

# Product Support Guide

D220 MP C306

D196 MP C406

v1.2

Introduction September 2015

Replaces MP C305





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# Product Concept

- The launch of the MP C306 / MP C406 will provide a 30 / 40 ppm A4 desktop type Color MFP to replace the A4 monochrome products.
  
- The MP C306 / MP C406 will now have a standard Smart Operation Panel. This big change will help to open up a greater variety of various solutions with this product that were not available on the previous model due to the limited screen size.
  - Standard 10.1 intuitive operation panel display
  - Response speed will be drastically improved by updated OS



# New Smart Operation Panel

\*A customization is required to take advantage of the items written in red.



- GW controller
  - GW wireless LAN supports Wi-Fi Direct
  - Indicator for log storing is displayed
  - Removal of the limitation regarding import/export preferences
  - Managing of device preferences via a web server is supported
  - Ability to obtain logs from Web Image monitor is supported
  
- Smart operation panel
  - SMC includes Smart operation panel information
  - Wi-Fi direct support Wi-Fi Protected Setup
  - Customization is available per user
  - New 4 widgets are available
  - Smart operation panel settings are integrated into “User tools”
  - Bluetooth is implemented to Smart operation panel
  - Support for RICOH Smart Device Connector

# Feature Comparison to Previous Model

Description	D220 / D196	D117
Operation panel	10.1 inch smart operation panel (Cheetah-G2)	4.3 inch conventional operation panel
Log-storing function	Supported	Not supported
SFU (Smart Firmware Update)	Supported	Not supported
Laser Unit	1 laser beam (D220), 2 laser beams (D196)	1 laser beam
Yield of PCDU CMY (Target Color Ratio)	36k prints (30%)	24k prints (20%)
Image Transfer	Indirect transfer	Direct transfer
Paper Transfer	Attraction transfer (Paper transfer bias is applied to the paper transfer roller.)	Repulsion transfer (Paper transfer bias is applied to the ITB drive roller.)
	Constant contact (No release mechanism)	Contact/release mechanism
Main Power Switch	Push switch (DC switch)	Rocker switch
NFC (Near Field Communication) Reader	Option ( <a href="#">NFC Card Reader Type M13</a> )	N/A
HDD and VM	Standard	Option
Anti-condensation heater for mainframe	Service part	N/A



# Standard Configuration

Model	Launch Date	Product Code	EDP Code	Serial Number Prefix	Speed
MP C306	09/18/2015	D220	417333	G44yPmxxxxx	30/30 (LT) ppm
MP C406	01/06/2016	D196	417332	G13yPmxxxxx	40/35 (LT)ppm

