

## Product Support Guide Model M257

### Introduction

#### Model Type

Color Printer

#### Launch Date

07/16/15

2/2/16

#### Serial Number Prefix

X68yfmxxxxx

Y01yPmxxxxx

#### Product Code

M257

M0AC-17

### Brand/Model Name

Product Code	Lanier	Ricoh	Savin
M257	SP C440DN	SP C440DN	SP C440DN
M0AC-17	SP C435DN	SP C435DN	SP C435DN

### Product Concept

#### SP C440DN

A flagship A4 Color Laser Printer with Low TCO and High Paper Capacity. The new SP C440DN is a high-performance, reliable color laser printer with an aggressive Total Cost of Ownership. The new features from the predecessor are as follows:

- 42 ppm
- Eco-night sensor can now detect light and power OFF and ON automatically.
- Additional network interface port (optional)
- Central Address Book Management
- Remote Power-Off
- MFP Browser: PDF Viewer
- Changing the default driver settings for the "Color Profile" setting by manually editing the RCF file (.rcf) or JSON file (.json) in a driver package

#### SP C435DN

- At 37ppm this is our acquisition cost model. It is positioned to small businesses and workgroups that have lower volume requirements and high emphasis on low hardware acquisition cost while - businesses that still demand high quality printing, a robust feature set and media flexibility.



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## Main Frame

Item	Model Name	EDP Code	Notes
M257	Lanier Ricoh Savin	407773	42-PPM Color Printer. Main unit includes a 550-sheet Paper Tray, 100 sheet Bypass Tray, 1 GB RAM and integrated Duplex. Adobe PostScript 3, Gigabit Ethernet and USB 2.0 connectivity is provided standard. Ships with Starter Toner.
M0AC-17	Lanier Ricoh Savin	407997	37-PPM

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

## Order Number

## Options

Item	Description	EDP Code	Product Code	Common / Unique
Paper Feed Unit	Paper Feed Unit PB1020	406681	M384	Common
Tip-resistant caster table	Caster Table Type C	406755	M393	Common
IEEE802.11a/b/g/n	IEEE802.11 Interface unit Type O	407113	M417-06	Common
IEEE1284/ECP	IEEE1284 Interface Board Type A	411699	B697	Common
NIC2 Port Option	USB Device Server Option Type M12	417084	417084	Common
HDD Option	Hard Disk Drive Option Type P7	407776	--	Unique
IPDS Option	PDS Unit Type P7	407777	407777	Unique

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Item	Description	EDP Code	Product Code	Common / Unique
VM Card Option	VM Card Type P7	407784	M479-08	Unique
XPS Option	XPS Direct Print Option Type P7	407781	407781	M257 only
Medium Cabinet	Medium Cabinet Type C430	52111MIU	NA	Common
Tall Cabinet	Tall Cabinet Type C430	52121MIU	NA	Common
Locking Paper tray	Locking Paper tray	PB1020TE	407936	

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## Supplies/Yields

Item	Name	Order Code	Target Yield
<b>Lanier / Ricoh / Savin</b>			
<b>K</b>	Toner Black	Print Cartridge Black SP C430A/C435A	M257 821105 M0AC-17 821243 M257/21kpages M0AC-17/11k pages
<b>Y</b>	Toner Yellow	Print Cartridge Yellow SP C430A/C435A	M257 821106 M0AC-17 821244 M257/24kpages M0AC/13k pages
<b>M</b>	Toner Magenta	Print Cartridge Magenta SP C430A/C435A	M257 821107 M0AC-17 821145 M257/24k pages M0AC-17/13k pages
<b>C</b>	Toner Cyan	Print Cartridge Cyan SP C430A/C435A	M257 821108 M0AC-17 821246 M257/24kpages M0AC-1713k pages
Transfer Unit	Transfer Unit SP C430 (Image Transfer Belt Unit, Paper Transfer Roller)	406664	100K pages
Waste Toner Bottle	Waste Toner Bottle SP C430	406665	50K pages
Fusing Unit	Fusing Unit SP C430 (with 3 x Dust Filter)	406666	120K pages
Black PCDU	Black Drum Unit SP C430	407018	50K pages
Color PCDU	Color Drum Unit SP C430	407019	50K pages

Supply Yield Condition:

- Starter Toners 3,000
- Declared yield value in accordance with ISO/IEC 19798.
- Based on 5% coverage at 2 pages/job and 50% color ratio LT short-edge feed

