

## Product Support Guide M022 / M024 / M026 / M028

### Introduction

<b>Model Type</b>	Color MFP
<b>Launch Date</b>	12/01/2010
<b>S/N Configuration</b>	S72YMMXXXX S73YMMXXXX S74YMMXXXX S75YMMXXXX
<b>Product Code</b>	M022 M024 M026 M028

### Brand/Model Name

Product Code	Lanier	Ricoh	Savin
<b>M022</b>	LD130C	Aficio MP C300	C230
<b>M024</b>	LD130CSR	Aficio MP C300SR	C230SR
<b>M026</b>	LD140C	Aficio MP C400	C240
<b>M028</b>	LD140CSR	Aficio MP C400SR	C240SR

### Product Concept

The MFP product lineup of Ricoh Group is being focused in DLT MFPs at this moment, and Ricoh Group has made a great success with this lineup, as you know well. On the other hand, when seeing the lineup from the viewpoint of LT MFP, we have only one copier based BW MFP (D069) at this moment and no color one. Regarding Printer-based LT MFP, we have M018 series, but there is no model in mid-high segment. From the viewpoint of competition, we are facing the necessity of LT MFPs which can compete in the market.



# Product Support Guide

## M022 / M024 / M026 / M028

### Order Number Main Frame

Item	Model Name	EDP Code	Notes
Lanier Ricoh Savin	LD130C Aficio MP C300 C230	415130	Standard Mainframe Configuration Printer Scanner
Lanier Ricoh Savin	LD130CSR Aficio MP C300SR C230SR	415179	Finisher Mainframe Configuration Printer Scanner
Lanier Ricoh Savin	LD140C Aficio MP C400 C240	415132	Standard Mainframe Configuration Printer Scanner
Lanier Ricoh Savin	LD140CSR Aficio MP C400SR C240SR	415180	Finisher Mainframe Configuration Printer Scanner

### Options

Item	Description	Product Code	EDP Code	Common / Unique
Paper Feed Unit PB1010	2 Tray Paper Bank	M368-17	415122	U
Paper Feed Unit PB1000	1 Tray Paper Bank	M367-17	415123	U
1 Bin Tray BN1000	Inner 1 Bin Tray	M370-17	415124	U
Side Tray Type C400	Side Tray	M369-17	415125	U
Fax Option Type C400	Fax Unit	D483-01	415126	U
Cabinet	TBA	TBA	TBA	
Copy Data Security Unit Type F	Copy Data Security Unit	B829-07	413985	C
Optional Counter Interface Unit Type A	Key Counter I/F Unit 20 pin	B870-11	413012	C
IEEE802.11 a/g Interface Unit Type J	Wireless LAN Option	D377-01	414008	C
Memory Unit Type B 32MB	Fax Memory Unit	n/a	n/a	C

# Product Support Guide

## M022 / M024 / M026 / M028

Item	Description	Product Code	EDP Code	Common / Unique
Gigabit Ethernet Type B	Gigabit Ethernet	D377-21	414204	C
Bluetooth Interface Unit Type 3245	Bluetooth	B826-17	412866	C
File Format Converter Type E	File Format Converter	D377-04	414007	C

# Product Support Guide

## M022 / M024 / M026 / M028

### Supplies/Yields

Item	Name	Order Code	Target Yield
<b>Ricoh / Savin / Lanier</b>			
Toner Black	Print Cartridge Black Type MP C400/C240/LD140C	841295	10,000prints/bottle
Toner Cyan	Print Cartridge Cyan Type MP C400/C240/LD140C	841296	10,000prints/bottle
Toner Magenta	Print Cartridge Magenta Type MP C400/C240/LD140C	841297	10,000prints/bottle
Toner Yellow	Print Cartridge Yellow Type MP C400/C240/LD140C	841298	10,000prints/bottle
Staple Set Cartridge for Internal Finisher SR1000	Staple Type T	415009	5,000shots/staple
Staple Refill Cartridge for Internal Finisher SR1000	Refill Staple Type T	415010	5,000shots/staple

### Supply Yield Condition:

- A4 (LT) Short Edge Feed
- 5% image coverage ratio
- Color ratio: 25%
- 2 print/job

# Product Support Guide

## M022 / M024 / M026 / M028

### Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
Original Feeding Paper Feeding	ARDF comes with standard		
	Paper Feed Unit PB1000		
	Paper Feed Unit PB1010		
Finishing	1 Bin Tray BN 1000		This option cannot be attached to M022 / M024 Finisher model and M026 / M028 Finisher model
	Side Tray Type C400		
Fax	Fax Option Type C400		
	Memory Unit TypeB 32MB		
Printer Option	IEEE802.11 a/g Interface Unit Type J		
	Gigabit Ethernet TypeB		
Network Option	Data Overwrite Security Unit Type H		
Security	HDD Encryption Unit Type A		
	Copy Data Security Unit Type F		
Others	Optional Counter I/F Type A		

# Product Support Guide

## M022 / M024 / M026 / M028

### Branding Information

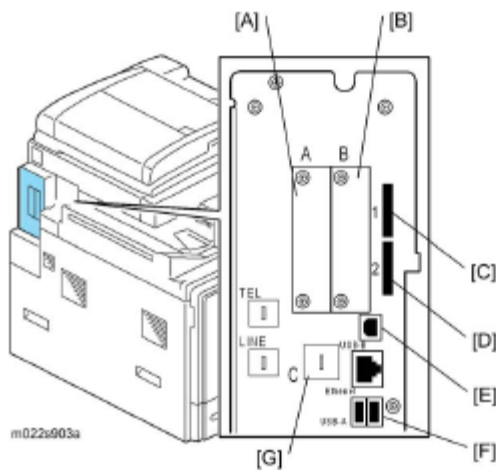
Branding is required as the machines are shipped as a generic version.

**Ricoh version machines:** You must attach the model label (provided) to the front cover.

**Savin/Lanier:** You must attach the model label (provided) to the front cover and set the Plug and Play name with SP 5-907.

### MFP Options

#### MFP Option Board Slot / SD Card Assignments



#### I/F Card Slots

- I/F slot A [A] is used for IEEE802.11a/g (Wireless LAN).
- I/F slot B [B] is used for File Format Converter.
- I/F slot C [G] is used for Gigabit Ethernet.

#### SD Card Slots

- Slot 1 (upper) [C] is used for application. It contains the Security and Encryption Unit when shipped from the factory

# Product Support Guide

## M022 / M024 / M026 / M028

## Installation

### Installation Requirements

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<sup>3</sup> (2.0 x 10<sup>-6</sup>oz/yd<sup>3</sup>)  
Avoid areas exposed to sudden temperature changes:

- 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 2,500m(8,200 ft.) above sea level.

Place the machine on a strong and level base. Inclination on any side should be no more than 5mm (0.2")

Do not place the machine where it may be subject to strong vibrations.

Machine level

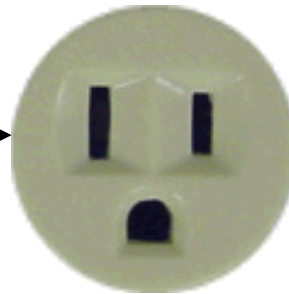
- Front to back: within 5mm (0.2") of level
- Right to left: within 5mm (0.2") of level

### Power Requirements

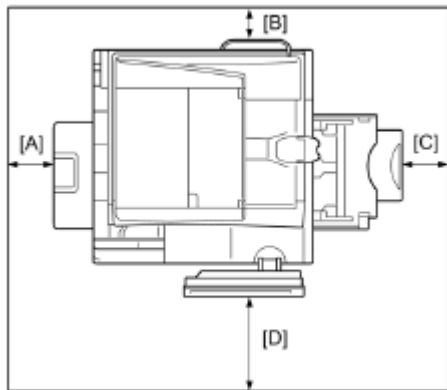
Input voltage level: 110 - 120 V, 60Hz:12A

Do not place anything on power cord.

The required wall outlet is a NEMA 5-15R (receptacle) →



### Space



A (Left) Over 100 mm (3.9")  
B (Rear) Over 100 mm (3.9")  
C (Right) Over 315 mm (12.4")  
D (Front) Over 400 mm (15.7")

The recommended 750 mm (30") front space is sufficient to allow the paper tray to be pulled out. Additional the front space is required to allow operators to stand at the front of the machine.