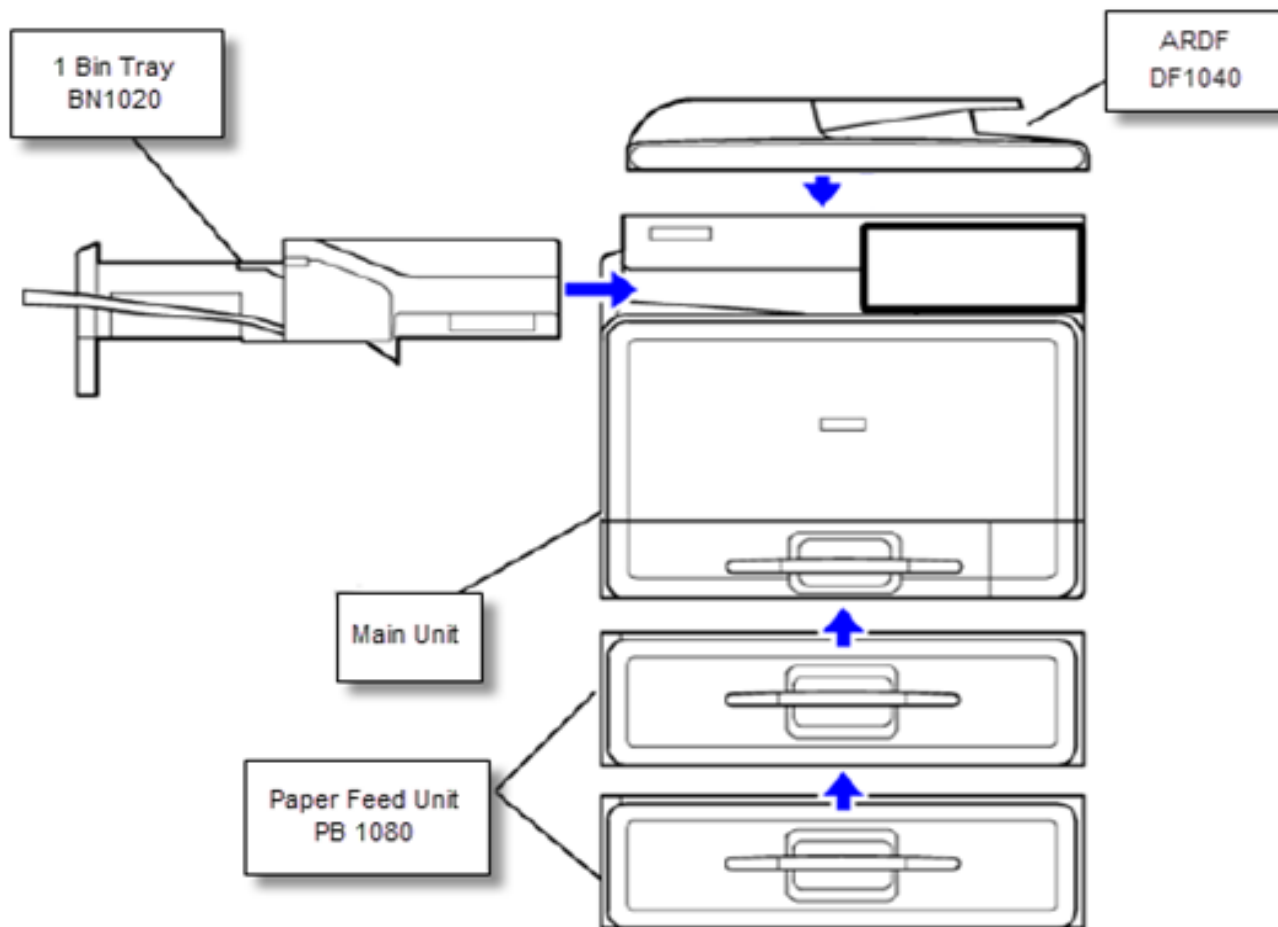
- Printing
- Scanning
- Fax
- 10.1" Smart Operation Panel
- 2GB Ram, 320 GB HDD
- 1 x 250 sheet paper tray
- 100 sheet Bypass Tray
- Auto duplexing





