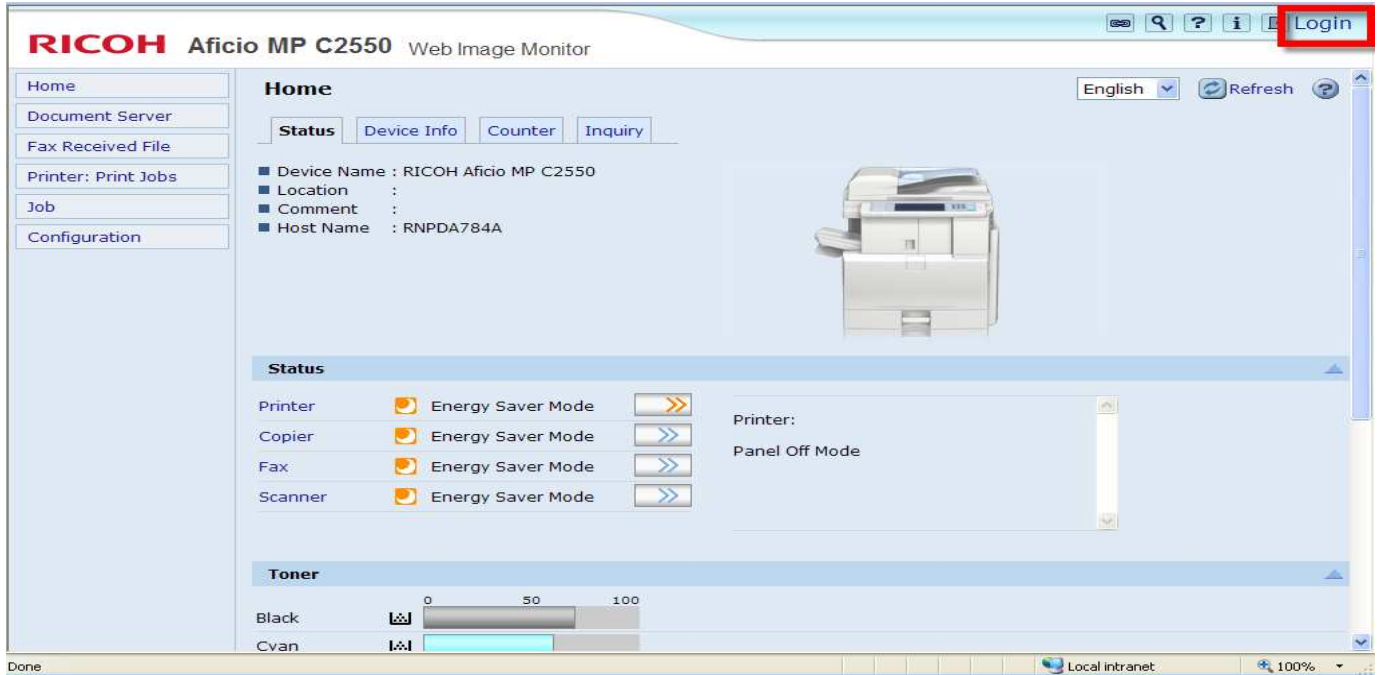
Check the following setting at the Devices Op Panel, if it is set to [Prohibited], change to [Do not prohibit].

How to check and verify and / or change this setting;

