



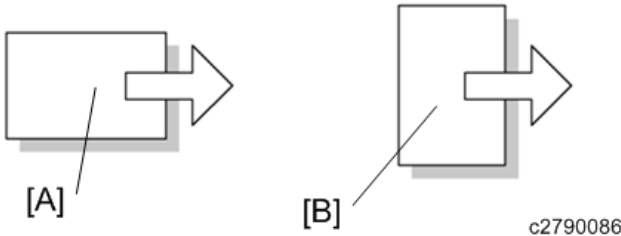


**Smart Operation Panel
2nd Generation
Field Service Manual**

Symbols, Abbreviations and Trademarks

This manual uses several symbols and abbreviations. The meaning of those symbols and abbreviations are as follows:

| | |
|---|-----------------|
|  | Clip ring |
|  | Screw |
|  | Connector |
|  | Clamp |
| SEF | Short Edge Feed |
| LEF | Long Edge Feed |



[A] Short Edge Feed (SEF)

[B] Long Edge Feed (LEF)

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1. Replacement and Adjustment

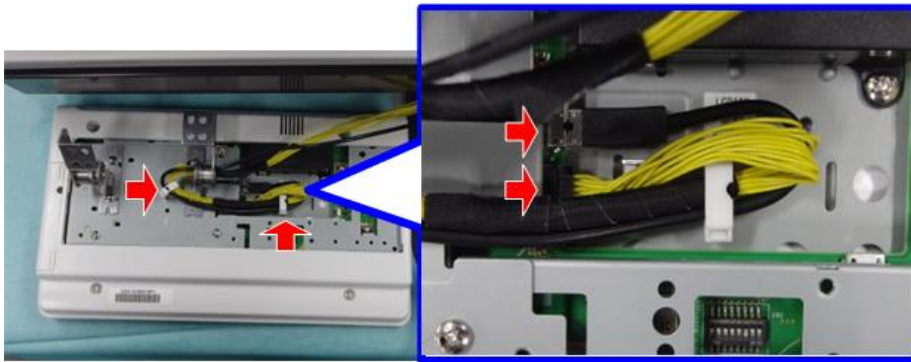
Smart Operation Panel

1

Operation Panel Unit

★ Important

- Turn off the main power switch of the MFP and disconnect the power cord.
- After replacing, make sure that all disconnected harnesses are connected up again and secured in their clamps (if the MFP has harnesses).



d196z4105

- When handling the operation panel cable, hold down the connector of the cable with your finger as shown in the picture to prevent excessive force from being applied to the connector of the PCB.



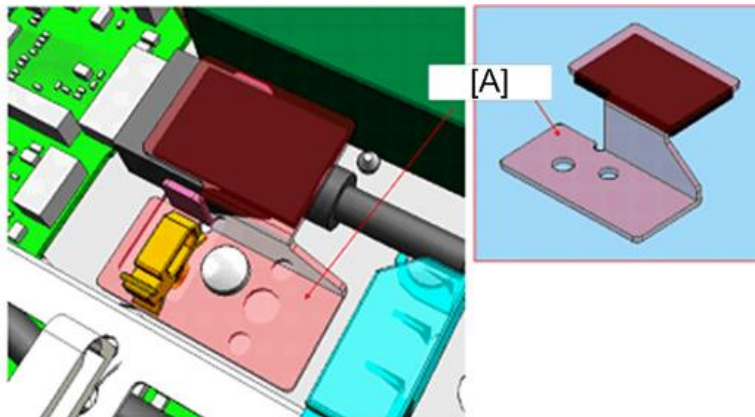
d238a2001

- If excessive force is applied to the connector of the PCB in the direction of the arrow, connection failure may occur.



d238a2002

- For machines manufactured in October 2016 or later, a bracket [A] will be added to cover the connector of the cable.



d238a2003

1. Remove the operation panel unit from the MFP.

Note

- For details about how to remove the operation panel unit, refer to the service manual for the MFP.

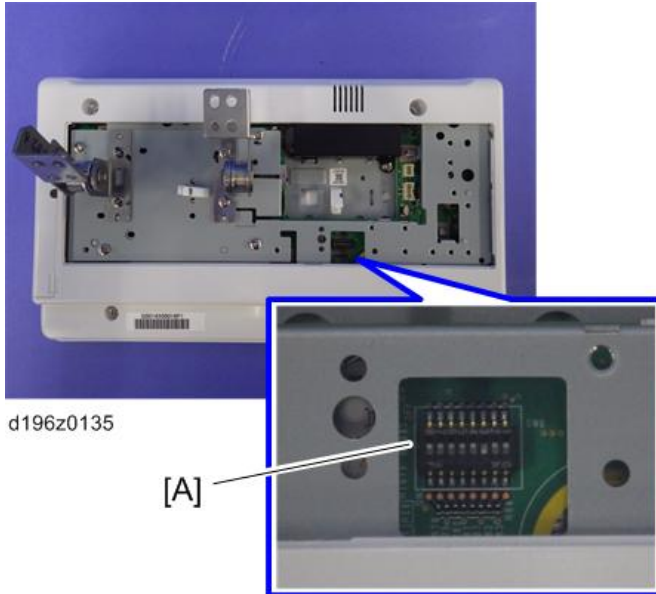
2. Operation panel arm bracket [A] (Ⓜ ×4)



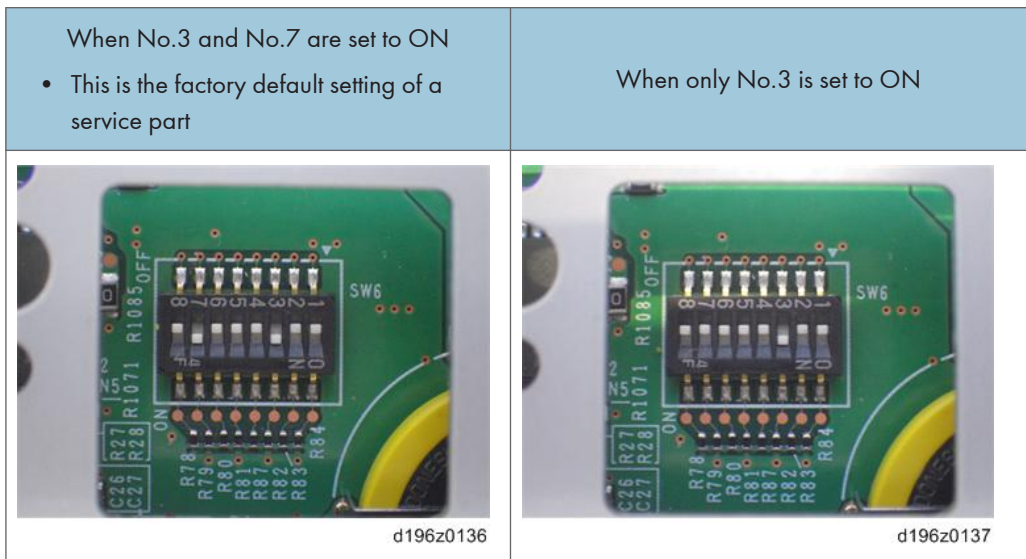
d196z0113

Note

- By factory default, switches No.3 and No.7 of the DIP switch [A] on the micro computer board are set to ON. When installing the operation panel unit, make sure that the DIP switch setting is correct for the MFP on which you are installing the panel.



- The correct DIP switch setting depends on the MFP. Note the DIP switch settings of the old operation panel unit before replacing, and apply the same settings to the new Smart Operation Panel. (Below are two examples for DIP switch settings.)

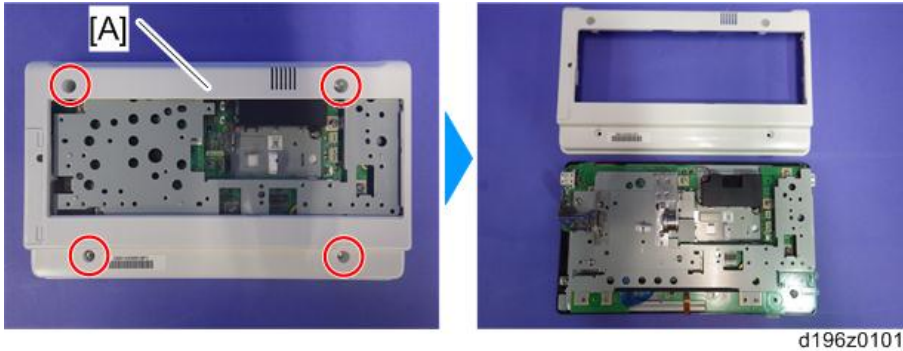


- If the DIP switch setting is wrong, SC672 will be displayed.

- After replacing the operation panel unit, make sure that the latest version of the firmware is installed on the Smart Operation Panel. Update it if necessary (page 64 "Updating the Smart Operation Panel").

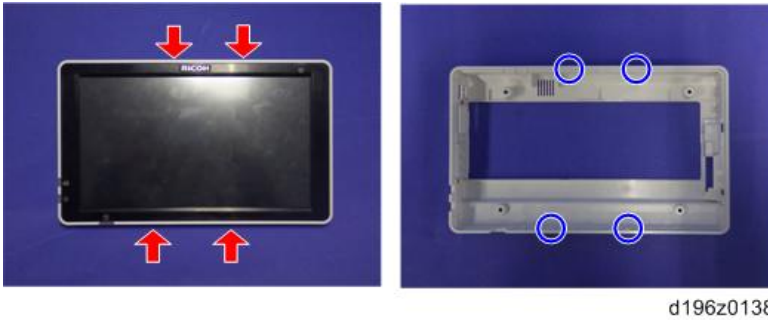
CPU Board

1. Operation panel unit (page 5)
2. Bottom cover [A] (🔩×4)

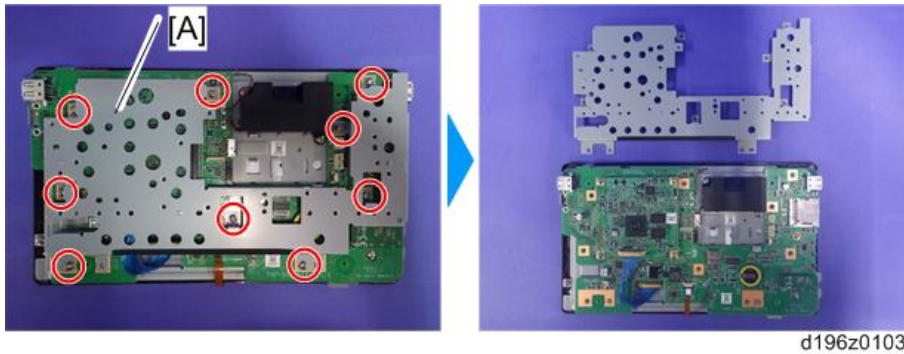


⬇️ Note

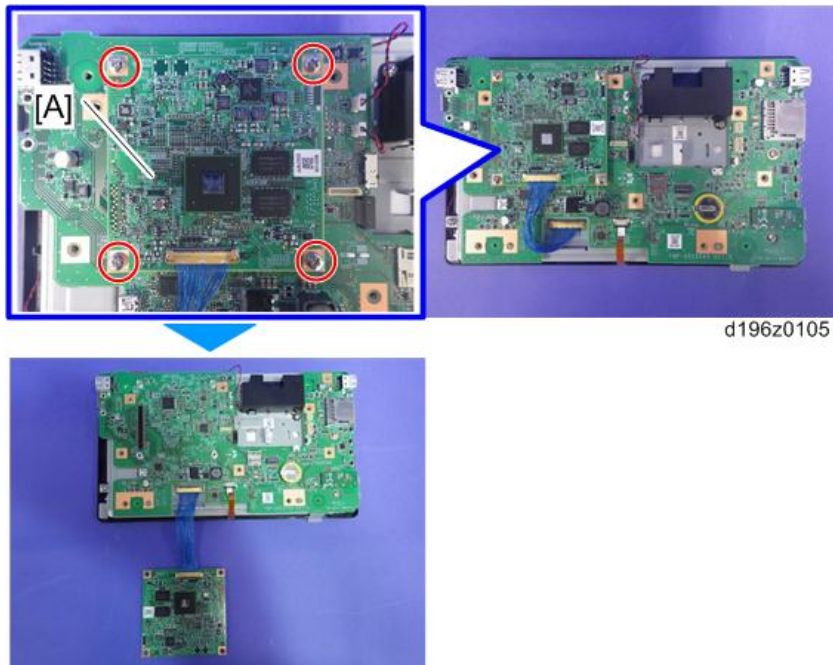
- There are four hooks inside the operation panel unit. Before removing the operation panel bottom cover, check the photos below.



3. Base bracket [A] (⌀ ×9)



4. Remove the fixing screws (⌀ ×4) on the CPU board [A], and remove the CPU board from the micro computer board.



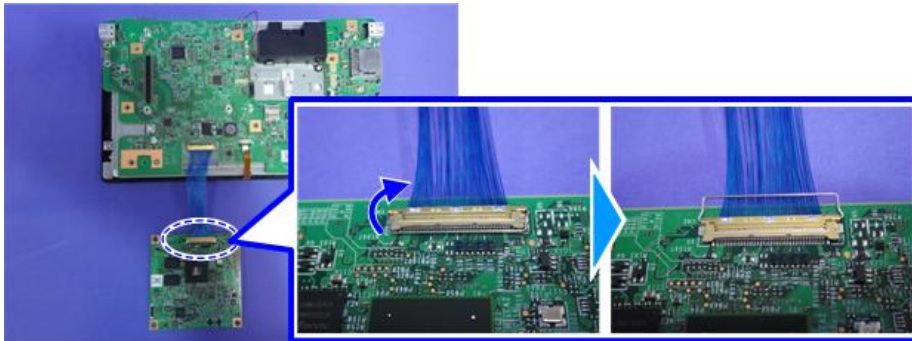
↓ Note

- Make sure that the orientation of the connector is correct when attaching the CPU board.