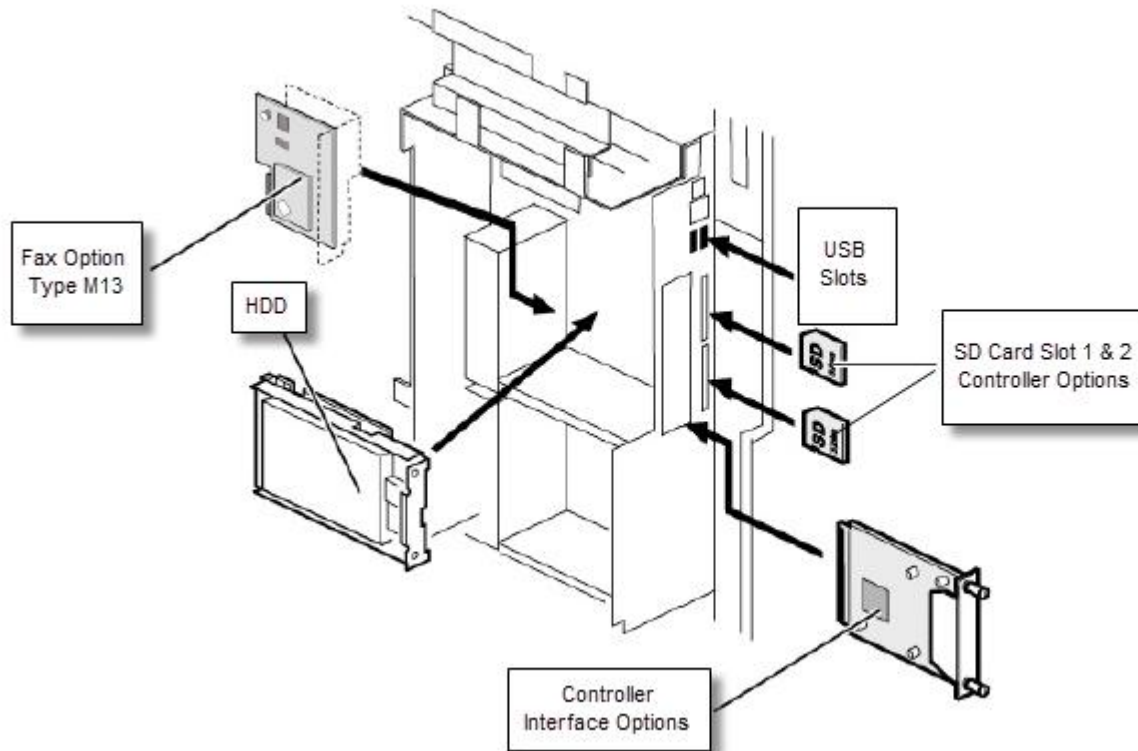


# Configuration





# Controller Configuration



# Options

Item	Description	Product Code	EDP Code	Common / Unique	Notes
PB 1080	Paper Feed Unit	D57357	417426	Unique	
BN1020	1Bin Tray BN1020	D57457	417413	Unique	
Camera Direct Print Card Type M13	Pictbridge	D3AC00	417356	Unique	
XPS Direct Print Option Type M13	XPS Direct Print	D3AC02	417357	Unique	
Fax Connection Unit Type M13	Fax Connection Unit	D3AA00	417351	Unique	
OCR Unit Type M13	OCR Unit	D3AC23	417428	Unique	
NFC Card Reader Type M13	NFC Card Reader	D3AC21	417112	Unique	
Data Overwrite Security Unit Type I	Data Overwrite Security	D36212	416372	Common	Std DOSS offered is non-CC version
Copy Data Security Unit Type G	Copy Data Security	D64041	416391	Common	D117
IEEE 1284 Interface Board Type A	IEEE1284	B67917	411699	Common	D117
IEEE 802.11a/g/n Interface Unit Type M2	IEEE 802.11a/g/n	D64527	416572	Common	D197
USB Device Server Option Type M12	USB Device Server	D3A728	417084	Common	D197

# Options – Cont'd

Item	Description	Product Code	EDP Code	Common / Unique	Notes
File Format Converter Type E	File Format Converter	D37704	414007	Common	D084, D104, D117
Embedded HotSpot Type S	Embedded HotSpot Type S		415620	Common	D197
Optional Counter Interface Unit Type M12	Optional Counter Interface Unit Type M12	B87021	417111	Common	
Unicode Font Package for SAP 1 License	Unicode Font Package for SAP 1 License	B86901	413009	Common	D084, D128
MPC305 Low Cabinet	Low Cabinet		100468FNG	Common	D117
MPC305 Medium Cabinet	Medium Cabinet		100469FNG	Common	D117
MPC305 High Cabinet	High Cabinet		100470FNG	Common	D117
ESP XG-PCS-15D	ESP XG-PCS-15D		006428MIU	Common	D117
External USB Keyboard	External USB Keyboard (No Bracket)		1002266FNG	Common	D117



# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install	Comments
Original Feeding	Platen Cover PN1010	-	ARDF DF1030	-
	ARDF DF1040	-	Platen Cover PN1010	-
Paper Feeding	Paper Feed Unit PB1080	-	-	Up to 2 units
1 Bin Tray	1 Bin Tray BN1020	-	-	-
Fax	Fax Connection Unit Type M13	Fax Option Type M13 for (Center machine)	-	-
Printer Option	Camera Direct Print Card Type M13	-	-	-
	XPS Direct Print Card Type M13	-	-	-
Network Option	IEEE 1284 Interface Board Type A	-	File Format Converter	-
	IEEE 802.11a/g/n Interface Unit Type M2	-	File Format Converter	-
	USB Device Server Option Type M12	-	-	-
Security	Copy Data Security Unit Type G	-	-	-
	Data Overwrite Security Unit Type I	-	-	-
	Enhanced Security HDD Option Type M10	-	-	-



# Option Compatibility – Cont'd

Item	Description	Product Code	EDP Code	Common / Unique
Others	Unicode Font Package for SAP 1 license	-	-	-
	Optional Counter Interface Unit Type M12	-	-	-
	OCR Unit Type M13	-	-	-
	File Format Converter Type E	-	IEEE 802.11a/g/n IEEE1284	-

# Supplies & Yields

Description	EDP Code	Yield
Print Cartridge Black MP C406	842091	17,000*
Print Cartridge Cyan MP C406	842092	6,000*
Print Cartridge Magenta MP C406	842093	6,000*
Print Cartridge Yellow MP C406	842094	6,000*
Drum Black	D2140121	60,000
Drum Cyan	D2140122	36,000
Drum Magenta	D2140123	36,000
Drum Yellow	D2140124	36,000

No Starter Toners

Note: \* A4, 5% chart is used to measure the yield.

ACV = 2K

Max CV = 5K



# Target Reliability

Model	PM Cycle	AMV	Max MV
MP C306	60k	APV: 2k/Month	APV: 5k/Month
MP C406	90k	APV: 2k/Month	APV: 5k/Month

## Notes:

- The figures above are calculated based on the following:
- PM is regularly performed.
- Recommended paper types are used.
- The machine is installed under operable environmental conditions
- A4 (LT) short-edge feed
- Image coverage ratio: 5%
- 2P/J
- Color ratio: 30%



# PM Parts - Mainframe

Part Number	Description	Expected Yield (Pages)	Unique Or Common
<b>PCDU</b>			
D2140121 (*2)	PCDU-K (MP C306)	60k	U
D2140125 (*2)	PCDU-K (MP C406)	60k	U
<b>Fusing Unit</b>			
D1964037 (*1)	Fusing Sleeve Belt Assembly - NA	60k* (3) MP C406	U
<b>Other</b>			
D1176401	Waste Toner Bottle	90k	C (MP C305)

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

- A4 (LT) short-edge feed
- 5% image coverage ratio
- Color ratio: 30%
- 2 print/job
  
- Refer to slide 18 for additional expected yields.

\*1 Fusing Sleeve Belt Assembly is prescribed as a PM part for the *MP C406 only*.

\*2 PCDU-K for the MP C306 and MP C406 are different and incompatible.

\*3 The Fusing Sleeve Belt Assembly (prescribed as a PM part only for the MP C406 model) is to be replaced independently at every 60k except when the entire fusing unit needs to be replaced, which is at 120K.

# Yield Parts - Mainframe

Part Number	Description	Expected Yield (Pages)	Unique Or Common
<b>PCDU - The color PCDUs are treated as EM parts, as the actual yield of these units depends on the actual color ratio. Refer to slide 20</b>			
D2140122	PCDU-C	36k	U
D2140123	PCDU-M	36k	U
D2140124	PCDU-Y	36k	U
<b>Fusing Unit - Due to their durability and extended service life, the below parts are treated as EM parts. Refer to slide 20</b>			
D1964034	Fusing Unit – NA	120K	U
<b>Transfer - Due to their durability and extended service life, the below parts are treated as EM parts. Refer to slide 20</b>			
D1966002	ITB Unit	120K	U
D1966201	PTR Unit	120K	U
<b>Paper Feed</b>			
D1172851	Feed Roller	120k	C (MP C305)
D1172872	Friction Pad	120k	C (MP C305)
AF031092	Feed Roller – Bypass Tray	120k	C (MP C305)