## 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.

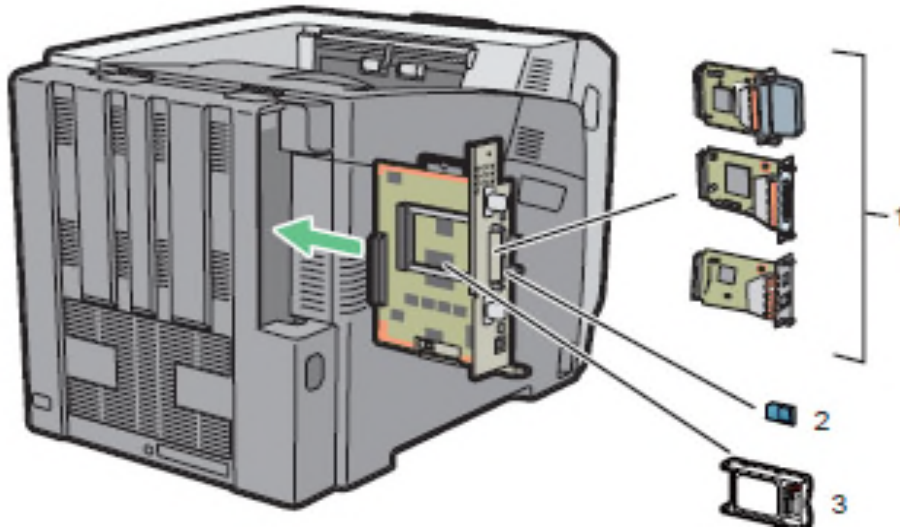
**Savin/Lanier:** You must attach the model label (provided) to the front cover and set the Plug and Play name with SP 5-907.

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## Configuration

### Main Frame Configuration



### Option Board Slot / SD Card Assignments

No.	Options		Remarks
1	IEEE1284 Interface Board Type A (B679-17)	U	I/F slot (can only use one at a time)
1	IEEE802.11 Interface unit Type O (M417)	U	
1	USB Device Server Option Type M12	C	
2	VM CARD Type P7	U	SD slot 1 (can be merged together with SP 5-873 merge only on to VM card)
2	IPDS Unit Type P7	U	
2	XPS Direct Print Option Type P7	U	
3	Hard Disk Drive Option Type P7	U	



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## Feature Comparison To Previous Version

		M257/M0AC-17	M065	M066
<b>PPM (Color A4/LT)</b>		40/42 35/37 ppm	35/37 ppm	40/42 ppm
<b>PPM B&amp;W A4/LT)</b>		40/42 35/37ppm	35/37 ppm	40/42 ppm
<b>CPU Speed</b>		533 MHz	600MHz	
<b>Memory (Std./Max.)</b>		1 GB/1 GB	384MB/768MB	768MB/768MB
<b>Hard Disk Drive</b>		320 GB option	80 GB option	80 GB Standard
<b>Interface</b>	Ethernet	Gigabit Ethernet std	Ethernet Standard	
	Wireless Option	IEEE802.11a/b/g/n	IEEE 802.11 a/g	
	Gigabit Ethernet	Standard	Option	
	NIC2 Port (Type M12)	Option	NA	
<b>Stored Print</b>		Option	Option	Standard
<b>Locked Print</b>		Option	Option	Standard
<b>Hold Print</b>		Option	Option	Standard
<b>HDD Overwrite Security</b>		Standard w/HDD	Option	

## 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 10-6oz/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.

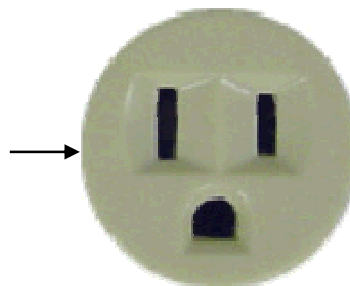
Do not place machine where it will be exposed to corrosive gas or vapor.  
 Do not install the machine at any location over 2,000m (6,500 ft.) above sea level.  
 Place the machine on a strong and level base. Inclination on any side should be no more than 5mm (0.2")  
 Do not place the machine where 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

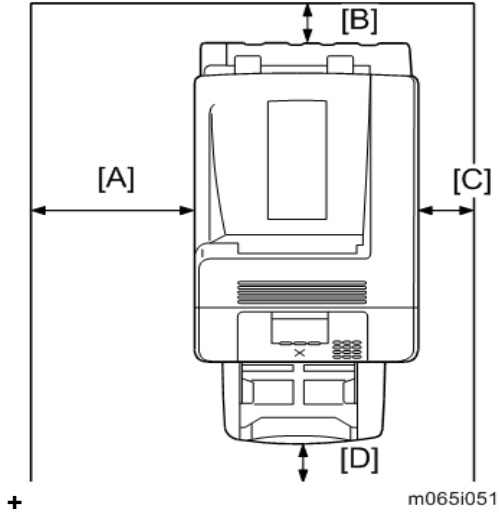
### Power Requirements

Input voltage level: 120 - 127 V, 60Hz:12A  
 Permissible voltage fluctuation: NA: ±8.66 %/  
 Do not place anything on power cord.  
 The required wall outlet is a NEMA 5-15R (receptacle)



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## Space



- A (Front) 500 mm (19.7")
- B (Left) 20mm (0.8")
- C (Rear) 100 mm (4.0")
- D (Right) 700 mm (27.6")

Above the machine: Over 350 mm (13.8")  
 Put the machine near the power source with the clearance.