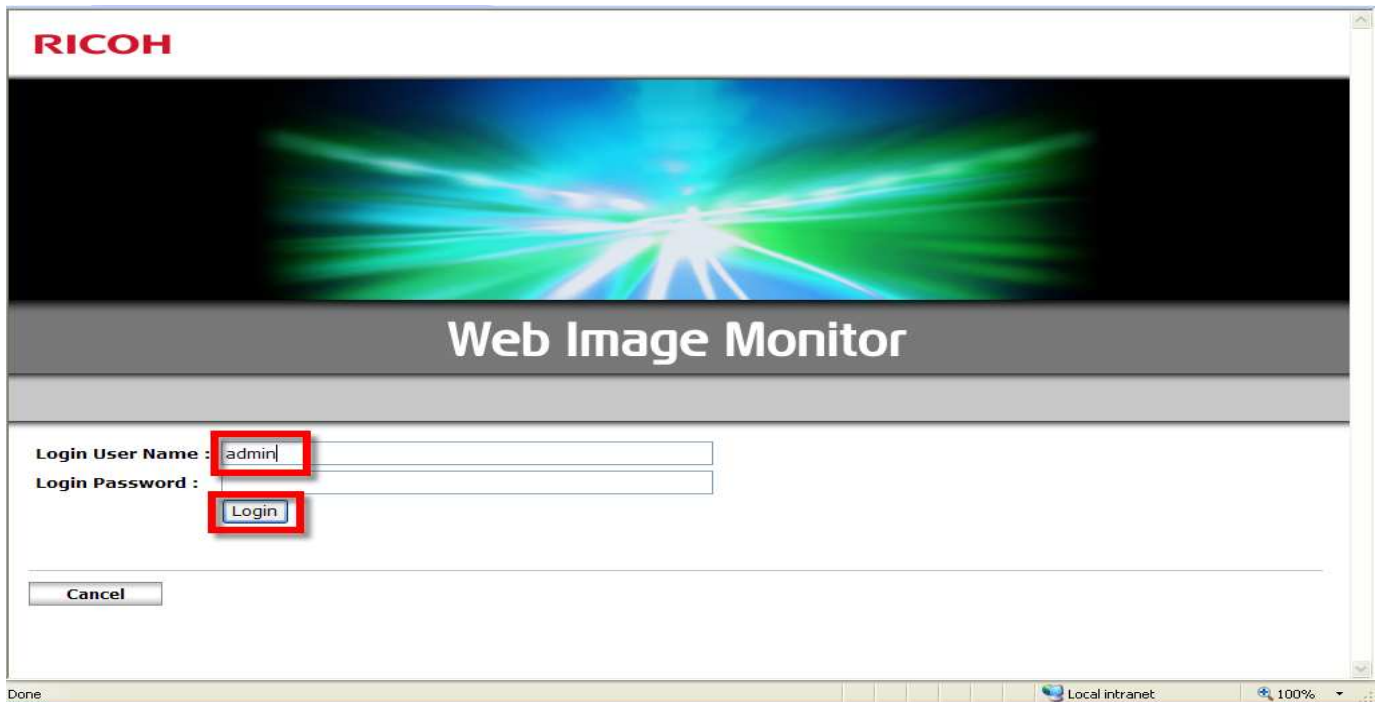
User Tools/Counter > System Settings > Administrator Tools > Extended Security > @Remote Service

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6. Access the Device's Web Image Monitor (WIM) and select **Login**



7. Log into the Device Web Image Monitor as **Admin**



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8. Scroll down the Left Side Menu and select **Configuration**, then select **RC Gate**

The screenshot displays the Ricoh Aficio MP C2550 Web Image Monitor interface. The top navigation bar includes the Ricoh logo, the model name 'Aficio MP C2550', and the title 'Web Image Monitor'. On the right side of the top bar, there are icons for search, help, information, and a 'Logout' button. Below the top bar, the user is logged in as 'Administrator'. The left sidebar contains a menu with options: Home, Document Server, Printer: Print Jobs, Job, Address Book, and Configuration (highlighted with a red box). The main content area is titled 'Configuration' and is divided into several sections: Device Settings (with a printer icon), Printer (with a printer icon), Fax (with a fax icon), Scanner (with a scanner icon), and Interface (with a network cable icon). The 'Network' section is expanded, showing options like IPv4, IPv6, NetWare, AppleTalk, SMB, SNMP, and System Log. The 'RC Gate' section is highlighted with a red box and contains three options: Setup RC Gate, Update RC Gate Firmware, and RC Gate Proxy Server. A 'Refresh' button is located in the top right corner of the main content area.

9. Note: if your Customer uses a Proxy Server to Access the Internet, then Program the RC Gate Proxy Information into the Device prior to selecting Setup RC Gate, other wise, skip this Step.

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The screenshot shows the 'Remote Communication Gate Proxy Server' configuration page. At the top, there are navigation icons and a 'Logout' link. The page title is 'RICOH Aficio MP C2550 Web Image Monitor' and the user is logged in as 'Administrator'. Below the title, there are 'OK' and 'Cancel' buttons. The main section is titled 'Remote Communication Gate Proxy' and contains the following settings:

- Remote Communication Gate Proxy Server: Enable Disable
- Proxy Address:
- Port Number:
- User Name:
- Password:

At the bottom of the configuration section, there are 'OK' and 'Cancel' buttons.