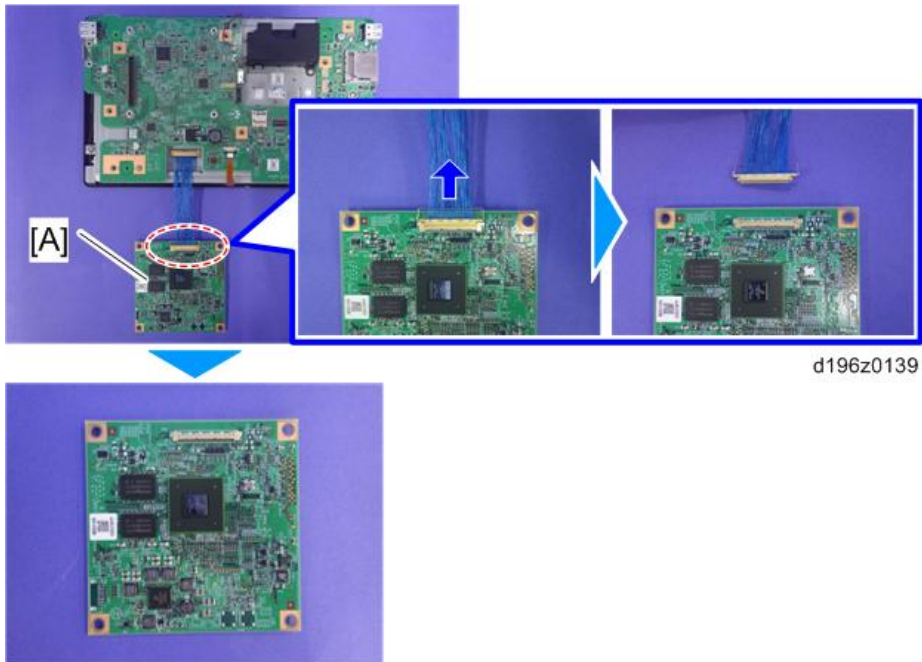
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5. Lift the fastener of the LCD I/F cable on the CPU board side.



d196z0115

6. CPU board [A] (LCD I/F cable ×1)



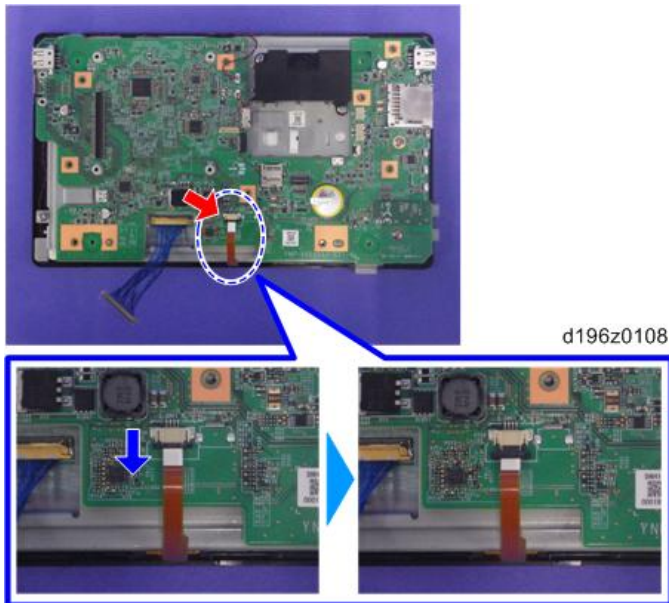
↓ Note

- After replacing the CPU board, make sure that the latest version of the firmware is installed on the Smart Operation Panel. Update it if necessary. (page 64 "Updating the Smart Operation Panel")

Micro Computer Board

1. Operation panel unit (page 5)
2. CPU board (page 8)

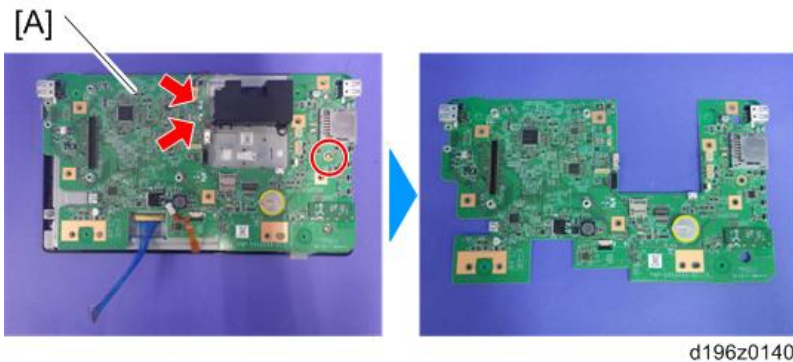
3. Remove the FFC from the micro computer board (📏 ×1).



⬇️ Note

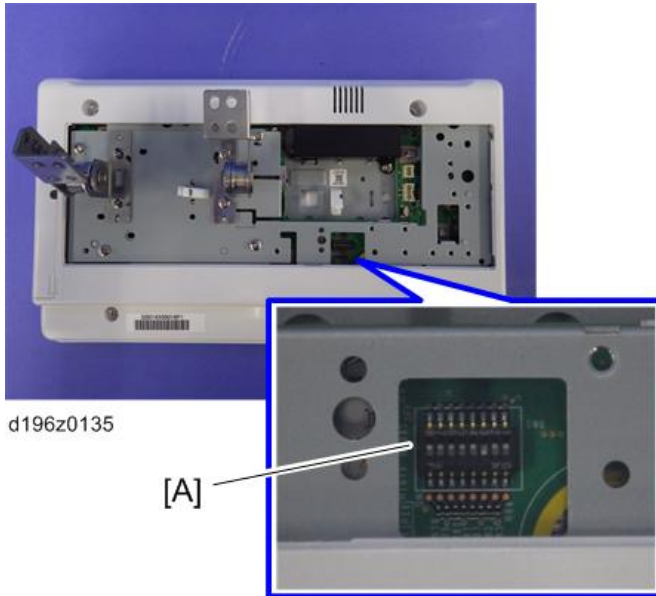
- Pull out the black part to unlock the connector, and then remove the FFC.

4. Micro computer board [A] (🔩 ×1, 📦 ×2)

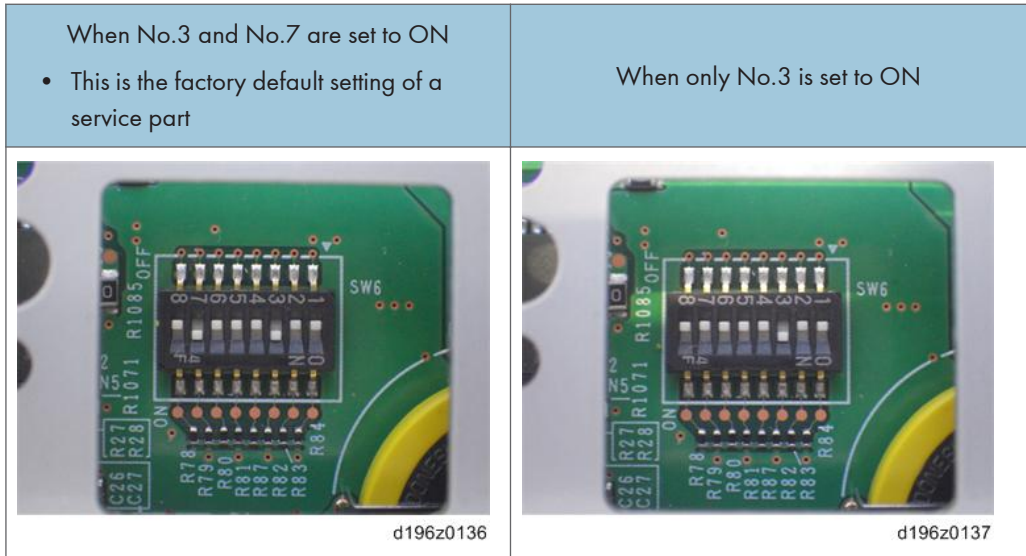


⬇️ Note

- By factory default, switches No.3 and No.7 of the DIP switch [A] on the micro computer board are set to ON. When installing the operation panel unit, make sure that the DIP switch setting is correct for the MFP on which you are installing the panel.



- The correct DIP switch setting depends on the MFP. Note the DIP switch settings of the old operation panel unit before replacing, and apply the same settings to the new Smart Operation Panel. (Below are two examples for DIP switch settings.)

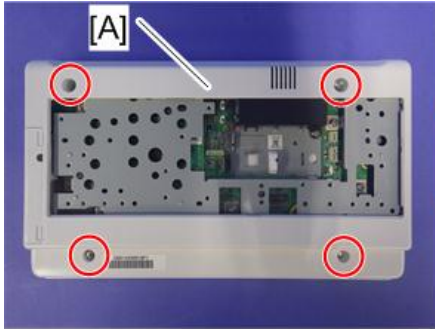


- If the DIP switch setting is wrong, SC672 will be displayed.
- After replacing the micro computer board, perform the following checks:
 - LED Check (page 55)
 - Key Check (page 55)

Wi-Fi Module

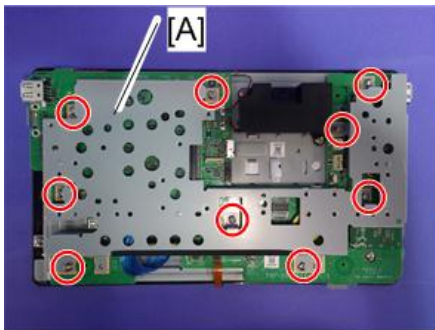
1

1. Operation panel unit (page 5)
2. Bottom cover [A] (🔩×4)



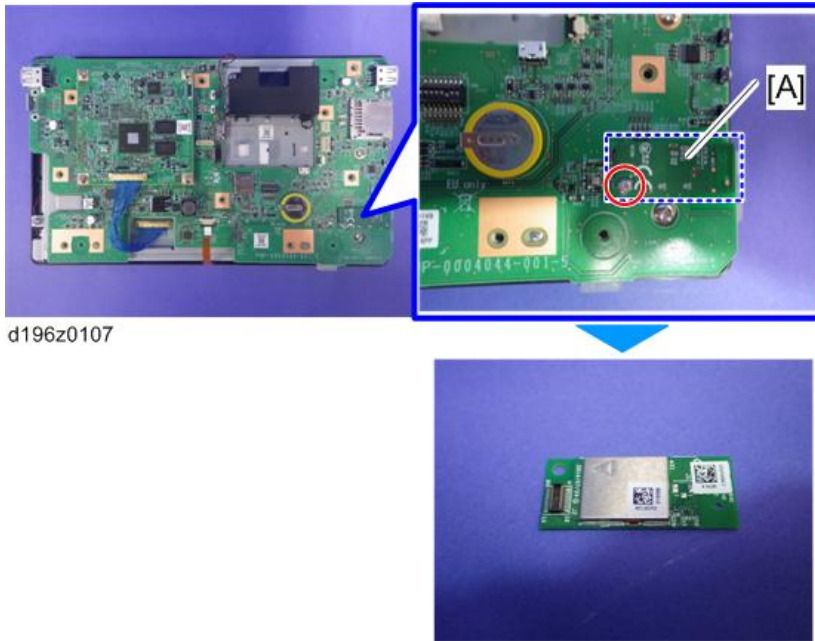
d196z0101

3. Base bracket [A] (🔩×9)



d196z0103

4. Wi-Fi module [A] (🔑×1)



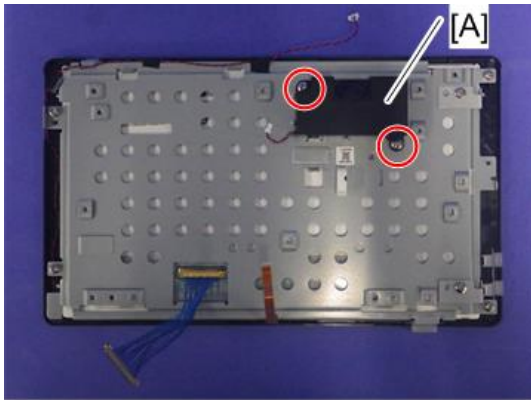
↓ Note

- After replacing the Wi-Fi module, perform the following checks:
 - Wireless LAN Check (page 60)
 - Bluetooth Check (page 61)

LCD

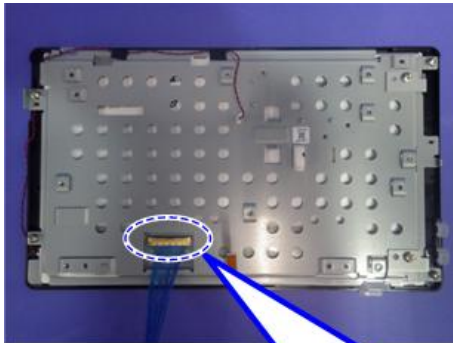
1. Operation panel unit (page 5)
2. CPU board (page 8)
3. Micro computer board (page 11)

4. Speaker [A] (🔊x2)

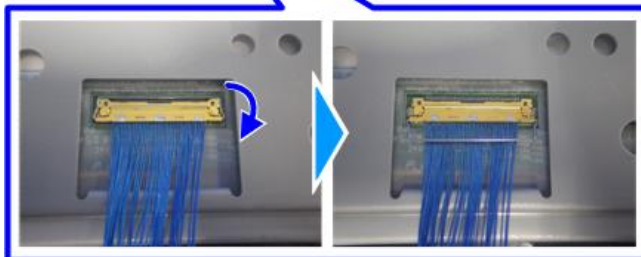


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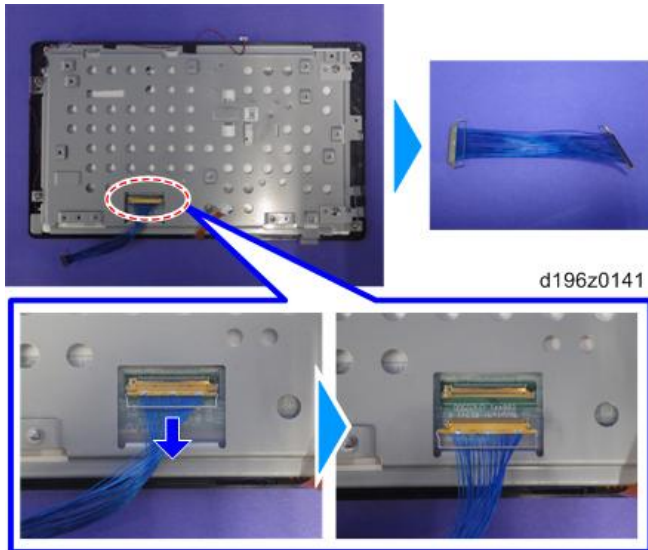
5. Lift the fastener of the LCD I/F cable.



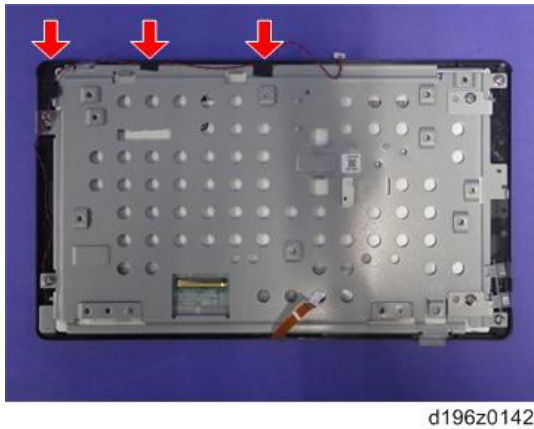
d196z0116



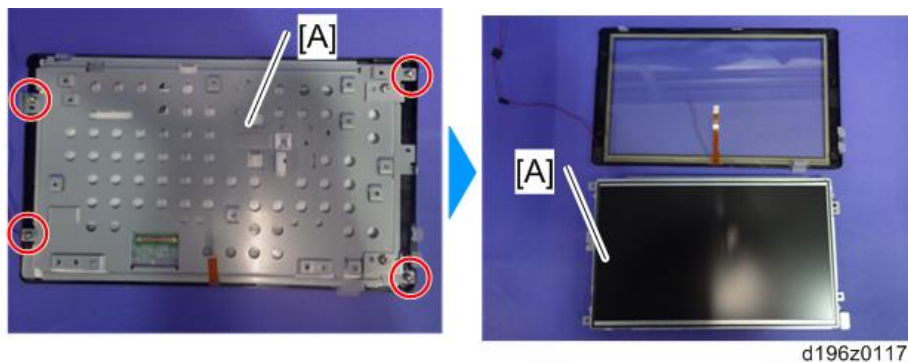
6. LCD I/F cable (cable ×1)



7. Remove the tapes for fixing the microphone harness (tape ×3).



8. LCD [A] (ⓐ ×4)



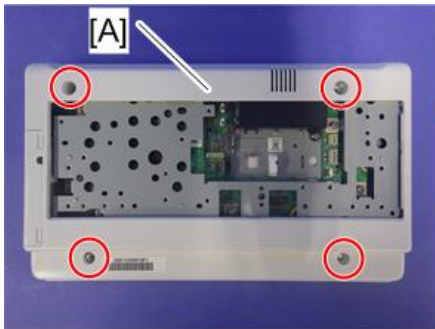
Note

- After replacing the LCD, perform the following checks.
 - LCD Check (page 56)
 - TouchPanel Check (page 57)
- Perform "TouchPanel Calibration" (page 58) and "MultiTouch Calibration" (page 59) of the Self Check function.