## Foot Print

Dimensions (W x D x H): 444 mm x 658mm x 490mm (17.48" x 25.91" x 19.29")

NOTE: Measurement Conditions: With bypass feed table closed.

## Consumption / Noise Emission

### Power Consumption

	Auto Switch	Power Consumption (Main unit)	BTU	Recovery Time
<b>Panel Off</b>	Default: 6 minutes (1/ 5/ 15/ 30/ 45/ 60/ 120/ 240 minutes)	0.53W	1.808	46 sec
<b>Auto OFF (Sleep)</b>				
<b>10 sec recovery mode</b>	Default: 1 minute (1/ 5/ 15/ 30/ 45/ 60/ 120/ 240 minutes)	150 W or less	511.821	10 sec or less
<b>Low Consumption Mode</b>	Default: 1 minute (1/ 5/ 15/ 30/ 45/ 60/ 120/ 240 minutes)	110 w or less	375.335	26 sec or less

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	Auto Switch	Power Consumption (Main unit)	BTU	Recovery Time
<b>ECO Night Sensor *1 (Auto power off)</b>	Default: 120 minutes (1, 5, 30, 60, 120 minutes)	0.09 W	0.307	50 sec or less

## Noise Emission

Sound Power Level	Standby / Energy Saving	45dB(A)
	Printing	Mainframe
		Complete System
Sound Pressure Level	Standby / Energy Saving	39dB(A)
	Printing	Mainframe
		Complete System

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

## Installation Times

**Mainframe: 30 minutes**

### Peripherals:

PERIPHERALS	INSTALLATION TIME (MINUTES)
Paper Feed Unit PB1020	10
Caster Table Type C	15
IEEE802.11 Interface unit Type O	5
IEEE1284 Interface Board Type A	3
USB Device Sever Option Type M12 (NIC2 Port Option)	5
Hard Disk Drive Option Type P7	5
IPDS Unit Type P7	3
XPS Direct Print Option Type P7	3
VM CARD Type P7	3

NOTE: The above figures are based on actual test installations and follow-up verifications performed by RCL Service.

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## Storage/Transportation

	Storage		Transportation		
	Temperature	Humidity	Temperature	Humidity	Storage Period
Main unit	-30°C to 50°C	15%~80%	-30°C to 50°C	15%~95%	12 months
Toner	-30°C to 50°C 50° F to 89.6° F	15%~80%	-30°C to 50°C 50° F to 89.6° F	15%~80%	24 months
Photoconductor					
Developer					

NOTE: \*1) Temperature gradient should be under 20°C/hour and absolute moisture under 0.026kg/kg. Please prevent from dewfall.

NOTE: 2) Possible to store within 1 month in a temperature of 35 to 40°C.

NOTE: \*3) Possible to store within 12 hours in a temperature of 41 to 50°C.

## Parts / Special Tools / Maintenance

### User maintenance

This product has been designed for user maintenance. The maintenance parts in the table below have been prepared as supplies. User maintenance are fundamentally performed by replacing these supplies

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

Item	Expected Yield	Q'ty/ Unit	Product code	EDP	Unique or Common
PCDU – Black	50k	1	M87501	407018	C (M066)
PCDU – Color (PCBU – C, M, Y)	50k	1	M87502	407019	C (M066)
Transfer unit (Image transfer belt unit, Paper Transfer Roller)	100k	1	M87503	406664	C (M066)
Waste Toner Bottle	50k	1	M87504	406665	C (M066)
Fusing unit, (with 3 x Dust filter)	120k	1	M87505	406666	C (M066)

The figures above are calculated based on the following:

- A4 (LT) short-edge feed
- 5% image coverage ratio
- 2 prints/job

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## Service Maintenance

- Technicians should replace the following parts when the counters reach their targets

	Number of Prints (k prints)		
	1P/J	2P/J	3P/J
PCDU – Black	36k	60k	60k
PCDU – C	36k	60k	60k
PCDU – M	36k	60k	60k
PCDU – Y	36k	60k	60k
Image Transfer Belt Unit	118k	180k	180k
Paper Transfer Roller	118k	180k	180k
Fusing Unit	70k	120k	120k

•

## Supply items

The following items are supplied as supply items. The table shows the expected yield figures for these items when replaced by technicians using meter click charge mode.