10. Select **Setup RC Gate**, Enter the **Request Number** obtained in Step 3 above and select **Confirm** (left upper section of the web page)

The screenshot shows the 'Remote Communication Gate Setup' page. At the top, there are navigation icons and a 'Logout' link. The page title is 'RICOH Aficio MP C2550 Web Image Monitor' and the user is logged in as 'Administrator'. Below the title, there are 'Back' and 'Confirm' buttons. The main section contains the following settings:

- Status: :Not Programmed
- Request No.:

At the bottom of the setup section, there are 'Back' and 'Confirm' buttons. Red boxes and circled numbers are used as annotations: a red box around the 'Confirm' button is labeled with a circled '2', and a red box around the 'Request No.' input field is labeled with a circled '1'.

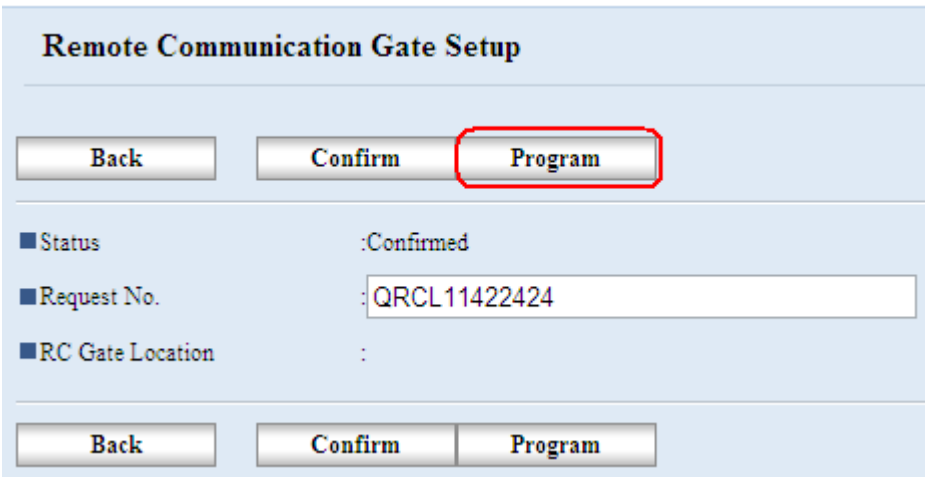
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11. Select **OK** (right upper section of the web page)



12. Select **Program** (left upper section of the web page)



13. Select **OK** (right upper section of the web page)



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14. Verify that the Web Image Monitor is indicating Status: **Registered**



The @Remote Embedded Device is now Reporting into the @Remote Center and is completely registered (Managed Mode) in the @Remote Center; this is the last step to perform in the Web Image Monitor.

15. Check the Device List of the center GUI that the registered device is appeared in the list with “Registered” status as Device Condition. If Device Condition is still “Found”, it will be changed to “Registered” automatically at the time when the device sends next hourly polling.

16. Check and / or change the following SP Modes to ensure that the PM Calls are enabled for this Device.

	Shared Service Customer	Full Service Customer
SP mode settings for @Remote	SP5062-01: ON (Default: OFF) SP7956-01: 1 (Default: 0) SP5514-01: 1 (Default) SP5513-01: 380 (Default: 300) SP5515-02: 0 (Default: 1) SP5515-03: 0 (Default: 1)	SP5062-01: OFF (Default) SP7956-01: 0 (Default) SP5514-01: 1 (Default) SP5513-01: 380 (Default: 300) SP5515-02: 0 (Default: 1) SP5515-03: 0 (Default: 1)

Installing Embedded @Remote using SP Mode

You can install Embedded @Remote by using the SP Modes instead of the Web Image Monitor.

Access the Service SP Modes.

Go to SP 5816-202 and enter the Request Number

Go to SP 5816-203 and select Confirmation Execute

Go to SP 5816-204 and select Confirm Result

Go to SP 5816-205 and select Confirm Place

Go to SP 5816-206 and select Register Execute

Go to SP 5816-207 and select Register Result to ensure that the configuration was successful.

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Installation Addendum

Reference: Page 10 to page 16 of this Product Support Guide.