### Foot Print

Dimensions (W x D x H): 21.7 x 22.4 x 28.0 (including ARDF and operation panel)  
21.7 x 21.5 x 23.6 (mainframe only, height up to contact glass)

# Product Support Guide

## M022 / M024 / M026 / M028

### Power Consumption / Noise Emission

#### Power Consumption

Max Power		—
Full Option Max Power		NA : 1600
Operating Power		M022 / M024: 950 M026 / M028: 1100
Ready Mode		260
Panel Off	Power	260
	Recovery	3
Panel Off Level2	Power	230
	Shift time	1
	Recovery	10
	Power	217
Low Power	Shift time (Default)	M022 / M024: 5 M026 / M028: 5
	Recovery	M022 / M024: 22 M026 / M028: 26
Sleep Mode	Power	2.5
	Shift time (Default)	M022 / M024: 11 M026 / M028: 11
	Recovery	M022 / M024:45 M026 / M028:NA:50
	TEC (Typical Electricity Consumption)	M022 / M024(Std)

#### Noise Emission

Sound Power Level (Mainframe Only)	Stand-by	M022 / M024	Less than 40
		M026 / M028	Less than 45
	Copying	M022 / M024	Less than 66.5(B&W) Less than 67.0(FC)
		M026 / M028	Less than 70(B&W) Less than 70(FC)
Sound Power Level (Full System)	Stand-by	M022 / M024	Less than 44
		M026 / M028	Less than 49
	Copying	M022 / M024	Less than 70.5(B&W) Less than 71(FC)
		M026 / M028	Less than 74(B&W) Less than 74(FC)
Sound Pressure Level (Mainframe Only)	Stand-by	M022 / M024	Less than 34
		M026 / M028	Less than 39
	Copying	M022 / M024	Less than 60.5(B&W) Less than 61(FC)
		M026 / M028	Less than 64(B&W) Less than 64(FC)
Sound Pressure Level	Stand-by	M022 / M024	Less than 38



# Product Support Guide

## M022 / M024 / M026 / M028

(Full System)		M026 / M028	Less than 43
	Copying	M022 / M024	Less than 64.5(B&W) Less than 65(FC)
		M026 / M028	Less than 68(B&W) Less than 68(FC)

# Product Support Guide

## M022 / M024 / M026 / M028

### Installation Times

Mainframe: 30 min

Unit	Installation Time (Minutes)
Paper Feed Unit PB1000	3.0
Paper Feed Unit PB1100	3.0
1 Bin Tray PM1000	9.5
Side Tray Type C400	1.0
FAX unit	12.5
Fax SAF Memory	0.5
Media Link Board	1.0
Gigabit Ethernet	8.0
Browser card	1.0
IEEE802.11a/g	2.0
Copy data security unit	9.0
Key Counter Interface unit	8.0

### Storage/Transportation

	Storage	Transportation
<b>Mainframe</b>	Temperature	-30 ~ 40C
	Humidity	Less than 80% RH
	Storage Period	Max: 12 months
	Temperature	-30 ~ 50C
	Humidity	15% ~ 95% RH

#### Conditions for Toner Usage and Storage

	Temperature	Humidity	Storage Period
Usage	15~ 32°C	15~ 80%RH	
Storage	-30~ 40°C*	15~ 80%RH	2 yrs after production (Unopened)

Remarks:

\* Do not store more than 12 hours under the temperature between 41 and 50 °C.

\* Do not store more than a month under the temperature between 35 and 40 °C.

# Product Support Guide

## M022 / M024 / M026 / M028

### Parts / Special Tools / Maintenance

#### PM Parts / Yields

#### Mainframe

Unique/Common

#### Mainframe: M022/M024/M026/M028

Unique/Common

U: Unique for this model

C: Common with listed model

Part Number	Description	Q'ty/ Unit	PM Interval (Prints)	Unique or Common
<b>PCDU</b>				
M0262014	Black PCU	1	60k	U
M0263021	Black Development Unit	1	60k	U
<b>Transfer</b>				
M0263800	Image Transfer Belt Cleaning Unit	1	180k	U
M0266200	Paper Transfer Roller Unit		180k	U
<b>Fusing</b>				
M0264106	Fusing Belt	1	120k	U
AE010076	Fusing Roller	1	120k	U
AE020179	Pressure Roller	1	120k	U
AE040074	Oil Supply Roller	1	120k	U
AE042087	Cleaning Roller	1	120k	U
AE040075	Tension Roller	1	120k	U
AE031045	Bushing - Tension Roller	1	120k	U
AE031061	Plain Shaft Bearing: Oil Supply Roller: Front	1	120k	U
AE031062	Plain Shaft Bearing: Oil Supply Roller: Rear	1	120k	U
<b>Other</b>				
M0226400	Waste Toner Bottle (Note 1)	1	60k	U (Note 2)
AA010122	Dust Filter	1	120k	U

**NOTE 1:** The yield figures in the above table are based on the following conditions:

- A4 (LT) Short Edge Feed
- 5% image coverage ratio
- Color ratio: 25%
- 2 print/job

**NOTE 2:** User replaceable part

# Product Support Guide

## M022 / M024 / M026 / M028

Part Number	Description	Q'ty/ Unit	Interval (Prints)	Unique or Common
<b>PCDU</b>				
M0262015	Color PCU	1	60k	U (Note 1)
M0263022	Cyan Development Unit	1	60k	U (Note 1)
M0263023	Magenta Development Unit	1	60k	U (Note 1)
M0263024	Yellow Development Unit	1	60k	U (Note 1)
<b>Transfer</b>				
M0266000	Image Transfer Belt Unit	1	240k	U (Note 2)
<b>Fusing</b>				
AE030069	Bearing – Fusing Roller	2	240k	U (Note 2)
AE030074	Bearing – Pressure Roller	2	240k	U (Note 2)
<b>ADRF</b>				
M3642210	Friction Pad	1	60k	U(Note 3)
AF030363	Pickup Roller	1	60k	U(Note 3)
M3642121	Feed Roller	1	60k	U(Note 3)

**NOTE 1:** The color development units and color developer are treated as EM parts, as the actual yield of these units depends on the actual color ratio.

**NOTE 2:** The ITB and Bearing are also an EM parts, as its expected yield is relatively long

**NOTE 3:** Friction Pad , Pickup Roller, and Feed Roller are treated as EM parts, as the actual yield of these units depends on the actual C/O (copies / original) ratio and usage ratio.

# Product Support Guide

## M022 / M024 / M026 / M028

### Special Tools & Lubricants

The following special tools should be prepared for maintenance of the new model in the field:

Unique or Common:

U: **Unique for this model**

Item	Part Number	Description	Q'ty	Unique or Common
1	B6455010	SD Card	1	C (General)
2	B6456705	PCMCIA Card Adapter	1	C (General)
3	B6456820	USB Reader/Writer	1	C (General)
4	VSSM9000	Digital Multimeter – FLUKE87	1	C (General)
5	G021 9350	Loop-back Connector – Parallel (Note1)	1	C (General)
6	C401 9503	20X Magnification Scope	1	C (General)
7	A2579300	Grease Barrierta – S552R	1	C (General)
8	52039502	Silicon Grease G-501	1	C (General)
9	B6795100	Plug – IEEE1284 Type C	1	C (General)
10	D0159500	G104 YELLOW TONER	1	C (Model V Series)
11	A1849501	OPTICS ADJUSTMENT TOOL (2pcs/set)	2	C (General)
12	A0929503	Color Test Chart	1	C

**C: Common with listed model**

**Loop-back Connector – Parallel (item 5) requires Plug - IEEE1284 Type C (item 11).**

# Product Support Guide

## M022 / M024 / M026 / M028

### Target Reliability

Items	Model M022 / M024	Model M026 / M028
ACV	4k/Month	6.5k/Month
MAX CV	15k/Month	20k/Month
Color ratio	25%	
PM Interval	60k	

### Specifications / Documentation

Mainframe		
Configuration		Desk Top
Scanning Element		One-dimensional solid scanning through CCD
Printing Process		Dry Electrostatic Transfer System with Dual Component Development; 4-Drum Method
Development		Dry two-component magnetic brush development system
Fusing		Belt pressure system
First Copy Time		B&W: less than 10 sec.(A4,LT,SEF) FC: less than 15 sec(A4, LT, SEF)
Warm-up Time (From main switch)		M022 / M024: 50 sec. M026 / M028: 50 sec
Power Source	US	120~127V, 60Hz
Max Power Consumption	US	less than 1.6KW (Full sytem)
Dimension(WxDxH)		550 x 570 x 710 (including ARDF and operation panel) 550 x 547 x 600 (minframe only, height up to contact glass)
		21.7 x 22.4 x 28.0 (including ARDF and operation panel) 21.7 x 21.5 x 23.6 (minframe only, height up to contact glass)
Weight		None Finisher model : Under 80Kg, Finisher model : Under 85Kg
		None Finisher model : Under 176.3lbs Finisher model : Under 187.3lbs

# Product Support Guide

## M022 / M024 / M026 / M028

Enhanced Features		
Image Density		Auto Density Selection, Manual : 9 levels
Color Mode		Yes
Copy Mode		Yes
Copy Mode -Photo Type Selection		Yes
Peper Selection		Yes
Paper Type Capability	Std Tray	Plain Paper, Backsided Paper, Special Paper 1-3, Label Paper, Envelope, Coated, High-gloss Coated, Water-resistant Paper, OHP [Thickness] Thin Paper, Normal Paper 1-2, Semi-thick Paper, Thick Paper 1-3
	Bank, LCT	Plain Paper, Backsided Paper, Special Paper 1-3, Label Paper, Envelope, Coated, High-gloss Coated, Water-resistant Paper, OHP [Thickness] Thin Paper, Normal Paper 1-2, Semi-thick Paper, Thick Paper 1-3
	Bypass Tray	Plain Paper, Backsided Paper, Special Paper 1-3, Label Paper, Envelope, Coated, High-gloss Coated, Water-resistant Paper, OHP [Thickness] Thin Paper, Normal Paper 1-2, Semi-thick Paper, Thick Paper 1-4
Auto Tray Switch		Yes
Duplex		1 sided to 2 sided, 2sided to 2 sided
Book	Booklet	not available
	Magazine	not available
Series	Book to simplex	not available
	2 sided original to simplex	Yes
Combine	2 into 1 simplex	Yes
	4 into 1 simplex	Yes
	8 into 1 simplex	Yes
	1 duplex into 1 simplex	Yes
	2 duplex into 1 simplex	Yes
	4 duplex into 1 simplex	Yes