## PM Parts / Yields

	Number of Prints (k prints)		
	1P/J	2P/J	3P/J
Black PCU	30k	50k	50k
Color PCU	30k	50k	50k
Transfer Unit	66k	100k	100k
Fusing Unit	70k	120k	120k

## Mainframe

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## Service parts

The following items are available as service parts. The table shows the expected yield figures for these items when replaced by technicians using meter click charge mode.

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

Item	Expected Yield	Q'ty/Unit	Part number	Unique or Common
PCDU – C	60k	1	M0662015	C
PCDU – M	60k	1	M0662016	C
PCDU – Y	60k	1	M0662017	C
Image Transfer Belt Unit	180k	1	M0660600	C
Paper Transfer Roller	180k	1	M0666200	C
Fusing Unit	120k	1	M0664011	C

NOTE: The figures above are calculated based on the following:

- A4 (LT) short-edge feed
- 5% image coverage ratio

## Special Tools & Lubricants

Item	Part Number	Description	Q'ty	Unique or Common
1	B6455010	SD Card 128MB for Firmware Update	1	C (General)
2	B6455020	SD Card 1GB for Firmware Update	1	C (General)
3	B6455030	SD Card 2GB for Firmware Update	1	C (General)
4	B6455040	SD Card 8GB for Log Storing	1	C (General)
5	B6456705	SD-Card Adapter	1	C (General)
6	B6456820	SD- Card USB Reader/Writer	1	C (General)
7	VSSM9000	Digital Multimeter – FLUKE87	1	C (General)
8	C401 9503	20X Magnification Scope	1	C (General)
9	A2579300	Grease Barrierta – S552R	1	C (General)
10	52039502	Silicon Grease G-501	1	C (General)
11	D0159500	G104 YELLOW TONER	1	C (General)
12		Ricoh System Information Tool (Support Tool Version 2) - Basic version - Mail version - Rlogtool (for use with GW controller)	1	C (General)

NOTE: A PC (Personal Computer) is required for creating the Encryption key file to an SD card when replacing the controller board for a model in which HDD encryption has been enabled.

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## Target Reliability

Model	M257/M0AC-17
Average Monthly Volume	3.2k/2k Prints
Max. Monthly Volume	20k/10k Prints
PM Interval	150k/80k Prints

## Specifications / Documentation

Controller		
Print Speed M257	1-sided	Black/Full Color : 40ppm (A4/LEF), 42ppm (LT/LEF)
	2-sided	Black/Full Color : 40ppm (A4/LEF), 42ppm (LT/LEF)
M0AC-17	1-sided	Black/Full Color : 35ppm (A4/LEF), 37ppm (LT/LEF)
M0AC-17	2-sided	Black/Full Color : 35ppm (A4/LEF), 37ppm (LT/LEF)
First Print		Black: 10 sec or less (A4/SEF, LT/ SEF) Full Color : 15 sec or less (A4/SEF, LT/ SEF)
Warm-up		50 sec or less
Processor		533 MHz
Memory	Std/Max	1GB/1GB
HDD		Option (320GB)
Resolution		1200dpi×1200dpi 600dpi×600dpi 1200dpi: 1bit 600dpi: 2bit/1bit
Interface	Std	Gigabit Ethernet(10BASE-T/100BASE-Tx/1000BASE-T), USB2.0(Type A & B), SD Card Slot (2 ports)
	Option	IEEE802.11a/b/g/n, IEEE1284, NIC2 Port
Language	Std	PCL5c/6, PostScript 3, PDF
	Option	IPDS(*1), XPS(*2),
Font		PCL:45 fonts + International Fonts 13 fonts PS3/PDF: 136 fonts IPDS: 108 fonts (Option)
Operating Systems		Windows XP/Vista/7/8/8.1/Server2003/2008/R2/2012/R2 CPS/XenApp *PCL/PS only, MacOS (X10.7 or later ) *PS only, Netware/OES *PCL only
Network Protocols		TCP/IP (IPv4/IPv6)
Windows Authentication		Yes
LDAP Authentication		Yes
Kerberos		Yes
Basic Authentication		Yes
User Code Authentication		Yes
802.1.x Wired Authentication		Yes