Speaker

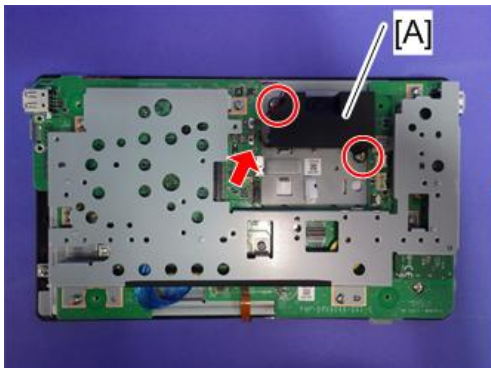
1. Operation panel unit (page 5)

2. Bottom cover [A] (🔩 x4)



d196z0101

3. Speaker [A] (🔩 x2, 📦 x1)



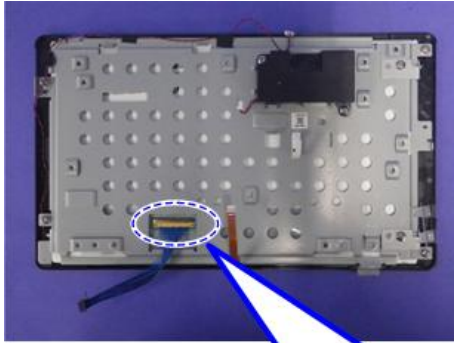
d196z0112

Note

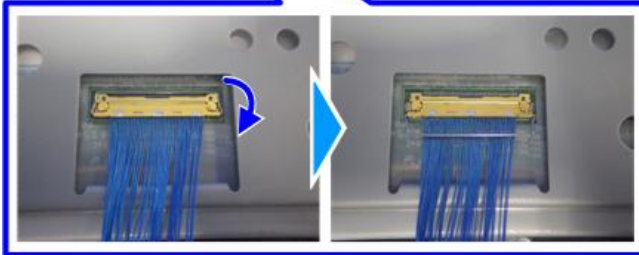
- After replacing the speaker, perform the following check.
 - Speaker Check (page 56)

Microphone

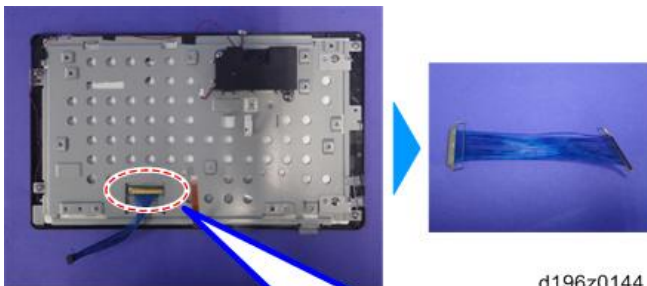
1. Operation panel unit (page 5)
2. CPU board (page 8)
3. Micro computer board (page 11)
4. Lift up the securing wire of the LCD I/F cable.



d196z0143



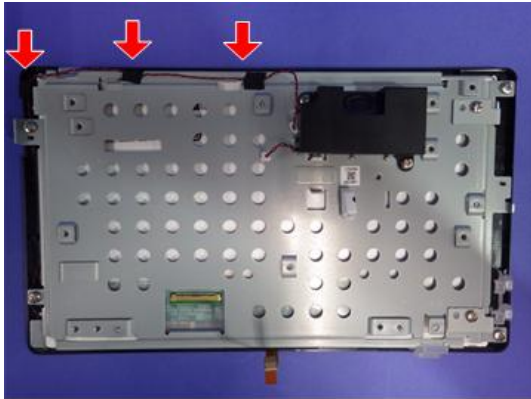
5. LCD I/F cable (cable ×1)



d196z0144

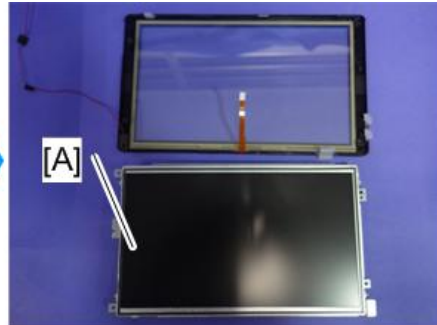
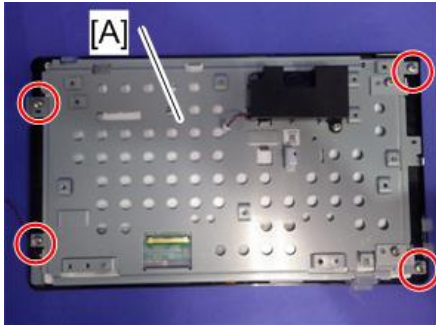


6. Remove the tapes for fixing the microphone harness (tape ×3).



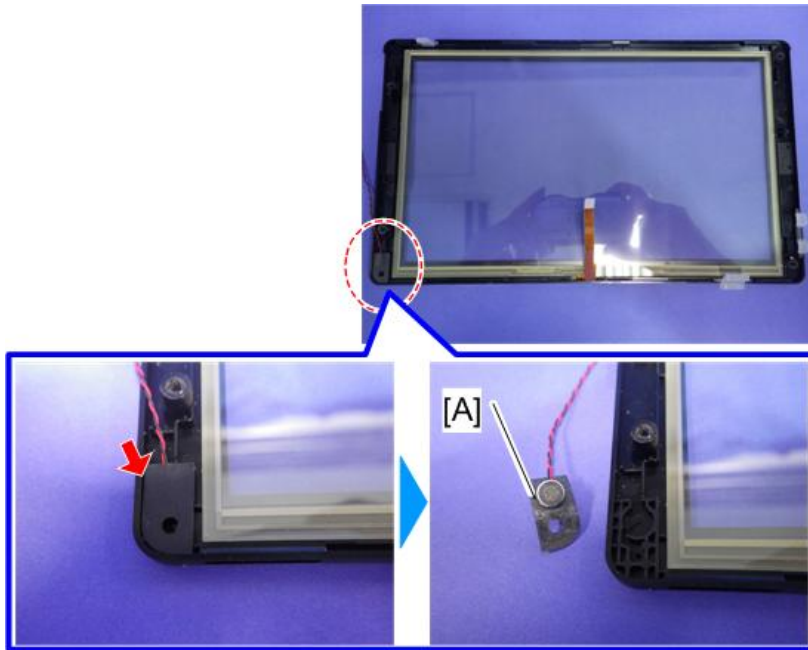
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7. LCD [A] (ⓐ ×4)



d196z0118

8. Microphone [A] (cushioning ×1)



d196z0111

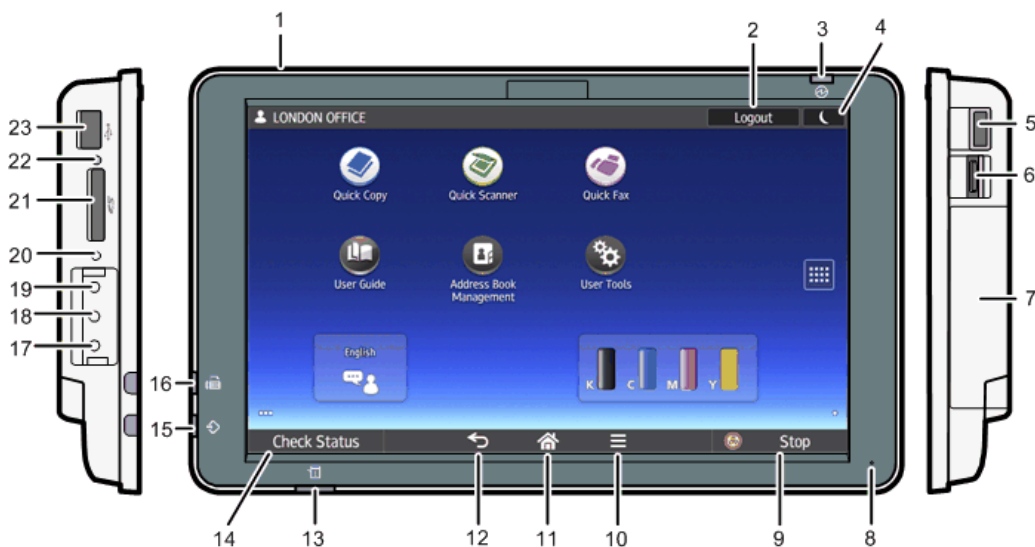
2. Mechanism

Overview

System Components

Hardware Specifications

Components




d196a2022

| No. | Name | No. | Name |
|-----|------------------------------|-----|---|
| 1 | Speaker | 13 | [Check Status] indicator |
| 2 | [Login/Logout] key | 14 | [Check Status] key |
| 3 | Main power indicator | 15 | Data In indicator (facsimile and printer modes) |
| 4 | [Energy Saver] key | 16 | Fax indicator |
| 5 | USB slot for digital cameras | 17 | Extended Feature key (EX3) |
| 6 | HDMI slot | 18 | Extended Feature key (EX2) |

| No. | Name | No. | Name |
|-----|-------------------------------|-----|----------------------------|
| 7 | USB slot for NFC card readers | 19 | Extended Feature key (EX1) |
| 8 | Microphone | 20 | Control panel reboot key |
| 9 | [Stop] key | 21 | SD card slot |
| 10 | [Menu] key | 22 | Media access lamp |
| 11 | [Home] key | 23 | USB slot |
| 12 | [Back] key | | |


Basic Specifications

| Category | Specification |
|-------------|--|
| LCD panel | <ul style="list-style-type: none"> • Size 10.1 inch panel • Resolution WSVGA (1024x600) • Bit width RGB666 (18 bit color) • Brightness 200cd/m² (typ.) • Backlight LED Backlight (life: 15,000 hours) |
| CPU | ARM Cortex-A9 Dual Core 1GHz (SoC: MCIMX6D5EYM10AC) |
| Touch panel | Low load touch panel (recognizes touches to two points) |
| Memory | <ul style="list-style-type: none"> • Volatile Memory RAM (DDR3-1066), 2G • Non-Volatile Memory eMMC NAND, 8GB <p>Note</p> <ul style="list-style-type: none"> • Uses a 16GB product in SLC Mode. • Program area and data area for the operating system and applications. |

| Category | Specification |
|---------------------|---|
| External interfaces | <ul style="list-style-type: none"> • USB Memory USB2.0 Host Type-A • SD Card SD card slot 1ch (SD*¹/SDHC*²) *1 Up to 2GB *2 Up to 32GB • USB expansion USB2.0 Host Type-A (for camera, USB keyboard, USB card reader) • USB expansion USB2.0 Host Type-miniB (for NFC expansion) • HDMI HDMI 1.4 (for large screens available as custom order) |
| Internal interfaces | <ul style="list-style-type: none"> • Extended Features microSD card slot <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 2px; margin: 5px 0;">  Note </div> <ul style="list-style-type: none"> • When a media is inserted in the microSD card slot, its capacity is shown in the control panel service mode (Screen Features > Device > microSD card) and the SMC (in the report for the Smart Operation Panel). |
| Network | <ul style="list-style-type: none"> • Wireless LAN 802.11b/g/n • Bluetooth Bluetooth4.0 |
| Audio input/output | Monaural speaker 1ch (output: 1 to 2 W), Microphone |
| RTC accuracy | ±52.56 seconds per month (using external crystal oscillator, 20 ppm) |

| Category | Specification |
|---------------------------------|---|
| Hard keys | <ul style="list-style-type: none"> Extended Feature keys (EX1, EX2, and EX3) Use for startup in extended mode etc. Control panel reboot key Use to reboot the control panel when it freezes. |
| LED types | <ul style="list-style-type: none"> Main power indicator (blue) Lights when the power is on. Flashes slowly in Sleep mode. [Check Status] indicator lamp (red/blue) Lights when an error occurs. Data In indicator (blue) Flashes when the machine receives data from a printer driver or LAN-Fax driver. Fax indicator (blue) Flashes while sending or receiving a fax. Lights when there is a received fax document in the fax memory. Media access lamp (blue) Lights when there is an SD card inserted in the SD card slot. |
| Maximum power consumption | 4 W or less (excluding external interfaces and internal feature expansions) |
| Power consumption in Sleep mode | 0.35 W or less (When in Sleep mode, power is not supplied to USB devices connected to the USB slots.) |

Specification comparison with the previous model

| Item | This model | Previous model |
|--|--|---|
| Appearance |  d196a2016 |  d196a2017 |
| Control panel size (Width × Height) | 267 × 160 mm | 345 × 161 mm |

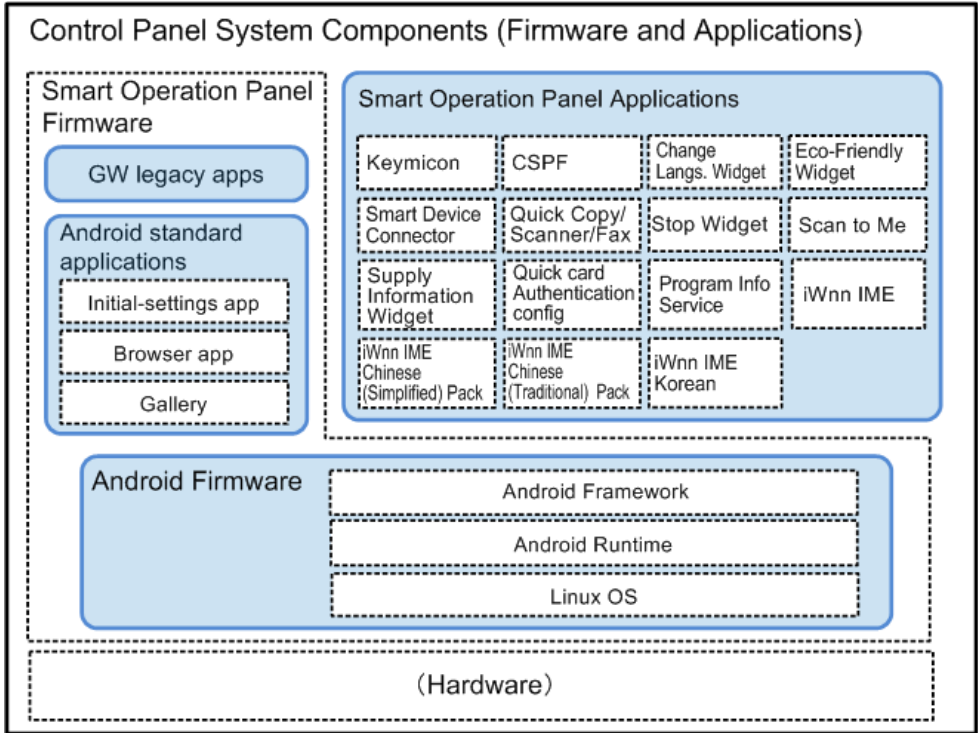
| Item | This model | Previous model |
|--|---|--|
| CPU operating frequency | 1 GHz | 533 MHz |
| RAM size | 2 GB | 1 GB |
| LCD panel size | 10.1 inch | 10.1 inch |
| Android OS | Version. 4.2 | Version. 2.3 |
| Types of the following keys <ul style="list-style-type: none"> • [Home] key • [Stop] key • [Check Status] key • [Back] key • [Menu] key | Soft keys | Hard keys |
| LED types | Four types <ul style="list-style-type: none"> • Main power indicator • [Check Status] indicator • Data In indicator • Media access lamp | Seven types <ul style="list-style-type: none"> • Main power indicator • [Check Status] indicator • Data In indicator • Media access lamp • [Home] key • [Menu] key • [Back] key |
| Wireless LAN interface | IEEE802.11bgn | IEEE802.11bgn |
| Types of external interfaces | <ul style="list-style-type: none"> • USB port (type A/mini) • USB media slot • SD card slot | <ul style="list-style-type: none"> • USB port (mini) • USB media slot • SD card slot |
| Bluetooth | Available | Not available |

Available languages

Japanese, English, French, German, Italian, Spanish, Dutch, Norwegian, Danish, Swedish, Polish, Portuguese, Hungarian, Czech, Finnish, Simplified Chinese, Traditional Chinese, Russian, Greek, Korean, Catalan, Turkish, Brazilian Portuguese

Software Specifications

A software package consisting of the Android Firmware and the manufacturer’s own pre-installed applications is installed on the Smart Operation Panel.



w_d238a2004

The following three types of software are installed on the Smart Operation Panel.

1. Android Firmware (Android OS)
2. Pre-installed applications
3. Applications that can be installed additionally

Android Firmware (Android OS)

The Android Firmware (Android OS) consists of the following modules that are called “stacks”.

- Linux kernel
- Android Runtime
- Library
- Application Framework

Pre-installed applications

On the Smart Operation Panel, applications such as the GW applications (Copy/Printer/Document Server/Scanner/Fax), Control Panel Browser, the standard keyboard, Installer, Gallery, Self Check are pre-installed. Unlike those installed on the controller board of the MFP,

GW applications that are installed on the Smart Operation Panel are for controlling operation and display of the Smart Operation Panel.