# Product Support Guide

## M022 / M024 / M026 / M028

	4 into 1 duplex	Yes
	8 into 1 duplex	Yes
	16 into 1 duplex	Yes
	2 duplex into 1 duplex	Yes
	4 duplex into 1 duplex	Yes
	8 duplex into 1 duplex	Yes
Shift/Erase/Margin Adjustment	Centering	Yes
	Cornering	not available
	Margin Adjustment	Yes
	Erase Center	Yes
	Erase Border	Yes
	Erase Center/Border	Yes
Cover Sheet/Chapter/Slip Sheets	Front Cover	Yes
	Front & Back Cover	Yes
	Chapter	Yes
	Slip Sheets	Yes
	OHP Slip Sheets	Yes
Image Rotation		Yes
Electronic Sort	Without Shift Sort	Standard model: Yes Finisher model: not available
	Rotate Sort	not available
	Shift Sort	Standard model: not available Finisher model: Yes
Electronic Stack		Yes
Stapling		Yes (with Finisher)
Color Creation	Color Conversion	Yes
	Color Erase	Yes
	Color Background	Yes
Image Creation	Repeat	Yes
	Double Copy	not available
	Mirror	not available
	Positive/Negative	not available



# Product Support Guide

## M022 / M024 / M026 / M028

Stamp/Numbering	Preset Stamp	Yes
	User Stamp	Yes
	Date Stamp	Yes
	Page Number	Yes
Color Balance Adjustment		Yes
Color Balance Program		Yes
Auto Color Calibration(ACC)		Yes
Sharp/Soft		7 levels
Contrast		9 levels
Background Density Adjustment		9 levels
Under Color Removal(UCR) Adjustment		9 levels
Text & Photo Separation Sensitivity Adjustment		9 levels
Color Erase Sensitivity Adjustment		5 levels
Job Programs		Yes
User Code		Yes
Interrupt Copy		Yes
Auto Start		Yes
Job Preset		Yes
Sample Copy		Yes
Simplified Display		Yes
Login/Logout Button		Yes
SMC Report Print out (Logging Data)		Yes
NRS Option		Yes
Document Server		Yes
Auto Off Timer		Yes
Energy Saver Timer		Yes
Panel Off Timer		Yes
System Reset Timer		Yes

### Paper Handling

Max Paper Size	Bypass	LG
		<Custom Size Paper> width: 216mm, length: 1260mm
		<Custom Size Paper> width: 8.5inch length: 49.6 inch

# Product Support Guide

## M022 / M024 / M026 / M028

	Cassettes	A4/LT  <Custom Size Paper> width: 216mm, length: 297mm)
		<Custom Size Paper> width: 8.5inch length: 11.6 inch
Envelope Printing		Yes
Paper Feeding Capacity(LT/A4)	Std	650 sheets( mainframe tray 550sheets + bypass tray 100 sheets) condition: 80g/m2 paper
	Max	2300 sheets( mainframe tray 550 sheets + optional tray 550 sheets + optional tray 550 sheets*2 + bypass tray 100 sheets) condition: 80g/m2 paper
Paper Output Capacity(LT/A4)	Std	500 sheets (Standard models), 250 sheets(Finisher model) condition: 80g/m2 paper
	Max	650 sheets( Standard models 500sheets + 1bin tray 100 sheets + side tray 50 sheets) 300 sheets( Finisher models 250 sheets + side tray 50 sheets) condition: 80g/m2 paper
Paper Weight	Std Tray	52-220
		14-58
	Bypass	52-256
		14-68
	Duplex Unit	60-163
		16-43

### Copy Specifications

CPM Black		M022 / M024: over 30cpm(A4), 32cpm(LT) M026 / M028: over 40cpm(A4), 42cpm(LT) ARDF 1 to 1: over 30cpm
-----------	--	---

# Product Support Guide

## M022 / M024 / M026 / M028

CPM Color		M022 / M024: over 30cpm(A4), 32cpm(LT) M026 / M028: over 40cpm(A4), 42cpm(LT) ARDF 1 to 1: over 30cpm
Multiple Copying		Up to 999 copies
Reproduction Ratio	US	155%, 129%, 100%, 93%, 78%, 65%
Zoom		From 25% to 400% in 1% step with Book From 25% to 200% in 1% step with ARDF
Number of Copy Reservations		8 Jobs(Maximum)

Printer Specifications		
CPU		Celeron M (1GHz)
RAM		1.5GB
HDD		160GB
Print Drivers	Std	PCL5c, PCL6, PS3, XPS
	Option	None
Print Resolution	PCL5c	300x300 dpi Grayscale, 600x600dpi (1,2,4bit)
	PCL6	600 x 600 dpi(1,2,4bit), 1200 x 1200 dpi (1 bit)
	RPCS	not supported
	PS3	600 x 600 dpi(1,2,4bit), 1200 x 1200 dpi (1 bit)
	XPS	600 x 600 dpi(1,2,4bit), 1200 x 1200 dpi (1 bit)
Host Interfaces	Std	USB2.0 (TypeA & B) 、 Ethernet (100BASE-TX/10BASE-T)
	Option	GigaEther(1000BASE-T)、 Wireless LAN (IEEE802.11a/g), <b>Bluetooth(TBD)</b>
Network Protocol		TCP/IP(V4/V6), Bonjour
Standard MIB		Yes
Private MIB		Yes
Network/Operating System		PCL5c driver : OS 1)Windows 2000/XP/Server2003/Vista/Server2008(32bit) 2)WindowsXP/Server2003/Vista/Server2008/Server2008R2/7(64bit)  Citrix 1)Metaframe XP(32bit) 2)Metaframe Presentation Server3.0(32bit) 3)Citrix Presentation Server4.0(32bit) 4)Citrix Presentation Server4.5(32bit) 5)Citrix XenApp5.0(32bit)

# Product Support Guide

## M022 / M024 / M026 / M028

	<p>PCL6 driver: OS 1)Windows 2000/XP/Server2003/Vista/Server2008(32bit) 2)WindowsXP/Server2003/Vista/Server2008/Server2008R2/7(64bit)</p> <p>Citrix 1)Citrix Presentation Server4.0(32bit) 2)Citrix Presentation Server4.5(32bit/64bit) 3)Citrix XenApp5.0(32bit/64bit)</p>
	<p>PS driver: OS 1)Windows 2000/XP/Server2003/Vista/Server2008(32bit) 2)WindowsXP/Server2003/Vista/Server2008/Server2008R2/7(64bit) 3)MacOS 10.2x ~ 10.4.x 4)MacOS 10.5x ~</p> <p>Citrix 1)Metaframe XP(32bit) 2)Metaframe Presentation Server3.0(32bit) 3)Citrix Presentation Server4.0(32bit) 4)Citrix Presentation Server4.5(32bit/64bit) 5)Citrix XenApp5.0(32bit)</p>
	<p>XPS driver OS 1)WindowsVista/Server2008/7(32bit) 2)WindowsVista/Server2008/Server2008R2/7(64bit)</p> <p>Citrix Not available</p>
	<p>PCL6(XL) Universal driver: OS 1)Windows 2000/XP/Server2003/Vista/Server2008/7(32bit) 2)WindowsXP/Server2003/Vista/Server2008/Server2008R2/7(64bit)</p> <p>Citrix 1)Citrix Presentation Server4.0(32bit) 2)Citrix Presentation Server4.5(32bit/64bit) 3)Citrix XenApp5.0(32bit/64bit)</p>

# Product Support Guide

## M022 / M024 / M026 / M028

		PostScript Univerl Driver OS 1)Windows 2000/XP/Server2003/Vista/Server2008/7(32bit) 2)WindowsXP/Server2003/Vista/Server2008/Server2008R2/7(64bit)  Citrix 1)Metaframe XP(32bit) 2)Metaftame Presentation Server3.0(32bit) 3)Citrix Presentation Server4.0(32bit) 4)Citrix Presentation Server4.5(32bit/64bit) 5)Citrix XenApp5.0(32bit)
--	--	---

Scanner Specifications		
Color Scan		Std
Scanning Speed	B&W	over 30ipm (A4, SEF, 200dpi, Mono 1bit、 MH compression with ADF)
	Color	over 30ipm (A4, SEF, 200dpi with FC letter/photo/ JPEG standard compression with ADF)
Scanning Resolution	Std	100,200,300,400,600dpi
	Default	200dpi
Auto Size Detection (US Model)	Contact Glass	Not available
	ARDF	Not available
Auto Size Detection (EU/ASIA/CHINM022 / M024)	Contact Glass	Not available
	ARDF	Not available
Scan Area	Main Scan	216
	Sub Scan	1260 (ARDF ), 297 (Book)
sRGB Support		Yes
Network Interface		100/10Base-TX, IEEE802.11a/g
Protocol		Network: TCP/IP Scan to E-mail: POP, SMTPS Scan to Folder: SMB, FTP,NCP
Compression Method	B&W	move to "File Format"
	Color	move to "File Format"
Scan Mode		Standard BW/ Text/ Line Art, BW TextPhoto, BW Photo, BW Graycale, DC Photo, Standard ACS
Image Density		Yes (adjustable with 7 steps)
Image Rotation		Yes
SADF/Batch Mode		Yes
Mixed Size Mode		Not available