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<b>Controller</b>		
Wireless LAN Security		WEP, WPA2
Input Paper Capacity (80g/m <sup>2</sup> , 20lb. Bond)	Std Tray	550 sheets
	Bypass	100 sheets
	Option	550 sheets (Up to 3 paper feed units can be added)
	Max	Machine Size
Paper Size	Std Tray	A4*, A5*, A6*, B5 JIS*, B6 JIS*, Legal*, Foolscap*, Letter*, Folio*, F/GL*, 8 1/2" x 13 2/5", Executive*, Half Letter*, Com10*, Monarch*, C5*, C6*, DL Env*, 16KAI*, Custom* Custom size: Min. 98mm x 148mm (3.9" x 5.9"), Max. 216mm x 355.6mm (8.5" x 14.0")
	Bypass	A4*, A5*, A6*, B5 JIS*, B6 JIS*, Legal*, Foolscap*, Letter*, Folio*, F/GL*, 8 1/2" x 13 2/5", Executive*, Half Letter*, Com10*, Monarch*, C5*, C6*, DL Env*, 16KAI*, Custom* Custom size: Min. 70mm x 127mm (2.8" x 5.0"), Max. 216mm x 1,260mm (8.5" x 49.6")
	Option	A4*, A5*, A6*, B5 JIS*, B6 JIS*, Legal*, Foolscap*, Letter*, Folio*, F/GL*, 8 1/2" x 13 2/5", Executive*, Half Letter*, Com10*, Monarch*, C5*, C6*, DL Env*, 16KAI*, Custom* Custom size: Min. 98mm x 148mm (3.9" x 5.9"), Max. 216mm x 355.6mm (8.5" x 14.0")
Paper Handling	Std	52-220g/m <sup>2</sup> (14-59lb)
	Bypass	52-256g/m <sup>2</sup> (14-69lb)
	Optional Tray	52-220g/m <sup>2</sup> (14-59lb)
	Duplex	60-163g/m <sup>2</sup> (16-44lb)
Paper Type	Std Tray	Plain paper, Middle thick paper, Thick paper 1 to 3, Thin paper, Recycled paper, Special paper 1 to 3, Letterhead, Preprinted, Label paper, Glossy paper, Coated paper, Envelope
	Bypass	Plain paper, Middle thick paper, Thick paper 1 to 4, Thin paper, Recycled paper, Special paper 1 to 3, OHP, Letterhead, Preprinted, Label paper, Glossy paper, Coated paper, Envelope
	Optional Tray	Plain paper, Middle thick paper, Thick paper 1 to 3, Thin paper, Recycled paper, Special paper 1 to 3, Letterhead, Preprinted, Label paper, Glossy paper, Coated paper, Envelope
Output Tray		Paper Capacity (80g/m <sup>2</sup> , 20lb. Bond)



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Controller Details				
Print Resolution	Engine		600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi	
	PictBridge (Option)		600x600dpi (2bit), 1200x1200dpi	
	Controller	PCL5c		600x600dpi (1bit), 600x600dpi (2bit)
		PCL6		600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi
		PostScript3/PDF		600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi
		IPDS (Option)		600x600dpi (1bit)
		XPS (Option)		600x600dpi (1bit), 600x600dpi (2bit)
	Drivers	PCL5c		300x300dpi (1bit), 600x600dpi (1bit), 600x600dpi (2bit)
		PCL6		600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi
		PostScript3		600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi
XPS			600x600dpi (1bit), 600x600dpi (2bit), 1200x1200dpi	
Language	Operation Panel		1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish, 10.Czech, 11.Hungarian, 12.Finnish, 13.Polish, 14.Portuguese, 15.Russian, 16.Catalan, 17.Turkish, 18.Simplified Chinese, 19.Traditional Chinese, 20.Korean	
	Drivers	PCL5c/PCL6	1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish, 10.Czech, 11.Hungarian, 12.Finnish, 13.Polish, 14.Portuguese, 15.Russian, 16.Catalan, 17.Turkish, 18.Simplified Chinese, 19.Korean	
		PostScript3	1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish, 10.Simplified Chinese, 11.Korean	
		XPS	1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish	
	Test Page Print	Config. Map	US version : 1.English, 2.French, 3.Spanish, EU version : 1.English, 2.German, 3.French, 4.Italian, 5.Spanish, 6.Dutch, 7.Swedish, 8.Norwegian, 9.Danish, 10.Czech, 11.Hungarian, 12.Finnish, 13.Polish, 14.Portuguese, 15.Russian	
		Others	1.English	

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## Printer Supported Environments