# Yield Parts - Peripheral

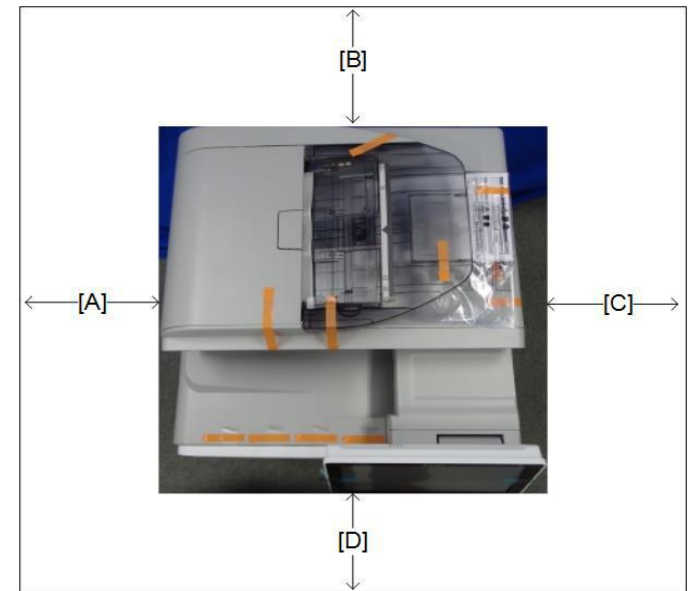
Part Number	Description	Expected Yield (Originals)	Unique Or Common
<b>ARDF</b>			
D6063112	Separation Pad	30k	C (MP C305)
D6062113	Pick-up Roller	45k	C (MP C305)
D6062111	Feed Roller	45k	C (MP C305)
<b>Paper Feed Unit</b>			
AF031063	Feed Roller	120k	C (MP C305)
D5732908	Friction Pad	120k	C (MP C305)

# Color Ratio

	1P/J			2P/J			3P/J			4P/J			5P/J		
	20%	24%	30%	20%	24%	30%	20%	24%	30%	20%	24%	30%	20%	24%	30%
<b>Black PCU</b>	42k	41k	40k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k
<b>Color PCU</b>	23k	23k	23k	35k	35k	36k	36k	36k	36k	36k	36k	36k	36k	36k	36k
<b>Fusing Sleeve Assembly</b>	28k	27k	27k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k	60k
<b>Fusing Unit</b>	62k	61k	61k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k
<b>ITB Cleaning Unit</b>	83k	82k	80k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k
<b>Paper Transfer Roller Unit</b>	83k	82k	80k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k	120k
<b>Waste Toner Bottle</b>	85k	85k	85k	90k	90k	90k	96k	96k	96k	98k	98k	98k	-	-	-

# Installation Requirements

- Power requirements
  - Input voltage level: 120 to 120V, 60 Hz 15 Amp
  - Do not use an extension plug or cord
  
- Footprint
  - A: Over 70 mm (2.8”) Base Machine  
Over 120 mm (4.7”) w/1-Bin Tray Unit
  - B: Over 100 mm (3.9”)
  - C: Over 402 mm (15.8”)
  - D: Over 420 mm (16.5”)
  