Pre-installed applications are provided as part of the control panel firmware (Cheetah System) together with the Android firmware. When you update the control panel firmware using the recovery mode or another method, the pre-installed applications will also be updated.

Applications that can be installed

On the Smart Operation Panel, applications can be installed in addition to the pre-installed applications.

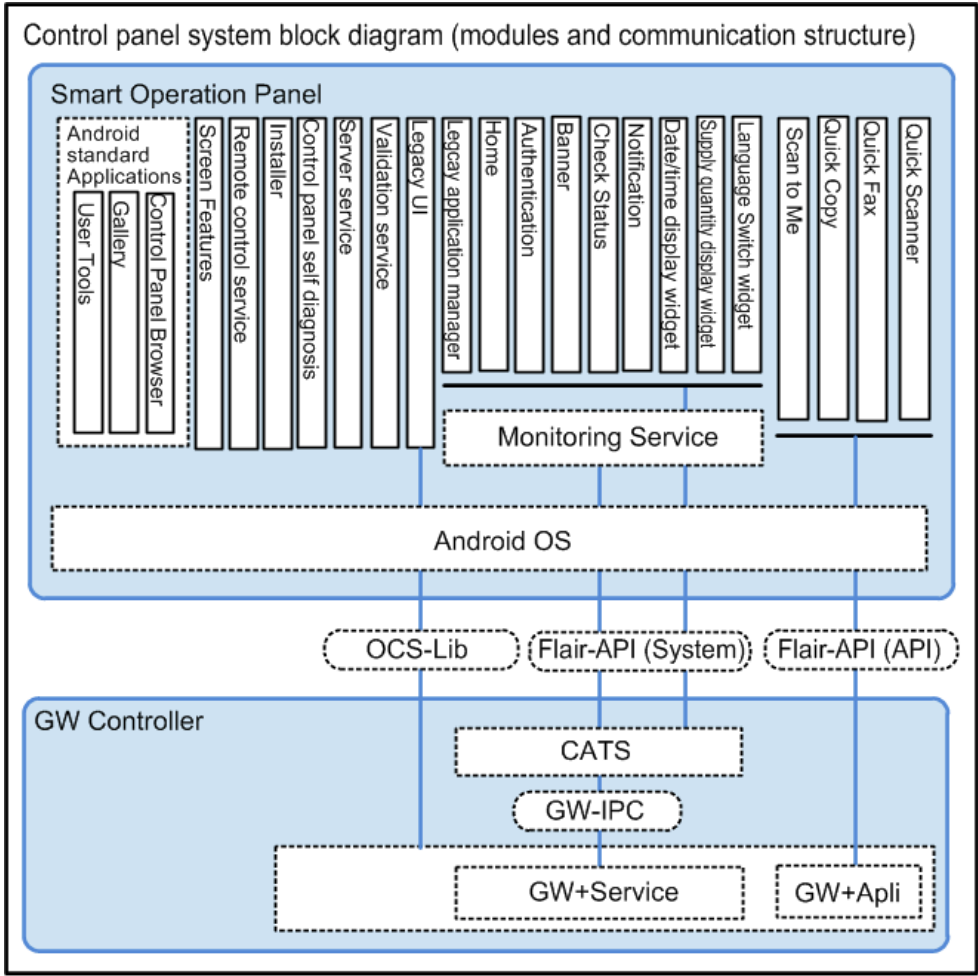
Applications that can be installed include optional applications that customers can purchase, applications that are installed only on machines sold in specific regions, and custom-made applications.

On an MFP, applications such as Simple UI applications (Quick Copy, Quick Fax, and Quick Scanner) and Scan to Me are installed.

Communication specifications

The Smart Operation Panel and the GW controller are connected by a USB 2.0 cable. They communicate with each other via the Android OS on the Smart Operation Panel, using protocols called "OCS Library" and "Flair-API (System/Application)".

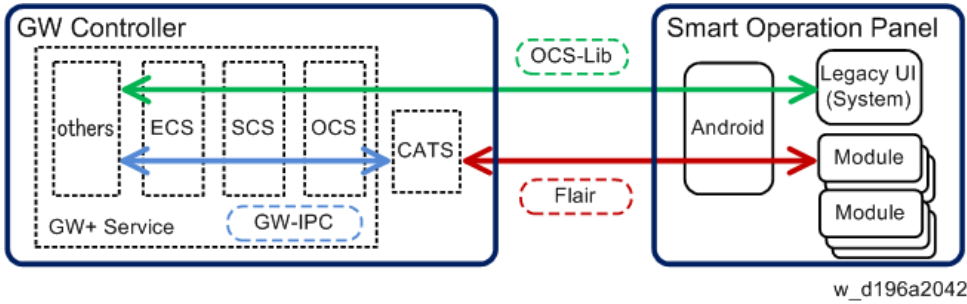
System block diagram



w_d196a2015

Overview of Components

| Communication module/ signal name | Details |
|--------------------------------------|---|
| OCS Library | <p>OSC stands for Operating Control Service. It is a module that controls the control panel. The set of signals used by this module to control the control panel are called the OCS Library.</p> <p>It is used during communication between the Legacy UI (system) module on the Smart Operation Panel and the GW module for the following processes.</p> <ul style="list-style-type: none"> Deciding on the display format suitable for a particular model of the control panel, so that the intended image data can be converted to actual image data. Converting touch panel operations to commands. |
| Flair-API (System/ Application) | <p>Flair is the manufacturer's own communication interface between software modules. The interface uses a generic WebAPI.</p> <p>It is divided into two parts: a part that communicates directly with applications such as the application manager, Home, Authentication, Banner, Check Status, and Widgets, and a part that monitors applications. It communicates with the GW controller via the CATS module.</p> |
| CATS | <p>CATS stands for Cheetah Application Total System. It is a module in the GW controller.</p> <p>Because the Smart Operation Panel uses the Android OS, the contents and protocols of communication are not the same as those of the conventional control panel. CATS serves as an intermediary between the GW controller and the Smart Operation Panel.</p> <p>It also controls the power status of the control panel.</p> <p>CATS communicates with the Smart Operation Panel using the Flair-API, and communicates with the GW module using the GW-API.</p> |
| GW-IPC | <p>The name of the interface used among modules in the GW controller. The role is the same as that of the Flair-API.</p> |



Note

- API stands for Application Programming Interface. An API is an interface that software modules use in order to communicate with each other.

Application Specifications

The pre-installed applications and applications that can be additionally installed on the Smart Operation Panel can be classified into the following 3 categories.

- System applications
Applications that operate in conjunction with multiple functions (operating regardless of the application)
- Program applications
Applications that provide a single additional function
- Widget applications
Applications that provide a widget

The following table explains the function of each application.

| Application | Functions |
|---------------------------------------|--|
| Settings | Provides the Android OS's standard settings. |
| Screen Features | Provides the manufacturer's own settings. |
| Authentication | Monitors login to/logout from the MFP, and transmits authentication information to other services and applications. |
| Monitoring service | Monitors the status of the MFP. This service is used by widgets and applications including Banner, Check Status, Authentication, and Home. |
| Launcher (Legacy Application Manager) | This application provides an application switching function when there is no Home application. |

| Application | Functions |
|-------------------|---|
| Installer | Provides the installer UI. Internal operation is controlled by the Package Installer application. |
| Server service | Provides server functions for application installation. |
| Remote control | Works together with the server service and provides the functions and displays of RFU and import/export of settings, including the UI. |
| Manual | Provides connection to the server where manuals are stored (HTTP server). Manuals are displayed using the Web Browser application. |
| Splash screen | Provides the image that is displayed immediately after the MFP is turned ON. |
| Startup animation | Provides the startup animation for the operation screen. |
| Validation | Performs validation when the machine is started in CC certified mode. * CC stands for Common Criteria. It is the evaluation criteria for IT security (ISO 15408). |
| LUI system | LUI stands for Legacy User Interface. The conventional control panel display is displayed by this application. Model-specific settings are included in this application |
| Package Installer | Provides installation and update functions for applications. Also provides the screen for uninstallation. |
| Self Check | Provides a self-check function for the control panel hardware. See page 54 "Panel Self Check" for contents of the self-check. |
| Initialization | Initializes settings of the MFP or the control panel. |
| Web Browser | Android OS's standard Browser application |
| Gallery | Reads images from SD cards or other media, and sets them as wallpaper or live wallpaper. |
| Standard keyboard | Android OS's standard operation panel that is called up when the user enters characters or numbers. |
| Home screen | Provides the Home screen. Also provides screen customization and application switching. |

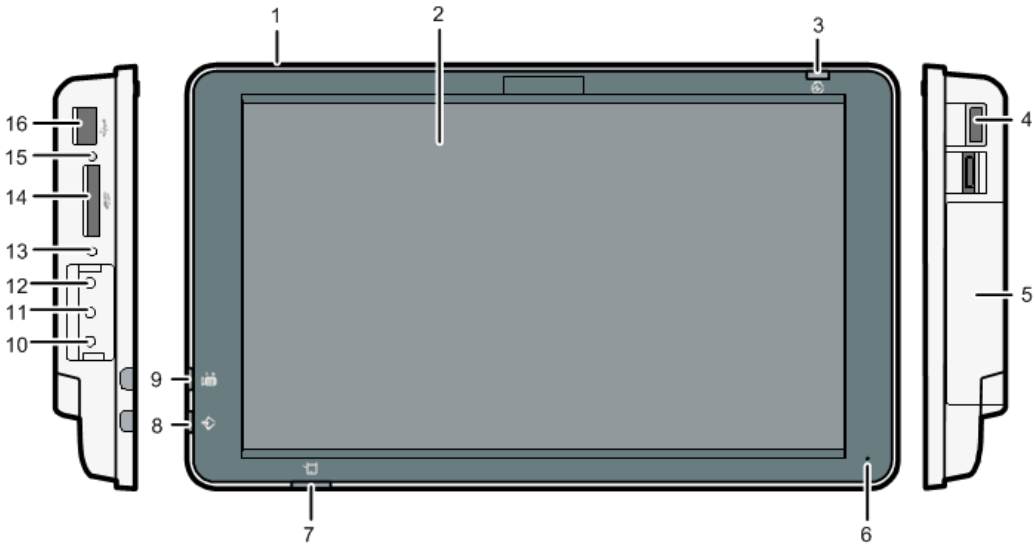
| Application | Functions |
|------------------------|--|
| Banner | Displays balloon messages in the banner area at the bottom of the panel display. |
| OCS emulator | This application serves as an intermediary between the control panel and the controller board. (The emulator allows the controller board to work the same way regardless of the type of control panel.) |
| Simple UI applications | <p>Simple (Quick) applications.</p> <ul style="list-style-type: none"> • Quick Copy Provides the Quick Copy function. • Quick Fax Provides the Quick Fax function. • Quick Scanner Provides the Quick Scanner function. |
| Widgets | <p>Resident applications that display information on the screen as configured.</p> <ul style="list-style-type: none"> • Date/time indicator Displays the date and time. • Supply information Displays toner status. • Change Languages Provides the language switching function. • Eco-friendly Displays detailed information about the eco functions. • Fax Received File Displays the fax reception status. • Stop Provides a [Stop] key on the application screen. Used by functions such as Quick Copy and Scan to Me. • System Message Displays system messages. |

| Application | Functions |
|---------------------------------------|---|
| IME (excluding the standard keyboard) | <p>Multiple settings can be configured (the user can select one when using the keyboard).</p> <ul style="list-style-type: none"> • iWnn IME Chinese (Simplified) Pack Chinese (simplified) language pack for iWnnIME • iWnn IME Chinese (Traditional) Pack Chinese (traditional) language pack for iWnnIME • iWnn IME Korean Pack Korean language pack for iWnnIME |
| ICCardDispatcher | Host application for NFC (Near Field Communication). Transmits card information to authentication applications. |
| Quick Card Authentication | Provides simple authentication using an IC card. |
| Standard IC card plugin | A plugin for using IC cards. Examples of IC cards are the FeliCa (Lite) and Mifare card systems. |
| Bluetooth Service | Provides configurations for standard Bluetooth on the Android OS. |
| Bluetooth Authentication Plugin | This plugin is required to use Bluetooth authentication. |
| Copy | <p>Copy application with a new UI.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |
| Fax | <p>Fax application with a new UI.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |
| Scan | <p>Scan application with a new UI.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |
| Printer | <p>Printer application with a new UI.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |
| Quick Print Release | <p>Ability to view and print stored documents.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |
| Print/Scan (Memory Storage Device) | <p>"Media Print" and "Scan to Media" have been integrated into this application.</p> <p>This application is not available for MP C 306Z/406Z series.</p> |

| Application | Functions |
|--------------------------------------|---|
| Web Browser NX | Provides an operating environment for solution applications' functions and configuration. |
| Proximity Card Reader Support Plugin | Provides support for USB card readers. |

Panel Components/Screen Layout

Components of the Control Panel



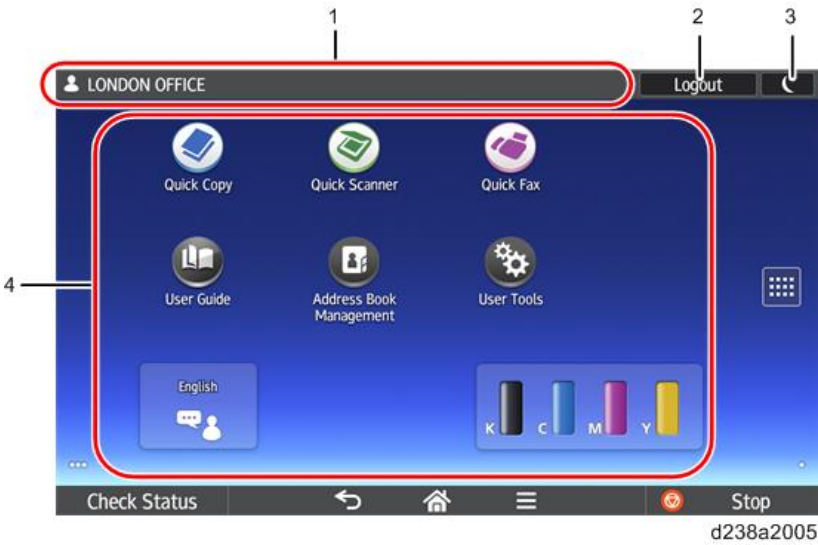
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| No. | Name | Description |
|-----|-------------------------------|--|
| 1 | Speaker | There is currently no function that uses this. |
| 2 | Display panel | Displays icons for functions and applications. Displays the operation screens, operation keys and other information. |
| 3 | Main power indicator | Indicates power OFF/ON status. |
| 4 | USB slot for digital cameras | A digital camera can be connected here. |
| 5 | USB slot for NFC card readers | A near field communication (NFC) device can be connected here. |

| No. | Name | Description |
|-----|----------------------------|--|
| 6 | Microphone | There is currently no function that uses this. |
| 7 | [Check Status] indicator | Indicates system status. |
| 8 | Data In indicator | Flashes when the machine receives data from a printer driver or LAN-Fax driver. |
| 9 | Fax indicator | Indicates fax status. <ul style="list-style-type: none"> • During communication: Flashes • When fax documents have been received using Substitute Reception: Lights • When the machine has received a confidential fax document: Lights |
| 10 | Extended Feature key (EX3) | Used for system maintenance, such as control panel self-check. |
| 11 | Extended Feature key (EX2) | Used for system maintenance, such as control panel self-check. |
| 12 | Extended Feature key (EX1) | Used for system maintenance, such as control panel self-check. |
| 13 | Control panel reboot key | Used when rebooting the control panel. |
| 14 | SD card slot | Insert an SD card here. |
| 15 | Media access lamp | Lights when an external media is inserted into the SD card slot or the USB slot. |
| 16 | USB slot | Insert a USB memory device here. |