Windows OS	Type	PCL5c	PCL6	PostScript3	XPS
Windows 2000	Professional	N	N	N	N
	Server	N	N	N	N
	Advanced Server	N	N	N	N
	Datacenter Server	N	N	N	N
Windows XP	Professional	N	N	N	N
	Home Edition	N	N	N	N
	Media Center Edition	N	N	N	N
	Tablet PC Edition	N	N	N	N
	Professional x64 Edition	N	N	N	N
Windows Vista	Starter	N	N	N	N
	Home Basic	Y*3	Y*3	Y*3	Y*1
	Home Premium	Y*3	Y*3	Y*3	Y*1
	Business	Y*3	Y*3	Y*3	Y*1
	Ultimate	Y*3	Y*3	Y*3	Y*1
	Enterprise	Y*3	Y*3	Y*3	Y*1
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 8	Windows 8	Y	Y	Y	Y
	Pro	Y	Y	Y	Y
	Enterprise	Y	Y	Y	Y
	RT	N	N	N	N
Windows Server 2003/2003R2	Standard	Y*3	Y	Y	N
	Enterprise	Y*3	Y	Y	N
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
Windows server 2008	Standard Edition	Y*3	Y*3	Y*3	Y
	Enterprise Edition	Y*3	Y*3	Y*3	Y
	Standard without Hyper-V	Y*3	Y*3	Y*3	Y
	Enterprise without Hyper-V	Y*3	Y*3	Y*3	Y
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
Windows server 2008 R2	Standard Edition	Y*1	Y*1	Y*1	Y
		Y*1	Y*1	Y*1	Y
	Datacenter Edition	N	N	N	N
	Web Edition	N	N	N	N
Windows Server 2012	Foundation	Y	Y	Y	Y
	Essentials	Y	Y	Y	Y
	Standard	Y	Y	Y	Y
	Datacenter	N	N	N	N
Windows 8.1	Windows 8.1	Y	Y	Y	Y

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Windows OS	Type	PCL5c	PCL6	PostScript3	XPS
	Pro	Y	Y	Y	Y
	Enterprise	Y	Y	Y	Y
	RT	N	N	N	N
<b>Windows Server 2012 R2</b>	Foundation	Y	Y	Y	Y
	Essentials	Y	Y	Y	Y
	Standard	Y	Y	Y	Y
	Datacenter	N	N	N	N

\*RPCS driver has been discontinued.

\*1:SP1 or later is recommended

\*2:SP3 or later (Windows XP Professional x64 Edition recommended to \*3)

\*3:SP2 or later is Recommended

## Point & Print

Window OS		Drivers			
Server	Client (Push to)	PCL5c	PCL6	PS3	XPS
<b>Windows Server 2003/2003R2</b>	7	Y	Y	Y	N
	8	Y	Y	Y	N
	8.1	Y	Y	Y	N
	Vista	Y	Y	Y	N
	XP	Y	Y	Y	N
	W2K Pro	N	N	N	N
<b>Windows Server 2008/2008R2</b>	7	Y	Y	Y	Y
	8	Y	Y	Y	Y
	8.1	Y	Y	Y	Y
	Vista	Y	Y	Y	Y
	XP	Y	Y	Y	N
	W2K Pro	N	N	N	N
<b>Windows 2000 Professional Server &amp; Advanced Server</b>	7	N	N	N	N
	8	N	N	N	N
	8.1	N	N	N	N
	Vista	N	N	N	N
	XP	N	N	N	N
	W2K Pro	N	N	N	N
<b>Windows XP Professional</b>	7	N	N	N	N
	8	N	N	N	N
	8.1	N	N	N	N
	Vista	N	N	N	N
	XP	N	N	N	N
	W2K Pro	N	N	N	N
<b>Windows Vista</b>	7	Y	Y	Y	Y
	8	Y	Y	Y	Y
	8.1	Y	Y	Y	Y
	Vista	Y	Y	Y	Y
	XP	Y	Y	Y	N

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Window OS		Drivers			
Server	Client (Push to)	PCL5c	PCL6	PS3	XPS
	W2K Pro	N	N	N	N
Windows 7	7	Y	Y	Y	Y
	8	Y	Y	Y	Y
	8.1	Y	Y	Y	Y
	Vista	Y	Y	Y	Y
	XP	Y	Y	Y	N
	W2K Pro	N	N	N	N
Windows 8/8.1	7	Y	Y	Y	Y
	8	Y	Y	Y	Y
	8.1	Y	Y	Y	Y
	Vista	Y	Y	Y	Y
	XP	Y	Y	Y	N
	W2K Pro	N	N	N	N
Windows Server 2012/2012R2	7	Y	Y	Y	Y
	8	Y	Y	Y	Y
	8.1	Y	Y	Y	Y
	Vista	Y	Y	Y	Y
	XP	Y	Y	Y	N
	W2K Pro	N	N	N	N

### Mac OS

	PostScript3	Printer Utility for MAC
Mac OS 8.6 or later, Mac OS X classic	No	No
Mac OS X: v.10.7 - 10.11	Yes	No

### UNIX Filter

UNIX Platforms	Version	Remarks
Sun Solaris	9, 10	
HP-UX	11.x, 11i v2, 11i v3	
Red Hat Linux	Enterprise V4, V5, V6	
SCO Open Server	5.0.7, 6.0.	
IBM AIX	V 5L, V5.3, V6.1, V7.1	