# Product Support Guide

## M022 / M024 / M026 / M028

File Format	Compression On / Off	Data / Compression Method
Single Page TIFF	On	BW 1bit / MMR
	Off	BW 1bit, BW Grayscale, FullColor
Multi Page TIFF	On	BW 1bit / MMR
	Off	BW 1bit, BW Grayscale, FullColor
Single Page JPEG	On	BW Grayscale, FullColor/ JPEG
	Off	-
Single Page PDF	On	BW 1bit, BW Grayscale, FullColor
	Off	BW 1bit, BW Grayscale, FullColor
Multi PagePDF	On	BW 1bit, BW Grayscale, FullColor
	Off	BW 1bit, BW Grayscale, FullColor
High Compression PDF	On	BW Grayscale, FullColor
	Off	-
Requirement (Mail Protocol, Transmission Protocol, Protocol)		POP, SMTP
Authorization Function		SMTP authentication, POP before SMTP authentication
Resolution	Std	100,200,300,400,600dpi
	Default	200dpi
Max Email Address in HDD		2000
Register Group Address in HDD		100
Maintain Email Address in HDD		Direct input on operation panel, Web Image Monitor, Smart Device Monitor for Admin
Input of Destination E-mail Address via Soft Key		Yes
Search meathod of Email Address in HDD		By name and E-mail address
LDAP Search		Yes
Max Address Numbers Per Send		500
Attention		To, cc, bcc
Email Size	with Restriction	128 - 102,400KB
	w/o Restriction	2GB
Input Subject	Manual	Max. 128 Characters via soft key(Ap-C2 NPLI)
	User Pre-register	22 subjects. Max. 20 Characters per a subject
Input Main Body Text	Manual	Max. 80 Characters via soft key
	User Pre-register	5 BODY MESSAGES. 80 CHARACTERS X 5 LINES PER A BODY MESSAGE Title name of the body message: Max. 20 characters per a name

# Product Support Guide

## M022 / M024 / M026 / M028

	Preset	Message: "This e-mail included attached file sent from xxxx(machine model name)."
Input File Name		Yes
File type		TIF(Single page), TIF(Multiple page), JPEG(Single page), PDF(Single Page), PDF(Multiple page), High Compression HPDF(Single Page), High Compression HPDF(Multiple Page)
Program User Settings		Yes, This function is replaced as "Task Presets" in 1st COSMOS
Divide and send Email (If the file size exceed the max size.)		Yes
Resend		Yes
Max Address Numbers Per Send (Combination with Folder)	Input via Address Book	Condition 1(Max address can select or input) :500
		Condition 2(Max address allow in single operation) :500
		Condition 3(Combination of addresses: Max) :550
	Manual input	Condition 1(Max address can select or input) :100
		Condition 2(Max address allow in single operation) :500
		Condition 3(Combination of addresses: Max) :550
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	Std	100,200,300,400,600dpi
	Default	200dpi
Register client folder address in HDD		2000
Maintain client folder address in HDD		Direct input on operation panel, WebImageMonitor, SmartDeviceMonitor
Destination client folder address input via soft key		Yes SMB: Network path -> Client folder -> Password FTP: Server -> Network path -> User account -> Password NCP: Network path -> User account -> Password -> Bindery or NDS
Search client folder		Yes

# Product Support Guide

## M022 / M024 / M026 / M028

Max. client folder numbers per send		100
Simultaneous Transmission		Mail 500 Folder 100
Group address		Max. 100 destinations (To Folder: 50, To E-mail: 100) e.g. 100 destinations 50 folders included >>>OK 100 destinations 51 folders included>>>Failure
Input File Name		Yes
Scan to File size		2GB
File Size when combined Scan to Folder & Scan to E-mail		128-102,400KB, Default = 2,048KB (With restriction) 725MB (Without restriction) (Scan to E-mail file size applied)
File Type		TIF(Single page), TIF(Multiple page), JPEG(Single page), PDF(Single Page), PDF(Multiple page), High Compression PDF(Single Page)、High Compression PDF(Multiple Page)
Program User Settings		Up to 10 programs
Divide the File in Scan to Email (If the file size exceed the max size.)		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
Max Address Numbers Per Send (Combination with E-mail)	Input via Address Book	regardless of sending method, total is 500
	Manual input	regardless of sending method, total is 500
OS		1)Windows 2000/XP/Server2003/Vista/Server2008/7(32bit) 2)Windows XP/Server2003/Vista/Server2008/7/Server2008R2(64bit)
Resolution	B&W	Book: 100~12000dpi by 1bit each ARDF: 100~600dpi by 1bit each
	Color	Book: 100~12000dpi by 1bit each ARDF: 100~600dpi by 1bit each
Scan Mode		Standard / Photo / OCR / Filing
Image Adjustment		Brightness / Contrast / Threshold / Gamma Adjustment /Halftone Pattern
Stamp		Date / Page Number / Text
Endorse		Not available



# Product Support Guide

## M022 / M024 / M026 / M028

Fax Specifications		
Circuit		PSTN, PBX
Compatibility		ITU-T (CCITT) G3, Additional G3 (option),
Resolution		8 x 3.85 line/mm, 200 x 100dpi (std.), 8 x 7.7 line/mm, 200 x 200dpi (std.), 8 x 15.4 line/mm, 16 x 15.4 line/mm, 400 x 400dpi (with optional SAF memory)
Compression Method		MH, MR, MMR, JBIG
Scanning Speed (Platen used)		1.2sec.(A4/LT SEF, Standard/Detail/Super Fine mode), *ITU-T No1 chart, 200 x 100 dpi(Standard mode), 200dpi(Detail mode), 400dpi(Super Fine mode)
Scan Page per Minute(DF used)	A4/LT SEF	Standard mode: 42 spm Detail mode: 42 spm Super Fine mode: 32 spm
	A4/LT LEF Image Rotation	Standard mode: 49 spm Detail mode: 49 spm Super Fine mode: 27 spm
Modem Speed		33.6K – 2,400bps (G3, Standard with Automatic Shift Down) (33600, 31200, 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, 2400 bps)
Transmission Speed		G3: Approx.2 seconds (200x100 dpi, JBIG, ITUT #1 chart TTI off, memory transmission) G3: Approx.3 seconds (200x100dpi, MMR, ITUT #1 chart, TTI off, memory transmission)
Page Memory Size	Std	4
	with Additional Memory	8
SAF Memory Size	Std	4MB (Approx.320 pages)

# Product Support Guide

## M022 / M024 / M026 / M028

Fax Specifications		
	with Additional Memory	28MB (Approx. 2,240 pages)
	Option	32MB SD-RAM (24MB SAF Memory + 4MB Page Memory)
Memory Backup		One hour
Smoothing		Standard
TTI/RTI		Standard
CSI		Standard
Quick dial/ Speed dial		Standard: 2,000 numbers
Group Dial		Standard: 100 groups (500 numbers per 1 group)
Program		Standard: 100 numbers
Redial		Standard
Direct Fax Number Entry		Standard
Dual access		Standard
User Code		Standard 500 Codes
Page Counter		Standard
Auto Reduction		Standard
Wild Cards		Standard
Summer Time		Standard
Memory Lock ID Code		Standard
SID Code (Sender ID)		Standard
Programming by OMR		No
User Function Key		Standard (3 keys)
Night Timer		No
Energy Saver		Standard
LCD Prompt		Standard
Remaining Memory Indication		Standard
Clock Adjustment		Standard
User Parameter Settings		Standard
User Data Transfer		Standard
Immediate Transmission		Standard
Parallel Memory Transmission		Standard
Memory Transmission		Standard
Serial Broadcasting		Standard (Max. 500 numbers)
Send Later		Standard
Error Correction Mode		Standard
Page Retransmission		Standard
Forwarding		Standard
Image Rotation		Standard
Book Fax		No
Closed Network Transmission		Standard
Double Sided Transmission		Yes

# Product Support Guide

## M022 / M024 / M026 / M028

Fax Specifications		
Automatic Reception		Standard
Manual Reception		Standard
Substitute Reception		Standard
Authorized Reception		Standard
Multi Copy		Standard
Closed Network		Standard
Reception Time Printing		Standard
Center Mark		Standard
Checkered Mark		Standard
Economy Printing Mode		No
Duplex Reception		Standard
Handset/Telephone		Option
Telephone Connection		Standard
Monitor Speaker		Standard
Automatic Voice Message		No
On Hook Dial		Standard
Tone Transmission		Standard
Pause		Standard
Pulse/Tone Selection		Standard
Chain Dialing		No
Reception Mode Selection		Standard
Automatic Fax/Phone change		No
Reception Mode Switch over (remote)		No
Answering Machine interface		No
Reception Mode Switching Timer		No
Auto Answer Delay Time		Standard (SP mode)
Busy Tone Detection		Standard
Silent Ringing Detection		No
Requirement of Mainframe		G3 fax option is required. Printer Scanner option is required
Number of Address		2,000 HDD storage
Email Address Input		From LCD operation panel, Web Image Monitor, Smart Device Monitor for Admin
Attention		"to" or "bcc" (select only one), max 500 attentions
Destination Combination		Internet Fax + G3 Fax, Internet Fax to PC + G3 Fax

# Product Support Guide

## M022 / M024 / M026 / M028

Fax Specifications		
Network		Ethernet 10BASE-T / 100BaseTX / 1000BASE-T, Wireless LAN (IEEE802.11a,b,g, WPA support)
Transmit Function		E-mail
Scan Line Density		200 x 100 dpi(Standard character), 200 x 200 dpi(Detail character), 200 x 400 dpi(Fine character: optional) *14 , 400 x 400 dpi(Super Fine character: optional) *14
Original Size: Scanning width		A3 *14, B4 *14, A4
Communication Protocol		Transmission SMTP, TCP/IP Reception POP3, SMTP, IMAP4, TCP/IP
Email Format		Single/Multi-part, MIME Conversion Attached file forms: TIFF-F(MH, MR *14, MMR*14 compression)
Authentication Method		SMTP-AUTH, POP before SMTP, A-POP
Internet Communication		Send and receive e-mail with a computer that has an e-mail address
Email Send Functions		Automatic conversion of sent documents to e-mail format and e-mail transmission. Memory transmission only.
Email Receive Functions		Automatic detection and printing of appended TIFF-F(MH) files and ASCII text. Memory reception only.
Paper Size		A3, DLT, B4, A4 (default for EU/AsiM022 / M024), Letter (default for NM022 / M024), Legal, B5, A5
Resolution		Super Fine (400 x 400 dpi) Detail (200 x 200 dpi) *default Standard (200 x 100 dpi)
Gray Scale		Off On normal *default On lighter
Number of Address		500
OS		Windows 2000, Windows XP, Windows Vista