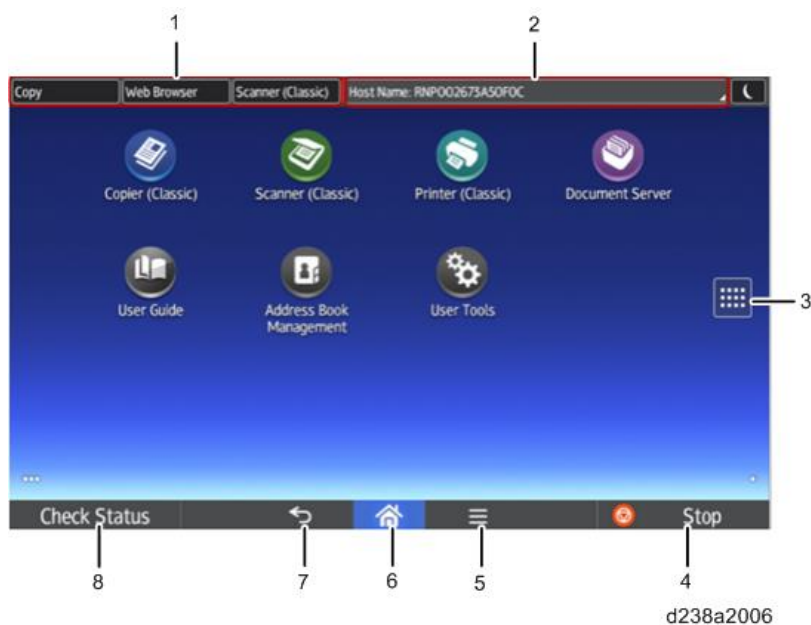
Panel display

Screen Layout



| No. | Name | Description |
|-----|------------------------|---|
| 1 | Login information area | Login information is displayed. |
| 2 | [Login/Logout] key | Displayed when authentication is enabled. The login screen appears if you press [Login]. [Logout] is displayed if you have already logged in. You will be logged out when you press [Logout]. |
| 3 | [Energy Saver] key | Enters Sleep mode. |
| 4 | Icon display area | Application icons, widgets, and system messages are displayed. |

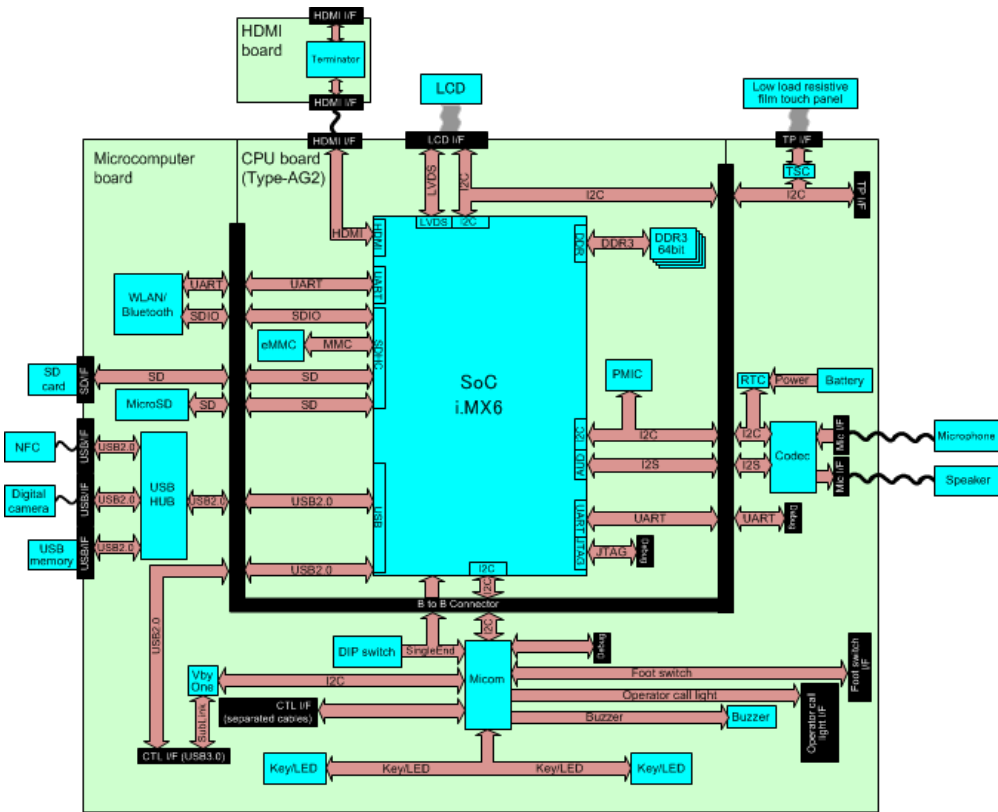
Soft keys displayed on the screen



| No. | Name | Description |
|-----|------------------------|---|
| 1 | Function keys | Users can assign shortcuts for each application. Up to three applications can be assigned as shortcuts. When an application is assigned as a function key, users can call the application from any screen. The function keys are disabled by default. Users must enable this function to be able to allocate applications to function keys. |
| 2 | System messages key | System messages are displayed in this area. If there are multiple messages to be displayed, they are displayed in rotation. Tapping the message opens a dialog which shows all the messages. |
| 3 | [Application List] key | Displays the list of installed applications. |
| 4 | [Stop] key | Stops the scanning of a document, fax transmission, or printing to paper. |
| 5 | [Menu] key | Displays the menu screen of the application in use. May not be available depending on the application. |
| 6 | [Home] key | Displays the Home screen. |
| 7 | [Back] key | Use this to go back to the previous screen when the Screen Features screen or the screen of an application is displayed. |

| No. | Name | Description |
|-----|--------------------|---|
| 8 | [Check Status] key | You can check the status of the MFP, each function, and the current job. You can also check the job history and maintenance information of the MFP. |

Electrical Components



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↓ Note

- The CPU board has a CPU, memory, and a flash drive.
- The Microcomputer board has various interfaces, Wi-Fi module and other devices.

Touch panel

The touch panel of this machine uses a 4-wire resistive film method (low load resistive film analog 4-wire method). It can detect two points for flick/drag/pinch-in/pinch-out operations. Resistive touch panel has been adopted in order to allow operation with a prosthetic hand.

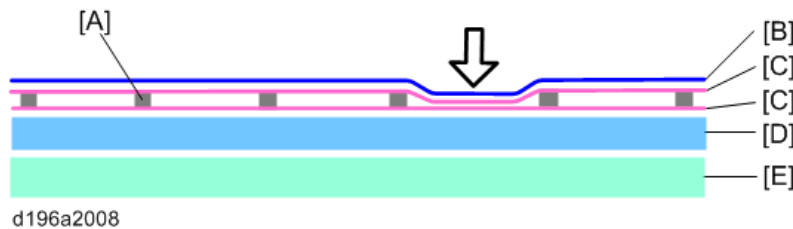
Basic Structure

An analog 4-wire resistive film touch panel has 2 layers. Two materials (mainly film or glass) with transparent conductive film (ITO) are attached such that the transparent conductive film layers face each other.

When the film is pressed with a finger or a pen, the transparent conductive films contact each other and the touch panel operation is recognized.

Insulators (spacing dots) secure space between the two transparent conductive film layers to prevent short-circuiting.

Because the transparent conductive film has a uniform resistance characteristic, the resistance value reflects the distance of contact.



[A]: Spacing dot

[B]: PET film

[C]: Transparent conductive film

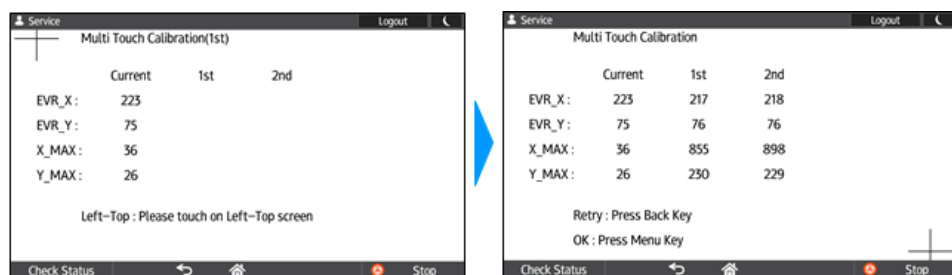
[D]: Base glass

[E]: LCD panel

Self-Check (multi-touch calibration) mechanism

With the Multi-touch calibration in the self-check function, the touch panel is automatically calibrated using the results of touches to the top left and bottom right positions.

The values of "EVR_X", "EVR_Y", "X_MAX", and "Y_MAX" are used for internal processing. They do not indicate the positions or distance of the touched points. There is no problem unless there is a huge difference between the values of the first calibration and the second calibration.



Controlling the Power Supply

Exiting Energy Saving Modes

2

Because this model of Smart Operation Panel has no hardware keys, the MFP exits from energy saving mode when the user does one of the following:

- Touches the display panel
- Lifts the ADF
- Sets an original in the ADF

Screen Startup Mode

Startup Modes

There are two screen startup modes. The factory default setting is Normal.

1. Normal

This is the standard startup mode. When the main power of the MFP is turned ON, the control panel starts up using less power compared to Quick mode.

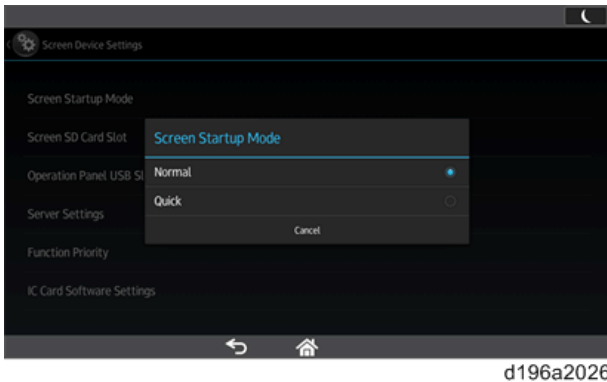
2. Quick

By preparing for the next startup when the machine shuts down, the control panel starts up faster than in Normal mode.

Changing the Screen Startup Mode

Screen Startup Mode can be changed in Screen Features.

Select [Screen Features] > [SYSTEM] > [Screen Device Settings] > [Screen Startup Mode], and then select [Normal] or [Quick].



Note

- In the following cases, the control panel starts up in Normal mode even if [Quick] is selected.
 - The power cord has been disconnected from the power outlet after the last shutdown.
 - The MFP is turned ON after being turned OFF due to reasons such as a power failure.
 - The MFP was not properly shut down the last time it was turned OFF.

How the Control Panel Starts Up

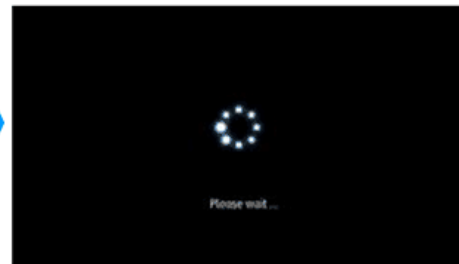
In Normal mode

The startup screen is displayed on the display panel, followed by the startup animation.

Startup screen



Startup animation



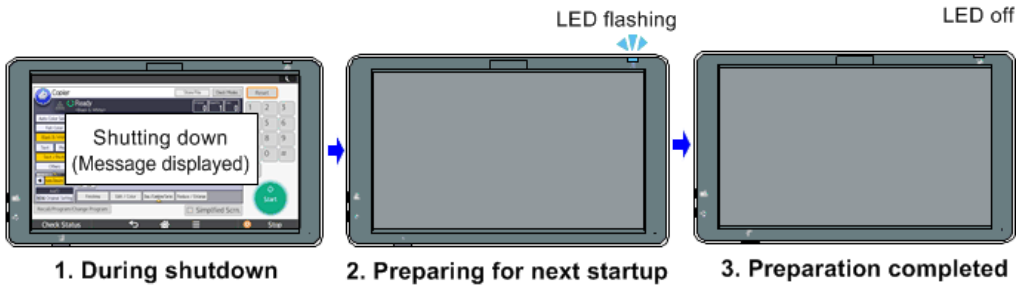
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In Quick mode

The [Home] screen is displayed immediately after the main power of the MFP is turned ON. The startup screen displayed when starting in Normal mode is not displayed.

How the Screen Shuts Down When Quick mode Is Selected

When Quick mode is selected, the MFP prepares for the next startup when it shuts down. The main power indicator flashes during preparation for the next startup. The indicator turns off when preparation is completed.



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If the MFP is turned ON during shutdown, the preparation for the next startup continues. When preparation for the next startup is completed, the control panel starts up in Quick mode.

Note

- When Quick mode is selected, the control panel starts up faster than in Normal mode but shutdown takes longer than in Normal mode.

Shutdown Functions

The shutdown functions and their uses are as follows.

| Shutdown mode | Use | Operation |
|--------------------------------|--|--|
| Normal Shutdown | Same as shutdown by users. | Turn the main power switch off. |
| Forced shutdown | When normal shutdown does not complete even though you waited a long time. | Hold the main power switch 6 seconds or longer. |
| Shutdown for parts replacement | <ul style="list-style-type: none"> • When you have to disconnect the power cord from the power outlet, such as when replacing parts. • When you want to start the machine normally and then enter recovery mode, without changing the Startup mode in Screen Features. (For updating control panel firmware) | Turn the main power switch off while holding down [Stop]. |
| Shutdown for software update | When you are going to turn on the MFP within 5 minutes for updating the MFP firmware or package. (Use shutdown for parts replacement if you are updating the control panel firmware.) | Turn the main power switch off while holding down the [EX1] key. |

Normal Shutdown

The MFP is equipped with a function to shut down safely in order to:

- Prevent damage to the file systems in the HDD and the NAND flash memory.
- Prevent paper from being left inside the body of the MFP (except when paper is jammed).

If the main power switch is a rocker switch, the shutdown process begins when the rocker switch is moved to the OFF position.

If the main power switch is a push switch, the shutdown process begins when the switch is pressed. To make a forced shutdown, press and hold the push switch for 6 seconds. However, if you force a shutdown during the shutdown process, data being processed may be lost. Forced shutdown is to be used to shut down the MFP without disconnecting the power cord when the shutdown process cannot be completed.

Other Shutdown Functions

This MFP has two additional shutdown functions to facilitate maintenance.

Shutting down the MFP for parts replacement (Starting up in Normal mode when Quick mode is selected)

When Quick mode is selected, the MFP prepares for the next startup when it shuts down. This causes the shutdown process to take longer than when Normal mode is selected.

If you need to disconnect the power cord after shutdown in order to replace parts or for other reasons, you can use the following procedure to shut down the MFP just like you do in Normal mode. This shortens the time it takes to shut down the MFP.

- Procedure

Turn the main power switch OFF while holding down the [Stop] key on the control panel.
Continue to hold down the [Stop] key until the shutdown screen is displayed.

Shutting down the MFP for software updates (Shutting down the MFP with the control panel in Sleep mode)

If you are going to turn ON the MFP within 5 minutes, you can use the following procedure to shut down the MFP with the control panel in Sleep mode.

- Procedure

Turn the main power switch OFF while holding down the [EX1] key. Continue to hold down the [EX1] key until the shutdown screen is displayed.

Note

- You must turn ON the MFP within 5 minutes.
- If more than 5 minutes has elapsed after shutting down the MFP using the above procedure, the machine starts up in Normal mode even if Quick mode is selected.

3. System Maintenance

System Maintenance

Maintenance Modes

Service program (SP) modes for the Smart Operation Panel are as follows:

| Mode | Use | Notes |
|------------------------------|---|--|
| SP Mode (MFP) | SP modes for the MFP (controller, engine) | The numeric keys are required to enter this mode. Display the soft keys of the GW application or of the SP mode. |
| Service mode (control panel) | SP modes for the Smart Operation Panel. <ul style="list-style-type: none">• Changing SP mode settings in the Screen Features menu.• Installing and updating applications that can be installed | Same as above |
| Recovery mode | Maintenance modes for the Android OS <ul style="list-style-type: none">• Updating firmware• Initializing all data | - |

Login to/Logout from Control Panel Service Mode

Login

In the same way as you log in to the SP Mode on the MFP, you use the soft keys to enter a combination of numbers in order to login to the service mode of the control panel.

Note

- You cannot log in to the service mode of the control panel when one of the following screens is displayed.
 - Stop All Jobs
 - User Tools

- Address Book Management

Use the numeric keys on one of the following screens.