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## Terminal Service and Citrix MetaFrame

Server	Driver		
	PCL5c	PCL6	PS
Win Server 2008R2	Y	Y	Y
Win Server 2008	Y	Y	Y
Win Server 2003	Y	Y	Y
Win Server 2003 R2	Y	Y	Y
Win Server 2012	Y	Y	Y
Win Server 2012 R2	Y	Y	Y
Win 2000 Server	N	N	N
Win Server 2003 + MetaFrame	N	N	N
Win 2000 Server + MetaFrame	N	N	N
Win Server 2003 + Citrix PresentationServer4.0	N	N	N
Win 2000 Server + Citrix PresentationServer4.0	N	N	N
Win Server 2003 + Citrix PresentationServer4.5	N	N	N
Win Server 2003 + XenApp5.0	N	N	N
Win Server 2008 + XenApp5.0	Y	N	N
Win Server 2008R2 + XenApp6.0	Y	N	N
Win Server 2008R2 + XenApp6.5	Y	Y	Y
Win Server 2008R2 + XenDesktop7.0(App Edition)	Y	Y	Y
Win Server 2008R2 + XenDesktop7.1(App Edition)	Y	Y	Y
Win Server 2008R2 + XenApp7.5	Y	Y	Y
Win Server 2012 + XenDesktop7.0(App Edition)	Y	Y	Y
Win Server 2012 + XenDesktop7.1(App Edition)	Y	Y	Y
Win Server 2012 + XenApp7.5	Y	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.

\*Citrix Presentation Server 4.5 and 5.0 32-bit has already been end of Mar 2014. And Citrix XenApp 5.0 64-bit & Citrix XenApp 6.0 will be end of July 2015.

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

Windows 2008 Server

1. Windows Terminal Service (RDP protocol)

2. Citrix XenApp5.0

Ver.1.3

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Subject to change without notice

1/19/2016

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Windows 2008R2 Server

1. Windows Terminal Service (RDP protocol)
2. Citrix XenApp6.0
3. Citrix XenApp6.5
4. Citrix XenDesktop7.0(App Edition)
5. Citrix XenDesktop7.1(App Edition)
6. Citrix XenApp7.5

Windows 2012 Server

1. Windows Terminal Service (RDP protocol)
2. Citrix XenDesktop7.0(App Edition)
3. Citrix XenDesktop7.1(App Edition)
4. Citrix XenApp7.5

## SAP/R3 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.

<b>Supported Barcode &amp; OCR Fonts</b>	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

## Utility Software

### Bundled Utility

	Utility Name	Support Status
1	Printer Utility for Mac	No
2	Font Manager 2000	No
3	Web Image Monitor (embedded web server)	YES

### Optional Utility

	Utility Name	Support Status
1	Desktop Binder Professional	No
2	Desk Top Binder Lt	No
3	Remote Communication Gate S Pro	YES

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4	Smart Device Monitor for Admin Accounting Report Package	YES
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### Print Driver Information

	PCL 6	PCL 5c	PS3		XPS
			Windows Vista/7/Server2003/2008	Mac OS X v.10.7 – 10.11	
<b>Job Binding</b>	N	N	N	N	N
<b>Send to Document Server</b>	N	N	N	N	N
<b>Sample Print</b>	Y *1	Y *1	Y *1	Y *1	Y *1
<b>Locked Print</b>	Y *1	Y *1	Y *1	Y *1	Y *1
<b>Hold Print</b>	Y *1	Y *1	Y *1	Y *1	Y *1
<b>Stored Print</b>	Y *1	Y *1	Y *1	Y *1	Y *1
<b>Stored Print (Shared)</b>	Y *1	Y *1	N	N	N
<b>Stored and Normal Print</b>	Y *1	Y *1	Y *1	Y *1	Y *1
<b>Stored and Normal Print (Shared)</b>	Y *1	Y *1	N	N	N
<b>Mask Type for Copying</b>	N	N	N	N	N
<b>Data Security for Copying</b>	N	N	N	N	N
<b>Reduce/Enlarge (Scaling)</b>	Y	Y*3	Y	Y	Y
<b>Reduce/Enlarge Centering</b>	Y	N	N	N	N
<b>Collate</b>	Y *1	Y *1	Y *1	Y *1	Y
<b>Custom Media Type</b>	Y	Y	N	N	N
<b>Layout (N-up)</b>	Y	Y	Y	Y	Y
<b>Poster</b>	Y	N	N	N	N
<b>Duplex</b>	Y	Y	Y	Y	Y
<b>Punch</b>	N	N	N	N	N
<b>Staple</b>	N	N	N	N	N
<b>Front Cover Sheet</b>	Y	Y	N	N	N
<b>Front and Back Cover Sheets</b>	N	N	N	N	N
<b>Slip Sheet</b>	Y	Y	N	N	Y
<b>Chaptering (Page Layouting)</b>	N	N	N	N	N
<b>Chaptering (Single Page Inserting)</b>	N	N	N	N	N
<b>Chaptering (Page Block Inserting)</b>	N	N	N	N	N
<b>User Defined Pages</b>	N	Y	N	N	N
<b>Tab Stock Printing</b>	N	N	N	N	N
<b>Mirror Image Print</b>	N	N	Y	N	N