# Product Support Guide

## M022 / M024 / M026 / M028

### Fax Specifications

LAN-Fax Editor Support Language	1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish, 10.Finnish, 11.Hungarian, 12.Czech, 13.Polish, 14.Portuguese, 15.Russian, 16.Korean, 17.Traditional Chinese, 18.Simplified Chinese Condition: OS need to have the same language.
Memory	Minimum required for each OS
CPU	Minimum required for each OS
HDD	Minimum required for each OS
Network	Ethernet 10BASE-T / 100BaseTX / 1000BASE-T, Wireless LAN (IEEE802.11a,b,g, WPA support)
Scan Line Density	8 x 3.85 lines/mm, 200 x 100 dpi(Standard character), 8 x 7.7 lines/mm, 200 x 200 dpi(Details character), 8 x 15.4 lines/mm(Fine character: optional expansion memory required), 16 x 15.4 lines/mm, 400 x 400 dpi(Super Fine character: optional expansion memory required)
Original Size	Maximum A3 or 11" x 17" (DLT)
Max Scanning Size	Standard: A3, 297mm x 432mm, Irregular: 297mm x 1200mm
Transmission Protocol	Recommended: T.38, TCP, UDP/IP communication, SIP(RFC 3261 compliant), H.323 v2
Compatible Machines	IP-Fax compatible machines
IP-Fax Transmission Function	Specify an IP address and send faxes to an IP-Fax compatible fax through a network. Also capable of sending faxes from a G3 fax connected to a telephone line via a VoIP gateway.

# Product Support Guide

## M022 / M024 / M026 / M028

### Fax Specifications

IP-Fax Reception Function		Receive faxes sent from an IP-Fax compatible fax through a network. Also capable of receiving faxes from a G3 fax connected to a telephone line via a VoIP gateway
---------------------------	--	---

### Document Server

HDD Capacity		160
Max Stored Documents		3,000
Max Pages Per Documents		2,000
Max Pages of All Stored Documents		15000

### Security Specifications

Network User Authentication		Yes
IP Address Filtering		Yes
MAC Address Filtering		No
HDD Overwrite		Yes
HDD Encryption		Yes
Secure Print		Yes
Encrypted Secure Print		Yes
Encrypted PDF Mode		Yes
IP Sec		Yes
Secure Sockets Layer(SSL)		Yes
SNMPv3		Yes
IPv6		Yes
Transport Layer Security		Yes
Removable HDD		No

Model	Mode	Paper Thickness		BK CPM	FC CPM
		gsm	lbs		
M022	Thin Paper	52~60.2	13.9 ~ 16.1	30	30
	Plain Paper 1	~80	~21.3	30	30
	Plain Paper 2	~90.2	~24.1	30	30
	Middle Thick	~105.3	~28.1	30	30
	Thick Paper 1	~130	~34.7	30	30
	Thick Paper 2	~163	~43.5	15	15

# Product Support Guide

## M022 / M024 / M026 / M028

	Thick Paper 3	~220	~58.7	15	15
	Thick Paper 4	~256	~68.3	14	14
M026	Thin Paper	52~60.2	13.9 ~ 16.1	40	40
	Plain Paper 1	~80	~21.3	40	40
	Plain Paper 2	~90.2	~24.1	40	40
	Middle Thick	~105.3	~28.1	40	40
	Thick Paper 1	~130	~34.7	30	30
	Thick Paper 2	~163	~43.5	15	15
	Thick Paper 3	~220	~58.7	15	15
	Thick Paper 4	~256	~68.3	14	14

### M022 / M024 B&W Copy

ADF1to1 Simplex to Simplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	30.20	32.14	32.35		32.41	32.38
2nd Tray	30.32	32.22	32.43	26.27	32.26	32.59
3rd Tray	30.27	32.22	32.31	26.37	32.33	32.33
4th Tray	30.32	32.24	32.24	26.32	32.43	32.41
Bypass	28.86	30.96	30.93	24.28	31.38	31.06

ADF1to1 Simplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	30.36	32.17	32.29		32.36	32.31
2nd Tray	30.27	32.40	32.22	26.26	32.28	32.49
3rd Tray	30.29	32.41	32.29	26.27	32.41	32.24
4th Tray	30.24	32.26	32.28	26.28	32.31	32.47

ADF1to1 Duplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	18.71	21.45	19.81		19.10	21.27
2nd Tray	18.69	21.61	19.83	17.14	19.10	21.47
3rd Tray	18.66	21.64	19.80	17.07	19.14	21.47
4th Tray	18.71	21.37	19.81	17.19	19.09	21.47

# Product Support Guide

## M022 / M024 / M026 / M028

### B&W Copy

ADF1to1 Simplex to Simplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	19.87	18.67	18.55		18.51	18.53
2nd Tray	19.79	18.62	18.50	22.84	18.60	18.41
3rd Tray	19.82	18.62	18.57	22.75	18.56	18.56
4th Tray	19.79	18.61	18.61	22.8	18.50	18.51
Bypass	20.79	19.38	19.40	24.71	19.12	19.32

ADF1to1 Simplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	19.76	18.65	18.58		18.54	18.57
2nd Tray	19.82	18.52	18.62	22.85	18.59	18.47
3rd Tray	19.81	18.51	18.58	22.84	18.51	18.61
4th Tray	19.84	18.6	18.59	22.83	18.57	18.48

ADF1to1 Duplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	32.06	27.97	30.29		31.42	28.21
2nd Tray	32.11	27.77	30.26	35	31.41	27.95
3rd Tray	32.15	27.73	30.31	35.14	31.34	27.95
4th Tray	32.07	28.08	30.29	34.91	31.43	27.94

### Full Color Copy

ADF1to1 Simplex to Simplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	30.41	32.49	32.38		32.49	32.52
2nd Tray	30.43	32.26	32.43	26.24	32.35	32.47
3rd Tray	30.41	32.41	32.43	26.27	32.45	32.52
4th Tray	30.46	32.49	32.29	26.27	32.43	32.45
Bypass	28.83	31.06	30.88	24.46	31.02	30.90

ADF1to1 Simplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Foolscap*	Letter*	Half Letter*
1st Tray	30.43	32.41	32.35			32.29	32.40
2nd Tray	30.43	32.43	32.24	26.27		32.47	32.43
3rd Tray	30.38	32.59	32.45	26.20		32.52	32.54



# Product Support Guide

## M022 / M024 / M026 / M028

4th Tray	30.43	32.52	32.43	26.14		32.21	32.41
----------	-------	-------	-------	-------	--	-------	-------

ADF1to1 Duplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*		Letter*	Half Letter*
1st Tray	18.69	21.74	19.89			19.07	21.54
2nd Tray	18.70	21.57	19.92	17.19		19.12	21.47
3rd Tray	18.70	21.57	19.87	17.14		19.14	21.47
4th Tray	18.70	21.64	19.83	17.17		19.10	21.65

### FullColor Copy

ADF1to1 Simplex to Simplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*		Letter*	Half Letter*
1st Tray	19.73	18.47	18.53			18.47	18.45
2nd Tray	19.72	18.60	18.50	22.87		18.55	18.48
3rd Tray	19.73	18.51	18.50	22.84		18.49	18.45
4th Tray	19.70	18.47	18.58	22.84		18.50	18.49
Bypass	20.81	19.32	19.43	24.53		19.34	19.42

ADF1to1 Simplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Foolscap*	Letter*	Half Letter*
1st Tray	19.72	18.51	18.55			18.58	18.52
2nd Tray	19.72	18.50	18.61	22.84		18.48	18.50
3rd Tray	19.75	18.41	18.49	22.90		18.45	18.44
4th Tray	19.72	18.45	18.50	22.95		18.63	18.51

ADF1to1 Duplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*		Letter*	Half Letter*
1st Tray	32.11	27.60	30.17			31.46	27.86
2nd Tray	32.08	27.81	30.12	34.90		31.38	27.95
3rd Tray	32.09	27.81	30.20	35.01		31.35	27.94
4th Tray	32.08	27.73	30.25	34.95		31.41	27.72

### M026 / M028

#### B&W Copy

ADF1to1 Simplex to Simplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	40.16	42.13	42.19		42.25	42.34

## Product Support Guide M022 / M024 / M026 / M028

2nd Tray	40.46	42.34	42.25	32.38	42.37	42.02
3rd Tray	40.21	42.25	42.25	32.33	42.37	42.43
4th Tray	40.35	42.80	42.46	32.21	42.11	42.11
Bypass	36.67	38.89	38.94	32.63	39.09	38.71

ADF1to1 Simplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	39.89	42.25	39.50		39.04	42.16
2nd Tray	39.74	42.46	39.16	32.29	39.29	42.37
3rd Tray	39.79	42.28	39.40	32.14	39.58	42.19
4th Tray	40.00	42.11	40.13	32.36	40.19	42.11

ADF1to1 Duplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	16.89	19.72	17.94		17.08	19.44
2nd Tray	17.41	19.79	17.98	15.66	17.24	19.56
3rd Tray	17.41	19.80	17.96	15.63	17.91	19.51
4th Tray	16.89	21.55	17.70	15.70	17.27	19.78