- Soft keys on the GW application screen
- Soft keys for the control panel's service mode (displayed by pressing both the [EX3] key and [Check Status] at the same time)

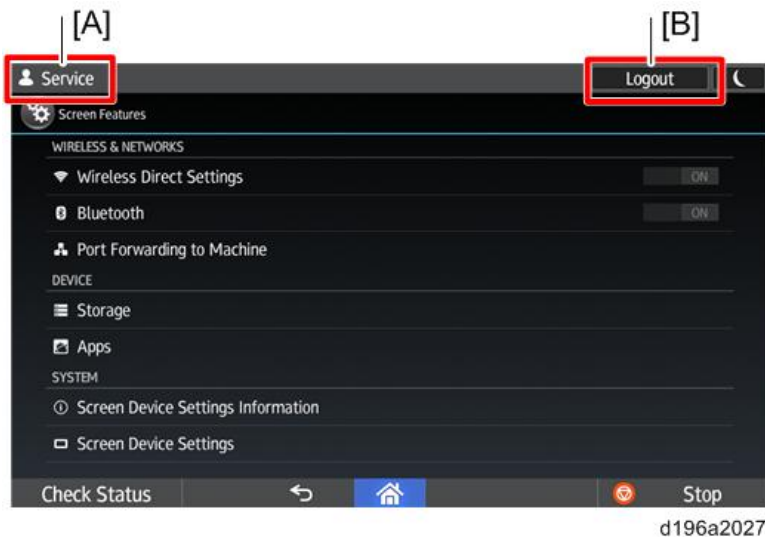
Note

- To exit the soft keys, press [EXIT] on the screen.

Login Status Indicator

When you log in to the control panel's service mode, the Screen Features screen is displayed.

- "Service" is displayed in the login information area [A].
- [Logout] is displayed in the Login key area [B] to allow logout from the service mode.



Logout

Press [Logout] to log out from the control panel's service mode.

Note

- You need to logout manually because the Auto Logout function does not work.

Depending on the authentication settings of the MFP, the following screen is displayed after you log out.

| Authentication settings | | |
|--|---|--|
| Administrator authentication: OFF User authentication: OFF | Administrator authentication: ON User authentication: OFF | Administrator authentication: ON User authentication: ON |
| Screen of the function selected in [Function Priority] | Screen of the function selected in [Function Priority] | [Home] screen |

When Entry to Service Mode Is Prohibited by the Administrator

The administrator of the MFP can prohibit entry into the control panel's service mode by enabling [Service Mode Lock] in [System Settings].

When [Service Mode Lock] is enabled, the machine does not enter the service mode even if you enter the number combination for the control panel's service mode. There will be no error messages or beeping sounds to indicate login failure.

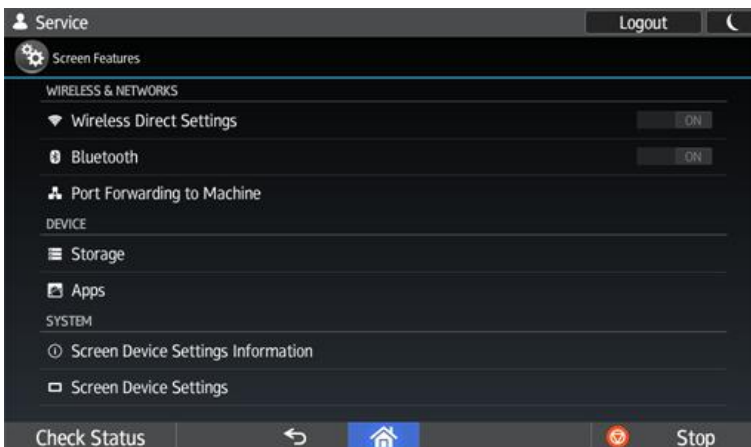
↓ Note

- The machine can enter the recovery mode even if [Service Mode Lock] is enabled.

Service Mode Menu

There are three menus of settings.

- WIRELESS & NETWORKS
- DEVICE
- SYSTEM



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WIRELESS & NETWORKS

| Menu level | | | Description |
|----------------------------|--------------------------|----------------------------|---|
| 1st level | 2nd level | 3rd level | |
| Wireless Direct Settings | Group Owner Mode | | You can only view the setting. |
| | Connection Password | | You can only view the setting. |
| | DHCP Server IP Address | | You can only view the setting. |
| | DHCP IP Address Range | | You can only view the setting. |
| | Select Channel | | You can only view the setting. |
| | PEER DEVICES | | View and configure devices that can be connected. |
| | REMEMBERED GROUPS | | Displays groups that have been previously connected. |
| Bluetooth | ON/OFF | | You can only view the setting. |
| | SEARCH FOR DEVICES | | Scans for Bluetooth devices in the vicinity. |
| | (name of this device) | | You can only view the setting. |
| | PAIRED DEVICES | | View and configure paired devices. |
| | AVAILABLE DEVICES | | View and configure available devices. |
| Port Forwarding to Machine | Port Forwarding Settings | Port Forwarding Cnfig 1-20 | Requests sent to the wireless LAN unit of the Smart Operation Panel can be forwarded to the controller of the MFP. You can enable or disable ports to forward these requests. |
| MTU Settings | PathMTU(Enable/Disable) | | Enables/disables the PathMTU size set in [MTU Size]. When you change this setting, the control panel restarts. |

| Menu level | | | Description |
|------------|-----------|-----------|--|
| 1st level | 2nd level | 3rd level | |
| | MTU Size | | Sets the size of PathMTU. Default: 1500. |

DEVICE

| Menu level | | | Description |
|------------|------------------|---------------------------------|--|
| 1st level | 2nd level | 3rd level | |
| Storage | INTERNAL STORAGE | Total space | Displays the total size of the internal storage. |
| | | Available | Displays the available space of the internal storage. |
| | | Apps (app data & media content) | Displays the size of applications in the internal storage. |
| | SD CARD *1 | Total space | Displays the total size of the SD card. |
| | | Available | Displays the available space of the SD card. |
| | | Apps (app data & media content) | Displays the size of applications in the SD card. |
| | | Erase SD card | Erase data written to the SD card. |
| Apps | Install | Install from SD Card | Install or update applications from an SD card. |
| | | Install from Server | Enter a product key to install or update applications from the server. |
| | | Activate Applications | Activate applications that have been installed from the server. |
| | | Update Applications | Update applications that have been installed. |
| | | Uninstall | Uninstall applications. |

| Menu level | | | Description |
|------------|-----------|----------------------|---|
| 1st level | 2nd level | 3rd level | |
| | | Check Server Connect | Check if you can connect to the Server. |

* 1 Displayed only when an SD card is inserted into the SD card slot of the control panel.

3

SYSTEM

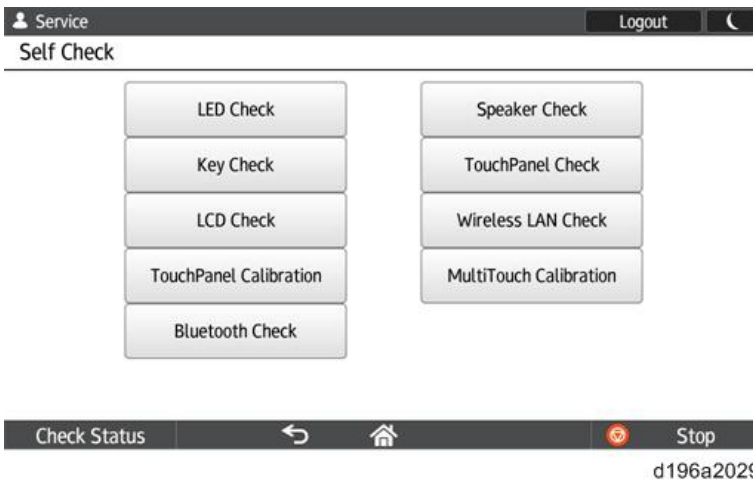
| Menu level | | | Description |
|------------------------------------|-----------------------|----------------------|---|
| 1st level | 2nd level | 3rd level | |
| Screen Device Settings Information | Status | | Displays the following: <ul style="list-style-type: none"> • Wi-Fi MAC address • Bluetooth address • Interface Settings • Wi-Fi settings (ON/OFF) |
| | Legal information | Open source licenses | Displays the open source license information. |
| | Software Version List | | Displays the versions of control panel firmware and installed applications. When saving the software version list on an SD card, insert an SD card into the SD card slot of the control panel, and then press [Save to SD Card]. |
| Screen Device Settings | Server Settings | Port number | Input a port number for communication with the import/export and RFU server. The input number is used for both HTTP and HTTPS connections. (Normally, input a number within 55101-55111.) |

| Menu level | | | Description |
|------------|---|------------------------------|--|
| 1st level | 2nd level | 3rd level | |
| | Application Settings | | Displays a list of installed applications. If you press [Settings] for an application, the setting screen for the CE is displayed. The screen does not change if the application has no setting items. |
| | Authentication priority mode | Authentication priority mode | This setting gives priority to the recovery time from energy saving modes when an IC card authentication device is connected. When this setting is selected, the MFP does not enter Engine OFF mode, and always recovers from Silent mode. |
| | | Start time(hhmm) | You can specify the start time of Authentication priority mode. Note: This can be changed only when [Authentication priority mode] is deselected. |
| | | Expiration time(hours) | You can specify the period of validity of Authentication priority mode. Note: This can be changed only when [Authentication priority mode] is deselected. |
| | Screen device always-connection Setting | | This setting prevents the control panel from entering Sleep mode, so that Bluetooth and other communication devices remain connected. When this setting is selected, the control panel does not enter Sleep mode. Only the LCD (display panel) turns OFF. |
| | Panel Self Check | | Starts self-diagnosis of the control panel. (page 54 "Panel Self Check") |

Panel Self Check

The following are available as self-diagnostics functions of the control panel:

- LED Check
- Key Check
- LCD Check
- Speaker Check
- TouchPanel Check
- TouchPanel Calibration
- MultiTouch Calibration
- Wireless LAN Check
- Bluetooth Check



Note

- The [Self Check] menu is displayed in either English or Japanese. The language can be changed using [Change Language] in the Home screen.
- If an unavailable language is selected, English will be displayed.
- With some diagnostic items, press [Back] [A] at the bottom of the screen to return to the top menu of [Self Check].



LED Check

Select the [All Light On] check box, and make sure the following LEDs light:

- Data In indicator (facsimile and printer modes)
- Fax indicator
- [Check Status] indicator (flashes in red and orange alternately)



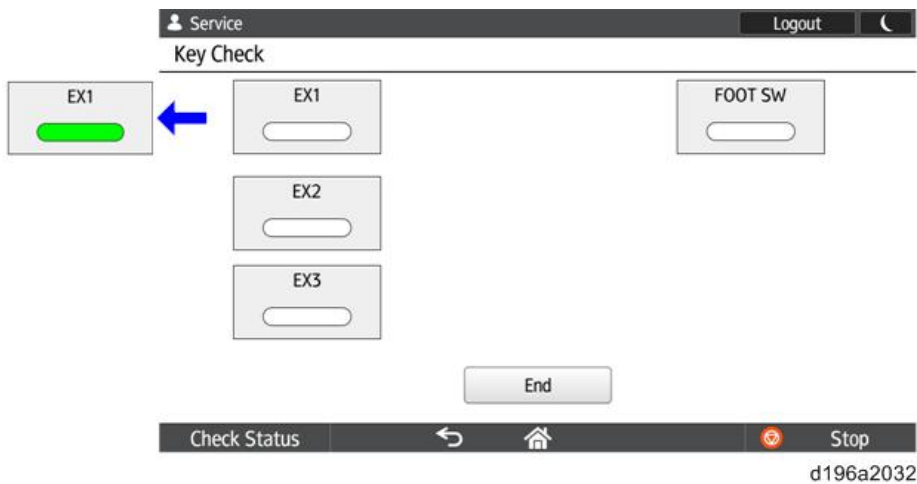
3



When the check is completed, press [Back] to return to the top menu of [Self Check].

Key Check

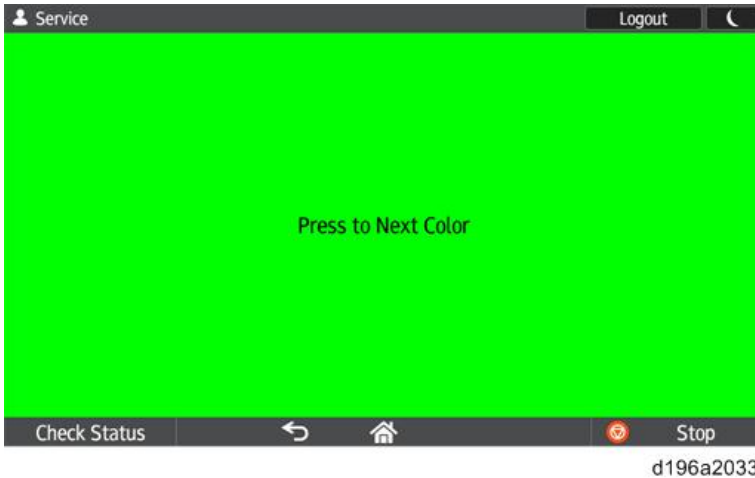
Check if the Extended Feature keys on the left side of the control panel (EX1, EX2, EX3 from top to bottom) are functioning normally. If they are functioning normally, the key will turn green when pressed. [FOOT SW] is not used.



When the check is completed, press [End] to return to the top menu of [Self Check].

LCD Check

Visually inspect the color of the LCD. The displayed colors are white/black/red/green/blue. The LCD changes to the next color when you press it.



The check is completed when all colors have been displayed. The screen returns to the top menu of [Self Check].

Speaker Check

Tests the speaker by playing the reference sound.

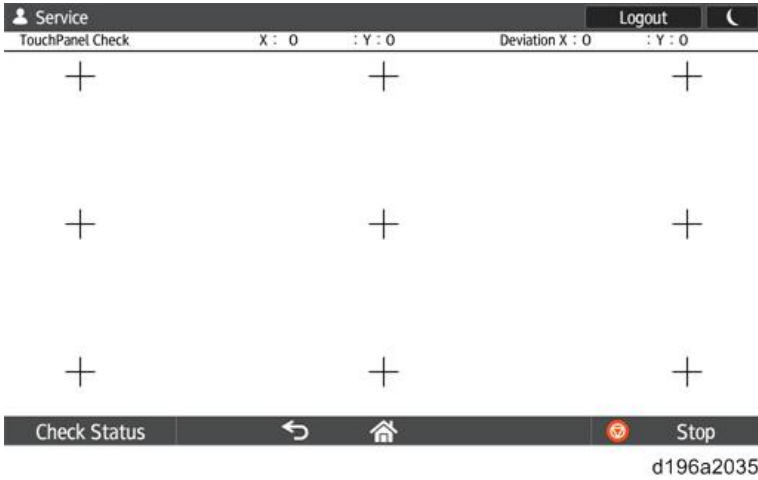
1. Select the frequency (220Hz, 440Hz, 880Hz, 1760Hz, or 2000Hz).
2. Press [START/STOP] to play the sound.
3. Touch the volume bar, and play the sound at minimum and maximum volumes.
4. Press [START/STOP] to stop the sound.



When the check is completed, press [Back] to return to the top menu of [Self Check].

TouchPanel Check

For each of the nine reference points on the screen, the distance between the detected position and the nearest reference point is displayed.



When the check is completed, press [Back] to return to the top menu of [Self Check].

TouchPanel Calibration

Calibrate the touch panel by touching the center of each of the five "+" signs.

The five "+" signs are displayed in the order of top left, bottom right, bottom left, center, and top right.

After you have touched the five "+" signs, the display switches to the [Retry/OK] screen.

- If you want to calibrate again, press [EX1].
- If you want to confirm that the calibration results are OK, press the [EX3] key to return to the top menu of [Self Check].