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Negative Image Print	N	N	N	N	N
Dithering	Y	Y	Y	Y	N
Edge Smoothing	N	N	N	N	N
Toner Saving	N	N	N	N	Y*4
Economy Color	Y	N	Y	Y	N
Watermark	Y	Y	Y	Y	N
Form Overlay	N	N	N	N	N
Header/Footer	N	N	N	N	N
Adjust image position	N	N	N	N	N
Binding Margins	N	N	N	N	N
User ID	Y	Y	Y	Y	Y
User Code	Y	Y	Y	Y	Y
Billing Code	Y	Y	N	N	N
Rotate Print	Y	Y	Y	Y	Y
Reverse Order Print	Y	N	Y	Y	Y
Do not print Blank pages	N	N	N	N	N
Edge to Edge Print	Y*2	Y*2	Y*2	Y*2	N

\*1: HDD is required.

\*2: Supported only with driver and controller.

\*3: "Centering" feature cannot be selected from PCL driver. However PCL has this feature as the original function. When printing with Reduce/Enlarge(Zoom) feature of PCL driver, the output will be automatically centered by the PCL's original centering function

\*4: This function is available only when "Black and White" is selected.

Job Spool	Y*1
Sub Paper Size	Y
Extend A4 Width	Y
Adjustment Registration	Y
Adjustment Color Registration	Y
Adjustment Image Density	Y

\*1 HDD is required.

Y: supported

N: not supported

\*2: Printer Driver CD does not include PCL5e. It will be provided on Web site.

## Other MFP Support Information

Not Applicable

## Counters



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➤ Menu / Counter → OK → Print →

## Paper

### Recommended Throughput Material

Not Applicable

### 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

## Firmware Information

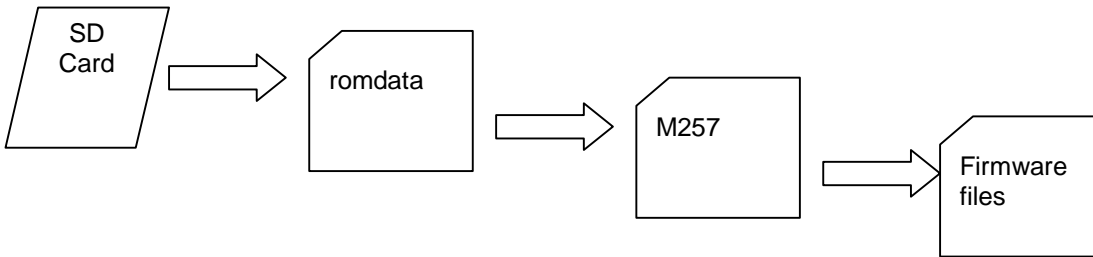
### Firmware

Firmware SD Card	Firmware Type
M257_Engine_vxxx_SDCard	Engine
M257_NetworkSupport_vxxx_SDCard	Network Support
M257_NetworkDocBox_vxxx_SDCard	Network DocBox
M257_PCL_vxxx_SDCard	PCL
M257_Printer_vxxxSDCard	Printer
M257_WebSupport_vxxxSDCard	Web Support
M257_PDF_vxxxSDCard	PDF
M257_PS3_vxxxSDCard	PS3
M257_PowerSavingSys_vxxxSDCard	PowerSavingSys
M109_PCLFont_vxxxSDCard	PCL Font
M257_RPCs_vxxx_SDCard	RPCS
M109_PS3Font_vxxxSDCard	PS3 Font

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Firmware SD Card	Firmware Type
M257_System_vxxxSDCard	System

## SD Card Arrangement



## 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 Realer Printer Customers (800) 972-8796 Warranty Processing (8008) 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 University	973.882.2200. email address: <a href="http://www.ricohlearninginstitute.com">www.ricohlearninginstitute.com</a>

## Training Information

### Documentation

Description	RFG E-Source Number
Service manual	rfg068688

# Product Support Guide Model M257/M0AC-17

Description	RFG E-Source Number
Parts Catalog	rfg068692
PSG	rfg068427
SLP	rfg068024

Please refer to the <https://ricohusa.csod.com/client/ricohusa/default.aspxweb> 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.

## Revisions

1.3