### B&W Copy

ADF1to1 Simplex to Simplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	14.94	14.24	14.22		14.20	14.17
2nd Tray	14.83	14.17	14.20	18.53	14.16	14.28
3rd Tray	14.92	14.20	14.20	18.56	14.16	14.14
4th Tray	14.87	14.02	14.13	18.63	14.25	14.25
Bypass	16.36	15.43	15.41	18.39	15.35	15.50

ADF1to1 Simplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	15.04	14.20	15.19		15.37	14.23
2nd Tray	15.10	14.13	15.32	18.58	15.27	14.16
3rd Tray	15.08	14.19	15.23	18.67	15.16	14.22
4th Tray	15.00	14.25	14.95	18.54	14.93	14.25

# Product Support Guide

## M022 / M024 / M026 / M028

ADF1to1 Duplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	35.52	30.43	33.44		35.13	30.87
2nd Tray	34.47	30.32	33.37	38.32	34.81	30.67
3rd Tray	34.46	30.31	33.40	38.38	33.51	30.75
4th Tray	35.53	27.84	33.90	38.22	34.74	30.34

### FullColor Copy

ADF1to1 Simplex to Simplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	40.08	42.34	42.16		42.34	42.67
2nd Tray	40.16	41.99	42.25	32.43	42.22	42.43
3rd Tray	40.30	42.55	42.25	32.38	42.25	42.80
4th Tray	40.16	42.34	42.19	32.29	42.40	42.86
Bypass	37.27	38.86	30.86	32.22	39.06	38.91

ADF1to1 Simplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	40.96	42.25	40.71		40.82	42.86
2nd Tray	40.32	42.16	40.68	26.83	40.54	42.64
3rd Tray	40.27	41.87	40.19	25.93	40.00	42.64
4th Tray	37.83	41.81	38.68	25.01	38.02	41.96

ADF1to1 Duplex to Duplex (cpm) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	18.63	21.41	19.85		19.18	21.28
2nd Tray	18.71	21.54	19.82	17.10	19.17	21.13
3rd Tray	18.65	21.55	19.85	17.22	19.14	21.23
4th Tray	18.63	21.57	19.80	17.18	19.14	21.20

### FullColor Copy

ADF1to1 Simplex to Simplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	14.97	14.17	14.23		14.17	14.06

# Product Support Guide

## M022 / M024 / M026 / M028

2nd Tray	14.94	14.29	14.20	18.50	14.21	14.14
3rd Tray	14.89	14.10	14.20	18.53	14.20	14.02
4th Tray	14.94	14.17	14.22	18.58	14.15	14.00
Bypass	16.10	15.44	19.44	18.62	15.36	15.42

ADF1to1 Simplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	14.65	14.20	14.74		14.70	14.00
2nd Tray	14.88	14.23	14.75		14.80	14.07
3rd Tray	14.90	14.33	14.93	23.14	15.00	14.07
4th Tray	15.86	14.35	15.51	23.99	15.78	14.30

ADF1to1 Duplex to Duplex (sec) \* SEF only

	A4*	A5*	B5*	Legal*	Letter*	Half Letter*
1st Tray	32.20	28.02	30.23		31.28	28.20
2nd Tray	32.07	27.86	30.28	35.08	31.30	28.40
3rd Tray	32.17	27.84	30.23	34.85	31.34	28.26
4th Tray	32.21	27.81	30.30	34.92	31.35	28.30

### M022 / M024

#### B&W Copy

Platen Cover : Simplex (cpm) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	30.29	32.10	32.24		32.31	32.49
2nd Tray	30.29	32.35	32.28		32.26	32.64
3rd Tray	30.29	32.43	32.33		32.40	32.54
4th Tray	30.40	32.12	32.33		32.36	32.43
Bypass	28.83	30.98	30.82		30.99	30.93

Platen Cover : Duplex (cpm) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	30.30	32.47	32.31		32.31	32.49
2nd Tray	30.23	32.22	32.24		32.35	32.38
3rd Tray	30.20	32.38	32.38		32.24	32.33
4th Tray	30.33	32.15	32.35		32.31	32.41

# Product Support Guide

## M022 / M024 / M026 / M028

--	--	--	--	--	--	--

### B&W Copy

Platen Cover : Simplex (sec) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	19.81	18.69	18.61		18.57	18.47
2nd Tray	19.81	18.55	18.59		18.60	18.38
3rd Tray	19.81	18.50	18.56		18.52	18.44
4th Tray	19.74	18.68	18.56		18.54	18.50
Bypass	20.81	19.37	19.47		19.36	19.40

Platen Cover : Duplex (sec) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	19.80	18.48	18.57		18.57	18.47
2nd Tray	19.85	18.62	18.61		18.55	18.53
3rd Tray	19.87	18.53	18.53		18.61	18.56
4th Tray	19.78	18.66	18.55		18.57	18.51

### FullColor Copy

Platen Cover : Simplex (cpm) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	30.38	32.40	32.47		32.33	32.59
2nd Tray	30.43	32.38	32.10		32.40	32.84
3rd Tray	30.35	32.33	32.26		32.45	32.38
4th Tray	30.50	32.41	32.45		32.43	32.56
Bypass	28.87	30.82	30.91		30.93	30.91

Platen Cover : Duplex (cpm) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	30.43	32.61	32.40		32.35	32.38
2nd Tray	30.46	32.31	32.43		32.36	32.52
3rd Tray	30.40	32.26	32.43		32.21	32.59
4th Tray	30.41	32.28	32.41		32.28	32.45

# Product Support Guide

## M022 / M024 / M026 / M028

### FullColor Copy

Platen Cover : Simplex (sec) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	19.75	18.52	18.48		18.56	18.41
2nd Tray	19.72	18.53	18.69		18.52	18.27
3rd Tray	19.77	18.56	18.60		18.49	18.53
4th Tray	19.67	18.51	18.49		18.50	18.43
Bypass	20.78	19.47	19.41		19.40	19.41

Platen Cover : Duplex (sec) \* SEF only

	A4*	A5*	B5*	LG*	Letter*	Half Letter*
1st Tray	19.72	18.40	18.52		18.55	18.53
2nd Tray	19.70	18.57	18.50		18.54	18.45
3rd Tray	19.74	18.60	18.50		18.63	18.41
4th Tray	19.73	18.59	18.51		18.59	18.49

### Options

#### ARDF DF1000

Original Size	Simplex	LG SEF,LT SEF,HLT SEF,HLT LEF,F ("8x"13), A4 SEF, B5 SEF, A5 SEF, A5 LEF width: 128~216mm, length: 139.7~1260mm
	Duplex	LG SEF,LT SEF,HLT SEF,HLT LEF,F ("8x"13), A4 SEF, B5 SEF, A5 SEF, A5 LEF width: 128~216mm, length: 139.7~355.6mm
Original Weight	Simplex	52~128
		14~34
	Duplex	60~105
		17~28
Stack Capacity		50 (81.4g/m <sup>2</sup> )
Power Consumption		less than 35
Dimension(WxDxH)		450 x 400 x 110
		17.7 x 15.7 x 4.3
Weight		5 or less
		11 or less

# Product Support Guide

## M022 / M024 / M026 / M028

### Paper Feed Unit PB1000

Paper Size		A6 SEF~A4SEF, HLT SEF~LG SEF
Paper Weight		52~220
		14~58.6
Paper Output Capacity		550
Power Consumption		45 (only use of PB1000) 98 (combination with PB1010 )
Dimension(WxDxH)		520 x 563 x 121
		20.4 x 22.1 x 4.7
Weight		13 or less
		28.6 or less

### Paper Feed Unit PB1010

Paper Size		A6 SEF~A4SEF, HLT SEF~LG SEF
Paper Weight		52~220
		14~58.6
Paper Output Capacity		1100 (550 sheets for each story)
Power Consumption		62
Dimension(WxDxH)		520 x 563 x 271
		20.4 x 22.1 x 10.6
Weight		23 or less
		50.7 or less

# Product Support Guide

## M022 / M024 / M026 / M028

### 1 Bin Tray BN1000

Paper Size		A6 SEF~A4SEF, HLT SEF~LG SEF
Paper Weight		52~220 14~58.6
Paper Output Capacity		100(80g/m <sup>2</sup> )
Power Consumption		11
Dimension(WxDxH)		400 x 320 x 80 15.7 x 12.5 x 3.1
Weight		2 or less 4.4 or less

### Side Tray CN400

Paper Size		A6 SEF~A4SEF, HLT SEF~LG SEF
Paper Weight		60~163 16~43.4
Paper Output Capacity		50(80g/m <sup>2</sup> )
Power Consumption		0
Dimension(WxDxH)		315 x 417 x 161(tray stored) 85 x 417 x 295(tray stretched) 12.4 x 16.4 x 6.3(tray stored) 3.3 x 16.4 x 11.6(tray stretched)
Weight		Unit: 1 or less Tray: 1 or less Unit: 2.2 or less Tray: 2.2 or less

### Internal Finisher Type C400

Paper Size		A4 SEF, A5 SEF, A6 SEF, B5 SEF, B6 SEF, LG SEF, Foolscap SEF, LT SEF, Folio SEF, F/GL SEF, HLT SEF, Executive SEF, Com10 SEF, Monarch SEF, C5 SEF, C6 SEF, DL SEF width: 70~216mm, length: 127~356mm
Paper Weight		52~256 13~68



## Product Support Guide M022 / M024 / M026 / M028

Stack Capacity	Shift Tray	
	Normal Staple Sort	250 (80g/m2)
Staple Capacity	Without Mixed Size	50 (length under 300mm) 30 (length more than 300mm)
	With Mixed Size	TBD
Staple Paper Size		A4 SEF, B5 SEF, LG SEF, Foolscap SEF, LT SEF, Folio SEF, F/GL SEF, Executive SEF,
Supported Paper Size for Mixed Size Mode		TBD
Staple Paper Weight		52~90
		13~24
Staple Position		one point staple in output side parallel direction
Staple Cartridge Capacity		5000
Power Consumption		50
Dimension(WxDxH)		500 x 420 x 176
		19.6 x 16.5 x 6.9
Weight		7.5 or less
		16.5 or less