Retry : Press EX1 key
OK : Press EX3 key



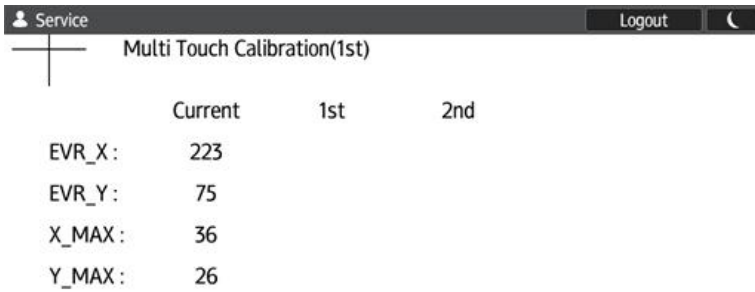
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MultiTouch Calibration

Calibrate the touch panel for multi-tap input methods such as pinch-in/pinch-out.

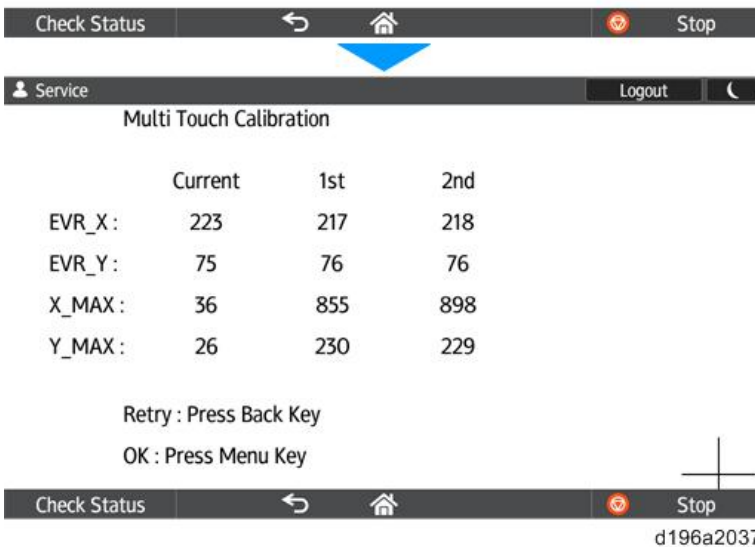
Touch the center of both "+" signs. The two "+" signs are displayed in the order of top left and bottom right. Repeat the procedure. The touch panel will be calibrated.

- If you want to adjust it again, press the [EX1] key.
- If you want to confirm that the calibration results are OK, press the [EX3] key to return to the top menu of [Self Check].



3

Left-Top : Please touch on Left-Top screen



The “Back Key” in the message is actually the [EX1] key and the “Menu Key” in the message is actually the [EX3] key.

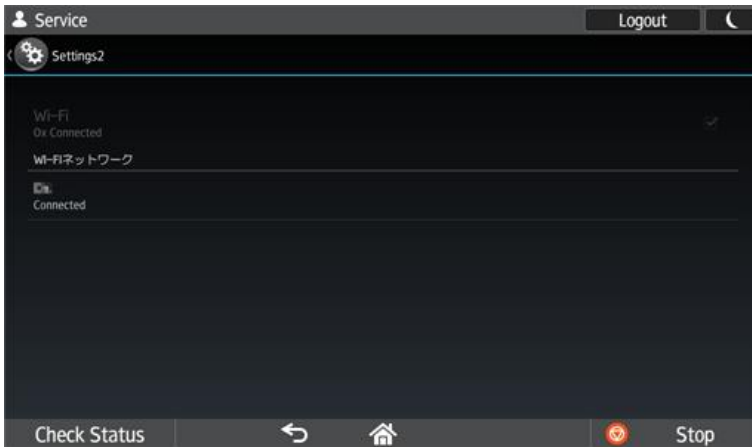
Note

- The values of “EVR_X”, “EVR_Y”, “X_MAX”, and “Y_MAX” are for internal processing and do not indicate the positions or distance of the points touched. There is no problem unless there is a huge difference between the values of the first calibration and the second calibration.

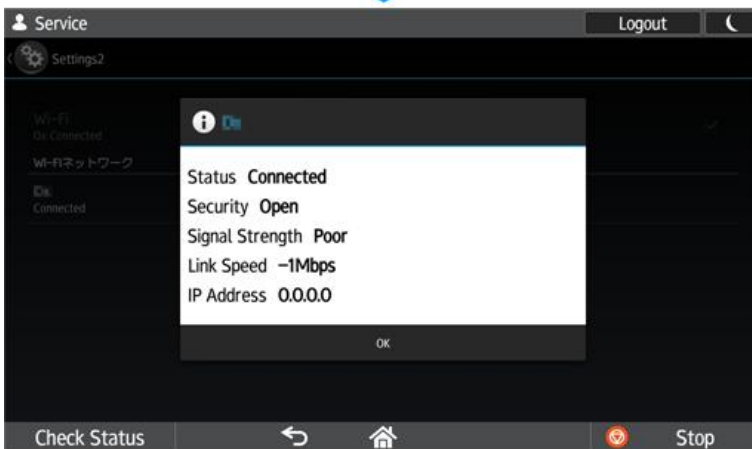
Wireless LAN Check

Checks the condition of the wireless LAN connection.

When you select the connected access point, the signal strength, IP address and other information are displayed.



3

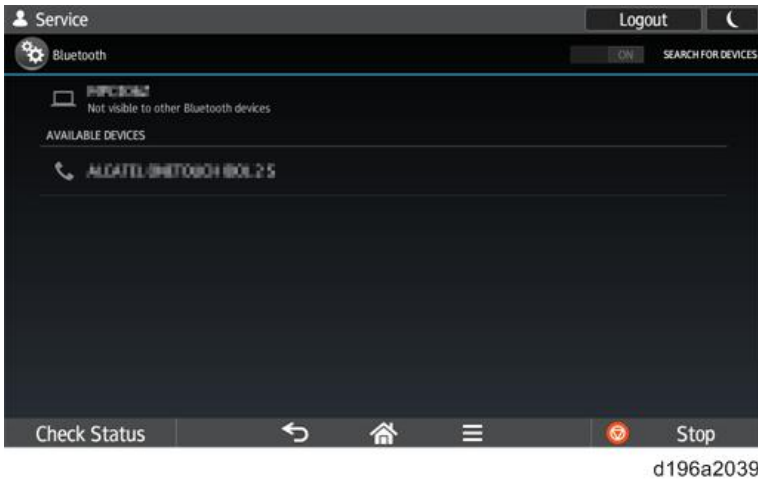


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When the check is completed, press [Back] to return to the top menu of [Self Check].

Bluetooth Check

Check and configure the Bluetooth device connection.



When the check is completed, press [Back] to return to the top menu of [Self Check].

Note

- You cannot switch Bluetooth to [ON] or [OFF] from the [Self Check] menu. Before checking the Bluetooth device connection, specify [ON] for [Bluetooth] in [Screen Features] > [WIRELESS & NETWORKS] > [Bluetooth].

Recovery Mode

The recovery mode menu is as follows. Ask your manager for details on how to enter Recovery mode.

| Menu | Description |
|--------------------------|---|
| reboot system now | Reboots the Android OS. |
| apply update from sdcard | Updates the Cheetah System firmware by specifying the folder path. |
| wipe data/factory reset | Deletes all installed applications and all settings on the Cheetah. |
| wipe cache partition | Deletes all data that is stored on the cache partition. Currently, Cheetah does not use the cache partition, so nothing happens when this menu item is accessed. |
| wipe free area partition | Deletes all data that is stored on the free partition. Cheetah stores the version history on the free partition. When this menu item is selected, it will then disappear. |
| wipe LegacyUI area | Deletes Legacy UI. |
| micon update from sdcard | Updates Keymicon by specifying the folder path. |

↓ Note

- If [Update Firmware] is set to [Prohibit] in [System Settings] of the MFP, the control panel cannot enter the recovery mode.
- Ask your manager for information on how to enter the recovery Mode.

Special Key Combinations

This section describes special key combinations for operations which required combinations of hardware keys on the previous models.

3

| Function | Operation for previous models | Operation for Smart Operation Panel |
|------------------------------------|--|--|
| SSP (Super Service) mode login | Login to SP mode, and then press an SP mode item while holding down the [#] key. | Login to SP mode, and then press an SP mode item while holding down the EX3 key. |
| Resetting User Tools | In the User Tools screen, press a User Tools category while holding down the [#] key. Available for: System Settings, Copier/ Document Server Features, and Scanner Features. | In the User Tools screen, press a User Tools category while holding down the EX3 key. Available for: System Settings, Copier/ Document Server Features, and Scanner Features. |
| System Reset | Hold down the [*] and [#] keys simultaneously for 10 seconds. Resets the controller software. | Hold down the EX3 key and [#] simultaneously for 10 seconds. Resets the controller software of the main machine. |
| Application Reset | Hold down the [7] and [9] keys simultaneously for 10 seconds. Resets a single application. | Hold down the EX3 key and [9] simultaneously for 10 seconds. Resets a single application. |
| Resetting User Code Authentication | Press the [Reset] key and [Clear] key simultaneously. Returns to the User Code entry screen. | Hold down [Reset] for 2 seconds. Returns to the User Code entry screen. |

Software Update

Updating the Smart Operation Panel

There are four methods to update the Smart Operation Panel. The method is different depending on what you want to update.

1. Installation/update from an SD card
2. Package update
3. Installation/update from the eDC Server
4. Installation/update from Application Site

3

| Update method | Features | Control panel firmware | Applications |
|-------------------------------------|--|------------------------|--------------|
| Installation/update from an SD card | <p>Update using an SD card.</p> <ul style="list-style-type: none"> • This is the only method to install an older version of currently installed software. • Enter the recovery mode to update the control panel firmware. • Use the installation screen in the control panel's service mode to update applications. • You can install or update multiple applications at once. • You can also uninstall an application. | Yes | Yes |
| Package update | <p>Uses the Package update function of the GW+ controller to update the software.</p> <ul style="list-style-type: none"> • The software is updated in the following order: controller firmware, applications, and then the control panel firmware. • The procedure for updating the control panel firmware is the same as when updating from an SD card using Recovery mode. | Yes | Yes |

| Update method | Features | Control panel firmware | Applications |
|---|--|------------------------|--------------|
| Installation/update from the eDC Server | Downloads applications from the eDC Server for installation or update. This method is mainly for paid applications. A product key is required when an application is installed for the first time. | No | Yes |
| Installation/update from Application Site | Installation and Updating of applications and firmware update can be done from Application Site. When administrator authentication is enabled, an administrator privilege is required to start Application Site. If you log in to the operation panel service mode, however, you can use it with CE privilege. | Yes*1 | Yes |

*1 Update can only be done by using a package file.

The following three methods can be used for updating the firmware.

- Update from an SD card (recovery mode)
- Package update
- Installation/update from Application Site

The following three methods can be used for updating an application.

- Installation/update from an SD card
- Package update
- Installation/update from the eDC Server
- Installation/update from Application Site

Installation/update from an SD card

Updating the Smart Operation Panel Firmware

Enter the recovery mode to update the firmware of the Smart Operation Panel.

Note

- When [Quick] is selected for [Screen Startup Mode], the control panel cannot enter the recovery mode. Change the startup mode to [Normal]. When update is completed, restore the startup mode setting because the setting affects startup time.

- Shut down the MFP with [Normal] selected for [Screen Startup Mode], or shut it down using the special shutdown procedure used for maintenance.
- If [Prohibit] is selected for [Update Firmware] in [System Settings], the machine cannot enter Recovery mode. Ask the administrator of the MFP to change the setting.

Creating an SD card for firmware update

1. Download the update module “Cheetah System” from the Firmware Download Center.

2. Execute the downloaded file.

A file named “part number + suffix.zip” will be created.

Note

- Do not unzip the created file.

3. Copy the “part number + suffix.zip” file to the root directory of the SD card.

Updating the firmware (for the Cheetah System)

1. Turn OFF the MFP.

Note

- Shut down the MFP with [Normal] selected for [Screen Startup Mode], or shut it down using the special shutdown procedure used for maintenance.

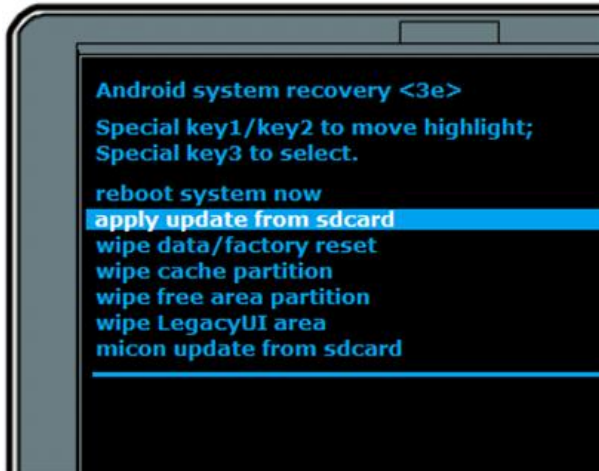
2. Insert the SD card into the SD card slot of the control panel and start up the MFP in Recovery mode.

Note

- Ask your manager for details on how to enter the recovery mode.
- In the recovery mode, key functions are shown on the screen. However, the key functions for moving/selecting directories are different for executing an update. Check the key functions while operating.

| Keys | When moving/selecting directories | When executing an update |
|-------|-----------------------------------|--------------------------|
| [EX1] | Moves the cursor up. | Executes updating. |
| [EX2] | Moves the cursor down. | Cancels updating. |
| [EX3] | Selects the item. | |

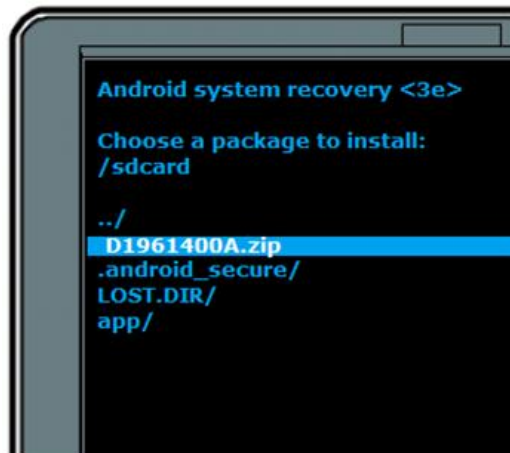
3. Select "apply update from sdcard" in the "Android system recovery" screen, and then press the [EX3] key.



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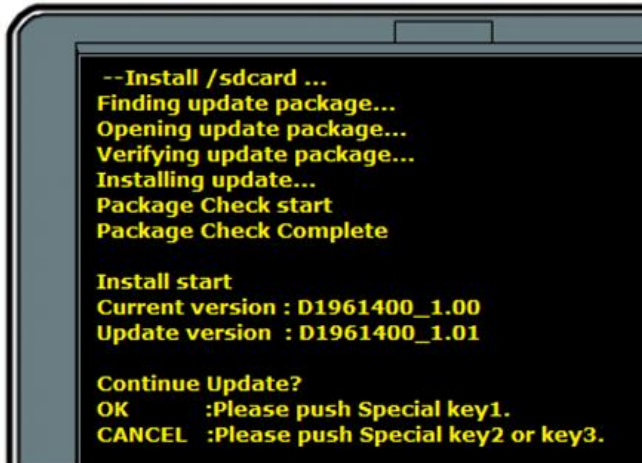
4. The contents of the SD card is displayed. Select "part number + suffix.zip" with the [EX1] or [EX2] key, and then press the [EX3] key.

Example: "D1961400A.zip"



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5. The installation screen is displayed.



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6. The version of the firmware installed in the control panel is displayed as "Current version" and the version of the firmware saved on the SD card is displayed as "Update version". Make sure that you have the correct version.

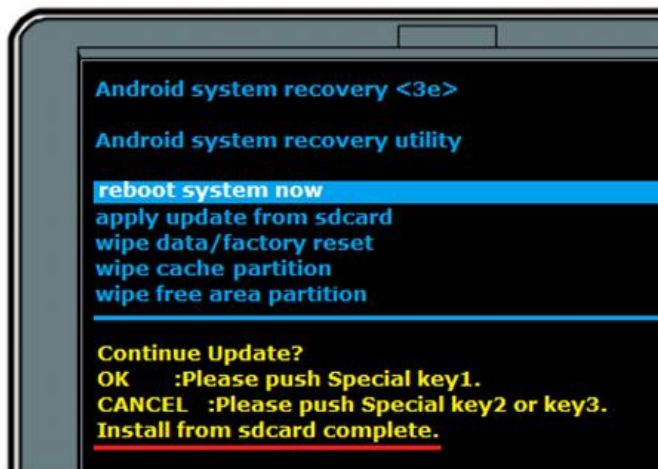
7. When "Continue Update?" is displayed, press [OK] ([EX1] key).