- Weight
  - Under 45.0 kg (99.2lbs) ARDF Model



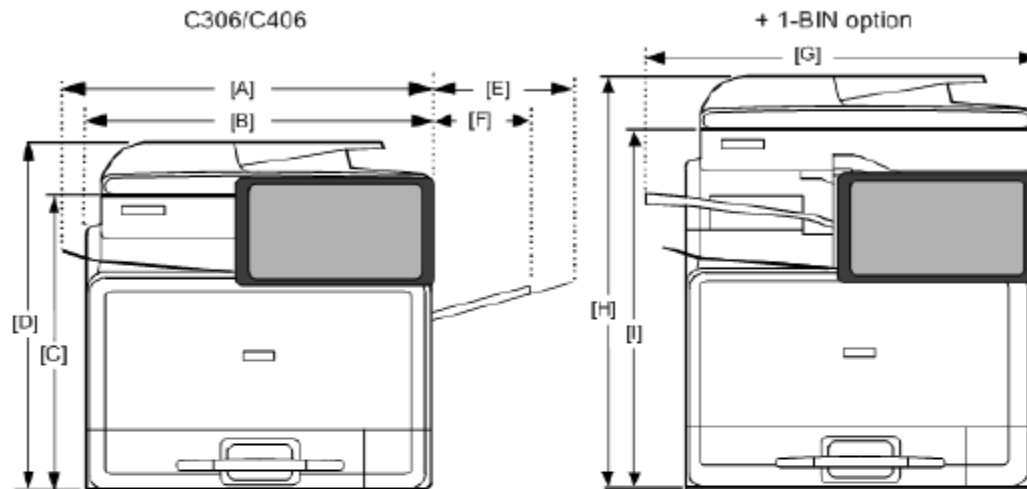
d196z2355



# Dimensions

W×D×H (including ARDF and operation panel):

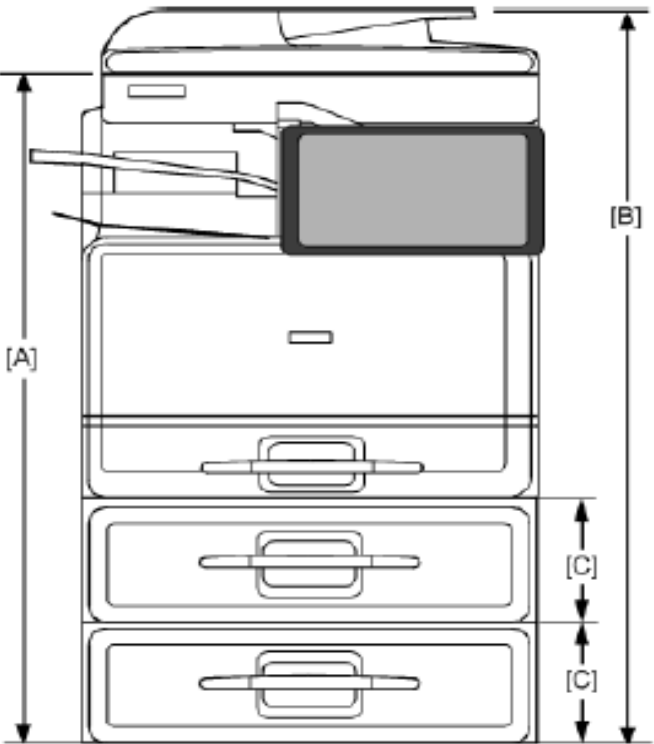
510 × 588 × 505 mm (20.1" × 23.1" × 19.9")



Callout	mm (inch)	Callout	mm (inch)
[A]	558.2 mm (approx. 21.9")	[F]	203.7 mm (approx. 8.02")
[B]	510 mm (approx. 20.1")	[G]	566 mm (approx. 22.3")
[C]	425 mm (approx. 16.7")	[H]	590 mm (approx. 23.2")
[D]	505 mm (approx. 19.9")	[I]	510 mm (approx. 20.1")
[E]	256.2 mm (approx. 10.1")		



# Dimensions – cont'd

	Callout	Note
	[A] 808 mm (approx. 31.8")	With 1-Bin Tray Unit
	[B] 888 mm (approx. 35.0")	[A] + ARDF
	[C] 149 mm (approx. 5.9")	Paper Feed Unit PB1080