### MFP Supported Environments

OS	Type	PCL5c	PCL6	PostScript3	XPS
Windows 2000	Professional	Y	Y	Y	N
	Server	Y	Y	Y	N
	Advanced Server	Y	Y	Y	N
	Detacener Server	N	N	N	N
Windows XP	Professional	Y	Y	Y	N
	Home Edition	Y	Y	Y	N
Windows Vista	Starter	N	N	N	N
	Home Basic	Y	Y	Y	Y
	Home Premium	Y	Y	Y	Y
	Business	Y	Y	Y	Y
	Ultimate	Y	Y	Y	Y
	Enterprise	Y	Y	Y	Y
Windows 7	Starter	N	N	N	N
	Home Basic	N	N	N	N
	Home Premium	Y	Y	Y	Y
	Professional	Y	Y	Y	Y
	Ultimate	Y	Y	Y	Y
	Enterprise	Y	Y	Y	Y
Windows Server 2003	Standard Edition	Y	Y	Y	N
	Enterprise Edition	Y	Y	Y	N

# Product Support Guide

## M022 / M024 / M026 / M028

OS	Type	PCL5c	PCL6	PostScript3	XPS
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
Windows Server 2008	Standard Edition	Y	Y	Y	Y
	Enterprise Edition	Y	Y	Y	Y
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
Windows Server 2008R2	Standard Edition	Y	Y	Y	Y
	Enterprise Edition	Y	Y	Y	Y
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
*RPCS driver has been discontinued.					

Point & Print				
Windows OS		Drivers		
Server	Client(Push to)	PCL5c/6	PS	XPS
Windows Server 2003	7	Y	Y	N
	Vista	Y	Y	N
	XP	Y	Y	N
	W2K Pro	Y	Y	N
Windows Server 2008	7	Y	Y	Y
	Vista	Y	Y	Y
	XP	Y	Y	N
	W2K Pro	Y	Y	N
Windows Server 2008R2	7	Y	Y	Y
	Vista	Y	Y	Y
	XP	Y	Y	N
	W2K Pro	Y	Y	N
Windows 2000 Professional Server & Advanced Server	7	Y	Y	N
	Vista	Y	Y	N
	XP	Y	Y	N
	W2K Pro	Y	Y	N
Windows XP Professional	7	Y	Y	N
	Vista	Y	Y	N
	XP	Y	Y	N
	W2K Pro	Y	Y	N
Windows Vista	7	Y	Y	Y
	Vista	Y	Y	Y
	XP	Y	Y	N
	W2K Pro	Y	Y	N
*RPCS driver has been discontinued.				

# Product Support Guide

## M022 / M024 / M026 / M028

Terminal Service and Citrix MetaFrame		
Server	Driver	
	PCL5c/6	PS
Win Server 2008R2	Y	Y
Win Server 2008	Y	Y
Win Server 2003	Y	Y
Win 2000 Server	Y	Y
Win Server 2003 + MetaFrame	Y	Y
Win 2000 Server + MetaFrame	Y	Y
Win Server 2003 + Citrix PresentationServer4.0	Y	Y
Win 2000 Server + Citrix PresentationServer4.0	Y	Y
Win Server 2003 + Citrix PresentationServer4.5	Y	Y
Win Server 2008 + XenApp5.0	Y	Y

\*RPCS driver has been discontinued.

\*XPS driver is not supported in the environment of terminal service and Citrix MetaFrame.

\*Even "Yes" is put in the cell, there is a case driver is not supported under the combination of FR and Service Pack of Meta Frame.

\*Following combinations of operating system and Citrix MetaFrame are supported.

Windows 2000 Server /Advanced Server

1. Windows Terminal Service (RDP protocol)
2. MetaFrame XP 1.0 SP1/SP2/SP3/SP4 /FR1/FR2/FR3 (ICA protocol)
3. MetaFrame PresentationServer3.0
4. Citrix PresentationServer4.0

Windows 2003 Server

1. Windows Terminal Service (RDP protocol)
2. MetaFrame XP 1.0 SP4 /FR3 (ICA protocol)
3. MetaFrame PresentationServer3.0
4. Citrix PresentationServer4.0
5. Citrix PresentationServer4.5

Windows 2008 Server

1. Windows Terminal Service (RDP protocol)
2. Citrix XenApp5.0

Mac OS Environment		
	PostScript3	Printer Utility for Mac

# Product Support Guide

## M022 / M024 / M026 / M028

Mac OS 8.6 or later, Mac OS X classic	N	N
Mac OS X Native: v.10.2 or later <sup>*1</sup>	Y	Y <sup>*2</sup>
*1: Mac OS X v10.0.x and v.10.1.x are not supported.		
*2: Mac OS X v10.2.0 is not supported.		
<b>UNIX Environment</b>		
<b>Supported platforms for Unix filter</b>		
UNIX Platforms	Version	
Sun Solaris	2.6/7/8/9/10	
HP-UX	10.x/11.x/11i v2/11i v3	
Red Hat Linux	6.x/7.x/8.x/9.x/Enterprise	
SCO OpenServer	5.0.6/5.0.7/6.0	
IBM AIX	V4.3 & 5L Version 5.1/5.2/5.3	

Novell Netware		
Netware Server	Supported Version	Netware 6.5
	Client OS	Windows 2000/XP professional/Vista/2008/7

### SAP R/3 Environment (Device Type / Barcode & OCR Package)

Device Type will be provided from SAP itself in SAP Printer Vendor Program.

For the detailed specification, please refer to another announcement to be issued in the future.

Supported Barcode & OCR Fonts	Barcode Fonts	Code 128, Code 39, Code 93, Codabar, 2 of 5 interleaved/Industrial/Matrix, MSI, USPS, UPC/EAN
	OCR Fonts	OCR A, OCR B

Printer Driver Features					
RPCS Features	PCL5c/6	PostScript3			XPS
		Windows		Mac OS X v.10.2 or later	
		2000/XP/Vista/7			
Send to job Binding	N	N	N	N	
Send to Document Server	Y	Y	Y	Y	
Sample Print	Y	Y	Y	Y	
Locked Print	Y	Y	Y	Y	
Hold Print	Y	Y	Y	Y	
Stored Print	Y	Y	Y	Y	
Stored Print(Shared)	Y	N	N	N	

## Product Support Guide M022 / M024 / M026 / M028

Store and Print	Y	Y	Y	Y
Store and Print(Shared)	Y	N	N	N
Reduce/Enlarge(Zoom/Scaling)	Y*1	Y	Y	Y
Reduce/Enlarge Centering	N	N	N	N
Fit to Paper Size	Y	Y	Y	N
Unauthorized Copy Control	N	N	N	N
Layout(N-up, Page per sheet)	Y	Y	Y	Y
Poster	N	N	N	N
Duplex	Y	Y	Y	Y
Booklet1	N	N	N	N
Booklet2(Magazine)	Y	Y	N	Y
Non-Reduction Booklet	Y	N	N	N
Watermark	Y	Y	Y	N
Overlay	N	N	N	N
Header/Footer	N	N	N	N
Adjust Image Position	N	N	N	N
Binding Margins	N	N	N	N
Collate	Y	Y	Y	Y
Punch	Y	Y	Y	Y
Staple	Y	Y	Y	Y
Cover Sheet(Front Cover)	Y	N	N	N
Front and Back Cover	Y	N	N	N
Slip Sheet	Y	N	N	Y
Chaptering	Y	N	N	N
Rotate by 180 degrees	Y	Y	Y	Y
Reverse Order Print	N	Y	Y	Y
Do not print Blank Pages	Y*2	N	N	N
Dithering	Y	Y	Y	N
Toner Saving	N	Y	Y	Y*3
Black Over Print	Y	Y	Y	N
CLP Color Simulation	Y	Y	Y	N
Print Priority Setting :Quality	N	N	N	N
Print Priority Setting :Speed	N	N	N	N
Print Priority Setting :High Speed	N	N	N	N
User ID	Y	Y	Y	Y
User Code	Y	Y	Y	Y
User Authentication	Y	N	N	N
Encryption/Encoding	Y	N	N	N
Mirror image Print	N	Y	N	N
Negative Image Print	N	N	N	N
Edge to Edge Print	Y	Y	Y	N
Limitation Seting	Y	N	N	N
Classification Code	Y	N	N	N