The update process starts.

Note

- To cancel the firmware update, press the [EX2] or [EX3] key.

8. When "Install from sdcard complete." is displayed, select "reboot system now" and then press the [EX1] key to reboot the system.



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Installing/Updating an Application

Creating an SD card for update

1. Download the update modules from the Firmware Download Center.
2. Unzip the downloaded file.
3. Create a folder named "romdata" in the root directory of the SD card.
4. Put the unzipped file in the "romdata" folder.

Update procedure

1. Log in to the control panel in service mode.
2. Insert the SD card into the SD card slot of the control panel.
3. Select [Apps] > [Install] > [Install from SD Card].
4. Select the application you want to install or update, and then press [Install]
5. The installation or update results are displayed.
6. Check that the application is correctly installed or updated, and then press [reboot operation panel].

3

Package Update

This method uses the package update function to update the control panel firmware and/or applications. The package update function is provided by the controller.

Update is done in the following order:

1. Controller firmware
2. Applications
3. Control panel firmware

If the control panel firmware has to be updated, the control panel starts in the recovery mode and the firmware is automatically updated.

The control panel restarts when updating is completed. The result notification is processed after the control panel restarts.

When Installation/Update Is Prohibited

If [Prohibit] is selected for [Update Firmware] in [System Settings], the execution key is grayed out and installation/update cannot be executed.

When trying to update from a PC, updating fails and the result is recorded as "Failed".

Installation/update from the eDC Server

Downloads applications from the eDC Server, and installs or updates them.

This method is mainly for paid applications. A product key is required when an application is installed for the first time.

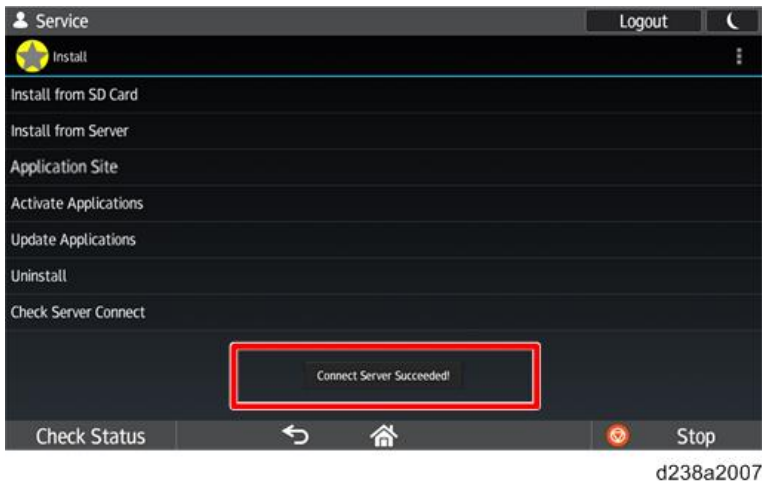
Note

- Installation/activation/update of applications from the server can only be done in the service mode.

3

Check Server Connect

1. Log in to the control panel's service mode.
2. Select [Apps] > [Install].
3. Press [Check Server Connect] and make sure that "Connect Server Succeeded!" is displayed.



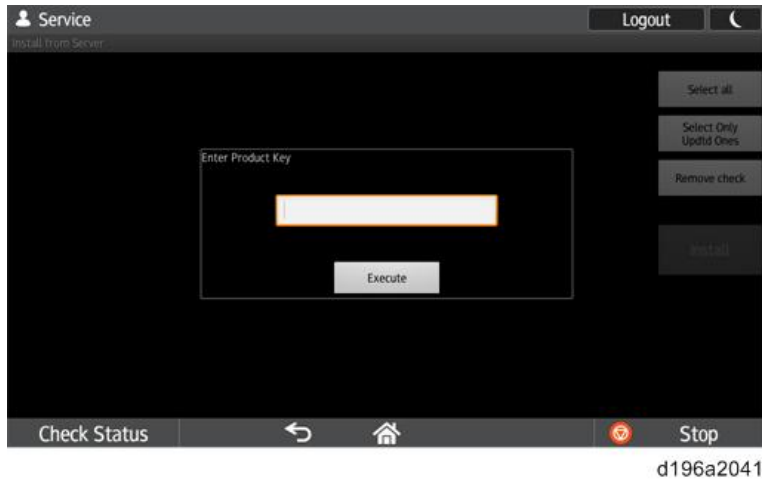
Note

- The server address is stored in the firmware of the Smart Operation Panel.
- To connect to the server, the network settings of the MFP must be configured correctly. For the required configuration, see the Field Service Manual of the MFP.
- If server connection fails, see page 75 "Troubleshooting" for error codes.

Installation

1. Log in to the control panel's service mode.

2. Select [Apps] > [Install].
3. Select [Install from Server].
4. Enter the product key and press [Execute].



5. Follow the instructions shown on the screen.

Note

- An application cannot be installed unless it is digitally signed by Ricoh.

Activation

1. Log in to the control panel's service mode.
2. Select [Apps] > [Install].
3. Select [Activate Applications].

4. Select the application to be activated, and then enter the activation key and press [Execute].



5. Follow the instructions shown on the screen.

Note

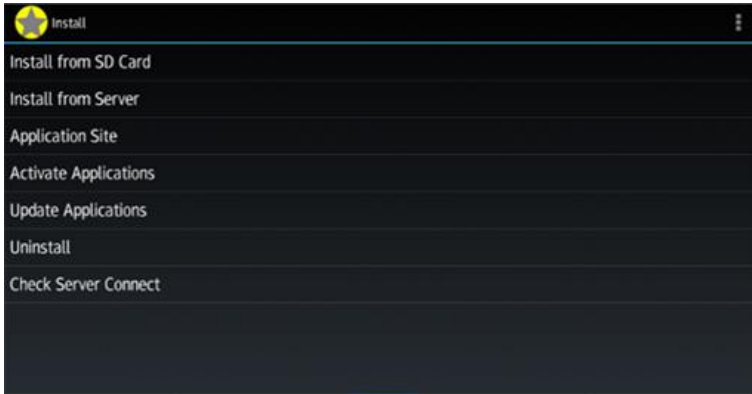
- Only charged applications have to be activated.

Update

1. Log in to the control panel's service mode.
2. Select [Apps] > [Install].
3. Select [Update Applications].
4. Select the application to be updated, and then press [Check Update Status].
5. Follow the instructions shown on the screen.

Application Site

"Application Site" has been added to Screen Service mode. Field engineers can start up Application Site to install or update applications or firmware without needing user administrator credentials.



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This menu item opens Application Site by using the Web Browser NX app.

4. Troubleshooting

Troubleshooting

Software Update Errors

Errors that occur during application update from an SD card

| Error message / screen display | Explanation | Solution |
|--|--|--|
| Insert a correct SD card. | - | <ul style="list-style-type: none">Remove the SD card and insert it again.Make sure that the directory of the SD card is correct. You must create the "app" folder in the root directory of the SD card and put the zip file in the "app" folder. |
| You are trying to install the same application with a different part number. Is it OK to continue? | Displayed when you attempt to update an application that is the same but has a different part number. | Check the file, and select [OK] or [Cancel]. |
| Some applications could not be installed. | Displayed in the following cases. <ul style="list-style-type: none">You attempted to update a module (application) in use.The application is corrupted. | Restart the control panel and repeat the update procedure. |
| - (The application you want to update is not displayed in the list of applications.) | - | <ul style="list-style-type: none">Make sure that the directory of the SD card is correct. You must create the "app" folder in the root directory of the SD card and put the zip file in the "app" folder.Check the application file in the SD card. |

Errors that occur during update from the eDC Server

| Error code | Explanation |
|------------|---|
| 101 | Server connection error |
| 102 | Signature verification error |
| 103 | License error (for example, the product key was keyed in wrongly) |
| 215 | Dependency check error Displayed when the control panel firmware version does not meet the installation requirement of the application. Example: The firmware version of the control panel is 1.02 and you attempted to install an application that requires firmware version 1.03. |
| 20X | Other errors |

4

Example of an error code display



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Note

- An additional 3-digit code may be displayed to indicate the details.
Example: 101-805

Errors that occur during remote (batch file) update

When the update is completed, a result report file (install_result_YYYYMMDDHHMM.txt) is created in the same folder as the batch file.

The result report file shows the IP address of the MFP and whether the update process was successful or not. "yyyymmddhhmm" shows the date and time according to the clock of the MFP.

| Result | Explanation |
|------------------|--|
| Succeed | Updated the machine successfully. |
| Failed | Failed to update the machine. An error code follows. |
| Not connected | Failed to connect to the machine. |
| Can't get result | Failed to obtain the result (occurs only with firmware updates). |

Example of a result report file

- Name: install_result_201512041005.txt
- Contents:
 192.168.0.100: Successful
 192.168.0.102: Failed error:XX (XX indicates an error code.)
 192.168.0.103: Not connected

Error codes

The meanings of error codes recorded after "error:" in the result file are as follows:

Error codes recorded during firmware update

| Error code | Explanation | Access Log |
|------------|--|----------------|
| -2 | Invalid file | Recorded |
| -3 | The target application cannot be found. | Recorded |
| -501 | Installation has already been requested. | Recorded (* 1) |
| -602 | Invalid signature | Recorded |
| -603 | Updating is prohibited. | Recorded |
| -604 | Failed to put the application offline. | Not recorded |
| -610 | Authentication failed. | Not recorded |
| -699 | Unknown error | Recorded (* 2) |
| -701 | Version of the micro computer firmware is invalid. | Recorded |
| -709 | File structure error (invalid file) | Recorded |

| Error code | Explanation | Access Log |
|------------|-----------------|------------|
| -710 | Writing failure | Recorded |

Error codes recorded during application update

| Error code | Explanation | Access Log |
|------------|---|---------------|
| -2 | Invalid file | Recorded |
| -3 | The target application cannot be found. | Recorded |
| -4 | The storage capacity is not enough. | Recorded |
| -12 | The version of the Android application cannot be installed. | Recorded |
| -602 | Invalid signature | Recorded |
| -603 | Updating is prohibited. | Recorded |
| -604 | Failed to put the application offline. | Not recorded |
| -610 | Authentication failed. | Not recorded |
| -699 | Unknown error | Recorded (*2) |

* 1 The error code recorded in the Access Log will be "223: machine-busy".

* 2 If the error occurs during preparation for configuration change, it will not be recorded in the Access Log.

↓ Note

- If the preparation for configuration change (putting the application offline, authentication, file size check) cannot be carried out, an error code is displayed on the screen. However, it is not recorded in the Access Log as a firmware update/installation error.

Error codes recorded in the Access Log

| Error code | Error name | Explanation | Solution |
|------------|--------------|--------------------------------|---|
| 49 | fwu-prohibit | Firmware update is prohibited. | Enable firmware update, and repeat the procedure. |

| Error code | Error name | Explanation | Solution |
|------------|-----------------------|---|---|
| 60 | other:E60 | The HDD cannot be used. | <ul style="list-style-type: none"> • Turn the main power OFF and ON, and then repeat the procedure. • If the HDD is damaged, replace it. |
| 62 | other:E62 | The structure of the application or control panel firmware in the package is invalid. | Prepare a valid package file. |
| 221 | terminate-fail | Failed to terminate an application when attempting to update or uninstall it. | <ul style="list-style-type: none"> • If a job is under way in the target application, wait until the job is finished, and then repeat the procedure. • Turn the main power OFF and ON, and then repeat the procedure. |
| 222 | signature-invalid | Failed to verify the signature attached to the application or firmware. | Repeat the procedure using a valid signature. |
| 223 | machine-busy | Failed to execute installation because another function was being used on the MFP. | <ul style="list-style-type: none"> • Wait a while and repeat the procedure. • Turn the main power OFF and ON, and then repeat the procedure. |
| 224 | capacity-lack | The storage capacity is not enough. | <ul style="list-style-type: none"> • Reduce the number of applications to be installed. • Uninstall unnecessary applications. |
| 225 | download-fail | The product ID is incorrect. | Use a correct product key. |
| 226 | dependency-check-fail | The control panel does not meet the installation requirements of the application. | Check the installation requirements of the application. Update the control panel as necessary. |

| Error code | Error name | Explanation | Solution |
|------------|------------------|---|---|
| 227 | license-invalid | There are no remaining licenses. The product key that you are trying to use has already been activated for another device. | Use an unused product key to activate the application. |
| | | An invalid product key was used to issue the license. | Update the application using an activated product key. |
| | | The number of licenses issued has exceeded the limit. | Deactivate the application, and then activate it again. |
| | | The license has expired. The product key being used is no longer valid. | Use an unused product key to activate the application. |
| | | The license contract is invalid. | Use a valid product key to activate the application. |
| 228 | file-not-found * | The target firmware file cannot be found. | <ul style="list-style-type: none"> • Turn the main power OFF and ON, and then repeat the procedure. • Check the file in the SD card. • Check the SD card slot. If there is a problem with the hardware, replace the control panel PCB. |
| 229 | file-invalid * | <p>The target update file is invalid. Occurs in the following cases.</p> <ul style="list-style-type: none"> • Failed to decompress the file. • Failed to obtain application information. • Failed to read the public key for signature verification. | Repeat the procedure using a valid file. |

| Error code | Error name | Explanation | Solution |
|------------|--------------------------|---|--|
| 230 | wrong-folder-structure * | The folder directory of the control panel firmware is invalid. | Repeat the procedure using a valid directory. |
| 231 | write-fail * | <ul style="list-style-type: none"> Failed to write data when updating the control panel firmware. There is a problem with the hardware. | Turn the main power OFF and ON, and then repeat the procedure. If updating fails again, replace the control panel. |
| 232 | deactivate-fail | <p>The application could not be uninstalled because deactivation failed.</p> <ul style="list-style-type: none"> Failed to connect to the server. The license has not been issued. | <ul style="list-style-type: none"> Check whether the network is configured correctly. If the server is under maintenance, wait a while and repeat the procedure. Check the activation status of the application. If it has not been activated, activate it. |
| 233 | uninstall-fail | Failed to uninstall an application. | Turn the main power OFF and ON, and then repeat the procedure. If updating fails again, replace the control panel. |
| 234 | fixed-app | You attempted to uninstall an application that cannot be uninstalled. | Cancel uninstallation. |
| 235 | install-fail | The target file is invalid, and the Android OS returns an error. | <ul style="list-style-type: none"> Repeat the procedure using a valid file. If the same application has already been installed, uninstall it and then repeat the procedure. |
| 236 | sdk-incompatible | The Android SDK version required by the application is not installed on the control panel. | Check that the Android SDK version required by the application is installed on the control panel. |

| Error code | Error name | Explanation | Solution |
|------------|-------------------|--------------------------------------|---|
| 237 | server-disconnect | Failed to connect to the eDC server. | <ul style="list-style-type: none"> • Check the network connection (SSL) settings. • Check the proxy settings. • If the server is under maintenance, wait a while and repeat the procedure. |
| 255 | panel-system* | Software malfunction. | Turn the main power OFF and ON, and then repeat the procedure. |

* These errors are not expected to occur.

Errors That Occur When the Control Panel Downloads Data from the Controller at Startup

Some of the graphic data used in the control panel display is model-specific. Model-specific components are stored in the controller board of the MFP.

During startup, the control panel checks if it is necessary to update the model-specific data. If it is necessary, the control panel downloads the data from the MFP controller board and installs it in the control panel.

During update, a dialog appears to inform you that the settings are being changed. When the update process is completed, a dialog indicates whether update was successful or not.

| Error code | Explanation |
|------------|---|
| E1 | An error has occurred when downloading data from the controller board of the MFP. |
| E2 | An error has occurred when installing data on the control panel. An additional error code is displayed after "E2". |

MEMO

MEMO