Installation Requirements		
• Environment – Installation site meets all environmental factors outline on page 9 of the G178 Product Support Guide (from this point forward referred as PSG)	Yes	No
• Power / Network Connections		
○ Power Sources		
• Main Frame Power Source		
• Power cord can plug directly into power receptacle?	Yes	No
• NEMA 6-30 (non-twist type) receptacle installed?	Yes	No
• Proper power supplied -208v – 240v: 50/60Hz: more than 24A?	Yes	No
• Accessory Power Sources		
• Power cord can plug directly into power receptacle (no extension cords)? Reference page 13 of this PSG.	Yes	No
• Proper power supplied (reference page 12 of this PSG)?	Yes	No
○ Network Connections		
• 1 LAN drop for Fiery Printing	Yes	No
• 1 LAN drop of @Remote Services	Yes	No
• @Remote turned on and set up correctly (reference TCRU addendum)	Yes	No
• Weight Support / Space Requirements		
○ Mainframe unit weight approximately. 700kg (1500lbs)		
• Forklift is required to remove the main frame from its shipping pallet.		
• Can this be done at the customer's site?	Yes	No
• Unit removed from pallet prior to shipping unit to customer.	Yes	No
○ Note: Front door hinges can be damage when soft shipping unit. Care should be taken when strapping unit down.	Yes	No
• Delivery area, path to installation site and installation site will support machine weight and accessory weight.	Yes	No
• Floor will support the weight outline (A, B, C, D) in the Floor Space chart on page 11 when the leveling bolts are lowered? It is always recommended to lower the leveling bolts to prevent machine movement.	Yes	No
○ The Pro C900 / Pro C900s requires doorways and passageways to be at least 1100mm (43.3") wide for delivery.		
• Are the doorways and passageways 1100mm (43.3") wide?	Yes	No
• Does the rear unit need to be removed (reduced depth to 750mm (29.5"))?	Yes	No
• Technician is required during delivery	Yes	No
○ Minimum Space requirements around the machine are met – especially the rear spec.	Yes	No
• Installation of the Pro C900 / Pro C900s		
○ 4 bottles of Type SS Fuser Oil and 1 bottle of each color Toner are needed at installation.		
• Oil ordered?	Yes	No
• Toner ordered?	Yes	No
○ Developer is installed at the factory. No need to order.		
○ Unit level?	Yes	No
○ Unit leveling bolts lowered?	Yes	No
• On Site Support Recommendations		
○ Additional Fuser Oil	Yes	No
○ Additional Toner (CYMK)	Yes	No
○ Spare Waste Toner Bottle	Yes	No
○ Spare Fuser Unit	Yes	No
○ All 400k PM Kits	Yes	No
○ 800k PM Kit	Yes	No

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Revisions

1.00– 1st Release

1.01 – Corrected Ave Doc Volume (pg 27)

- Add PM Kit part numbers and part list (pg 25)
- Updated Fiery Specs.
- Updated Fiery EDP codes.
- Updated Power Spec. (Pg 12)

1.02

- New Servicing the Pro C900 (pg 17)

1.03

- Added RT5000 EDP code (pg 02)
- Corrected Documentation order numbers (pg 40)
- TCRU Ver1.1 Addendum Updated
- Added @Remote Call Type (pg 19)

1.04

- Modified Counter Descriptions (pg 37)
- Modified “When you arrive at the account” (pg 17)
- Added Media Substrate Guide Rev. 11/2008 Ver. 1.0 (End of PSG) This Guide will be updated as more media is tested.

1.05

- Added Oil Priming note (pg 17)
- Add SP 5-985 check (pg 17)
- Added notes to “Key Installations Points” (pg 1)
- Added reference to the Media Substrate Guide (pg 37)

1.06

- Correct TCRU SD Card Part Number (pg 59)
- Updated Media Guide (pg 19)

1.07

- Added D016 information (Unique D016 info denoted in [blue](#) test).
- EDP code added - Cooling Fan Unit for SR5000 added. (pg 2)
- Added Productivity Chart (pg 33)
- Firmware note (pg 47)
- Fiery System Software USB driver specifications. (pg 47, pg 52)
- Updated PM part number information. (pg 24 ~ 27)

1.08

- Updated Media Setting Guide (pg 20)
- Added Wide LCT Paper Feed Settings (pg 21)
- Corrected PM part table (pg 26-28)

1.09

- Corrected D016 EDP Code (pg 2)
- Updated TCRU SD card part number. New card works with both G178 and D016. (pg 71)
- Added Loop part number to Special Tools (pg 28)
- Added EDP Codes (pg 3)
- Add EDP codes for Supplies (pg 4)
- Updated Options Table (pg 6)
- Add GBC and BK5010 Specifications (pg 44-46)

1.10

- Added High Capacity Stacker, Buffer Pass Unit and Perfect Binder EDP and Product Codes (pg 2-3)
- Updated Accessory Specifications (pg 42-44)