# Product Support Guide

## M022 / M024 / M026 / M028

### Utility Software

Software	Description
For GW Controller Font Manager	This software enables you to use screen fonts.
Smart Device Monitor for Admin	This software enables you to manage and monitor printers and other devices over the network.
DeskTopBinder – SmartDeviceMonitor for Client	This software enables you to access networked printers to print, monitor or to receive notifications. With DeskTopBinder Lite you can connect client computers to I/O devices enabling you to efficiently manage data.
Device Graphic Update Module	Device Graphic Update Module provides bitmap images used to represent the various statuses of devices graphically within Smart Device Monitor or Web Smart Device Monitor. Available on website.
Printer Utility for Mac	This is a utility for Macintosh that provides access to several network printing administrative features.
PS Descriptions	PPD for Mac By interacting with the Adobe PostScript 3 controller in the device, this PPD is able to produce an accurate representation of the screen image.
Mac OS X PPD Installer	This PPD installer is used to install a PPD (Postscript Printer Description) file on Mac OSX. PPD files contain descriptions of printer capabilities such as paper sizes, number of input trays and duplexing. Once the PPD file is installed on the system using the PPD installer, the PS driver that comes bundled with Mac OS X can use the information in the PPD to control the print device and enable full functionality. It supports the Mac OS X 10.1 or later. Please see the Readme file for information about compatibility with versions of Mac OS X.
LAN FAX Driver M10	This software enables you to fax documents directly from your computer. The Address Book Editor and Cover Sheet Editor are installed as well. This software requires the optional fax unit to be installed on the machine. M10 Driver
PCL 6 Driver	Printer driver for B/W printing in Windows. It supports HP PCL XL commands and is optimized for the Windows GDI. High performance printing can be expected.
PCL 5e Driver	Printer driver for printing in Windows. It supports HP PCL 5e commands.
DDST Print Driver PCL5e	Printer driver for Windows: The user-friendly DDST driver rasterizes print-data on the Windows host that is submitting the job. Data is submitted to the printer as PCL. This driver is only intended for use with DDST products that support PCL printing. Note: As this is a mini-driver, less functions are available than the PCL6 driver for DDST. This is downloaded from the web only
DDST Print Driver PCL6	Printer driver for Windows: The user-friendly DDST driver rasterizes print-data on the Windows host that is submitting the job. Data is submitted to the printer as PCL. This driver is only intended for use with DDST products that support PCL printing.
DDST TWAIN Driver	TWAIN scanner driver for network connections or USB.
Post Script Driver	By interacting with the Adobe PostScript 3 controller in the device, this driver is able to produce an accurate representation of the screen image.
GW Controller Network TWAIN Driver	TWAIN scanner driver for network connections with new features Combine/Series, compatible with SNMP V3 and Network Connection

# Product Support Guide

## M022 / M024 / M026 / M028

Software	Description
	Tool.

### Other MFP Support Information

Not Applicable

## Counters

- User Tools / Counter → Counter → OK → Print → Start
- User Tools / Counter → Arrow Down → System Settings → OK → Arrow up until Administrator Tools → OK → Arrow up until Display / Print Counter → OK → Print → Start
- Maximum 8 digits

# Product Support Guide

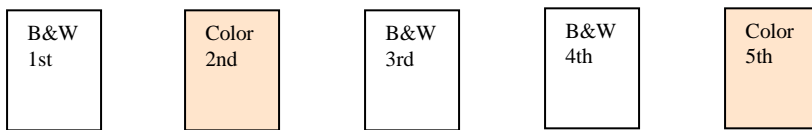
## M022 / M024 / M026 / M028

### Auto Color Selection (ACS)

The following is the same as the ACS mechanism on the previous model.

In B&W mode, B&W pages printed after a color page is counted as black and white. In ACS mode, these pages are counted as color mixed pages.

By default, once the ITB (image transfer belt) unit has moved into contact with all the color drums to print a color page, it remains in this position throughout the end of the job, even if there are B&W pages following the color page. (See Note 2 below). For example, when sending 10 copies of 5 originals as one job and only the second page contains color data, the ITB unit moves into contact with all the color drums just before printing the second page. It then remains in contact with the drums until all 50 pages have been printed out.



In this example, the counters would then increment as shown in the table below.

SP Number	Counter	Counter Value
SP8-581-004	D: Color	6
SP8-581-005	D: B&W	5
SP8-581-006	C: Color	2
SP8-581-007	C: B&W	3

D: Developments (Color = CMY drums, B&W = Bk drum)

C: Copies

The counters count up in the manner explained above, in order to accurately reflect the number of color and B&W outputs made. This means that when printing B&W pages after a color page has been printed, the color counters do not count up (even when the color drums and development units rotate). So the usage of the various drums is not reflected accurately.

On this model, there is an SP mode (Sp2-907-001: ACS Setting) which makes it possible to move the ITB back to the default position, separated from the four drums, in the middle of a job. The default is 0, which produces the same result as with previous products which use ACS, i.e. once the ITB contacts the four drums to print a color page, it does not separate from the drums until job end. All other values of this SP set the number of Bk sheets that need to pass the ITB consecutively for the ITB to return to default position. For example, with a setting of 3, the ITB will separate from the drums after three consecutive Bk sheets are printed (at that time, in the middle of the job). Changing the position of the ITB takes a few seconds and increases the wear on the drums.



# **Product Support Guide**

## **M022 / M024 / M026 / M028**

### **Paper**

#### **Recommended Throughput Material**

TBA

# Product Support Guide

## M022 / M024 / M026 / M028

### Non Recommended Throughput Material

Refer to pages in the Operators Instructions Hardware Guide.

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

- Aluminum Foil, Carbon paper,
- Conductive paper
- Paper meant for an inkjet printer
- Bent, folded, or creased paper
- Torn paper
- Thermal fax paper
- Art paper
- Paper with perforated lines
- Hemmed-edge paper
- Tab stock
- Slippery paper
- Perforated paper
- Rough paper
- Thin paper with little stiffness
- Paper with a dusty surface

### Special Paper

Not Applicable

# Product Support Guide

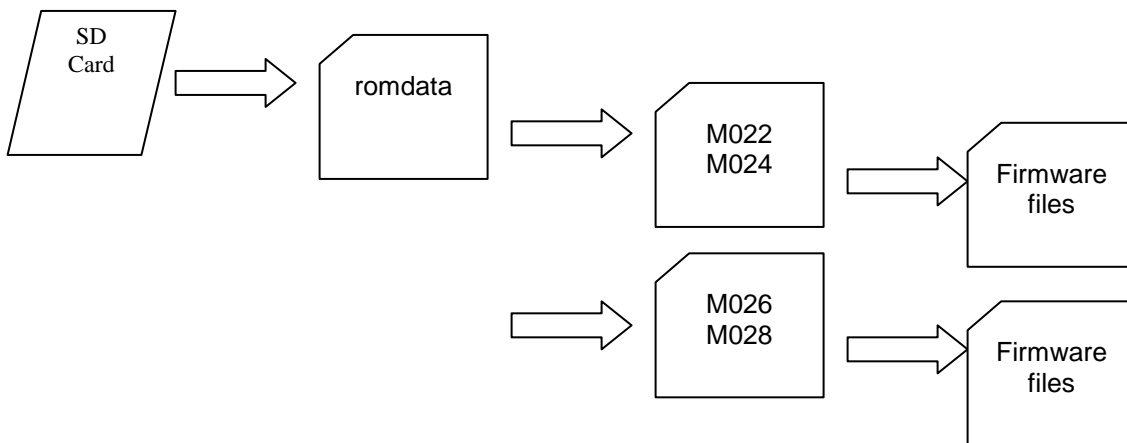
## M022 / M024 / M026 / M028

### Firmware Information

#### Firmware

Firmware SD Card	Firmware Type
ADF_MARCY	ADF_MARCY
Fax	Fax
Finisher_BLOCK	Finisher_BLOCK
Language Install	Lang
MediaPrint	MediaPrint
Network Support	NetworkSupport
NetworkDocBox	NetDocBox
OpePanel.EXP	LCDC
Option PctBrdg	Option PctBrdg
PCL	PCL
Printer	Printer
PS3/PDF	PS3/PDF
RemoteFax	RemoteFax
RPCS	RPCS
Scanner	Scanner
System/Copy	System/Copy
Web Support	Web Support
Web Uapl	Web Uapl

#### SD Card Arrangement



NOTE: Base machine, DDST and PCL for DDST require a IC card. When the GW controller is installed an SD card is require. For more information on the romdata folder structure refer to D359 printer/scanner option firmware update procedure.

# Product Support Guide

## M022 / M024 / M026 / M028

### 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
National Reclamation Center	(800) 557-4264 <a href="http://www.nrc-usa.com">http://www.nrc-usa.com</a>
Technology Solutions Center Web Site	<a href="http://www.tscweb.net">http://www.tscweb.net</a>
Configurator	<a href="http://www.connectivity-cafe.com">http://www.connectivity-cafe.com</a>
Ricoh Web Site	<a href="http://www.ricoh-usa.com/">http://www.ricoh-usa.com/</a>
Savin iLINC Web Site	<a href="http://www.savin.com">http://www.savin.com</a>
Headquarter Web Sites	Ricoh Corporation: <a href="http://www.ricoh-usa.com">http://www.ricoh-usa.com</a> Savin Corporation: <a href="http://www.savin.com">http://www.savin.com</a> Gestetner Corporation: <a href="http://www.gestetnerusa.com/">http://www.gestetnerusa.com/</a> Lanier Corporation: <a href="http://www.lanier.com">http://www.lanier.com</a>
Material Safety Data Sheets	(800) 336-MSDS (6737)
Ricoh University	973.882.2200. <a href="http://www.ricohuniversity.com">http://www.ricohuniversity.com</a>

# Product Support Guide

## M022 / M024 / M026 / M028

### Training Information

#### Documentation

Description	EDP Code	RFG E-Source Number
M022 / M024 / M026 / M028 Series Self-Paced Training Package	006175MIU	TBD
M022 / M024 / M026 / M028 Service Manual	006178MIU	rfg046113
M022 / M024 / M026 / M028 Parts Catalog	006179MIU	rfg046114
M022 / M024 / M026 / M028 Point-to-Point	006180MIU	rfg046115
M022/M024/M026M028 Operator Instructions Manual	NA	rfg046116

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

#### MFP Update Certified Service Personnel

# Product Support Guide

## M022 / M024 / M026 / M028

### Revisions

1.0 Original

1.1 Correct Developer Part Numbers

1.2 Correct Waste Toner Bottle part number, update Max PV Specs, Correct Toner Yield Measurement Method.