# Installation Times

Peripheral	Installation Times (minutes)
Paper Feed Unit PB1080	10
1 Bin Tray BN1020	15
Fax Connection Unit Type M13	10
IEEE 802.11a/g/n Interface Unit Type M2	5
IEEE 1284 Interface Board Type A	5
Camera Direct Print Card Type M13	5
XPS Direct Print Option Type M13	5
USB Device Server Option Type M12	5
File Format Converter Type E	10
Copy Data Security Unit Type G	10
Data Overwrite Security Unit Type I	10
OCR Unit Type M13	5
Optional Counter Interface Unit Type M12	10
NFC Card Reader Type M13	10





# Storage / Transportation

	Storage	Transportation
Mainframe	Temperature -30~45 Celsius Humidity 15~80%RH Storage Period 12 Months Max Stack 5	Temperature -30~45 Celsius Humidity 15~95%RH Max Stack 3



# Training Information

The MP C306 / MP C406 will *only* be available as a Self-Paced online training. It is designed for Service Professionals who have completed the following courses:

- Technology Essentials
- Digital Color Basics
- Smart Operation Panel

Description	RFG E-Source Number
Operating Instruction	rfg068936
Point-to-Point	rfg068927
Parts Catalog	rfg068928
Service Manual	rfg068926

Please refer to the <https://ricohusa.csod.com/client/ricohusa/default.aspx> site for the most up to date training information.

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

# Contact Information

Name	Contact
Technical Services Call Center (Hotline)	Parts: (800) 333-3147 Ricoh: (800) 537-4264 Savin: (800) 291-6044 Lanier: (800) 346-6057 Canada: (800) 922-4072 Solutions: (888) 424-1573 Customer Support (800) 577-4264 Automated Services: (866) 239-8494 <a href="mailto:myricoh@ricoh-usa.com">myricoh@ricoh-usa.com</a> Printer/Scanner/Projector Support: (800) 742-6438 Dealer Printer Customers: (800) 972-8796 Warranty Processing: (800) 557-4264
Hytec Parts and Logistics Control	(800) 883-1001 <a href="http://www.hytecrepair.com">www.hytecrepair.com</a>
Technology Solutions Resource Center	<a href="http://www.tscweb.net">http://www.tscweb.net</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> Lanier Corporation: <a href="http://www.lanier.com">http://www.lanier.com</a>
Material Safety Data Sheets	(800) 336-MSDS (6737) <a href="http://msds.ricoh-usa.com/msds/">http://msds.ricoh-usa.com/msds/</a>
Ricoh Learning Institute	(866) 239-8494 email address: <a href="mailto:ricohlearninginstitute@ricoh-usa.com">ricohlearninginstitute@ricoh-usa.com</a>



## Solutions Support and Escalation Intake Guide

<http://rfg-esource/nj03ntas02/groups/public/documents/communication/rfg057276.pdf>

### Required Information for Hardware Issues

- Symptom
- Possible cause
- Description and result of the action taken
- Parts replaced
- Model type and serial number
- Printer configuration sheet and maintenance report sheet
- Occurrence frequency
- Whether or not the symptom could be duplicated on a lab machine (YES/NO)
- Occurrence conditions
- When the symptom start to appear
- Optional equipment information
- Results after installing the units/options on another machine
- Whether or not have any customized parts been applied
- Log-storing data (controller, engine, and operation logs) with SP5-857
- SMC Report (SP5992-001)

## Required Information for Computer connectivity problems:

- Printer configuration page
- Any actions already taken (step-by-step)
- Computer specifications (manufacturer, model, type, CPU, memory, etc.)
- OS and applications installed (versions and service packs)
- Driver and utilities used (versions and service packs)
- Network environment (protocol, topology, address, and configuration)
- Network packet capture/print capture file
- Document originals (files)
- PIF (Problem Information Form)
  - PIFs can be downloaded from the Global Knowledge:
  - [http://tscweb.custhelp.com/app/answers/detail/a\\_id/119457](http://tscweb.custhelp.com/app/answers/detail/a_id/119457)



# Revisions

- 1.0 Original
- 1.1 Table of Contents Added and Workflow Rearranged
- 1.2 Added the MP C406 information

**RICOH**  
imagine. change.